



### 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 press **[Call]** softkey to dial

### 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
- Use the **[▲ or ▼]** navigation buttons and **[Resume]** 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, press the **[Cancel]** softkey to return to caller

#### Blind Transfer:

- Press **[Transfer]** button
- Dial **[4-digit extension]** or **[10-digit number]** to which you would like to transfer the call and press **[B Transfer]** softkey (quickly) to complete the transfer

### Transfer Call Directly to Another User's Voicemail:

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

### Make Conference Call (5 party max.):

- With first caller on the line, press **[Conference]** softkey
- Dial next party **[4-digit extension]** or **[10-digit number]**
- When answered, press **[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 **[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 red flashing light)

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

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

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

- Press **[Paging]** key and use navigation buttons to select the desired group from the Paging Groups List and press the **[Paging]** softkey
- Make announcement, and hang up or press **[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 press **[Enter]** softkey to select **Network Contacts**
- Use the **[▲ or ▼]** navigation buttons to select **Contacts** (contacts you have added via the User Portal) or **Extensions** (auto-populated list of business group contacts), then press **[OK]** button
- Use the **[▲ or ▼]** navigation buttons to select an extension, then press **[Call]** softkey two times to call 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:

- Ringtone changes are provisioned via the Administrator Portal.

### Optional Keys:

#### Use Enhanced Monitored Extension Keys to:

- See individual's line status (available/not available)
- Make an internal call
- Transfer Call – Press **[Monitored Extension]** key 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]** keys
- 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 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