

# Luther College - Zoom Phone User Training

# LUTHER COLLEGE



# Meeting Logistics

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

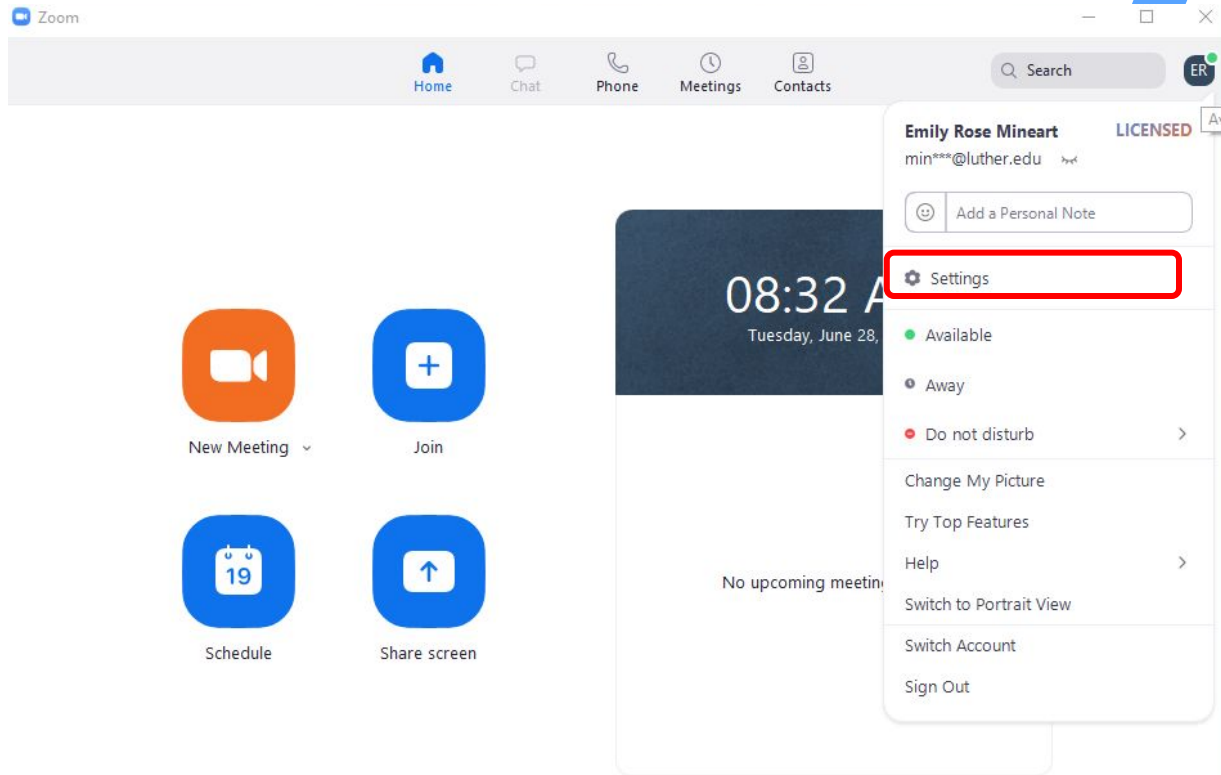
# Agenda

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

# Using Zoom Phone Desktop Client

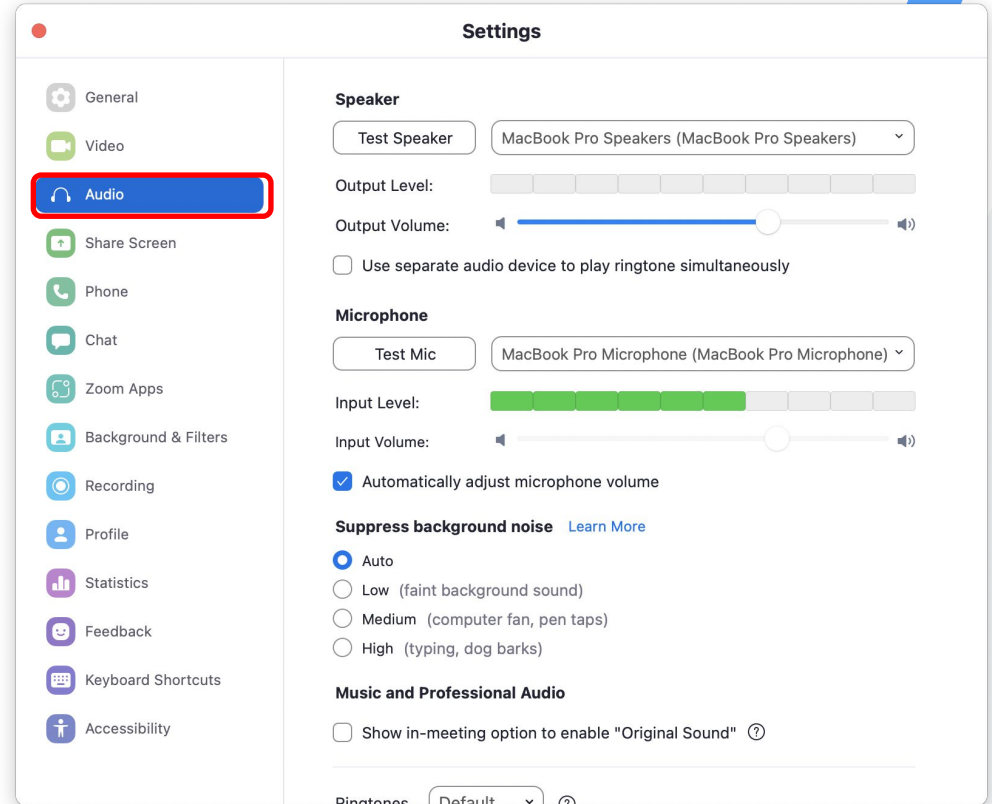
# Zoom Desktop App

## Home Screen Settings



# Zoom Desktop App

## Audio Preferences



# Zoom Desktop App

## Audio Preferences

**Settings**

Test Mic | MacBook Pro Microphone (MacBook Pro Microphone) ▾

Input Level:

Input Volume:

Automatically adjust microphone volume

**Suppress background noise** [Learn More](#)

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" [?](#)

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Ringtones: Default ▾ [?](#)

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

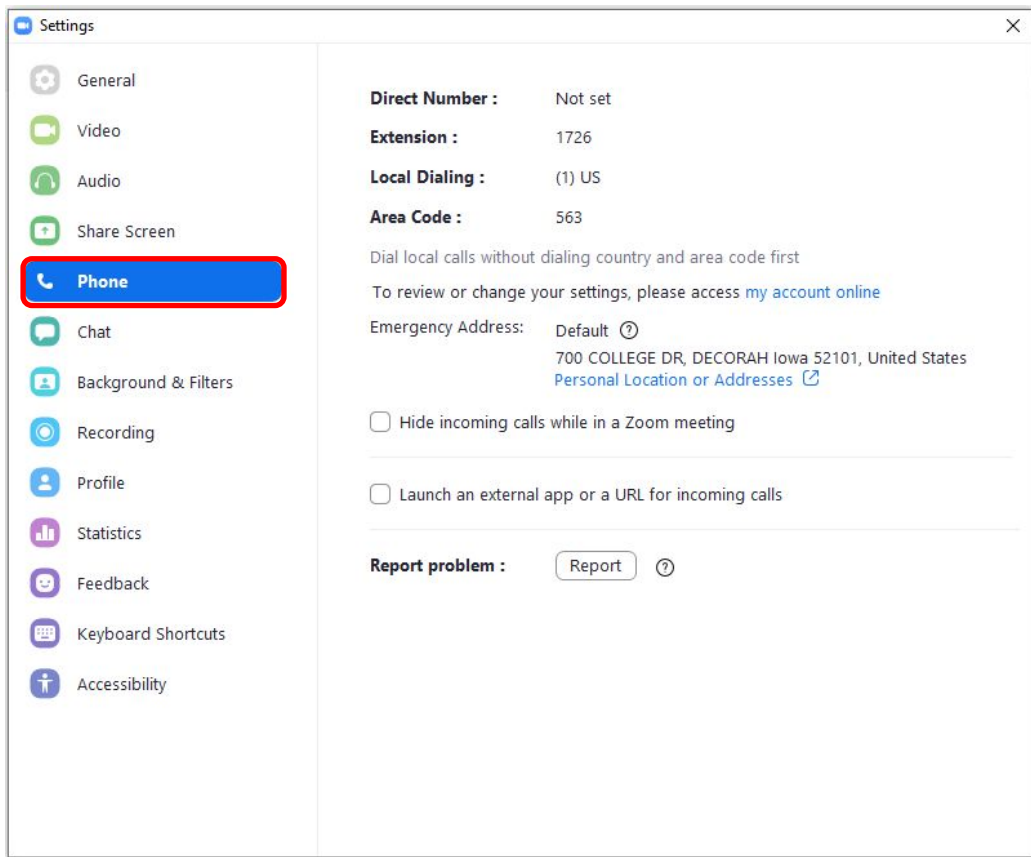
Press and hold 'Space Key' to temporarily unmute

Sync buttons on headset

[Advanced](#)

# Zoom Desktop App

## Zoom Phone Settings



Settings

- General
- Video
- Audio
- Share Screen
- Phone**
- Chat
- Background & Filters
- Recording
- Profile
- Statistics
- Feedback
- Keyboard Shortcuts
- Accessibility

**Direct Number :** Not set

**Extension :** 1726

**Local Dialing :** (1) US

**Area Code :** 563

Dial local calls without dialing country and area code first

To review or change your settings, please access [my account online](#)

Emergency Address: Default ⓘ  
700 COLLEGE DR, DECORAH Iowa 52101, United States  
[Personal Location or Addresses](#) ↗

Hide incoming calls while in a Zoom meeting

Launch an external app or a URL for incoming calls

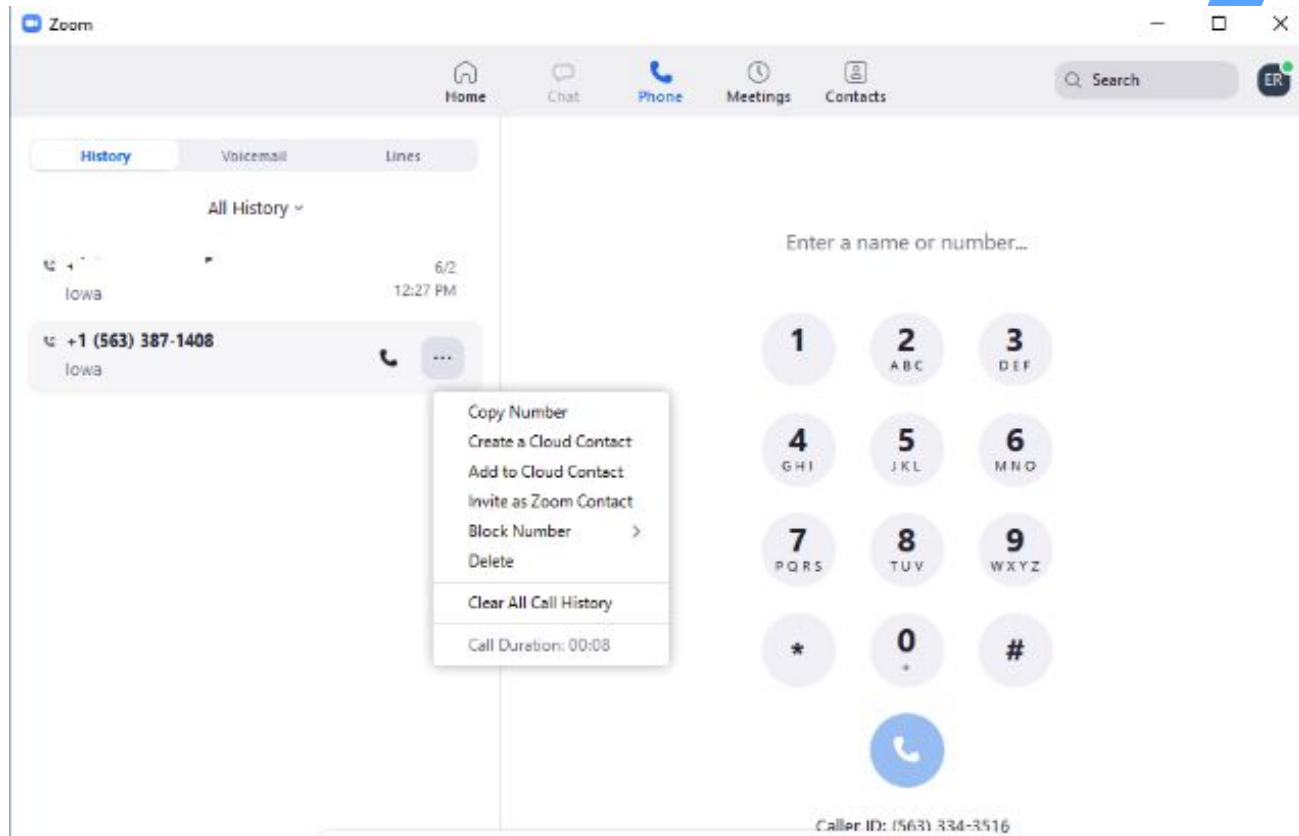
**Report problem :**  ⓘ



# Zoom Desktop App

## History

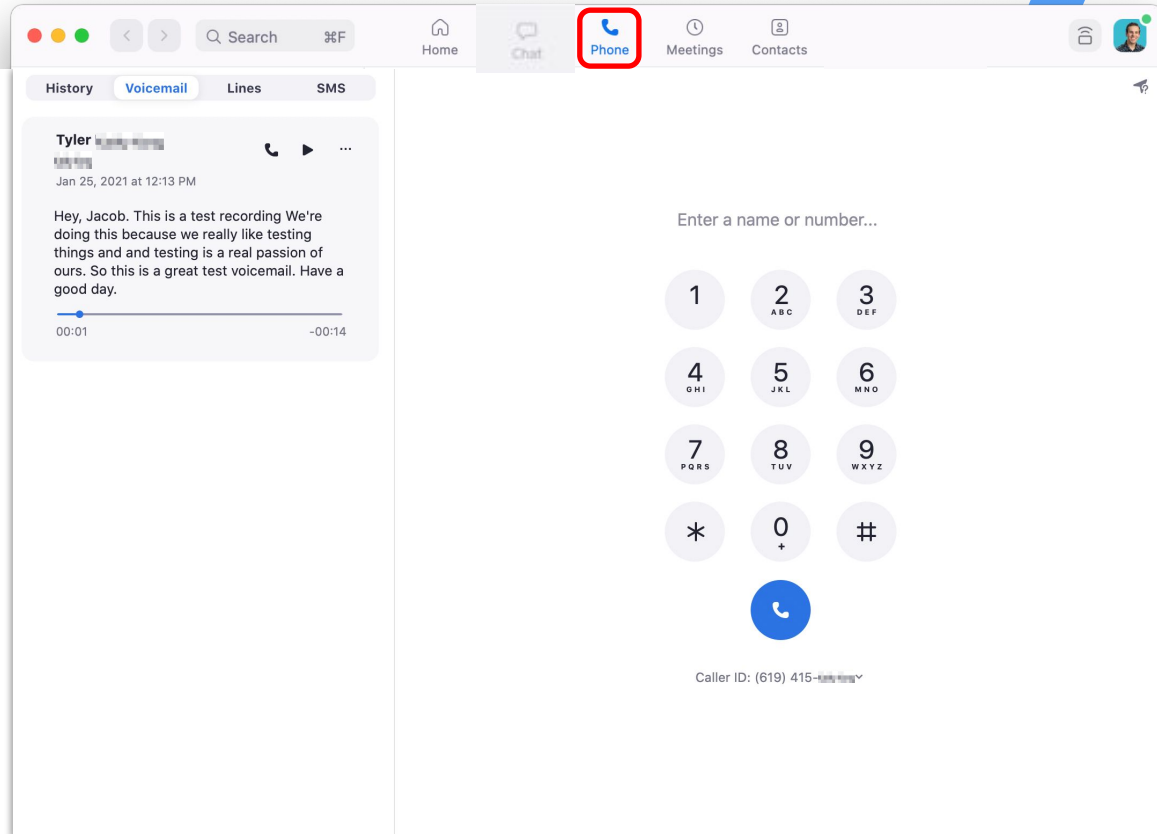
- ✓ Create **Contact**
- ✓ **Copy** Number
- ✓ **Block** Number
- ✓ **Clear** Call History



# Zoom Desktop App

## Voicemail

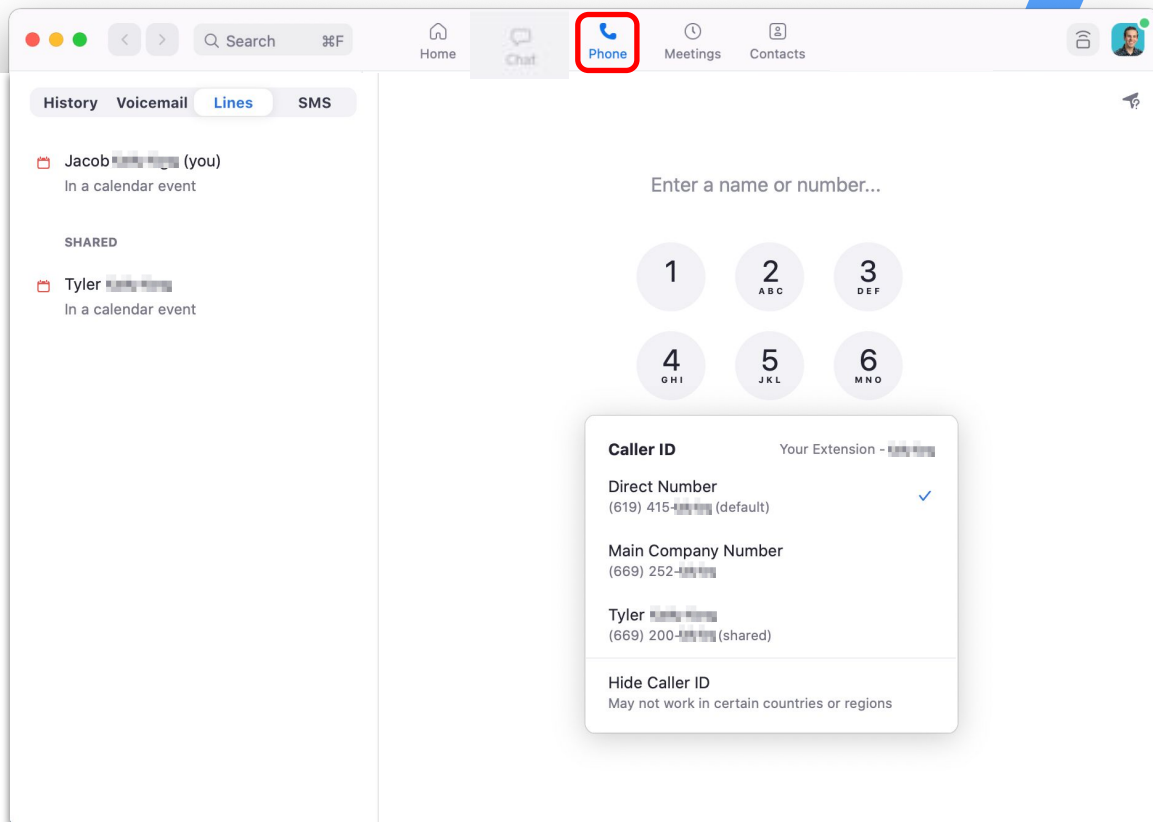
- ✓ Click the **Phone** icon to call back.
- ✓ Click the **Play** icon to listen to the voicemail.
- ✓ Select **...** for more options.



# Zoom Desktop App

## Lines

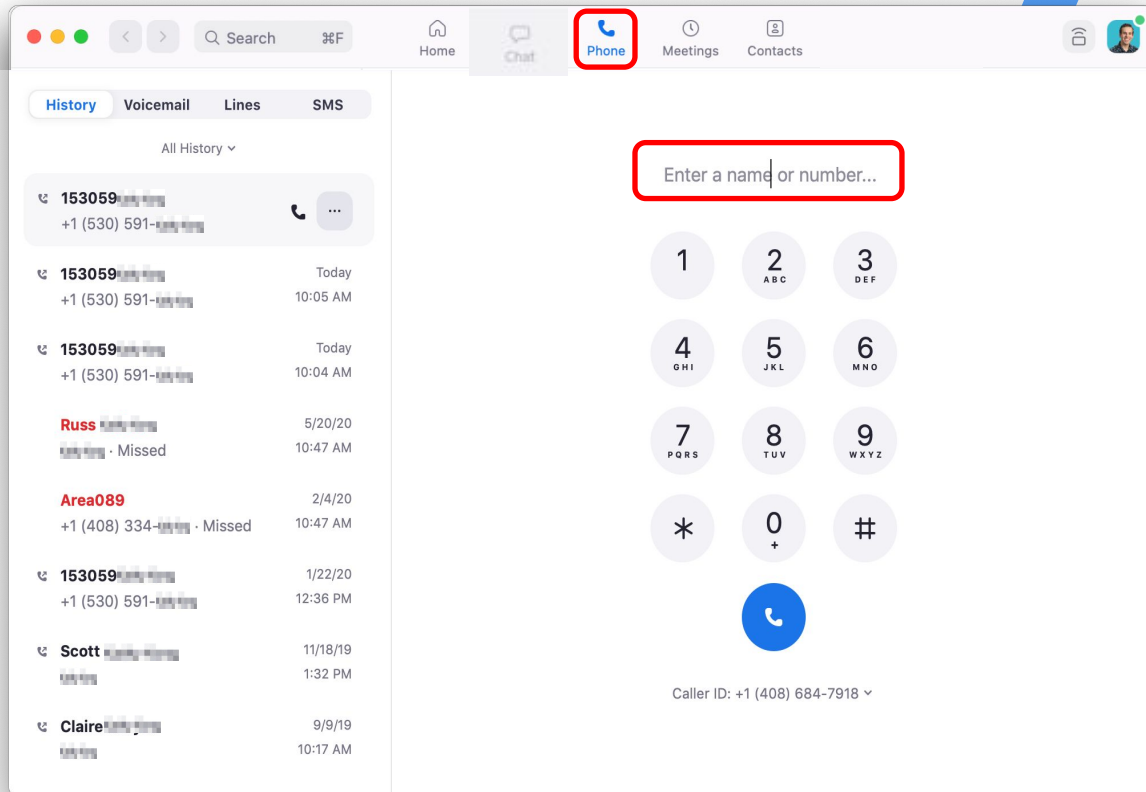
- ✓ Click ✓ next to caller ID to choose what line you would like to call out on.
- ✓ Then enter a name or number.
- ✓ Place the call by pressing the **phone icon**.
  - If you have any shared lines they will show on the menu on the left.
  - The users presence will also show to the left of their name.



# Zoom Desktop App

## Placing a Call

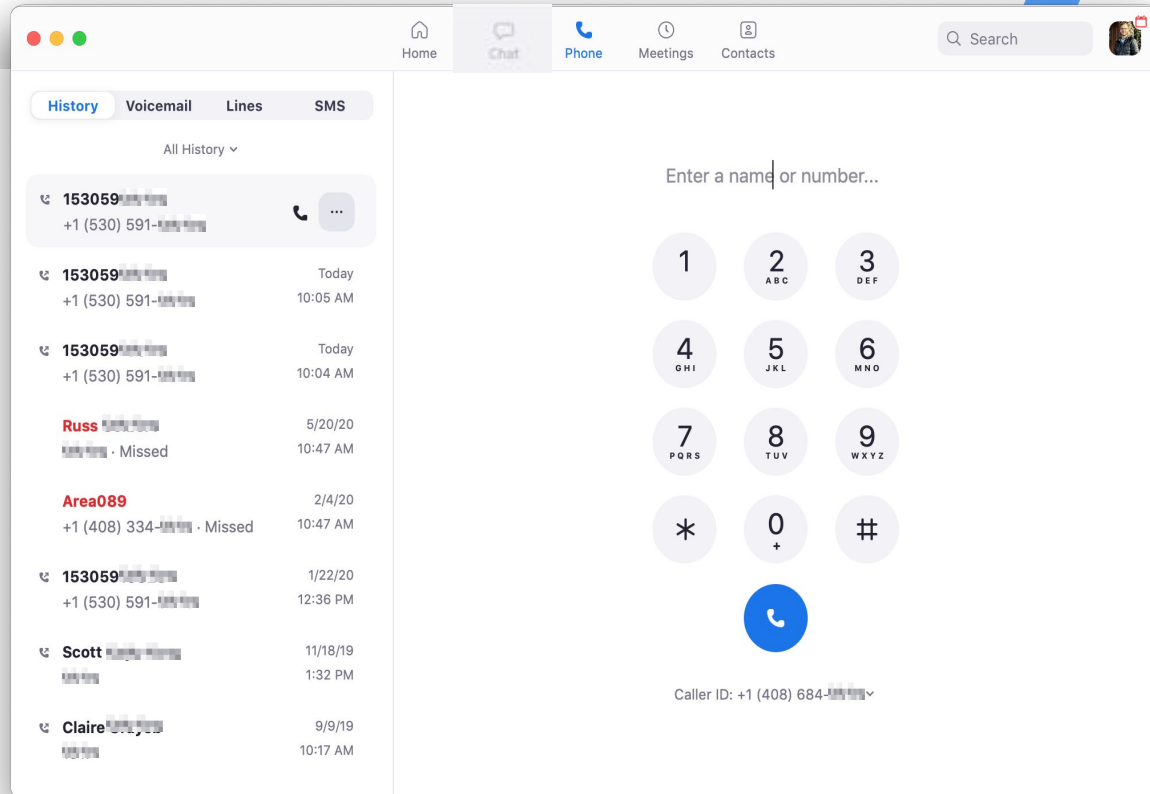
- ✓ Start typing a name or number to bring up your **contacts list**.
- ✓ You can also dial directly from the **keypad**.



# Zoom Desktop App

## Searching for Contacts

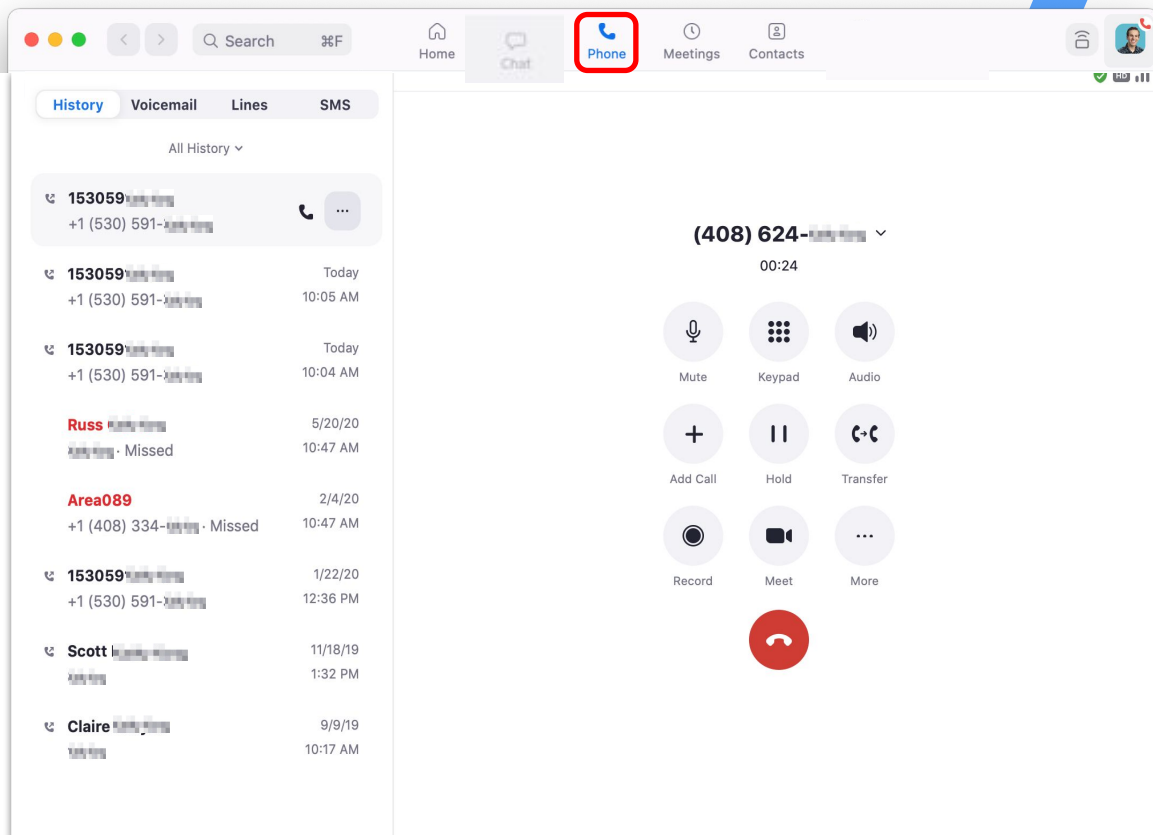
- ✓ Enter a name or number in the search field
- ✓ This will bring up your contacts list.
- ✓ Click the contact from the dropdown menu to call the individual.



# Zoom Desktop App

## 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.



# Zoom Desktop App

## Contacts

The screenshot shows the Zoom Desktop App interface. The top navigation bar includes icons for Home, Chat, Phone, Meetings, and Contacts (highlighted with a red box). The left sidebar has tabs for 'Contacts' and 'Channels'. Under 'My Contacts', there are categories: Starred (12), External (0), Bots (24), and Cloud Contacts (0). Under 'All Contacts', there is a list of departments with their respective counts:

Category	Count
Zoom Rooms	1166
Accounting	59
Administration and Office Management	41
Audio Engineering	49
BDR	229
Billing	108
Brand	11
Build Release Management	33
Business Services	203
CEO Office	19
Channel	242
Client Engineering	376

The main content area shows the profile for 'Tim'. It includes a Zoom logo, a star icon, and a notification 'In a calendar event'. Below the profile are buttons for 'Chat', 'Meet', 'SMS', and 'Call'. The contact information is as follows:

Department	CSM
Job Title	CS Enablement
Extension	[Redacted]
Direct Number	+61 2 801 [Redacted]
Mobile	+61 403 [Redacted]
Email	[Redacted]@zoom.us

# Status



## Offline

Contact is not signed in to the Zoom desktop client or mobile app.



## Online (desktop)

Contact is signed in on the Zoom desktop client.



## Online (mobile)

Contact is signed in to the Zoom mobile client only.



## Away

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



## Do Not Disturb

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.

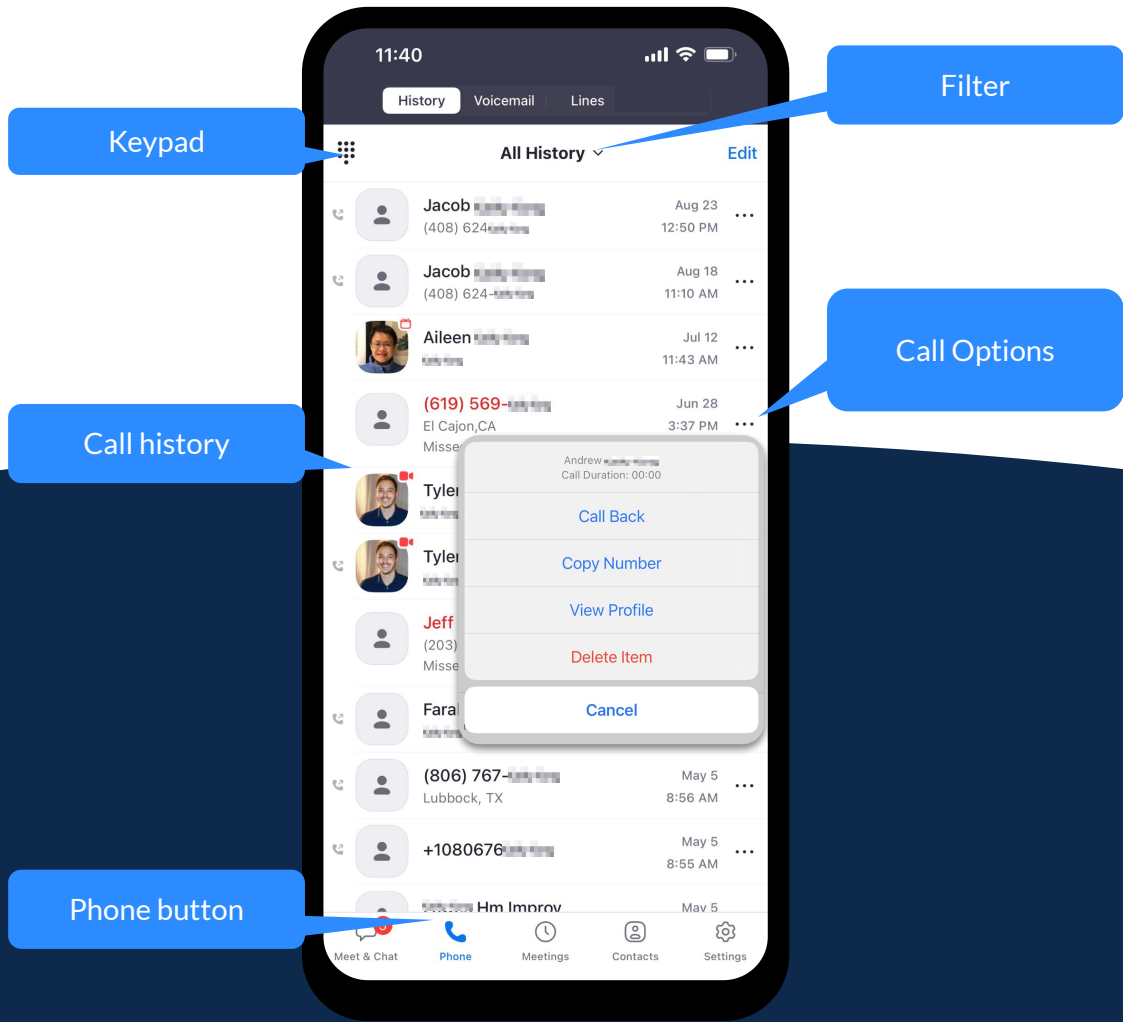


## On a Call

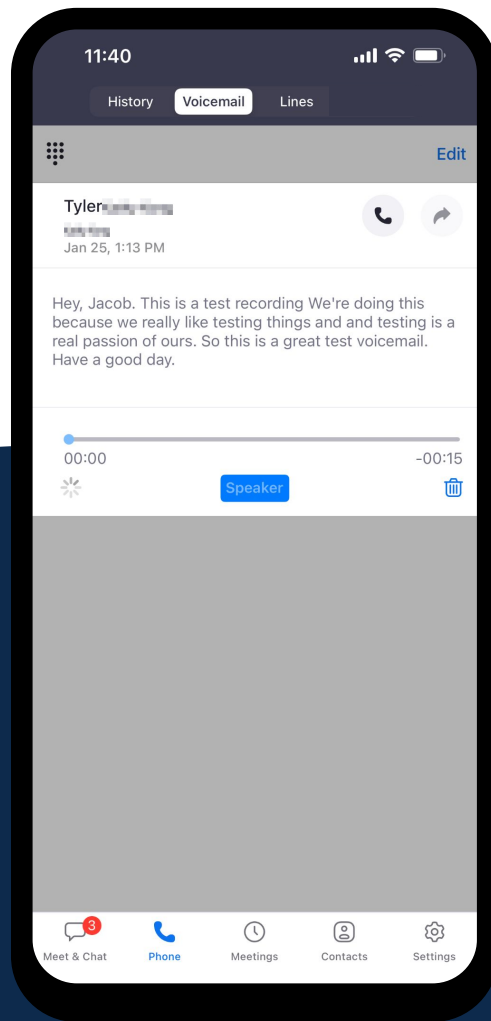
Contact is on a Zoom Phone call using the Zoom desktop client or mobile app.

# Zoom Mobile App

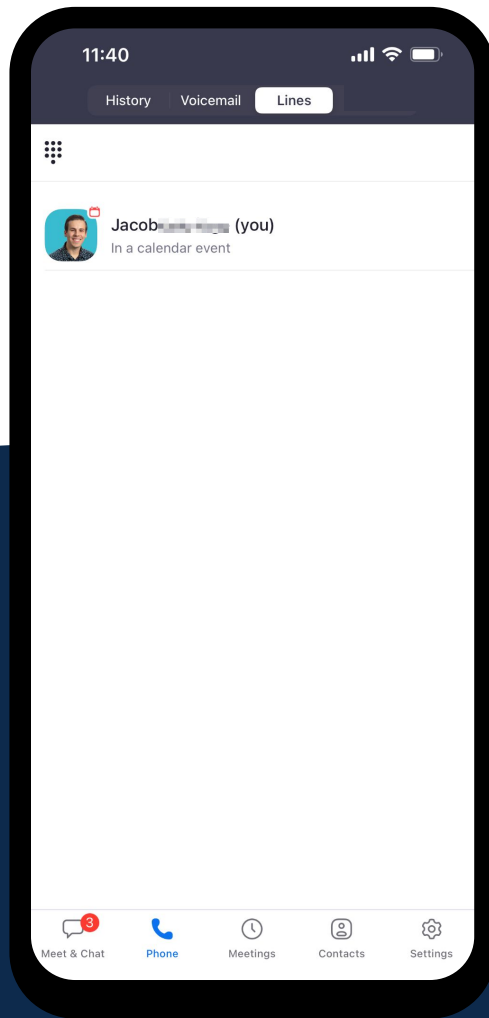
# History



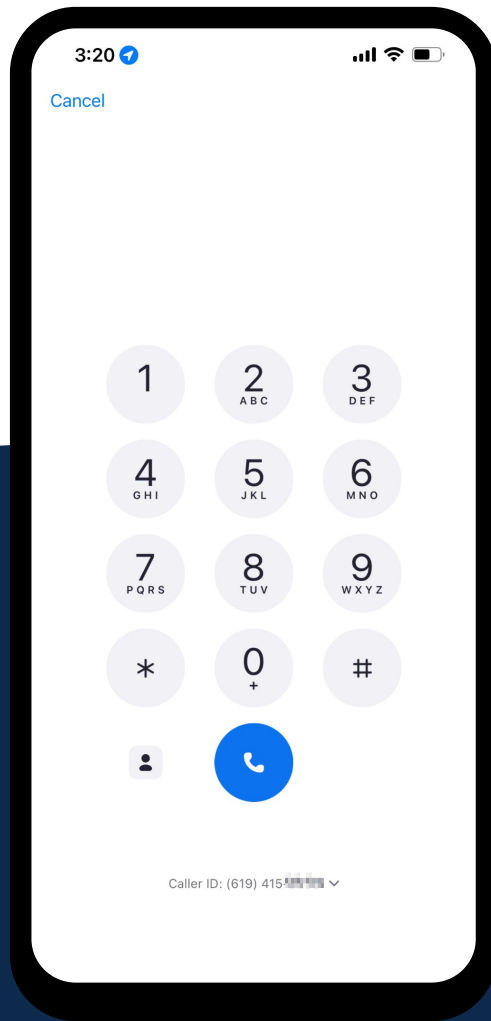
# Voicemail



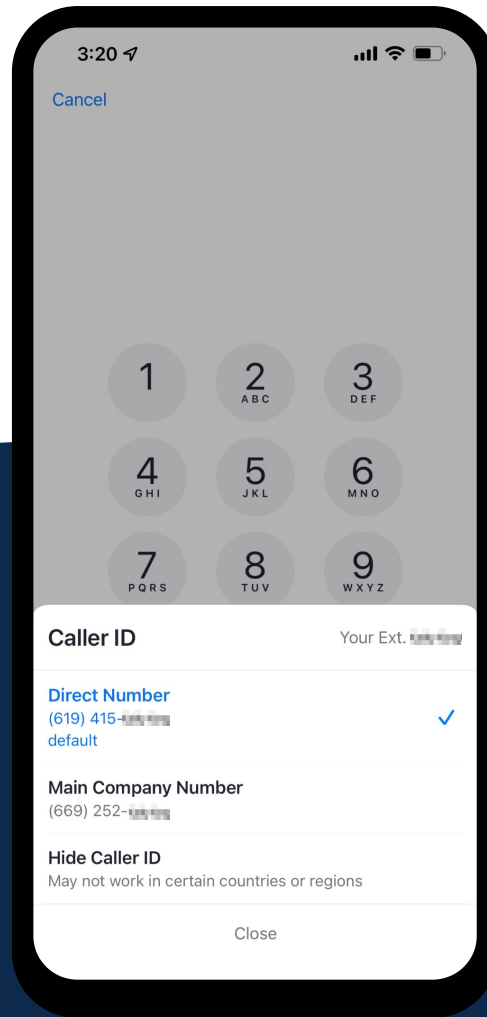
# Lines



# Place a Call



# Choose Caller ID



# Sign In & Configuration

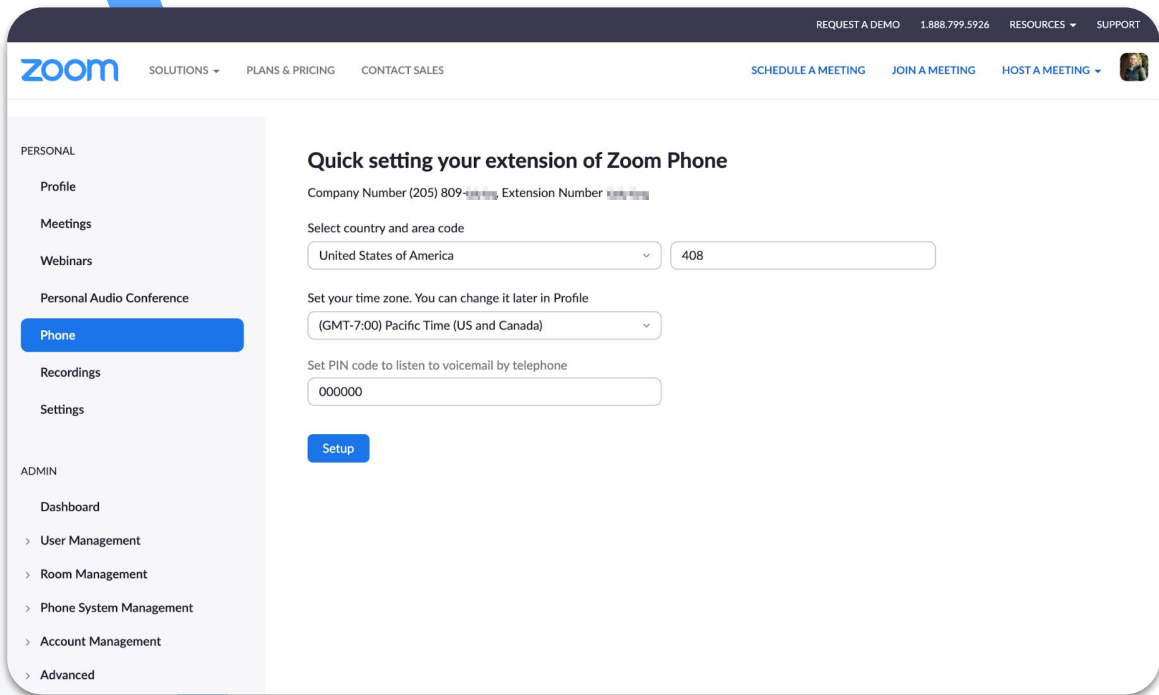
## Web Portal



# Sign in to Zoom

- ✓ Please go to [luther.zoom.us](https://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**.

The screenshot shows the Zoom admin console interface. At the top, there are navigation links for 'SOLUTIONS', 'PLANS & PRICING', 'CONTACT SALES', 'SCHEDULE A MEETING', 'JOIN A MEETING', and 'HOST A MEETING'. The left sidebar contains a navigation menu with categories 'PERSONAL' and 'ADMIN'. Under 'PERSONAL', 'Phone' is selected and highlighted in blue. The main content area displays the 'Settings' page for the Phone configuration. It includes tabs for 'History', 'Voicemail', 'Recording', and 'Settings'. The 'Settings' tab is active, showing various configuration options:

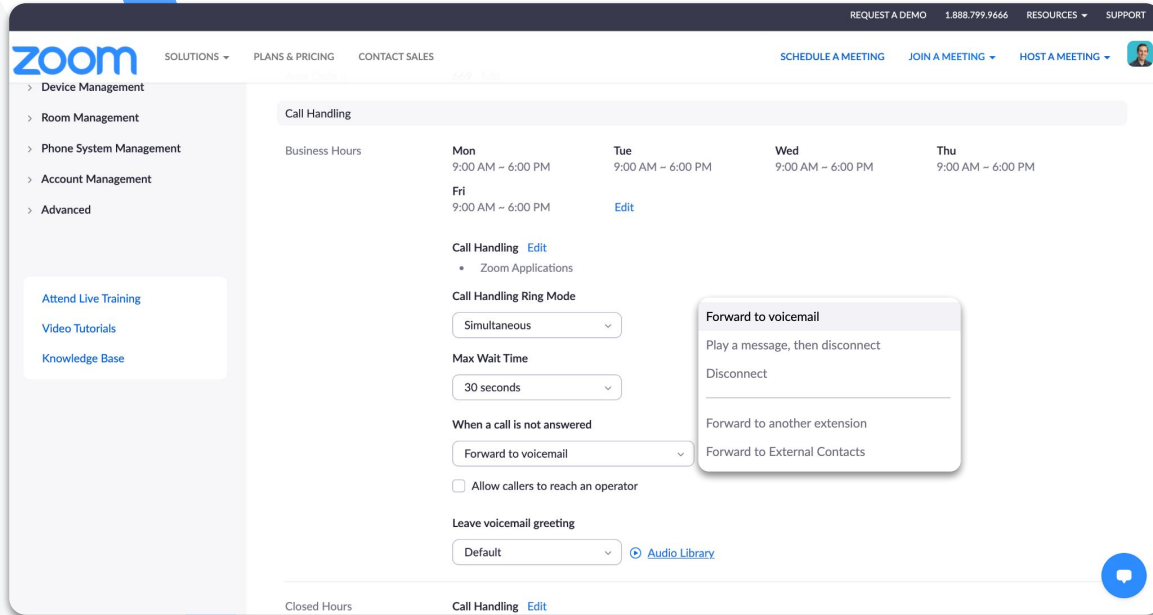
- Site:** Main Site (Main Site)
- Package:** US/CA Unlimited Calling Plan
- Number(s):** (619) 415-XXXX (United States)
- Company Number:** (669) 252-XXXX #XXXXXX
- Emergency Address:** 55 ALMADEN BLVD, SAN JOSE, California 95113, United States. Includes a 'Manage' link.
- Personal Emergency Address:** Includes a 'Manage' link.
- Outbound Caller ID:** Jacob XXXXX - (619) 415-XXXX (United States)
- Country:** United States (+1)
- Area Code:** 669. Includes an 'Edit' link.
- Call Handling:** (Section header)
- Business Hours:** 24 Hours, 7 Days a Week. Includes an 'Edit' link.

A blue chat bubble icon is visible in the bottom right corner of the settings panel.

# Configure Zoom Phone

## Settings

 Edit **Call Handling**.



zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOIN A MEETING ▾ HOST A MEETING ▾

Device Management  
Room Management  
Phone System Management  
Account Management  
Advanced

Attend Live Training  
Video Tutorials  
Knowledge Base

### Call Handling

Business Hours

Mon	Tue	Wed	Thu
9:00 AM – 6:00 PM	9:00 AM – 6:00 PM	9:00 AM – 6:00 PM	9:00 AM – 6:00 PM
Fri 9:00 AM – 6:00 PM	<a href="#">Edit</a>		

Call Handling [Edit](#)

- Zoom Applications

Call Handling Ring Mode  
Simultaneous ▾

Max Wait Time  
30 seconds ▾

When a call is not answered  
Forward to voicemail ▾

Allow callers to reach an operator

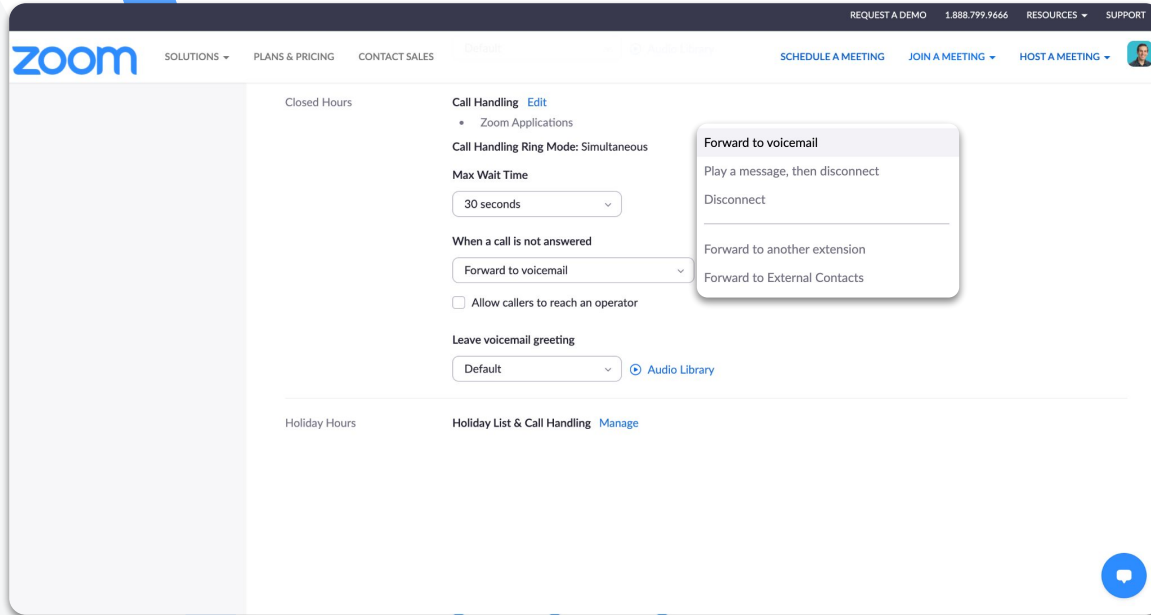
Leave voicemail greeting  
Default ▾ [Audio Library](#)

Closed Hours [Call Handling](#) [Edit](#)

# Configure Zoom Phone

## Settings

 Create **Closed Hours**.



The screenshot shows the Zoom Phone settings interface. At the top, there's a navigation bar with 'zoom' logo, 'SOLUTIONS', 'PLANS & PRICING', 'CONTACT SALES', and a 'Default' dropdown. On the right, there are links for 'REQUEST A DEMO', '1.888.799.9666', 'RESOURCES', and 'SUPPORT'. Below this is a secondary navigation bar with 'SCHEDULE A MEETING', 'JOIN A MEETING', and 'HOST A MEETING'. The main content area is titled 'Closed Hours' and includes sections for 'Call Handling' (with a sub-section for 'Zoom Applications'), 'Call Handling Ring Mode' (set to 'Simultaneous'), 'Max Wait Time' (set to '30 seconds'), 'When a call is not answered' (set to 'Forward to voicemail'), and 'Leave voicemail greeting' (set to 'Default'). A 'Forward to voicemail' dropdown menu is open, showing options: 'Play a message, then disconnect', 'Disconnect', 'Forward to another extension', and 'Forward to External Contacts'. Below the 'Closed Hours' section is a 'Holiday Hours' section with a 'Holiday List & Call Handling' link and a 'Manage' link. A blue chat icon is in the bottom right corner.

# Configure Zoom Phone

## Voicemail Greeting

- ✓ To create a new voicemail greeting select **Audio Library**.
- ✓ Click **Add Audio**.
- ✓ **Text to Speech**, **Record by Computer** or **Upload**.

The image shows a sequence of steps in the Zoom Admin Console for configuring a voicemail greeting. The background is the Zoom Admin Console interface with the 'Audio Library' dialog open. The 'Add Audio' dialog is highlighted with a red box. Below this, three smaller screenshots show the 'Add Audio' workflow: 1. The 'Add Audio' dialog with 'Text to Speech', 'Record by Computer', and 'Upload' options. 2. The 'Adjust Volume' dialog with a volume slider and 'Next' button. 3. The 'Add Audio' dialog with the 'Upload' option selected and an 'Upload' button.

**Audio Library**

**Add Audio**

You can keep up to 100 audio files.

Using music as the background without permission or license may violate Copyright Law. The music rights holder could issue a copyright claim on your call hold music, resulting in it being removed. By uploading music, you warrant that you have permission and/or a broadcast such music in a call hold.

Cancel Use the Audio

**Add Audio**

Text to Speech Record by Computer Upload

Audio Name

Enter

Voice

American English Salli-Female

Message to play

Enter

0/3000

Cancel Add

**Add Audio**

Text to Speech Record by Computer Upload

**Adjust Volume**

Speak to your computer microphone. If the input level does not turn green, adjust the volume using the slider.

Input Level

Input Volume

Next

**Add Audio**

Text to Speech Record by Computer Upload

Upload your .mp3 or .wav audio

Each file must be less than 10 MB.

Upload

Cancel

# Configure Zoom Phone

## Holiday Hours

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOIN A MEETING ▾ HOST A MEETING ▾

PERSONAL

Profile

Meetings

Webinars

Personal Audio Conference

Phone

Recordings

Settings

ADMIN

Dashboard

> User Management

> Room Management

> Phone System Management

> Account Management

> Advanced

Phone > Settings > Holiday List & Call Handling

Holiday Hours

Holiday List & Call Handling **Manage**

**Holiday List & Call Handling**

**Add**

**Add Holiday**

Name

Enter a holiday name

From To

Select Date Select Date

Cancel Save

- ✓ 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

- ✓ Click **Add**.
- ✓ Enter in the user name and click **Send Invite**.
- ✓ Choose **Delegation Privileges**.

The screenshot shows the Zoom Admin console interface. At the top, there are navigation links for SOLUTIONS, PLANS & PRICING, CONTACT SALES, and meeting options. The main content area is titled "Delegation & Assistant". Under "Delegation", there is a section "Assign delegation privileges to" with a dropdown menu set to "User" and a search input field containing "Enter user name, email or Ext.". Below this is a list of users with their email addresses and extensions, some marked as "(Inactive)". A modal window is open in the foreground, showing the configuration for a user named "Shaun". The modal includes a "Delete Delegation" button and a "Delegation Privileges" section with three checked options: "Place Calls", "Answer Calls", and "Pick Up Hold Calls".



# Configure Zoom Phone

## Delegation

- ✓ When a new delegation comes in, click **View**.
- ✓ Select **Accept**.

The screenshot displays the Zoom Admin console interface. At the top, there are navigation links: SOLUTIONS, PLANS & PRICING, CONTACT SALES, SCHEDULE A MEETING, JOIN A MEETING, and HOST A MEETING. The main content area is titled "Delegation & Assistant". Under "Delegation", there is a section "Assign delegation privileges to" with an "Add" button. Below this, two delegation entries are shown: "Tyler [redacted] (Site: Main Site)" and "Collin [redacted] (Pending)". Under "Delegation Privileges", three checkboxes are checked: "Place Calls", "Answer Calls", and "Pick Up Hold Calls". A "Delete Delegation" button is also present. Below the delegation section is the "Assistant for" section, which shows "Tyler [redacted] (Site: Main Site)" with the privilege "Able to Place Calls". At the bottom, there is a "Desk Phone" section. Overlaid on the bottom of the screenshot is a "Delegation Request" dialog box with the text "You have a new delegation request." and a "View" link. In the foreground, a larger "Accept request" dialog box asks "Do you want to accept Tyler [redacted]'s delegation request?" with "Cancel" and "Accept" buttons.

# Resources & Support

Hello! How can we help?

Enter your search here...



Common troubleshooting topics : [virtual backgrounds](#), [joining a meeting](#), [video quality](#).



Getting Started



Account Management



Product Support



Audio & Video



Learning Center



Community

# Resources

- ✓ Please go to [luther.edu/helpdesk/services/phone/](https://luther.edu/helpdesk/services/phone/)
- ✓ Please go to [support.zoom.us](https://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](https://help.luther.edu)

✓ [helpdesk@luther.edu](mailto:helpdesk@luther.edu)

✓ [563-387-1000](tel:563-387-1000)

Browser address bar: [help.luther.edu](https://help.luther.edu)

Browser tabs: Open LMS Support, Student Loan Tips..., Basic Overview of H..., KATIE: Course categ..., Tier 3 | Information..., American Flag Paint..., network-1::8.8::Forti...

Browser extensions: Search, Home, Star, Chrome, Firefox, Slack, Teams, OneDrive, Settings, Windows, Profile

Other bookmark

LUTHER COLLEGE logo


Company: ITS • Organization: Default • User: klober01


Session Timeout: 03:59:47 • 07/27/2022 08:03:39

< Home > Home

- Home
- Downloads
- My Devices
- License Keys
- Service Desk
- Download History

### Quick Actions

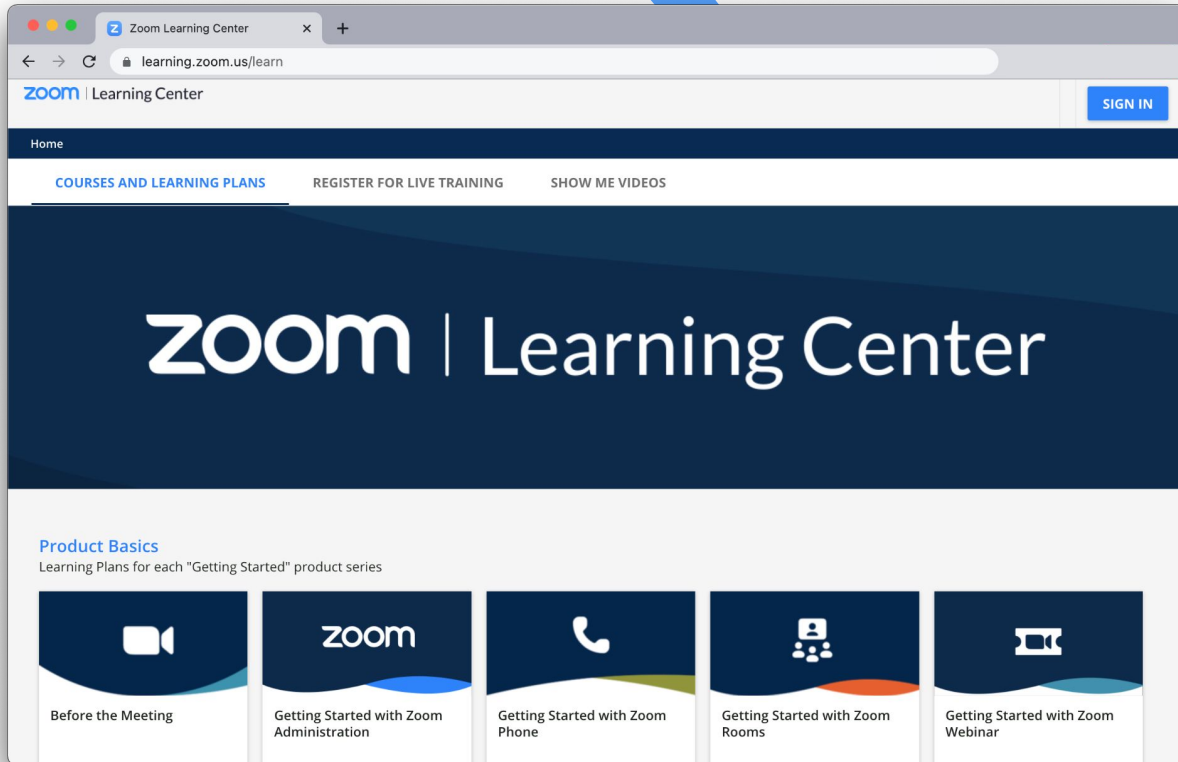
 **Need help?**  
Report it

 **Want software?**  
Go to the Downloads page

### Helpful Links

- [Virtual Intranet Access Guide](#)
- [Luther College](#)
- [Technology Help Desk](#)
- [Information Technology Services](#)

# Learning Center



- ✓ Please go to [learning.zoom.us](https://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](https://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**



**zoom**



# Additional and Auxiliary Slides