

Zoom and My Personal Cell Phone

Do I have to use my personal cell phone to use Zoom?

You do not have to install anything on your personal phone that you do not want to. It can be beneficial to use the Zoom app on your phone if you choose to. Only those who choose to use the benefits and convenience of the Zoom soft phone features will need to install the Zoom workplace application on their personal smartphone.

Some advantages of using the Zoom application on your personal cell phone to make or receive calls for work include:

- Phone calls on a smartphone can be received or placed during a power outage
- No incoming calls will appear outside of your configured business hours
- Calls incoming to your College number will appear on the Zoom application, not the default phone application your phone uses for other calls
- Calls can be made or received from anywhere you receive a cellular signal
- Easier access to voicemail messages

Will people see my personal number if I make a Zoom Phone call from my cell phone?

No. If you make a call through the Zoom app on your phone, the person you are calling will only see your college phone number. Your cell phone will use two separate and distinct applications for phone usage - the Zoom application for work calls, and the default application for all other calls.

Will I have access to the campus directory on Zoom Phone?

As users are migrated into Zoom Phone they will also be added to the Contacts space in Zoom. Once everyone has been migrated it will function like the current campus directory, allowing you to search for them by name, extension, or full number.

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](#)