NocTel

Answer an Incoming Call

Simply lift the handset to answer incoming calls or press the speakerphone button. After answering you can:

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

Place an Outbound Call

Outbound calls may require an exit code of ____ to access an outside line. Outbound calls should include the exit code plus the 10-digit phone number in this format: **X-503-764-4300**.

- Dial the number, then press the Dial softkey or speakerphone button. – or –
- Lift the handset or press the speakerphone button and then dial the number.

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.

Redial

To redial the last dialed number press the right arrow/selection pad key twice.

Checking Voicemail

To check your mailbox from your phone, press the **Messages** button. If you wish to check your messages from another NocTel phone, dial ***98** on the keypad and follow the menu prompts to access your voicemail.

Transfer a Call – Attended Transfers

1. During a call, press the **Transfer** key. 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, consult with them about the call. Press **Transfer** again to complete the transfer.

Transfer a Call to Voicemail

Transfer directly to someone's voicemail by transferring to **[EXTENSION#].

Placing a Call on Hold

An active call can be placed on hold by pressing the **hold** and then resumed from the *same* phone.

- Press either the **hold button** or **hold softkey** during an active call to place the call on hold.
- To resume a held call, press the call the **hold button** again, or the **resume softkey**

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.

Missed, Placed, and Received Calls

To view a list of and redial past call:

- **Missed calls:** press the **down** navigation key
- **Placed calls:** press the **right** navigation key
- **Received calls**: press the **left** navigation key

Handset Volume and Ringing Volume

To adjust the handset volume, press the **–** or **+** buttons to the left of the number pad 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).

Line Key Pagination

Up to 3 extra pages of speed dials pagination can be accessed by pressing the pagination button located to the right of the softkeys. Pagination and speed dials must be configured via the NocTel control panel, or they will not persist.

Initiating a Local Conference Call

1. Establish your first call.
2. Press the **More** softkey then the **Conference** softkey. The active call will be put on hold and you will hear a dial tone.
3. Dial the additional contact and wait for them to answer.
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.

Do Not Disturb

1. Press the **Home** key.
2. Use the navigation keys to select **DND** or press **6**. The DND icon will appear at the top right corner of the screen to confirm that DND is enabled.

To turn DND off, follow the same steps as above. The Do Not Disturb icon will disappear when it is disabled.

Forwarding Calls on an Extension

1. With the handset on the hook dial ***72** followed by the 10-digit number. (*72XXX.XXX.XXXX)
2. Press the **dial** soft key. The phone will produce two ascending tones and end the call. Forwarding is now setup.

After the initial setup, use ***73** to deactivate forwarding. Note: You can use ***72** alone to enable forwarding again to the same number that you previously entered.

Poly Vision Accessibility Options

To access options, press: **Home** > **Settings (9)** > **Accessibility (6).** The following accessibility options are available:

- **Text Style:** Normal, Large, or Bold
- **High Contract Mode:** On or Off
- **Color Correction:** On or Off
- **Correction Mode:** Greyscale, Deuteranomaly (green-red), Protanomaly (red-green), or Tritanomaly (blue-yellow)