

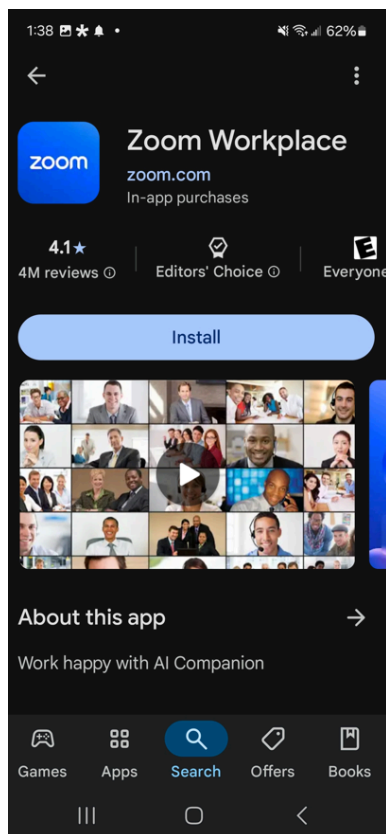
Installing Zoom App for Mobile Devices - Android OS

This article assists users who wish to use the Zoom softphone features on their personal mobile devices such as smartphones, tablets, etc.

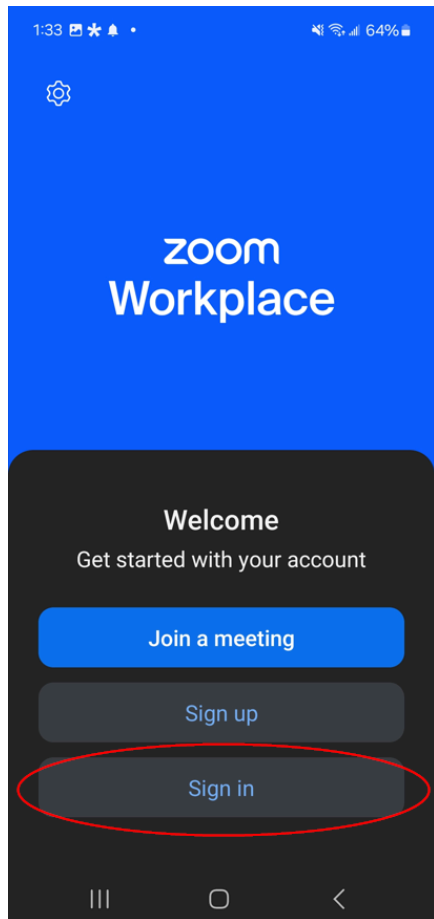
Please note that using Zoom softphone features on your personal mobile device is entirely optional. This article is for those users who wish to enjoy the convenience and functionality of Zoom softphone on their mobile devices.

For Android OS systems:

Download the Zoom app from the playstore by selecting “Install” at the Zoom Workplace app main screen

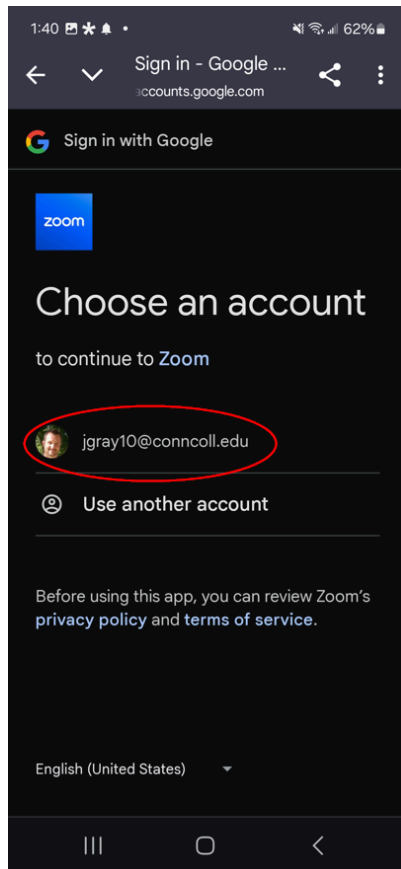


Once installed, select “Sign In”



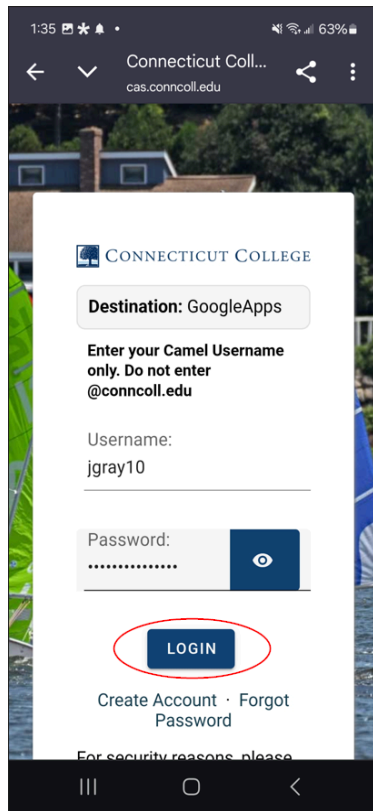
You will be asked how to sign in. Select “Continue with Google”.

You may see your @conncoll.edu account already on the device. If so, select that account to use.

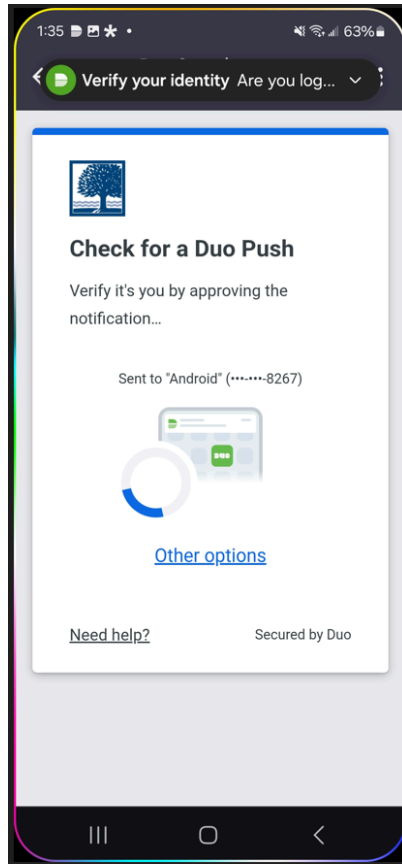


If your [@conncoll.edu](mailto:jgray10@conncoll.edu) account is not on the device, select “Use another account” and sign into google using your [@conncoll.edu](mailto:jgray10@conncoll.edu) account, and continue the prompts.

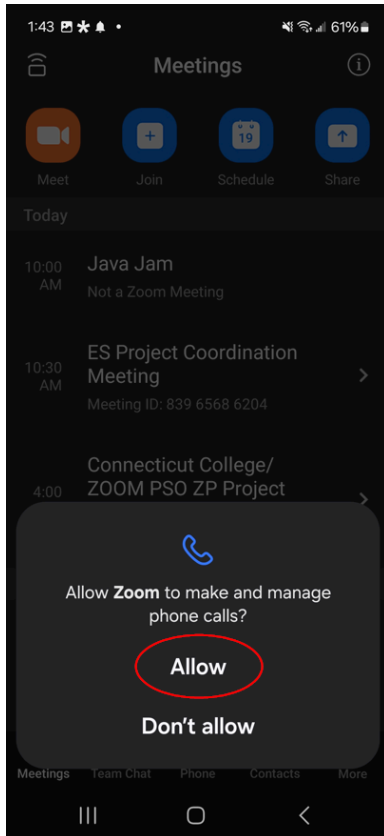
In either case, you will then be prompted to login at the Connecticut College login screen. Enter your account ID (without the [@conncoll.edu](mailto:jgray10@conncoll.edu)), your password, and then click “Login”:



If prompted, complete the DUO authentication. You will see this screen, and then will need to select “Yes” to another prompt that will open

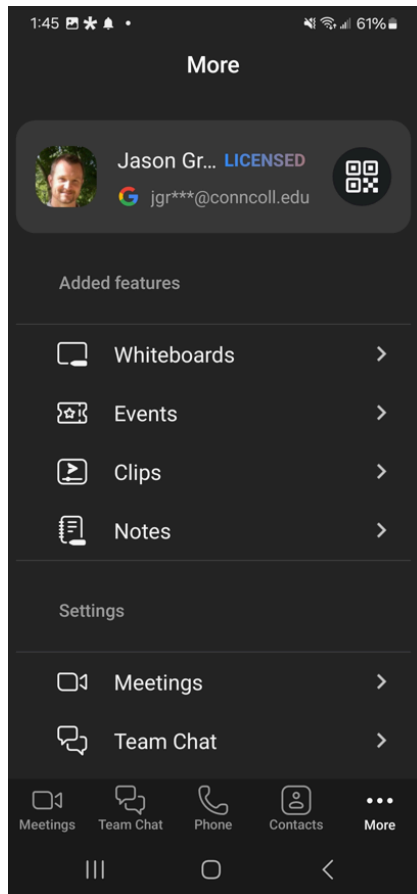


Once authenticated through DUO, the Zoom app will prompt you. You **MUST** select “Allow” if prompted to “Allow Zoom to make and manage phone calls?”

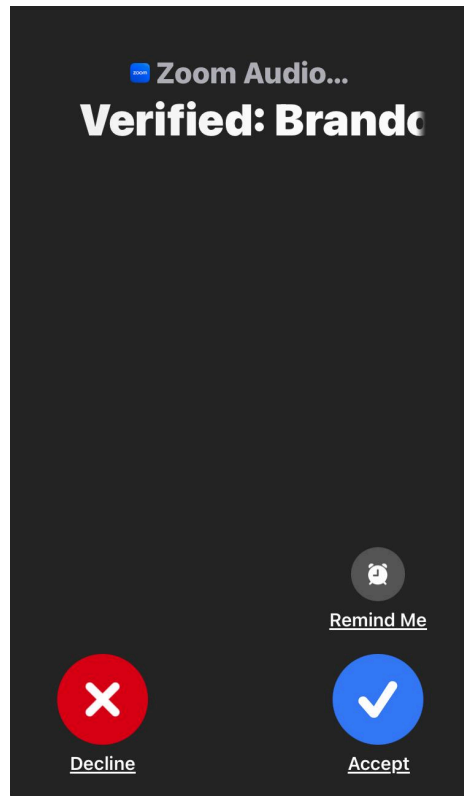


You will need to let Zoom access Location (for 911 Emergency features), Bluetooth devices (regardless if you use a bluetooth headset), and to make and manage phone calls. Select Allow at each prompt you encounter. Contact the IT Service Desk for assistance if needed.

Once finished, you should be able to use the Zoom application and see something similar to below:



Incoming calls will appear as a Zoom call in the Zoom application. You do not have to have the app open to receive a call.



What if I have more questions or need more help?

We understand that transitioning to Zoom Phone represents a significant change from our current telecommunications system, and we are here to provide support. If you are having an issue with your Zoom Phone, make a ticket through WebHelpDesk at <https://whd.conncoll.edu/>. For general questions or any other concerns, call the IT Service Desk at 4357 (HELP).

For general Zoom questions, here is an article from the vendor that may provide overall insight:

[Getting started with Zoom Phone](#)

For quick answers to basic Zoom questions, here is an article from the vendor:

[Quick start with Zoom Phone](#)