

# What in-call tools and features do I have in Zoom Phone?

## FEATURES

- **Mute/Unmute:** Mute or unmute your mic.
- **Keypad:** Display a dial pad to enter numbers.
- **Audio:** Open audio settings and change the volume of your speaker or mic.
- **Add call:** Display a dial pad to enter a number and add another person to the call (three-way call).
- **Hold/Unhold:** Place the call on hold or resume the call. The receiving party will hear default music while on hold.
- **Transfer:** Transfer the call to another number or voicemail.
- **Record/Stop recording:** Start or stop recording a call. FSU's audio prompt notifies both parties that the call will be recorded.
- **AI Companion:** Starts transcribing the call and adds an AI agent that can answer various questions about the call.
- **Meet:** Convert the phone call to a new Zoom meeting.

