
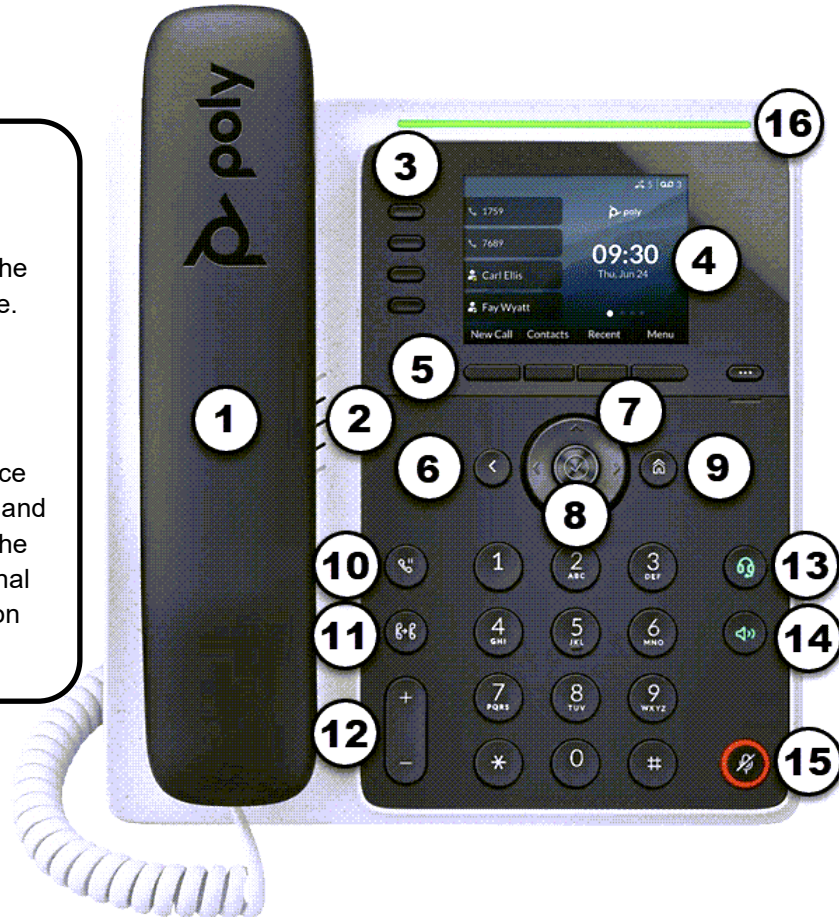

  
Pictured here is the Poly E220 phone.

  
The only difference between the E100 and the E220 is that the E220 has additional campus extension buttons.



  
For use in:

- Shared offices (e.g. Department, Part-time Faculty)
- Staff and Faculty private offices (by special request only)

Area on Image	Feature Description	Area on Image	Feature Description	Area on Image	Feature Description	Area on Image	Feature Description
①	Handset	⑤	Soft keys (Function on display)	⑨	Home button	⑬	Headset button
②	Speakerphone	⑥	Back button	⑩	Hold button	⑭	Speakerphone button
③	Extension buttons	⑦	Navigation buttons	⑪	Transfer button	⑮	Mute button
④	Display screen	⑧	Select button	⑫	Volume button	⑯	Call and voicemail indicator light

## 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.

### Accessing Voicemail

- 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.

### 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.

### 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.

### 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 x7777 or [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu).

Additional Zoom Phone user guides are available at: <http://zoomphone.fullerton.edu>.