



**uniting  
church**

in Australia,  
Synod of NSW & ACT

## **Zoom Phone Application**

### **User Guide**

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# 1. PURPOSE

The purpose of this guide is to familiarize the Synod users with the functions of the Zoom Application focusing on the Call feature as well as the Zoom Portal.

# 2. ZOOM WEB PORTAL

Using the Zoom Portal, users can setup their profile and configure settings for their business hours, voice mail etc.

## 2.1 Accessing Zoom Web Portal

1. To access the Zoom Portal, navigate to <https://zoom.us/web/sso/login>.
2. You will be prompted to enter the Company Domain. Please enter **uca-nswact** and click on Continue.

### Sign In with SSO

Company Domain

Continue

## 2.2 Quick Setup

When you login for the first time, you may be prompted to enter the following settings:

### Quick setting your extension of Zoom Phone

Company Number (480) 690-5932, Extension Number 10582

Select country and area code

Australia

Set your time zone. You can change it later in Profile

(GMT+10:00) Canberra, Melbourne, Sydney

Set PIN code to listen to voicemail by telephone

2109

Setup

- **Country** – Australia
- **Area Code** – 02
- **Time Zoom** – GMT+10:00 Canberra, Melbourne, Sydney
- **Set PIN for Voicemail** – enter your 4-digit PIN code to access your personal work voicemail

Click Setup to complete your initial setup.

## 2.3 Settings

The settings (Phone menu) page allows you to view and manage the following key features:

**NOTE:** these settings sync between your ZOOM Application on your PC as well as your mobile application.

PERSONAL

- Profile
- Meetings
- Webinars
- Phone**
- Recordings
- Settings

ADMIN

- > User Management
- > Phone System Management
- > Account Management

History   Voicemail   Recording   **Settings**

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Package   AU/NZ Unlimited Calling Plan ⓘ

Number(s)   (02) 9159 9624 (Australia)

Company Number   (02) 9054 6848 #624

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Emergency Address ⓘ   222 Pitt St, Level 9, Sydney, New South Wales 2000, Australia   [Manage](#)

**Personal Emergency Address**  
[Manage](#)

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Outbound Caller ID  

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Country  

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Area Code ⓘ   2   [Edit](#)

- **Company Number** – first point of contact number for the Uniting Church that will reach the reception desk.
- **Emergency Address** – your work address entered by default. If you use your work Zoom number to call 000, this is the address the emergency services will receive. OPTION to add *personal emergency address*, such as home address in a work from home situation.
- **Outbound Caller ID** – allowing you to set and manage your caller ID

## 2.4 Call Handling

The call handling section allows you to setup how you wish to receive calls, business hours and what happens when you receive a call.

Call Handling

Business Hours   24 Hours, 7 Days a Week   [Edit](#)

Call Handling   [Edit](#)

- Zoom Applications

Call Handling Ring Mode

Max Wait Time

When a call is not answered

Voicemail Greeting

  [Audio Library](#)

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Holiday Hours   [Holiday List & Call Handling](#)   [Manage](#)

- **Business Hours** – customize the hours that you will receive calls. Can customize further by selection Edit and then Custom Hours.

Custom Hours

<input type="checkbox"/> Sun	From	<input type="text" value="8:00 AM"/>	To	<input type="text" value="5:30 PM"/>	<input type="checkbox"/> 24 Hours
<input checked="" type="checkbox"/> Mon	From	<input type="text" value="8:00 AM"/>	To	<input type="text" value="5:30 PM"/>	<input type="checkbox"/> 24 Hours
<input checked="" type="checkbox"/> Tue	From	<input type="text" value="8:00 AM"/>	To	<input type="text" value="5:30 PM"/>	<input type="checkbox"/> 24 Hours
<input checked="" type="checkbox"/> Wed	From	<input type="text" value="8:00 AM"/>	To	<input type="text" value="5:30 PM"/>	<input type="checkbox"/> 24 Hours
<input checked="" type="checkbox"/> Thu	From	<input type="text" value="8:00 AM"/>	To	<input type="text" value="5:30 PM"/>	<input type="checkbox"/> 24 Hours
<input checked="" type="checkbox"/> Fri	From	<input type="text" value="8:00 AM"/>	To	<input type="text" value="5:30 PM"/>	<input type="checkbox"/> 24 Hours
<input type="checkbox"/> Sat	From	<input type="text" value="8:00 AM"/>	To	<input type="text" value="5:30 PM"/>	<input type="checkbox"/> 24 Hours

Custom hours allow you to set the days / hours to help with staff working part time or rostered days or rotational hours.

- **Call Handling** – allows you to dictate how your calls come in i.e. via the Zoom Application. Leave this setting as is.
- **Call Handling Ring Mode** – allows you to specify the order in which to ring your Zoom Application
- **Ringling Duration for Each Device** – allows you to specify the during the call will ring for on your Zoom Application. If the call is not answered within the time specified in this field, the call will ring on your Zoom Application on your smart phone (provided you have installed and configured it on your smart phone).
- **When a call is not answered** – unanswered calls forward to voicemail. Recommended to leave this setting to default.
  - **Play a message, then disconnect** – simply plays a message and disconnects WITHOUT giving the caller an opportunity to leave a message.
  - **Forward to another extension** – use this if you are going on leave and wish for another staff member to answer your calls.
- **Voicemail Greeting** – this is the greeting a caller will hear before they are given the opportunity to leave a voicemail. You can choose to leave this as default but it will be a very heavy American accent. Selecting custom allows you to use a personal recording.
- **Closed Hours** – same settings as business hours for what happens to calls, just take effect during the opposite hours to business hours.
- **Holiday Hours** – allows you to enter the behavior of calls during specific holidays / dates.

## 2.5 Delegation and Assistant

This feature allows you to delegate calls on your behalf. E.g. Executive Assistant answering calls for a COO. Furthermore, you can specify if the person can make calls on your behalf, receive calls on your behalf or both.

**NOTE:** upon selecting the delegate, a notification is sent to the staff member. They need to accept the invitation for the feature to become active.

### Delegation & Assistant

Delegation 

Assign delegation privileges to [Set](#)

## 2.6 Block List

Allows you to block specific numbers. Can view the list of blocked numbers and unblock them if you wish.

Blocked List

[View or Edit](#)

Block Calls without Caller ID



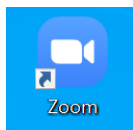
- **Block Calls without Caller ID** – any call without a caller ID is automatically blocked.

### 3. ZOOM APPLICATION – PHONE

Zoom Phone is the VoIP (Voice of IP – i.e. voice over internet) phone feature. This feature is a fully operational phone as you would normally experience using a handset but presented over an application on your PC or smart phone application.

#### 3.1 Login to Zoom Application – PC

Zoom application is installed on your PC as part of the Zoom deployment. Double click on the Zoom icon on your desktop.



1. Click Sign In.
2. Select 'Sign In with SSO'.

#### Sign In

3. Select 'Sign In with SSO'.
4. Company Domain should be prepopulated with correct information. Click Continue.

#### Sign In with SSO

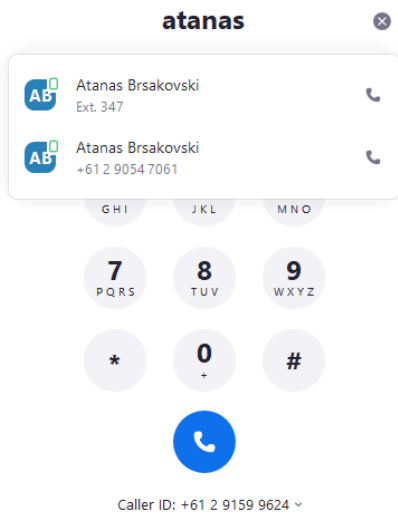
[I do not know the company domain](#)

**Continue**

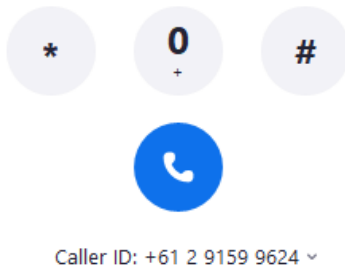
Zoom Application will launch.

### 3.2 Making a Call

1. Enter the name of the staff member, call queue name or type the number you wish to dial.

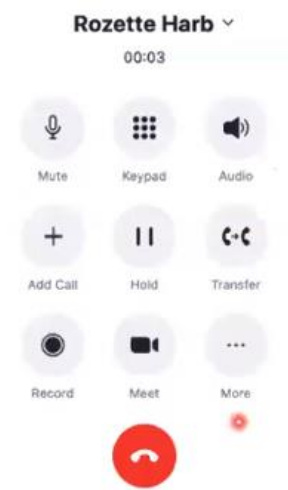


2. Click the blue phone icon to make the call.
3. This section also allows you to change your caller ID as per the following:



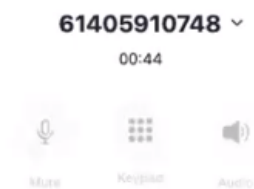
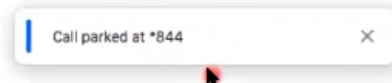
### 3.3 During a Call

During a call, the screen presented is very similar to what you would see on a mobile phone or the Zoom smart phone application.

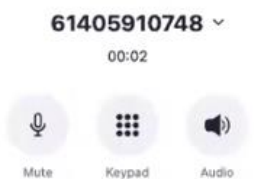


- **Mute** – mutes the call, so the person/s on the call cannot hear you.

- **Keypad** – allows you to enter numbers using the keypad. NOTE: you will need to click this if you are required to enter digits to select from an IVR call menu or press the # key.
- **Audio** – allows you to have the voice heard on the speaker of your device, allowing you to have hands free.
- **Add a Call** – allows you to add / invite an additional caller/s to the current call.
- **Hold** – allows you to put the current caller/s on hold.
- **Transfer** – allows you to transfer the call to another person. You have the option of a cold or warm transfer explained further:
  - **Cold Transfer** – this is a transfer where the person the call is being transferred to is not given a heads-up that they are receiving a transfer from you.
  - **Warm Transfer** – this transfer places the caller on hold, while you have a conversation with the person the call is being transferred to. This allows you to explain the nature of the call and the perhaps the reason why the call is being transferred to them.
- **Record** – allows you to record the call. If you record a call, a prompt is heard by all participants on the call, notifying them that the call is being recorded.
- **Meet** – allows you to elevate the audio / phone call to a Zoom meeting allowing for video conferencing as you normally would in a Zoom Meeting and allowing you to share your screen.
- **More** – allows for additional features such as:
  - **Park** – allows you to park the call and accept other incoming calls. Doing this generates a parking spot number. Using this parking spot number, anyone in our organization can pick up the call if required. Once a call is parked, this is displayed on the top right of the screen indicating the parking spot number.



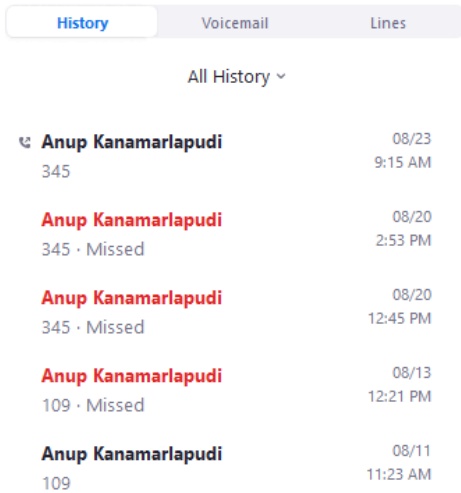
Once the call is picked up, you can see which staff member has picked up the call via a notification on the top right.





### 3.4 Zoom Phone - History

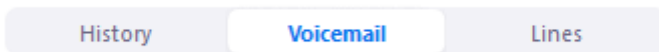
Indicated your call history. Items listed in BLACK with the phone icon are outbound calls you have. Items in RED are missed calls.



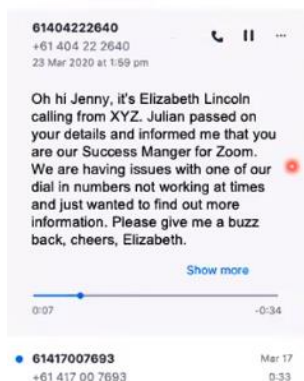
Clicking on 'All History' at the top allows you to filter All calls or Missed calls.

### 3.5 Zoom Phone – Voicemail

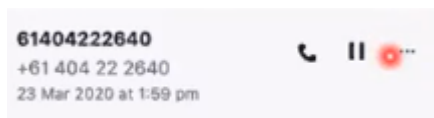
If you have voicemail, this is where you can access it from. An email notification is also sent to you advising that you have a new voicemail.



Selecting a voicemail allows you to view the transcription also.



You can delete voicemail by selecting the 3 dots (ellipsis) next to the voicemail.

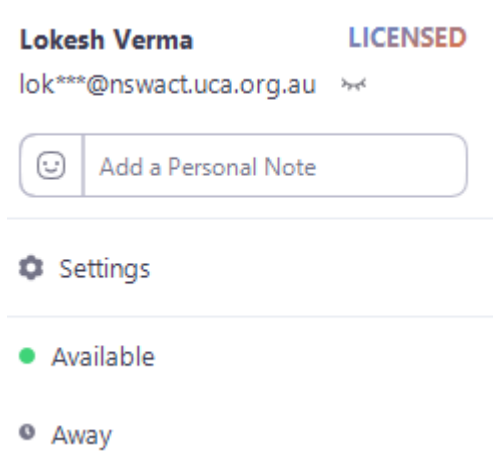


NOTE: deleting voicemail from the Zoom Application doesn't delete it from your email inbox.

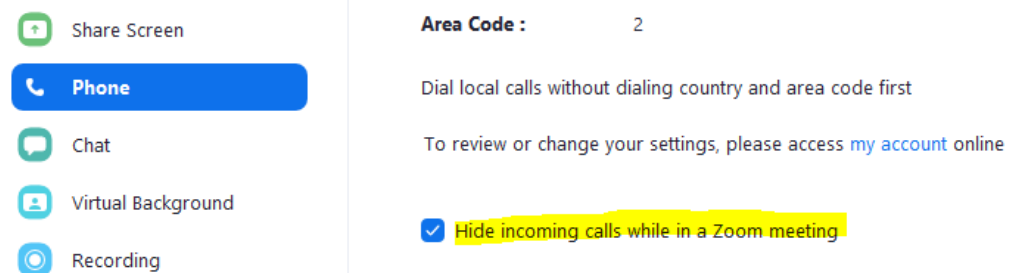
### 3.6 Zoom Phone – Incoming calls during a Zoom Meeting

If you are in a Zoom Meeting and you receive a call, the audio will mute for you whilst the call is coming through. To avoid this from happening:

1. Select your name / icon on the top right of the Zoom Application and select Settings.



2. Ensure you are in the Phone menu as indicated on the left.



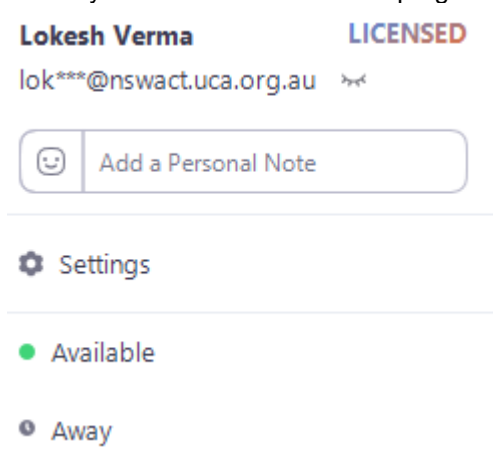
3. Select the check box for "Hide incoming calls while in a Zoom meeting."

This allows you to receive a call while in a meeting, but the notification is silenced and not interrupt your meeting. You may ignore this call and it will go to voicemail.

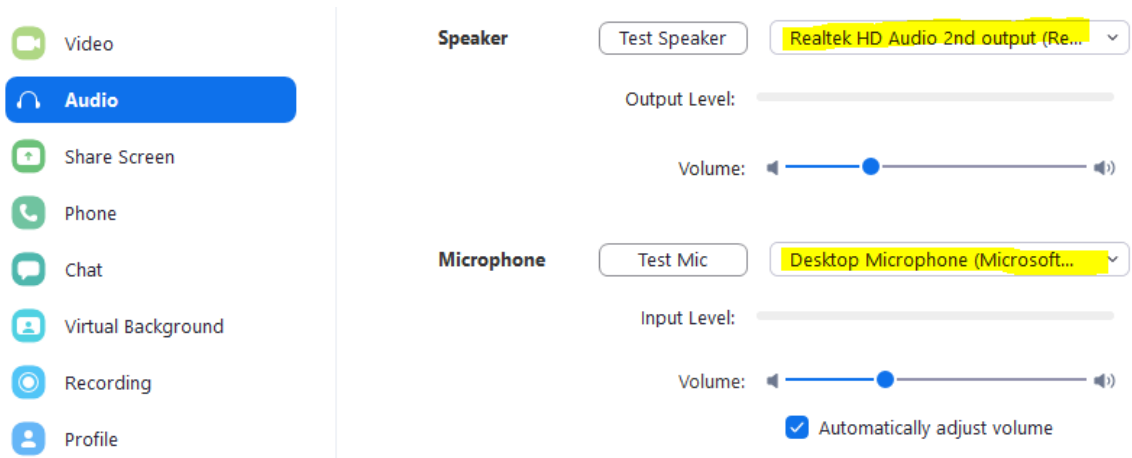
### 3.7 Zoom Phone – Audio Settings

Audio settings may need to be checked or configured if you are having audio difficulties such as the person on other line cannot hear you or you cannot hear them. To do so:

1. Select your name / icon on the top right of the Zoom Application and select Settings.



2. Select 'Audio' on the left menu.



If you cannot hear the person, ensure the SPEAKER setting is correct – i.e. speaker on your PC or change to your headphones.

If the person on the other line cannot hear you, ensure the MICROPHONE settings are correct – i.e. ensure the microphone is set to the one for your headset or your PC.

Adjust volume levels so you can hear the person on the other line. If your voice is sound low / weak to the other person, increase the volume level for the MICROPHONE volume.

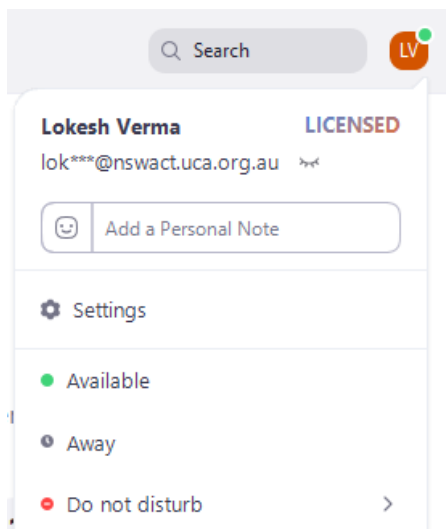
### 3.8 Call Flipping from PC to Mobile

Call flipping allows you to answer / transfer a call that is currently in progress on your PC to your mobile phone. This is advantages if you need to leave your PC but need to stay on the call. To do this:

1. While the call is in progress, launch the Zoom Application on your smart phone.
2. Select the Phone menu.
3. Option will be presented to transfer the current active call to your mobile.

### 3.9 Do Not Disturb Option

Turning on Do Not Disturb will ensure any calls you are receiving will be silenced. You can set the period for which you wish to be DND or specify a specific time period.



## 4. ZOOM MOBILE APPLICATION

To install the Zoom Mobile application on your smart phone, visit the application store on your mobile / smart phone.



## 5. ZOOM HELP CENTRE

The following links are useful to access Zoom Help Online

- **Getting Started** click [here](#)
- **Audio Video Sharing** click [here](#)
- **Meeting and Webinars** click [here](#)
- **Zoom Phone** click [here](#)
- **Account and Admin** click [here](#)
- **Training / Live Webinars / Tutorials** click [here](#)

## 6. FAQ

***When I divert calls to my mobile phone, does this incur data costs on the mobile phone plan.***

When you divert call to your mobile it does not incur data costs, however if the call diverts (after 15seconds) to your Zoom Mobile rather than the Zoom PC Application, it WILL incur data costs. Data is not high for voice calls. Video calls have a higher data usage. If the call diverts to your mobile, you cannot transfer internally using Zoom staff look up as the call has left the Zoom ecosystem.

***Does Zoom Application run on the Wi-Fi internet? What happens when Wi-Fi is not working?***

Yes, it does. Subject to Wi-Fi being available. Usually it is the phone carrier drops out due to poor connectivity. NBN internet connectivity is more stable. If Wi-Fi is weak, you can answer calls using the mobile network.

***Can you identify within call queues, which staff member is in a call queue or out of a call queue?***

If you are not a manager / administrator, you cannot see who is in the call queue. You can see which call queue you are part of. If a call comes in for a call queue you are part of, this will be indicated on the screen.

***Diverting calls from Zoom to my mobile number wont allow me to transfer internally to a staff member.***

This is because the call has left our Zoom environment and is essentially a call just to the mobile number. In order to have the functionality of transferring calls internally by looking up staff names, calls must remain within our Zoom environment.

***Can I make international calls using Zoom Phones?***

By default, no. If this is a requirement for your roll, please discuss and seek permission from your direct line manager and forward the approval to [helpdesk@nswact.uca.org.au](mailto:helpdesk@nswact.uca.org.au) . Additional costs associated with activating international calls.

***Can my call queue number be used as my outbound caller ID?***

Yes, if you are part of that call queue you can set that as your outbound caller ID. This will appear as an additional option in the drop down in the caller ID section.