This quick guide helps Zoom Phone users quickly make a phone call, send SMS, check voicemails, and change their voicemail greetings.

### How to make a call

- 1. In the Zoom desktop app or mobile app, click the **Phone** tab.
- 2. Enter a name, number, or extension. (Note: dialing a 9 before the number is no longer required) Extensions will now have the site code before your 4-digit extension except for Lonas. Example I am in the Online Campus so my new extension will be 9 followed by my ext. 5777 so 95777. Campuses on the old system will still need to be called using 4-digit extension.

Knoxville Lonas - Staying 4 digit

Knoxville Parkside - 1

Asheville - 2

Nashville - 3

Atlanta - 4

Indy-5

Orlando - 6

Pitt Ground - 7

CBE - 8

Online - 9

Dallas - 10

Marietta – 14

We know this is confusing. The best method to make a call in Zoom is to search for the person's name above the keypad.



3. Click the blue phone icon

#### How to transfer a call

- 1. While on a call, click Transfer.
- 2. Enter the name of the person to transfer to.



- 3. Click the blue transfer button
- 4. Select the transfer method.

RANDY PARRY 1

## How to change a call to a meeting

1. While on a phone call, click **Meet**The meeting will transfer to an <u>instant Zoom Meeting</u>.

#### How to send and receive an SMS

- 1. In the Zoom desktop app or mobile app, click the **Phone** tab .
- Click SMS.
- 3. Click the pencil icon .
- 4. On the top, enter the phone number.
- 5. At the bottom, enter your message then press **Enter** on your keyboard.

## How to find your pin for voicemail

- 1. Sign in to the Zoom web portal (south.zoom.us). If you get asked for domain just enter south.
- 2. Select "phone" from the left-hand side.
- 3. Your pin is in the "Set PIN code to listen to voicemail by telephone" Field.

# How to check your voicemail

- 1. In the Zoom desktop app or mobile app, click the **Phone** tab .
- 2. Click Voicemail.
- 3. Locate the voicemail you want to listen to, and press **Play** .

### How to change your voicemail greeting

- 1. Sign in to the Zoom web portal (south.zoom.us). If you get asked for domain just enter south.
- 2. In the navigation menu, click **Phone**, click **Set Up**, then click **Settings**.
- 3. In **Call Handling section**, go to **Greetings and Leave voicemail instructions**, click **Edit** and select add **Audio** from the drop down selection.
- 4. There are 3 options to Add Audio (Text to Speech, Upload, and Record by Computer).
- 5. We suggest using Record by Computer.
- 6. In the template enter your name in the **Asset Name** field.
- 7. Under Category select Voicemail greeting from the drop-down menu
- 8. Click the record button to record your greeting.

RANDY PARRY 2