

  
**E450 recommended**  
for reception /  
office front desk



Feature	Description	Feature	Description
<b>Softkeys</b>	Select context-sensitive keys that display along the bottom of the screen.	<b>Line Status Indicator</b>	Provides call status information.
<b>Back Key</b>	Return to the previous screen.	<b>Display</b>	Provides call and phone status information.
<b>Handset</b>	Place and receive calls through the handset.	<b>Line Keys</b>	Select a phone line, view calls on a line, or quickly call a favorite contact.
<b>Message Center</b>	Access and manage instant and voice messages.	<b>Pagination</b>	View additional line screens.
<b>Hold</b>	Hold an active call or resume a held call.	<b>Home</b>	Display the Home screen from other screens or display the Lines and Calls screen from the Home screen.
<b>Transfer</b>	Forward or transfer an active call to a selected contact.	<b>Mute</b>	Mute or unmute the microphone during an active call.
<b>Volume Controls</b>	Adjust the volume of the handset, headset, speaker, and ringer.	<b>Keypad</b>	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.
<b>Headset</b>	Place and receive calls through a headset.	<b>Speakerphone</b>	Provides ringer and speakerphone audio output.

## Basic Features

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### Transfer directly to a campus ext (Blind)

- Press the transfer button to the left of the number keys. Or press the **Transfer** soft key.
- Enter the extension you want to transfer the call to.
- Press the **Send** soft key to complete the transfer. Or press **Cancel** to return to the caller.

### Announce a transfer (Consultative)

- Press the transfer button to the left of the number keys. Or press the **Transfer** soft key.
- Press the **Consultative** soft key.
- Enter the extension you want to transfer to.
- Press the **Send** soft key to continue the transfer. Or press **Cancel** to return to the caller.
  - If the call is answered, press the **Transfer** soft key to complete the transfer or the **Cancel** soft key to cancel the transfer and return to the original caller.
  - If the call is not answered, press the **Cancel** soft key to return to the original caller.

### Transfer directly to a voicemail box

- Press the **More** soft key until you see the T2VM soft key
- Press the **T2VM** soft key.
- Enter the extension you want to transfer to.
- Press the **Enter** soft key. The caller has been transferred to the voicemail of the extension you entered.

### Conference Calling

- While on a call, press the **More** soft key.
- Then press **Conference**.
- Enter the campus extension or phone number that you want to add to the conference call.
- Press the **Send** soft key.
- When the second call is answered, press the **More** soft key and then press the **Conference** soft key to connect the calls.

### Call Forward

- Press the **More** soft key.
- Then press the **Forward** soft key
- Press **1** or the select button to choose Always.
- Enter the campus extension that you want to forward your calls to.
- Press the **Enable** soft key.

### To cancel Call Forward:

- Press the **More** soft key.
- Then press the **Forward** soft key.
- Press **1** or the select button to choose Always.
- Press the **Disable** soft key to turn off call forwarding.

### Accessing Voicemail

- **(Option 1)** Enter \*86 and then press the **Dial** soft key to access your voicemail.
- Enter your PIN code followed by #.
- Make your selections from the voicemail main menu.
- **(Option 2)** Press the **voicemail** button.
- Press **1** or the select button to choose Message Center.
- Press the **Select** button to choose a line.
- Press **Connect** to access the voicemail main menu.

### Rebooting your phone

- Press the **Home** button.
- Then press 9 or scroll and select **Settings**.
- Press 1 or the select button to choose **Basic**.
- Press 7 or select **Reboot Phone** and then press **Yes** to reboot your phone.



For assistance with your phone, contact the IT Helpdesk at x2700 or [helpdesk@calhoun.edu](mailto:helpdesk@calhoun.edu).

Additional Zoom Phone user guides are available at: [support.zoom.com](https://support.zoom.com).