Zoom Telephone Quick Reference Guide
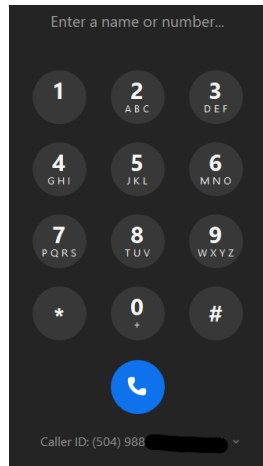
Tulane University

Making a Call:

1. Sign in to the Zoom Workplace desktop client or mobile app.

2. Click the **Phone** tab at top menu.

3. Call a number using one of the methods below.
   Note: Dialing 9 is not required to make off-campus calls.

   - **Number pad:** Dial a number using the on-screen or keyboard number pad, then click the phone icon.

   - **Copy and paste:** Copy and paste a number in the text field, then click the phone icon.

   - **Search contacts:** Start by typing a name or number in the search bar above the dial pad to find contacts from your internal list and synced contacts. Click a search result to make a call. If the contact has multiple phone numbers, click the right arrow icon to view and select the number to call, then click the phone icon.

Receiving a Call:
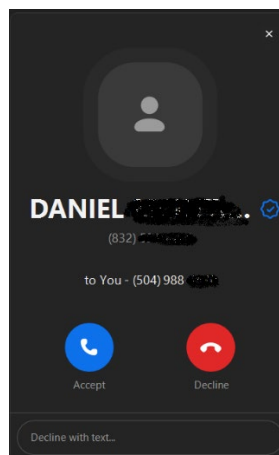
1. Sign in to the Zoom desktop client or mobile app.

2. During an incoming call, Zoom Phone will display a call notification to help you identify the caller. Note: You will not receive call notifications if you manually set your status to **Do not disturb**.

3. Click one of these options depending on the call notification you get:

   o **Accept:** Answer the call.

   o **Decline:** Route the caller to your voicemail or disconnect the call based on your settings. To adjust these settings, click the drop-down menu labeled 'When a call is not answered' (discussed in more detail in the section below titled 'Call Handling').

   o **Close icon (×):** (upper right corner) Ignore the call notification. The call will continue to ring on other devices (Zoom mobile app or desk phone).

4. If you are currently on a call, you will see these options in the call notification:

   o **Hold & Accept:** Place the current call on hold and answer the incoming call. You can use the call controls to switch between or merge them into a three-way call.

   o **Send to Voicemail:** Continue the current call and send the incoming call to your voicemail.

   o **End & Accept:** End the current call and answer the incoming call.

Call Handling:

1. Log in to tulane.zoom.us.

2. In the left navigation menu, select **Phone**.

3. Click the **Settings** tab.

4. In the **Call Handling** section modify desired settings.

   o Select the Edit link to modify **Business Hours.**

   o Select which telephone to apply Business Hours settings.

     • Zoom Desktop Apps

     • Zoom Mobile Apps

     • Zoom Phone appliance Apps

     • Zoom (Poly desk phone)

   o Call Handling Ring Mode – select whether you want all phones to ring simultaneously or sequentially.

- Select the desired option for Max Wait Time, When I'm Busy on another call, When a call is not answered, and indicate which greeting & voicemail instruction is preferred (default or custom).

- **Custom greeting & voicemail instructions:**

  - Select **Edit** and choose **Add Audio**

  - Options are to use **Text to Speech**, or **Record by Computer**

  - Provide an **Asset Name** for your greeting

  - For category select **Voicemail Greeting**

  - Type your message greeting (Text to speech) or click the red button to record your voice message (record by computer).

Forwarding Calls:

Call forwarding can be set up in the Zoom desktop app. Follow the instructions below to forward calls.

1. Sign in to the Zoom desktop client or mobile app.

2. Click on your **Profile** photo icon in the upper right corner.

3. Click on **Forward Calls** in the drop-down list.

4. The **Set Up Call Forwarding** box opens.

5. Choose where you would like to forward your calls: **Name or Number** or **Voicemail.**

6. If choosing **Name or Number**, search for the appropriate **Forwarding Contact.** This number must be in your Zoom Contacts.

7. Select the desired **Time Limit: 15 minutes**, **30 minutes**, **1 hour**, **2 hours, or Always.**

8. If forwarding to a **Name or Number**, type the name or number of the person who will be receiving your calls and duration of time.

9. Click **Save**.
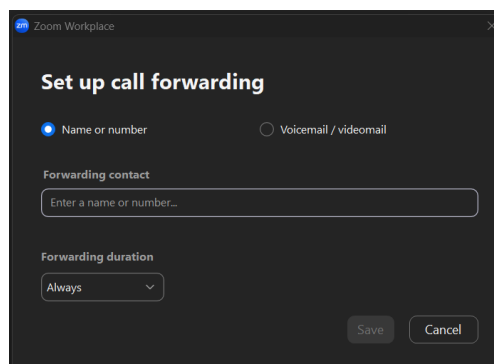
In-Call Tools & Features:
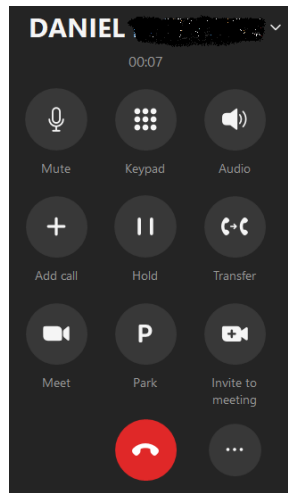
1. **Mute/Unmute:** Mute or unmute your mic.

2. **Keypad:** Display a dial pad to enter numbers during the call. For example, entering an extension number.

3. **Audio:** Open audio settings and change the volume of your speaker or mic.

4. **Add Call:** Display a dial pad to enter a number and add another person to the call (three-way call). Each person will remain on a separate line until you click or tap their name or number to switch between each person.

5. **Hold/Unhold:** Place the call on hold or resume the call. The receiving party will hear default music while they are on hold.

    o **Transfer:** Transfer the call to another number or to voicemail.

6. **Meet:** If you make a call using Zoom Phone, you can easily convert or elevate the phone call to a Zoom meeting.

7. **More:** The following controls can be accessed by clicking the **More** icon.

    o **Park:** Park the call for another phone user to pick it up.

    o **Invite to Meeting:** Invite the call participant to a meeting by using the meeting ID.

    o **Minimize:** Minimize the in-call controls while continuing the call so you can continue using the Zoom desktop client or mobile app.
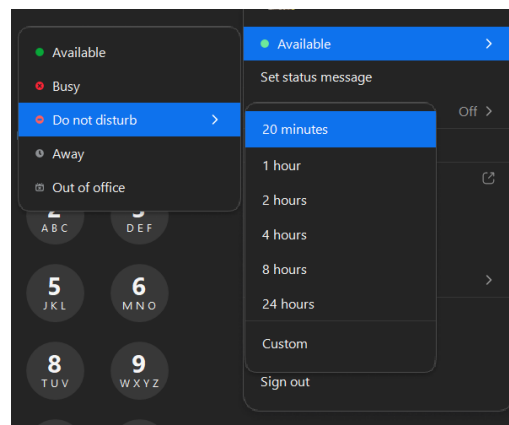
Checking Your Voicemail:
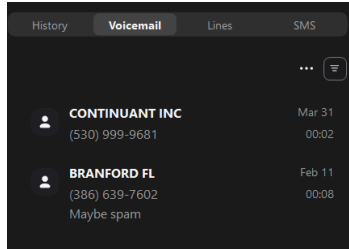
1. Sign in to the Zoom desktop app or mobile app.

2. Click the **Phone** tab.

3. Click the **Voicemail** tab.

4. Locate the voicemail you want to listen to and press the **Play Voicemail** button.

Notes:

- You will receive email notifications of voicemails.
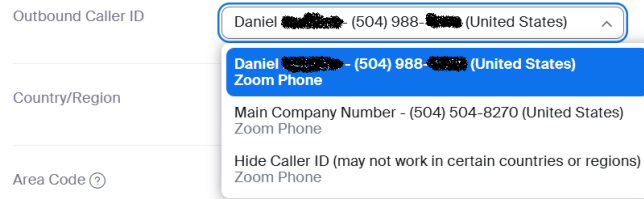
Setting Do Not Disturb:

1. Sign in to the Zoom desktop client.

2. In the top-right corner, click your photo/initial icon, hover over your current status, and select **Do not disturb**.

3. Select how long you want to have **Do not disturb** enabled. Choices are 20 minutes and 1, 2, 4, 8, or 24 hours. Your phone will not ring for the duration selected. **Note:** The **Set the time period** option to set a custom duration is not supported at this time.

Setting Outbound Caller ID:

Set your default caller ID in the Zoom web portal or in the Zoom desktop app. The default caller ID cannot be changed on the Zoom mobile app.

Zoom Web Portal

Outbound Caller ID

Daniel ████████ (504) 988-████ (United States)

    Daniel ████████ (504) 988-████ (United States)
    Zoom Phone

Country/Region

    Main Company Number - (504) 504-8270 (United States)
    Zoom Phone

Area Code ⓘ

    Hide Caller ID (may not work in certain countries or regions)
    Zoom Phone

1. Log in to tulane.zoom.us.

2. In the left navigation menu, select **Phone**.

3. Click the **Settings** tab.

4. In the **Outbound Caller ID** section, click the drop-down arrow.

5. Select the number you'd like to display when making an outgoing call.
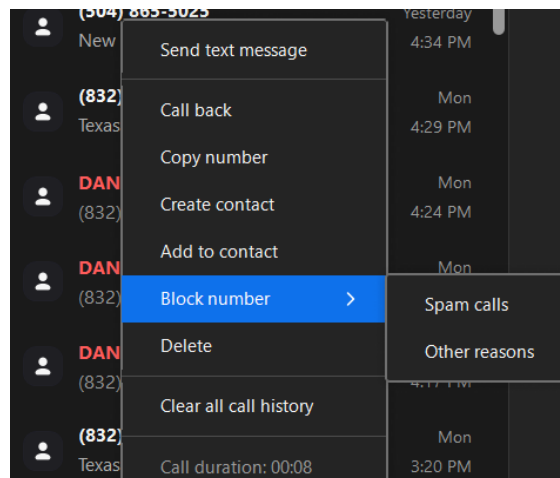
6. Click **Save**.

Zoom Desktop App

1. Open the Zoom app on your desktop.

2. Select the **Phone** tab from top menu bar.

3. On the number pad, click the drop-down arrow under the dial pad.

4. Select the number you'd like to display when making an outgoing call.

Call Blocking:

This section covers how to block a call and how to manage blocked calls.

Blocking a Number

1. Open the Zoom app and select the **Phone** icon from top menu.

2. Right-click the inbound number (found under the history tab on the left side of the screen) or place the cursor over the date/time stamp and select the three ellipses (more).

3. Move the cursor over **Block Number**.

4. Select the reason for blocking the call: **Spam** or **Other Reason**.

5. Click **Block**.

Managing Blocked Numbers
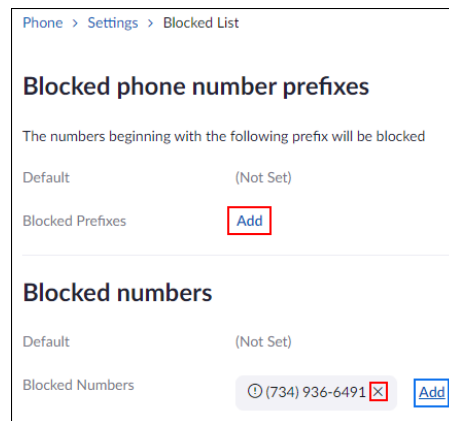
1. Log in to tulane.zoom.us.

2. In the left navigation menu, select **Phone**.

3. Click the **Settings** tab.

4. Scroll down to the **Others** section and locate the **Blocked List**.

5. Select **Manage Blocked List.**

6. Clicking **Add** next to **Blocked Prefixes** will allow you to enter a specific country and area code to block.

7. Clicking **Add** next to **Blocked Numbers** will allow you to enter a specific phone number to block.

8. Clicking the **X** next to any number in the **Blocked Numbers** list will remove that number from the list so you can receive calls from that number again. You will be asked to confirm the deletion by clicking **Delete**.