

University of Minnesota

## 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](http://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>

Set Your Presence Status

</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>

Transfer a Call

</services-technologies/how-tos/zoom-phone-transfer-call>

Make a Conference Call

</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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