



- A** Transfer
- B** Hold
- C** Volume Up / Down
- D** Voicemail
- E** Back
- F** 5-Way Navigation
- G** Home
- H** Headset (optional)
- I** Speakerphone
- J** Mute Mic
- K** Soft Keys

► Place Calls

You can only have one active call in progress on your phone.

To place a call:

Do one of the following:

- Pick up the handset, press or the , enter the phone number, and press **Send**.
- Enter the phone number, press **Dial**, and pick up the handset, press or the .
- Press the Line key, enter the phone number, and select **Send**.
- Select **New Call**, enter the phone number, and press **Send**.

► Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

To answer a call:

Do one of the following:

- To answer with the speakerphone, press the or press **Answer** soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press .

► End Calls

You can only end active calls. To end a held call, you must resume the call first.

To end an active call:

- Replace the handset in the cradle, press or the , or press the **End Call** soft key.


To end a held call:

1. Highlight the held call and press Resume.
2. Press End Call.

► Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:

- Highlight the call and press the **Hold** soft key or press .

To resume a call

- Highlight the call and press the **Resume** soft key or press the .

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” or “Call Park” feature.

► Redial

To redial press the right arrow pad key twice. This only applies to last dialed numbers.

► 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

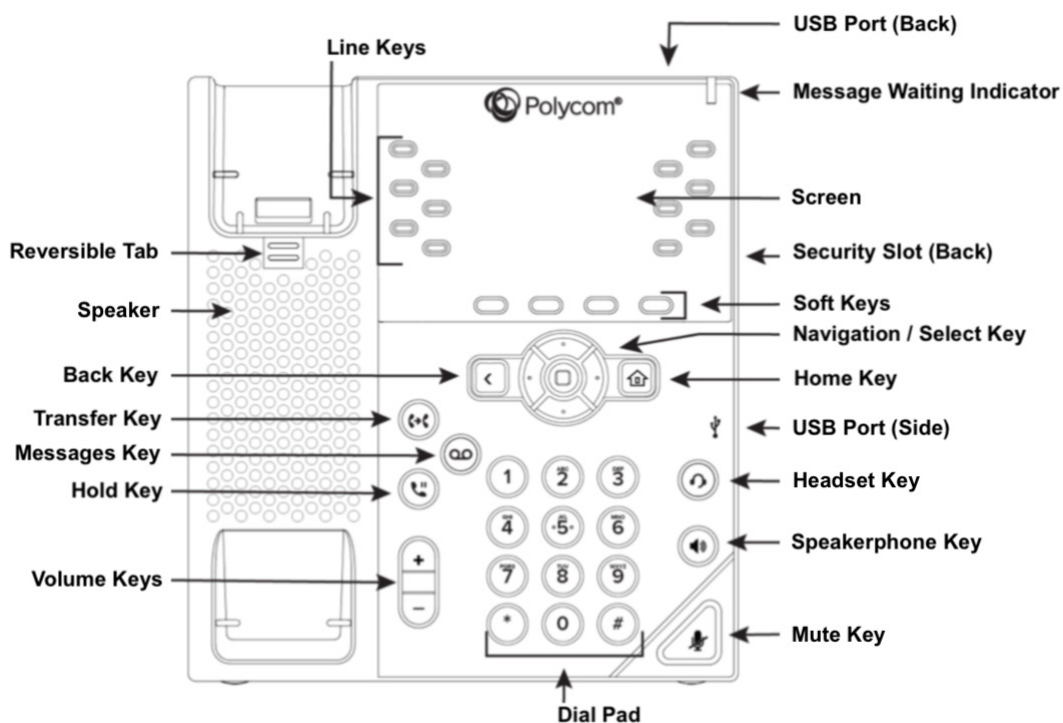
► Handset Volume and Ringing Volume

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.

► 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.



▶ Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls.

To enable or disable Do Not Disturb:

- On the Main Menu screen, select **DND**.

▶ Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

To set a ringtone for incoming calls:

- Select **Settings > Basic > Ring Type** and select a ringtone.

▶ Warm Transferring Calls

A warm transfer (attended) allows Users to speak privately with the receiving party before transferring the call.

A warm transfer also confirms the availability of the receiving party.

1. During an active call, press the **Transfer** button
2. Dial the phone number or extension .
3. After the receiving party answers the call, press the **Transfer** button or simply hang up.

▶ Blind Transferring Calls

A blind transfer (unattended) allows Users to send calls to an alternate extension or phone number without waiting for an answer or confirming the availability of the receiving party.

1. During an active call, press the **BlindX** soft key .
2. Dial the phone number or extension .
3. Press the **Enter** soft key

▶ Transfer a Call to Voicemail

Transfer directly to someone's voicemail by pressing the TRANSFER soft key followed by BLIND soft key, entering 6 and the extension of the voicemail you are trying to reach, press SEND to complete the transfer.

1. During an active call, press the Transfer button.
2. Press the (6) digit on the keypad.
3. Dial the extension (This forward-to-Voicemail feature only works with Extensions).
4. After the receiving party's Voicemail Greeting begins playing, press the Transfer button to complete the Transfer.

▶ 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 *15 on the keypad.
2. Follow the menu prompts to access your voicemail.

Initiating a Conference Call

1. Establish your first call.
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 an additional contact 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.

Forwarding Calls on an Extension

1. With the handset on the hook dial *72 followed by the 10-digit number. (*72XXX.XXX.XXXX)
 2. The phone will call the provided number and enable call forwarding once the end user has picked up.
- 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.