# South College Zoom Phone Poly E550 User Guide



## Phone Overview:



**Phone navigation**

1) **Handset**
   Microban® antimicrobial protection helps your handset resist the growth of microbes such as bacteria and mold.
2) **Line keys**
   E500 & E550: 12
   **Note:** Line assignments are limited to 32.
3) **Back button** – Return to previous screen
4) **LED bar:** Visual indicator of call/phone status
   - **Incoming call** – blinking green
   - **Active call** – solid green
   - **All calls on hold** – blinking red
   - **Voicemail** – blinking red
   - **Idle mode** – blinking yellow
   - **Bluetooth discovery mode on E550** – blue chase animation (E500 does not support Bluetooth)
5) **Color display**
6) **Pagination key**
   To view additional line screens
7) **Softkeys**
   Context-sensitive keys that change depending on your phone's status
8) **Home**
9) **Navigation and select buttons**
10) **Voicemail**
11) **Headset**
12) **Speakerphone**
13) **Mute**
14) **Volume**
   Controls handset, headset, speaker and ringer volume
15) **Transfer**
16) **Hold**

| Phone Features – Note-Some feature buttons may be accessed by pressing the More button | |
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| **Forward Calls** | **Do not disturb (DND)** |
| Forward your calls to another extension or number | Enabling **DND** will send callers directly to your voicemail. |
| **To enable forwarding:** | **To enable:** |
| 1. Press the **Forward** softkey. | 1. Press the **DND** softkey. |
| 2. Navigate to and highlight the frequency you wish to forward calls **(Always, No** | 2. The ⬤ icon will display on the top of your screen when activated. |
| | **To disable:** |

| | |
|---|---|
| **Answer, Busy**) then press the **Select** softkey.<br>3. On the Keypad, enter the or extension you want to forward to (this will populate the **Contact** field), then press the **Enable** softkey.<br>4. The ⤶icon will display on the top of your screen when enabled.<br>**To disable forwarding:**<br>1. To disable, follow steps 1 and 2 above<br>2. Press the disable softkey to remove forwarding<br>3. The icon will no longer display on your screen | 1. Press the **DND** softkey again.<br>2. The icon will no longer display on your screen. |
| <span style="color:red">**Blind transfer**</span> | <span style="color:red">**Consultative transfer**</span> |
| A blind transfer does not allow you to announce the caller.<br>1. While on a call, press the **Hold** softkey.<br>2. Next, press the **Transfer** softkey.<br>3. Enter the extension or 10-digit number.<br>4. Press the **Send** softkey.<br>5. The blind transfer is complete.<br>**Note**: The recipient will see the caller ID of the transferred call. | A consultative transfer allows you to announce the call prior to completing the transfer process.<br>1. While on a call, press the **Hold** softkey.<br>2. Next, press the **Transfer** softkey.<br>3. Dial the extension or 10-digit number.<br>4. After announcing the call, press the transfer softkey to complete the transfer.<br>**5.** If the party does not answer or chooses not to accept the transfer, press the cancel softkey to stop the transfer process and return to the caller.<br>**Note**: Once the call is transferred, the recipient will see the caller ID of the transferred call. |
| <span style="color:red">**Transfer a call to voicemail**</span> | <span style="color:red">**Make a conference call**</span> |
| To transfer a call directly to voicemail:<br>1. While on a call, press the **T2VM** softkey. Note: The caller will still be on your line and will be able to hear should you speak.<br>2. Dial the recipient's extension and press the **Enter** softkey.<br>3. The call leaves your phone and goes directly to that individual's voicemail.<br>4. To cancel the transfer process, press the cancel softkey to return to the caller.<br>**Note**: The caller ID that registers in the recipient's voicemail is the caller ID of the transferred call. | Conference up to 15 callers, including yourself:<br>1. While on a call, press the **Conference** softkey. The person you're talking to is placed on hold and you receive dial tone.<br>2. Dial the number of the person you want to add to your call.<br>3. After announcing the conference, press the **Conference** softkey. All parties will then be connected.<br>4. If the party does not answer or cannot join the call, press the **Cancel** softkey to release that party and return to your original caller(s). |
| **Voicemail** | |

| Retrieving voicemail | Voicemail shortcuts |
|---|---|
| The 🔊 icon will display on the top of your screen when you have a new voicemail. **From your office phone:** <br> 1. Press the 🔊 button. <br> 2. When prompted enter your PIN followed by #.  Your Pin can be accessed at https://south.zoom.us. Select the Phone section to the left. | **Main menu** <br> 1 – To get to your messages <br> 2 – Work with your Greeting <br><br> **After Listening to messages** <br> 2 – Save <br> 3 – Delete <br> 4 – Play again <br> 5 – Skip to next message |

## Quick Reference

| Campus Extensions | |
|---|---|
| 1.  Asheville | 2 + last 4 digits |
| 2.  Atlanta | 4 + last 4 digits |
| 3.  CBE | 8 + last 4 digits |
| 4.  Dallas | 10 + last 4 digits |
| 5.  Indianapolis | 5 + last 4 digits |
| 6.  Knoxville – Lonas | last 4 digits |
| 7.  Knoxville - Parkside | 1 + last 4 digits |
| 8.  Marietta | 14 + last 4 digits |
| 9.  Nashville | 3 + last 4 digits |
| 10. Online | 9 + last 4 digits |
| 11. Orlando | 6 + last 4 digits |
| 12. Pittsburgh | 7 + last 4 digits |
| **Admissions dial by extension** | 1806 |
| **Admissions general queue** | |
| 1.  Asheville | 2505 |
| 2.  Atlanta | 1204 |
| 3.  CBE | 1804 |
| 4.  Dallas | 108272 |
| 5.  Indianapolis | 7906 |
| 6.  Knoxville | 1805 |
| 7.  Marietta | 142747 |
| 8.  Nashville | 3006 |
| 9.  Online | 8735 |
| 10. Orlando | 6906 |
| 11. Pittsburgh | 9504 |
| **Local** | 10 digit phone number |
| **Long Distance** | 10 digit phone number |
| **International** | 011+country code+city code+# |
| **Emergency services** | 911 |