

# Overview of Zoom Soft Phones

## Why is the phone system being replaced?

Our current phone system is outdated and no longer supported, making it necessary to transition to a more modern and sustainable solution. Zoom Phone offers enhanced features and flexibility that better meet the needs of our campus community.

## What is a Zoom phone?

Zoom Phone is a VoIP (Voice over Internet Protocol) phone system that is built into the existing Zoom meeting platform already being used by many Connecticut College faculty and staff. Telephone calls can be placed and received through the Zoom Workplace app on a desktop computer or mobile device, or through a standard desk phone.

### Key Features and Benefits:

**Integration with Zoom Meetings:** Seamlessly integrates with Zoom's existing video conferencing and chat capabilities, allowing users to switch between voice and video calls easily.

**Flexibility:** Faculty and staff can use their Conn Zoom phone number from anywhere, whether on campus, at home, or traveling.

**Expanded privacy:** Faculty and staff no longer need to provide their personal number to be connected by phone away from their office.

**Business Continuity:** A cloud-based phone system ensures seamless communication during disruptions, such as power outages, natural disasters, or network failures.

**Advanced Features:** Offers features like call recording, call analytics, call routing, voicemail transcription, and integrations with popular business applications.

**Cost-Effective:** Zoom Phone is generally more affordable than traditional phone systems.

**Easy to Use:** The Zoom Phone interface is intuitive and easy to learn, making it simple for users to adopt and use.

### How it Works:

**VoIP Technology:** Zoom Phone uses VoIP technology to transmit voice calls over the internet, rather than traditional phone lines.

**Zoom App:** Users access Zoom Phone through the Zoom app, which supports secure voice calls on desktop, mobile clients, and the Zoom Web App.

**Device Compatibility:** Zoom Phone supports various devices, including VoIP-enabled desktop phones, conference phones, computers, laptops, tablets, and smartphones.

**Call Features:** Users can make and receive calls, access in-call controls like hold, record, and transfer, and start Zoom meetings from within a call.

In summary, Zoom Phone provides the college with a flexible, scalable, and cost-effective cloud-based phone system that integrates seamlessly with the Zoom platform, offering a range of features to enhance communication and collaboration.

## 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](#)