



Area on Image	Feature Description	Area on Image	Feature Description	Area on Image	Feature Description	Area on Image	Feature Description
①	Handset	⑥	Surround lighting bar	⑪	Home button	⑯	Headset button
②	Speaker phone	⑦	Pagination button	⑫	Hold button	⑰	Speakerphone button
③	Extension buttons	⑧	Back button	⑬	Transfer button	⑱	Mute button
④	Display screen	⑨	Navigation buttons	⑭	Volume button		
⑤	Soft keys (Function on display)	⑩	Select button	⑮	Voicemail button		

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 the IT Helpdesk at x7777 or helpdesk@fullerton.edu.

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