



# Installing & Using the Zoom Phone Mobile App


This article covers how CSUF faculty and staff can install the Zoom mobile app for iOS or Android and use the Zoom Phone features.

 You can call 911 but your location won't be available to the emergency center and you have to announce your location. We will have training for users to use E911 location service in spring 2023.

 These instructions mostly use screenshots from an Apple iPhone, but the steps are similar for Android devices.

## Setting Up Zoom Phone

### Installing and Signing into the Zoom mobile app

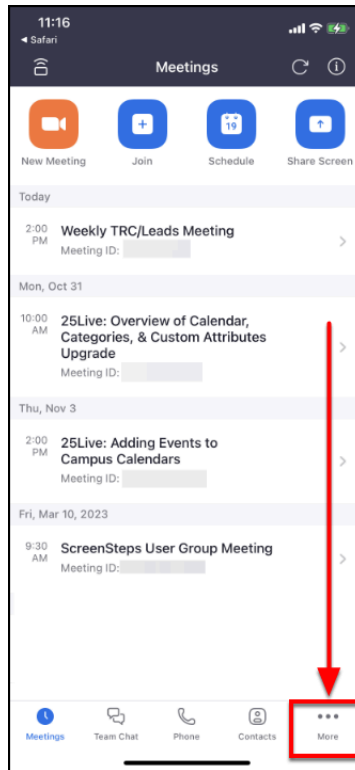
 Zoom Phone uses the Zoom desktop and mobile apps. When you have access to Zoom Phone, the Phone option will appear in both apps.

[View Downloading the Zoom Mobile App for step-by-step instructions.](#)

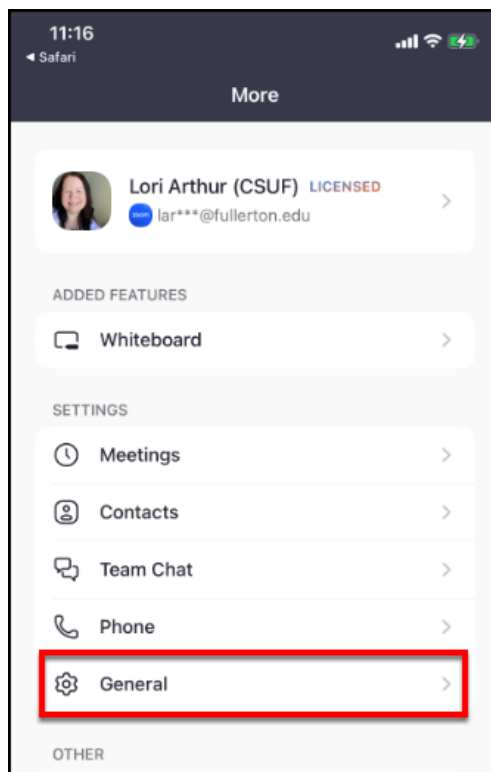
### Adjust ring volume and ringtones

You can change your ring volume and specify the ringtones for your meetings and phone calls.

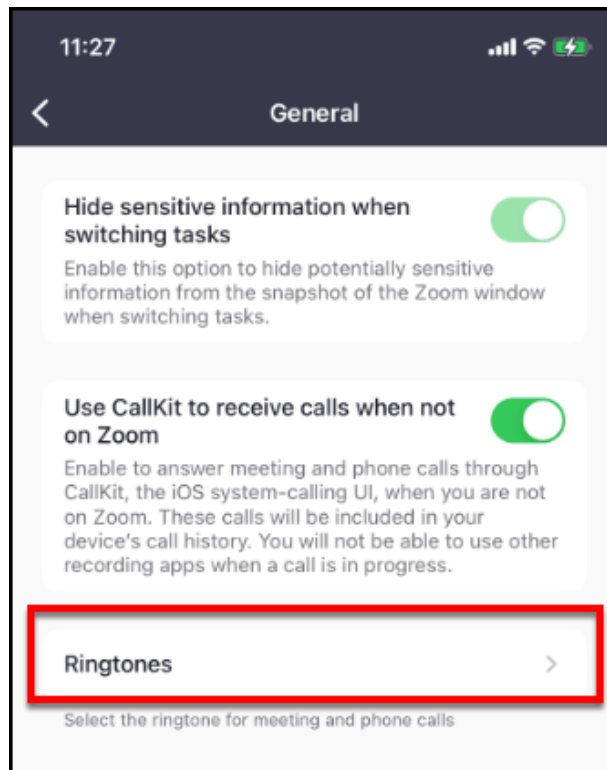
# 1. Tap More.



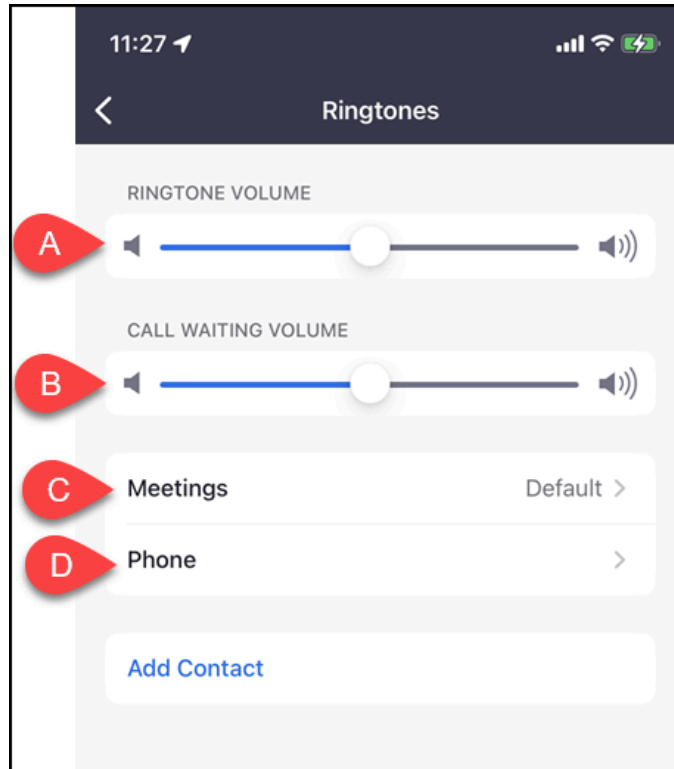
## 2. Tap General.



### 3. Tap Ringtones.



4. Use the slider to adjust the ringtone volume and call waiting volume. Tap **Meetings** to change the ringtone type for meeting reminders. Tap **Phone** to change the ringtone type for calls.



- A. Use the **Ringtone Volume** slider to adjust the ring volume.
- B. Use the **Call Waiting Volume** slider to adjust the volume of incoming calls you receive when you are already on a call.
- C. Tap **Meetings** to change the ringtone for meeting reminders.
- D. Tap **Phone** to change the ringtone for your phone calls, including setting different ringtones for each campus extension that you have access to.

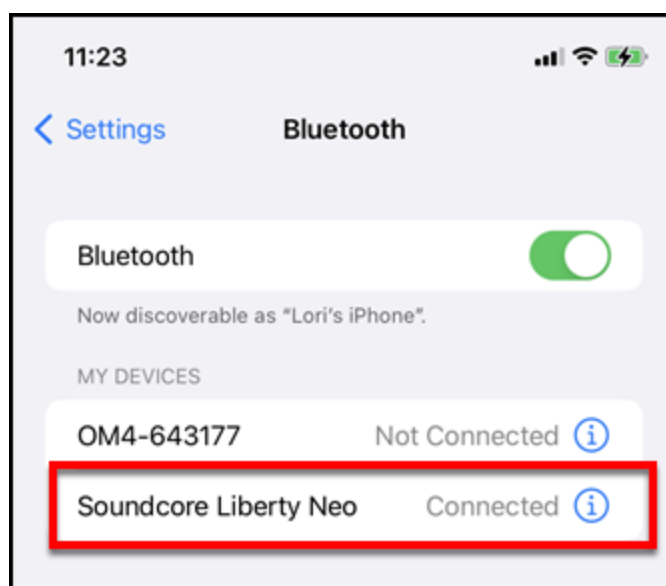
## Adjust call volume

The Zoom Phone app will use your device's volume controls during a call. Simply use the volume up/down buttons on your device to adjust the call volume during a call.

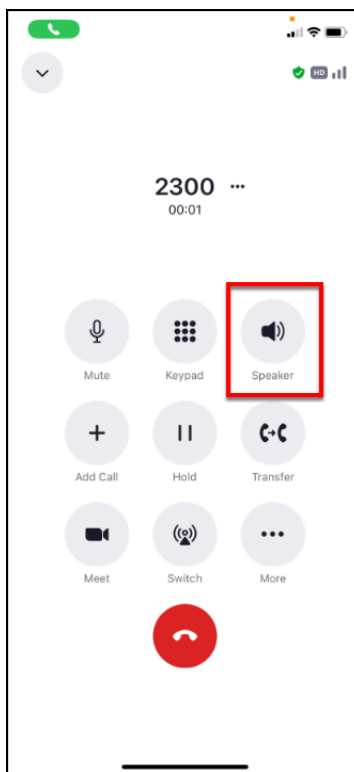
## Change which audio source (phone, speakerphone, earphones) you're using

By default, Zoom will use your device's built-in microphone and speaker, but you can easily switch to using your device's speakerphone or a connected accessory like Bluetooth-enabled earphones during a call.


**1. If you are using an accessory such as a Bluetooth-enabled headset or earphones, connect the accessory to your device before making or receiving calls (if possible).**

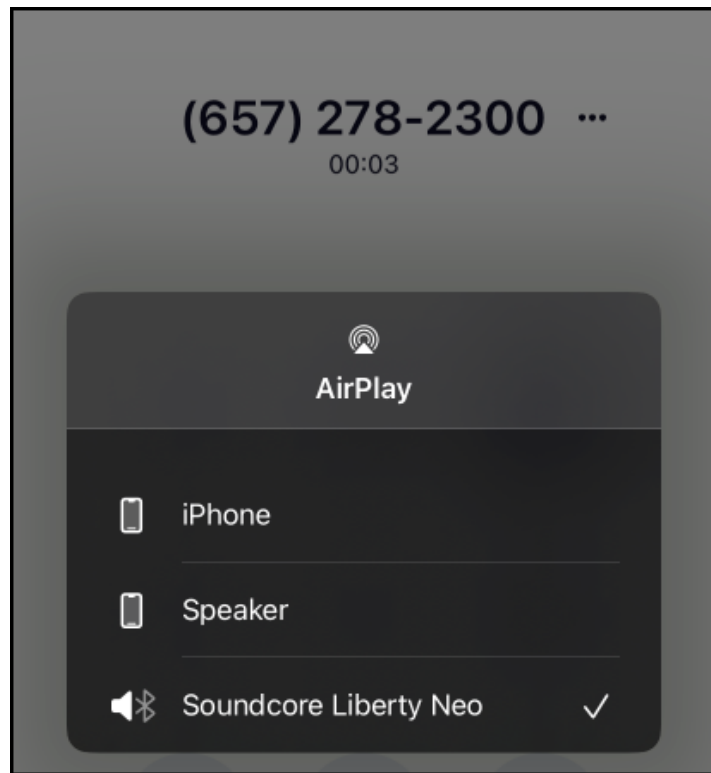


**2. During a call, tap on the audio option for your device to view available audio sources.**

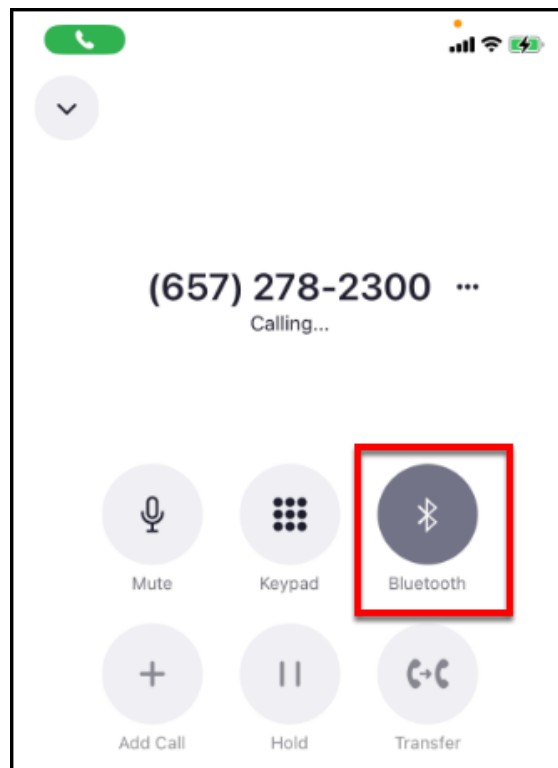


**3. Tap the audio source you want to use.**

 If you have just connected a Bluetooth accessory, you may have to tap on it to select it or you may find that the audio source changes to the accessory automatically.



**4. Your audio source will be updated. You can tap the audio button if you need to change the source again.**



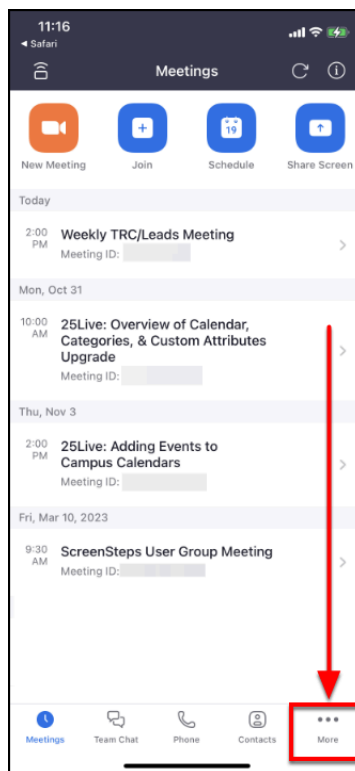


# Enabling Location Services for Emergency Calls

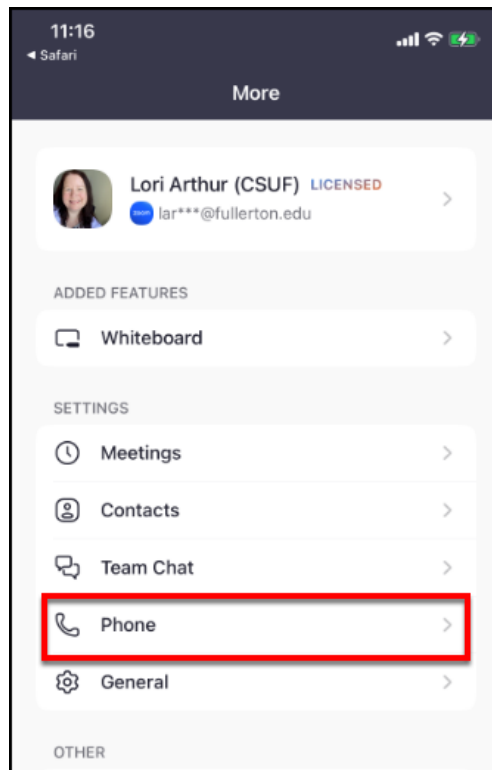
You will be prompted to enable location services for Zoom when you first sign in to the app. You can follow the prompts below to enable or modify your location services settings or check if you enabled location services.

## Apple devices

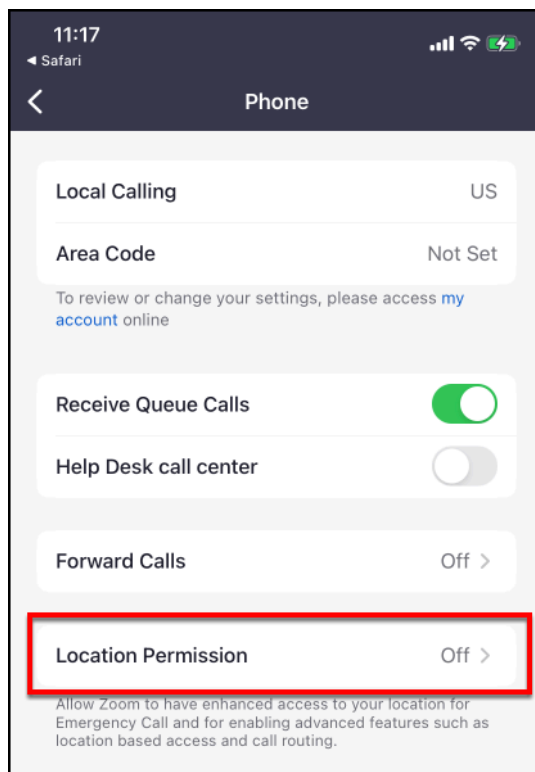
### 1. Tap More.



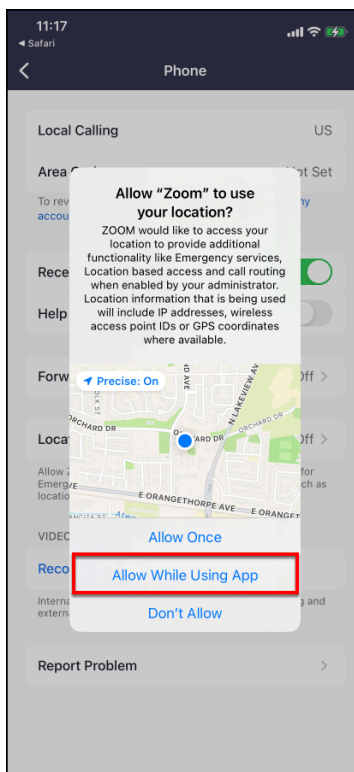
## 2. Tap Phone.



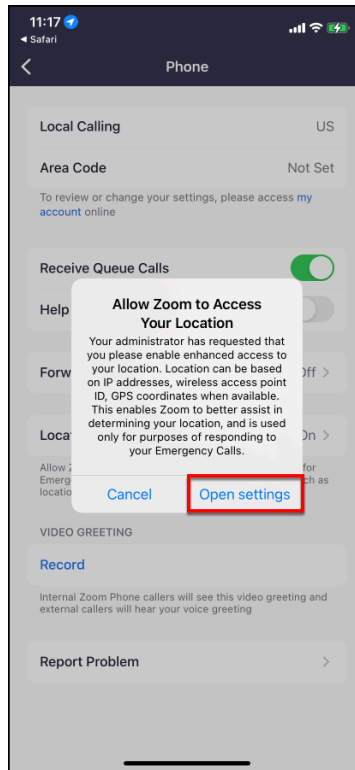
### 3. Tap Location Permission.



## 4. Tap Allow While Using App.



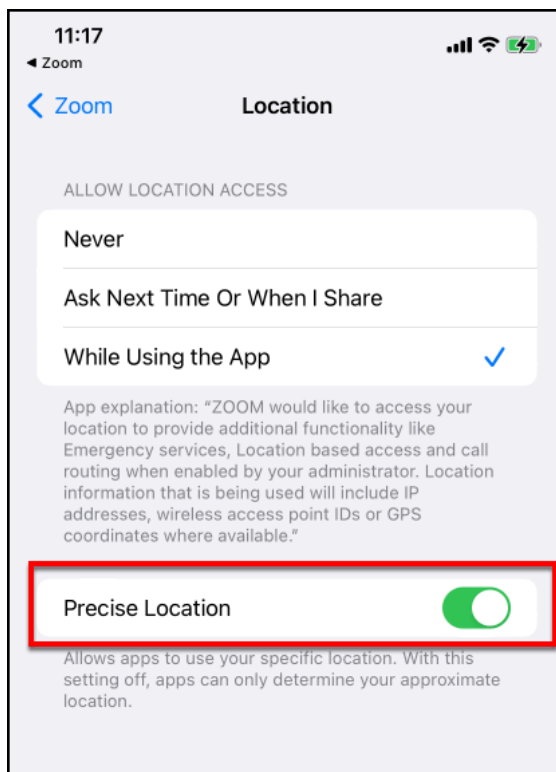
## 5. Tap Open settings to allow additional location permissions.



## 6. Tap Location.

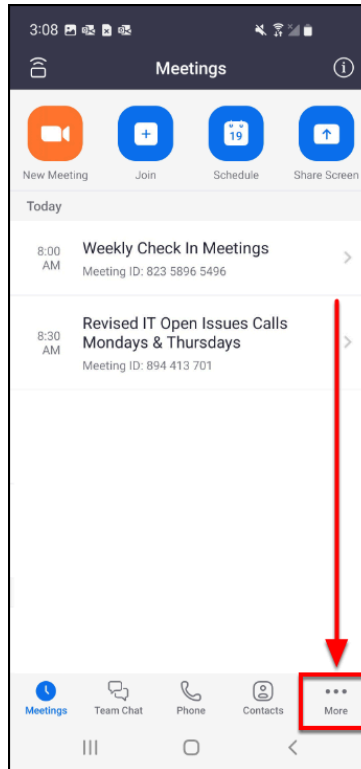


**7. Ensure that Precise Location is enabled. You're all set! Zoom will now be able to get a more accurate location for your device if you call 911.**



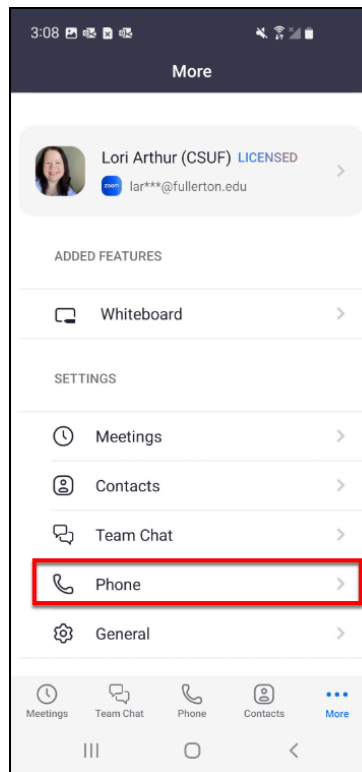
# Android devices

## 1. Tap More.

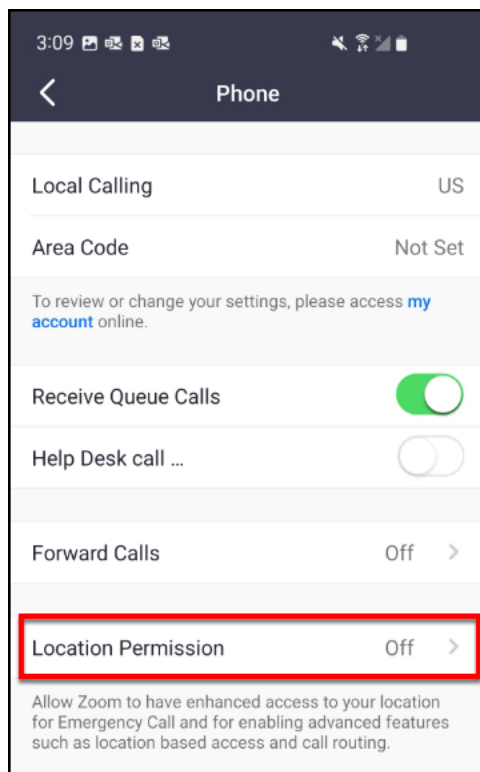




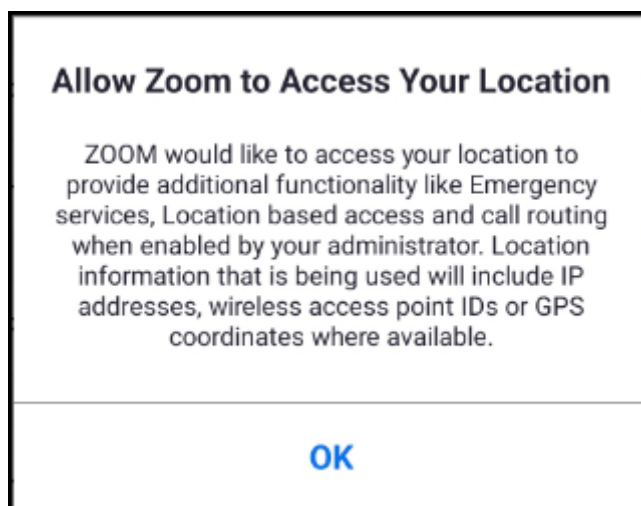
## 2. Tap Phone.



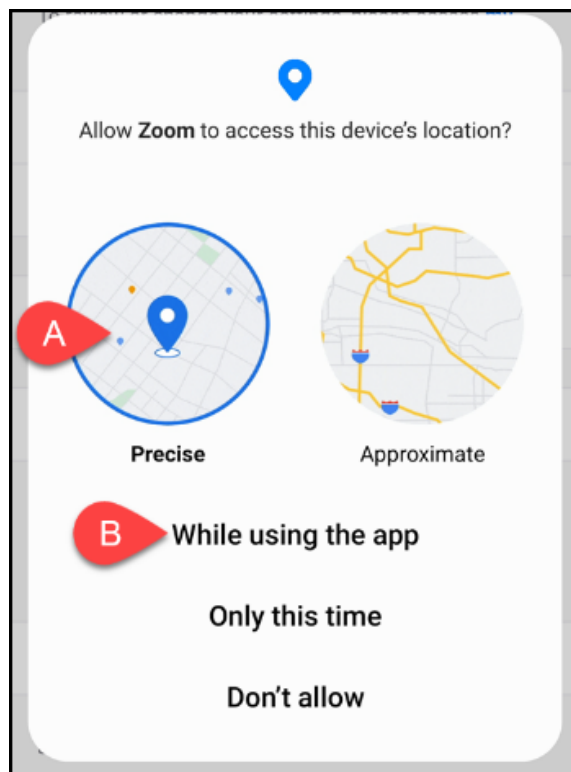
### 3. Tap Location Permission.



### 4. Tap OK.

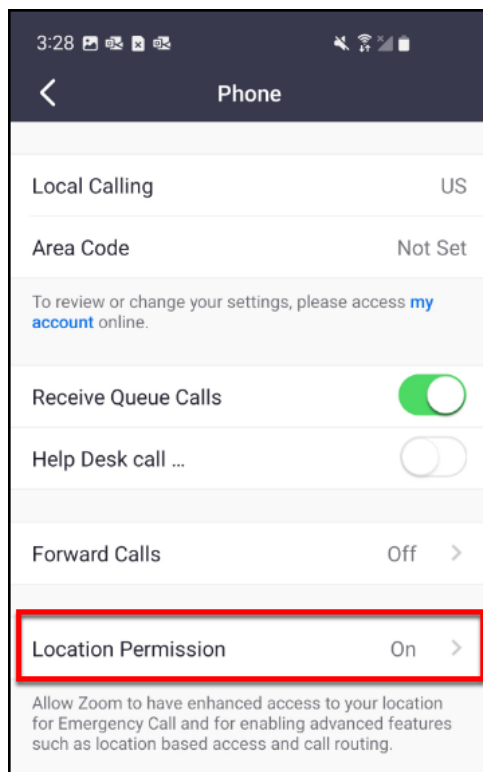


## 5. Tap **Precise** and then tap **While using the app**.



- A. Tap **Precise**.
- B. Then tap **While using the app**.

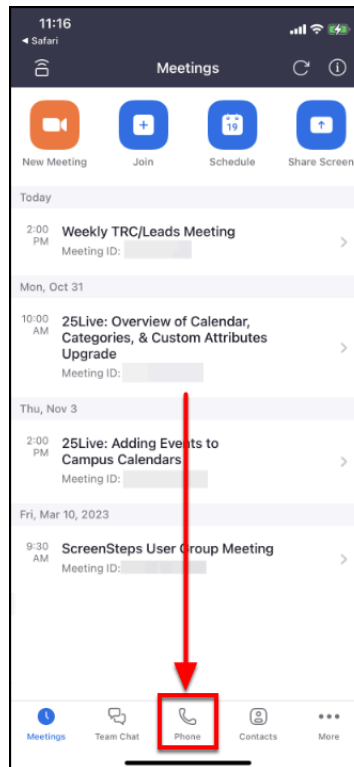
## 6. Location Permission now shows as On. You can tap on Location Permission to view or edit your permissions for the Zoom app.



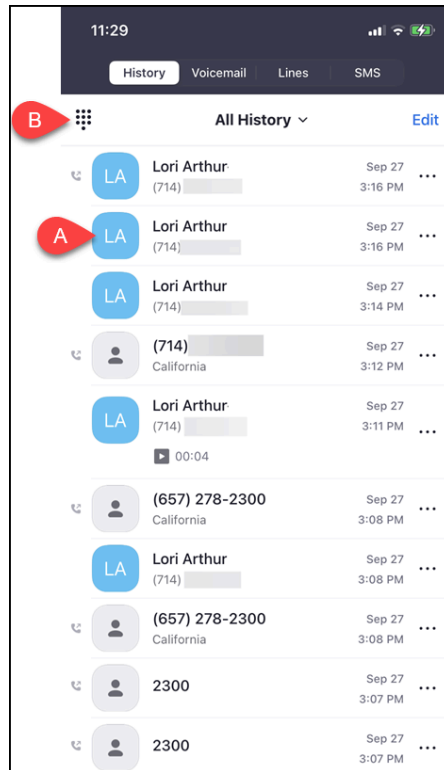
# Quick Start

## Making a call

### 1. Tap Phone.




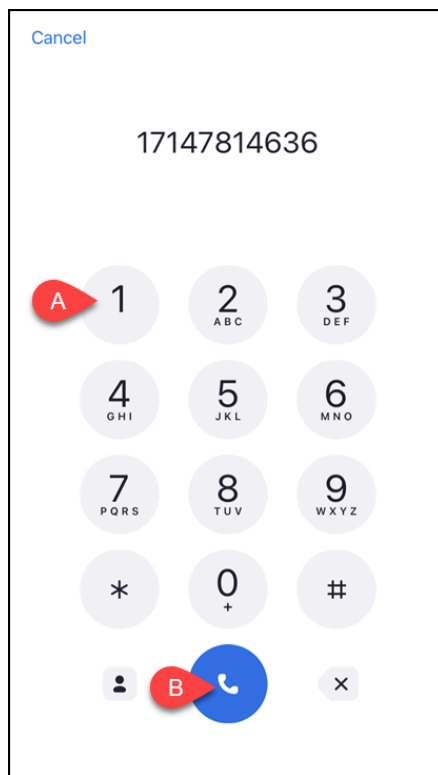
**2. You can tap on a name/number in the call history to start a call. Or tap on the dialpad button.**



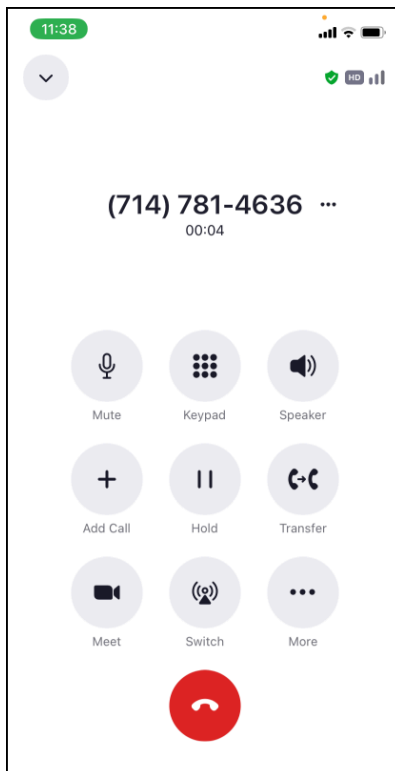
- A. Tap on a name/number in your call history to start a call.
- B. Or tap on the dialpad button.

**3. Tap the number buttons to enter the campus extension or external phone number you want to call. Then tap the blue phone icon to place the call.**


 It is not necessary to dial "9" before dialing an off-campus phone number. However, you normally will need to dial 1+area code+phone number (e.g., 17145551212) to successfully call off-campus numbers, even if they are in the 657 area code.



**4. Your call will start ringing and then connect when answered.**

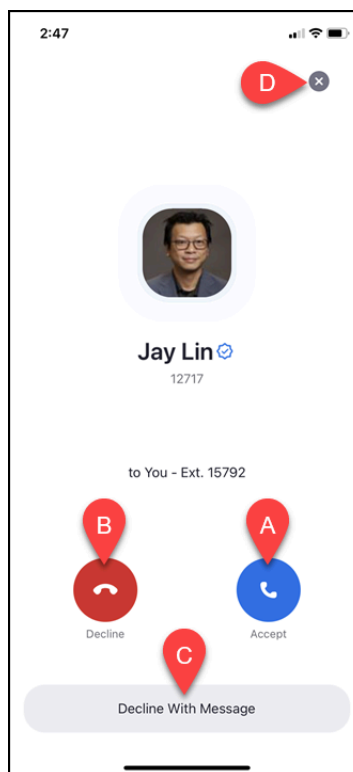


## Answering a call

 You will still get Zoom Phone calls even if your Zoom mobile app is not open on your mobile device, however the notification may look slightly different.

### If your Zoom mobile app is open

**1. When your Zoom mobile app is open, you will usually see a full screen call announcement. Tap **Accept** to answer the call or tap **Decline** to send the caller to your voicemail. You can also tap **Ignore** which would allow someone else to answer the call if this is a shared extension.**

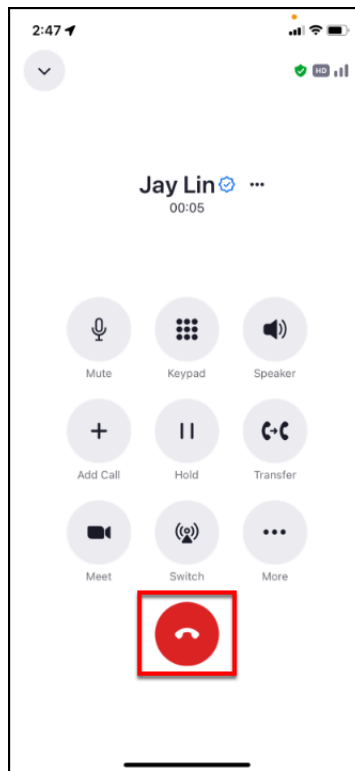


- A. Tap **Accept** to answer the call.
- B. Tap **Decline** to send the call to your voicemail (or your Call Busy/No Answer setting).



- C. Tap **Decline With Message** (or **Decline with SMS** if cell phone is calling you) to send a text response to the user such as "I'm busy right now." This message will show up in the Team Chat in Zoom if the caller is using Zoom and in their text messages if they are on a cell phone. Note this option will not be available if a Zoom desk phone or other non-cell phone is calling you.
- D. Tap **Ignore** to stop the ringing on your phone but continue the ringing for the caller. This option is helpful for shared extensions because it will allow someone else to answer the call.

**2. After tapping Accept, you are now connected to the call. Tap the red phone icon to hang up when you're done.**



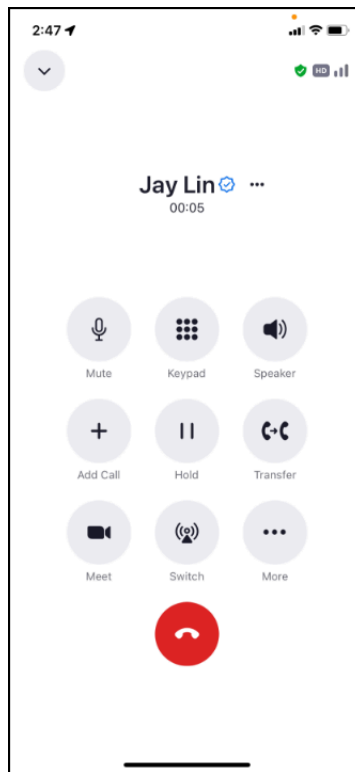
If your Zoom mobile app is not open

**1. If you do not have the Zoom app open, you may see a smaller call notification window. Tap the blue checkmark to answer the call or tap the red x to send the call to voicemail. You can also swipe the notification up to ignore the call.**



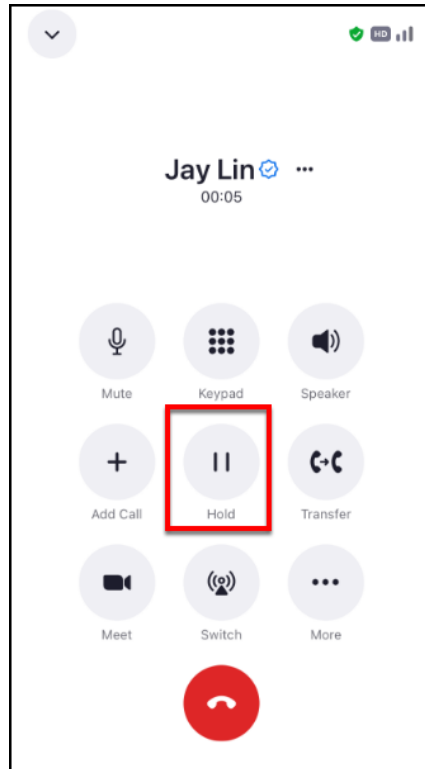
- A. Tap the blue checkmark to answer the call.
- B. Tap the red x to send the call to your voicemail.
- C. To ignore the call, swipe up on the call notification (Apple iPhone).

**2. When you accept the call, it will open in the Zoom mobile app and you will have all of the available Zoom Phone call options.**




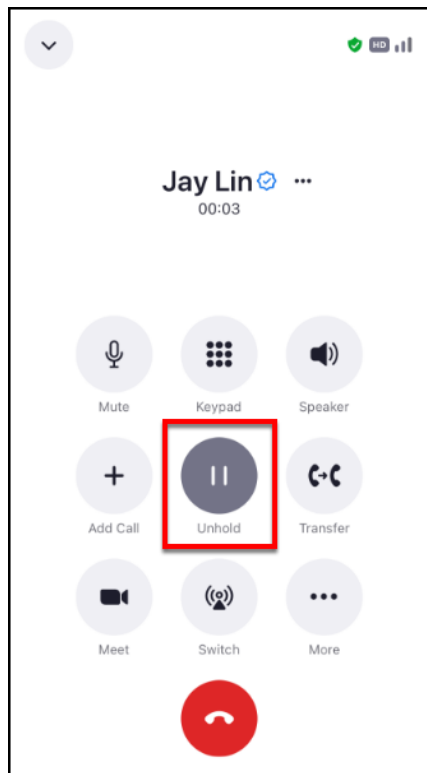
## Putting a call on hold

### 1. While on a call, tap Hold.



### 2. Tap Unhold to take the call off hold.

 While the call is on hold, the caller will hear hold music; they will not be able to hear you.

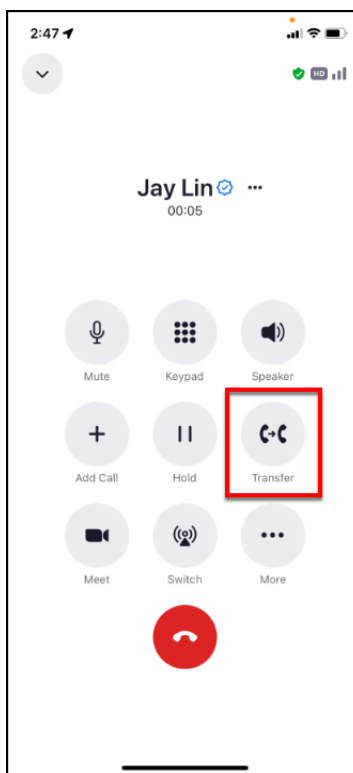


## Transferring a call

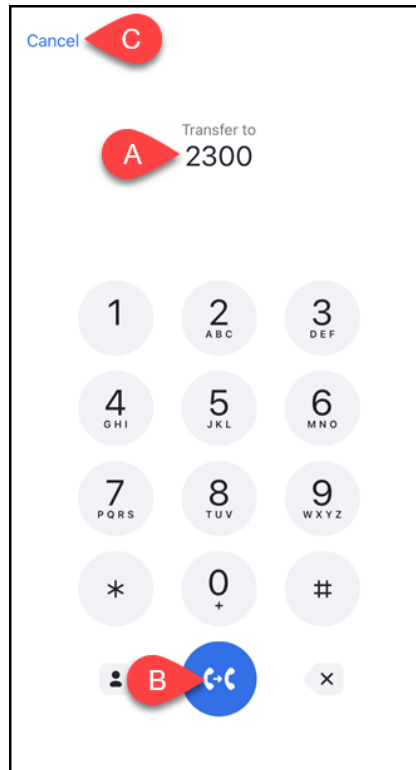
### Choose how you want to transfer:

#### Transfer to a specific number

##### 1. While on a call, tap Transfer.

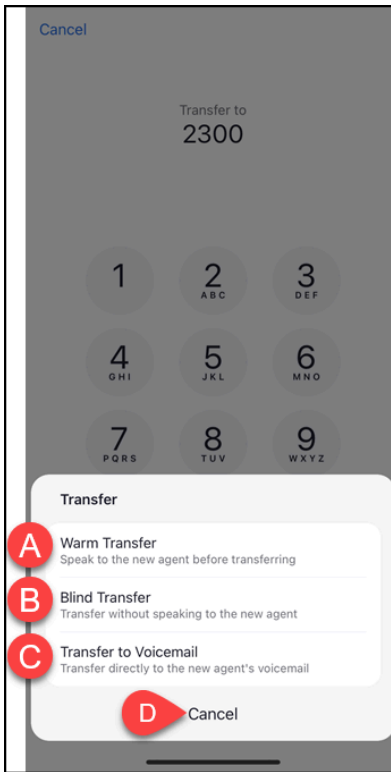


**2. Type in the extension you want to transfer the call to and then tap the blue transfer button. Or tap Cancel to cancel the transfer.**




- A. Enter the campus extension that you want to transfer the call to.
- B. Then tap the blue transfer button.
- C. Or tap **Cancel** to cancel the transfer and return to the caller.

**3. Choose the type of transfer. Or tap Cancel to return to the previous screen.**

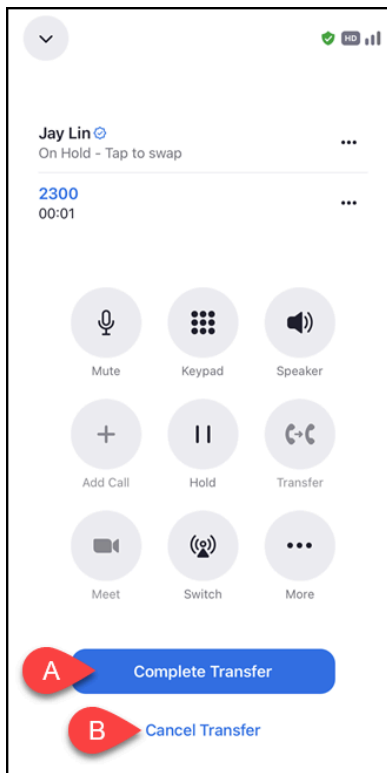


- A. **Warm Transfer** = announce the call by speaking to the person you are transferring to before transferring.
- B. **Blind Transfer** = transfer the call immediately
- C. **Transfer to Voicemail** = transfer the call to the person's voicemail without ringing their extension
- D. **Cancel** = go back to the previous screen

**3.1. Warm Transfer: If you choose this option, stay on the line until the person you are transferring to answers. Then tap Complete Transfer or Cancel Transfer.**

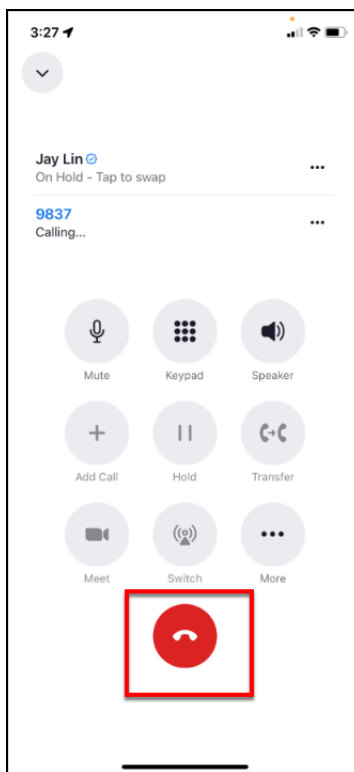
 When you complete a Warm Transfer, the person you are transferring to should stay on the call to be connected with the caller you are transferring.



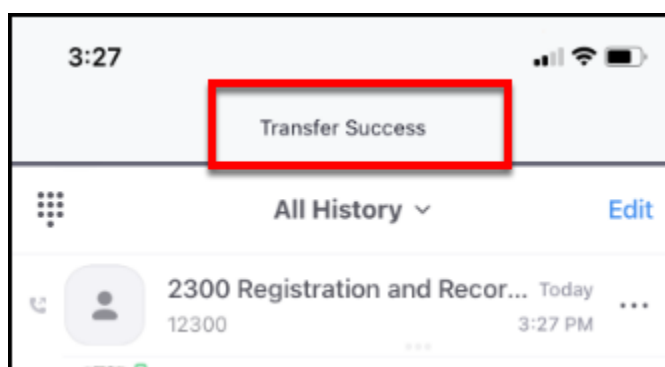


- A. Tap **Complete Transfer** to complete the transfer to the caller.
- B. Tap **Cancel Transfer** to cancel the transfer.

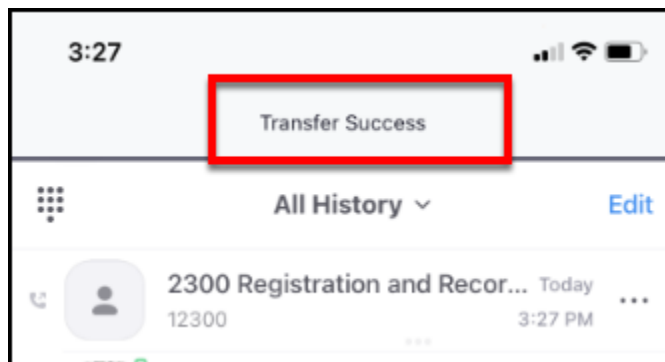
**3.1.1. Did you get no answer? Tap the red phone icon to hang up and return to the caller.**



**3.2. Blind Transfer: The caller is transferred to the extension you entered. You will see a Transfer Success message and you're done!**

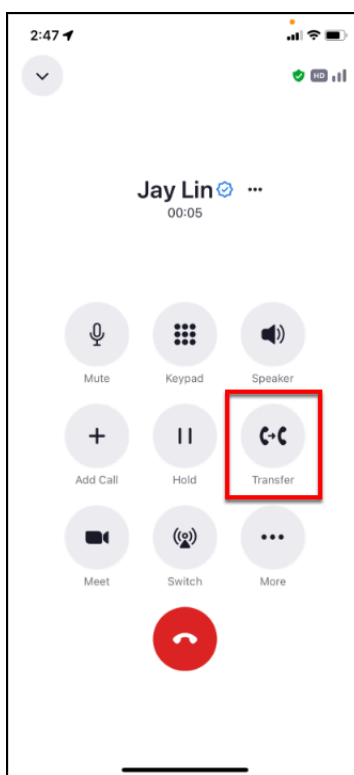


**3.3. Transfer to Voicemail: The caller is transferred directly to the voicemail box of the extension you entered. You will see a Transfer Success message and you're done!**

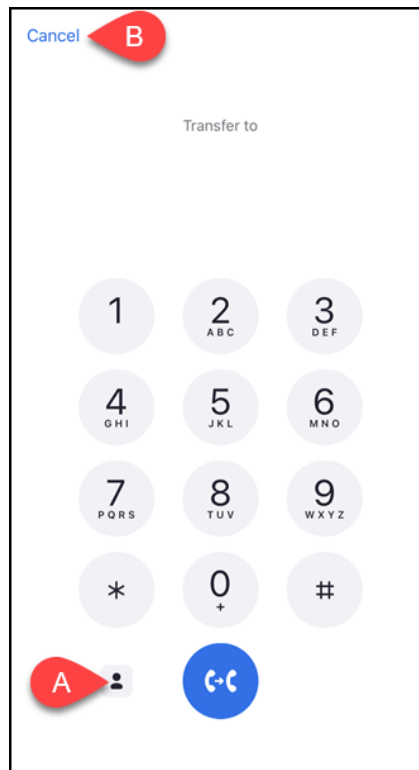


Transfer to someone in my Contacts

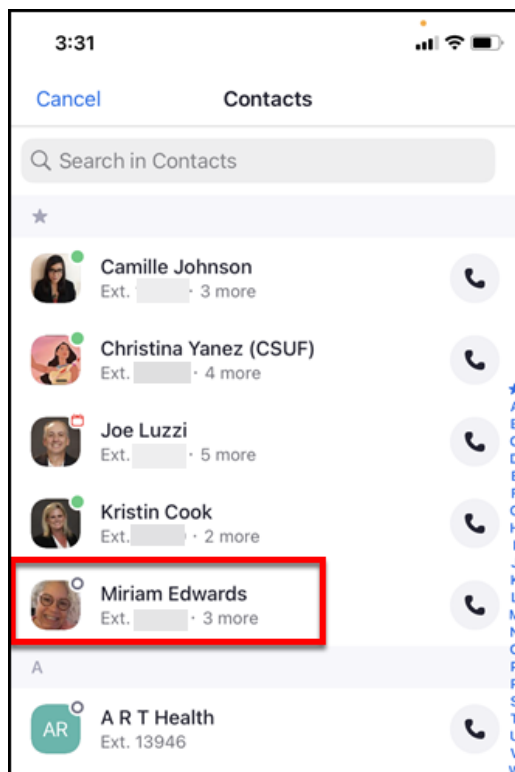
**1. While on a call, tap Transfer.**



**2. Tap on the person icon to select the contact to transfer to. Or tap Cancel to cancel the transfer.**

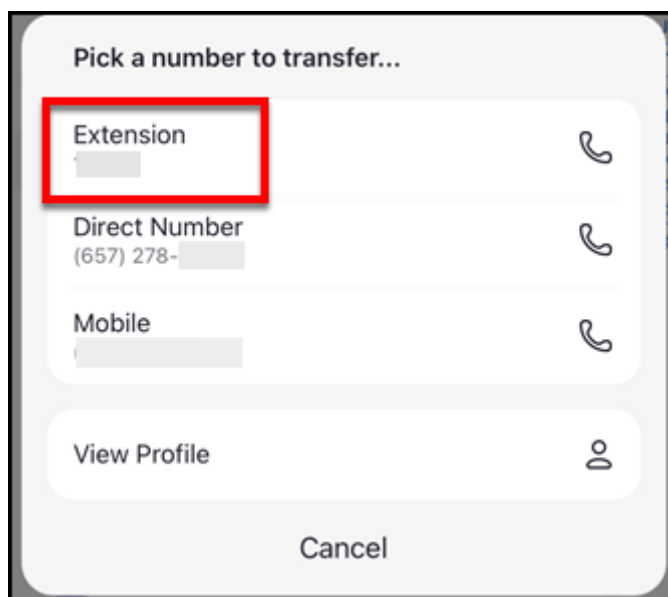


### 3. Tap on the contact name you want to transfer to.

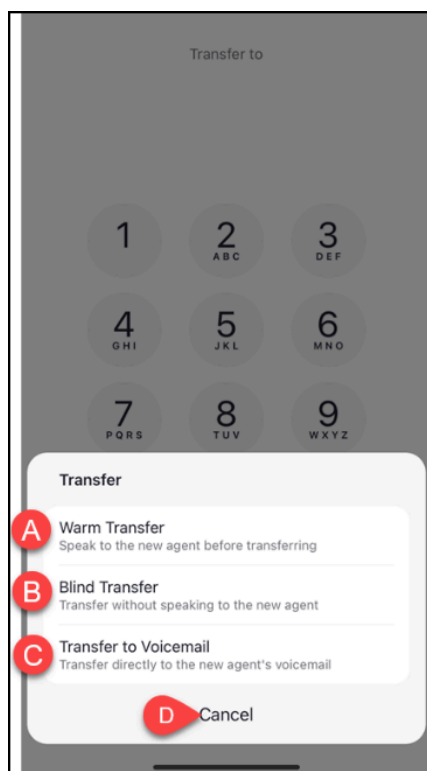


### 4. Tap on the number you want to transfer to.

💡 When transferring to a campus extension, you will usually pick Extension, but you can also choose Direct Number.



**5. Choose the type of transfer. Or tap Cancel to return to the previous screen.**

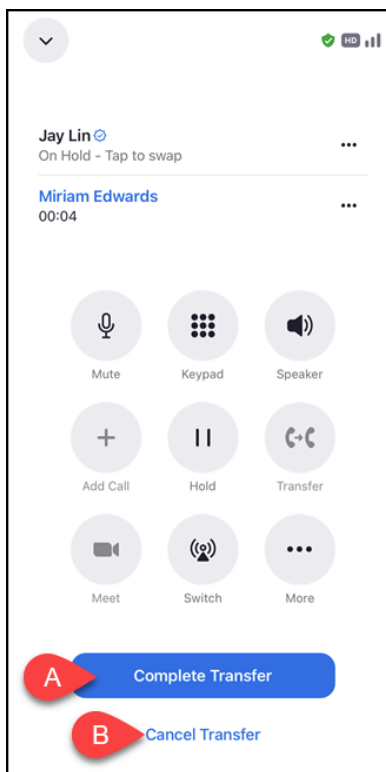


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- C. **Transfer to Voicemail** = transfer the call to the person's voicemail without ringing their extension
- D. **Cancel** = go back to the previous screen

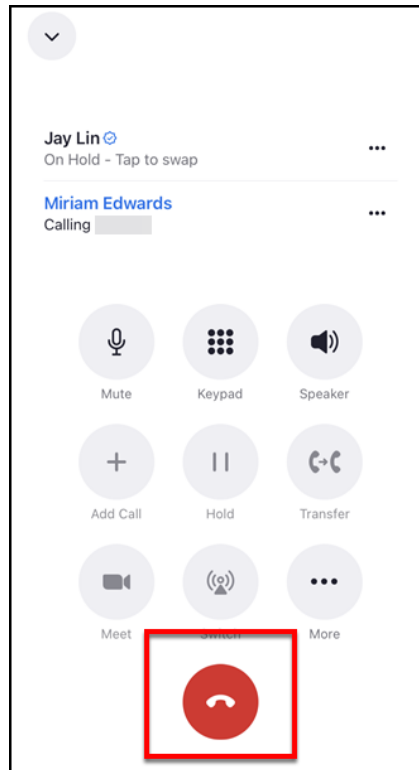
### 5.1. Warm Transfer: If you choose this option, stay on the line until the person you are transferring to answers. Then tap **Complete Transfer** or **Cancel Transfer**. Then you're done!

💡 When you complete a Warm Transfer, the person you are transferring to should stay on the call to be connected with the caller you are transferring.

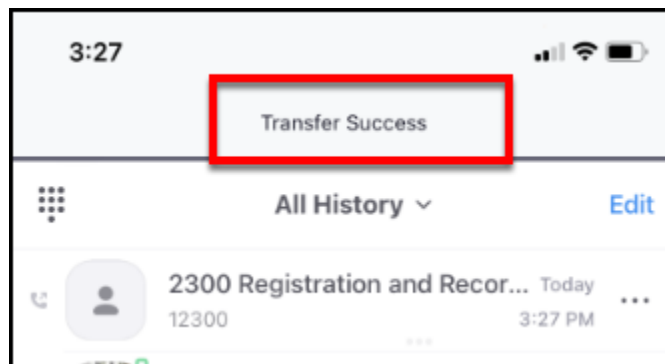


- A. Tap **Complete Transfer** to complete the transfer to the caller.
- B. Tap **Cancel Transfer** to cancel the transfer.

**5.1.1. Did you get no answer? Tap the red phone icon to hang up and return to the caller.**

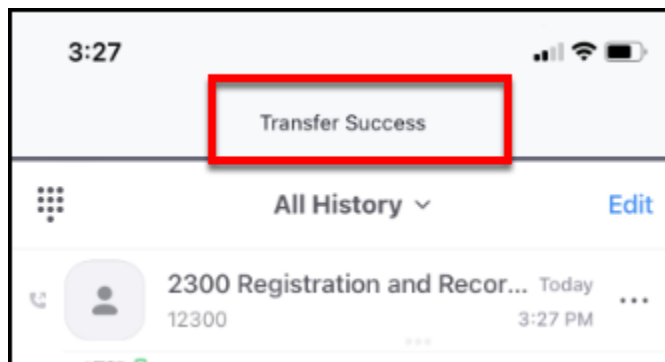


**5.2. Blind Transfer: The caller is transferred to the extension you entered. You will see a Transfer Success message and you're done!**



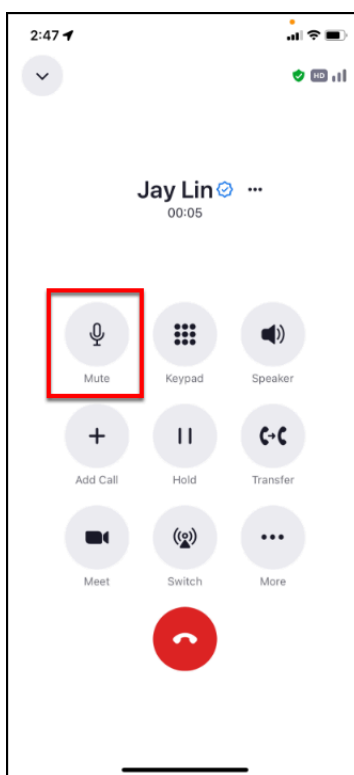


**5.3. Transfer to Voicemail: The caller is transferred directly to the voicemail box of the extension you entered. You will see a Transfer Success message and you're done!**



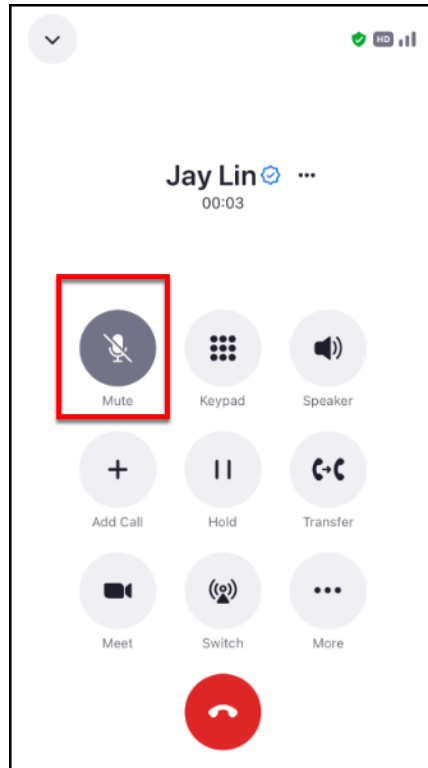
Muting a call

**1. While on a call, tap Mute.**



## 2. Tap Mute again to unmute the call.

💡 While the call is on mute, the caller will hear nothing.

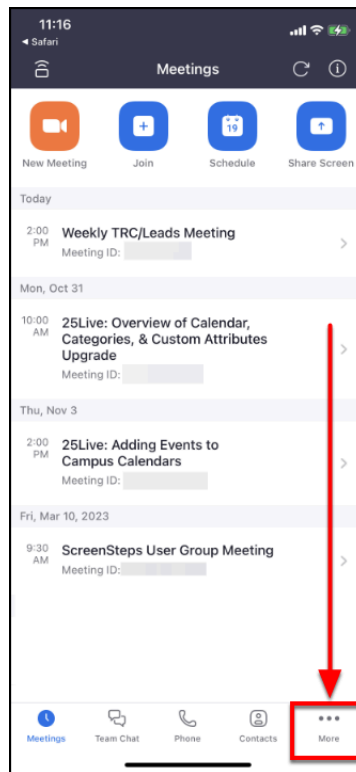


Change settings so you only get calls/notifications when Zoom app is open

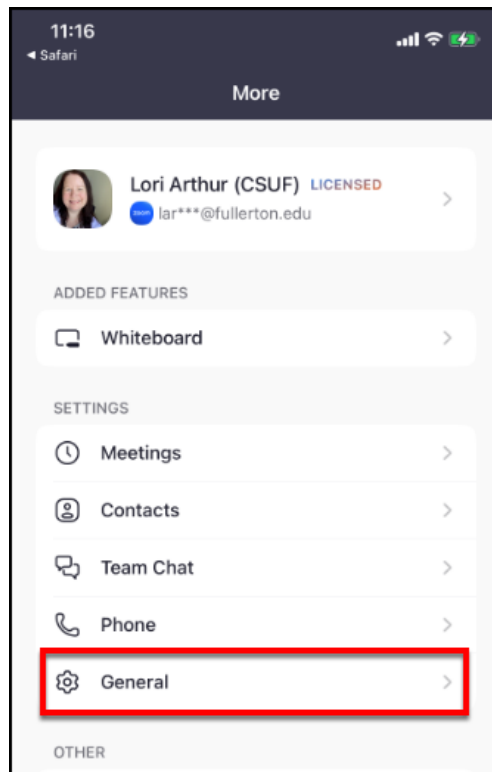
By default, the Zoom app will send you phone calls and notifications even when the Zoom app is not open on your mobile device. If you only want to receive calls/notifications when the Zoom app is open, follow the instructions below.

# Apple devices

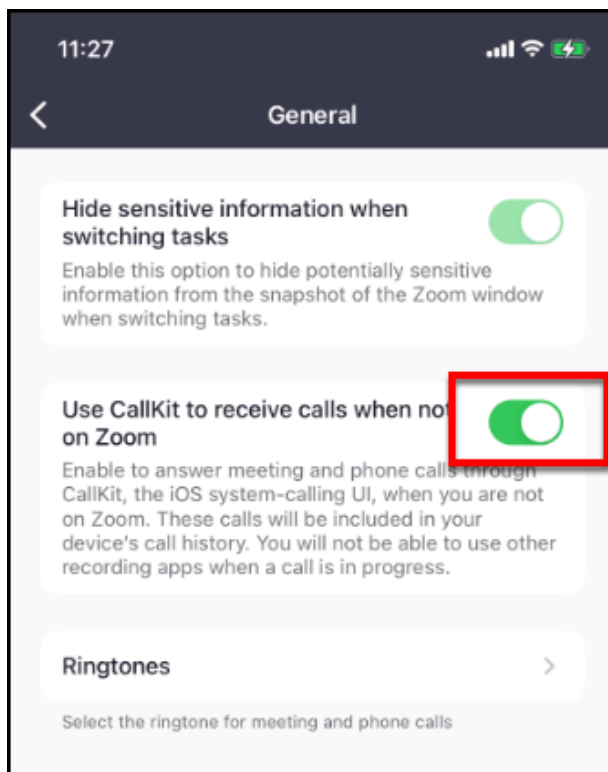
## 1. Tap More.



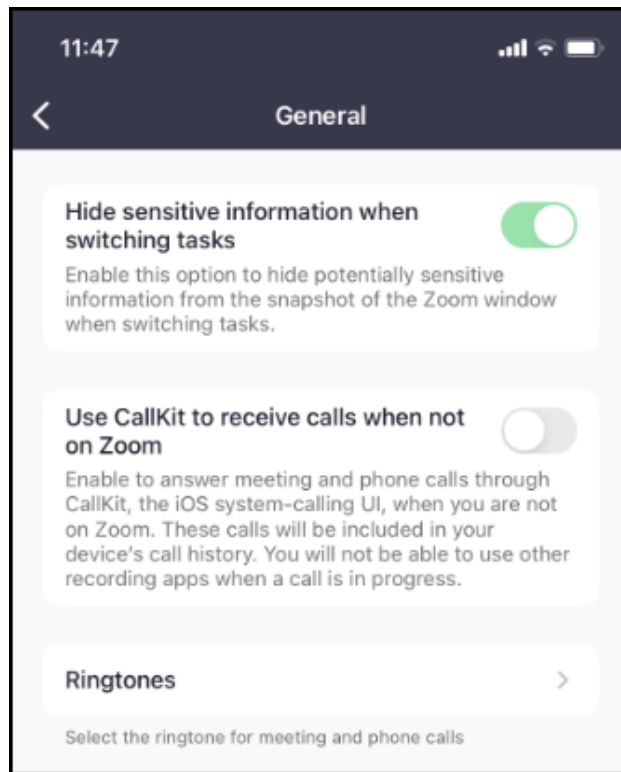
## 2. Tap General.



**3. Tap the green slider next to Use CallKit to receive calls when not on Zoom to disable the setting.**



#### 4. You will now only receive calls and notifications from Zoom when the Zoom app is open on your mobile device.



### Android devices

Unfortunately, at this time there is no easy way to set your Android device to only send you calls and notifications when the Zoom app is open.

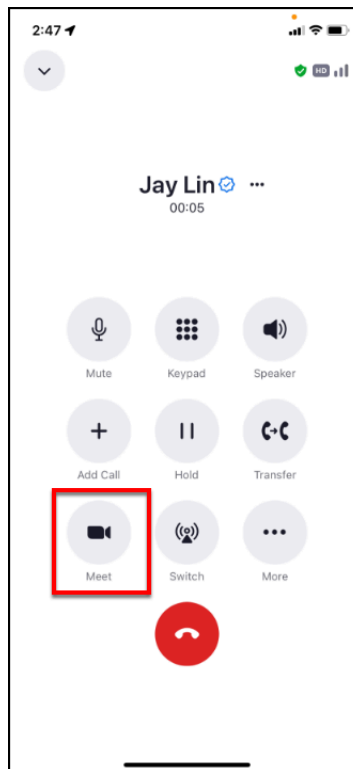
## Additional Features

### Convert a Zoom call to a Zoom meeting (elevate to meeting)

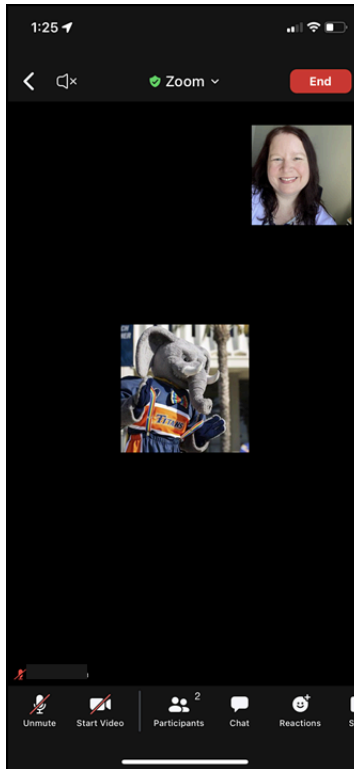
You can convert a Zoom Phone call into a Zoom meeting to enable meeting features like screen sharing and chat.

**!** If the caller is not using Zoom Phone for the call, they will only be able to join the audio portion of the Zoom meeting. Both you and the caller must be using Zoom Phone in order to access all of the Zoom meeting features.

## 1. While on a call, press the Meet button.



**2. You are now in a Zoom meeting with the caller and can use the meeting controls as usual. Tap End when you are ready to end the meeting.**



[Getting started with iOS](#)

[Getting started with Android](#)

## Switch from Wi-Fi to Cellular for Your Call

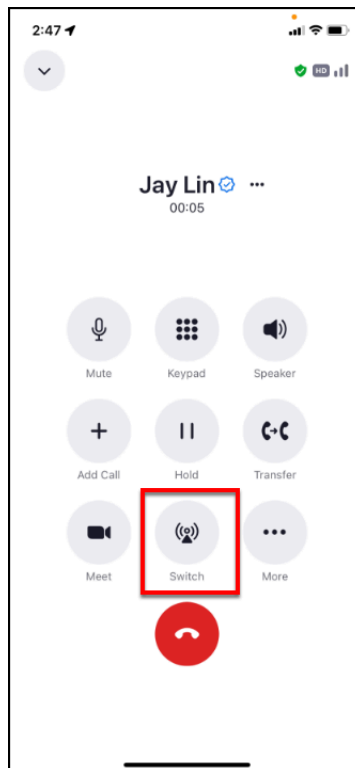
The default setting for Zoom is to use wireless networks, but if you find that you are in an area where Wi-Fi connectivity is poor or limited, you can switch your current Zoom Phone call to use your phone's cellular service.

**!** Note that once you switch a call to cellular service, you cannot switch the call back.

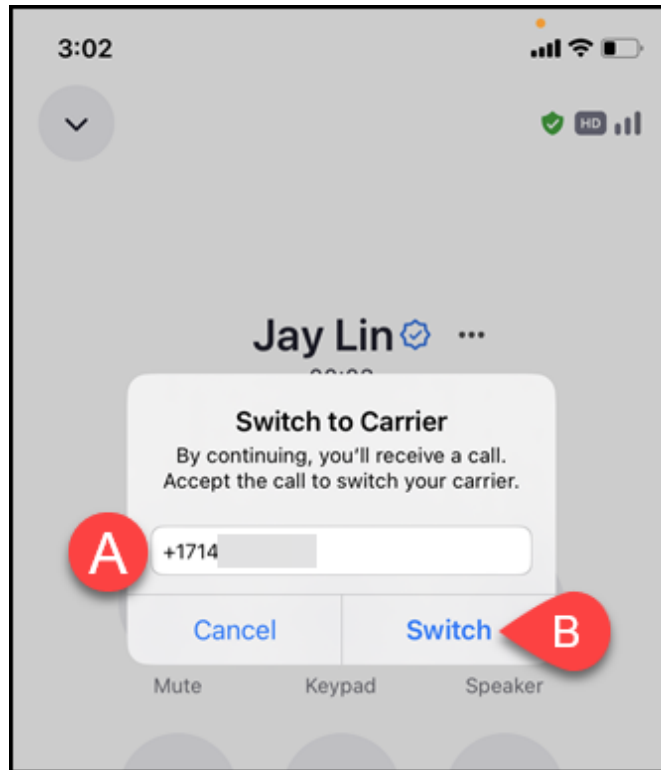


**!** When you switch to cellular for your call, you will not have access to Zoom Phone features such as transfer, hold, meet, park, etc.

## 1. Tap Switch.

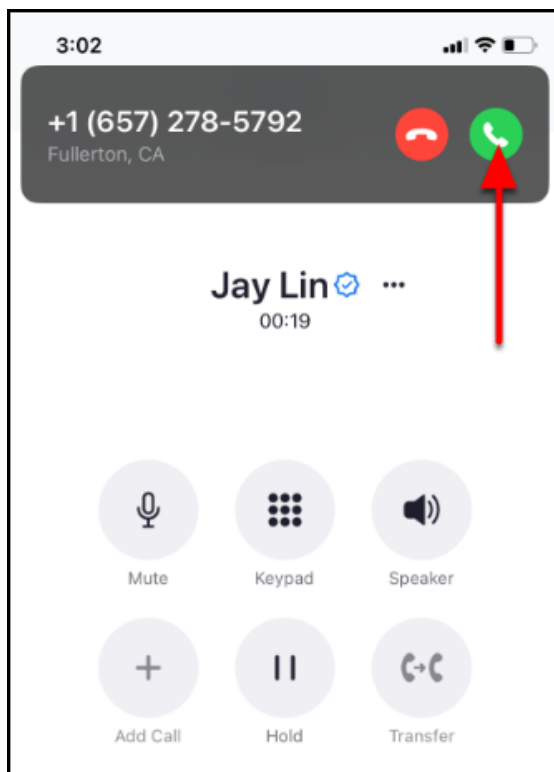


## 2. Confirm your phone's phone number and then tap Switch.

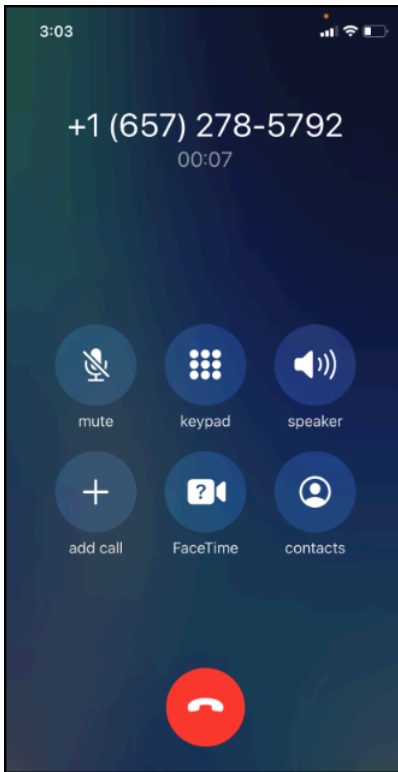


- A. Confirm your mobile phone's phone number.
- B. Then tap **Switch**.

**3. You will see an incoming call from your campus extension to your mobile phone. Tap to answer the call.**



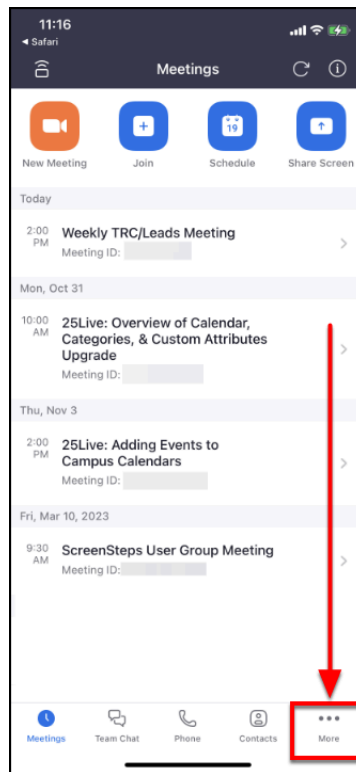
#### 4. You are now reconnected to your Zoom call using your mobile phone's cellular service.



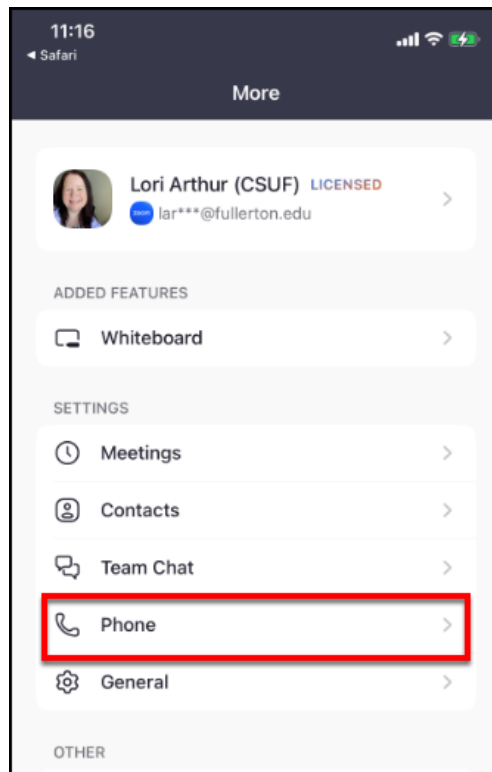
### Forwarding your calls to voicemail

When you enable call forwarding to your voicemail, all calls will be sent directly to your voicemail greeting.

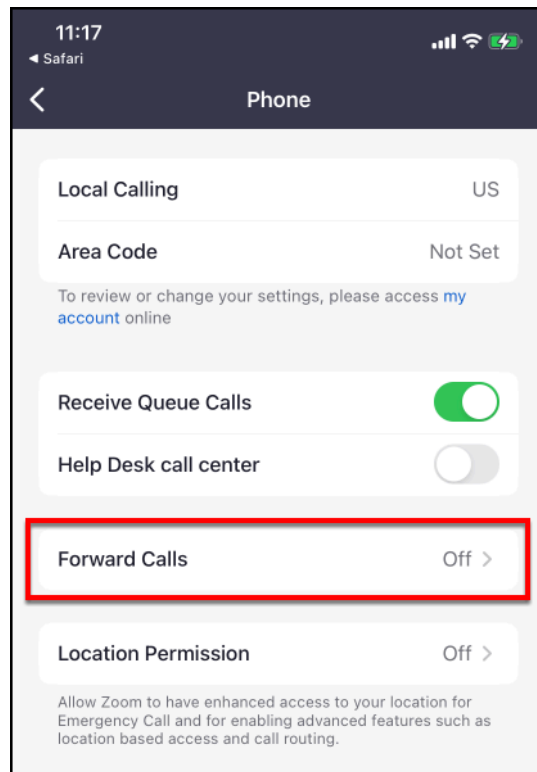
# 1. Tap More.



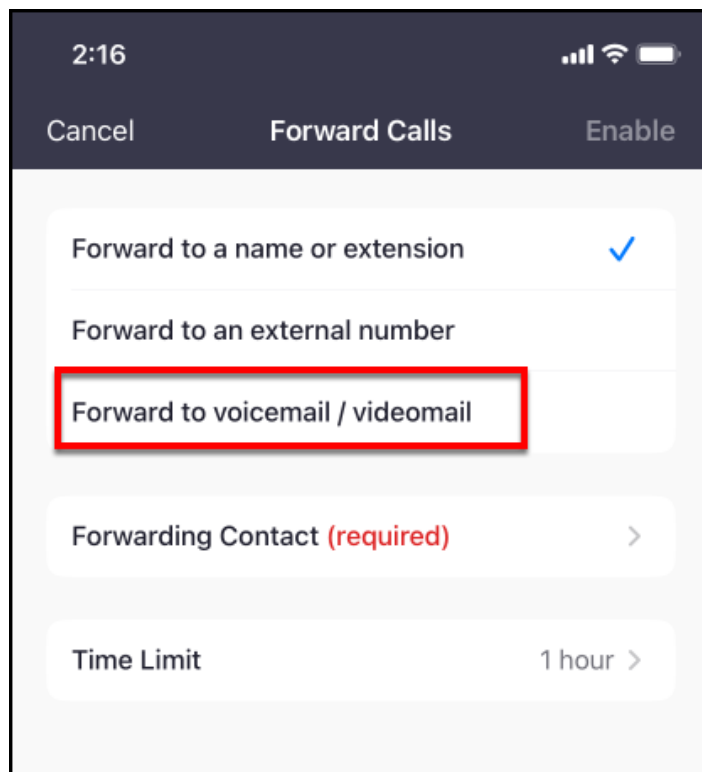
## 2. Tap Phone.



### 3. Tap Forward Calls.

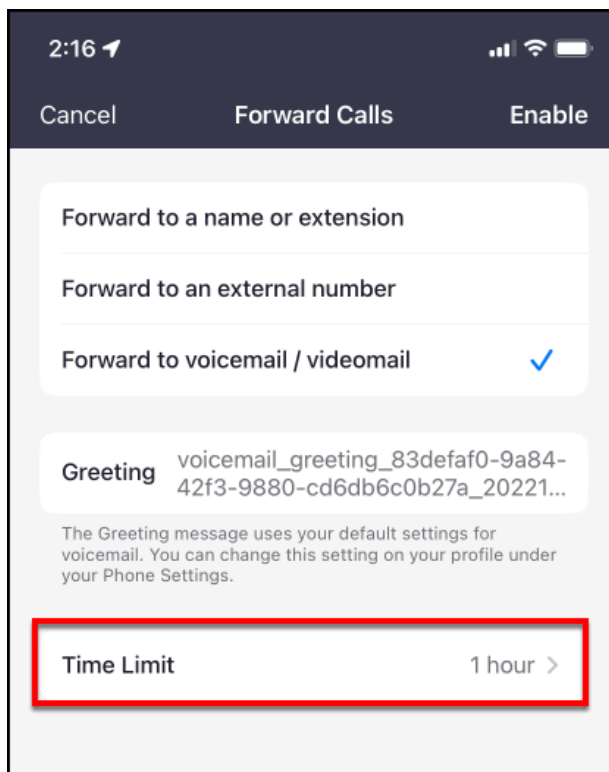


## 4. Tap Forward to voicemail/videomail.

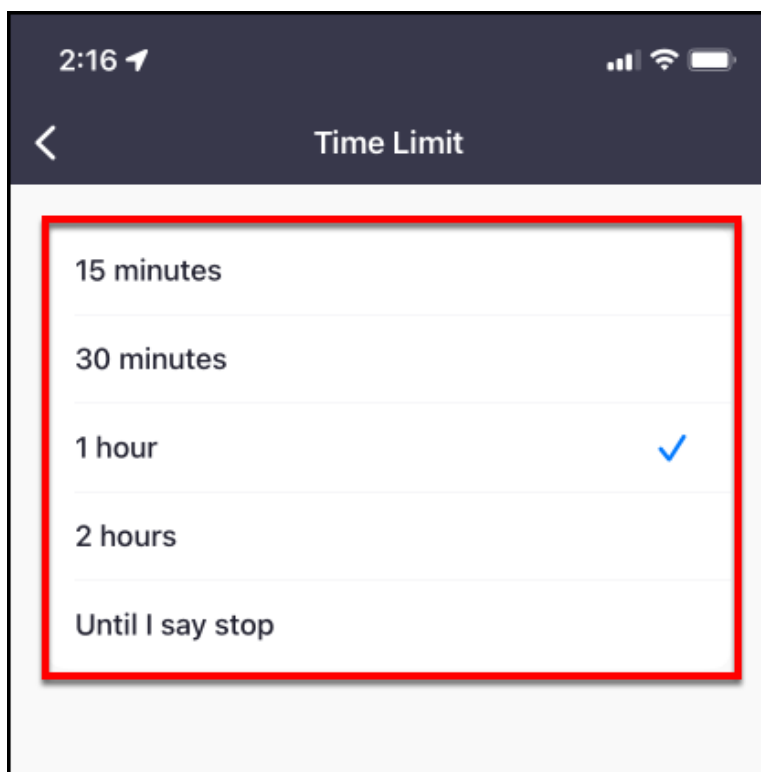




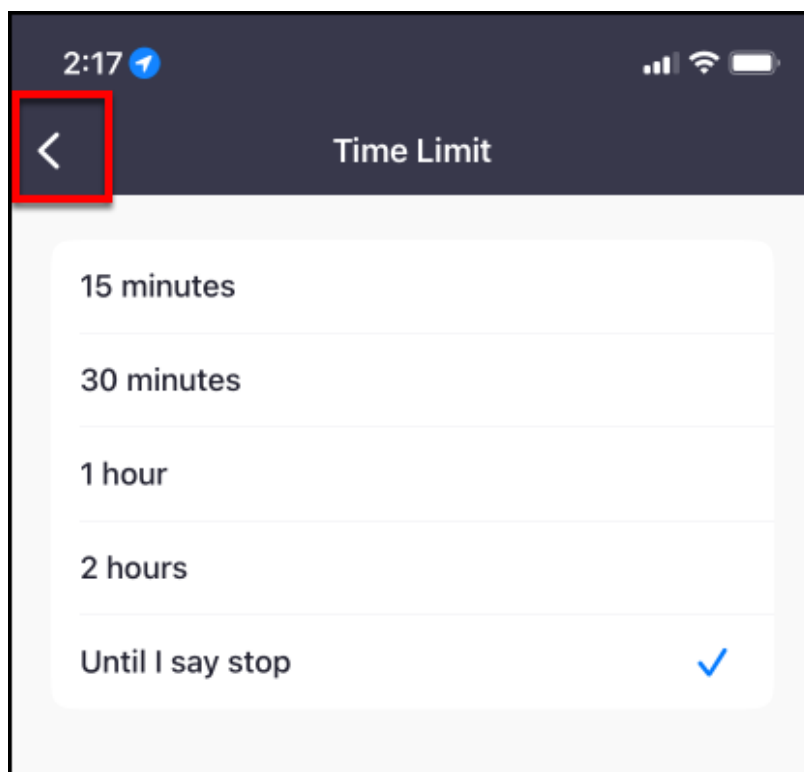
## 5. Tap Time Limit.



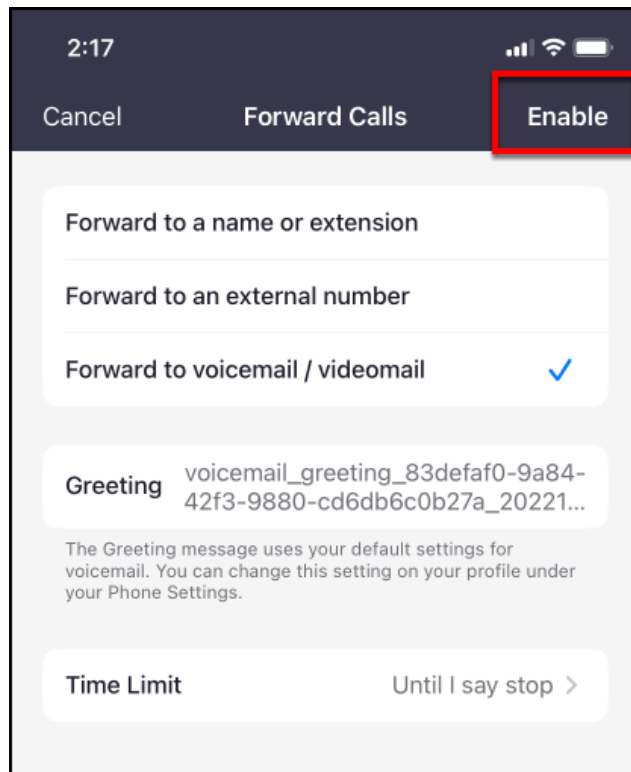
## 6. Choose how long you want your calls to be forwarded to voicemail.



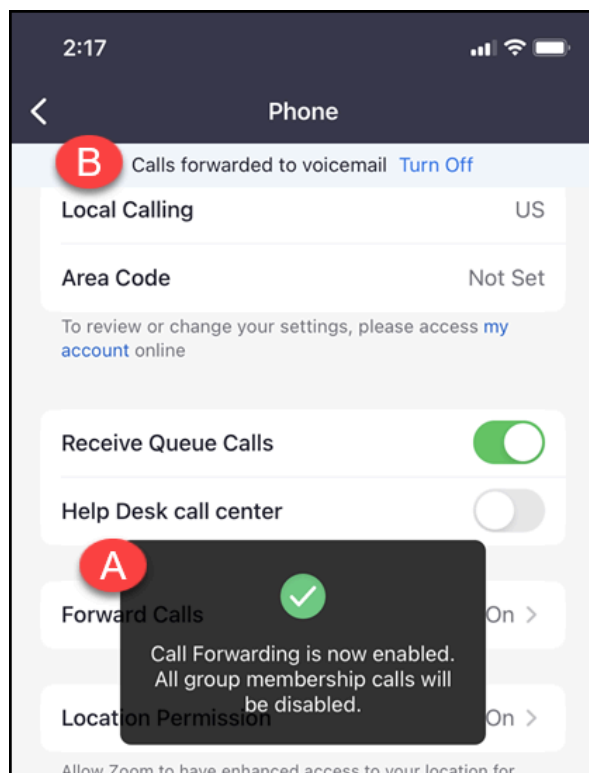
## 7. Tap the left arrow to go back to the Forward Calls menu.



## 8. Tap Enable to turn on call forwarding to your voicemail.




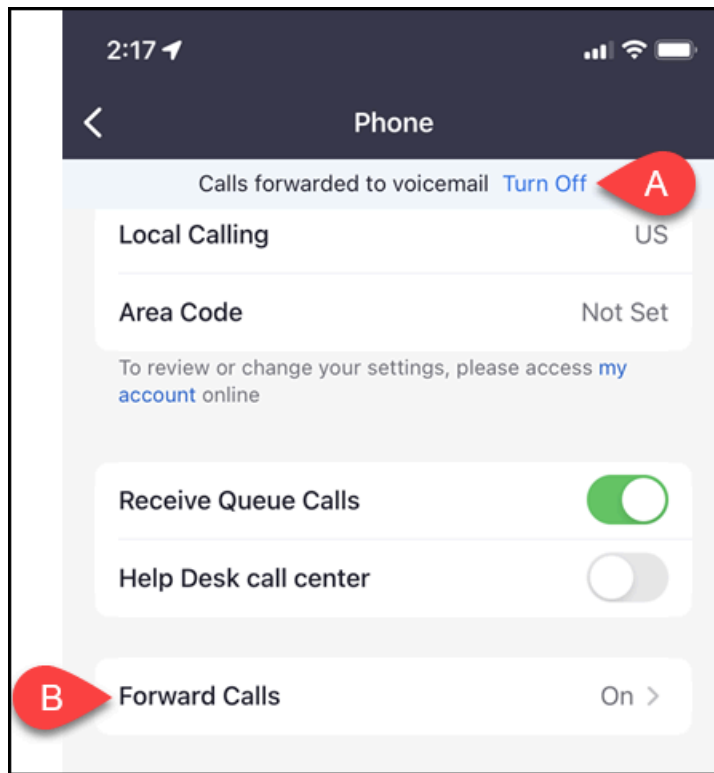
**9. You will see a pop-up notification that your calls are now forwarded. You will also see a reminder message at the top of several menus in the Zoom mobile app while call forwarding is enabled.**



- A. You will see a pop-up notification that call forwarding is now enabled.
- B. At the top of several menus in the Zoom mobile app, you will see a reminder that call forwarding is enabled. This message will persist as long as call forwarding is enabled.

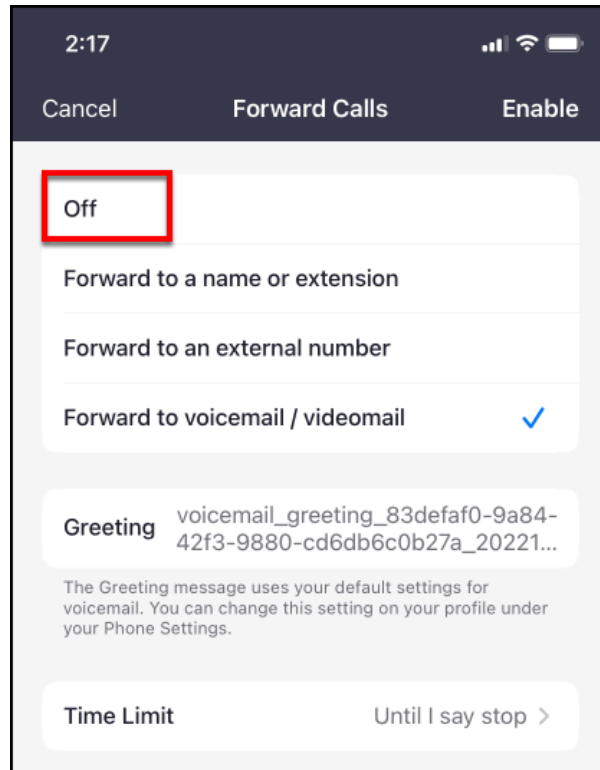
**10. To turn off call forwarding, you can tap Turn Off in the reminder message. Or tap Forward Calls under More > Phone.**

 If you have set a specific time limit for call forwarding (e.g., 30 minutes, 1 hour, 2 hours), you do not need to disable call forwarding unless you want to turn it off before that time limit.

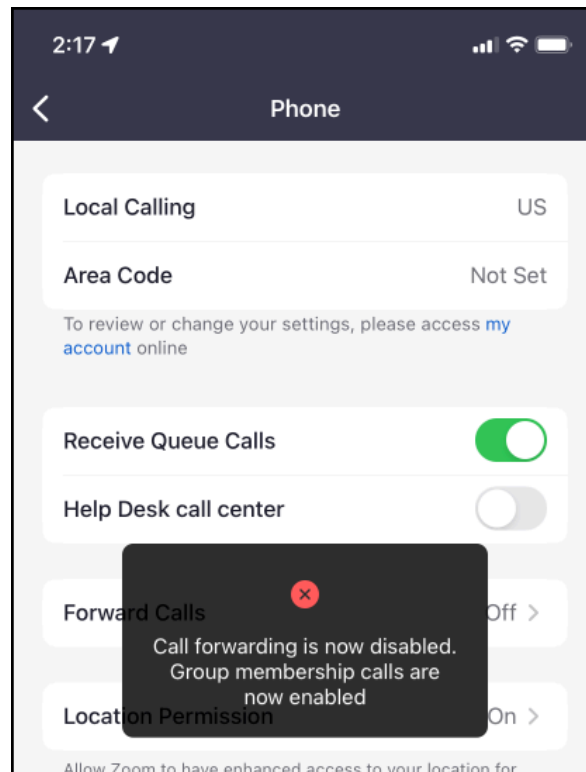


- A. Tap **Turn Off** in the reminder message that appears at the top of several Zoom menus while call forwarding is enabled.
- B. Or tap **Forward Calls**.

## 10.1. If you tap Forward Calls, tap Off to turn off call forwarding.



**11. You will see a pop-up notification that call forwarding has been disabled.**



## Forwarding your calls to another campus extension

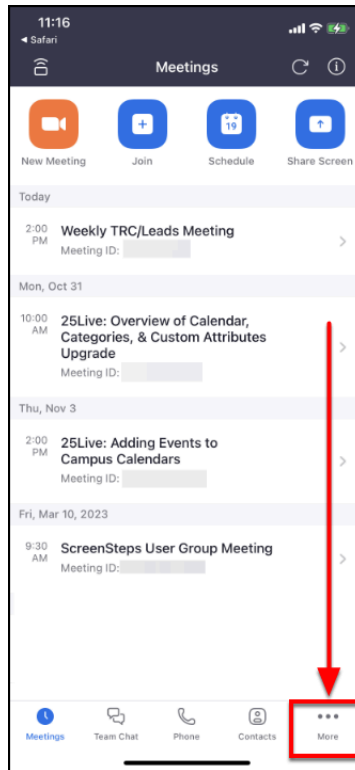
When you enable call forwarding, all calls to your extension will be forwarded to the extension you enter. If the call is not answered, the caller will be sent to your voicemail.



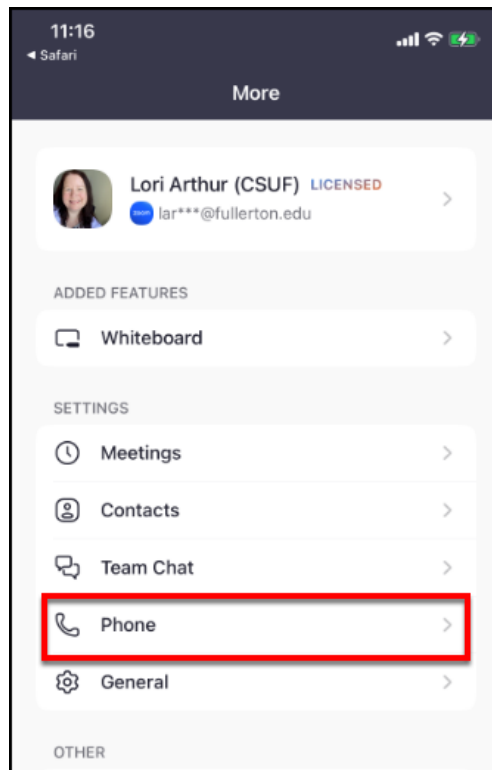
Please note that you can only forward your calls to a campus extension/ person that you have added as a Contact.



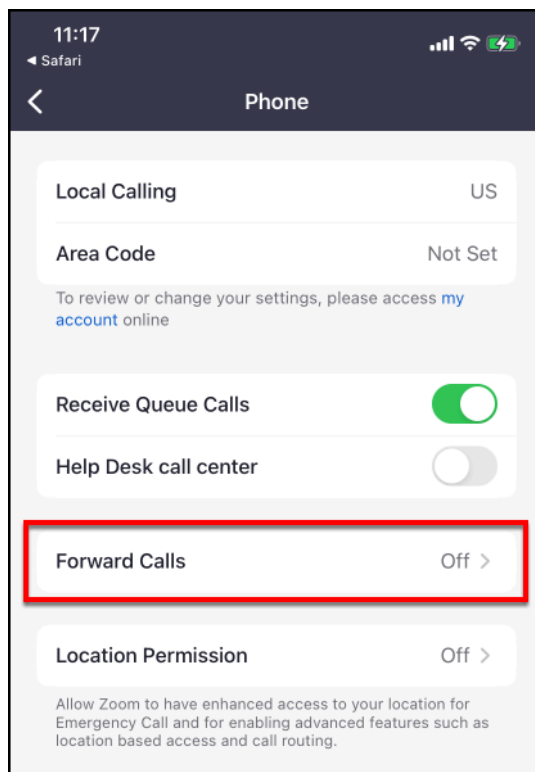
# 1. Tap More.



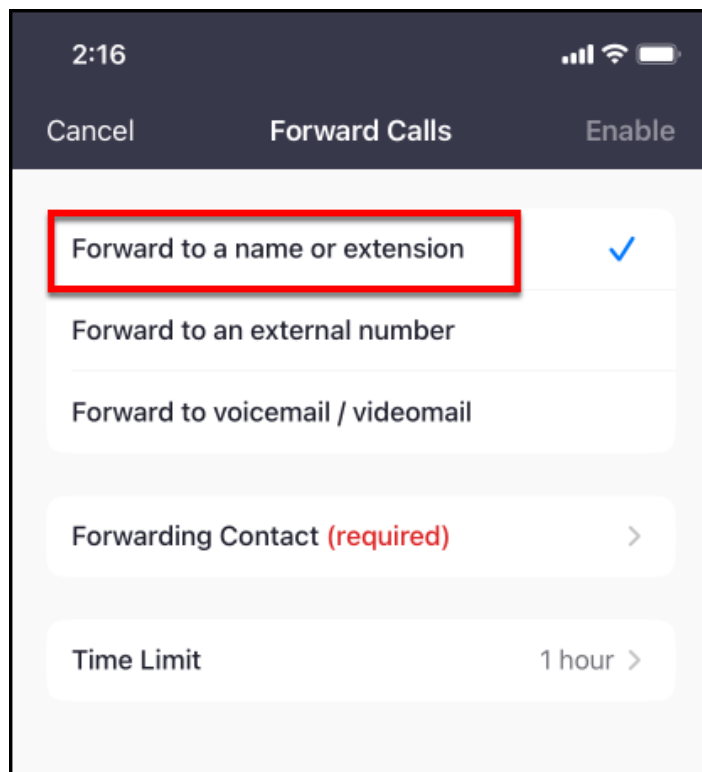
## 2. Tap Phone.



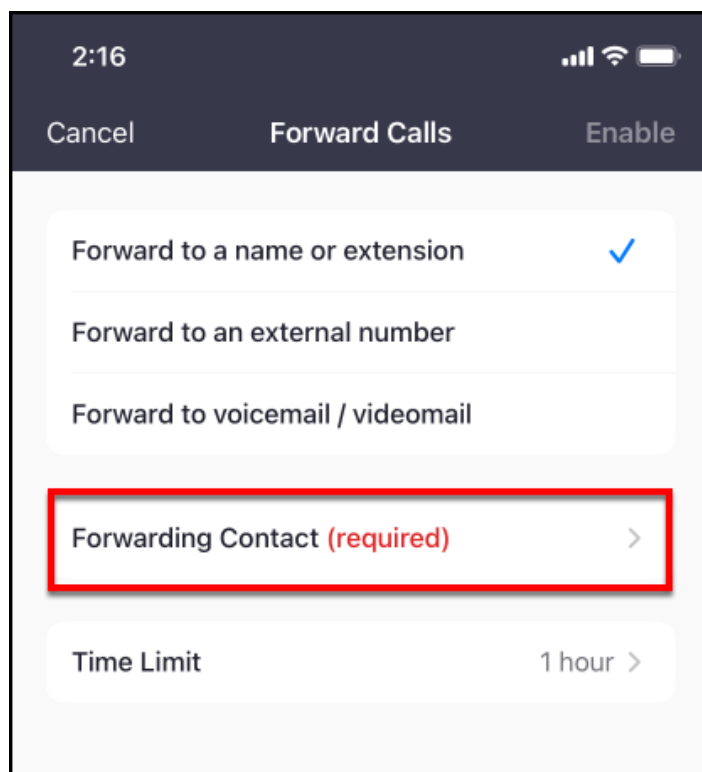
### 3. Tap Forward Calls.



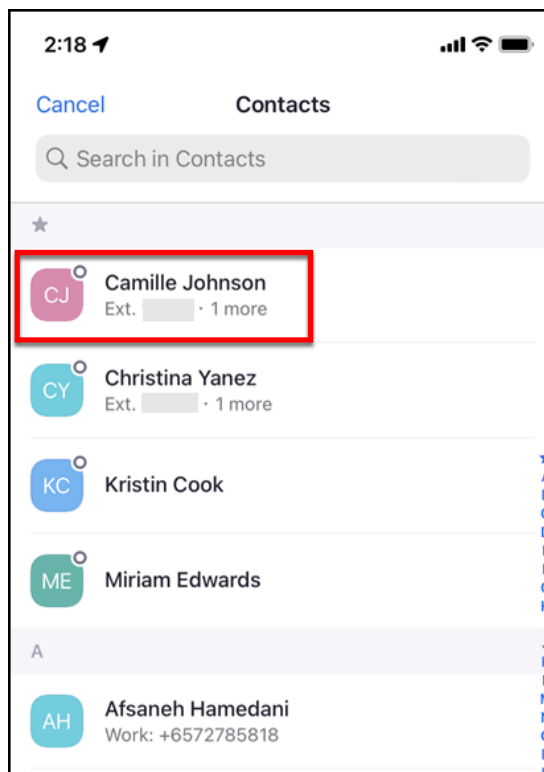
#### 4. Tap Forward to a name or extension.



## 5. Then tap Forwarding Contact.

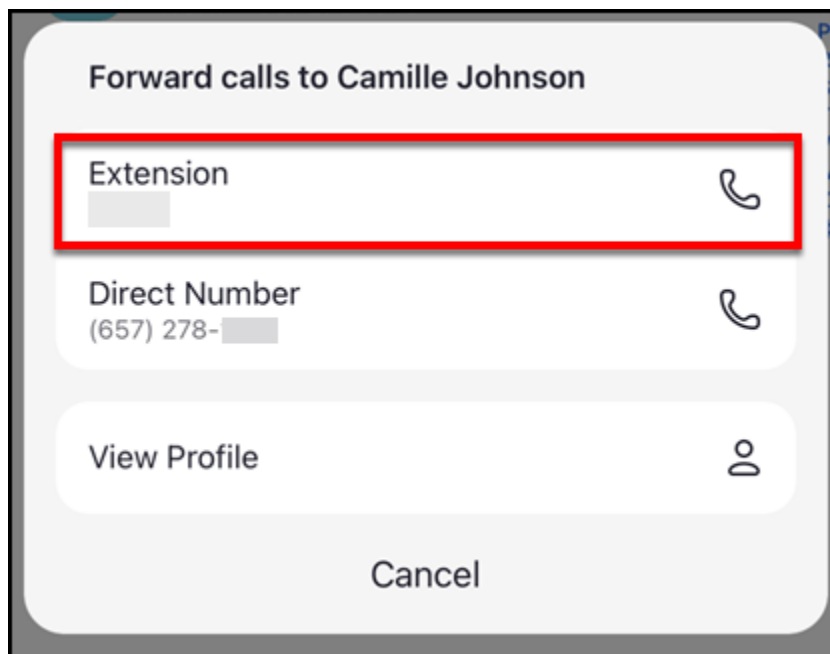


## 6. Tap on the Contact that you want to forward your calls to.

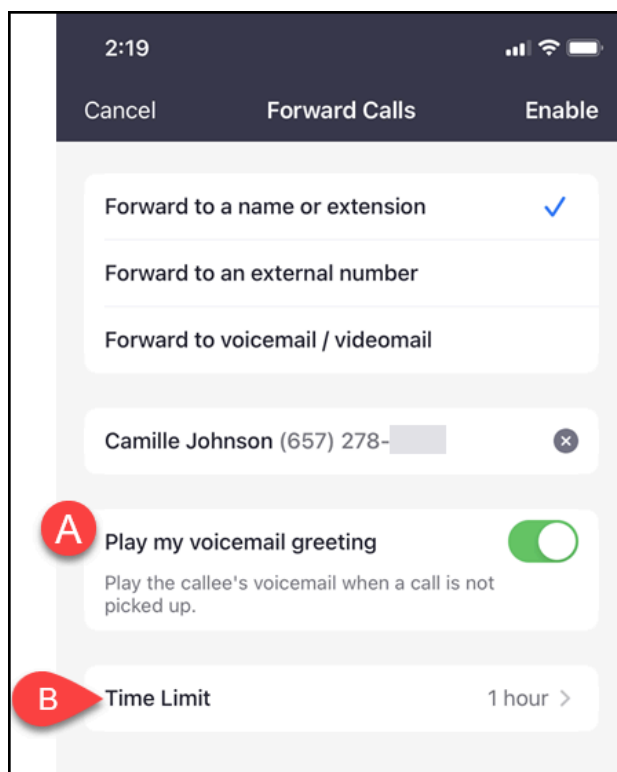


## 7. Tap on the phone number you want to forward to.

💡 Typically to forward to a campus extension, you will choose **Extension**.



8. Choose your voicemail greeting option. Then tap Time Limit.

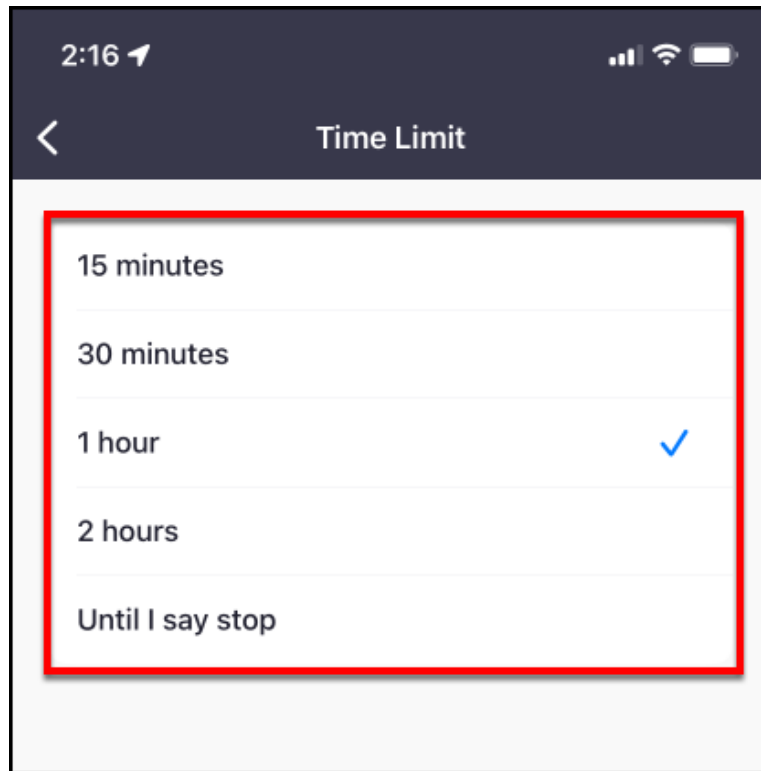


A. By default, the **Play my voicemail greeting** option is enabled. This means that if the call is not answered, it will be sent back to your voicemail and not the voicemail of the extension you are forwarding your calls to. In the above

example, this means that if Camille doesn't answer a call forwarded from my phone, the call will be sent to my voicemail and not Camille's. Typically you will not want to change this, but you can disable this setting if you don't want the calls to go to your voicemail when unanswered.

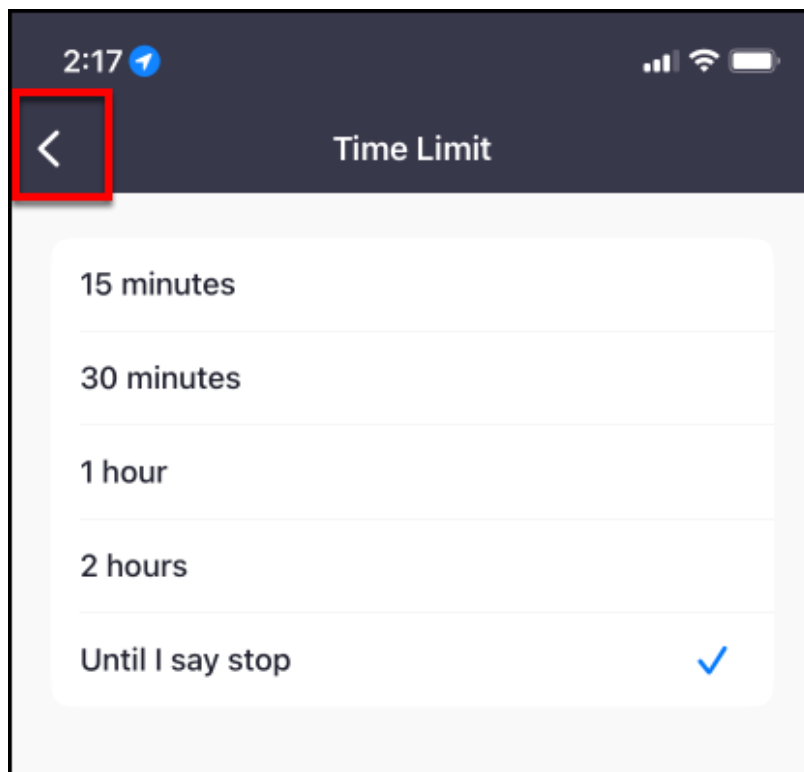
B. Tap **Time Limit**.

## 9. Choose how long you want your calls to be forwarded to voicemail.

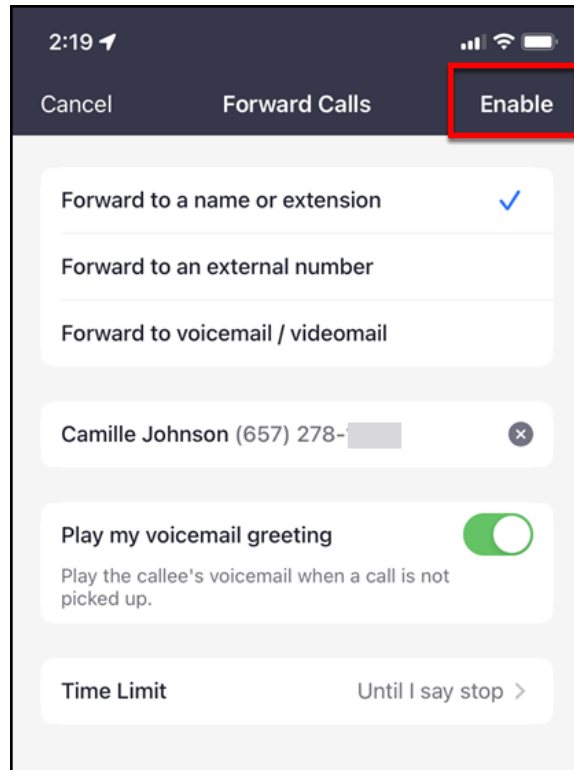




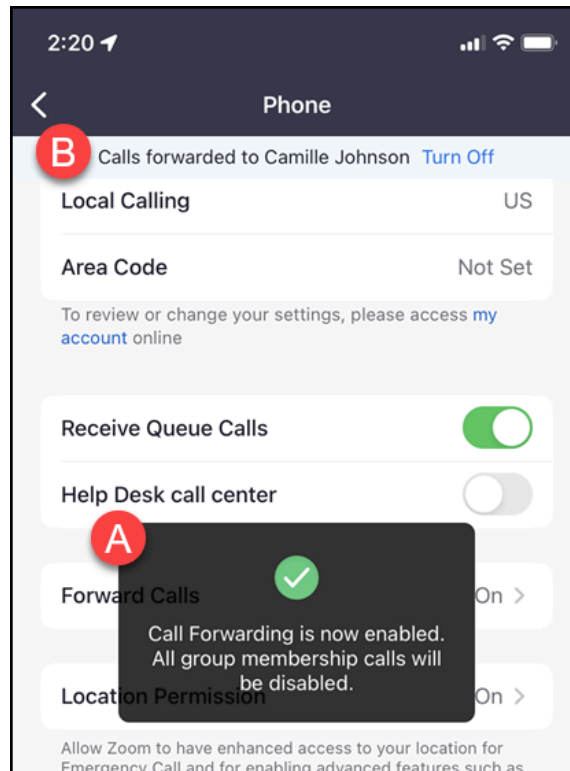
**10. Then tap the left arrow to go back to the Forward Calls menu.**



## 11. Tap Enable to turn on call forwarding to the selected contact.




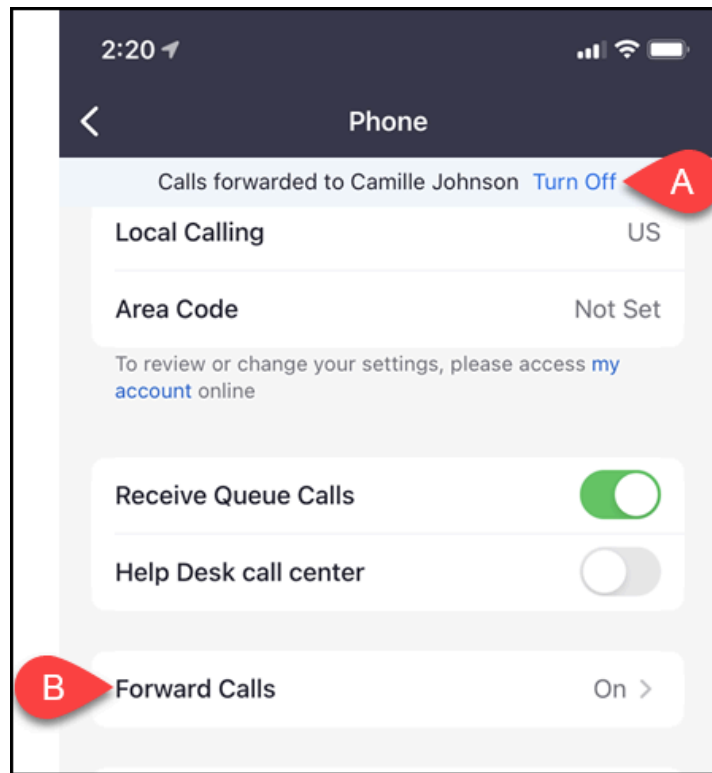
**12. You will see a pop-up notification that your calls are now forwarded. You will also see a reminder message at the top of several menus in the Zoom mobile app while call forwarding is enabled.**



- A. You will see a pop-up notification that call forwarding is now enabled.
- B. At the top of several menus in the Zoom mobile app, you will see a reminder that call forwarding is enabled. This message will persist as long as call forwarding is enabled.

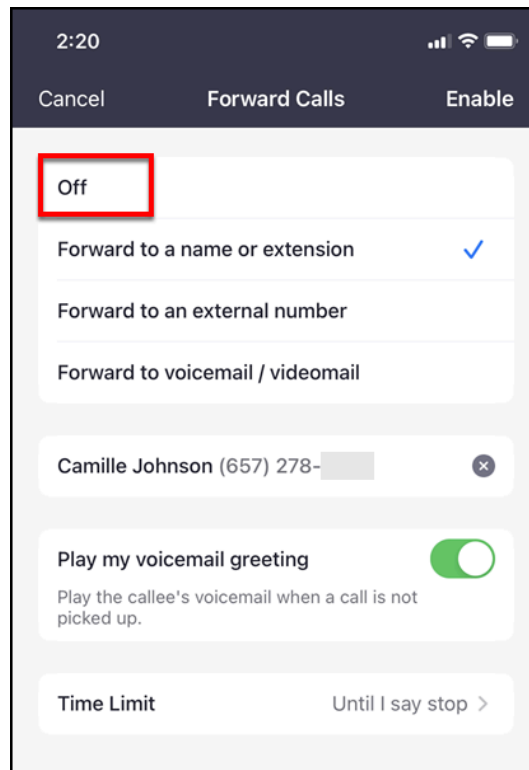
**13. To turn off call forwarding, you can tap Turn Off in the reminder message. Or tap Forward Calls under More > Phone.**

 If you have set a specific time limit for call forwarding (e.g., 30 minutes, 1 hour, 2 hours), you do not need to disable call forwarding unless you want to turn it off before that time limit.

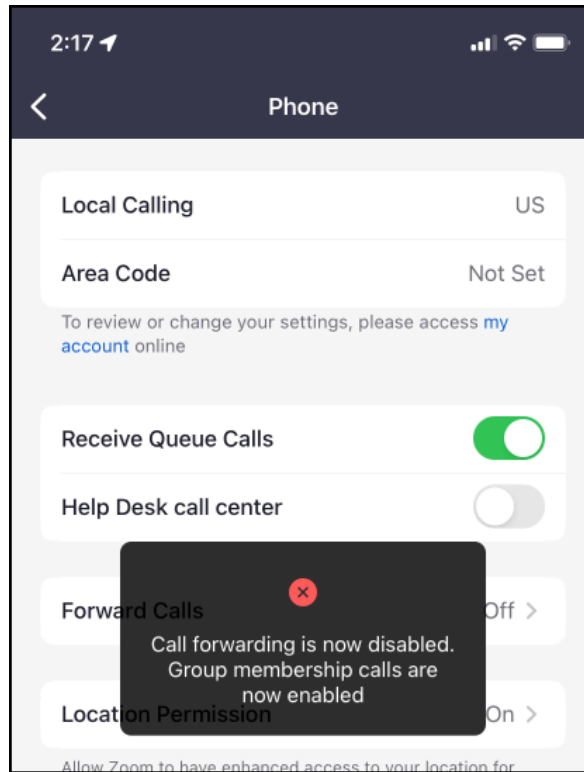


- A. Tap **Turn Off** in the reminder message that appears at the top of several Zoom menus while call forwarding is enabled.
- B. Or tap **Forward Calls**.

### 13.1. If you tap Forward Calls, tap Off to turn off call forwarding.



**14. You will see a pop-up notification that call forwarding has been disabled.**

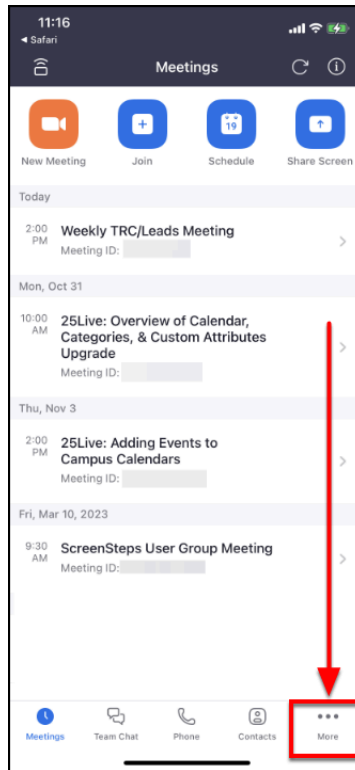


## Do Not Disturb

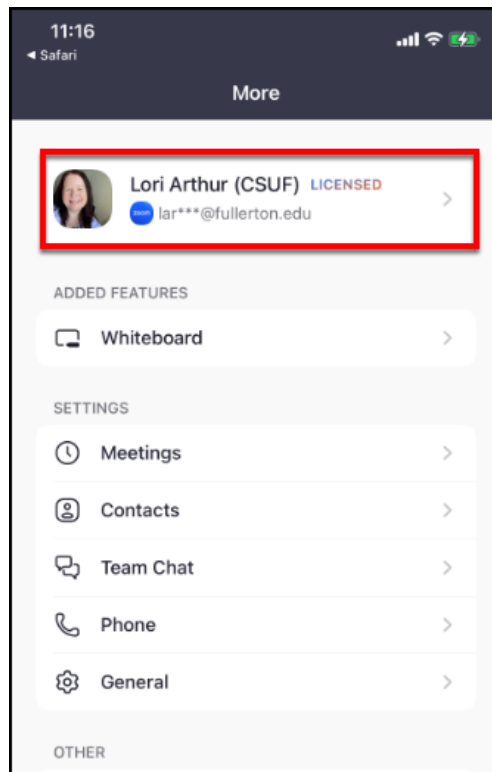


The Do Not Disturb setting will be applied to both your Zoom Phone and Zoom web conferencing.

# 1. Tap More.

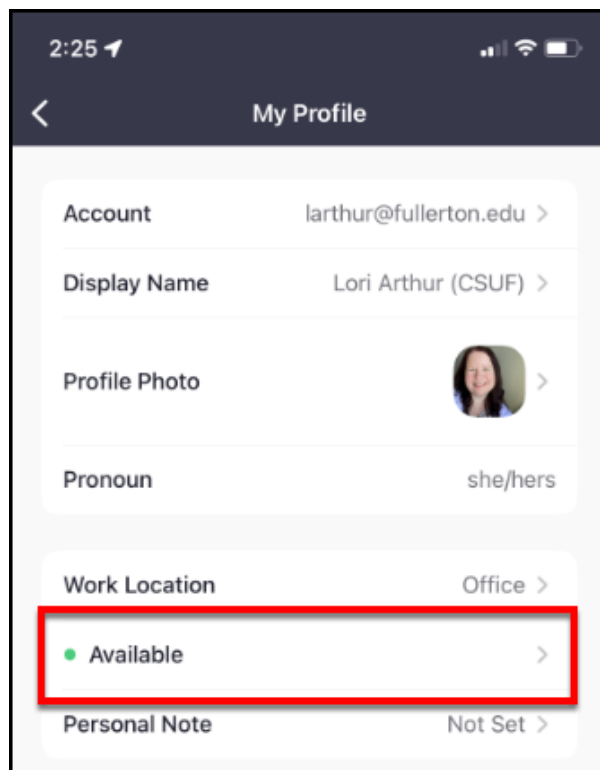


## 2. Tap your name and profile image at the top of the screen.

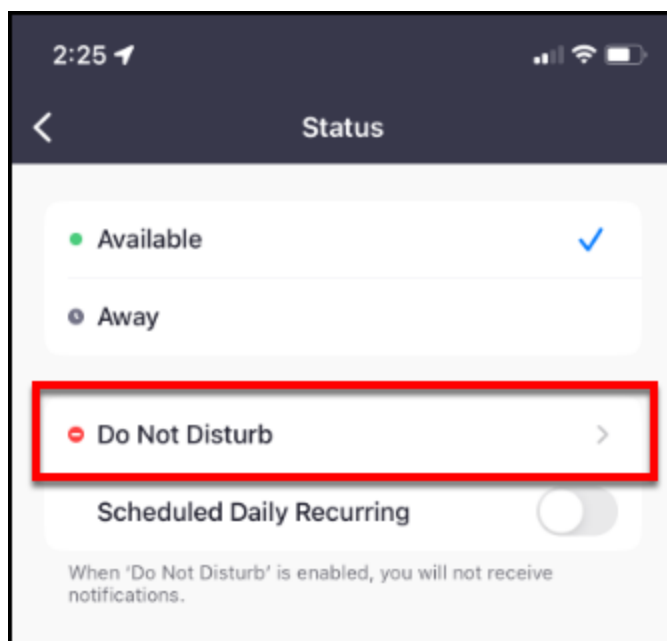




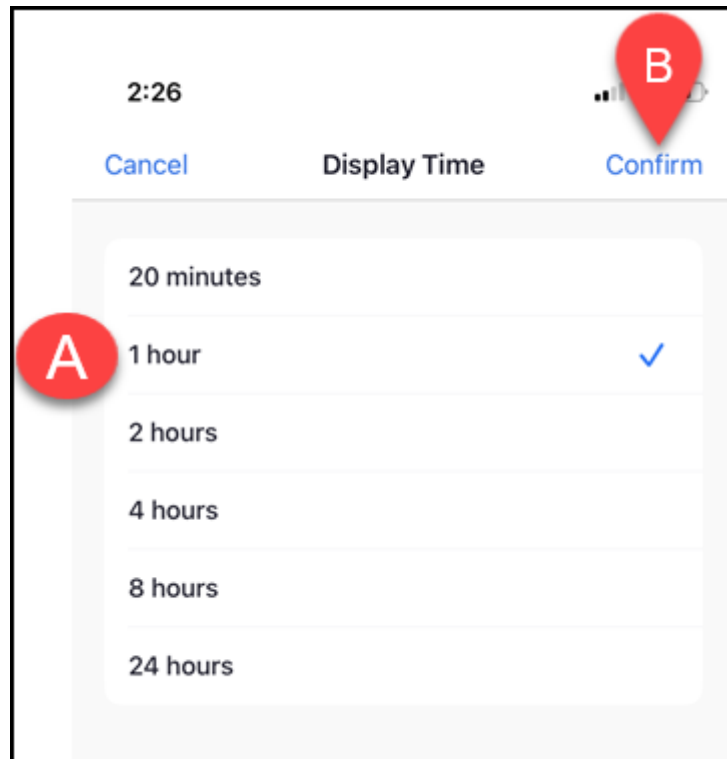
### 3. Tap on your current status (usually will be set to Available).



### 4. Tap Do Not Disturb.

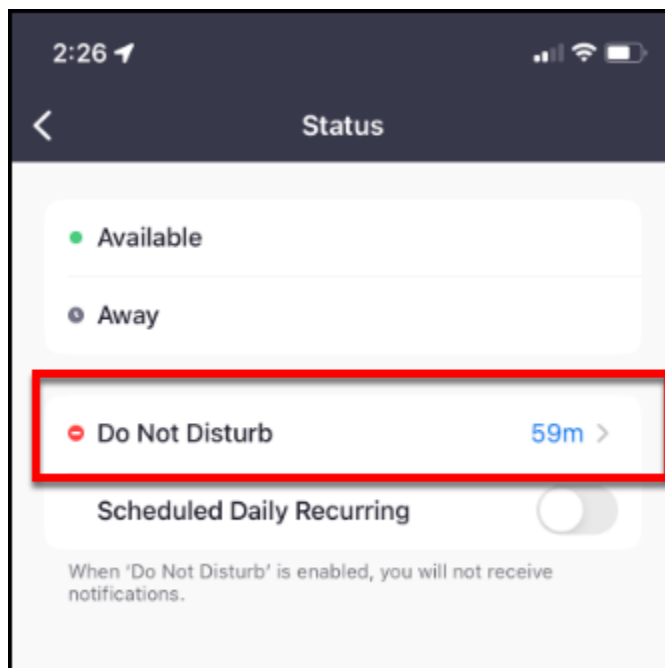


5. Tap on the amount of time you want the Do Not Disturb to be enabled. Then tap **Confirm**.

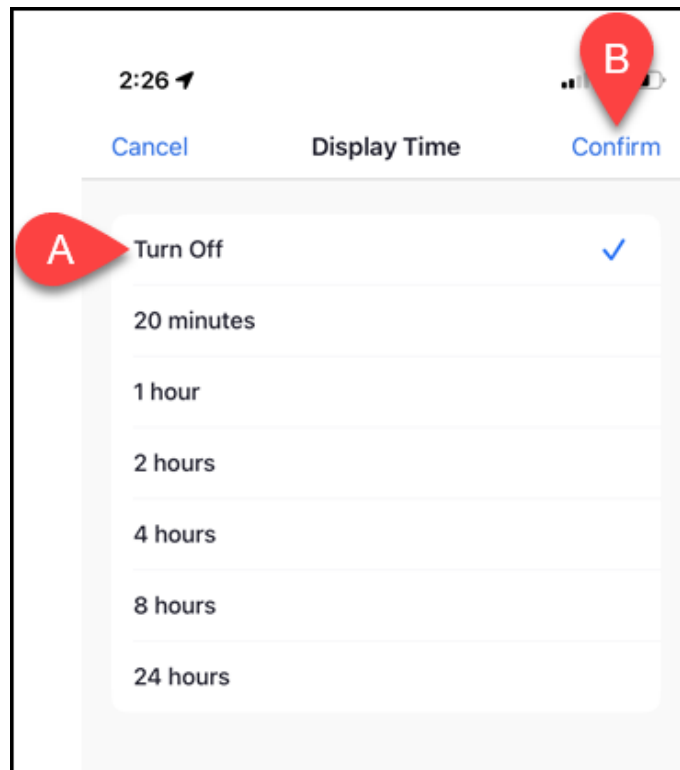


- A. Tap on the amount of time that you want to have Do Not Disturb enabled.
- B. Then tap **Confirm**.

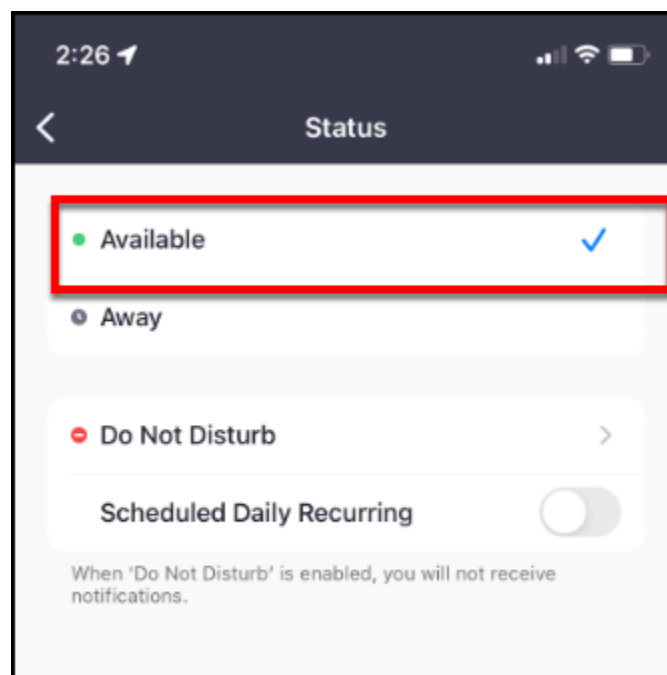
**6. You will see the time that the Do Not Disturb is set to run. To turn it off before the time elapses, tap on Do Not Disturb again.**



## 7. Tap Turn Off. Then tap Confirm.

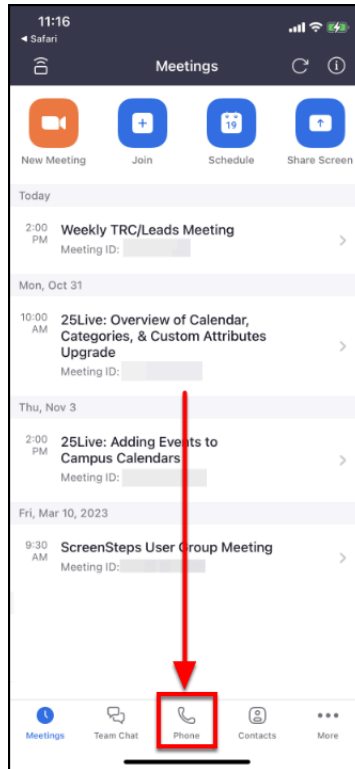


## 8. Your status is now set to Available and Do Not Disturb is turned off.

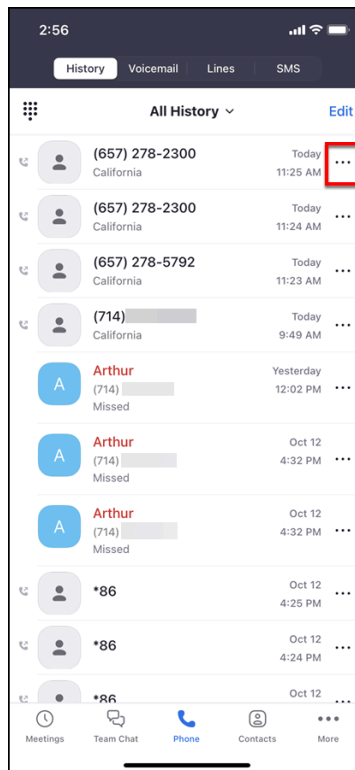


# Viewing Call History

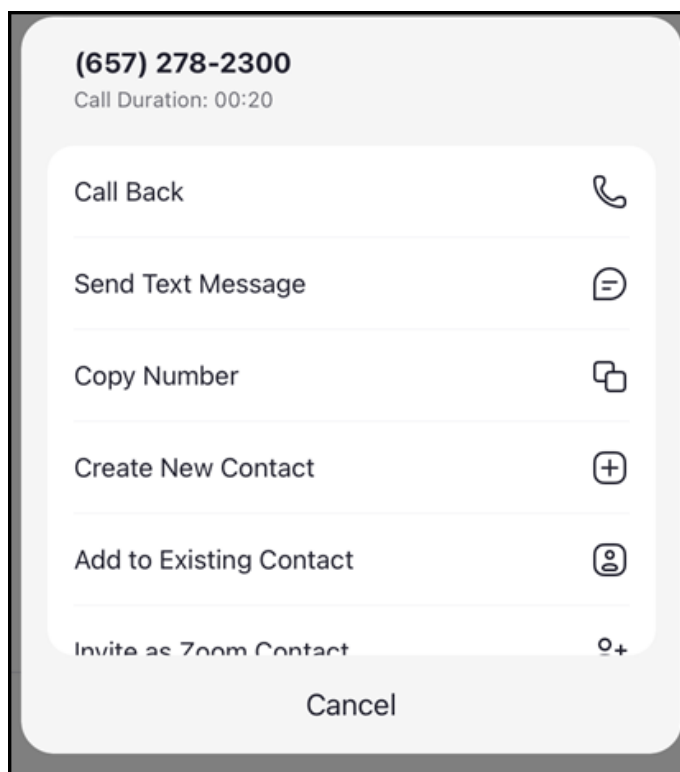
## 1. Tap Phone.



**2. You are now viewing your call history. Tap the three dots next to an entry for additional options.**



### 3. Choose the option you want or tap Cancel to go back to History.



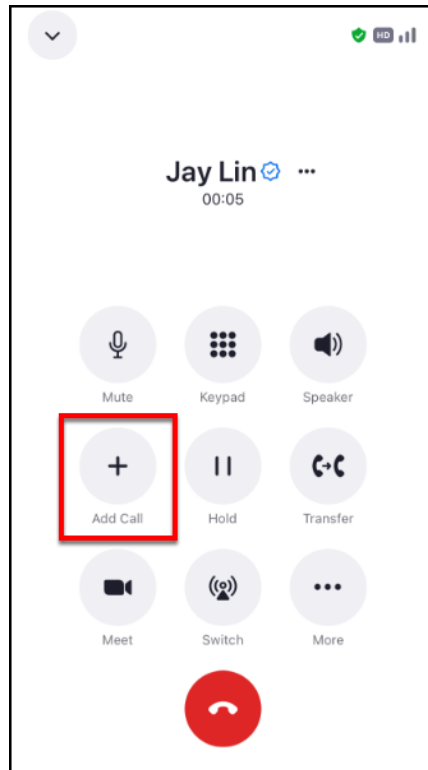
Options in this menu:

- Call Back
- Send Text Message
- Copy Number
- Create New Contact
- Add to Existing Contact
- Invite as Zoom Contact
- Block Number
- Delete Item

## Setting up call conferencing (3-way call)

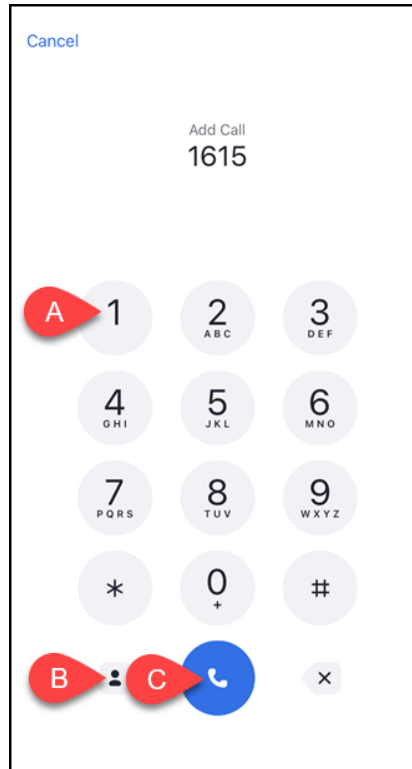
Conference calling allows you to combine multiple calls into a single call. You can have up to 10 callers in a single conference call.

## 1. While on a call, tap the Add Call button.



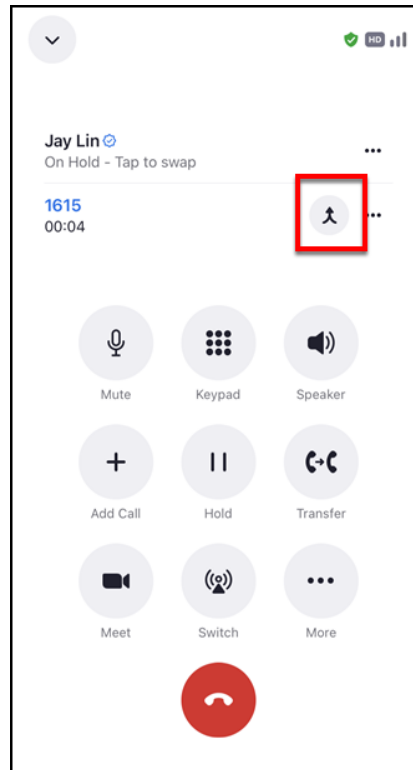


**2. Enter the phone number you want to add to the conference call. Or tap the person icon to add someone from your Contacts. Then tap the blue phone icon.**

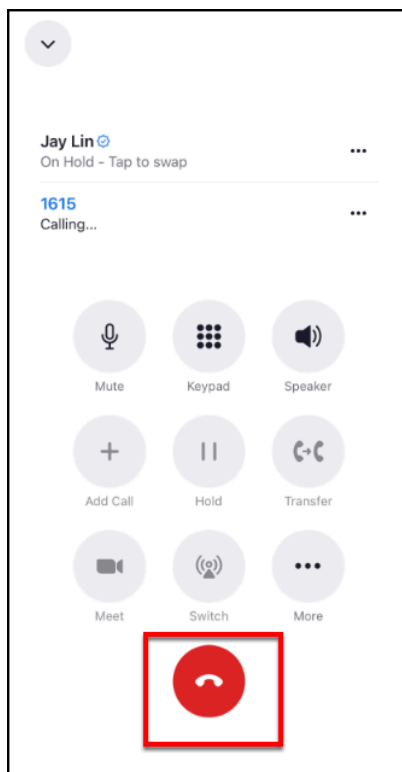


- A. Enter the phone number you want to add to the conference call.
- B. Or you can tap on the person icon to add someone from your Contacts.
- C. Then tap the blue phone icon.

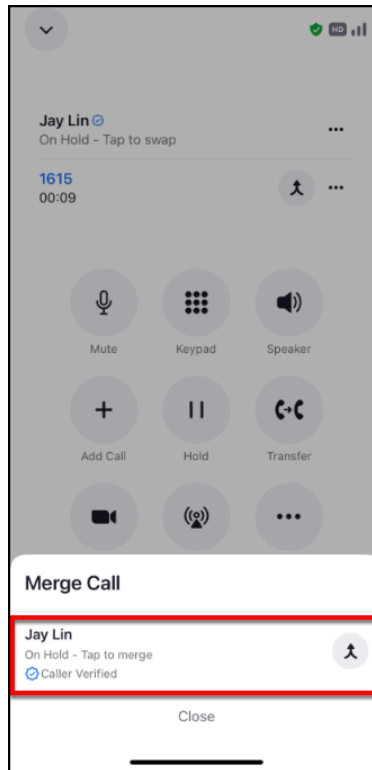
### 3. When the call is answered, tap the merge calls button.



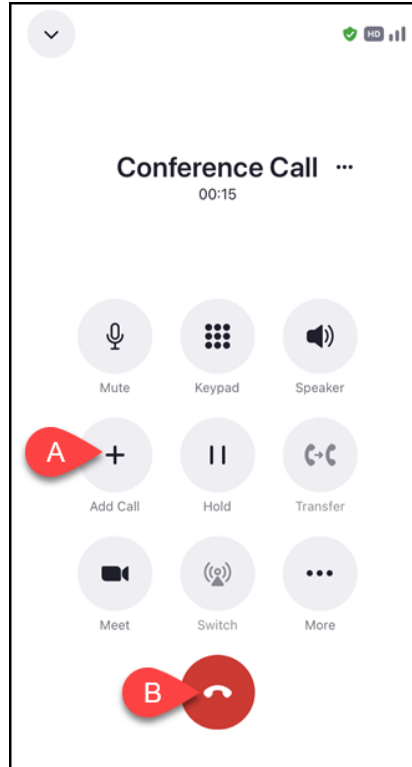
### 3.1. Did you get no answer? Tap the red phone icon to hang up and return to the original call.



#### 4. Tap on the original call to merge the calls into a conference call.



**5. Your conference call is now connected. You can tap Add Call again to add additional people to the call. Tap the red phone button when you are ready to hang up.**

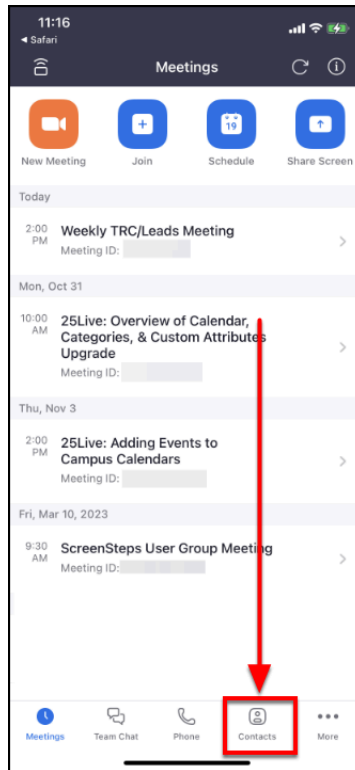


- A. Tap **Add Call** to add additional people to the conference call.
- B. Tap the red phone button to hang up.

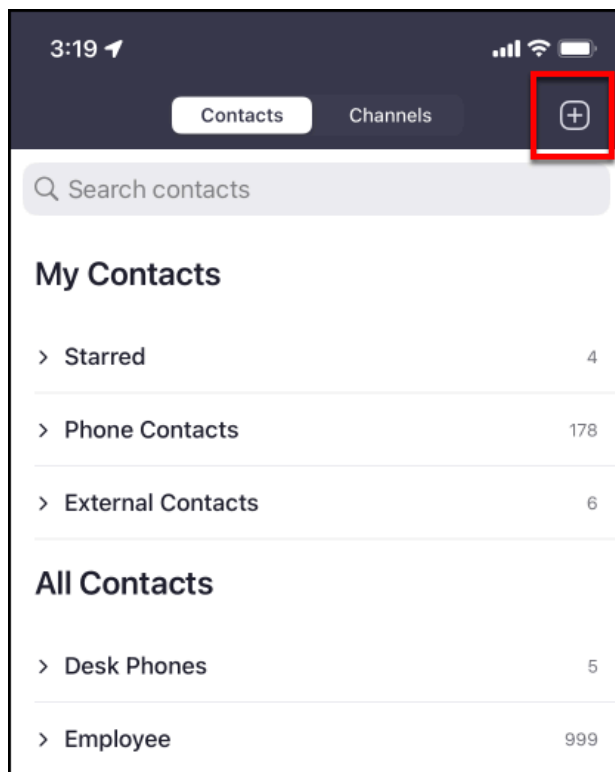
## Add a Contact to Zoom

There are numerous ways to add a contact to Zoom. The steps below cover how to invite someone to be your contact by entering their email address.

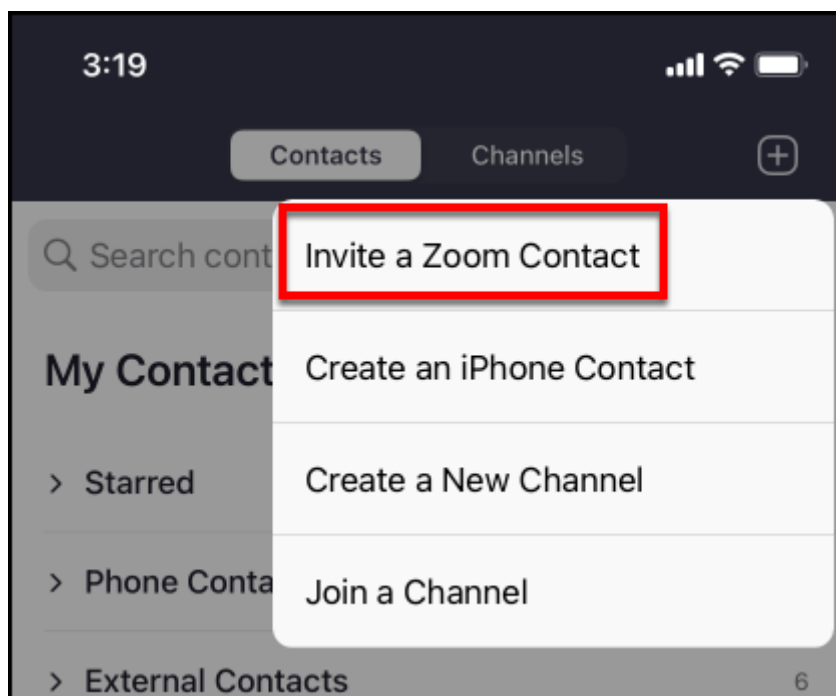
# 1. Tap Contacts.



## 2. Tap the plus sign button at the top right.



## 3. Tap Invite a Zoom Contact.



**4. Enter the email address of the person you want to add as a Contact. Then tap Add.**

3:20

Cancel Invite to Zoom

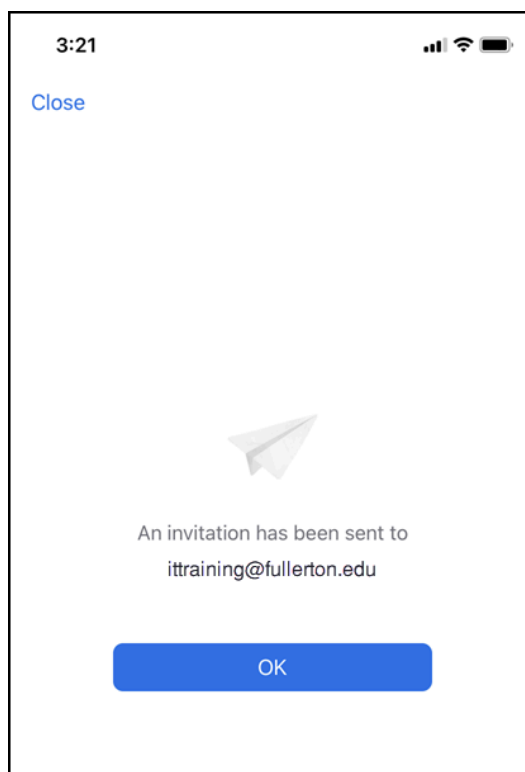
ittraining@fullerton.edu

If this user accepts your request, your profile information (including your status) will be visible to this contact. You can also meet and chat with this contact.

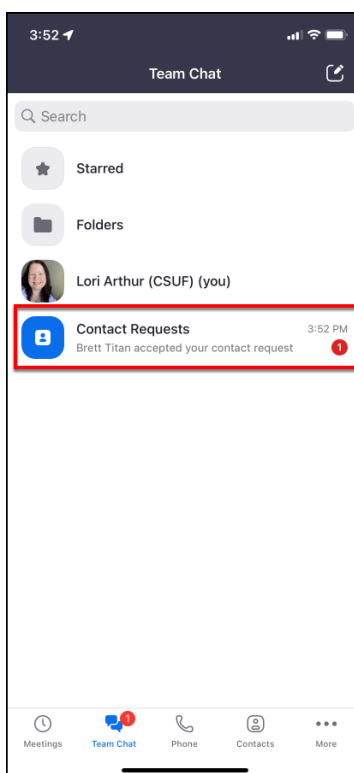
Add



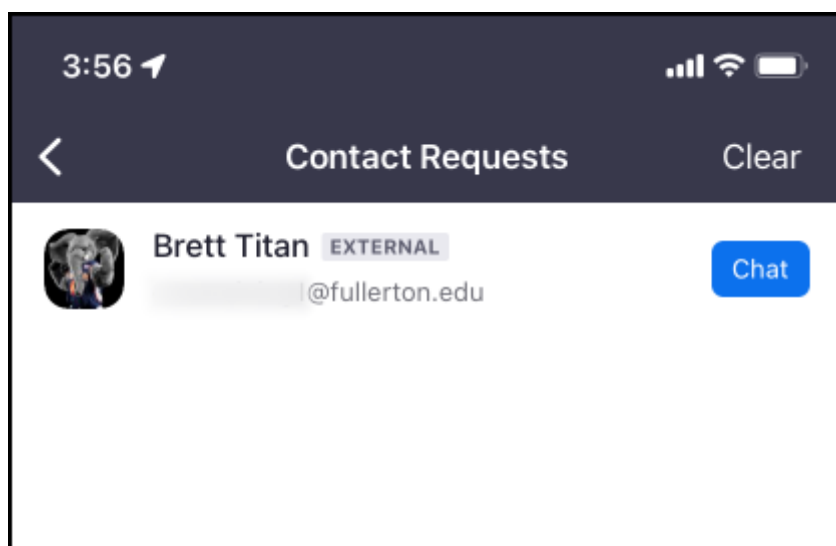
**5. You will see a confirmation your invitation was accepted. Tap OK.**



**6. You will see a notification on the Team Chat section when someone accepts your invitation. Tap on Contact Requests to see more details.**





**7. You will see the name and email address of the person who accepted the invitation.**



## Change or Hide your Caller ID

You can change or hide your Caller ID if you prefer that the people you call do not see your personal campus extension.

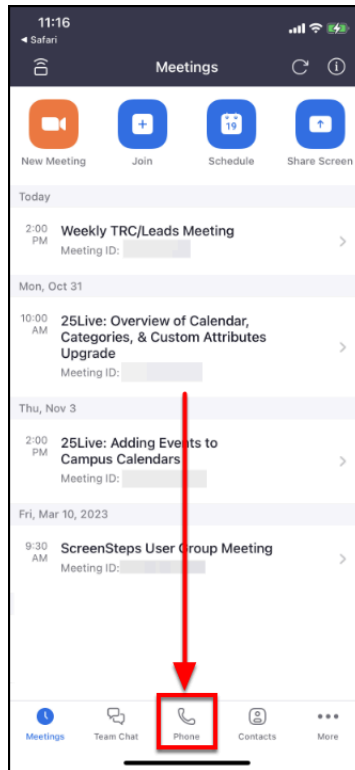
 Keep in mind that changing your Caller ID impacts both on-campus and off-campus calls.

 If you do not see the Caller ID option you want to use, contact your Department IT Coordinator (DITC) to request that the option is added for you.

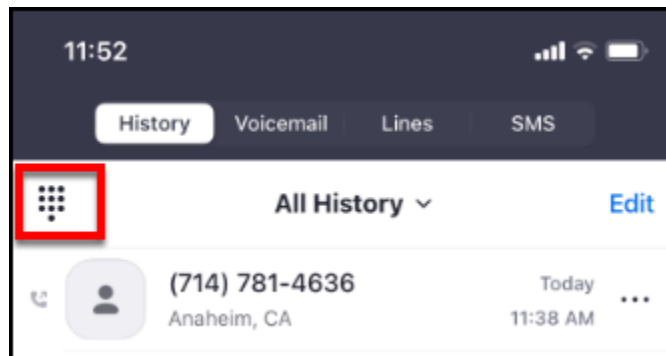
## I want to temporarily change my Caller ID

These steps show how to temporarily change your Caller ID. After you make (or receive) a call, your Caller ID will revert to your personal campus extension.

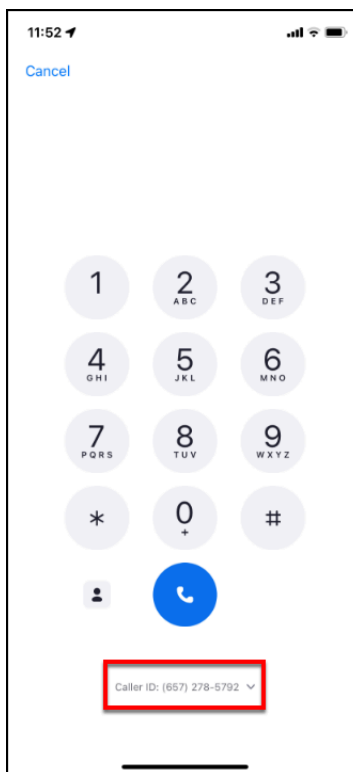
## 1. Tap Phone.




## 2. Tap on the dial pad icon.

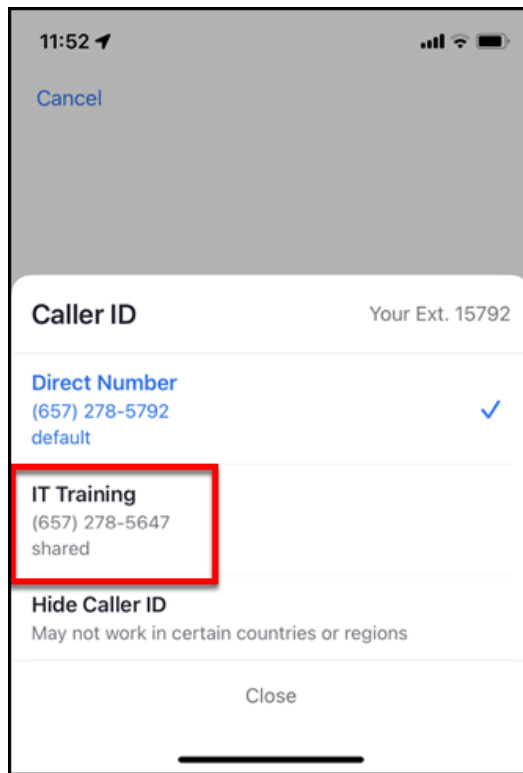


### 3. Tap on your current Caller ID beneath the dial pad.

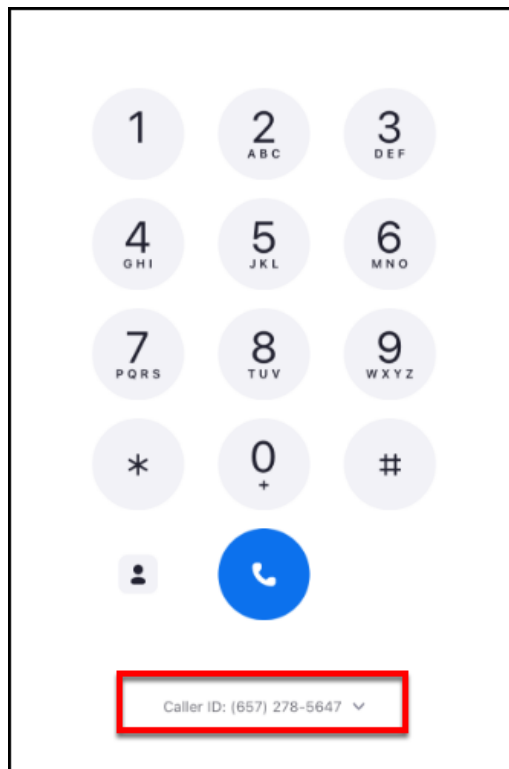


### 4. Select the Caller ID you want to use. Or select Hide Caller ID to block your caller ID.

 Keep in mind that many people do not answer calls when the Caller ID is blocked.



## 5. Your Caller ID has been temporarily changed.



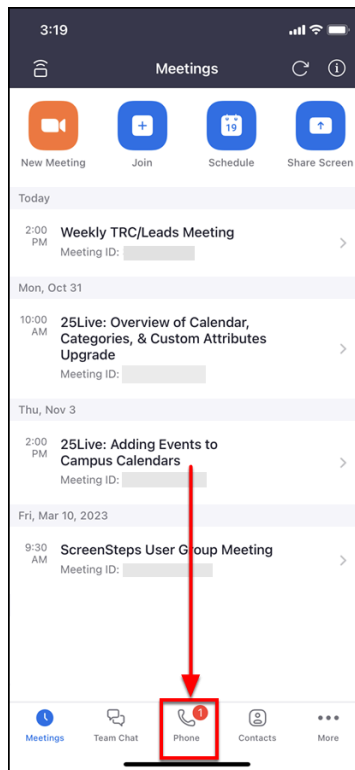
# I want to change my default Caller ID

If you want your Caller ID to change more permanently, you can [change your default Caller ID in the Zoom web portal](#).

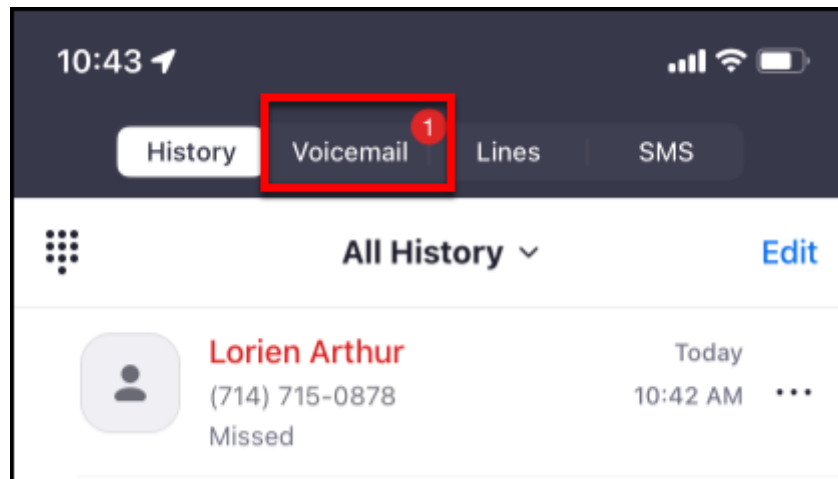
## Voicemail

### Accessing your voicemail

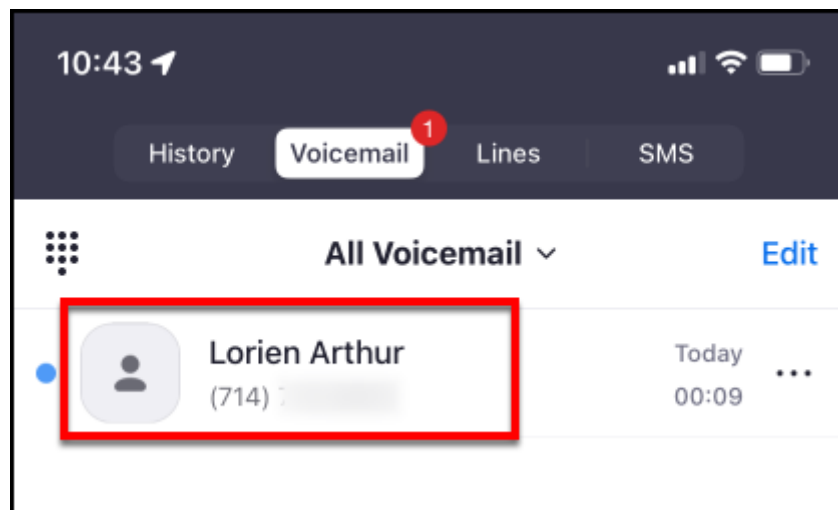
**1. When you have a voicemail (or missed call), a badge count will appear next to the Phone menu. Tap Phone.**



## 2. Tap Voicemail.



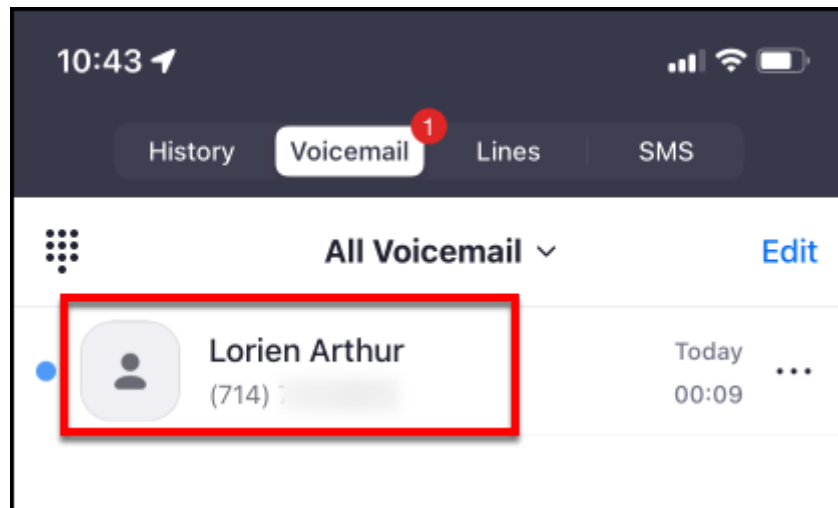
## 3. Tap on a voicemail to listen to it.



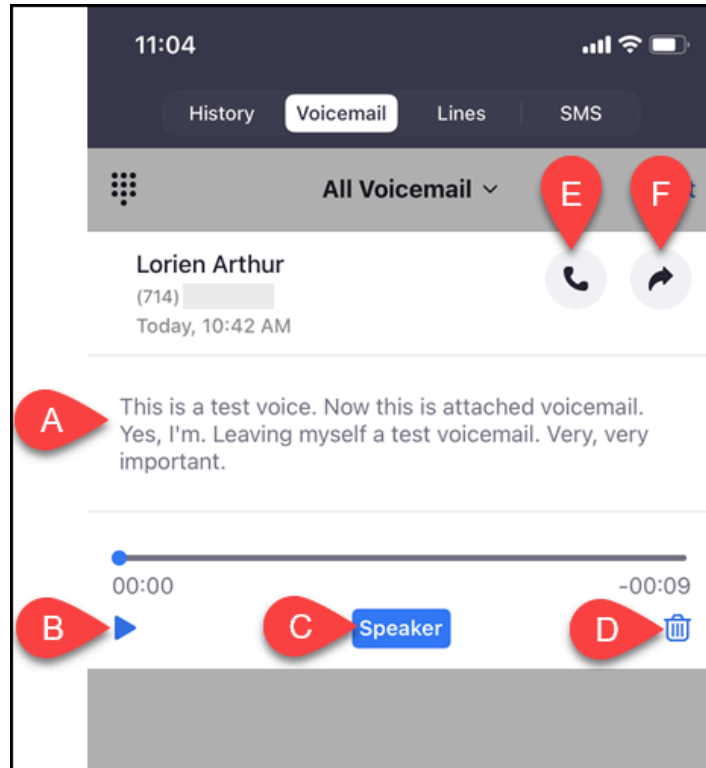


## Listening to Voicemails

**1. Tap on a voicemail to listen to it, forward it, or delete it.**



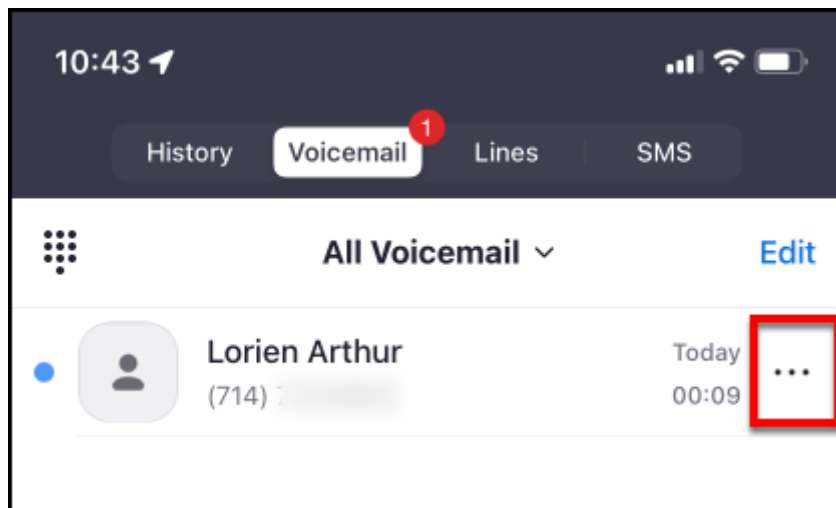
2. When viewing a voicemail, you will see a transcription of the message. Tap the play button to listen to the message. Tap **Speaker** to use your device's speakerphone feature to listen to the message. Tap the trash icon to delete the message. You can also call back the number that left the message or forward the message.



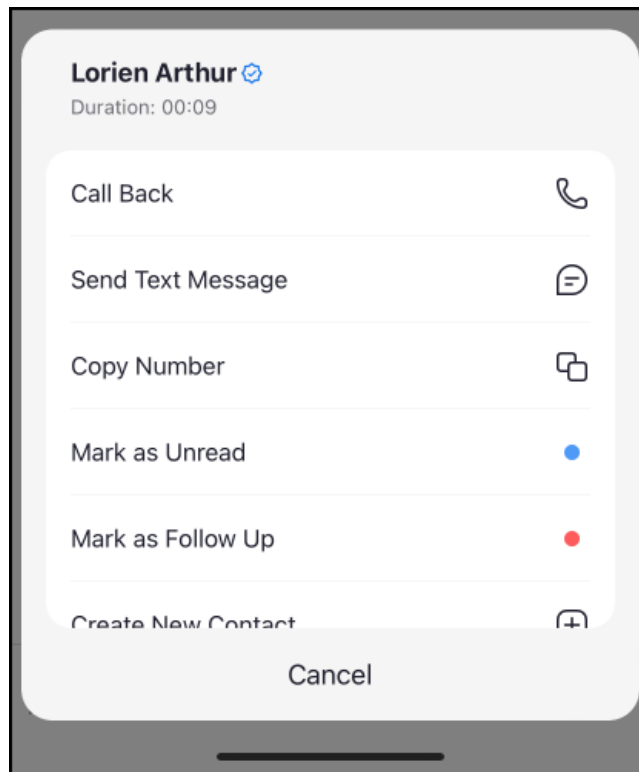
- A. A transcription of the voicemail message will be generated within a few seconds.
- B. Tap the play button to play the message.
- C. Tap **Speaker** to use your phone's speakerphone to listen to the message.
- D. Tap the trash icon to delete the message.
- E. Tap the phone icon to call the number that left the message.
- F. Tap the forward arrow icon to use your phone's interface to forward the voicemail message to someone else (e.g., forward via text message or email).

## Additional voicemail options

**1. To view more voicemail options, tap on the three dots next to a voicemail message.**



## 2. Choose the option you want or tap **Cancel** to go back to the list of voicemail messages.



Options in this menu:

- Call Back
- Send Text Message
- Copy Number
- Mark as Unread
- Mark as Follow Up
- Create New Contact
- Add to Existing Contact
- Invite as Zoom Contact
- Block Number
- Delete Item (deletes voicemail!)

## Need More Help?

Contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777 for additional assistance.

[View Troubleshooting & Resources guide for Zoom Phone.](#)