

The Division of Information Technology has selected Zoom Phone as the campus's next-generation unified communications solution. Our current phone system is obsolete and at its end of life. The Zoom Phone is an addition to the advanced unified communication platform that the campus has already adopted for video conferencing. With the implementation of Zoom Phone, your laptop and headset combined will become the new standard as your campus telephone.

Implementation Plan

For more information, please visit the Zoom Phone website at <https://zoomphone.fullerton.edu>



Private Office

- Your laptop and headset combined become the new standard as your campus phone.
- Call-flip feature allows moving between mobile apps, and desktop apps.
- Voicemails can be forwarded to email, and voicemails can be accessed from the Zoom application.
- Voicemail automated transcription for you.
- Calls can be elevated to Meeting.

Shared Office

- Common shared offices for Part-Time Faculty and Department.
- Dedicated desk phone will be installed.
- Each Part-Time Faculty will be assigned an extension for voicemail.
- Individual voicemails can be accessed from the Zoom application.

Office Front Desk

- Department or College front desk phone with call attendants.
- Dedicated multi-line desk phone will be installed.
- Features include call routing/call tree, call controls, call queue, call delegation, and advanced call monitoring.

Private Office Support:
IT Help Desk: 657.278.7777
Email: HelpDesk@fullerton.edu

Shared and Front Office Support:
Telecommunications Office: 657.278.4357
Email: telecom@fullerton.edu