

# Welcome to Zoom Phone at Luther College



(Electronic, clickable version available at [luther.edu/helpdesk/services/phone/](https://luther.edu/helpdesk/services/phone/))



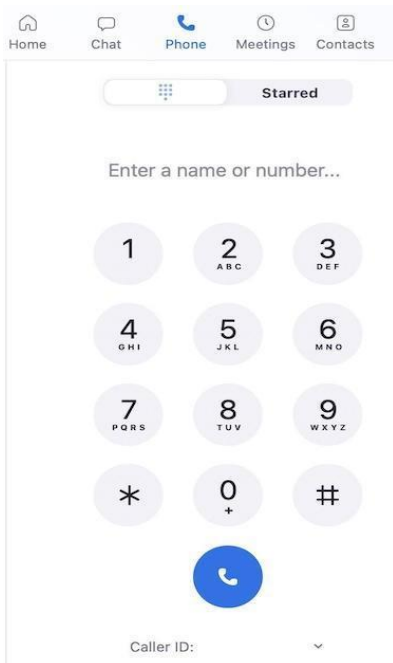
## Getting Started with Zoom Phone

- ❑ Zoom Phone works with the Zoom software you've used for meetings and webinars. You can make and receive phone calls from your computer and mobile devices including your laptops, tablets, and smartphones. You have control over when calls ring on your devices and how you receive your voicemail.
- ❑ Watch the 2-minute [Zoom Phone App Overview](#).
- ❑ Sign into the Zoom application with SSO (Single Sign On). You will only be able to answer calls on the softphone if you are signed in.
- ❑ **COMING SOON:** Watch Luther's recorded Zoom Phone training.

## Quick Tips on Zoom Phone

To place an on-campus call using Zoom Phone, enter the name or four digit extension and click "Dial" or the blue handset button.

In order to make and receive calls you must be logged into the Zoom app. Make this part of your routine, just like logging into your Luther Norse Mail. Additional tips:



- [Make and receive calls](#) To call an outside phone number, enter the area code and then the remaining 7 digits and "Dial". You do not need to first dial 9, 1.
- [Transfer calls](#) You can transfer calls to phones both within Luther as well as outside of the College (though you need to dial the complete 10-digit number, e.g. 563-387-1000).
- [Record/select a voicemail greeting](#)
- [Manage your voicemail](#)
  - Zoom sends you an email for each new voicemail with an audio file attached and a transcription.
  - Voicemail messages can be up to 5 minutes in length and are stored in the cloud for 12 months. You can have an unlimited number of voicemails in your mailbox.
- [Change your status](#) to Available, Away, or Do Not Disturb by clicking the icon with your initials in the upper right of the Zoom desktop app. (This also affects the Zoom mobile app.)
- [Forward your calls](#) to an external phone number.
- [Click to dial](#) Click a phone # in a Norse Mail message or web page and automatically dial it in the Zoom app.
- Limit the [hours when the Zoom app rings](#) using Call Handling - Edit Business Hours.

## **Additional Information on Zoom Phone**

### **How to make a call:**

- 1) Open the Zoom app
- 2) Click the Phone tab
- 3) Type in a name, number, or extension, click the blue phone icon or select your contact's name when ready to place the call

### **How to transfer a call:**

- 1) While on a call, click the transfer button
- 2) Enter the name or number of the person to transfer to
- 3) Click the blue transfer button
- 4) Select the transfer method

### **How to elevate a call to a meeting:**

While in a phone call, click the Meet button.

The meeting will be transferred to an instant Zoom Meeting

### **How to check your voicemail:**

- 1) Open the Zoom app
- 2) Click the Phone tab
- 3) Click Voicemail
- 4) Hover over the voicemail and press play
- 5) Or click the voicemail to see a transcription of the recording

### **[How to record your voicemail greeting at Luther](#)**