

Using the Edge E500 Zoom Phone

This article covers how to use the Edge E500 desk phone and its features.



Quick Start

Edge E500 Phone Display & Button Overview



- A. Handset
- B. Speakerphone
- C. Campus extension buttons (line appearances) - note there are twelve campus extension buttons on this model
- D. Display screen
- E. Soft keys (display above will show what each soft key does)
- F. Surround lighting bar (status light)
- G. Pagination button (move between linekey pages)
- H. Back button for display screen navigation
- I. Select button for display screen navigation
- J. Navigation buttons for display screen navigation (up, down, left, right)
- K. Home button for display screen navigation
- L. Hold button
- M. Transfer button
- N. Volume button for call ring and for call volume
- O. Voicemail button
- P. Mute button
- Q. Redial button
- R. End call button

- P. Headset button
- Q. Speakerphone button
- R. Mute button

Connect a headset to your desk phone

1. Plug your USB-C headset into the USB port on the right side of the desk phone.

💡 The Logitech headset that is provided by IT Rollout is compatible with your Edge E500 desk phone!



You can find the USB-C port for your headset on the right side of the Edge E500 desk phone.

2. After a moment, the desk phone will chirp and a display message will indicate that a digital headset is attached. You can now use the

headset to make and receive calls.



Make a call

- 💡 Remember that dialing "9" for an off-campus phone number is no longer necessary. However, you do need to enter 1+area code+phone number (e.g., 1-714-555-1212).

Make a call using the handset

1. Pick up the handset.
2. Enter the phone number you want to call.
3. Press the **Send** soft key.

Make a call using speakerphone

Option 1:

1. Enter the phone number you want to call.
2. Press the **Dial** soft key.

Option 2:

1. Press the **New Call** soft key.
2. Enter the phone number you want to call.
3. Press the **Send** soft key.

Option 3:

1. Press the **speakerphone** button.
2. Enter the phone number you want to call.
3. Press the **Send** soft key.

Make a call using headset



When you have a headset connected, calls will default to your headset.

Option 1:

1. Enter the phone number you want to call.
2. Press the **Dial** soft key.


Option 2:

1. Press the **New Call** soft key.
2. Enter the phone number you want to call.
3. Press the **Send** soft key.

Option 3:

1. Press the **headset** button.
2. Enter the phone number you want to call.
3. Press the **Send** soft key.

Answer a call and hang up

 Note that you can "mix and match" with these options. For example you can pick up the handset to answer a call but press the End Call soft key to hang up.

Answer with handset

1. Pick up the handset to answer the call.
2. To hang up, put the handset back in the cradle.

Answer with speakerphone


Option 1:

1. Press the **speakerphone** button to answer the call.
2. To hang up, press the speakerphone button again or press the **End Call** soft key.

Option 2:

1. Press the **Answer** soft key to answer the call.
2. To hang up, press the speakerphone button again or press the **End Call** soft key.

Answer with headset

 When you have a headset connected, calls will default to your headset.

Option 1:

1. Press the **headset** button to answer the call.
2. To hang up, press the **headset** button again.

Option 2:

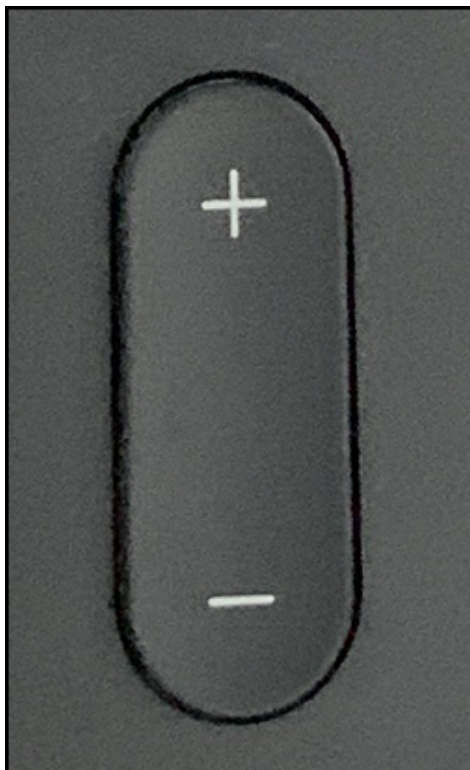
1. Press the **Answer** soft key to answer the call.

2. To hang up, press the **End Call** soft key.

Adjust ring volume and call volume

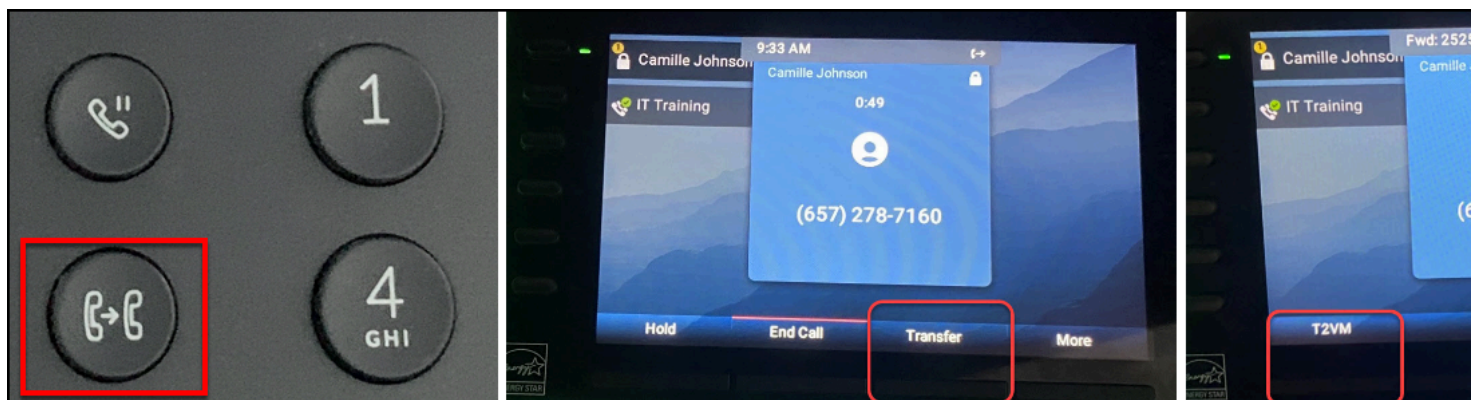
Press the volume buttons on the bottom left of the phone to adjust the volume: press the plus side to increase the volume and minus side to decrease the volume.

i If you are on a call, these buttons will adjust the call volume. Otherwise, these buttons will adjust the ring volume.



💡 You do not need to wait to receive a call to adjust the ring volume: simply press the volume buttons. Keep in mind that your phone will start making a ringing sound when you press the volume button!

Transfer a call



Transfer directly to a campus extension (blind transfer)

1. Press the transfer button to the left of the number keys. Or press the **Transfer** soft key.
2. Enter the extension you want to transfer the call to.
3. Press the **Send** soft key to complete the transfer. Or press **Cancel** to return to the caller.

Announce a call/speak to someone before transferring (warm transfer/consultative)

1. Press the transfer button to the left of the number keys. Or press the **Transfer** soft key.
2. Press the **Consultative** soft key. (Note: The soft key will change to read Blind Transfer. This means that the setting was changed from the default blind transfer to consultative transfer.)
3. Enter the extension you want to transfer to.
4. Press the **Send** soft key to continue the transfer. Or press **Cancel** to return to the caller.
5. Stay on the line while the call connects.
 1. 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.
 2. If the call is not answered, press the **Cancel** soft key to return to the original caller.

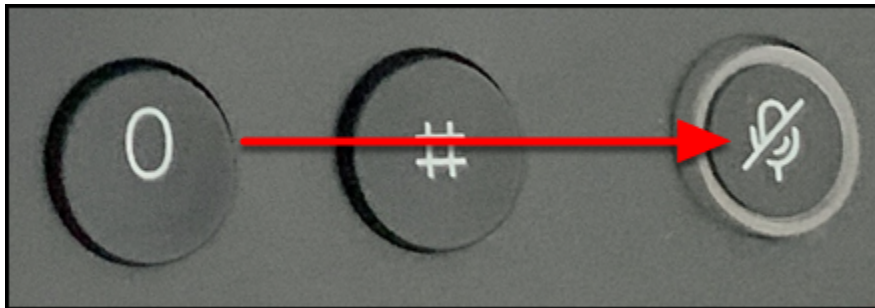
Transfer directly to someone's voicemail

1. Press the **More** soft key until you see the **T2VM** soft key.
2. Press the **T2VM** soft key.
3. Enter the extension you want to transfer to.
4. Press the **Enter** soft key. The caller has been transferred to the voicemail of the extension you entered.

Mute a call

i Mute allows you to temporarily mute your microphone so the caller cannot hear you.

! Keep in mind that the caller will just hear dead air; they won't hear any hold music.



💡 While the call is on mute, the mute button will be red. When a call is not on mute, the button will not be lit.

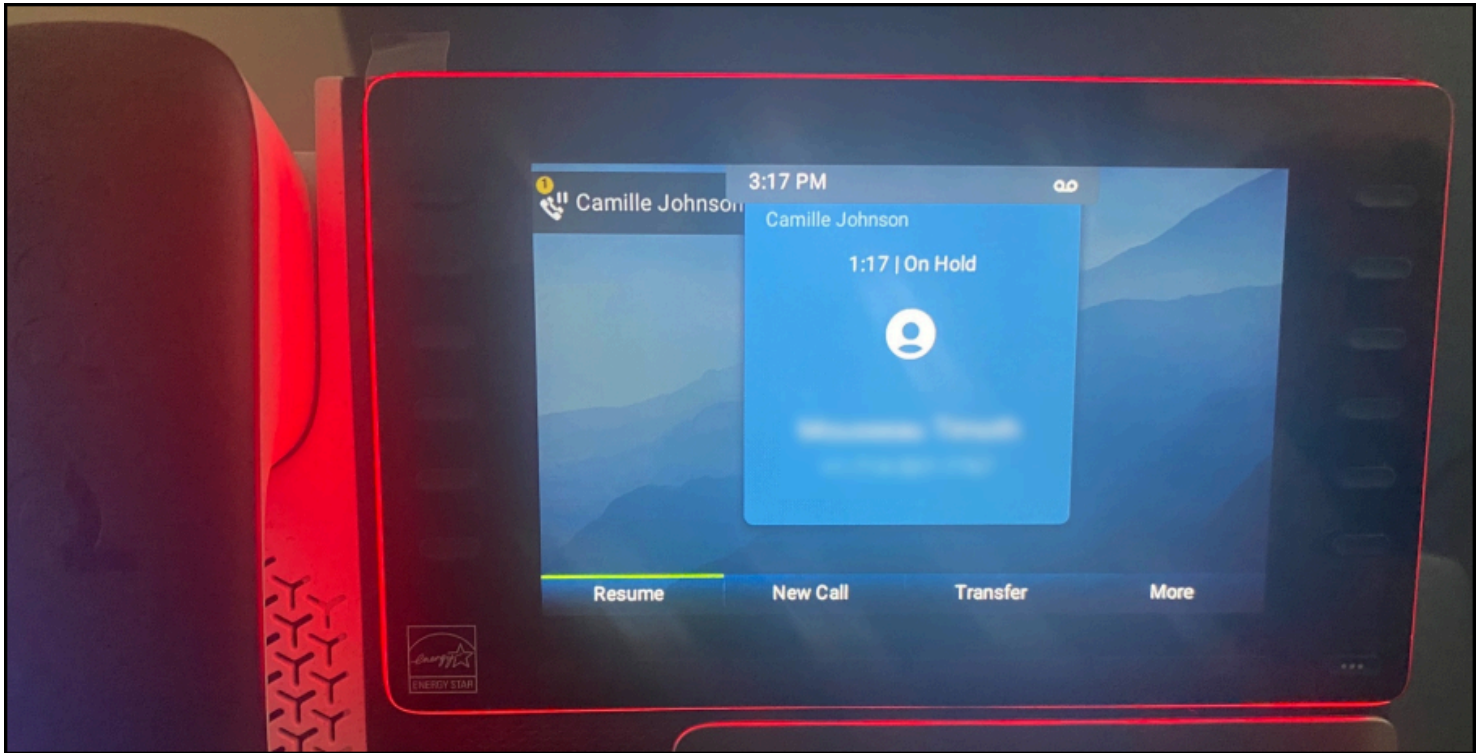


1. To place a call on mute, press the **mute** button.
2. To take the call off mute, press the **mute** button again.

Place a call on hold




💡 While a call is on hold, the surround lighting bar will flash red.



1. To place a call on hold, press the **hold** button.
2. To take the call off hold, press the hold button again or press the **Resume** soft key.


Call Waiting

i Call Waiting alerts a user who is currently on a phone call that there is another incoming call. The user will hear a beep and the display on the phone will show the caller ID of the new incoming call.

 If Call Waiting is not enabled in your Call Handling settings, you will not see other calls come in when you're currently on a call. Instead, your calls will be routed as specified in your Call Handling settings.


When you get a new incoming call:


- **Answer** the new incoming call: Press the **Answer** soft key. Your current call will be placed on hold.
- **Silence** the new incoming call: Press the **Silence** soft key. The new incoming call will continue to flash on your display (and eventually be sent to your voicemail or to the Call Forward/Busy extension you have enabled)
- **Reject** the new incoming call: Press the **More** soft key and then press the **Reject** soft key. The new incoming call will immediately be sent to your voicemail.

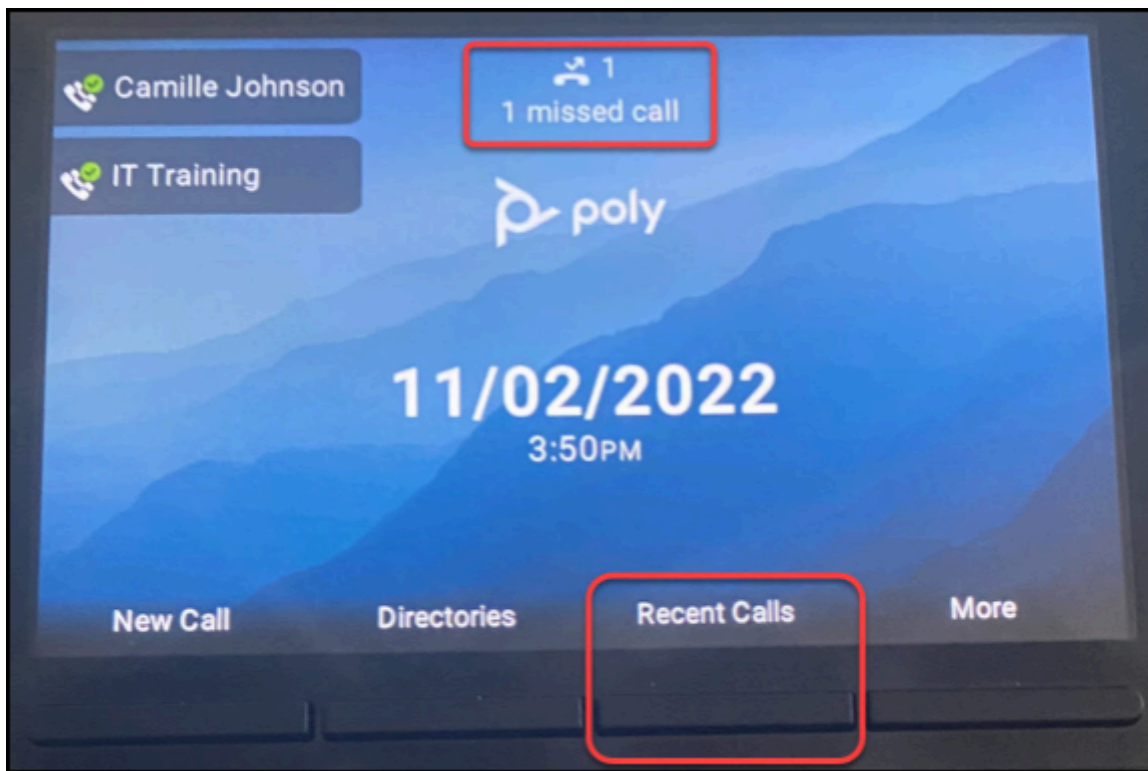
 If you do nothing, after a few seconds the display will return to the current call and the new incoming call will be sent to your voicemail or the Call Forward/Busy extension you have enabled.

Additional Features

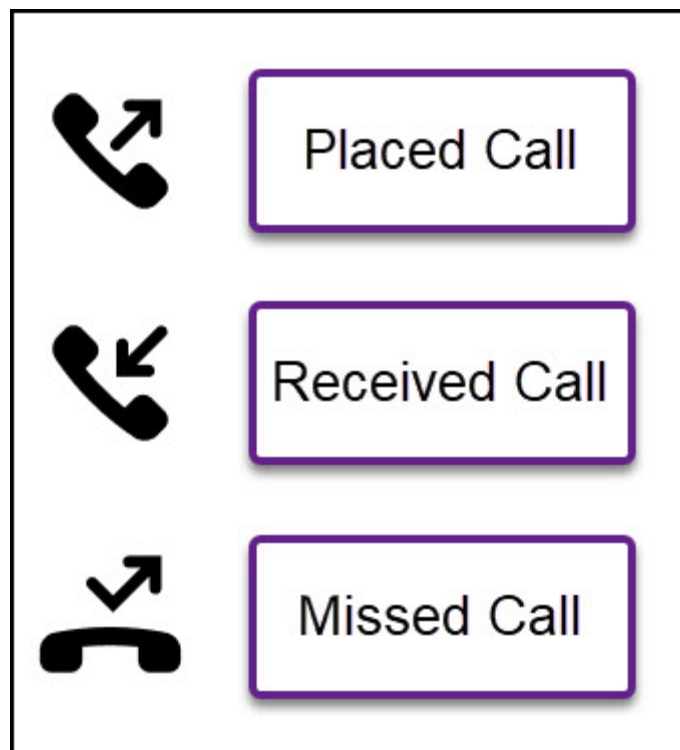
View Recent and Missed Calls (Call History)

 Use Recent Calls to access your call history, including missed calls. When you have missed calls, you will see a notification at the top of the display screen.

 You don't need to clear your missed calls to remove the missed calls notification on your phone display screen; simply viewing your missed calls is enough to remove the notification.



What do those icons in Recent Calls mean?



- **Placed Call** (phone handset with arrow pointing to top right)
- **Received Call** (phone handset with arrow pointing to down left)
- **Missed Call** (phone handset with bent arrow pointing to top right)

Access Recent Calls List

1. Press the **Recent Calls** soft key.
2. Use the up/down navigation buttons to scroll through the list of calls.
3. By default, you will see all of your call history (answered and missed). Use the up/down navigation buttons to scroll through the list.


View only Missed Calls

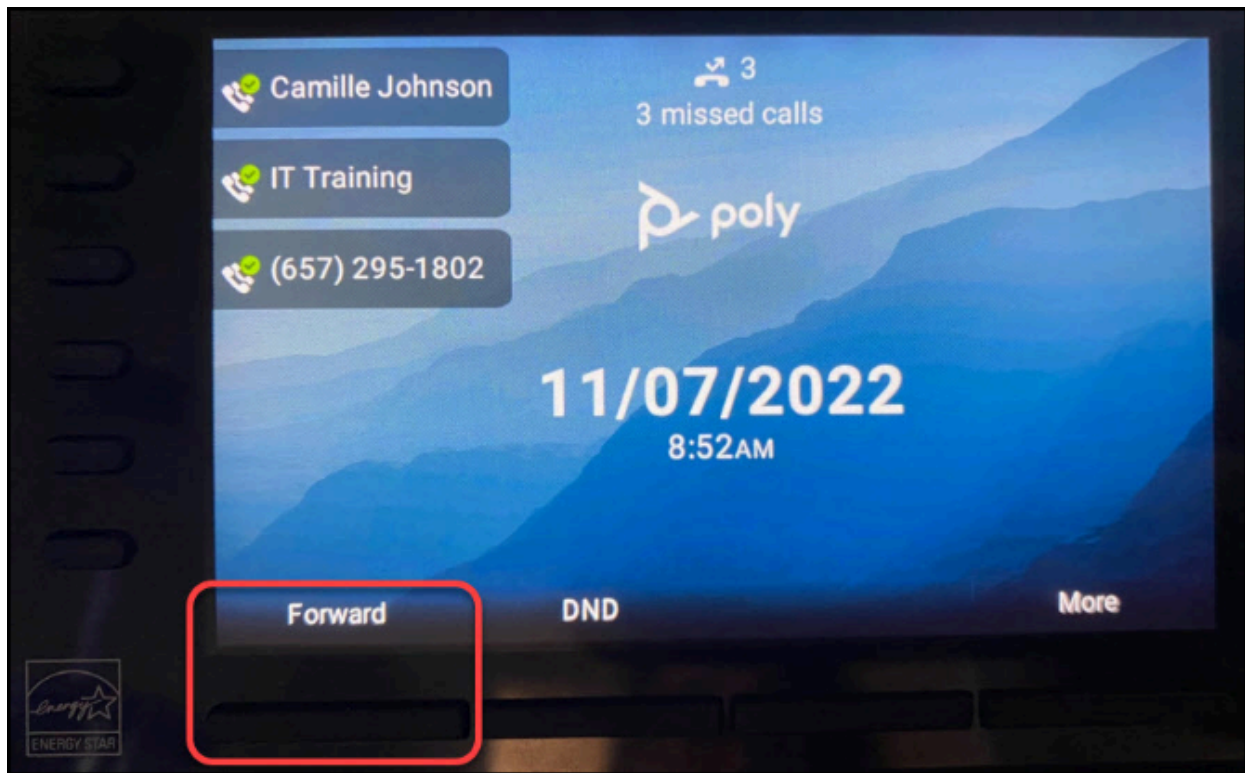
1. Press the **Type** soft key on the Recent Calls screen.
2. Then use the down navigation button to select **Missed Calls** and press the **Select** soft key.
3. You are now viewing just your missed calls. Use the up/down navigation buttons to scroll through the list.

Clear your call history

1. Press the **More** soft key on the Recent Calls screen.
2. Press the **Clear** soft key.
3. Use the up/down navigation buttons to highlight **All Calls, Missed Calls, Received Calls, Placed Calls, or Displayed Calls.**
4. Press the **Select** soft key to delete all calls of the selected type.

Forward your phone to another campus extension

-  When you enable call forwarding, all calls to your extension will be forwarded to the extension you enter. If the call is not answered, the caller will be sent to your voicemail.



To enable call forwarding:

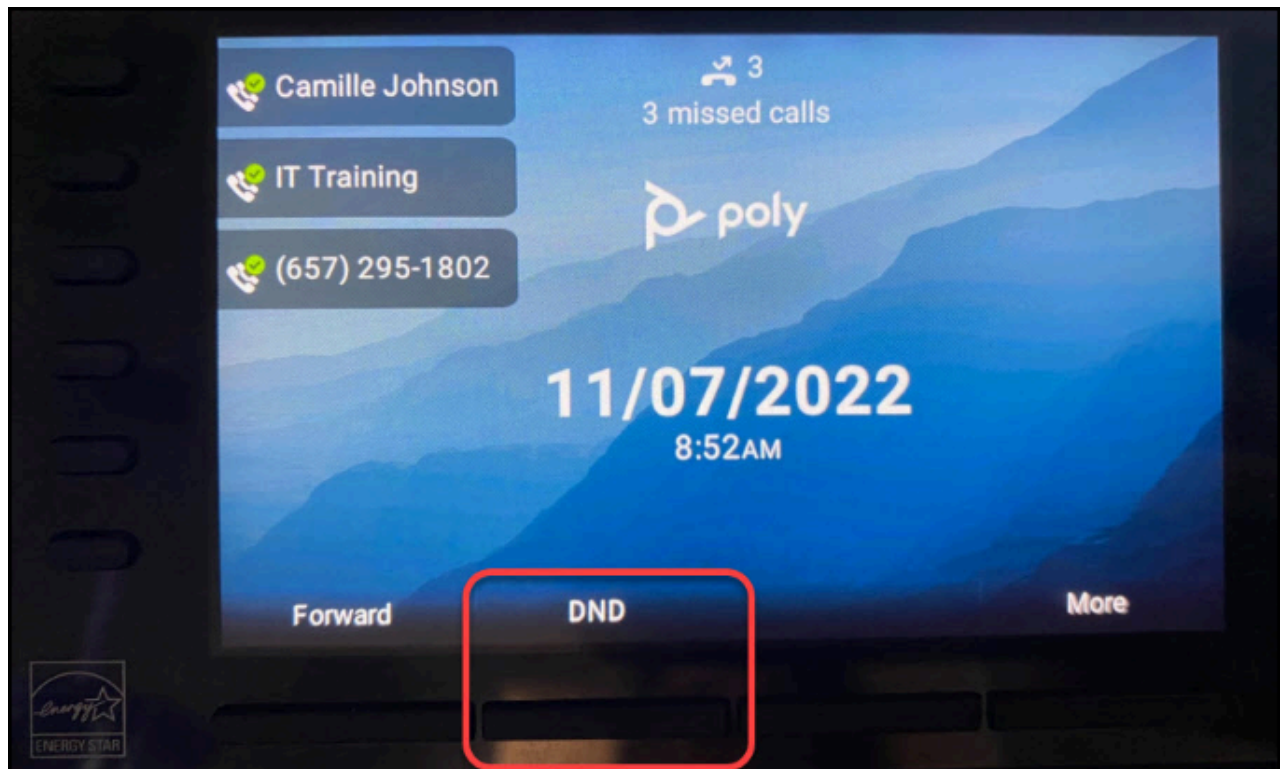
1. Press the **More** soft key.
2. Then press the **Forward** soft key.
3. Press 1 or the select button to choose Always.
4. Enter the campus extension that you want to forward your calls to.
5. Press the **Enable** soft key.

To disable call forwarding:

1. Press the **More** soft key.
2. Then press the **Forward** soft key.
3. Press **1** or the select button to choose Always.
4. Press the **Disable** soft key to turn off call forwarding.

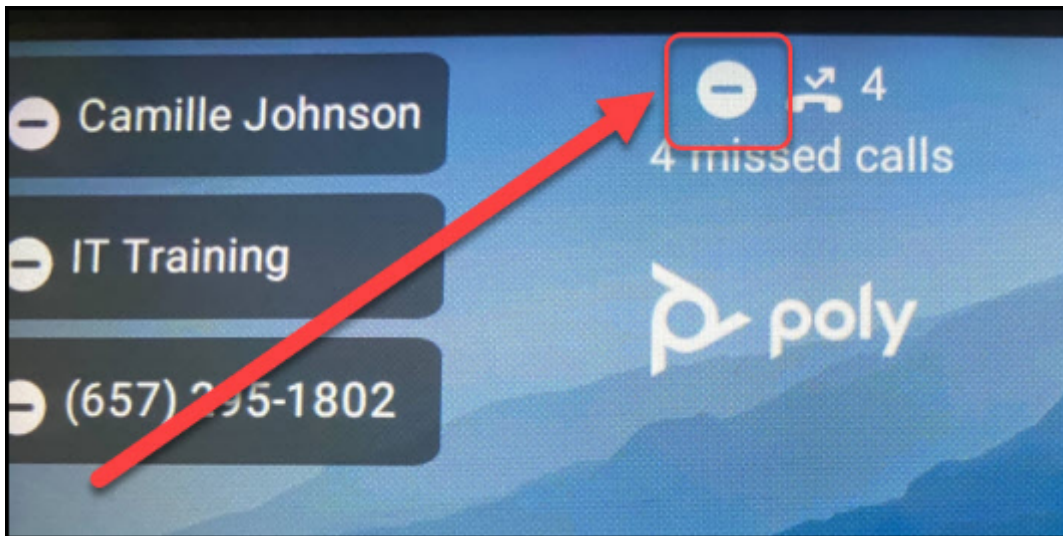
Do Not Disturb

- i** Do Not Disturb will silence the ringer on your desk phone when enabled. You will still see calls on the phone's display screen and can still answer them.



1. To enable Do Not Disturb, press the **More** soft key.
2. Then press the **DND** soft key.
3. To take your phone off Do Not Disturb, press the **DND** soft key again.

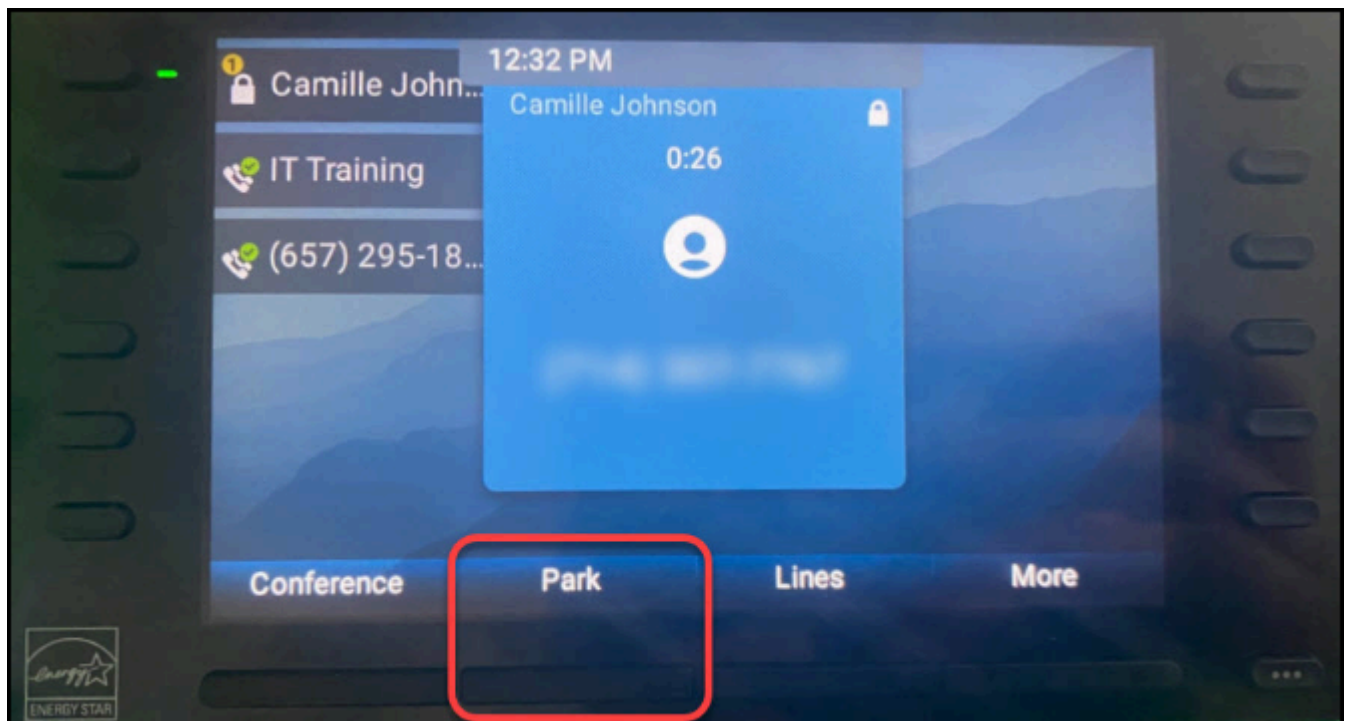
- 💡** While your phone is on Do Not Disturb mode, the DND icon (minus sign inside a circle) will appear at the top of the screen..



Put a call on hold from your phone and pick it up on another campus phone (call park)

i Parking a call allows you to place a call on hold from your phone and then pick up the call on another campus phone. This is helpful if you need to go to another campus location to continue the call.

! A call will stay parked for 3 minutes before being sent back to the desk phone that parked the call.



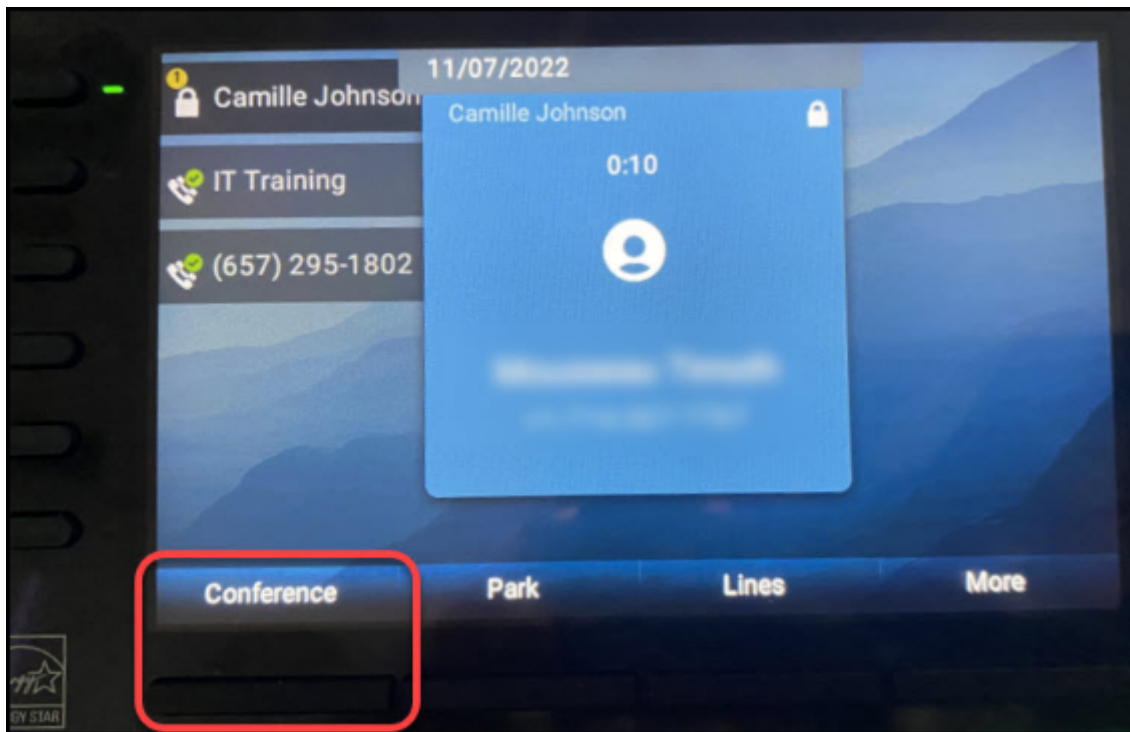
💡 You may want to be prepared to write down the park number so you don't forget it.

To park a call:

1. Press the **More** soft key.
2. Then press the **Park** soft key.
3. The system will give you a park number.
4. Go to another campus extension and dial the park number.
5. You're now connected to the original call.

Conference Calling (3-way calls)

📘 Conference calling allows you to combine multiple calls into a single call. You can have up to 10 callers in a single conference call.



1. While on a call, press the **More** soft key.
2. Then press **Conference**.
3. Enter the campus extension or phone number that you want to add to the conference call.
4. Press the **Send** soft key.
5. When the second call is answered, press the **More** soft key and then press the **Conference** soft key to connect the calls.
6. The conference call is now established. You can press **More** and then **Conference** again to add more callers to the conference call.

Change the ringtone type

There are several different types of ringtones that you can use to differentiate when your desk phone rings versus when someone else's desk phone rings. You can also set a specific ringtone for each line on your desk phone.

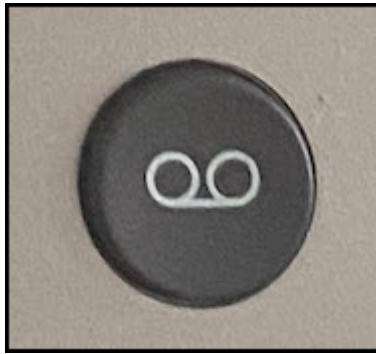
To change your ringtone type:

- Press the **Home** button.
- Select **Settings**.
- Select **Basic**.
- Select **Ring Type**.

- Select the line whose ringtone you want to change. Or select **Default** to change the ringtone for all lines on the phone.
- Use the up/down navigation buttons to highlight the ringtone you want to use.
 - *Optional:* press the **Play** softkey to hear the ringtone.
- Press the **Select** button to set your new ringtone type.

Voicemail

Access your voicemail



Option 1:

1. Press the **voicemail** button.
2. Press **1** or the select button to choose Message Center.
3. Press the **Select** button to choose which line you want to view voicemails for.
4. Press **Connect**.

Option 2:

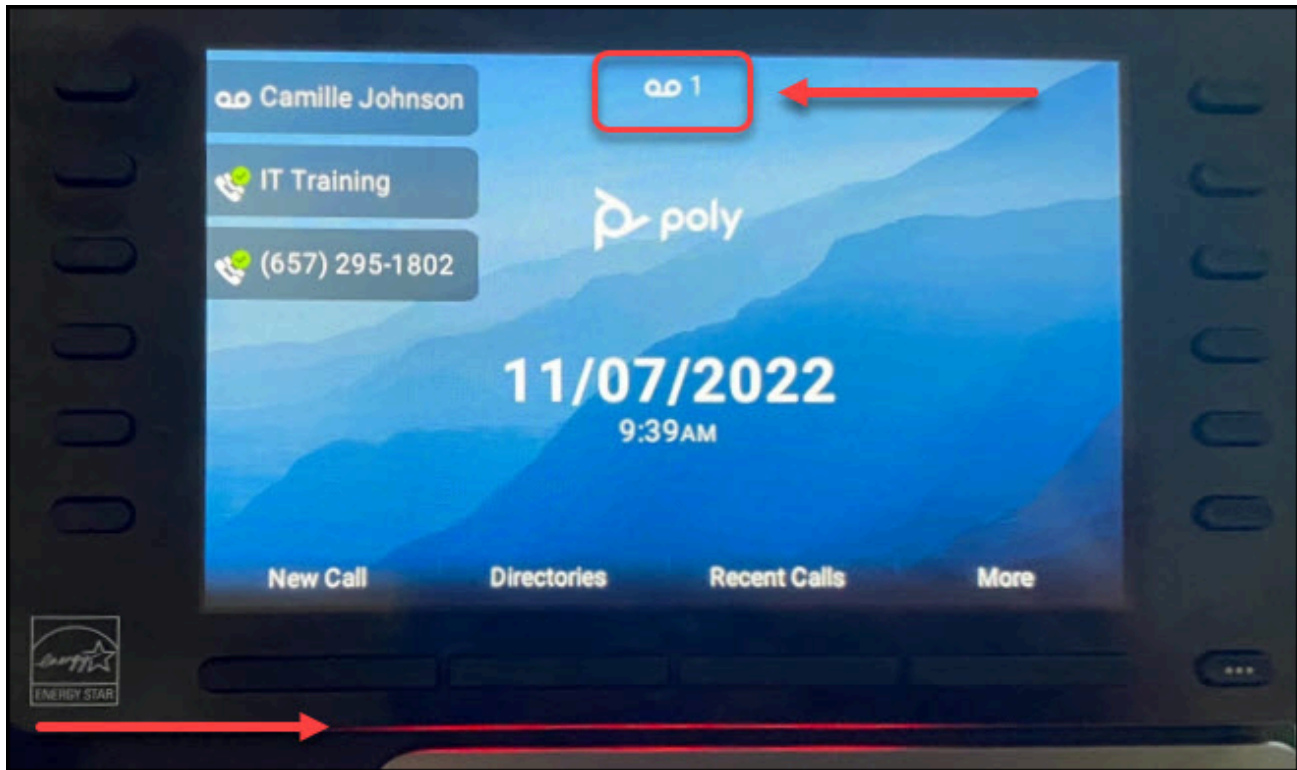
1. Dial *86 to access your voicemail.
2. Enter your PIN number followed by #.
3. You are now at the voicemail main menu.

How do I know if I have new voicemail messages?

There are several ways you will know you have a new voicemail message:

- You will see the indicator light flashing red on your desk phone.
- There will be a voicemail icon on your phone display.
- When you pick up your phone, the dial tone will play a little faster for a few seconds.

- You will receive a notification in your email with the message attached.



Listen to your voicemail messages

1. Access your voicemail by pressing the **voicemail** button or dialing *86.
2. Enter your PIN number followed by #.
3. Press 1 to listen to your messages.
4. The system will tell you how many new and old voicemails you have. It will automatically start playing your newest voicemail first.
5. While listening to a voicemail, you can:
 1. Press 2 to save the message.
 2. Press 3 to delete the message.
 3. Press 4 to repeat the message.
 4. Press 5 to skip to the next message.
6. When you reach the end of your messages, the system will disconnect you.

Record a voicemail greeting

1. Access your voicemail by pressing the **voicemail** button or dialing *86.
2. Enter your PIN number followed by #.
3. Press 2 to record a new voicemail greeting.

4. When prompted start recording the message. Press * to re-record or press any other key to stop recording.
5. The system will play back your recording. Press 1 to save this new voicemail greeting or press 2 to re-record.
6. When you save the new voicemail greeting, you will be taken back to the voicemail main menu.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

[View Troubleshooting & Resources guide for Zoom Phone.](#)