

Zoom Phone Technical Questions and Other Topics

What if I don't have enough USB ports on my laptop?

A docking station is recommended if you are using a laptop in your office. If you have a docking station there should be extra ports available. If not, a USB hub can be purchased on Amazon for about \$35.

My computer is going to sleep and it is quicker to pick up a physical phone. Can I answer a call without having to logon to the laptop?

No, depending on how long the computer has been sleeping you may not hear the phone ring in which case it will go to voicemail. You will receive an email with the voicemail recording and transcription as well.

Will we lose our department's voicemail greetings and menus?

- Voicemail greetings will have to be either recorded again or be created with Zoom's text-to-voice feature.
- Reception menus (e.g. A recording that says Press 1 for Student Accounts, Press 2 for Accounts Payable etc) will be copied from the previous configuration and we will be in touch to ensure everything is correct before your group is transitioned.

When the power goes out how do I make a call?

VoIP phones, which include our existing Cisco phones and the new Zoom Phone system, will still shut off whenever the power goes out. Only analog emergency phones continue to function during power outages. It would be recommended to have the Zoom app configured on your cell phone for emergency calling, or just dial 911 from your cell phone in an emergency.

Will I still have access to the campus directory on Zoom Phone?

As users are migrated into Zoom Phone they will also be added to the Contacts space in Zoom. Once everyone has been migrated it will function like the current campus directory, allowing you to

search for them by name, extension, or full number. This can be done using the “Search” feature in the Zoom application.

Does Zoom Phone use Artificial Intelligence (AI) on our calls?

Zoom does have a feature called Zoom AI Companion that can summarize meeting transcripts and chats. Eventually, it will become possible to get an AI-generated analysis of recorded phone calls, and summaries of voicemails.

I still have the Jabber application - can I use it?

If you had Jabber set up to be able to take calls from your campus number while working remotely, it will no longer be needed. Zoom Phone replaces the need for this service, as you can make and receive calls through the Zoom applications on all of your devices, no matter what location you are working from.

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](#)