


Troubleshooting & Resources for Zoom Phone

This article contains troubleshooting tips and resources for Zoom Phone.

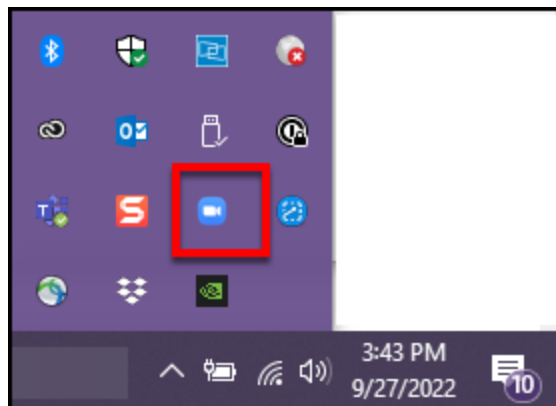
Issues with your Zoom desktop app or mobile app

Try quitting the Zoom app and opening it again.

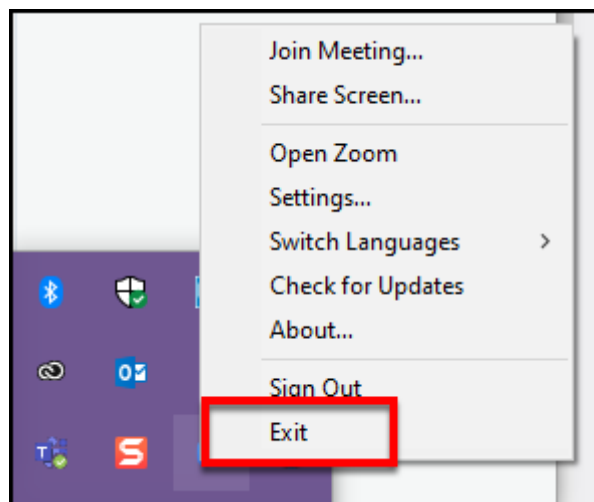
The first troubleshooting step is to completely close/quit the Zoom app and open it again.

 Note that with the Zoom desktop app, the app may still be running when you close it. Follow the additional instructions below to quit the app.

1. Go to your taskbar and locate the Zoom app. Right-click on the Zoom app (PC) or Ctrl+click on the Zoom app (Mac).



2. Click Exit.



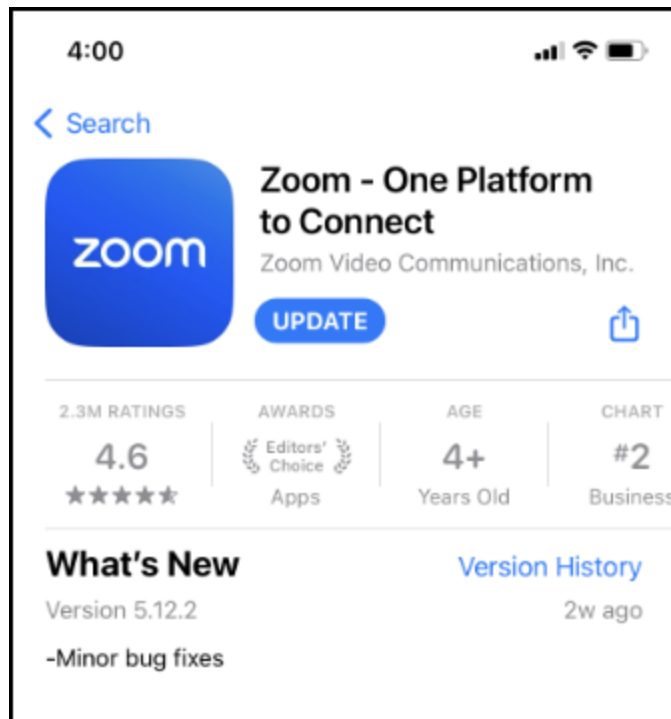
Try signing out of the Zoom app and sign in again.

Signing out of the Zoom app and signing back in can also resolve many Zoom Phone issues.

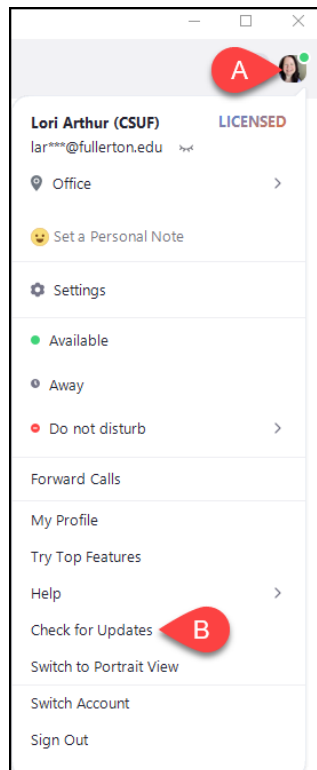
Check for updates to the Zoom app

Zoom releases updates to the apps that often address various bugs and issues. Check to see if there are any updates for the Zoom app and then see if your issue is resolved.

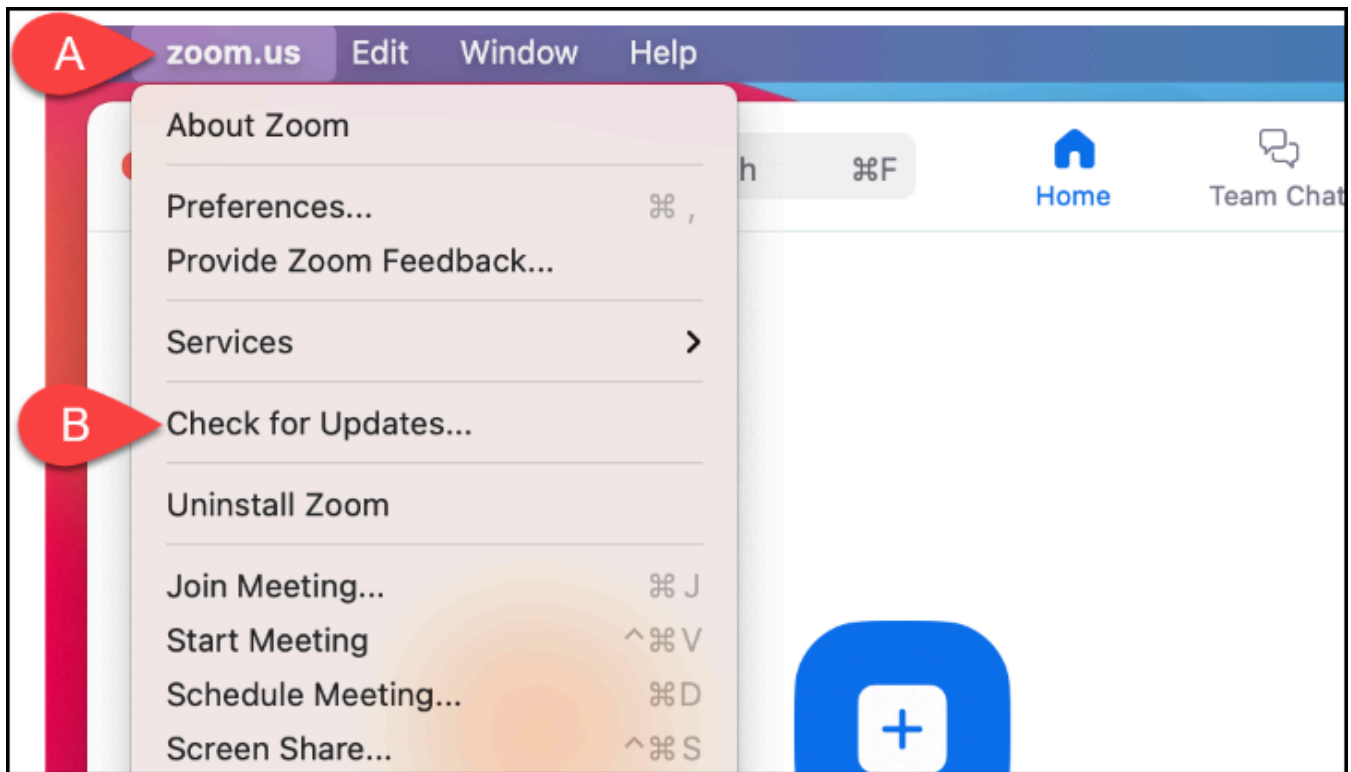
For the Zoom mobile app, check the Apple App Store or Google Play Store to see if there are any available updates.



On the Windows PC Zoom desktop app, click on your profile icon and select Check for Updates.

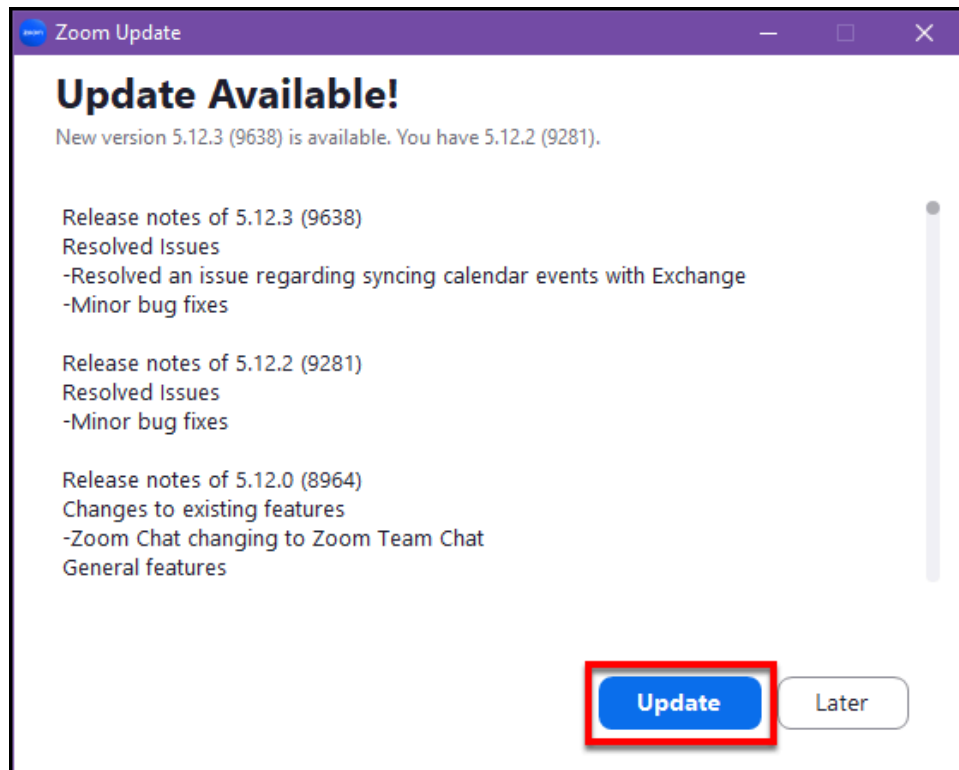


On the Mac Zoom app, click on the Zoom.us menu and then select Check for Updates.

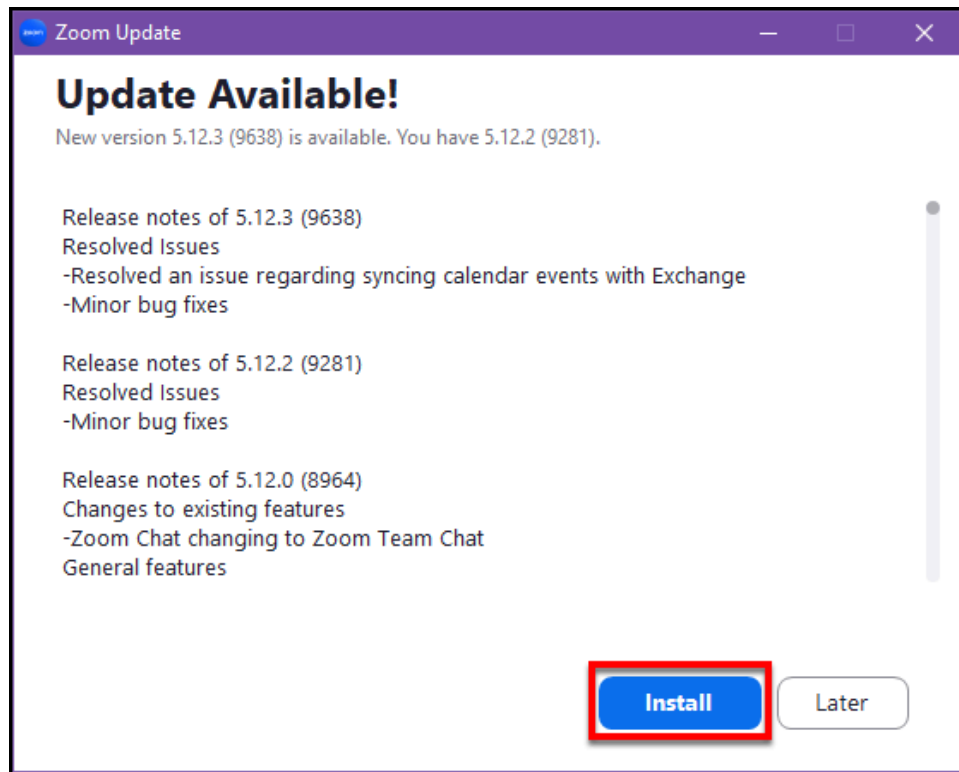


- A. Click on the **zoom.us** menu.
- B. Then select **Check for Updates**.

If an update is available, click Update.



Once the update is downloaded, click Install. Your Zoom app will close and restart once the update is installed.



Don't see the Check for Updates option? Or get an error message indicating that your Zoom app has to be updated by an administrator?

Uninstall the Zoom app and re-install it by following [our instructions on downloading the Zoom desktop client](#). This should allow you to update the app on your own.

[How to uninstall an application on Windows PC](#)

[How to uninstall an application on Mac OS](#)

If this does not solve the issue or you experience issues when trying these steps, contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for assistance.

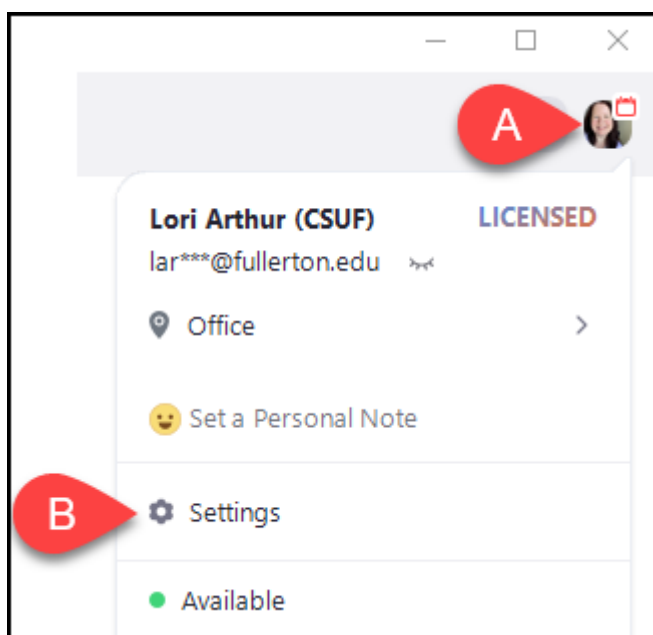
Restart your device

Many issues can be resolved by restarting your device (laptop, mobile phone, tablet, etc.). Try turning off the device completely and then turn it back on to see if that resolves your issue.

Need to obtain diagnostic info and/or your IP address for Telecom?

If you are working with Telecom to resolve an issue, they may request some diagnostic information and/or your IP address. These steps cover how to access that information.

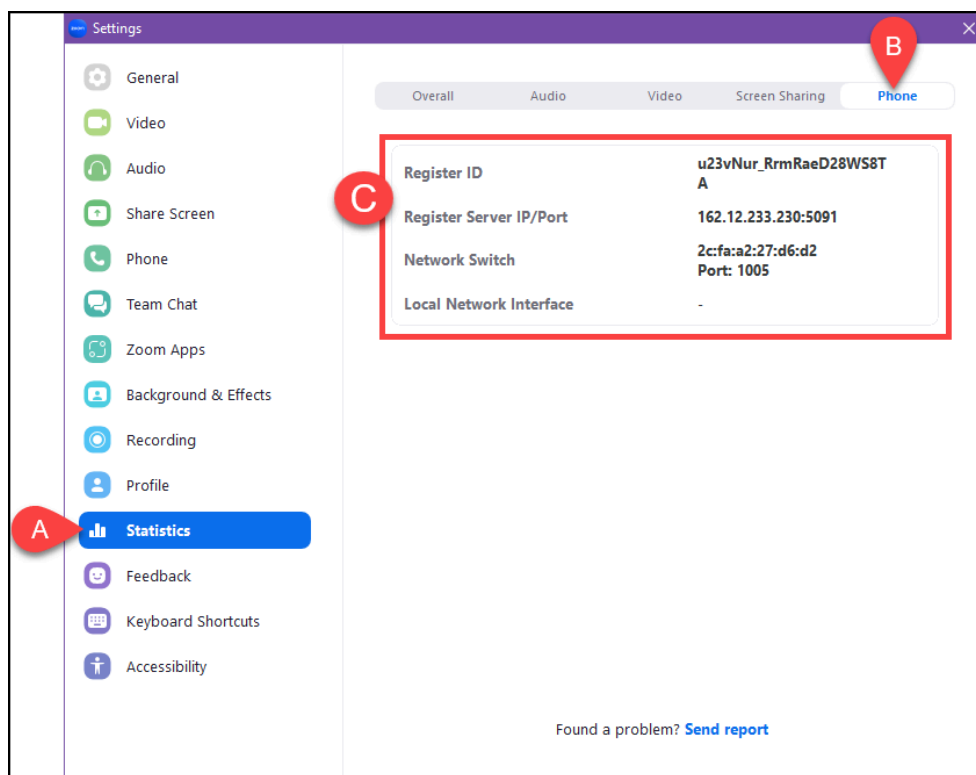
1. Click on your profile image and then select Settings.



- A. Click on your profile image.
- B. Then click **Settings**.

2. Click on Statistics and then click on Phone. You can now take a screenshot of the information or copy/paste the requested information into an email or chat window.

💡 Register Server IP/Port = your Zoom Phone IP address.




- A. Click on **Statistics**.
- B. Then click on **Phone**.
- C. You can now take a screenshot of the information on this screen or copy/paste it into an email or chat window.

Trouble logging in? Clear your browser cache.

[View instructions on clearing your browser history, cache, and cookies.](#)

Audio issues? Call *8378 (TEST) to test your audio.

You can record test audio and play it back to test your speakers and microphone.

 If you follow the steps below and do not hear the recording repeated back to you like an echo, there could be issues with your connection.


1. Sign into your Zoom account, then click or tap on Phone.
2. Dial and call *8378.

3. Speak into your microphone. Zoom will automatically play back the recording for you.
4. Hang up to end the test.

Issues with your Zoom desk phone

Restart your desk phone

Restarting your desk phone can often resolve issues you are having with the device.

 Please note that it may take about a minute for your phone to restart and reconnect to the campus network.

VVX 150 Desk Phone:

1. Press the Home button.
2. Use the right navigation button to scroll to **Settings** and then press the select button.
3. Press the select button to select **Basic**.
4. Press 7 or use the down navigation button to scroll to Restart Phone and press the select button.
5. Press the Yes soft key to confirm you want to restart your phone.
6. The phone will chirp and then restart.

Edge E100 and E220 Desk Phones:

1. Press the Home button.
2. Press 9 or use the down button navigation to scroll to **Settings** and press the select button.
3. Press 1 or the select button to select **Basic**.
4. Press 7 or scroll down to **Reboot Phone** and press the select button.
5. Press the **Yes** soft key to confirm you want to restart your phone.
6. The phone will chirp and then restart.

Edge E500 Desk Phone:

1. Press the Home button.

2. Press 9 or use the down button navigation to scroll to **Settings** and press the select button.
3. Press 1 or the select button to select **Basic**.
4. Press 7 or scroll down to **Reboot Phone** and press the select button.
5. Press the **Yes** soft key to confirm you want to restart your phone.
6. The phone will chirp and then restart.

Audio issues? Call *8378 (TEST) to test your audio.



If you follow the steps below and do not hear the recording repeated back to you like an echo, there could be issues with your device(s).

1. Dial and call *8378 (TEST).
2. Speak into your handset or connected headset. The recording will automatically be played back for you.
3. Hang up to end the test.

If you are unable to dial *8378, try running the built-in diagnostics on the desk phone.

VVX 150 Desk Phone:

1. Press the Home button.
2. Use the right navigation button to scroll to **Settings** and then press the select button.
3. Press the select button to select **Status**.
4. Press the select button to select **Diagnostics**.
5. Press the select button to select **Test Hardware**.
6. Press the select button to select **Audio Diagnostics**.
7. Press the **Record** soft key to start recording. Speak into your handset or connected headset.
8. Press the **Stop** soft key to stop recording.
9. Press the **Play** soft key to listen to the recording.

Edge E100 and E220 Desk Phones:


1. Press the Home button.
2. Use the right navigation button to scroll to **Settings** and then press the select button.

3. Press 5 or the select button to select **Diagnostics**.
4. Press 2 or the select button to select **Test Hardware**.
5. Press 1 or the select button to select **Audio Diagnostics**.
6. Press the **Record** soft key to start recording. Speak into your handset or connected headset.
7. Press the **Stop** soft key to stop recording.
8. Press the **Play** soft key to listen to the recording.

Edge E500 Desk Phone:

1. Press the Home button.
2. Use the right navigation button to scroll to **Settings** and then press the select button.
3. Press 5 or the select button to select **Diagnostics**.
4. Press 2 or the select button to select **Test Hardware**.
5. Press 1 or the select button to select **Audio Diagnostics**.
6. Press the **Record** soft key to start recording. Speak into your handset or connected headset.
7. Press the **Stop** soft key to stop recording.
8. Press the **Play** soft key to listen to the recording.

How to submit a request to Zoom Support

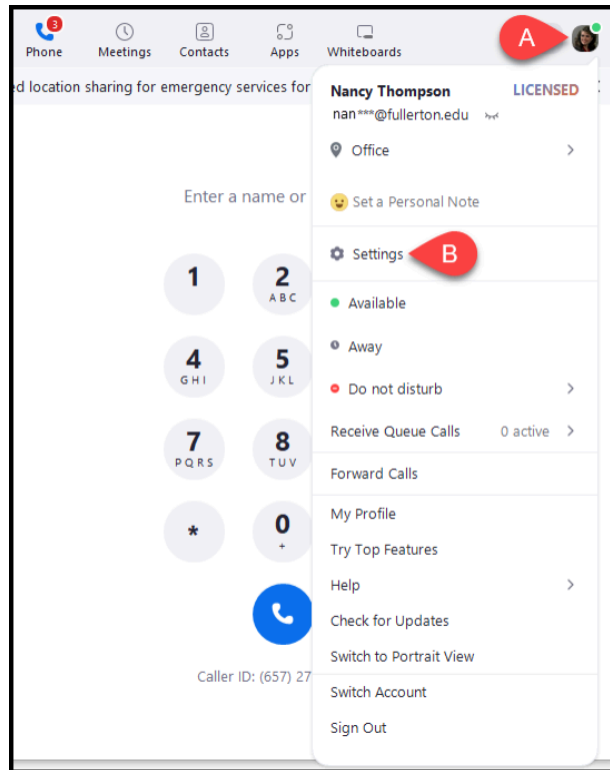
-  Some issues such as network problems, dropped calls, and missing text/chat messages are not supported by campus IT. These issues can be reported directly to Zoom Support.

Send a problem report from the Zoom desktop client

1. Sign in to the Zoom desktop client.

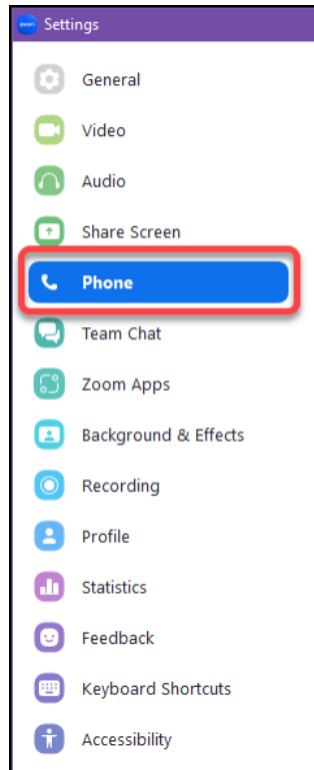
[View instructions on signing in to the Zoom desktop client.](#)

2. Click your avatar. Then, click Settings.

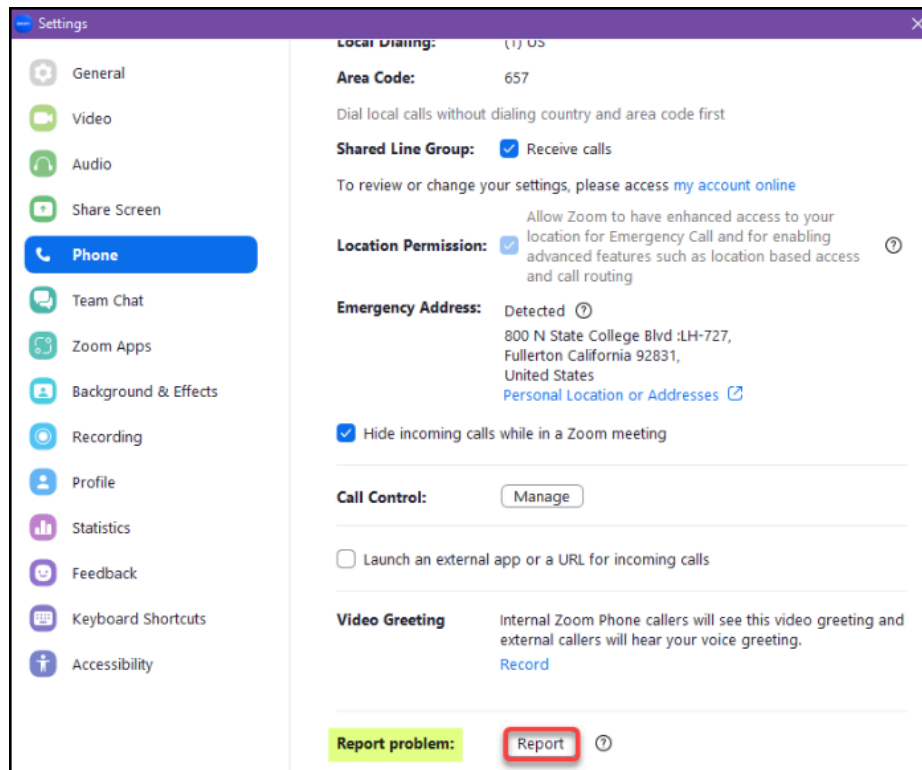


- A. Click your **avatar** (profile picture or initials).
- B. Click **Settings**.

3. Click Phone.



4. Scroll to the bottom to find Report problem. Then, click Report.



5. Check that **Phone** is selected in the **Product** drop-down menu. Then, use the **Problem** drop-down menu to select what kind of problem you encountered. Specify the date and time the issue occurred using the **Time of Occurrence** drop-down menus. In the **Description** field, provide a brief explanation of the problem. Check **Include log file and system information** if you would like log files to be sent to Zoom Support. If you have already opened a ticket, check **I Have a Ticket ID** and input the **Ticket ID** in the data field. Then, click **Send**.

The screenshot shows a 'Report Problem' form. At the top is the title 'Report Problem'. Below it are several input fields: 'Product' (a dropdown menu with 'Phone' selected, labeled A), 'Problem' (a dropdown menu with 'Call' selected, labeled B), and 'Time of Occurrence' (two dropdown menus for date and time, with 'Jan 17, 2023' and '12:22 PM' selected, labeled C). Below these is a 'Description' field (a text area with the placeholder 'Briefly describe what happened', labeled D). Under the description field are two checkboxes: 'Include log file and system information' (checked, labeled E) and 'I have a ticket ID' (checked, labeled F). Next to the 'I have a ticket ID' checkbox is an 'Enter ID' text field (labeled G). At the bottom of the form is a 'Send' button (labeled H) and a 'Cancel' button. A small disclaimer at the bottom reads: 'By sending this report, you agree to Zoom's access of the data necessary to respond to this problem, subject to Zoom's Privacy Policy.'

- A. If it doesn't default to Phone, select Phone from the **Product** drop-down menu.
- B. Select the type of problem from the **Problem** drop-down menu.
- C. Use the **Time of Occurrence** drop-down menus to select the date and time that you encountered the issue.
- D. In the **Description** field, provide a brief explanation of the problem.
- E. (OPTIONAL) Check the box next to **Include log file and system information** if you want to include logged information about your device and the app in your ticket.
- F. (OPTIONAL) If you have an open ticket with Zoom about the same issue and would like to reference it in this ticket, check the box next to **I have a ticket ID**.

- G. (OPTIONAL) If you indicated that you have a Ticket ID, enter the Ticket ID into the data field.
- H. Click **Send** to send the request to Zoom Support.

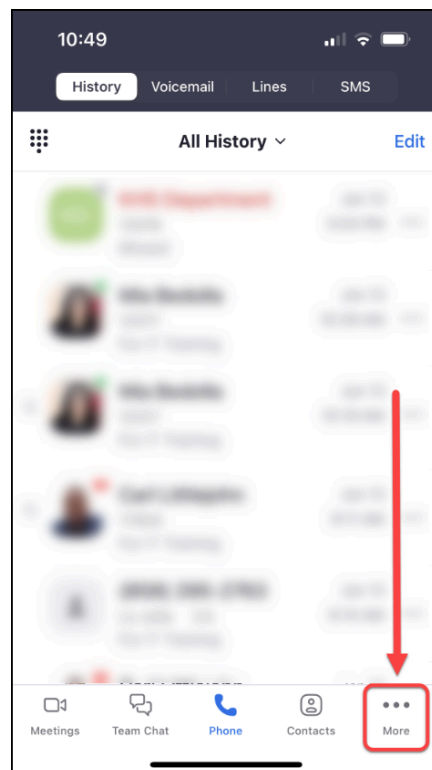
Send a problem report from the Zoom mobile app

💡 These instructions show the iOS interface, but the steps are the same for Android.

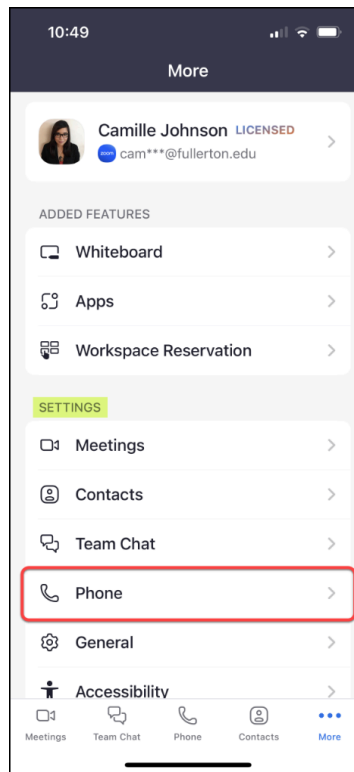
1. Sign in to the Zoom mobile app.

[View instructions on signing in to the Zoom mobile app.](#)

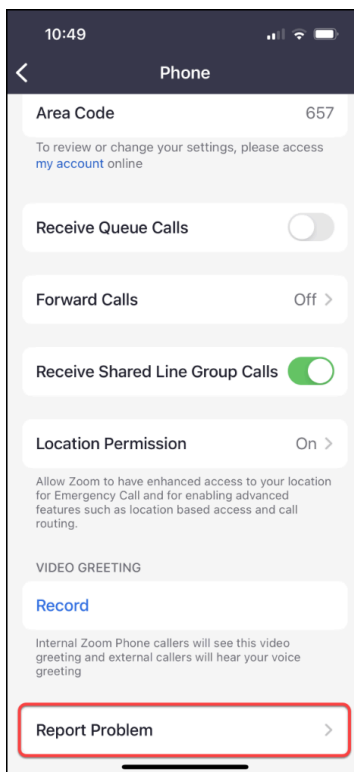
2. Tap the More icon.



3. Under the Settings header, tap Phone.



4. Tap Report Problem.



5. Tap what kind of problem you encountered and provide a brief explanation. Then, specify the Time of Occurrence. Toggle on the Send Log button if you would like log files to be sent to Zoom Support. If you have already opened a ticket, toggle on the I Have a Ticket ID button and input the Ticket ID. Then, tap Send.

- A. Tap what type of problem occurred.
- B. In the data field, briefly explain what happened. If you select Others, explanation is required.
- C. Tap **Time of Occurrence** and select the date and time when the problem happened.
- D. (OPTIONAL) Toggle on the **Send Log button** if you want to include logged information about your device and the app in your ticket.
- E. (OPTIONAL) If you have an open ticket with Zoom about the same issue and would like to reference it in this ticket, toggle on **I Have a Ticket ID**.
- F. (OPTIONAL) If you indicated that you have a Ticket ID, enter the Ticket ID into the data field.
- G. Tap **Send** to send the request to Zoom Support.

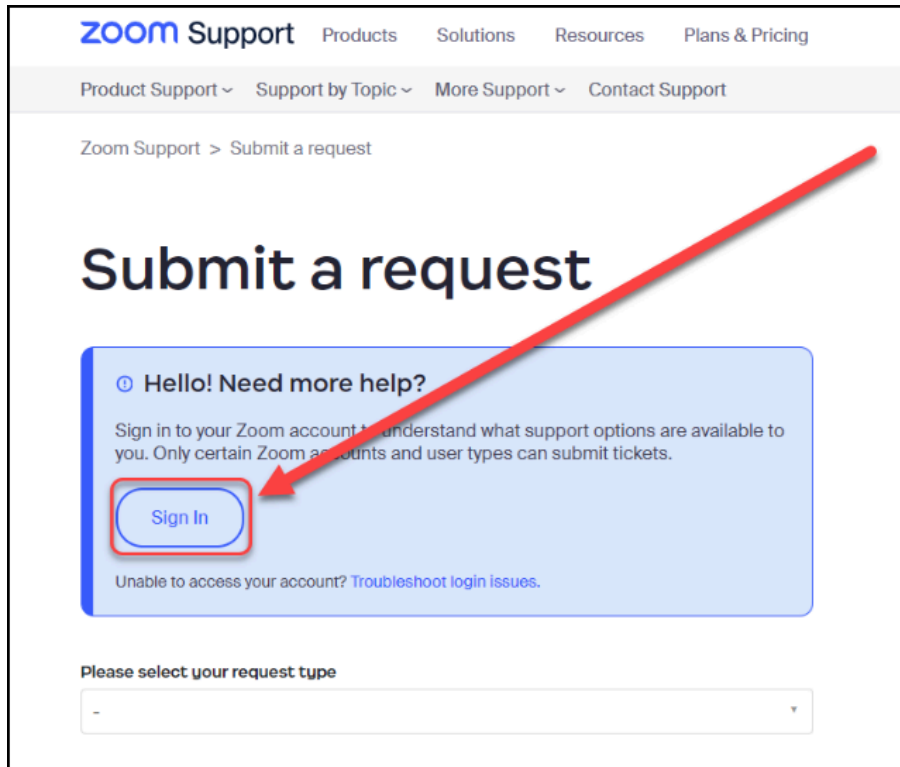
Can't log in to Zoom on your desktop or mobile? Contact Zoom

Support on the Zoom website.

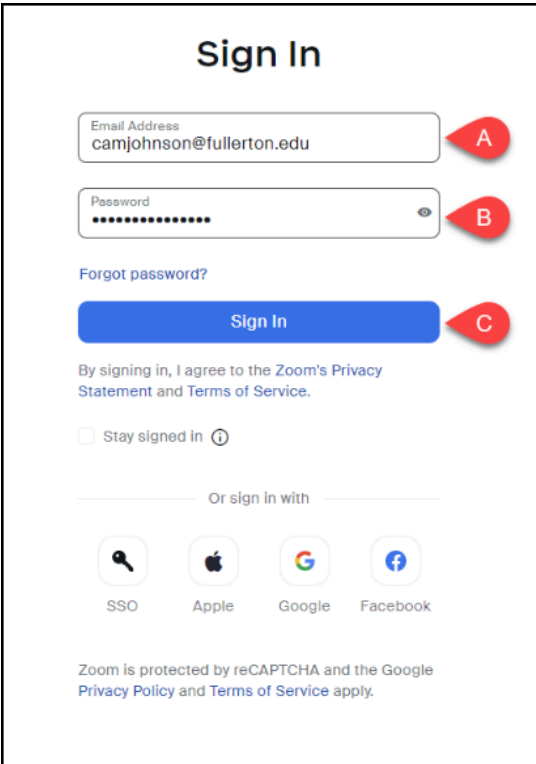
1. Go to the Zoom Support Submit a Request page

[Zoom Support Submit a Request page.](#)

2. Click Sign In.



3. Enter your CSUF email address and password. Then, click Sign In.



The screenshot shows the Zoom Sign In interface. At the top is the title 'Sign In'. Below it are two input fields: 'Email Address' containing 'camjohnson@fullerton.edu' and 'Password' with masked characters. A red callout 'A' points to the email field, and a red callout 'B' points to the password field. Below the password field is a link 'Forgot password?'. A blue 'Sign In' button is highlighted with a red callout 'C'. Below the button is a checkbox 'Stay signed in' with an information icon. Further down is a section 'Or sign in with' with icons for SSO, Apple, Google, and Facebook. At the bottom, a disclaimer states: 'Zoom is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.'

- A. Enter your CSUF email address.
- B. Enter your CSUF password.
- C. Click Sign In.

4. Sign in with your CSUF credentials and authenticate through DUO.

[View Duo guides for Faculty/Staff/Emeriti](#)

[View Duo guides for Students](#)

Username
camjohnson

Password
.....

Login

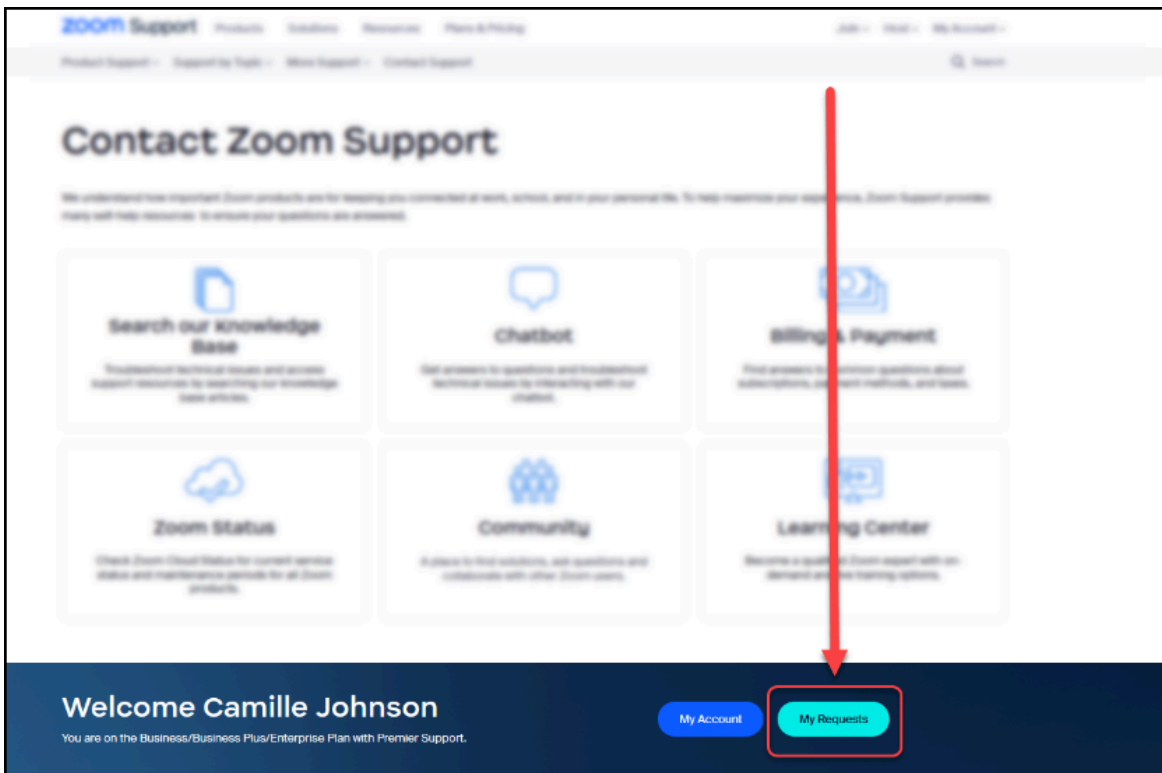
Need help logging in?
DUO Two-Factor Authentication
(2FA) is required to login.
Check "Remember me for 5
days" to stay authenticated.

First time students and applicants
Create my campus account

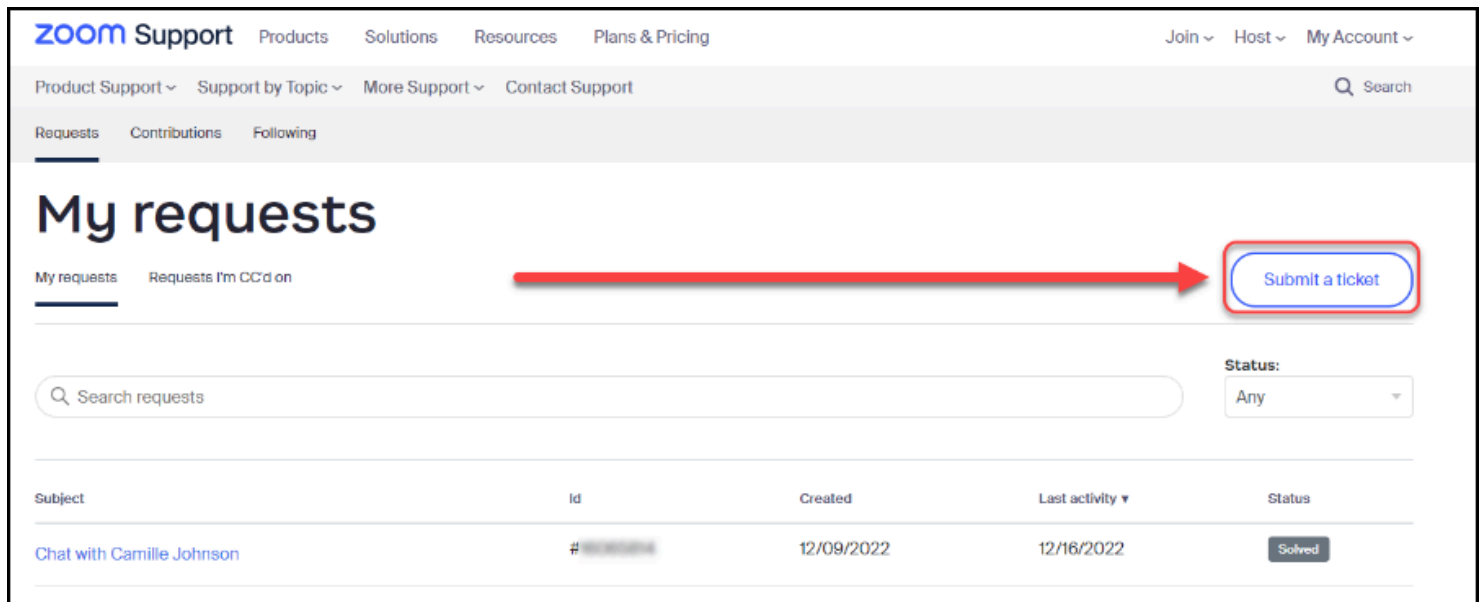
Alumni Portal
Alumni click here

5. Click My Requests in the welcome bar.

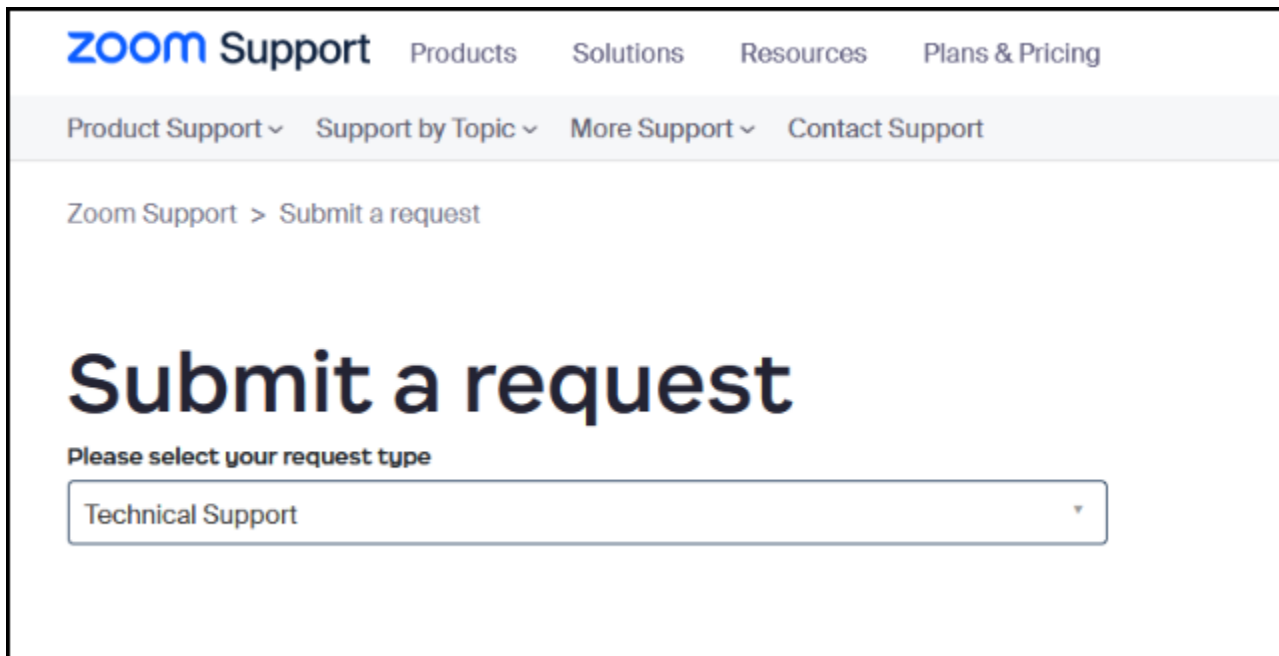
- 💡 My Requests is also where you'll be able to find your open tickets and previous correspondence with Zoom Support.



6. Click Submit a ticket.



7. Select Technical Support from the drop-down menu.



zoom Support Products Solutions Resources Plans & Pricing

Product Support ▾ Support by Topic ▾ More Support ▾ Contact Support

Zoom Support > Submit a request

Submit a request

Please select your request type

Technical Support ▾

8. Add an email address in the CC field if you would like to copy someone on the request. Enter a Subject. Next, explain your issue in the Description box. From the Product drop-down menu, select Zoom Phone. Then, select the type of issue from the About drop-down menu. Choose what Platform you've had the issue on (in most cases, you would select Softphone.) Indicate whether or not you are able to make and receive calls. Then, enter the Ticket ID in the Reference field if you have an open ticket that you would like to reference in this one. To add an attachment, click Add or drop files here. Click Next to proceed.



Fields marked with an asterisk (*) are required.

The screenshot shows a 'Submit a request' form. At the top, it says 'Hello Camille Johnson!' and 'You have Premier Support and are able to submit a web ticket. View all support options.' Below this is a section for 'Required information'. The first field is 'Please select your request type' with a dropdown menu showing 'Technical Support'. The next field is 'CC (optional)' with a text input field and a red callout letter 'A'. The 'Subject' field has a text input field with a red callout letter 'B'. The 'Priority' field has a dropdown menu with a red callout letter 'C'. The 'Description' field has a text area with a red callout letter 'D'. The 'Product' field has a dropdown menu with 'Zoom Phone' selected and a red callout letter 'E'. The 'About' field has a dropdown menu with a red callout letter 'F'. The 'Platform' field has a dropdown menu with a red callout letter 'G'. The 'Are you able to make/receive calls?' field has a dropdown menu with a red callout letter 'H'. The 'Sub account ID (optional)' field has a text input field. The 'Reference' field has a text input field with a red callout letter 'I'. The 'Attachments' field has a text input field with a red callout letter 'J'. At the bottom, there is a 'Next' button with a red callout letter 'K'.

- A. (OPTIONAL) In the **CC** field, enter any email addresses that you would like to copy on the request.
- B. In the **Subject** line, enter a short phrase to describe the issue.
- C. In the **Description** box, provide more details about the issue.
- D. From the **Product** drop-down menu, select Zoom Phone.
- E. From the **About** drop-down menu, select what type of issue you encountered (e.g. Quality/Networking).
- F. From the **Platform** drop-down menu, select what type of device you've had the issue on (this will usually be Softphone.)
- G. From the **Are you able to make/receive calls** drop-down menu, select Yes or No.
- H. (OPTIONAL) In the **Reference** field, enter the Ticket ID of the ticket you would like to reference.
- I. (OPTIONAL) Click **Add file or drop files here** to attach any files such as screenshots, PDFs, etc.
- J. Click **Next** to proceed.

9. In the message prompt, check to see if any of the recommended user guides solve your problem. If none do and you would like to proceed in submitting a ticket, click No, Submit My Request.

Before you submit a ticket

Joining Zoom Sessions events

... In the confirmation email, calendar entry, or the ticket in your Zoom Sessions account. ... Test device to check if your device setup meets the recommended settings for a great Zoom Sessions ...

Release notes for OnZoom

Test events provide new Hosts the opportunity to create an event, go through the ticket-registration and ticket-gifting processes, and host ... Ticket sale window defaulted to end of the event

Getting started with hosting OnZoom events

Ticket Type Name (for example, Early Bird, General Admission, and so on). ... Tickets that are associated with the entire order will be canceled, and an email notification will be sent to the ...

Did that answer your question?

YES, CANCEL MY REQUEST

NO, SUBMIT MY REQUEST

Resources

[Zoom Support website](#)

[Zoom Phone guides](#)

[Zoom Phone Troubleshooting guides](#)

[Zoom Phone videos playlist on Zoom YouTube channel](#)