

Pictured here is the Poly E350 phone.

The only difference between the E100 and the E350 is that the E350 has additional extension buttons.



For use in:  
• Staff and Faculty offices

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	Voicemail button
2	Speaker phone	6	Back button	10	Hold button	14	Headset button
3	Extension buttons	7	Navigation buttons	11	Transfer button	15	Speaker button
4	Display screen	8	Select button	12	Volume button	16	Mute button

## Basic Features

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### Answering Calls

- Pick up the handset, then press the **"Answer"** softkey

Or

- Press the **Speakerphone** key

Or

- Press the **Headset** key

### Placing Calls from Recent Calls

Place calls from the **Recent Calls** list, which contains calls that you recently placed, answered or missed

- Do one of the following:
  - Press the **Recent Calls** softkey
  - Or
  - Navigate to **Directories** and select **Call Lists**
- From **Call Lists** screen, select a contact and select **Dial**

### Transferring Calls

#### Blind Transfer

Directly transfer the call to another line without speaking with the other party first

#### Consultative Transfer

Enables you to speak with the other party before completing the transfer

- Press the transfer button to the left of the number keys.

Or

- Press the **Transfer** soft key.
- If preferable, change the transfer type
- Enter the extension or choose a contact from the Recent Calls list or Corporate Directory
- If **Blind**, call is transferred immediately
- If **Consultative**, select **Transfer** after speaking with the other party

### Call Forward

- Press the **More** soft key.
- Then press the **Forward** soft key
- Press **1** or the select button to choose Always.
- Enter the 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

You can access your voicemail from your deskphone or Zoom desktop/mobile app. Note: you can find your voicemail pin in your Zoom Phone invitation or in your Zoom profile under Phone.

- Enter \*86 and then press the **Dial** soft key to access your voicemail
- Enter your PIN code followed by # (**pound sign**)
- Make your selections from the voicemail main menu.

Or

- Go to **Messages**
- Select **Messages Center**
  - **Optional:** if you are part of multiple lines, select the line
- From the **Messages** screen, select **Connect** and follow the prompts to access your messages

### Search for Contacts from Corporate Directory

The Corporate Directory contains a full list of contacts for Oakwood School.

- On the **Home** screen, press the **Directories** softkey
- Select **Corporate Directory**
- Select **Search**
- On the **Search** screen, enter information about the contact in desired fields
- Select **Search**



For assistance with your phone, contact the Tech Helpdesk at x3100 or visit [support.oakwoodschool.org](https://support.oakwoodschool.org)

Additional Zoom Phone user guides are available at: [support.oakwoodschool.org](https://support.oakwoodschool.org).