Answer an Incoming Call

Simply lift the handset 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

Place an Outbound Call

Outbound calls require a 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 place in the 8-1-503-764-4300, however the Country code is not required.

1 Lift the handset and dial the desired number OR
2 Press the "New Call" soft key and dial the desired number. This will initiate a speakerphone call; lift the handset or press the headset button at any time to take the call off speakerphone.

Transfer a Call

Blind Transfer: Press the "Transfer" soft key, then press the "Blind" soft key, then enter the extension to which you would like to transfer the call.

> Note: You must wait for your phone to return to its idle state before you can hang up, or the transfer will fail. This takes approximately 4 seconds.

Consultative Transfer: Press the "Transfer" soft key, and then enter the extension. When the party to whom you are transferring answers the call, consult with them about the call and press "Transfer" again to complete the transfer.

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.

Checking Voicemail

1 Lift the handset (or press the "New Call" soft key to use speakerphone)
2 Press the **Messages** button or dial ***98** on the keypad
3 Follow the menu prompts to check either your own personal voicemail.

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, press either the round "Hold" button or the "Hold" soft key. The call appearance light on the left side of the phone's screen will go red; to retrieve the call, press the call appearance button beside the red light.

> Note: The Hold feature applies only to the Local phone, it does not place the call to network hold queue.

Initiating a Local Conference Call

1 Press the "More" soft key
2 Press the "Conf" soft key; the party you have been speaking to will be put on hold and you will hear the dial tone
3 Wait for the 3rd person to answer so you can notify them that you are bringing them into a conference call
4 Press the "Conf" soft key again; all parties are now on the call.

> Note: If the 3rd 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.

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.

Redial

This only applies to last dialed numbers.

1 Press the "Dial" key
2 Use the arrow keys to scroll through the numbers last dialed.
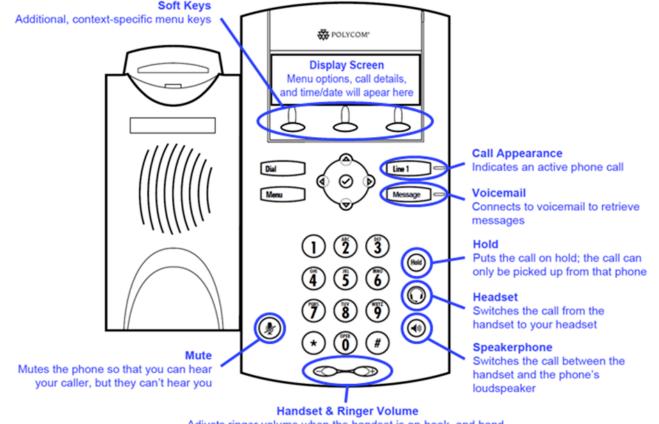3 Press the "Dial" key again once you have selected the desired number.

Do Not Disturb

1 Press the "Menu" key
2 Use the arrow keys to scroll through and select "Features", then select "Do Not Disturb." The Do Not Disturb icon will appear to confirm that Do Not Disturb is enabled.
3 To turn Do Not Disturb off, follow the same steps as above. The Do Not Disturb icon will disappear when it is disabled.

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, 8am – 6pm PST and we can be reached by 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

Soft Keys
Additional, context-specific menu keys

Display Screen
Menu options, call details, and time/date will apear here

Call Appearance
Indicates an active phone call

Voicemail
Connects to voicemail to retrieve messages

Hold
Puts the call on hold; the call can only be picked up from that phone

Headset
Switches the call from the handset to your headset

Speakerphone
Switches the call between the handset and the phone's loudspeaker

Mute
Mutes the phone so that you can hear your caller, but they can't hear you

Handset & Ringer Volume
Adjusts ringer volume when the handset is on-hook, and handset volume when handset is off-hook