

## Zoom Phone Guide

David Raco - 2025-05-28 - Comments (0) - Telephone

**Zoom Phone** allows you to place and receive phone calls on your computer over the internet using your **Zoom** account through the university.

### Note

This article assumes that you have a working understanding of the **Zoom** client and how to [log in to your SOU Zoom account](#). If you need a primer, consult the [Faculty Zoom FAQ](#). If you need help with **Zoom Phone**, contact your [Computing Coordinator](#).

### Warning

**The Information Technology department discourages you from using Zoom Phone to dial 911 unless you do not have access to any other phone.**

## Requirements

To use **Zoom Phone** on your computer, you will need the following equipment:

1. The **Zoom** client (or the **Zoom** app) installed on the computer, which can be downloaded by [this link](#).
2. A **microphone**, preferably as part of a **headset**.
3. Computer **speakers, earbuds, or a headset**.
4. Must be provided access through **SOU** if using **Zoom Phone** through **SOU**.

To make and receive calls, you will need to have **Zoom** client open and **logged in** on your device.

### Note

To use **Zoom Phone** on your cell phone, you will need to install the **Zoom App** onto your device from either the **Google Play Store (Android)** or the **App Store (iPhone)**.

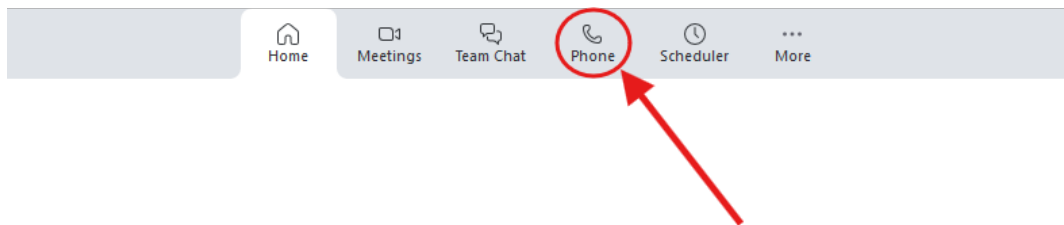
# What to Expect When You Start

When **enrolled** in **Zoom Phone**, you should receive *two emails*: One with your private **Zoom Phone** number and the *other* with your *extension* through our main **SOU Zoom Phone** number.

There is no action needed to port your phone number to your campus number. Once your phone has been successfully ported over to your campus phone number, you will receive an email that the porting has been completed.

## How to Access Zoom Phone

Look for the **Phone** icon in the middle of the menu buttons along the top of the **Zoom** client screen.



Return to meeting

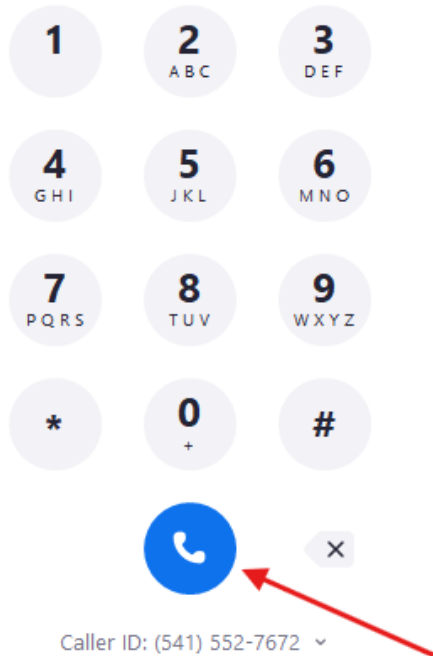


Join

## How to Make a Phone Call

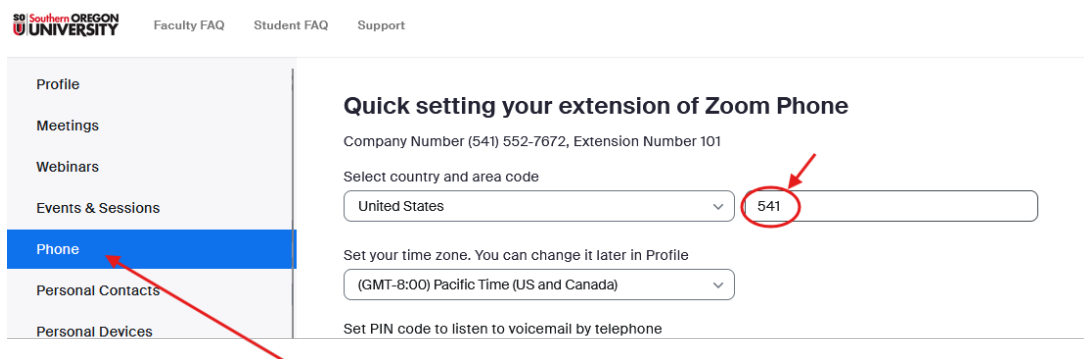
Use the number pad in the middle of the **Zoom Phone** screen to dial the number. You may also type in the number using your keyboard. You can backspace if you make a mistake. Place the phone call using the blue call icon at the bottom of the number pad.

**5415526900**



#### Note

You can adjust your area code in your **Zoom** settings so that if you are dialing a number that starts with 541, you can just dial the 7-number extension.



## What does my call look like to the person I am calling?

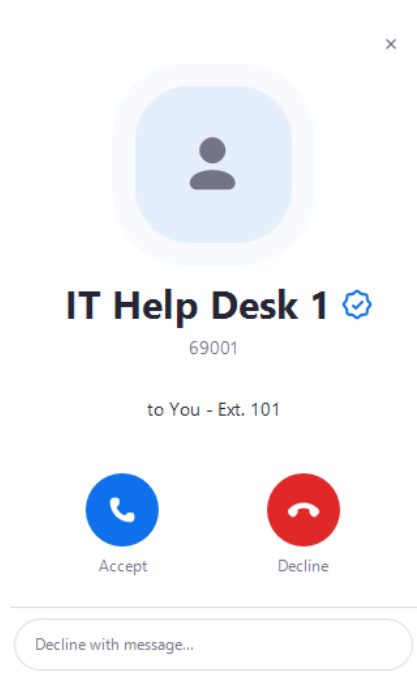
Once your campus phone number is ported into **Zoom** and assigned to you, people receiving a call from you will see your campus number. Your name will not be displayed

(unless you are making a call to another **Zoom Phone**).

## How to Receive a Phone Call

Make sure that you are logged in to your **Zoom** client and wait. When someone calls your **Zoom Phone** number, an **incoming call pop-up window** will appear and a ringtone will play.

You can **Accept** or **Decline** the phone call. **Declined** phone calls go to **voicemail** by default. Unanswered phone calls will go to **voicemail** after about 5 rings (depending on your **Zoom Settings**.)



## What You Can Do During a Phone Call

While on a call, you can do the following using the buttons on the screen in your **Zoom** client:

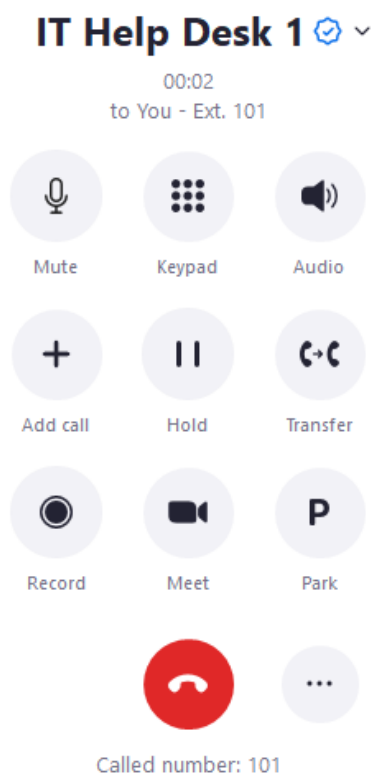
- **Mute** yourself.
- Access the **Keypad** again, (which can be helpful for dealing with automated menus.)
- Adjust your **Audio** settings for your **microphone**, **speakers**, or **headset**.
- Click **Add Call** to add another party to the call (**conference call**).
- Place the other party on **Hold**. *By default, they will hear hold music.*
- **Transfer** the other party to another person. *You will have some options on how you want to transfer.*

- **Initiate a Zoom Meet** with the callers joined automatically as phone participants.
  - **Note:** It is not easy to revert back to a regular phone call after you have transitioned to the Zoom meeting. [Learn more about this by clicking here.](#)
- **Minimize** the phone call within your **Zoom** client.
- **Hang up** using the red hang up icon.
- **Record** the phone call.

Warning

**When Recording a call**, a *verbal alert* will be played to everyone on the phone call so that they know they are being recorded.

Make sure you have their consent to be recorded before you use this feature.

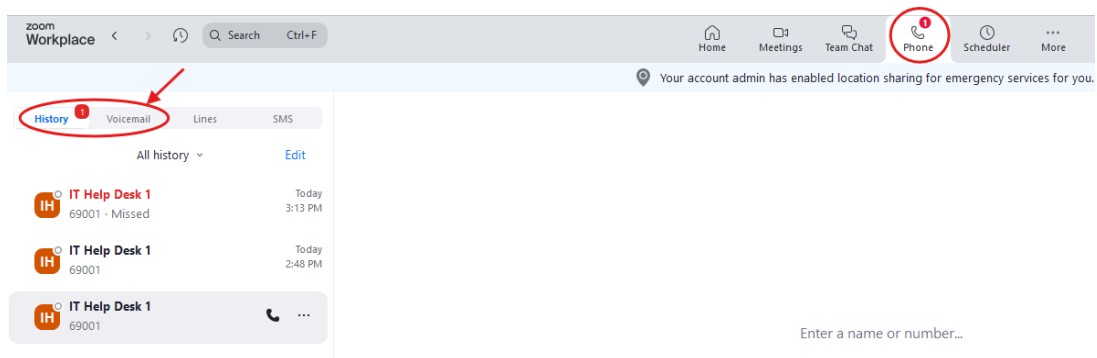


## How to View Missed Calls and Voicemails

Your **Zoom** client will alert you when you have **missed calls** or **voicemails** by placing a red number icon on the **Phone** icon in the menu representing how many **missed calls** and unchecked **voicemails** you have.

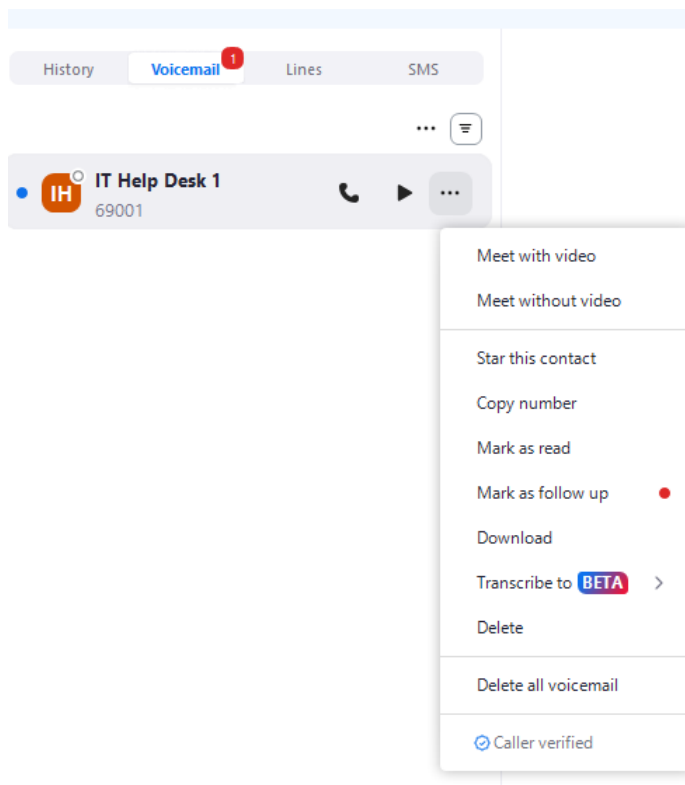
The **Zoom** client will also place red number icons on the **History** tab and the **Voicemail**

tab within the **Zoom Phone** window. Click on either tab to view your **call log** or your voicemails respectively.



Click on the **Voicemail** tab in the **Zoom Phone** window to access your **voicemails**. Click the **Play** button on a **voicemail** entry to listen to the **voicemail**.

If you need to do something with the **voicemail**, then you can click on the **three dots menu** (or the **meatball menu**) to access settings. [Learn more about managing your voicemails here.](#)



#### Note

You will also receive an email at your **SOU email address** whenever somebody leaves you a **voicemail**. The email will include an attached **audio file** containing the voice message

and a **transcription** of the voice message. Please note that the transcription is likely to contain errors since speech-to-text technology is not perfect.

New Voicemail from IT Help Desk 1 (Ext. 69001) to Heidi Jameson Fri Dec 20, 2024 15:35 External Inbox x

Zoom <no-reply@zoom.us> to me

zoom

SIGN IN

You have a new voicemail

Time	Fri Dec 20, 2024 15:35
From	IT Help Desk 1 (Ext. 69001)
To	Heidi James (Ext. 101)
Duration	00:06

Voicemail Transcription

"This is Heidi for a tester for Zoom Phone guide. "

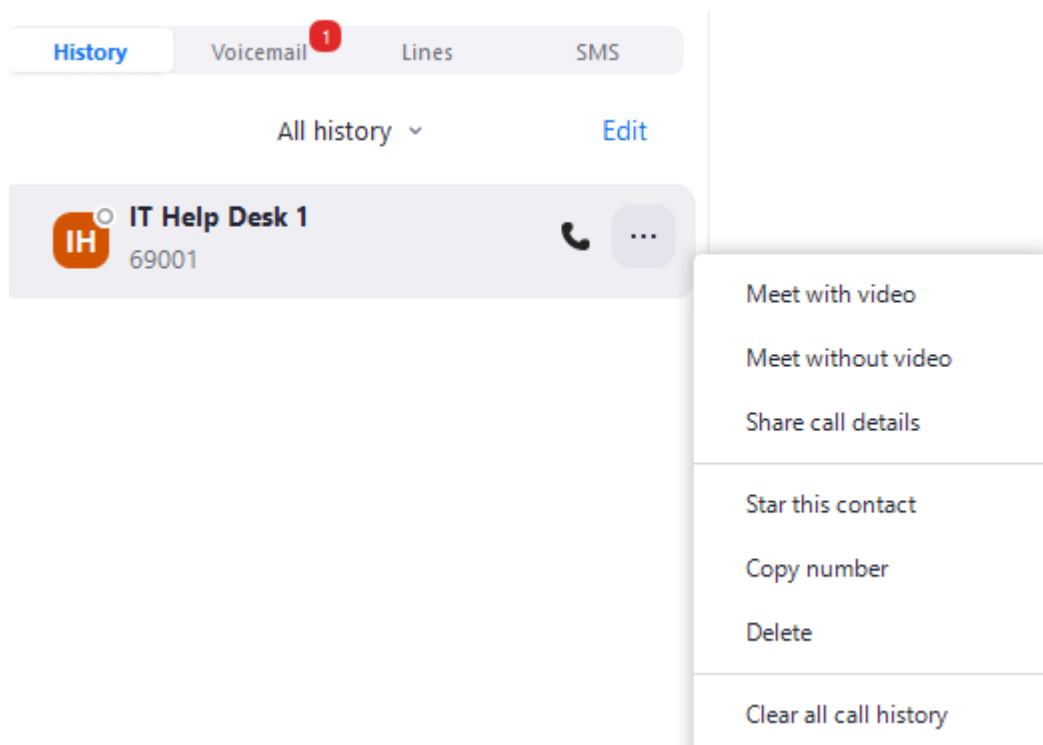
To listen to this message, you can open the attachment or use any Zoom Applications to have instant access to all your messages.

# Call Log in the Zoom Client

Click on the **History** tab in the **Zoom Phone** window to access your **Call Log**.

Note

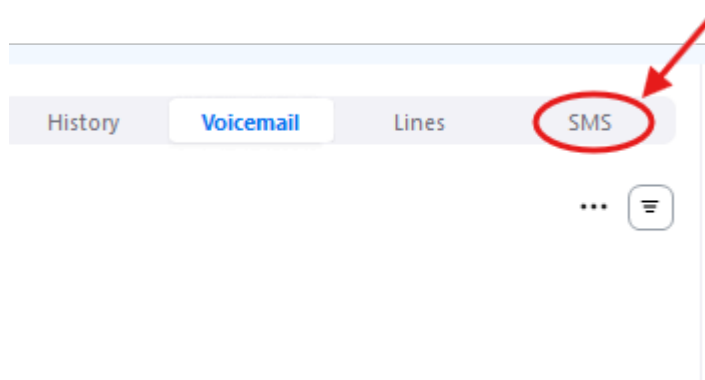
Within the **Call Log** there are different options you can use. You can **callback** the person by clicking on the **Phone** icon within an entry, click on the **Play** button to listen any recording associated with that phone call, or use the three dots to access the expanded menu.



## Zoom SMS:

**Zoom Phone** comes with the ability to text using **SMS**.

While in the **Zoom** client, under the **Phone** tab, click on **SMS** on the left to start a text or to read a text that was sent. If your campus number is ported over, anyone can send a text message to your 541-552-XXXX number.

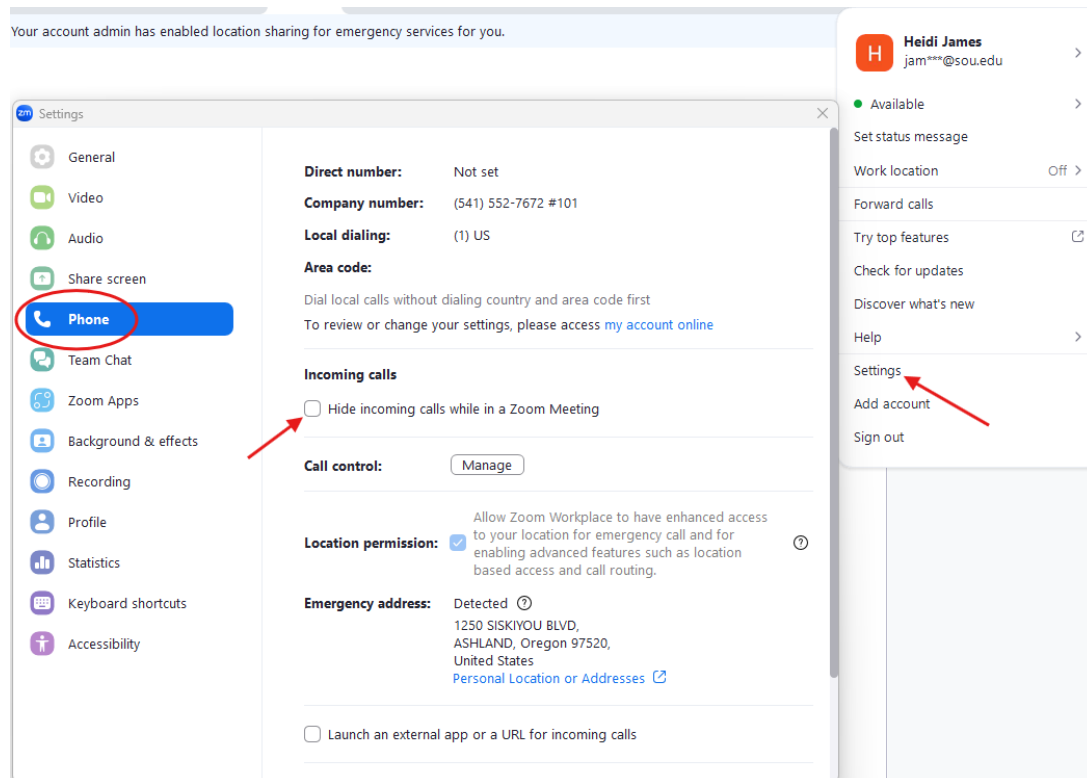


## Zoom Phone Settings - Hide incoming calls while in Zoom Meeting:

To hide phone calls during your **Zoom** meetings, click on your **profile** icon in the top-right area of your **Zoom** client, then click on **Settings** in the menu, then click on **Phone** in the side links within the **Settings** window, then check the box for **Hide incoming calls while**

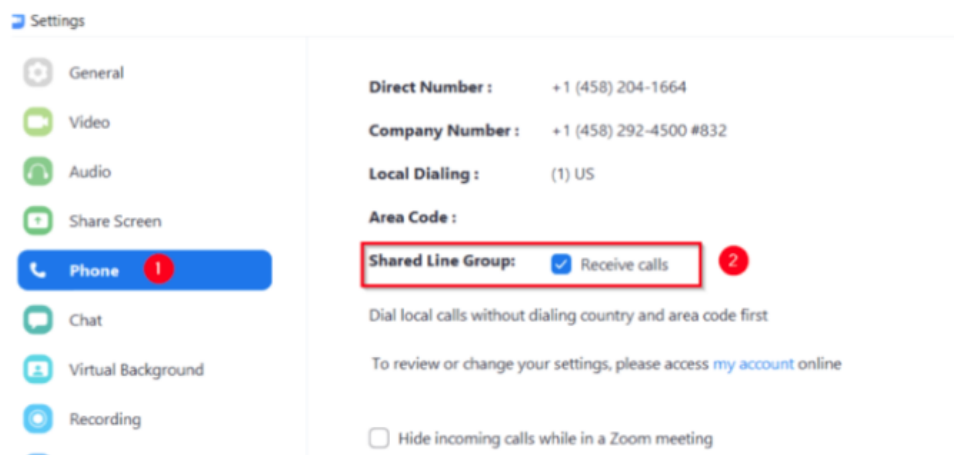


in a Zoom meeting.



## Zoom Phone Settings - Sign-In and Sign-Out of Receiving Shared Line Calls

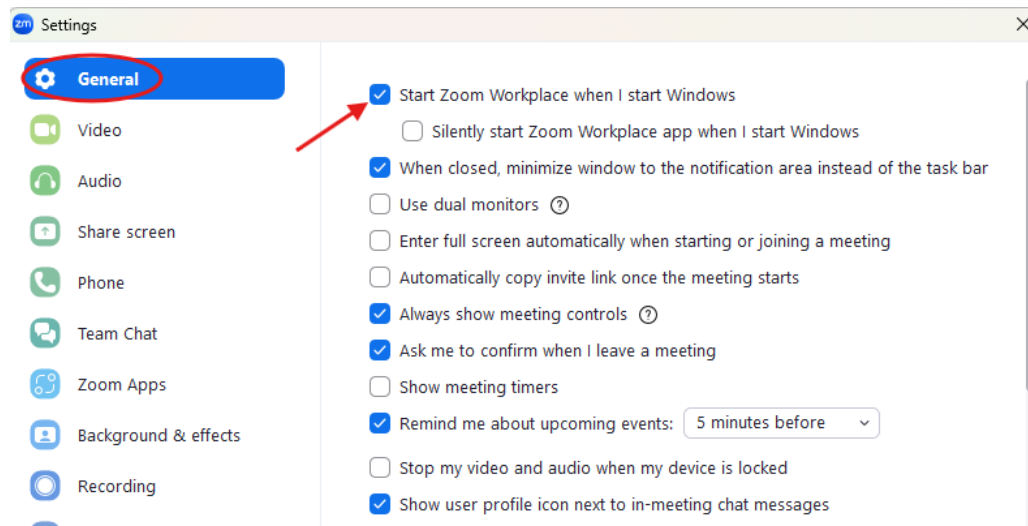
Under the **Phone** settings in the **Zoom** client, you can use the checkbox for **Shared Line Group** to toggle whether your phone rings when a shared line is called that you can answer. (This is used most often in a helpdesk environment and does not apply to all **Zoom Phone** users.)



# Zoom Settings - Start Zoom when I start Windows :

To ensure that you receive calls in your office while on your computer, it is highly suggested that you start **Zoom** when starting your computer.

If **Zoom** is not open, you will not receive **Zoom** calls on your computer. If you elect to start **Zoom** silently, you will not see a prompt when **Zoom** opens.



## Customize your voicemails, hold music, and other settings

Login to your **SOU Zoom** account in a **web browser** at <https://sou.zoom.us/signin>. Click on the **Phone** entry in the sidebar links, then click on **Settings** in the menu.

Here you can record your own custom greetings, select which greeting to use, upload your own custom hold music (*respecting copyright law, of course*), and more. [CTRL+Click here to explore all of the various settings that you can manage through this section of your Zoom account.](#)

Profile

Meetings

Webinars

Events & Sessions

Phone

Personal Contacts

Personal Devices

Whiteboards

Notes

Surveys

Recordings & Transcripts

Clips

History Voicemail Recording Settings

Package

Zoom Workplace for Education Enterprise Premier with US/CA Unlimited ⓘ

Company Number

(541) 552-7672#101

Emergency Address ⓘ

Default: 1250 SISKIYOU BLVD, ASHLAND, Oregon 97520, United S

[Personal Emergency Address](#)

Outbound Caller ID

Main Company Number - (541) 552-7672 (United St... ▾

Country/Region

United States (+1) ▾