

Getting Ready for Zoom Phone

This checklist will help CSUF faculty and staff prepare for the Zoom Phone deployment.

Steps You Can Take Now

- ☐ **1. Activate your CSUF Zoom account by logging in to Zoom from the campus portal.**



You need to sign in to your CSUF Zoom account at least once to activate your account.

Follow the instructions in our guide to activate your CSUF Zoom account.

[Activating Your Zoom Account and Logging in to Zoom](#)

- ☐ **2. Download the Zoom desktop app and Zoom mobile app**



Already downloaded the Zoom app to join Zoom meetings? You're ready to go! The Phone section will automatically be active in your Zoom apps as of December 19th, 2022 (or the date that your extension is set to be activated).

Follow the instructions in our guides to download the desktop and/or mobile app.

[Downloading the Zoom Desktop Client](#)

[Downloading the Zoom Mobile App](#)

☐ **3. Request a headset from Device Request**



Zoom Phone is compatible with Bluetooth devices, so you can also use any Bluetooth-enabled headset or earbuds with Zoom Phone!

Need a headset to use with your Zoom desktop client? Fill out the Device Request Form to request the headset now!

[Device Requests website](#)

☐ **4. Set your Zoom desktop app to automatically launch when you log on to your computer**



Set your mind at ease by having the Zoom desktop app automatically start when you log on to your computer so you'll never miss a call.

With the Zoom mobile app, you'll get calls even if your Zoom app is closed!

Follow our instructions to have Zoom automatically start when you log on to your Windows PC or Mac computer.

[Windows PC - Set up Zoom to automatically start when you log in to your computer](#)

[Mac - Set up Zoom to automatically start when you log in to your computer](#)

Steps You Can Take After Your Zoom Phone is Activated

☐ **1. Using a headset or earbuds? Set your Zoom Phone to ring both your**

headset/earbuds and your computer's speakers



If you take your headset (or earbuds) off, you may not hear an incoming call ringing. Use the simultaneous ring option to have incoming calls also ring on your computer's speakers so you never miss a call.

Once your headset or earbuds are connected to your computer, go Settings under the Profile menu and choose Audio to have the Zoom desktop app ring both your headset/earbuds and your computer's speakers.

[Enable simultaneous ring for incoming calls on your headset/earbuds and computer speakers](#)

☐ **2. Confirm your emergency address and set up a personal emergency address (as applicable)**



Telecom will add your current campus location as your default campus emergency address. Be sure to review it and make corrections if your campus location has changed. You will need to add a personal emergency address while you are working at an off-campus location.

View our instructions on how to confirm your campus emergency address and add a personal emergency address when you are working off-campus.

[Confirm emergency \(campus\) address](#)

[Add emergency \(personal\) address](#)

☐ **3. Enable location services on your Zoom desktop app and mobile app**



Location services are essential to help Zoom identify your location, particularly for 911 calls.

View our instructions to enable location services on your device.

[Windows PC - Check Location Permissions settings on Windows PC](#)

[Mac - Install Location Helper and Enable Location Services on Mac](#)

[Mobile Device - Enabling Location Services for Emergency Calls](#)

☐ **4. Connect your Outlook account to Zoom to add your Outlook contacts to Zoom**



Connecting Outlook to Zoom will allow you to see (and call) your Outlook contacts in Zoom. You will also be able to see all of your calendar events in Zoom, even non-Zoom meetings.

View our instructions to connect your campus Outlook account to Zoom.

[Connecting Your Outlook Account to Zoom](#)

☐ **5. Set your area code and voicemail PIN in your Zoom web portal to access additional Zoom Phone settings**



The first time you access the Phone menu in your Zoom web portal, you'll be prompted to set your area code and voicemail PIN before you can access additional Zoom Phone settings.

View our instructions to set your area code and voicemail PIN in the Zoom web portal to unlock Zoom Phone settings.

[Accessing the Phone menu in the Zoom web portal for the first time \(set your area code and voicemail PIN\)](#)

Need More Help?

[View the Troubleshooting & Resources guide.](#)

[View Zoom's support guide for Zoom Phone.](#)

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