

Headset Options for Softphones

Will my current headset work with Zoom Phone?

If you use a headset, headphones, or a microphone to participate in Zoom video meetings they will work exactly the same way with Zoom Phone, so you can keep on using the same setup.

I would like a headset. What are the headset options for Zoom Phone?

You can use any bluetooth or wired headphones, including AirPods or other personal earphones. For anyone not keeping a physical phone, we are providing the following wired headset:

- [Yealink UH35 Stereo USB Headset](#)

If you would like a headset, we will deliver one to you ahead of the cutover if possible. You do not have to be in your office, but if you would prefer to be there please let us know.

I don't want a headset, what are my other options?

You can use your integrated speakers and microphone on your college-issued laptop. Additionally, there are other options you can purchase such as USB handsets which would include just the handheld part of a desk phone but instead connected to your laptop.

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](#)