NocTel

BUSINESS COMMUNICATIONS EXPERTS
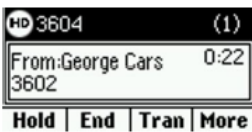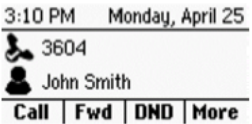
Home Screen
Displays messages, settings and information. Available any time.

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 form other screens, to switch among screens:
1. Press the **Home** button –or- Press the **C > L** soft key to display the lines screen form 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 exit code of ___ to access an outside line. Outbound calls must include the exit code + the 10-digit phone number Example: **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.

Checking Voicemail
1. 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.
2. Follow the menu prompts to access your voicemail.

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.

Transfer a Call to Voicemail
Transfer directly to someone's voicemail by transferring to **<extension#>.

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.

Missed, Placed, and Received Calls
Past calls can be view and redialed from the following:
- Press the down arrow pad key to view **missed** calls.
- Press the right arrow pad key to view **placed** calls.
- Press the left arrow pad key to view **received** calls

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).

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.

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.

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 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.

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@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