



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: VVX 250 Directory is populated with business group contacts by default. Additional contacts must be added via the User Portal. Directory is not available on VVX 150.

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 or call POPP Communications at 763-797-7900