Luther College - Zoom Phone User Training
Meeting Logistics

- Sit back, listen, and learn
- Slides will be shared
- Training is recorded
- Phone numbers ported on 7/28/22
Agenda

- Using Zoom Phone
- Zoom Mobile App
- Setting up Zoom Phone
- Resources & Support
- Q&A
Using Zoom Phone

Desktop Client
Zoom Desktop App

Home Screen Settings
Zoom Desktop App

Audio Preferences

Settings

Speaker
- Test Speaker
- MacBook Pro Speakers (MacBook Pro Speakers)
- Output Level
- Output Volume
- Use separate audio device to play ringtone simultaneously

Microphone
- Test Mic
- MacBook Pro Microphone (MacBook Pro Microphone)
- Input Level
- Input Volume
- Automatically adjust microphone volume

Suppress background noise
- Auto
- Low (taint background sound)
- Medium (computer fan, pen taps)
- High (typing, dog barks)

Music and Professional Audio
- Show in-meeting option to enable *Original Sound*
Audio Preferences

- Automatically adjust microphone volume
- Suppress background noise
  - Auto
  - Low (faint background sound)
  - Medium (computer fan, pen taps)
  - High (typing, dog barks)
- Music and Professional Audio
  - Show in-meeting option to enable "Original Sound"
- Ringtones
  - Automatically join computer audio when joining a meeting
  - Mute my mic when joining a meeting
  - Do not prompt to join audio when joining a meeting using 3rd party audio
  - Press and hold 'Space Key' to temporarily unmute
  - Sync buttons on headset

Advanced
Zoom Desktop App

Zoom Phone Settings
Zoom Desktop App

History

- Create Contact
- Copy Number
- Block Number
- Clear Call History
Voicemail

- Click the **Phone** icon to call back.
- Click the **Play** icon to listen to the voicemail.
- Select ... for more options.
Lines

- Click ✓ next to caller ID to choose what line you would like to call out on.
- Then enter a name or number.
- Place the call by pressing the phone icon.
  - If you have any shared lines they will show on the menu on the left.
  - The users presence will also show to the left of their name.
Zoom Desktop App

Placing a Call

- Start typing a name or number to bring up your contacts list.
- You can also dial directly from the keypad.
Searching for Contacts

- Enter a name or number in the search field
- This will bring up your contacts list.
- Click the contact from the dropdown menu to call the individual.
Active Call

- **Add Call**: add up to 3 people to the call. (3+ will become a Zoom Meeting).
- **Hold**: place call on hold.
- **Transfer**: transfer call to another number.
- **Record**: all parties will be notified when recording starts and stops.
- **Meet**: turn audio call into video call.
- **More**: Invite to Meeting & minimize the call.
Contacts
**Contact is signed in on the Zoom desktop client.**

**Contact is signed in to the Zoom mobile client only.**

**Contact is signed in to the Zoom desktop client, but the computer is inactive or they manually set their status to Away.**

**Contact manually set their status to Do Not Disturb and won’t receive pop-up notifications for chat or Zoom Phone calls in the Zoom desktop client or mobile app.**
Busy Status

- **In a Calendar Event**: Contact is in a calendar event (from a synced calendar) but hasn’t joined a Zoom meeting.
- **In a Zoom Meeting**: Contact has started or joined a Zoom meeting using the Zoom desktop client or mobile app.
- **Presenting**: Contact is sharing their screen while in a Zoom meeting.
- **On a Call**: Contact is on a Zoom Phone call using the Zoom desktop client or mobile app.
Zoom Mobile App
History

Keypad

Call history

Phone button

Filter

Call Options
Voicemail

Tyler
Jan 25, 1:13 PM

Hey, Jacob. This is a test recording. We're doing this because we really like testing things and testing is a real passion of ours. So this is a great test voicemail. Have a good day.
Place a Call
Choose Caller ID

Direct Number
(619) 415-xxxx
default

Main Company Number
(669) 252-xxxx

Hide Caller ID
May not work in certain countries or regions

Cancel

Close
Sign In & Configuration

Web Portal
Sign in to Zoom

- Please go to luther.zoom.us.
- Click Sign in.
- Sign in with SSO
Configure Zoom Phone

- Go to Phone.
- Setup the Country & Area Code.
- Set the Time Zone.
  - To edit time zone at a later time go to Profile and select Edit under Date and Time.
- Set a PIN.
- Click Setup.
Configure Zoom Phone

Settings

- Manage Personal Emergency Address.
- Create Business Hours.
Configure Zoom Phone

Edit Call Handling.
Configure Zoom Phone

Settings

Create Closed Hours.
Voicemail Greeting

To create a new voicemail greeting select **Audio Library**.

Click **Add Audio**.

Text to Speech, Record by Computer or Upload.
Configure Zoom Phone

Holiday Hours

- Next to Holiday List & Call Handling click Manage.
- Click Add.
- Enter a holiday name, select the date ranges you would like the holiday to be in effect.
- Click Save.
Configure Zoom Phone

Delegation

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Click Add.

Enter in the user name and click Send Invite.

Choose Delegation Privileges.
Configure Zoom Phone

Delegation

- When a new delegation comes in, click View.
- Select Accept.
Resources & Support
Resources

- Please go to [luther.edu/helpdesk/services/phone/](luther.edu/helpdesk/services/phone/).
- Please go to [support.zoom.us](support.zoom.us).
- **Search** through Zoom’s knowledge base for related content.
- **Browse through** Quickstart Guides, Video Tutorials, or specific Support Topics.
Support

Technology Help Desk

- help.luther.edu
- helpdesk@luther.edu
- 563-387-1000
Please go to learning.zoom.us.

Browse through Zoom’s courses & learning plans.

Register for live training or specific Support Topics.

Or watch training videos.
Zoom Community

community.zoom.com

Find helpful solutions
Browse the community to easily find product solutions.

Ask questions
Seek and receive support from community experts.

Collaborate with peers
Connect with community members and share product news.
Thank You
Additional and Auxiliary Slides