







### 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 , 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 **Resume** soft key.

### Transfer a Call

- 1 During a call, press the **Transfer** 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 **Transfer** soft key again to complete the transfer.

### Checking Voicemail



Press the  menu key and then select **Features** > **Messages** > **Message center**. 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  or the **Confnc** 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  or the **Confnc** soft key. All parties are now joined.  
*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  key, and then select **Features**. Scroll to Do Not Disturb and press the **Select** soft key. Repeat to turn off.

### 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 or 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 Mon. – Fri. , 8am - 6pm PST. Reached us via 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