

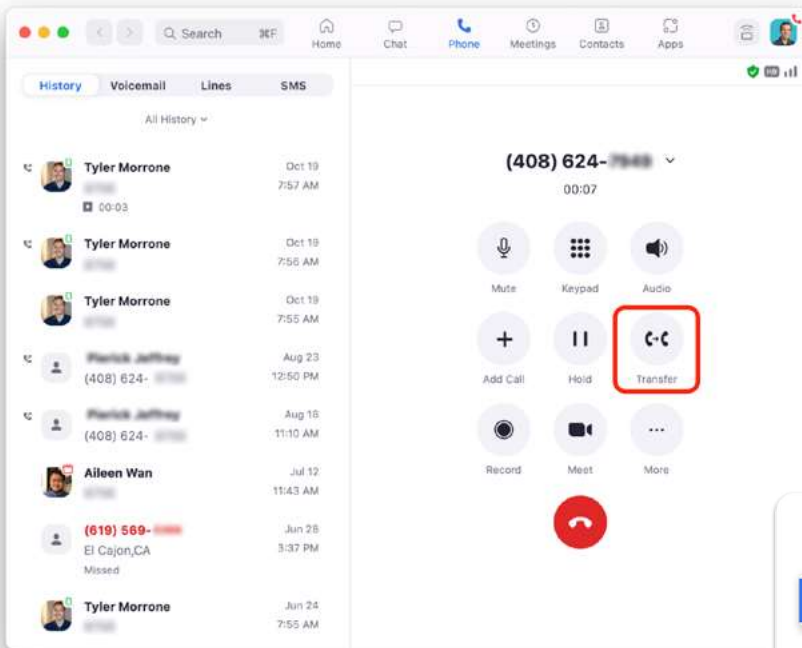
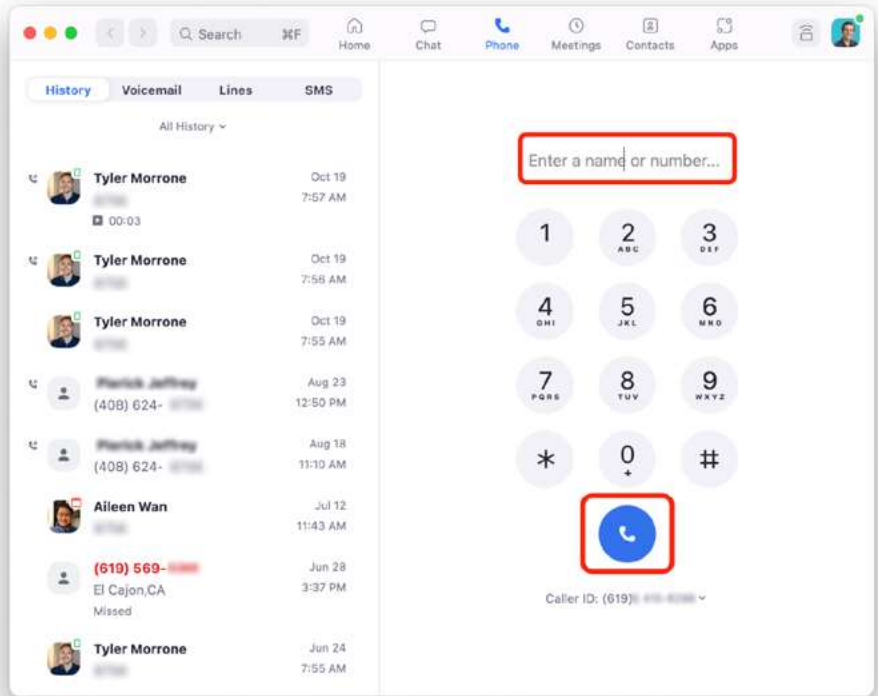
Zoom Phone



Quick Reference Guide

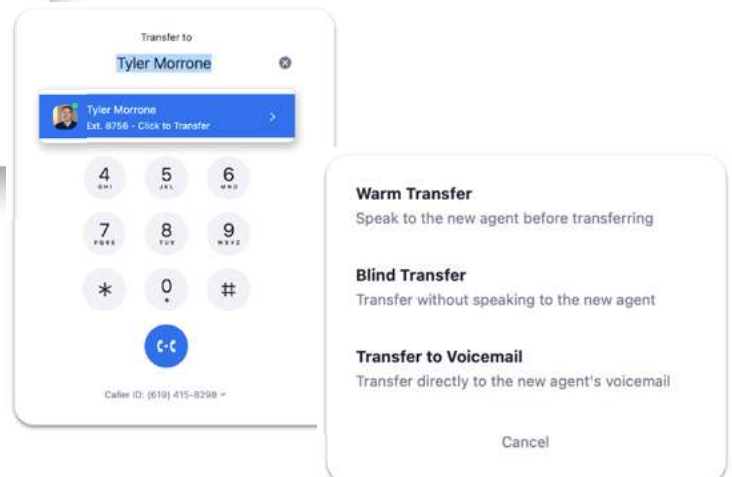
How to Make a Call

1. Open the Zoom app/client.
2. Click the **Phone** tab.
3. Type in a name, number, or extension, click the **blue phone icon**.



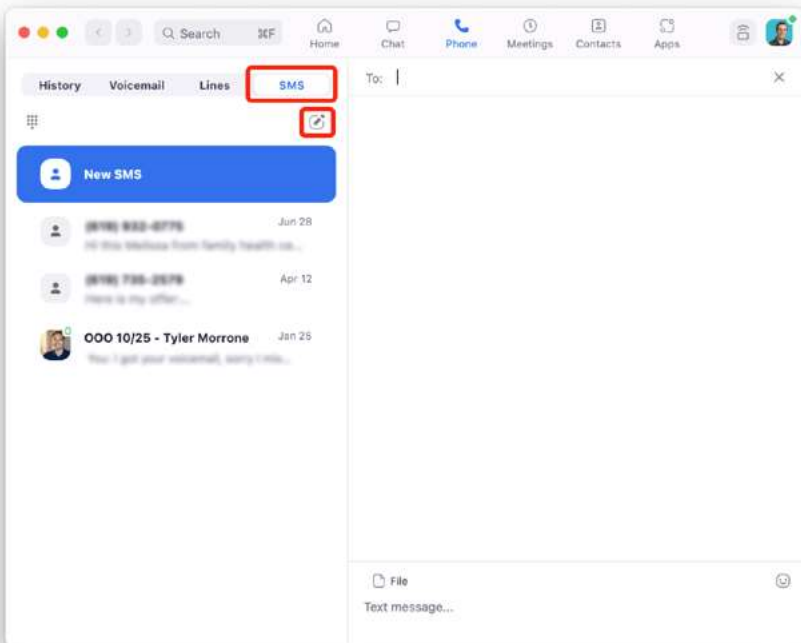
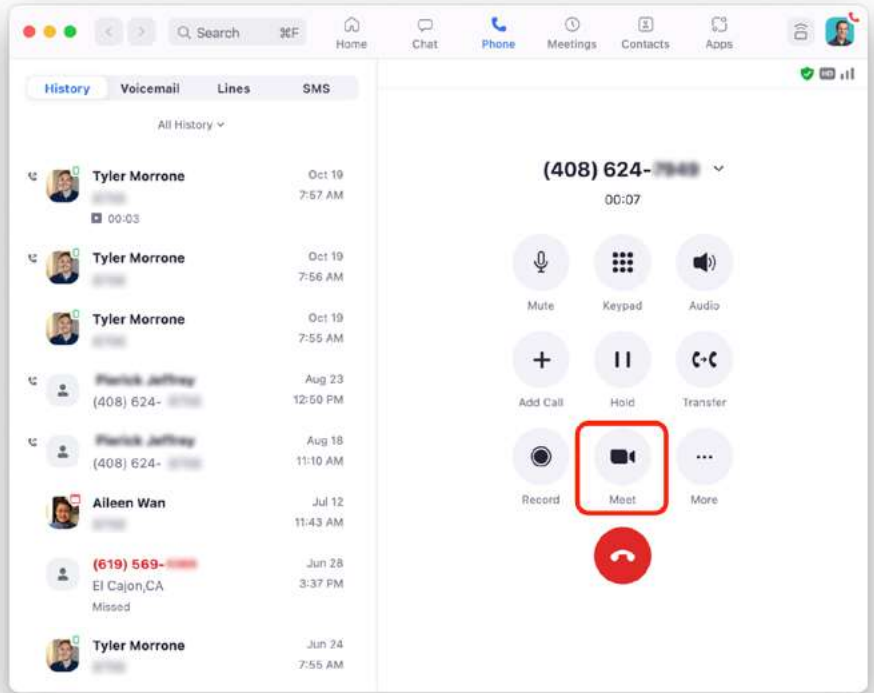
How to Transfer a Call

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** and the call will be transferred accordingly.



How to Elevate a Call to a Meeting

1. When in a phone call, click the Meet button.
2. The meeting will be transferred to an instant Zoom Meeting.

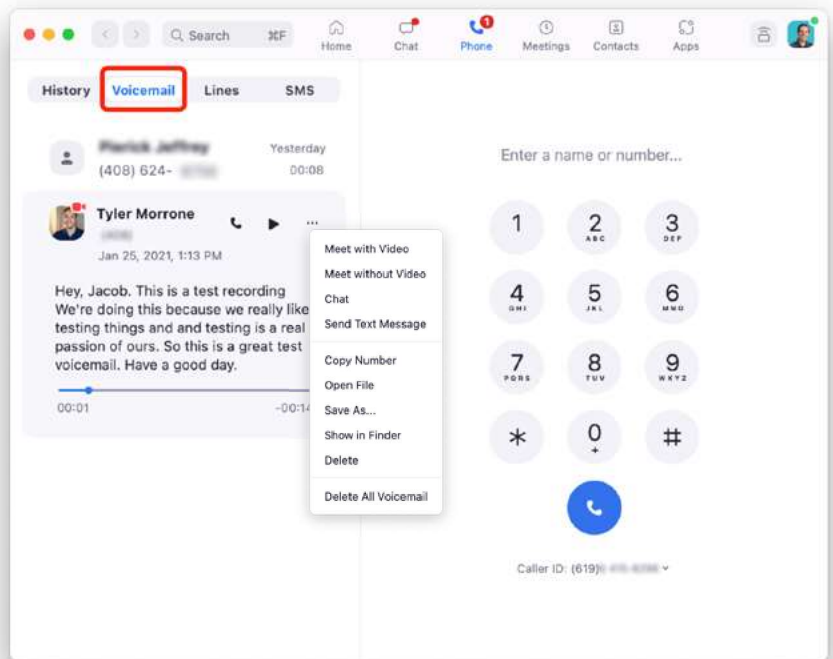


Send/Receive an SMS

1. Open the Zoom app/client.
2. Go to the Phone tab.
3. Click SMS and select the Create New Message option.
4. Enter the name or number in the To: section.
5. Type your message in the Text Message field and click Enter to send the message.

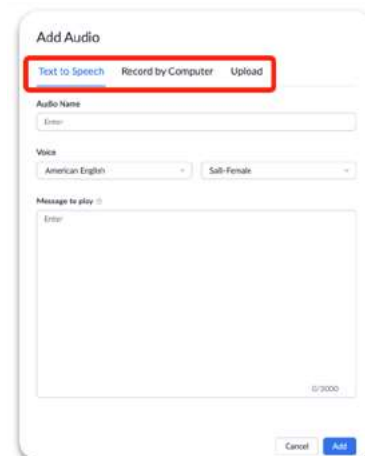
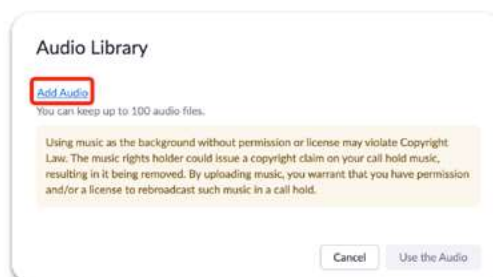
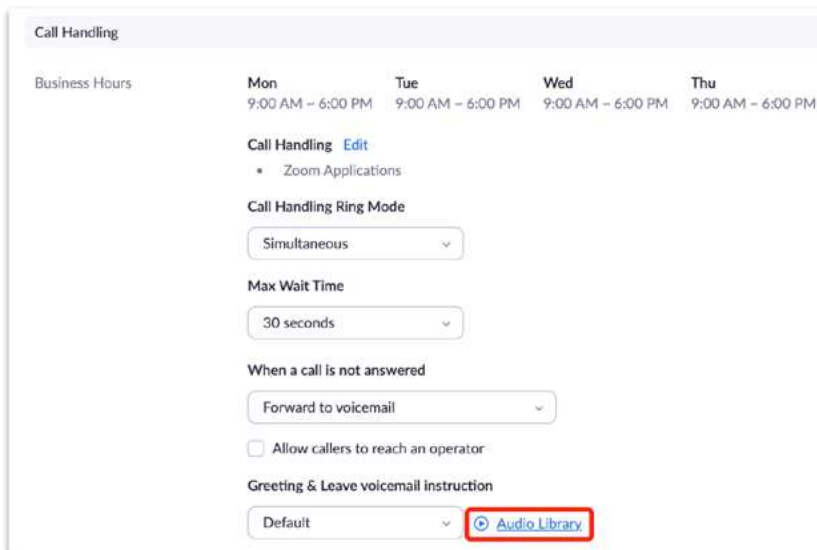
How to Check your Voicemail

1. Open the Zoom app/client.
2. Go to the **Phone** tab.
3. Click **Voicemail** hover over the voicemails and click the **Play** icon to listen to the message and open the voicemail transcription.
4. Or click the **Phone** icon to call the individual back or click ... to bring up more options.



How to Change your Voicemail Greeting

1. Sign into **zoom.us**.
2. Navigate to the **Phone** tab under Personal.
3. Under settings locate the **Call Handling**, section and click **Audio Library**.
4. Click **Add Audio**.
5. You can pick if you want to use **Text to Speech**, **Record by Computer** or **Upload** a new file.



zoom

The image features the word "zoom" in a bold, blue, lowercase sans-serif font, centered in the upper half of the frame. Below the text, there are two thick, curved blue lines that sweep across the page. The upper curve is a lighter shade of blue, while the lower curve is a darker shade. The bottom half of the image is a solid, dark blue background.