POPP COMMUNICATIONS

Message Waiting Indicator

Line Keys

Softkeys

Navigation Buttons

Message

Hold

Setup (only use with Call History feature)

Volume

Mute   Speaker

Headset

Make Internal Call:
- Pick up the receiver, or press **[Speaker]** or **[Headset]** button, and then dial **[4-digit extension]**

Make External Call:
- Pick up the receiver, or press **[Speaker]** or **[Headset]** button, and then dial **[10-digit phone number]**

Redial Last Internal or External Number Dialed:
- Press **[redial]** softkey and use navigation buttons to select the desired number from the Redial list. Lift the handset, or press **[Dial]** softkey.

Adjust Volume:
- Handset Volume: During call, press and hold **[+ or -]** on the **[Volume]** button. Press **[save]** softkey.
- Speaker Volume: Press **[Speaker]** for dial tone, then press and hold **[+ or -]** on the **[Volume]** button. Press **[Speaker]** button again to exit.
- Ring Volume: While telephone is idle, press and hold **[+ or -]** on the **[Volume]** button. Press **[save]** softkey.

Silence Ringer:
- Press pre-programmed **[dnd]** (Do not Disturb) softkey to direct calls to your Call Forward No Answer number (usually voice mail)
- Press **[-dnd]** or **[Clr DND]** softkey to enable ringing

Holding Calls:
- Press **[Hold]** button to place caller on Hold
- To pick up call on hold, press the flashing red line button or press **[Hold]** button again

Pick Up a Call Ringing at Another Extension:
- Dial **[*12]** + **[4-digit extension]**
- If using speaker phone, then press **[Dial]** softkey

Pick Up a Call Ringing into a Call Pickup Group:
- Dial **[*11]** to pick up a phone call ringing into a Call Pickup Group

Transfer Call:
- Press **[bxfer]** or **[BlindXfer]** softkey - the caller is now on Hold
- Dial the **[4-digit extension]** to which you would like to transfer the call, press **[#]**, and hang up to complete transfer

  Note: You may press a **[monitored extension]** key (if applicable) or dial a **[10-digit number]** in place of the 4-digit extension and hang up to transfer the call

  Optional: To first announce the call (warm transfer), you may press the **[xfer]** or **[transfer]** softkey, dial the **[4-digit extension]** to which you would like to transfer the call, wait for the person to whom you are transferring the call to answer, announce the call, press **[xfer]** or **[transfer]** softkey, and hang up to complete transfer.

Send Caller Directly to Your Voice Mail:
- While telephone is ringing, press **[Ignore]** softkey. Note: Your Call Forward No Answer number must be set to voice mail.

Send Caller Directly to Another User's Voice Mail:
- While on a call, press **[bxfer]** or **[BlindXfer]** softkey, dial **[*76 + [4-digit extension]**, and hang up to complete the transfer

Make Conference Call (3 party max.):
- With first caller on the line, press **[Conf]** softkey
- Dial next party **[4-digit extension or 10-digit phone number]**
- When answered, press **[Conf]** softkey again to join all parties

Page:
- Press **[Page All]** softkey to page all telephones, or press **[*5] + [paging group # 1-5]** to page a specific group
- Make announcement, and hang up when finished

Park Call:
- With caller on the line, press **[xfer] or [Transfer]** softkey, then dial **[*13]**. You will hear, "Your call will be parked on orbit 1XX." Press **[xfer]** or **[Transfer]**. Note the orbit number the call is parked on.

Pick Up Call on Park:
- From any telephone, dial **[*14]** + **[orbit number]** of the parked call. If using speaker phone, press **[Dial]** softkey to retrieve the call.

View Call History:
- Press **[Setup]** button and use **[▲ or ▼]** navigation buttons to select **Call History**
- Press **[Select]** soft key
- Press **[▲ or ▼]** navigation buttons to scroll through options
- Press **[Select]** soft key for desired call history type
- Press **[▲ or ▼]** navigation buttons to scroll through call history
- Press **[Dial]** softkey or lift handset to call, or **[cancel]** to exit (does not apply on SPA 525G)

Helpful Hint:
When viewable, caller may press **[dial]** softkey to expedite call

Log In/Out of a Multi Line Hunt Group (MLHG):
- To log in, dial [**59**]. When prompted, enter the hunt group number you wish to log in to, followed by [**#**]
- To log out, dial [**59**]. When prompted, enter **[0]** followed by **[#]**

  Note: Line must be enabled for Log In/Out by the business group administrator

Key Programming:
All programmable telephone keys are programmed via the Administrator Portal or User Portal administrative software. Contact your designated telephone system administrator for assistance.

Changing Ring Tones:
Several ring tone options are available for your telephone. Ring tones are programmed via the Administrator Portal or User Portal administrative software. Contact your designated telephone system administrator for assistance.

For Additional Training and Support
- Visit www.popp.com or call POPP Communications at 763-797-7900