Answer/Ending an Incoming Call

Press ⬆ or the **Answer** soft key. Press ⬇ or the **End Call** soft key during an active call.

Place an Outbound Call

Press the ⬆ button, enter the phone number including the exit and area code and then press the **Send** soft key.

Muting the Microphone

During a call, press the mute button 🔇. The console LEDs will glow red. You can hear all other parties but they cannot hear you. Press again to unmute.

Call Holding and Resuming

During a call, press the **Hold** soft key. The console LEDs will blink red. To resume the call, press the **Resum**e soft key.

Transfer a Call

1 During a call, press the **Trnsfer** soft key. The active call is placed on hold.
2 Enter the number of the party to which you want to transfer the call, and then press the **Send** soft key.
3 After you speak with the second party press the **Trnsfer** soft key again to complete the transfer.

Checking Voicemail

1 Press the **Menu** key and then select **Features** > **Messages** > **Message center**.
2 Press the **Connect** soft key, and then follow the prompts.

Dialing 911 [9-1-1]

If you need to dial emergency services from your phone, you **do not** need to dial an exit code to access an outside line before dialing 9-1-1.

Hosting Conference Calls.

1 Call the first party
2 After the first party answers, press the **Confrnc** soft key. The active call is placed on hold.
3 Enter the number of the second party, and then press the **Send** soft key.
4 When the second party answers, press the **Confrnc** soft key. All parties are now joined in the conference. You can do the Following:
   - To put the conference on hold, press the hold soft. To resume the conference, press the Resume Soft Key
   - To end the conference, press the End Call Soft Key.
   - To end the conference and split the conference into two separate calls on hold, press the Split soft key.

If you have an active call and a call on hold, you can create a conference between all three parties by pressing the Join soft Key.

Do Not Disturb (DND)

To prevent your phone from ringing, press the **Menu** key, and then select **Setting** > **Basic > Lock Phone.** Select **DND when Locked**. To toggle DND on and off, press the **Lock** soft key.

Adjusting Volume

To change the speaker volume, during a call press the up or down volume key. To change the ringer volume, press the up of down volume key when the phone is in the idle state.

For Technical Support

Technical support for your service is included and we're happy to assist with any questions or comments you may have. Our hours are Monday – Friday, 8am – 6pm PST and we can be reached by one of the following methods:

1 E-mail us at support@noctel.com
2 Dial 611 from your NocTel Phone
3 Call from any phone by dialing a local support line:
   Portland, OR: +1 503.764.4300
   Toll-Free: +1 888.400.4521