



E450 recommended
for reception /
office front desk



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

Basic Features

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 IT Services at ext. 126

Additional Zoom Phone user guides are available at: support.zoom.com.