### Feature Description

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