

This quick guide helps Zoom Phone users quickly make a phone call, send SMS, check voicemails, and change their voicemail greetings.

How to make a call

1. In the Zoom desktop app or mobile app, click the **Phone**  tab.
2. Enter a name, number, or extension. (Note: dialing a 9 before the number is no longer required) Extensions will now have the site code before your 4-digit extension except for Lonas. Example I am in the Online Campus so my new extension will be 9 followed by my ext. 5777 so 95777. Campuses on the old system will still need to be called using 4-digit extension.

Knoxville Lonas - Staying 4 digit

Knoxville Parkside - 1

Asheville - 2

Nashville - 3

Atlanta - 4

Indy- 5

Orlando - 6

Pitt Ground - 7

CBE - 8

Online - 9

Dallas - 10

Marietta - 14

We know this is confusing. The best method to make a call in Zoom is to search for the person's name above the keypad.

3. Click the blue phone icon .

How to transfer a call

1. While on a call, click **Transfer**.
2. Enter the name of the person to transfer to.

3. Click the blue transfer button .

4. Select the transfer method.

How to change a call to a meeting

1. While on a phone call, click **Meet** .
The meeting will transfer to an [instant Zoom Meeting](#).

How to send and receive an SMS

1. In the Zoom desktop app or mobile app, click the **Phone** tab .
2. Click **SMS**.
3. Click the pencil icon .
4. On the top, enter the phone number.
5. At the bottom, enter your message then press **Enter** on your keyboard.

How to find your pin for voicemail

1. Sign in to the Zoom web portal (south.zoom.us). If you get asked for domain just enter south.
2. Select “phone” from the left-hand side.
3. Your pin is in the “Set PIN code to listen to voicemail by telephone” Field.

How to check your voicemail

1. In the Zoom desktop app or mobile app, click the **Phone** tab .
2. Click **Voicemail**.
3. Locate the voicemail you want to listen to, and press **Play** .

How to change your voicemail greeting

1. Sign in to the Zoom web portal (south.zoom.us). If you get asked for domain just enter south.
2. In the navigation menu, click **Phone**, click **Set Up**, then click **Settings**.
3. In **Call Handling** section, go to **Greetings and Leave voicemail instructions**, click **Edit** and select add **Audio** from the drop down selection.
4. There are 3 options to **Add Audio** (Text to Speech, Upload, and Record by Computer).
5. We suggest using **Record by Computer**.
6. In the template enter your name in the **Asset Name** field.
7. Under Category select **Voicemail greeting** from the drop-down menu
8. Click the record button to record your greeting.