



About the Touchscreen

Tap to select and highlight screen items. To scroll, touch the screen and swipe your finger. To go back to a previous screen, tap **Back**.

Handset Volume and Ringing Volume



To adjust the volume on the handset press the **-** or **+** buttons during a call. To adjust the ringing volume, press the **-** or **+** buttons outside of a call.

Answer an Incoming Call

Simply lift the handset to answer incoming calls, or tap **Answer** on the touch screen. After answering the call you can:

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

Place an Outbound Call

1. Tap **New Call** on the touch screen, enter the phone number with the exit and area code and tap .
2. Lift the handset or press the speakerphone button and then dial the desired number and tap .

Checking Voicemail


- To check your own mailbox from your phone, press the **Messages** button, and follow the prompts.
- If you wish to check your messages from another NocTel phone, dial ***98** on the keypad. Follow the menu prompts to enter your extension number and password. You can then check your voicemail and change your greetings using the prompts.

Phone Views

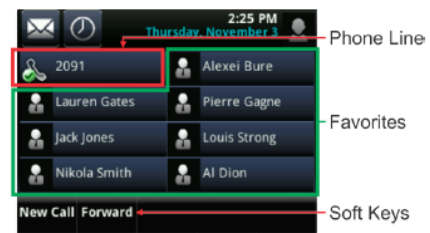
Your phone has four main views: Home, Calls, Active Call, and Lines Views.

Home View displays icons you can tap to access functions.



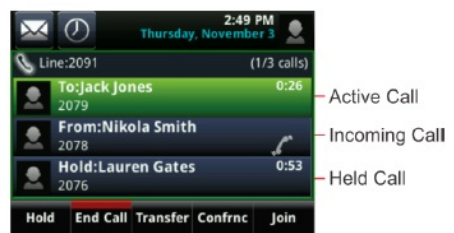
- Touch and hold  to display fewer icons.
- From home view tap the phone line to display your phone lines view and favorites.

Lines View displays phone lines, favorites, and soft keys.



Calls View displays a list of all your current calls, with soft keys to control the highlighted call. Call color indicates status:

- Dark green is active call
- Dark blue is incoming and held calls
- Bright green is active call is highlighted
- Bright blue incoming of held call is highlighted.



Active Call View is if a phone line has only one call and it's active. Soft keys at the bottom of the screen will control the active call.

Transfer a Call

1. During an active call, tap **Transfer**. This will place the call on hold.
2. Dial the extension you want to transfer the call to.
3. When the party to whom you are transferring answers the call, consult with them about the call and tap **Transfer** again 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**. Tap the **Hold** soft key to place the call on hold. If in Calls view, remember to highlight the call first. To resume a held call tap resume.

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.

Redial

This only applies to last dialed numbers.

1. Press the **New Call**.
2. Use the finger to scroll through the numbers last dial, and tap to highlight the number.
3. Press the **dial** soft key or tap .

Do Not Disturb

To disable ringing, tap **Settings** from the Home View, and tap **Features > Do Not Disturb**. Tap **Enable** or **Disable**.

Dialing 911 [9-1-1]

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

Initiating a Local Conference Call

1. Establish your first call by placing or answering the phone.
2. Press the **Confrc** soft key; the party you have been speaking to will be put on hold and you will hear the dial tone.
3. Dial an 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 **Confrc** 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.

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.
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

