

Using the Edge E100 and E220 Zoom Phones

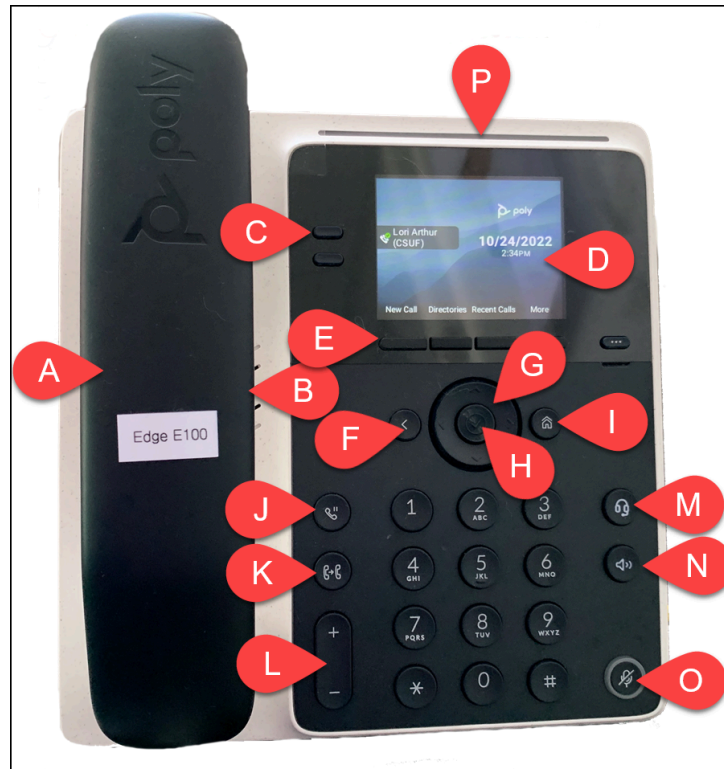
This article covers how to use the Edge E100 and Edge E220 Zoom Phones and their features.

- 💡 The Edge E100 and E220 are in nearly all aspects the same phone. The main differences are that the E220 is Bluetooth capable and has additional campus extension buttons (line appearances) to allow users to have more extensions on their phone.



Quick Start

Edge E100 Phone Display & Button Overview



- A. Handset
- B. Speakerphone
- C. Campus extension buttons (line appearances)
- D. Display screen
- E. Soft keys (display above will show what each soft key does)
- F. Back button for display screen navigation
- G. Navigation buttons for display screen navigation (up, down, left, right)
- H. Select button for display screen navigation
- I. Home button for display screen navigation
- J. Hold button
- K. Transfer button
- L. Volume button for call ring and for call volume
- M. Headset button
- N. Speakerphone button
- O. Mute button
- P. Ring and voicemail indicator light

Edge E220 Phone Display & Button Overview



- A. Handset
- B. Speakerphone
- C. Campus extension buttons (line appearances) - note there are four campus extension buttons on this model
- D. Display screen
- E. Soft keys (display above will show what each soft key does)
- F. Back button for display screen navigation
- G. Navigation buttons for display screen navigation (up, down, left, right)
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Connect a headset to your desk phone

Wired headset

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 E100 and E220 desk phones!



You can find the USB-C port for your headset on the right side of the Edge E100 and E220 desk phones.

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.



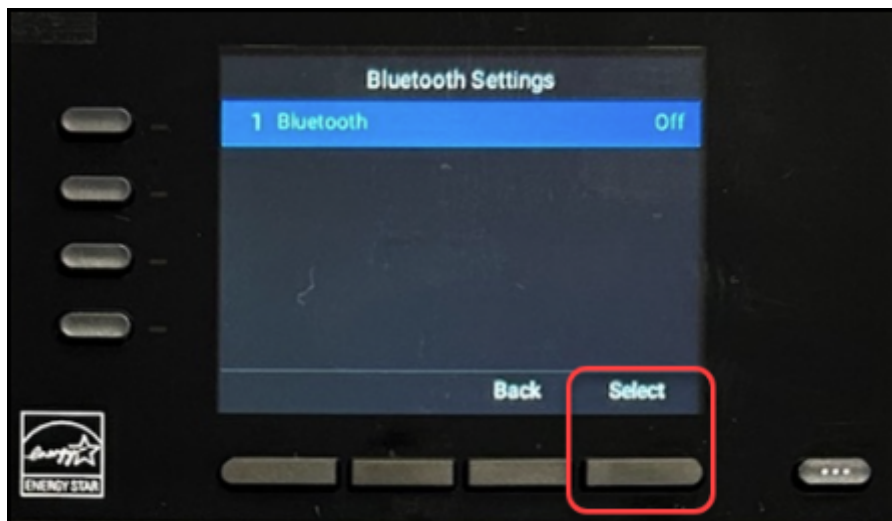
Bluetooth headset (E220 only)

- 💡 Make sure that your Bluetooth device is on and discoverable before starting this process!

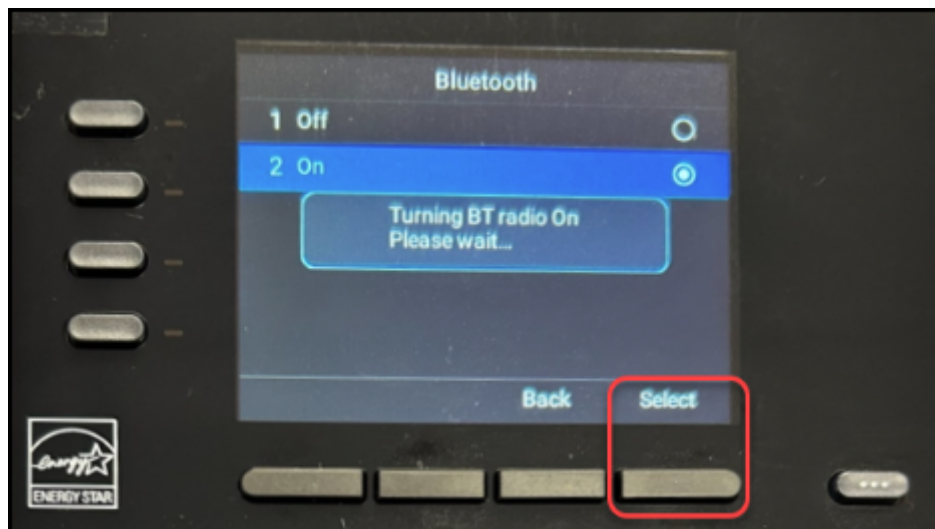
1. Press the Home button on your E220 desk phone.
2. Scroll down to find Bluetooth. Then, press the Select button.



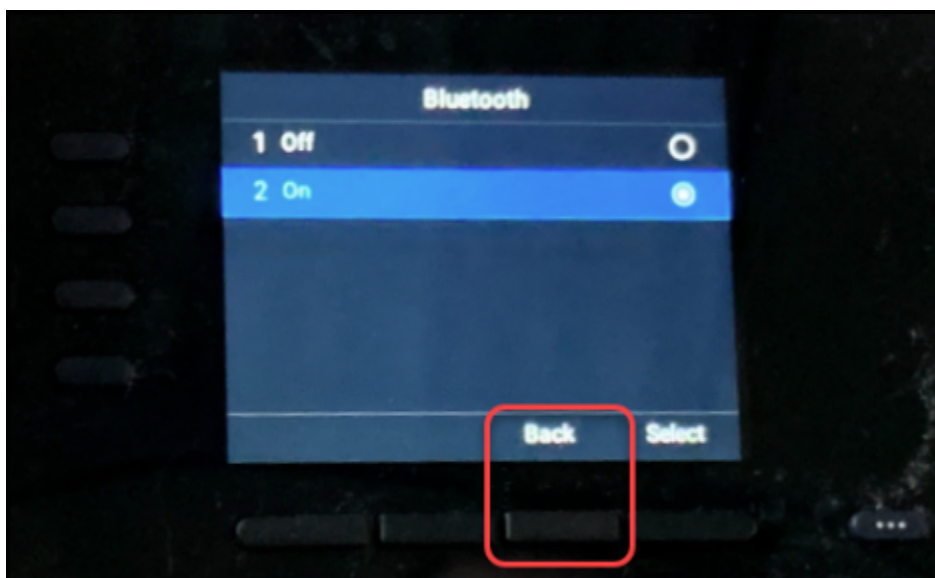
3. If Bluetooth is off, press the Select softkey.



4. Use the navigation keys to highlight On. Then, press the Select softkey. A message will pop up saying that Bluetooth is being turned on.



5. Press the Back softkey to return to the Bluetooth menu after Bluetooth has been turned on.



6. Press 5 to Manage Devices.



7. Press the Scan softkey to search for devices.

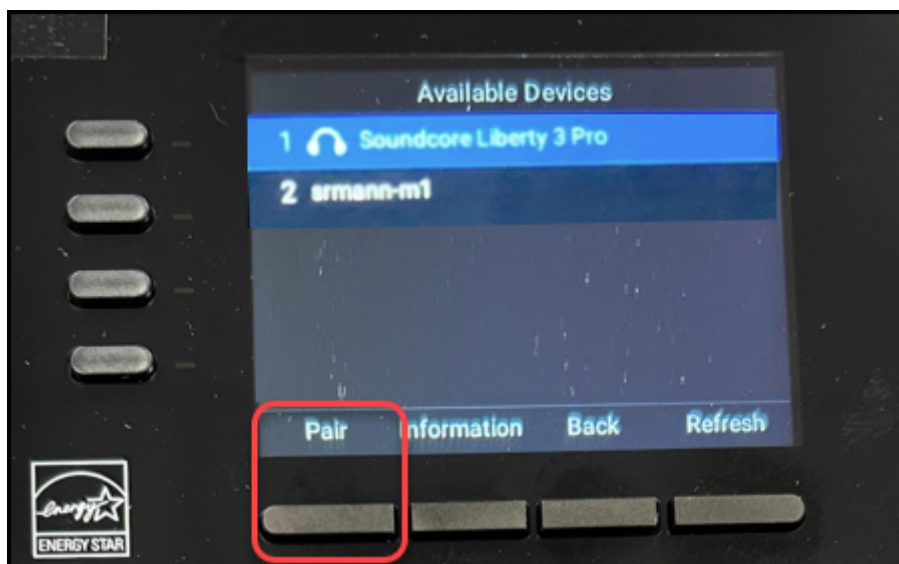


8. When your headset shows up on the available devices list, scroll to it then press Pair.

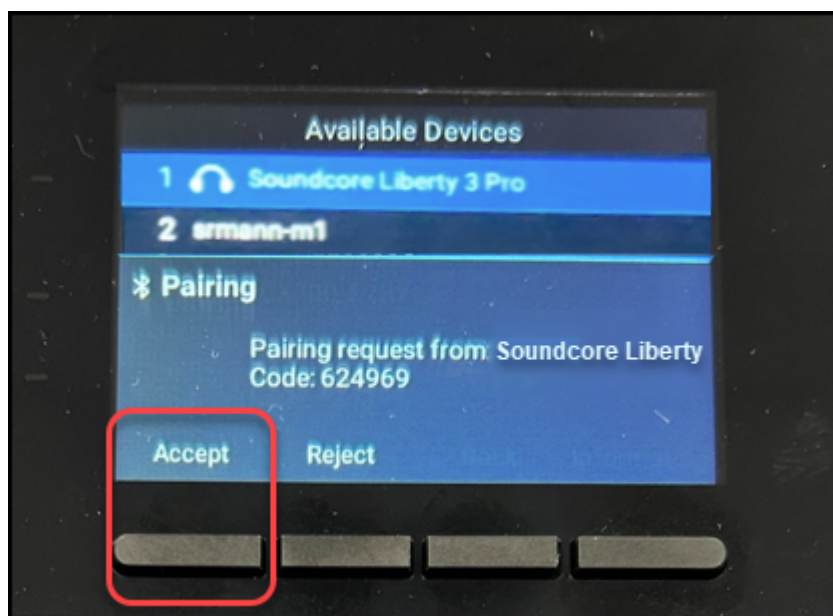


It may take some time for the phone to locate devices.


💡 You can press the **Information** softkey to learn more about the selected device. Pressing the **Refresh** softkey will start a new device search. To return to the main Bluetooth menu, press the **Back** softkey.



9. If prompted, verify that the code shown on your phone display matches your headset. Press the **Accept** softkey to confirm.



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 **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.

Option 2:

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

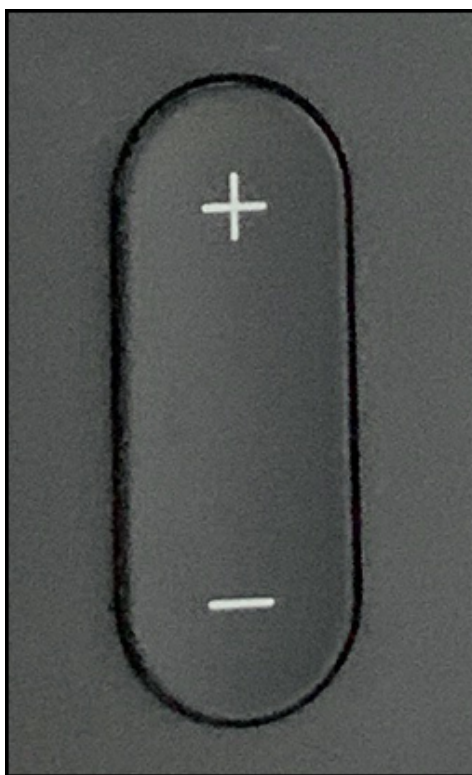
Option 2:

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

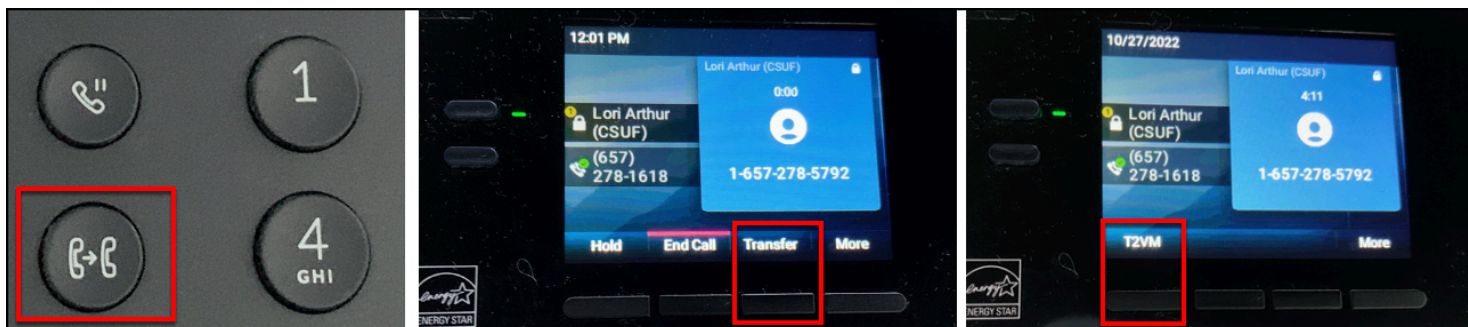
Press the volume buttons on the bottom left of the phone to adjust the volume: press the plus side to increase the volume and minus side to decrease the volume.

 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)

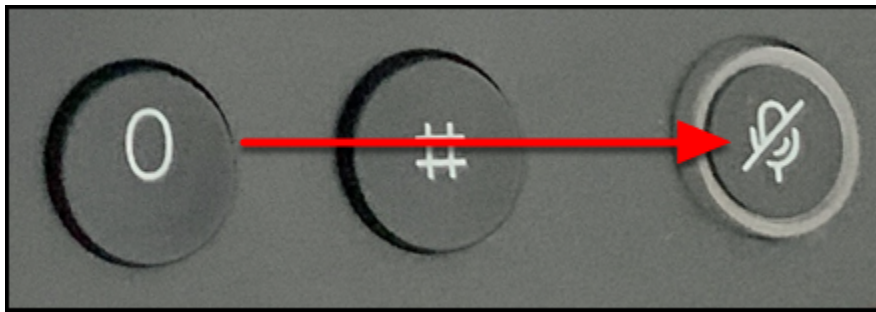
1. Press the transfer button to the left of the number keys. Or press the **Transfer** soft key.
2. Press the **Consultative** soft key.
3. Enter the extension you want to transfer to.
4. Press the **Send** soft key to continue the transfer. Or press **Cancel** to return to the caller.
5. Stay on the 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

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.

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




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

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.

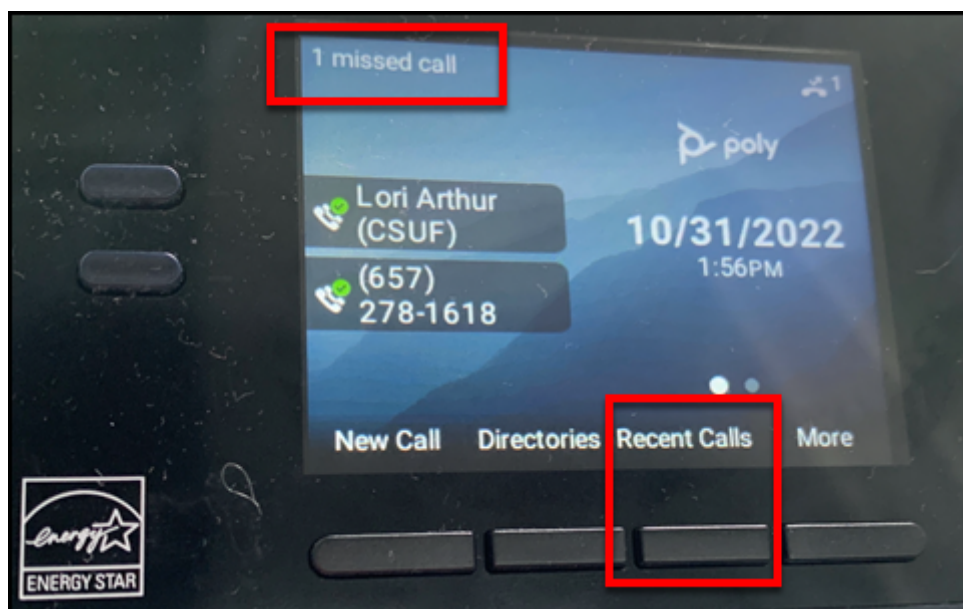
When you get a new incoming call:

- **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

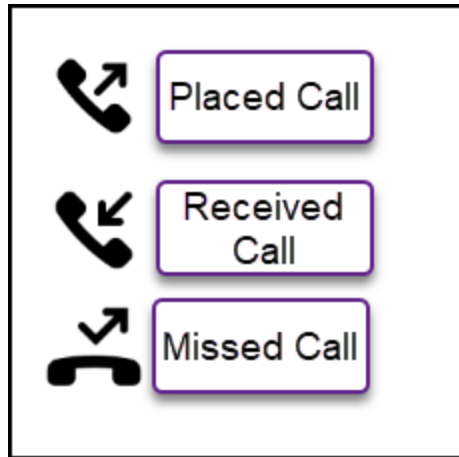
View Recent and Missed Calls



Use Recent Calls to access your call history, including missed calls. When you have missed calls, you will see a notification at the top left 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 pointing up with arrow pointing to top right)
- Received Call (phone pointing up with arrow pointing to down left)
- Missed Call (phone pointed down with arrow angling down to the right and then up to the 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

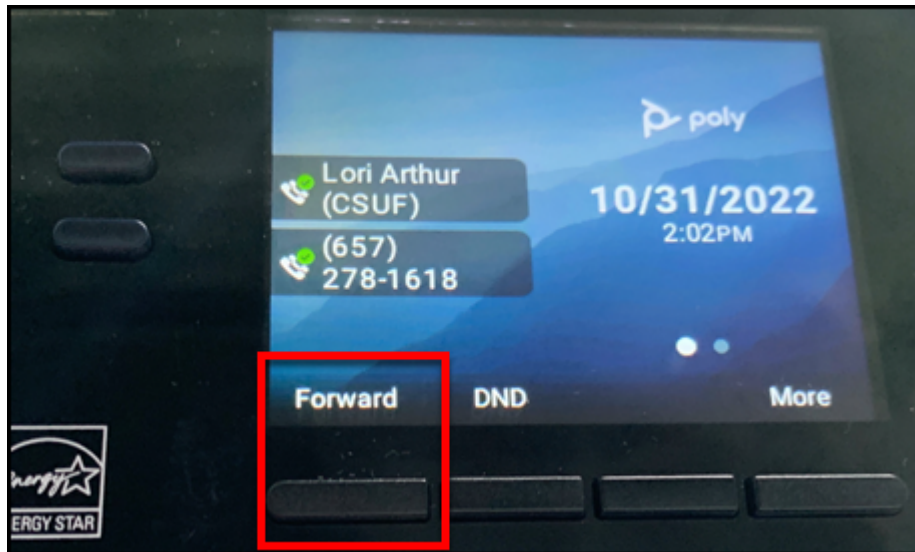
1. Press the **Type** soft key on the Recent Calls screen.
2. Then use the down navigation button to select **Missed Calls** and press the **Select** soft key.
3. Press the **Back** soft key to go back to the Recent Calls screen.
4. You are now viewing just your missed calls. Use the up/down navigation 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. Then press the **Select** soft key to immediately delete the selected type of call history.

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:

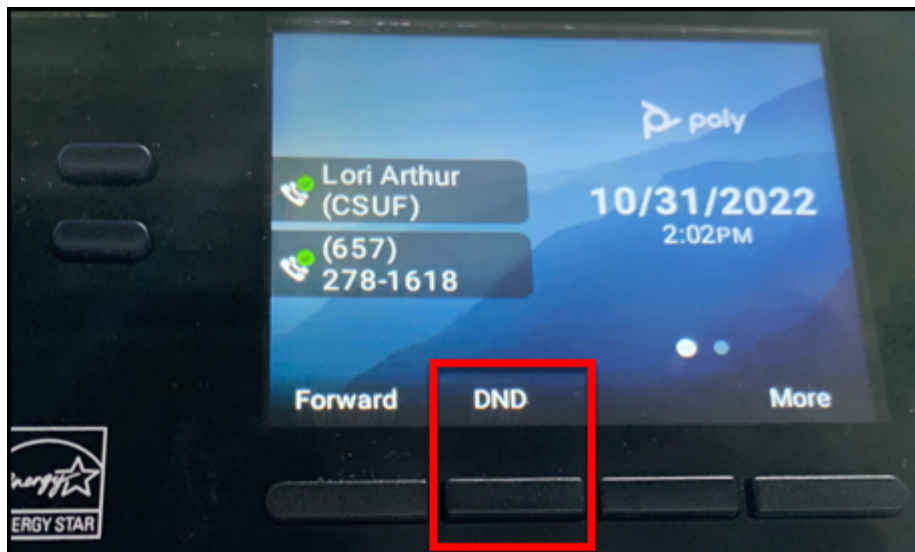
1. Press the **More** soft key.
2. Then press the **Forward** soft key.
3. Press 1 or the select button to choose Always.
4. Enter the campus extension that you want to forward your calls to.
5. Press the **Enable** soft key.

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

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.

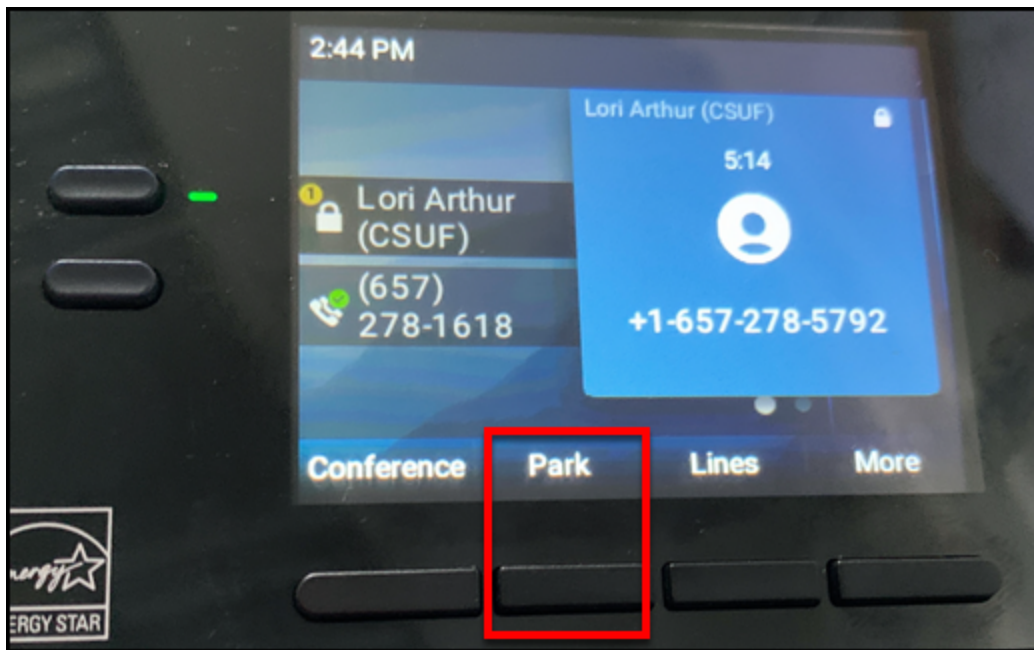


1. To enable Do Not Disturb, press the **More** soft key.
2. Then press the **DND** soft key.
3. To take your phone off Do Not Disturb, press the **DND** soft key again.

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

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.



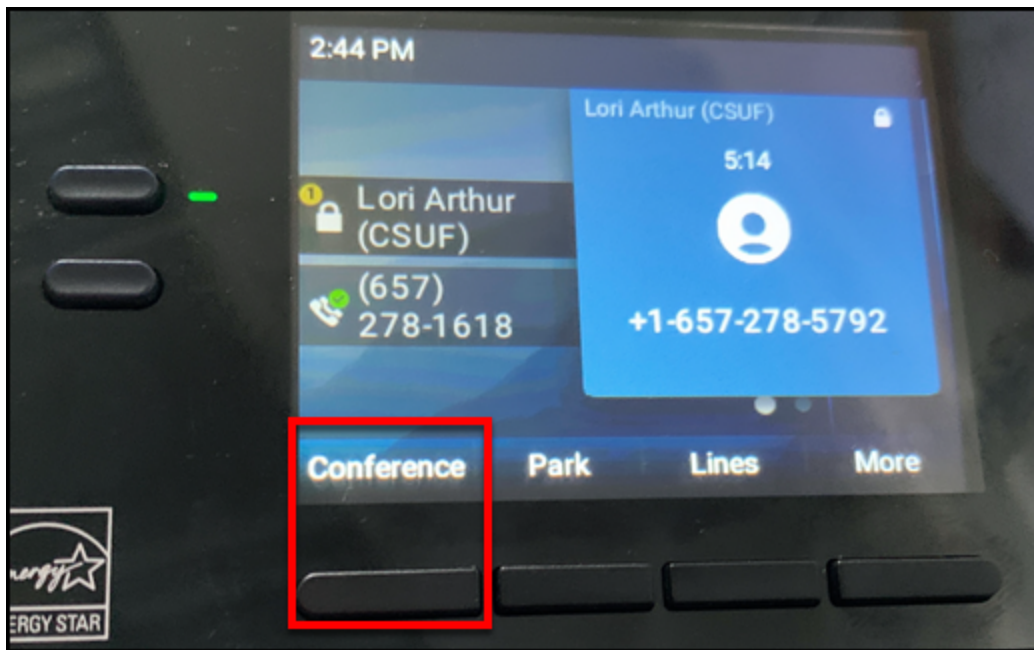
💡 You may want to be prepared to write down the park number so you don't forget it.

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. Depending on the phone you are picking the call up on, you may have to press the **Dial** soft key.
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.

! Note that this changes the ringtone for all lines on your desk phone; you are not able to set a different ringtone for each line.

To change your ringtone type:

- Press the **Home** button.
- Select **Settings**.

- Select **Basic**.
- Select **Ring Type**.
- 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

1. Enter *86 and then press the **Dial** soft key 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 message 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. Dial *86 to access your voicemail.
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. Dial *86 to access your voicemail.
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.](#)