



### Internal Call:

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

Optional: Press **[Directory]** softkey and see the **Directory** section of the user guide for further instructions

### External Call (no need to dial 9 for local or 1 for long distance):

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

### Redial/View Call History:

- Press **[History]** softkey, use **[▲ or ▼]** navigation buttons to select the desired number, and lift the handset or press **[Dial]** softkey to dial

Optional: Lift the handset to view redial list (outgoing calls only) and press **[●]** select button **two times** to dial the highlighted number

### Handling Multiple Incoming Calls:

- With caller on the line, press the **[Answer]** softkey – this automatically puts the first caller on Hold and picks up the new caller
- Press **[▼]** navigation button to select the call you wish to resume and press **[Resume]** softkey to resume the call

### Transfer Call:

#### Consultative Transfer:

- Press the **[Transfer]** button – the caller is now on Hold
- Dial the **[4-digit extension]** or **[10-digit number]**, wait for the person to answer, announce the call, and hang up to complete the transfer
- To cancel transfer, press the **[Cancel]** softkey to return to caller

#### Blind Transfer:

- Press **[Transfer]** button, press **[Blind]** softkey - the caller is now on Hold
- Dial **[4-digit extension]** or **[10-digit number]** to which you would like to transfer the call to complete the transfer

#### Transfer Call Directly to Another User's Voice Mail:

- Press **[Transfer]** button, press **[Blind]** – the caller is now on Hold
- Dial **[\*76] + [4-digit extension] + [Send]** softkey to complete the transfer

#### Make Conference Call (3 party max.):

- With first caller on the line, press **[Confrnc]** softkey
- Dial next party **[4-digit extension]** or **[10-digit number]**
- When answered, press **[Confrnc]** softkey to join all parties

#### Holding Calls:

- Press **[Hold]** button to place caller on Hold
- To pick up call on Hold, press **[Hold]** button or **[Resume]** softkey

#### Park Call/Pick Up Parked Call (aka Shared Hold):

- To Park a call, press the **[Park]** key to place caller on park orbit
- To Pick up a Parked call, press the **[Park]** key (indicated by a green flashing light)

**DND** (Do Not Disturb - direct all calls to voice mail/call forward no answer number):

- Press **[DND]** softkey to enable/disable

#### Page:

- Press **[Paging]** softkey and use navigation buttons to select the desired number from the Paging Groups List and press the **[Page]** softkey
- Make announcement, and hang up or press **[End Page]** softkey when finished
- To adjust paging volume, press and hold **[- or +]** on the **[Volume]** button during a page

#### Directory:

- Press the **[Directory]** softkey
- Use the **[▲ or ▼]** navigation buttons to select a contact
- Press **[▶]** and **[●]** to initiate a call to the selected contact

Note: Directory is populated with business group contacts by default. Additional contacts must be added via the User Portal.

#### Adjust Volume:

- Press and hold **[- or +]** on the **[Volume]** button to adjust call volume (handset or speaker) or ring volume

#### Changing Ring Tones:

- Press **[Home]** button, press **[▶]** navigation button until **[Settings]** is selected, and press **[●]** select button
- Press **[●]** select button to select **[Basic...]**, press **[▼]** navigation button until **[Ring Type...]** is selected, and press **[●]** select button
- If multiple lines: Use **[▲ or ▼]** navigation buttons to scroll through lines and press **[●]** select button to select a line
- The checked box denotes the current ring tone
- Use **[▲ or ▼]** navigation buttons to scroll through ring tones
- Press **[●]** select button to change the selection

Optional: Press **[Play]** softkey to play the selected ring tone

#### Optional Keys:

##### Use Enhanced Monitored Extension Keys to:

- See individual's line status (available/not available)
- Make an internal call
- Transfer Call – Blind Transfer (press **[Extension]** key) or Warm Transfer (press **[Transfer]** followed by **[Extension]** key)
- Pick up a call ringing at another extension

**Log In/Out of a Multi Line Hunt Group (MLHG)** (Note: Line must be enabled for Log In/Out by the business group administrator):

- Use **[Login]/[Logout]** keys
- Use the Administrator Portal or User Portal to login/logout

Helpful Hint: Press **[#]** key or **[Dial]** or **[Send]** softkey to expedite call

#### Key Programming:

All programmable telephone keys are programmed via the Administrator Portal or User Portal web site. Contact your designated telephone system administrator for assistance.

### For Additional Training and Support

- Visit [www.popp.com](http://www.popp.com) or call POPP Communications at 763-797-7900