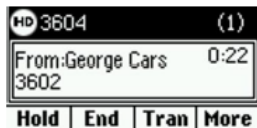


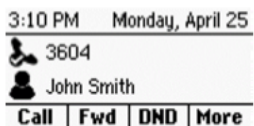
### Home Screen

Displays messages, settings and information. Available any time.



### Calls Screen

Displays all active and held calls. Available when calls are active or held.



### Lines Screen

Displays phone lines, favorites, and conditional soft keys. Available any time

### Switch among Phone Screens

You can view any screen on your phone from other screens, to switch among screens:

1. Press the **Home** button –or- Press the **C > L** soft key to display the lines screen from the call screen. Press **L > C** soft key to display the calls screen from the lines screen

### Answer an Incoming Call

Simply lift the handset, press the speakerphone button, or headset button (if one is connected) to answer incoming calls. After answering the call you can:

- Put the call on local hold
- Transfer the call
- Put the call on or off speakerphone

### 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.

### Place an Outbound Call

Outbound calls require an 8 to access an outside line before dialing the area code and phone number. Phone calls should be in this form: **8-503-764-4300**.

**Note:** Calls can also be placed as **8-1-503-764-4300**, however the US country code is not required.

1. Dial the number, then lift the handset or press the speakerphone button. – or –
2. Lift the handset or press the speakerphone button and then dial the desired number.

### Checking Voicemail

1. To check your own mailbox from your phone, Dial **\*38** -or- on the Home screen, select **Messages**. Then select Message Center > Connect. Enter your PIN when prompted.
2. If you wish to check your messages from another NocTel phone, dial **\*98** on the keypad. Follow the menu prompts to enter your mailbox, password. You can then check your voicemail and change your greetings using the prompts.

### Transfer a Call

1. During a call, press and hold the **Transfer** soft key.
2. Choose Blind or Consultative.
2. Dial the extension you want to transfer to.
3. If you chose Consultative, press the **Transfer** soft key again after speaking with your contact to complete the transfer.

### Call Hold

Call hold is used when you want to place a call on hold and go back to the caller from the **same phone**. To place a call on hold, Highlight the call and press the **Hold** soft key. To resume the call, highlight the call and press the **Resume** soft key.

**Note:** The Hold feature applies only to the Local phone. Held calls can only be picked up from the extension they were placed on hold from. If you wish to pick them up from another extension, use the “Transfer a Call” feature.

### View Recent Calls

To view recent placed, received, and missed calls, select **Dir > Recent Calls**

### Handset Volume and Ringing Volume

To adjust the volume on the handset, press the – or + buttons at the bottom of the phone while the handset is off hook (lifted). To adjust the ringing volume, press the – or + buttons while the handset is on hook (in the cradle).

**Note: If the phone has been reset, the volume settings will also be reset and you will need to adjust them again.**

### Initiating a Local Conference Call

1. Call a contact.
2. Press the **Conference** soft key; the party you have been speaking to will be put on hold and you will hear the dial tone.
3. Dial the additional party and wait for them to answer so you can notify them that you are bringing them into a conference call.
4. Press the **Conference** soft key again; all parties are now on the call.

**Note: If the party doesn't answer or doesn't want to participate in the conference call, press "End Call" and you will be returned to the original caller.**

### View Recent Calls

To view recent placed, received, and missed calls, select **Dirs > Recent Calls**

### Do Not Disturb

1. Press the "Home" key.
2. Use the arrow keys to scroll through and select "Features", then select Do Not Disturb.
3. To turn Do Not Disturb off, follow the same steps as above.

### 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, 5am – 6pm PST and we can be reached by one of the following methods:

1. E-mail us anytime at [support@nocstel.com](mailto:support@nocstel.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

