

Zoom Phone FAQ's

1. Can you add additional callers to a conference call after you merge the call?

No, if you only have a basic Zoom license you can only merge a two-way call into a three-way call using the add call button. Once you click the add call button, you will enter in the name or number of the other caller you want to add. Once they pick up, you can click the merge call icon to merge the caller. The call will now be displayed as a conference call. Yes, if you have a Zoom Pro license. You can add up to 10 participants on a conference call using the add call button. Once you click the add call button, you will enter in the name or number of the other caller you want to add. Once they pick up, you can click the merge call icon to merge the caller.
2. Can the Zoom desktop application launch automatically when you sign into your computer like the Teams desktop application?

Yes, you can turn this setting on in the Zoom desktop Application. Go to your profile which is your picture or initial located in the upper right-hand corner, then select the "Settings" option from the list. Select "General", then select the check box next to "Start Zoom when I start Windows".
3. Can the Zoom desktop application be installed on a Rowan-Cabarrus Community College desktop computer?

Yes, it has automatically been pushed out to all Rowan-Cabarrus laptops and computers. If you do not see it, please submit a ticket into the Help Desk.
4. Can you sync your Outlook calendar with Zoom phones?

Yes, you can sync your Outlook calendar with Zoom phones. The instructions on how to complete this step are in the Jitbit knowledgebase under the Zoom phones category.
5. Can you remove yourself as an assistant if the delegator has set you up to make, answer, and pick up hold phones calls for them?

No, only the person who set you up can or the Zoom phone administrator.
6. Do you have unlimited minutes for a Zoom meeting if you have a Zoom phone license?

No, if you are only assigned with a basic license for Zoom meeting, you are limited to 45 minutes per meeting regardless of whether you have a phone License or not.
7. Does the sync status for your presence in Zoom phones sync with Microsoft Teams and or Outlook?

No, because Microsoft Teams and Outlook are already setup to sync your presence and that would have to be disabled first before syncing Outlook to Zoom phones.
8. Do I need to update the status or presence in both?

Yes, you will update your status in Microsoft Teams, then go and update your status in Zoom phones.
9. Can I meet with a student in a Zoom meeting if my business hours that I set in my phone application are set to an earlier time?

Yes, you can still have scheduled meetings with students after the designated business hours that are set in your phone. The phone calls that come in for you will be forwarded directly to your voicemail.

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10. Can a student on a phone call be able to join a Zoom meeting if you decide to turn it into one?

Yes, the caller will automatically join the meeting. The waiting room is disabled by default for Zoom phone calls that are elevated to a meeting.

11. Can you elevate a conference call (3-way call) to a Zoom meeting?

Yes, merge the two calls to start a three-way call before elevating to a Zoom meeting. If you don't merge the call first, the meeting will only start with the active call.

12. Can I recover a voicemail if it is deleted?

No, unfortunately, you can't recover a voicemail that's been deleted. But you will receive an email notification with the voicemail transcript. If you did not delete the email containing the voicemail, then you will still have access to it.

13. Can you set the number of rings on a call before the phone call is forwarded to the assistant?

No, unfortunately, you cannot set this up at this time.

14. Can you text a group of individuals using a Zoom phone?

Yes, you can, but right now you can only text internal users not external. In a few weeks, this feature will be turned on for everyone and you will be able to text internally and externally to anyone.

15. Why can't I send an SMS (text message)?

Try signing out of the Zoom desktop application or mobile app, then sign back into it. If you don't see the SMS tab, then contact the Zoom phone administrator by submitting a ticket into the Help Desk. They may have to enable SMS for you.

16. Is there a limit on the number of voicemails that can be stored in Zoom phones?

No, Zoom phones does not have a storage limit for voicemails.

17. Can I turn off the display box that shows up in the corner of my screen when I log into the Zoom desktop application?

Yes, you can turn this setting off in the Zoom desktop application. Go to your profile which is your picture or initial located in the upper right-hand corner, then select the "Settings" option from the list. Select "General", then uncheck the box next to "Zoom Assistant".

18. Will my phone number change?

No, individual and department phone numbers will remain the same.

19. Does Zoom phones require a new application?

No, you will have a new tab for the phone in your existing Zoom application.

20. Can I use Zoom phones on a mobile device?

Yes, you can use your Zoom phone on any device that you install the zoom application on.

21. Will I have a voicemail services?

Yes, Zoom phones provides voicemail capabilities. When a caller leaves you a voicemail you will receive a message in the Zoom phone application as well as an email.