

Self-Help Guide

Zoom Phone: Make Calls and Manage Information

Place and receive calls from a computer, tablet, mobile device, or a phone using a University telephone number with Zoom Phone.

Important: Zoom Phone callers should be aware of certain restrictions to 911 calls. Visit z.umn.edu/voip911 for more information.

Use Zoom Phone

Get Started

Log In and Set Your Presence Status

Download and Access Your UMN Zoom Account

[/services-technologies/how-tos/zoom-download-access-your-umn-zoom](https://services-technologies/how-tos/zoom-download-access-your-umn-zoom)

Set Your Presence Status

[/services-technologies/how-tos/zoom-phone-set-your-presence-status](https://services-technologies/how-tos/zoom-phone-set-your-presence-status)

Set Up and Manage a Call

Make a Call

[/services-technologies/how-tos/zoom-phone-make-call](https://services-technologies/how-tos/zoom-phone-make-call)

Transfer a Call

[/services-technologies/how-tos/zoom-phone-transfer-call](https://services-technologies/how-tos/zoom-phone-transfer-call)

Make a Conference Call

[/services-technologies/how-tos/zoom-phone-make-conference-call](https://services-technologies/how-tos/zoom-phone-make-conference-call)

Manage Calls while in a Meeting

</services-technologies/how-tos/zoom-phone-manage-calls-while-in-meeting>

Add and Manage Information

Listen to Voicemails and Change Your Greeting

Access and Listen to Voicemails

</services-technologies/how-tos/zoom-phone-access-listen-voicemails>

Change Voicemail Greeting

</services-technologies/how-tos/zoom-phone-change-voicemail-greeting>

Add Contacts and Your Emergency Address

Add and Update Contacts

</services-technologies/how-tos/zoom-phone-add-update-contacts>

Add an Emergency Address

</services-technologies/how-tos/zoom-phone-add-emergency-address>

Use Mitel Physical Phones

Use Mitel 6863i

Mitel 6863i Phone Guide

</services-technologies/how-tos/zoom-phone-mitel-6863i-phone-guide>

Use Mitel 6867i

Mitel 6867i Phone Guide

</services-technologies/how-tos/zoom-phone-mitel-6867i-phone-guide>

Use Mitel 6869i

Mitel 6869i Phone Guide

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