

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/voicemail**.
- 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.

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