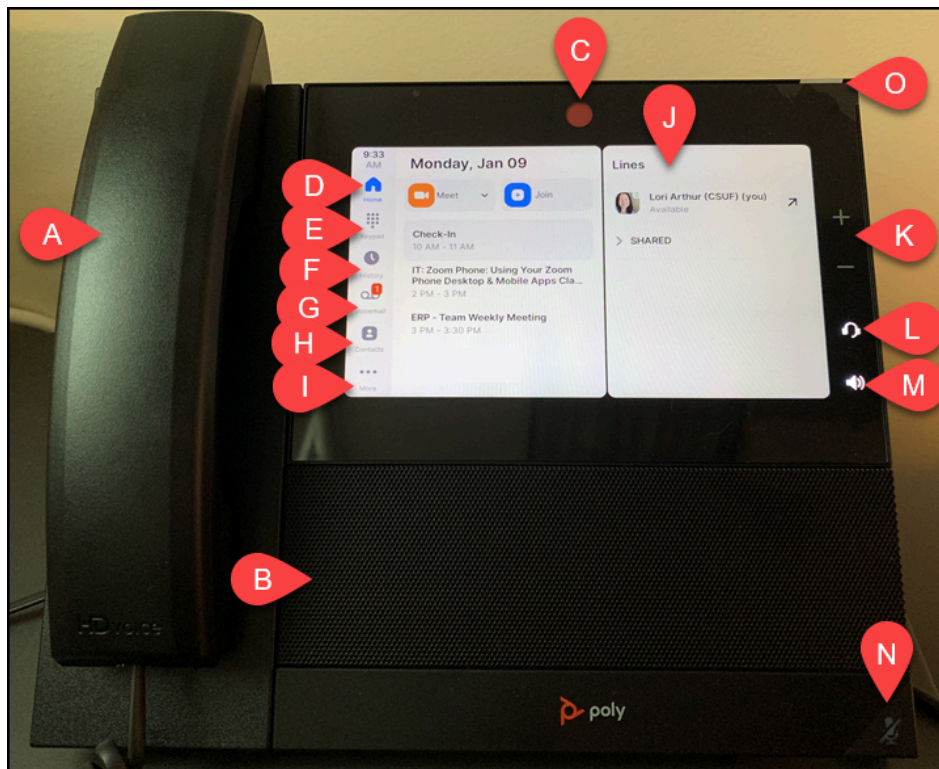# Using the CCX 700 Zoom Phone

This article covers how to use the CCX 700 Zoom Phone and its features.

💡 When referring to Zoom's support articles, note that Zoom considers the CCX 700 a Zoom Phone *appliance* and not a desk phone.

Quick Start

CCX 700 Display & Button Overview

A. Handset
B. Speakerphone
C. Camera for video calls and Zoom meetings

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 1

D. Home icon
E. Keypad icon
F. History icon
G. Voicemail icon
H. Contacts icon
I. More icon
J. Lines panel
K. Volume button for call ring and for call volume
L. Headset button
M. Speakerphone button
N. Mute button
O. Ring and voicemail indicator light

Sign in to your CCX 700
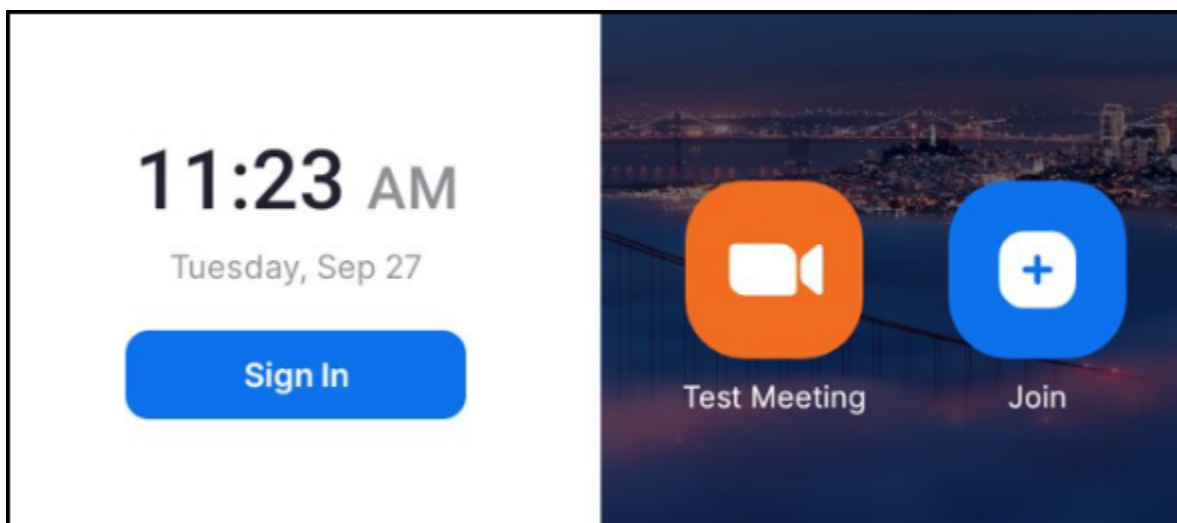
1. Tap **Sign In** on the CCX 700 display.
2. Open a web browser on a different device (e.g., a laptop, cell phone, etc.) and go to fullerton.zoom.us/pair.
3. If prompted, sign into the campus portal and authenticate with Duo.
4. Enter the code from the CCX 700 phone in the web browser and then click **Continue**.
5. On the CCX 700 display, you will see a pop up showing your email address. Tap **Yes, it's me**.
6. Tap **Allow** to allow Zoom to access your location. You're done!

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 2

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**.
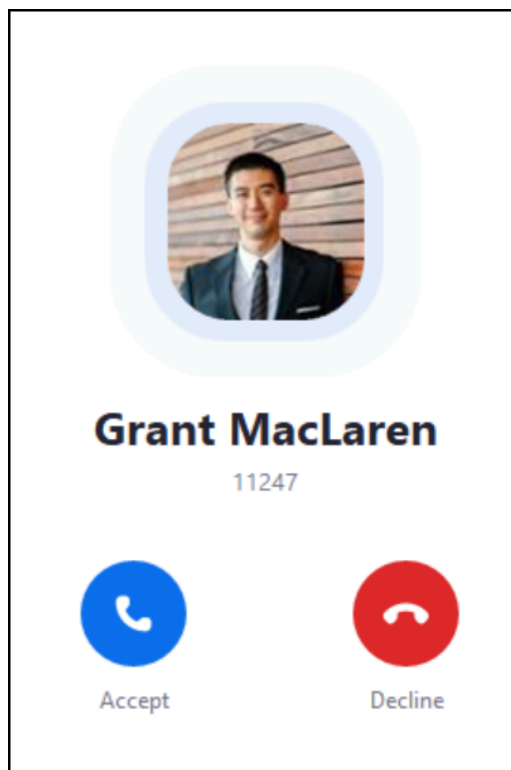
Make a Call
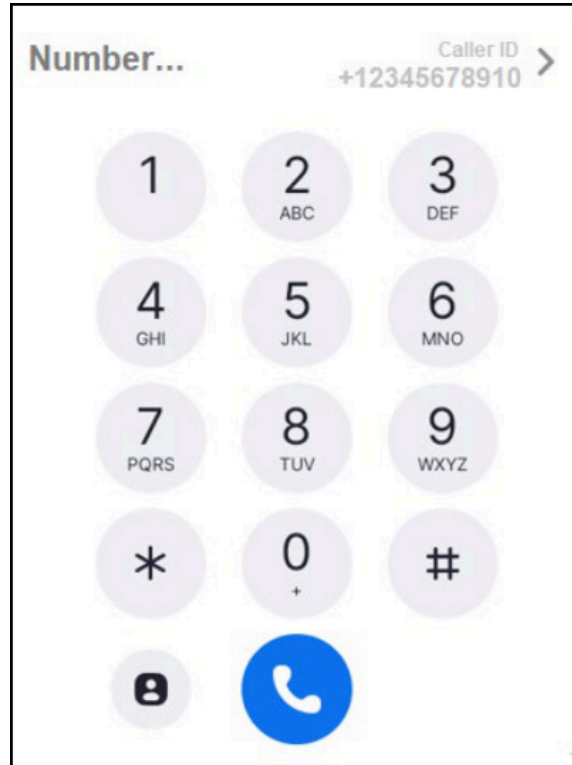
1. Tap **Keypad** to use speakerphone or a connected headset. Or pick up the handset.
2. Enter the four-digit extension or 1 + area code + phone number. Then tap the blue phone icon to dial.
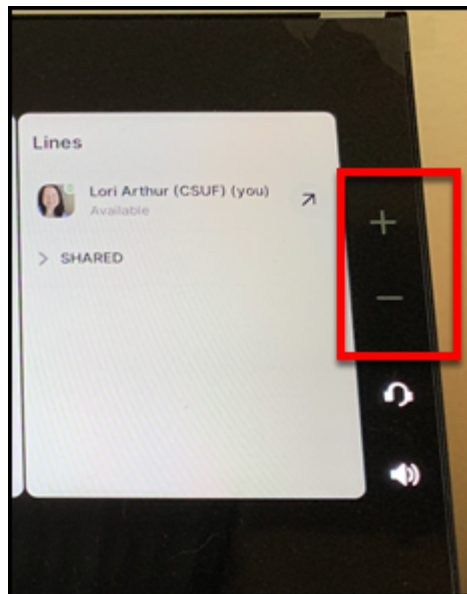
Call or Meet with Contact

1. Tap **Contacts**.
2. 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.
3. Tap on the phone next to the contact's name to call them. Or tap the video icon to start a Zoom meeting with them.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 3

Answer or Decline a Call

- Tap blue **Accept** icon to answer the call.
- Tap red **Decline** icon to send the caller to your voicemail.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.
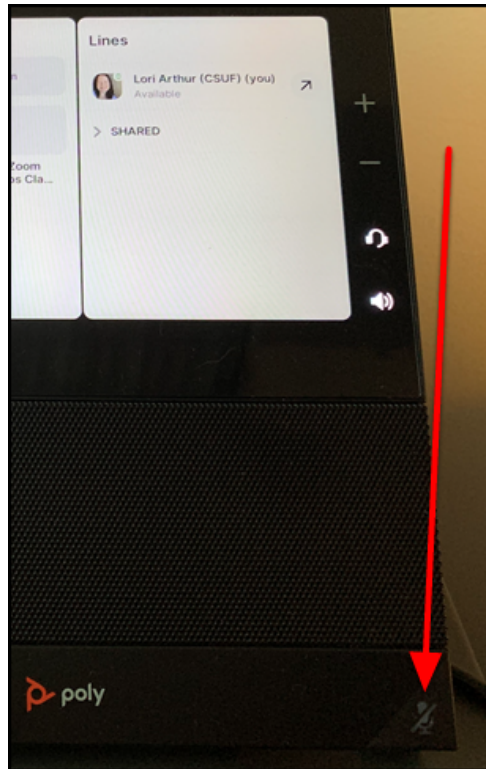
Page 4

Adjust ring volume and call volume

- Press the volume buttons to the right of the display to adjust the volume: press the plus side to increase the volume and minus side to decrease the volume.

> ℹ️ If you are on a call, these buttons will adjust the call volume. Otherwise, these buttons will adjust the ring volume.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 5

Mute a call

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

Place a call on hold

1. Tap **Hold** to put the call on hold.
2. Tap **Unhold** to remove the call from hold.

Transfer a call

1. Press **Transfer**.
2. 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

3. Tap in the Transfer To field to open the keyboard to type in an extension. Or scroll to the contact.
4. Tap on the arrow next to the extension number or contact person that you want to transfer to.
5. For **Direct** and **Voicemail** transfers, the call will immediately be transferred.
6. 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.

View and Join Zoom Meetings & Zoom Meeting Controls
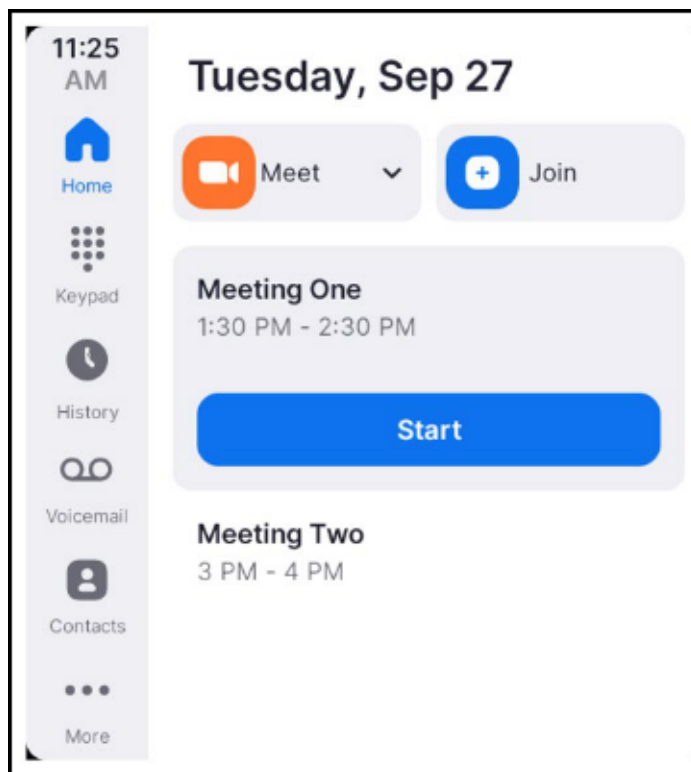
💡 You will automatically see a full-screen notification 5-10 minutes before a Zoom meeting that will allow you to start/join the meeting.

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

Join a Meeting

1. On Home, tap on the Zoom meeting you want to join.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 7

2. 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

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

Conference Calling (3-way calls)

1. While on a call, tap **Add Call**.
2. Tap in the Add Call field to open the keyboard to type in an extension or phone number. Or scroll to the contact.
3. Tap on the phone icon next to the extension number or contact person that you want to add.
4. When the second call is answered, tap **Merge**.
    1. If the second call is not answered, tap **End**. Then tap **Unhold** to return to the first call.
5. Then tap on the first call and tap **Done**.
6. Your conference call is now created. You can continue using the Add Call button to add additional callers.
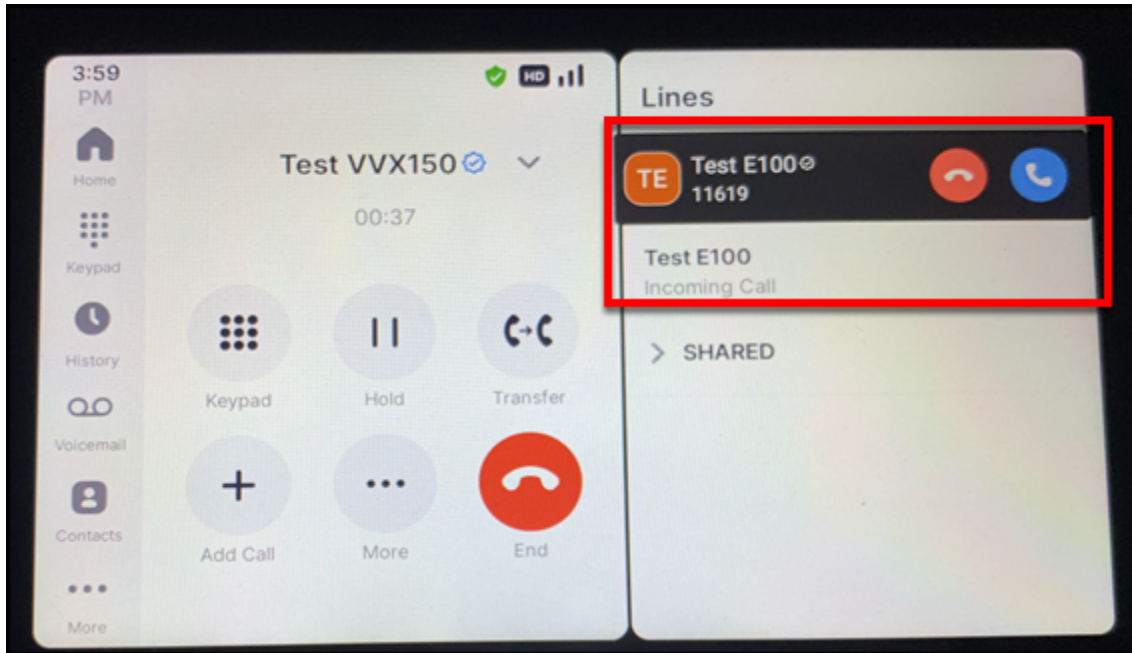
Convert a Zoom Phone Call into a Zoom Meeting

1. While on a call, tap **More** > **Meet**.
2. A Zoom meeting will open. If you have the Waiting Room enabled, you will need to admit the other person to start the meeting.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 8

Additional Features

Call Waiting

Call Waiting alerts a user who is currently on a phone call that there is another incoming call. On the CCX 700, you will see the new call appear in the Lines panel on the right.

Answer the new incoming call:

- Tap the blue phone icon.
- You will be connected to the new incoming call and the current call will be placed on hold.
- You can tap on each call on the display to go back and forth between them. Or tap the **Merge** icon to create a conference/3-way call.

Decline the new incoming call:

- Tap the red phone icon.
- The new incoming call will be sent to your voicemail (or your Call Forward/No Answer extension you have enabled).

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 9

💡 If you do nothing, after a few seconds the new incoming call will be sent to your voicemail or the Call Forward/No Answer extension you have enabled.

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.

1. Tap on your name in the Lines panel on the right of the CCX 700 display.
2. Tap **Do Not Disturb (1 hr)**.
3. You are now in Do Not Disturb status for one hour.
4. To turn off Do Not Disturb before the hour has elapsed, return to this screen, and tap **Available**.

Forward your phone to another campus extension

While your calls are forwarded, you will see a notification at the top of your display indicating where calls are currently being forwarded.

To enable call forwarding:

1. Tap **More**.
2. Tap **Settings**.
3. Tap **Phone**.
4. Tap **Forward Calls**.
5. Tap **Off**.
6. Tap **Forward to a name or extension.**
7. Tap **Forwarding Contact.**
8. Type the name of the person/extension you want to forward calls to and then tap on their name in the search results.
9. Tap the slider next to **Play my voicemail greeting** to ensure that it is enabled. This means that if the person you are forwarding calls to does not answer the forwarded call, callers will be sent to *your* voicemail and not theirs.
10. Tap **Time Limit**.
11. Tap on the amount of time you want to forward your calls or Until I say stop.
12. Tap the back arrow at the top left.
13. Tap **Enable** at the top right of the screen.

To disable call forwarding:

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 10

1. Tap **More**.
2. Tap **Settings**.
3. Tap **Phone**.
4. Tap **Forward Calls**.
5. Tap **Forward to a name or extension**.
6. Tap **Off**.
7. Tap **Enable.**

Forward calls to voicemail

While your calls are forwarded, you will see a notification at the top of your display indicating where calls are currently being forwarded.

To enable call forwarding:

1. Tap **More**.
2. Tap **Settings**.
3. Tap **Phone**.
4. Tap **Forward Calls**.
5. Tap **Off**.
6. Tap **Forward to voicemail/video mail.**
7. Tap **Time Limit**.
8. Tap on the amount of time you want to forward your calls or Until I say stop.
9. Tap the back arrow at the top left.
10. Tap **Enable** at the top right of the screen.

To disable call forwarding:

1. Tap **More**.
2. Tap **Settings**.
3. Tap **Phone**.
4. Tap **Forward Calls**.
5. Tap **Forward to voicemail/video mail**.
6. Tap **Off**.
7. Tap **Enable.**

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 11

Put a call on hold from one device and answer it on another device (Call Flip)

💡 Flipping a call allows you to switch between the desktop client and mobile app or vice versa.

[View guide on using Call Flip](#)

View Recent and Missed Calls or Clear your Call History

View Recent/Missed Calls (Call History)

1. Tap **History**.
2. Use your finger to scroll up and down the list of calls.
3. Tap the phone icon next to a call to call the person/number listed.
4. Tap on a listing to view more details about the call, including the time/date and duration (if applicable).

💡 Calls that you made or answered appear in black; missed calls appear in red.

Clear All of Your Call History

1. Tap **History**.
2. Tap Clear.
3. Tap Clear All.
4. All of your call history is deleted.

Clear One Call from Your Call History

1. Tap **History**.
2. Tap and hold on the listing you want to delete. Then slide your finger to the left.
3. Tap **Delete**.
4. The call information is delete from your call history.

Connect a headset to your CCX 700

You can connect a Bluetooth headset/earbuds to your CCX 700 or you can plug a wired headset with a USB-C connection directly into your CCX 700.

What type of headset do you want to connect?

Bluetooth headset

⚠️ Make sure your Bluetooth headset/earbuds are in pairing mode before you start!

To connect your Bluetooth headset/earbuds:

1. Tap **More**.
2. Tap **Settings**.
3. Tap **General**.
4. Scroll down and tap **System Settings**.
5. Tap **Basic.**
6. Tap **Bluetooth.**
7. Tap **Bluetooth Radio (Off)**.
8. Tap **On**.
9. Once Bluetooth is enabled, tap the arrow at the top left to go back to the previous screen.
10. Tap **Manage BT Devices**.
11. Tap **Pair new device.**
12. Tap on your Bluetooth headset to pair it with your CCX 700.
13. Tap the arrow at the top left to go back to the previous screen.
14. Tap the arrow at the top left again to go back to the previous screen.

To remove your Bluetooth headset/earbuds:

1. Tap **More**.
2. Tap **Settings**.
3. Tap **General**.
4. Scroll down and tap **System Settings**.
5. Tap **Basic.**

6. Tap **Bluetooth.**
7. Tap **Manage BT Devices**.
8. Tap on your Bluetooth headset/earbuds.
9. Tap **Forget**.
10. Tap **Forget device** to confirm.
11. Tap the arrow at the top left to go back to the previous screen.
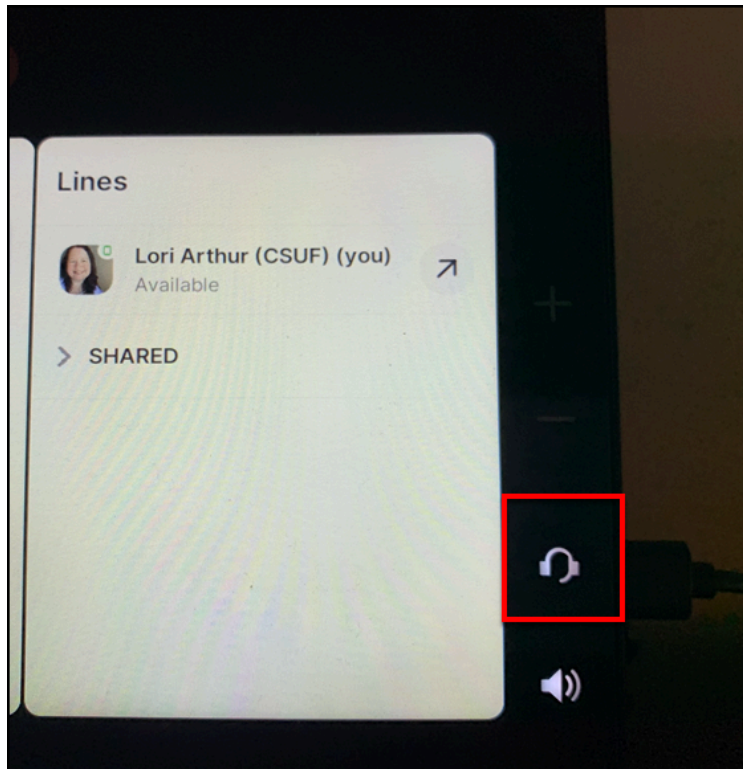12. Tap the arrow at the top left again to go back to the previous screen.

Wired headset
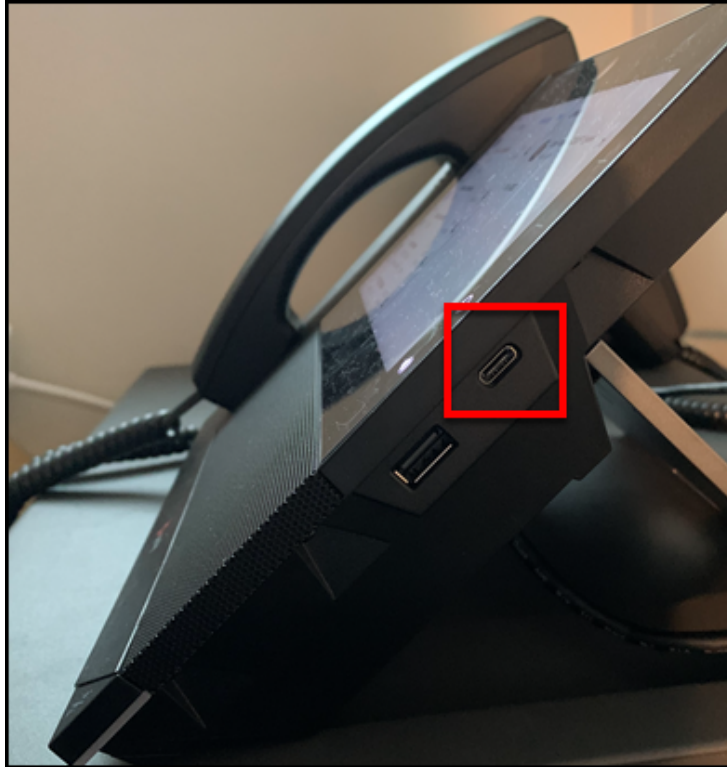
1. Plug your headset into the USB-C port on the right side of the CCX 700.
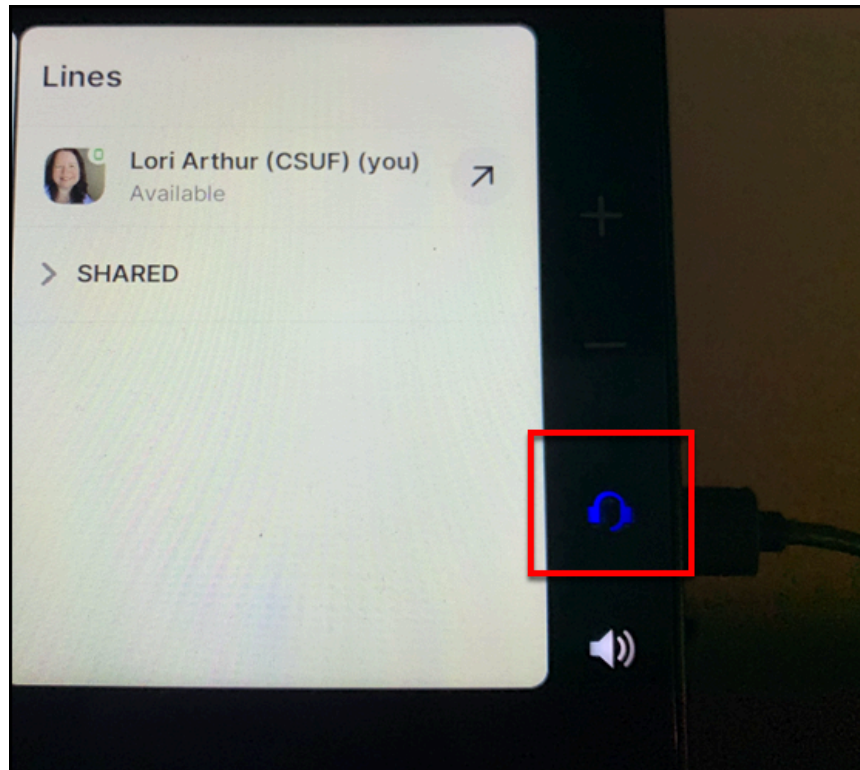2. You will see a pop-up notification that your headset has been connected.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 14

Use your connected headset for an incoming or outgoing call

Press the headset button before making a phone call to use your headset for the call. Or press the headset button to answer a call using your headset.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 15

If the headset button is blue, then your headset is currently active.

Change your ringtone type

There are several different types of ringtones that you can use to differentiate when your desk phone rings versus when someone else's desk phone rings. If you have multiple lines on your phone, you can also set a specific ringtone for each line.

To change your ringtone type:

- Tap **More**.
- Then tap **General**.
- Tap **Ringtones**.
- If you have multiple lines, tap on the line whose ringtone type you want to set.
- Tap on the ringtone you want to use. A preview of the ringtone will automatically play.
- Tap the back arrow at the top left of the screen once you have made your selection.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 16

Voicemail

Access your voicemail

1. Tap the **Voicemail** button.
2. Tap on a voicemail message to listen to a message or view more details about the call.

How do I know if I have new voicemail messages?

There are several ways you will know you have a new voicemail message:

- You will see the indicator light flashing red on your CCX 700.
- There will be a message icon next to the Voicemail button.
- You will receive a notification in your email with the message attached.

Listen to your voicemail messages

1. Tap the **Voicemail** button.
2. Tap on a voicemail message to listen to a message.
3. If the voicemail does not automatically begin playing within a few seconds, press the Play button. A transcript of the message should also appear below the voicemail message.

Delete one or more voicemail messages

Delete All Voicemail Messages

1. Tap the **Voicemail** button.
2. Tap Clear at the top right.
3. All of your voicemail messages will be deleted from the CCX 700.

Delete One Voicemail Message

1. Tap the **Voicemail** button.
2. Tap and hold on the voicemail message you want to delete. Then slide your finger to the left.
3. Tap on the **Delete** button that appears on the right side of the voicemail message

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 17
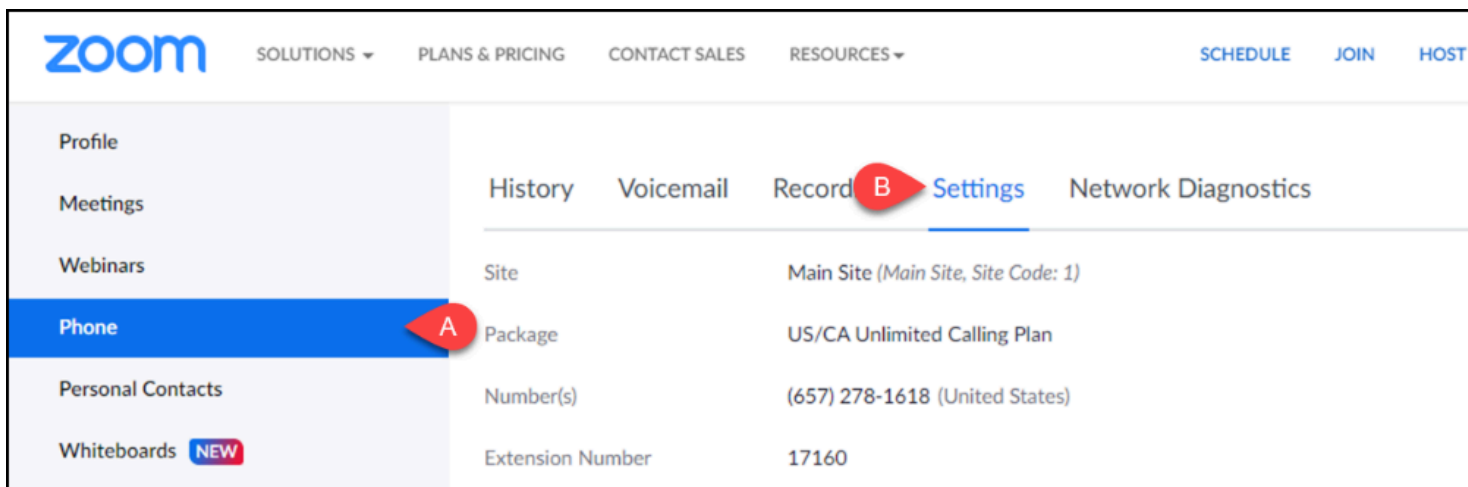
4. The voicemail message is deleted from the CCX 700.

Record a voicemail greeting or switch between existing greetings

You are not able to record voicemail greetings using the CCX 700. You will need to log in to your Zoom web portal and from there you can record a new greeting or switch between existing greetings.

1. Log on to the Zoom web portal.

[View detailed instructions on accessing the CSUF Zoom web portal.](#)

2. Select Phone from the navigation panel on the left. Then, click Settings.

A. From the navigation panel, click **Phone**.
B. Click the **Settings** heading.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 18

3. Scroll to find Greeting & Leave voicemail instruction under the Call Handling section. If you want to change your voicemail greeting from the default, click Edit. Then, select Choose from Asset Library or Add Audio.

A. Click **Edit** to change your voicemail greeting.
B. If you have previously uploaded or created an audio file that you want to use as a voicemail greeting, select **Choose audio from Asset Library**.
C. If you would like to upload a new audio file, select **Add Audio**.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 19

3.1. To choose from your Asset Library, select the file you want to set as your default voicemail greeting. Then, click Save.

A. Select which **file** you want to use as your greeting.
B. Click **Save**.

Using the CCX 700 Zoom Phone // Downloaded: 04-01-2024 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

Page 20

3.2. To record a new voicemail greeting, click Record by Computer. Then, type in the Asset Name. Select Voicemail Greeting from the Category menu. Select a language from the Language menu. Then, click the Record button to begin recording your message. When you're finished, click Add.

A. Click **Upload**.
B. Enter a title in the **Asset Name**.
C. Select Voicemail Greeting from the **Category** drop-down menu.
D. Select a language from the **Language** drop-down menu.
E. Click the **Record** button to record your message.
F. Click **Add** to add the recording to your Asset Library and set it as your voicemail greeting.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

View Troubleshooting & Resources guide for Zoom Phone.