



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 9 to access an outside line before dialing the area code and phone number. Phone calls should be in this form: **9-503-764-4300**.

Note: Calls can also be placed as 9-1-503-764-4300, 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.

Transfer a Call

1. During a call, press the “Transfer” soft key. This will place the call on hold.
2. Place a call to the number/extension you want to transfer the call.
3. 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.

Checking Voicemail

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

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 will blink red; to retrieve the call, press the call appearance button beside the red light.

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” soft key.
2. Use the arrow keys to scroll through the numbers last dialed.
3. Press the “Dial” key once you have selected the desired number.

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.

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 “Conf” 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 “Conf” 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.” The Do Not Disturb icon will appear on the screen 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, 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

