



## Zoom Desktop App Quick Start


### Transfer directly to a campus ext (Blind)

- While on a call, select **Transfer**.
- Enter the extension that you want to transfer the call to.
- Click the **Transfer** button. 
- Click **Blind Transfer** to transfer the call.

### Announce a transfer (Warm)

- While on a call, select **Transfer**.
- Enter the extension that you want to transfer the call to.
- Click the **Transfer** button. 
- Click **Warm Transfer**.
- When the call is answered, speak to the person on the other line about the call being transferred to them. Then, click **Complete Transfer**.

### Transfer directly to a voicemail box

- While on a call, select **Transfer**.
- Enter the extension of the user whose voicemail you want to transfer the call to.
- Click the **Transfer** button. 
- Click **Transfer to Voicemail**.

### Accessing Voicemail

- Click the **Voicemail** tab.
- Use the drop-down menu to indicate if you want to check All, Unread, or Follow Up voicemails.
- If you want to narrow down voicemails by a particular phone line, click Line in the drop-down menu and select which line you want to access voicemails for.
- Click the ► **Play** icon next to the voicemail you want to listen to. A transcription will also be provided.

### Forward calls to another campus extension

- Click your **avatar**. Then, select **Forward Calls**.
- Select **Name or Number**.
- Enter the extension you want to forward calls to.
- Use the Forwarding Duration drop-down menu to choose if you want a time limit for forwarding calls or if you always want calls forwarded.
- Toggle on the button to play your voicemail greeting if the call is not answered.
- Click **Save**.




### Forward calls to your voicemail

- Click your **avatar**. Then, select **Forward Calls**.
- Select **Voicemail/Videomail**.
- Use the Forwarding Duration drop-down menu to choose if you want a time limit for forwarding calls or if you always want calls forwarded.
- Click **Save**.

### To cancel Call Forward:

- Call Forward will automatically disable after the time limit you set. If you select Always, you will have to manually turn off call forwarding.
- To cancel Call Forward, click **Turn Off** in the banner above the number pad.

### Conference Calling

- While on a call, select **Add Call**.
- Dial the number or extension that you want to include in the conference call.
- Click the **Call** button. 
- When the second call is answered, click the **Merge Calls** button (  ) next to their name.
- In the Merge Call prompt, click the **Merge Calls** button (  ) to connect the calls.

### Elevate to a meeting

- While on a call, select **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.

## Zoom Mobile App Quick Start

### Forward calls to another campus extension

- You can only forward your calls to a campus extension/person that you have added as a contact.
- Tap **More**.
- Tap **Phone**.
- Tap **Forward Calls**.
- Tap **Forward to a name or extension**. Then, tap **Forwarding Contact**.
- Tap on the contact that you want to forward your calls to.
- Tap on the phone number you want to forward your calls to. Typically, you will choose **Extension**.
- Choose your voicemail greeting option. Then tap **Time Limit**.
- Choose how long you want to forward calls.
- Tap the **left arrow** (◀) to go back to the Forward Calls menu.
- Tap **Enable** to turn on call forwarding to the selected contact.


### Forward calls to your voicemail

- Tap **More**.
- Tap **Phone**.
- Tap **Forward Calls**.
- Tap **Forward to voicemail/videomail**.
- Tap **Time Limit**.
- Choose how long you want to forward calls.
- Tap the **left arrow** (◀) to go back to the Forward Calls menu.
- Tap **Enable** to turn on call forwarding to voicemail.

### To cancel Call Forward:

- Call Forward will automatically disable after the time limit you set. If you select Until I say stop, you will have to manually turn off call forwarding.
- To disable Call Forwarding, tap **Turn Off** in the banner at the top of the app.



### Transfer

- While on a call, select **Transfer**.
- Type in the extension that you want to transfer the call to.
- Tap the **Transfer** button. 
- Choose what type of transfer you want: Blind, Warm, or Transfer to Voicemail.
  - If you select Warm Transfer, stay on the line until the person you're transferring to answers. When they do, tap **Complete Transfer**. If they don't answer, tap the **Hang Up** button (⊘) to return to the original caller.

### Accessing Voicemail

- When you have a voicemail, a badge count will appear next to the Phone icon. Tap **Phone**.
- Tap **Voicemail**.
- Tap on the voicemail you want to listen to. A transcription will be provided. Tap the **Play** icon to play the message.

### Conference Calling

- While on a call, tap **Add Call**.  
Enter the number you want to add to the conference call. Or tap the person icon (👤) to add someone from your contacts. Then tap the Call button. 
- When the call is answered, tap the **Merge Calls** button.  If they don't answer, tap the **Hang Up** button (⊘) to return to the original call.
- Tap on the original call to merge the calls into a conference call.



For assistance with your phone, contact the IT Helpdesk at x7777 or [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu).

Additional Zoom Phone user guides are available at: <http://zoomphone.fullerton.edu>.