



## Zoom Phone Guide

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# Zoom Phone

This article will show you the basics of how to use Zoom Phone. Zoom Phone enables you to place and receive phone calls on your computer over the Internet using your Zoom account through the university. 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](#).

**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. Zoom client installed on the computer. You can download the Zoom client from <https://zoom.us/download>.
2. A microphone, preferably as part of a headset.
3. Computer speakers, earbuds, or a headset.
4. To make and receive calls you will need to have the Zoom client open and logged in.

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

## What to Expect When You Start

When we enroll you in Zoom Phone, you should receive two emails: one with your private Zoom Phone number and one with your extension through our main SOU Zoom Phone

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. There is no action needed to port your phone number to your campus number. This will take place behind the scenes and IT will send an email once it 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.



Zoom Phone does not support using campus extensions. For example, to call our IT Helpdesk, dial 541-552-6900 (or 552-6900 if you have made the above change) instead of using the extension 26900. We are currently setting up the campus extensions in Zoom and once completed, you will be able to call the 4 digit extension (eg. 6900)

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.



## 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.



## Voicemails in the Zoom Client



## Zoom SMS

Zoom Phone comes with the ability to text message. While in the Zoom client, under phone, click on SMS on the left to start a text or to read a text that was

sent. This feature is great if text messages are the preferred communication with students, faculty or staff. If your campus number is ported over, anyone can send a text message to your 541-552-XXXX number.



## 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.



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

Log in 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.](#)