Sign In to Your Phone

- Tap **Sign In** on the CCX 700 display.

- Open a web browser on a different device (e.g., a laptop, cell phone, etc.) and go to fullerton.zoom.us/pair.

- If prompted, sign into the campus portal and authenticate with Duo.

- Enter the code from the CCX 700 phone in the web browser and then click **Continue**.

- On the CCX 700 display, you will see a pop up showing your email address. Tap **Yes, it's me**.

- Tap **Allow** to allow Zoom to access your location. You're done!

Set a PIN for Your Phone (Optional)

- To set a PIN, type in a six-digit PIN code when prompted. You will be prompted to enter this PIN when the CCX 700 has gone to sleep.

- If you do NOT want a PIN or want to set it up later, tap **Set Up Later**.

Phone Calls

Answer a Call

A full-screen notification will appear when you have an incoming call.

- Tap the blue **Accept** button to answer the call.

- Tap the red **Decline** button to send the caller to your voicemail.

Place a Call

- Tap the **Keypad** icon to use speakerphone or a connected headset. Or pick up the handset.

- Enter the four-digit extension or 1 + area code + phone number. Then tap the blue phone icon to dial.

Call or Meet With Contact

- Tap the **Contacts** icon.

- Scroll through the list to find the contact you want to call/meet. Or use the magnifying glass button at the top right to search for a contact.

- Tap on the phone icon next to the contact's name to call them. Or tap the video icon to start a Zoom meeting with them.

Mute

- Press the Mute button at the bottom right of the CCX 700 to mute or unmute yourself during a phone call or meeting. The button will light up red when you are muted.

Do Not Disturb

You will not receive any notifications about incoming calls on any device for one hour when you turn on Do Not Disturb.

- Tap on your name in the Lines panel on the right of the CCX 700 display.

- Tap **Do Not Disturb (1 hr)**.

- You are now in Do Not Disturb status for one hour.

- To turn off Do Not Disturb before the hour has elapsed, return to this screen, and tap **Available**.

Convert a Zoom Phone Call into a Zoom Meeting

- While on a call, tap **More** > **Meet**.

- A Zoom meeting will open. If you have the Waiting Room enabled, you will need to admit the other person to start the meeting.

Create a Conference Call

- While on a call, tap **Add Call**.

- Tap in the Add Call field to open the keyboard to type in an extension or phone number. Or scroll to the contact.

- Tap on the phone icon next to the extension number or contact person that you want to add.

- When the second call is answered, tap **Merge**.

- If the second call is not answered, tap **End**. Then tap **Unhold** to return to the first call.
- Then tap on the first call and tap **Done**.
- Your conference call is now created. You can continue using the Add Call button to add additional callers.

Transfer a Call

- Press the **Transfer** button.
- Select the type of transfer:
    - **Direct**: transfer directly to another extension
    - **Warm**: speak to a person before transferring a call to them
    - **Voicemail**: transfer directly to a person's voicemail
- Tap in the Transfer To field to open the keyboard to type in an extension. Or scroll to the contact.
- Tap on the arrow next to the extension number or contact person that you want to transfer to.
- For **Direct** and **Voicemail** transfers, the call will immediately be transferred.
- For **Warm** transfers, wait until the call is answered. Then tap **Transfer** to transfer the call or tap **End** to cancel the transfer and return to the original call.

Voicemail

Check voicemail

- Tap on the Voicemail icon.
- Tap on a voicemail message.
- Tap ▶**Play** to listen to the message. You will also see a transcript of the message appear within a few moments.

Delete All Voicemail Messages

- Tap on the Voicemail icon.
- Tap **Clear** at the top right.
- All your voicemail messages will be deleted.

Delete One Voicemail Message

- Tap on the Voicemail icon.
- Tap and hold on the voicemail message you want to delete and then slide your finger to the left.
- Tap on the **Delete** button that appears on the right of the voicemail message.

Calendar & Meetings

You will see all of your upcoming Zoom meetings for the day on the **Home** tab of the CCX 700 display. If you have connected your Outlook to your Zoom, you will also see non-Zoom meetings listed.

You will automatically see a full-screen notification 5-10 minutes before a Zoom meeting that will allow you to start/join the meeting.

Join a meeting

- On the Home tab, tap on the Zoom meeting you want to join.
- Then tap **Start** (if you are a host/cohost) or **Join** (if you are an attendee).

Zoom Meeting Controls

The Zoom meeting controls menu will appear at the bottom of the screen, but it will minimize after a few seconds.

- Tap in the black space anywhere in the meeting to bring up the meeting controls menu.

Invite others to your Zoom meeting

- Tap **More** > **Manage Participants** > **Invite**.
- You can now invite a contact or invite someone by email.

For assistance with your phone, contact the IT Helpdesk at x7777 or helpdesk@fullerton.edu.

Additional Zoom Phone user guides are available at: zoomphone.fullerton.edu.