



### Internal Call:

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

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

### External Call:

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

### Redial/View Call History:

- Touch **[History]** softkey, touch the display and drag up or down to scroll through call history.
- Touch the desired number **two times** to dial, or press **[Home]** button two times to exit

Optional: Lift the handset to view redial list (outgoing calls only) and touch the desired number **two times** to dial, or hang up to exit

### Handling Multiple Incoming Calls

- With the caller on the line, touch the **[Answer]** softkey – this automatically puts the first caller on Hold and picks up the new caller
- Touch the caller ID box of the call you wish to resume and touch **[Resume]** to resume the call

### Transfer Call:

#### Consultative Transfer:

- Touch the **[Transfer]** softkey – 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, touch the **[Cancel]** softkey to return to caller

#### Blind Transfer:

- Touch **[Transfer]** softkey, then touch **[Blind]** – 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:

- Touch **[Transfer]** softkey, touch **[Blind]** – the caller is now on Hold
- Dial **[\*76] + [4-digit extension] + [#]** to complete the transfer

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

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

#### Holding Calls:

- Touch **[Hold]** softkey to place caller on Hold
- To pick up call on Hold, touch **[Resume]** softkey

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

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

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

- Touch **[DND]** (Do Not Disturb) softkey to enable/disable

### Page:

- Touch **[Paging]** softkey, touch the desired paging group in the Paging Groups List, and touch **[Page]** softkey
- Make announcement, and hang up or touch **[End Page]** softkey when finished
- To adjust paging volume, press and hold **[- or +]** on the **[Volume]** button during a page

### Directory:

- Touch **[Directory]** softkey
- Touch and drag up or down to scroll through the list of lines.
- Touch **[Call]** to call the desired line.

### 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 and touch **[Settings]** softkey
- Touch **[1 Basic...]**
- Touch **[5 Ring Type...]**
- If multiple lines: Touch the display and drag up or down to scroll through lines and touch the desired line to select it
- The checked box denotes the current ring tone
- Touch the display and drag up or down to scroll through ring tones
- Touch a different ring tone to change the selection

Optional: Touch **[Play]** 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 (touch **[Extension]** key) or Warm Transfer (touch **[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 administrative 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