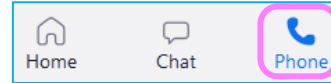# Making calls

Make and receive external calls on your Zoom app. You have a personal phone number, and all the settings of a regular phone.
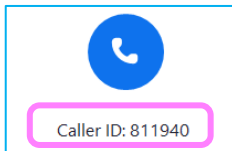
Access Zoom phone

1. Open the desktop application.
2. Select the **Phone** icon, at the top of the app.

Find your number.

1. Select the **Phone** icon.
2. At the bottom of the phone pad your number will be displayed.

Caller ID: 811940
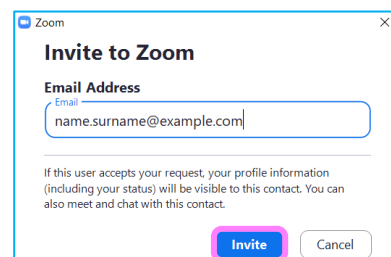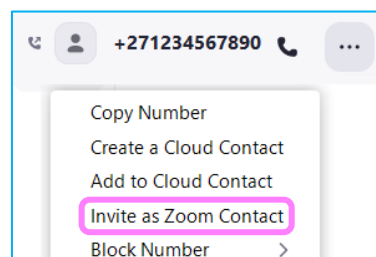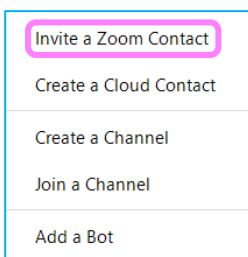
Making a call using the calls tab

1. Select the **Phone** icon.
2. Enter the name, or phone number of whom you want to contact.
3. Select the **Call** icon.
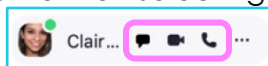
Receiving calls

When you receive a call, you can either **Accept** or **Decline** the call.

Managing and adding contacts

1. Select the **Contacts** icon in the app.
2. To add a contact, select the **Add** icon.
3. Select **Invite a Zoom Contact** or from the call **History** click on the ellipses and select **Invite as Zoom Contact.**
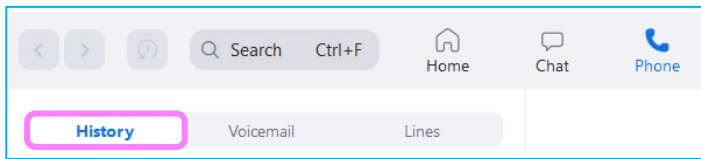4. Enter the **Email Address** of the person and select **Invite**.

Invite a Zoom Contact
Create a Cloud Contact
Create a Channel
Join a Channel
Add a Bot

+271234567890
Copy Number
Create a Cloud Contact
Add to Cloud Contact
Invite as Zoom Contact
Block Number

Zoom
Invite to Zoom
Email Address
Email
name.surname@example.com

If this user accepts your request, your profile information (including your status) will be visible to this contact. You can also meet and chat with this contact.

Invite   Cancel

5. Once the contact has accepted your request, you can call, meet or chat to them by selecting their **Name** then selecting the **Chat, Meet with Video** or **Phone Call** icon.

Clair...

Zoom Phone

Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.
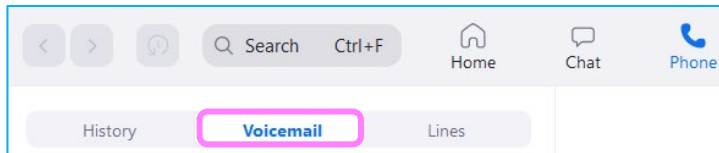
Call history

1. Select the **Phone** icon.
2. Select **History,** this will be shown on the left of the app.
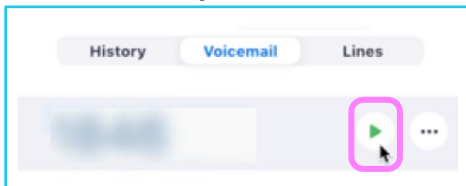

3. To return a **Missed** call, hover over the name or number.
4. Select the **Call** icon.

Voicemail

1. Select the **Phone** icon.
2. Select **Voicemail,** this will be shown on the left of the app.

3. To listen to your voicemail, hover over the **Voicemail**.
4. Select the **Play** icon.

Learn more

- [In call controls >](#)
- [Emergency locations >](#)

Discover more at the [BT Support Centre >](#)