

Physical Phones FAQ

What happens to my physical phone? Can I retain a physical phone in my office?

We are adopting a softphone-first mindset to maximize Zoom phone capability. However, physical desk phones may make sense in some situations. There will be an opt-in process for individuals that require a physical handset. If you work Flexwork then Zoom softphone is the right option for you as you already need to connect from your laptop to receive calls at home.

If you do require a physical phone you will have to upgrade to a new model phone, as our current phone models are not compatible with Zoom Phone. If you are receiving a desk phone, there may be some downtime the day of the transition as each phone has to be manually provisioned. For critical lines such as main department lines, these phones will be set up ahead of time so there is no downtime. However, the Zoom app will work for placing and receiving calls immediately.

I understand my physical phone will be removed. When will that happen, who will do it, and what happens if I'm not around?

Library and Information Technology (L&IT) will schedule phones to be cutover from our current system to the new Zoom system. For those who will no longer have their physical phones, L&IT will come to your office and remove the physical phone. This will occur at or about the time of the cutover.

If you are not present at the time when staff arrive, we will remove the phone and leave with you a headset (if you ordered one), and a quick information sheet that will help you get started with using your new Zoom soft phone.

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](#)