



### 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 (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:

- Touch **[History]** softkey, scroll to find the desired number, and touch the number to dial

### Handling Multiple Incoming Calls:

- With caller on the line, touch the **[Answer]** softkey – this automatically puts the first caller on Hold and picks up the new caller
- Touch **[Swap]** softkey to switch between the calls

### 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, touch the **[Cancel]** softkey to return to caller

#### Blind Transfer:

- Press **[Transfer]** button, the caller is now on Hold
- Dial **[4-digit extension]** or **[10-digit number]** to which you would like to transfer the call and touch **[B Transfer]** softkey (quickly) to complete the transfer

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

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

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

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

#### Holding Calls:

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

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

- To Park a call, touch the **[Park]** softkey to place caller on park orbit
- To Pick up a Parked call, touch the **[Park]** softkey (indicated by a red flashing phone icon)

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

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

**Page** (Paging key must be configured):

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

**Directory:**

- Press the **[Directory]** softkey, then touch **[Network Contacts]**
- Touch **[Contacts]** (contacts you have added via the User Portal) or **[Extensions]** (auto-populated list of business group contacts)
- Scroll to select the desired contact, touch to open the contact record, then touch the number to place a call to the selected contact

**Adjust Volume:**

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

**Changing Ring Tones (for internal calls only):**

- Touch **[Menu]** softkey, then touch **[Basic]**
- Touch **[Sound]**, then touch **[Ring Tones]**
- Touch **[Common]** (to set default ring tone for calls to all lines on the phone) or **[Line]** (to set a different ring tone for a specific line)
- The selected radio button denotes the current ring tone
- Scroll through and play ring tones
- Touch the option for the desired ring tone to change the selection

**Optional Keys:**

**Use Enhanced Monitored Extension Keys to:**

- See individual's line status (available/not available)
- Make an internal call
- Transfer Call – Touch **[Monitored Extension]** softkey to blind transfer
- 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]** softkeys
- Use the Administrator Portal or User Portal to login/logout

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

**Key Programming:**

All programmable telephone softkeys 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