Place and Receive Phone Calls
(Plus Move a Call to a Zoom Meeting)

Step-By-Step Instructions

Once you are logged into the app, be sure you are using your university account.

1. Click on your profile picture to check the account.

2. Your UA email should appear under your name. If you see a personal email, you need to switch accounts.
3. To do so, click **Switch Account**.
A sign in window opens.

4. Click **Sign in with SSO**.

   ![Sign In Window](image)

   Follow any on-screen instructions to enter your UA credentials, if prompted.

**Keep Zoom Running**

All Zoom phone users should have Zoom running throughout the day to avoid missing calls.

**Windows** users can take advantage of some built-in settings to start Zoom when their computer starts.

1. Click the Setting icon in the top right-hand corner.

   ![Settings Window](image)

   2. In the General tab check the **Start Zoom when I start Windows** checkbox.

   3. To keep the Zoom window minimized in the taskbar when it starts, check the second box, “**Silently start Zoom when I start Windows**.”

   ![Settings General Tab](image)

4. When you are done, close the **Settings** window.

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Place a Call

Zoom phone users will see a phone in the middle of the icons at the top of their Zoom app interface.

1. Click on the phone icon.

From here you can view your History and listen to your Voicemails as you would in any other phone app.

You can make calls using the dial pad or search through your contacts by entering a name or the person’s six-digit extension number.

1. Enter their extension number and click on the blue phone icon to begin your call. If you don’t know someone’s extension, you can search for them by name. When you enter a name, the application responds by providing a list of names from your contacts.
2. Enter a name and select the name from the list to begin your call.
Receive a Call

1. Click on the blue Accept button to answer an incoming call as you would in any other phone app. If you decline the call it will route to your voicemail.

Transfer a Call

Once the call is connected, the In-call controls appear on the dial pad. While in a call, you can put the call on Hold, Mute your mic, or Transfer the call to another extension.

1. Click the Transfer icon.
2. Enter the contact information for the intended recipient. There are three options to choose from for completing a transferred call.
a. Choose **Warm Transfer** to speak with the intended recipient before completing the transfer.

b. Choose **Blind Transfer** to transfer without speaking to the recipient.

c. Or **Transfer to Voicemail** to send the call directly to the intended recipient’s voicemail.

3. Click **Warm Transfer**.

   When using **Warm Transfer** you can click the **Complete Transfer** button or cancel the transfer if needed.

4. Click **Complete transfer**.

   The screen updates to show your transfer was successful.

**View Call History**

The call history updates after every call.
Move Call to Zoom Meeting

While in a call, you can also move the phone call to a Zoom meeting using the Meet button. This action moves everyone on the phone call into the same Zoom meeting.

1. To move one individual into a Zoom meeting, click More and then click Invite to Meeting.

2. Enter the meeting URL and click Invite.

The screen updates to show you the invitation was sent. Followed by an update showing that the participant has joined the meeting and your call with the participant has ended.

Contact UITS-Telco@arizona.edu to establish, change, or remove telephone services or features. Contact the 24/7 Support Center (http://247.arizona.edu) for Zoom app issues or service outage. Start an on-line chat at https://support.arizona.edu or call 520-626-TECH (8324) or toll-free at 887-522-7929.