

Zoom Web Portal Phone Settings

These instructions go over how to make changes to your Zoom Phone settings from the Zoom web portal. [View instructions on logging in to Zoom.](#)



To use these features, make sure that you have the latest version of Zoom installed. [View instructions on how to update Zoom.](#)

Accessing the Phone menu in the Zoom web portal for the first time (set your area code and voicemail PIN)

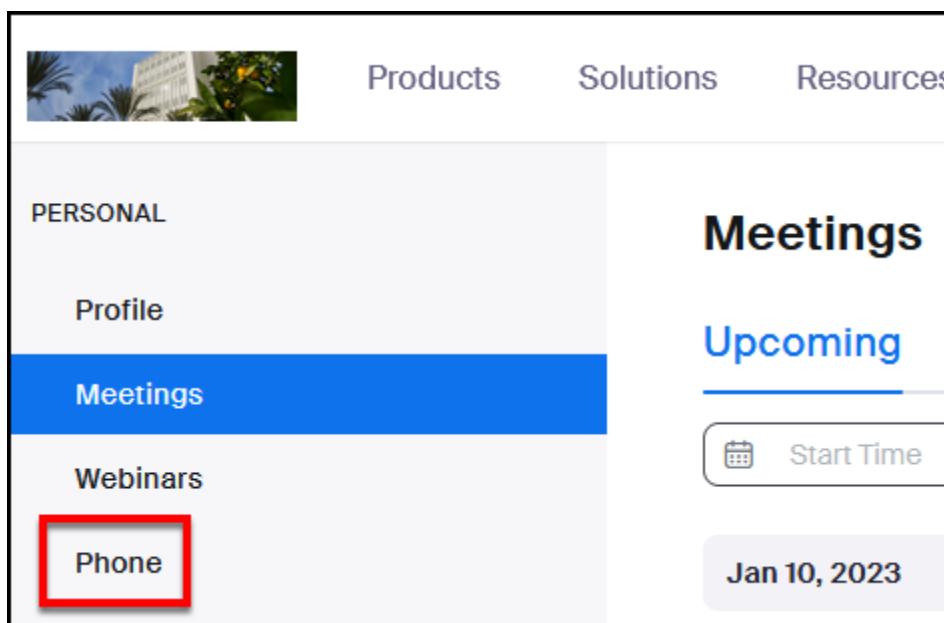


The first time you access the Phone menu in your Zoom web portal, you'll be prompted to set your area code and voicemail PIN before you can access additional Zoom Phone settings.

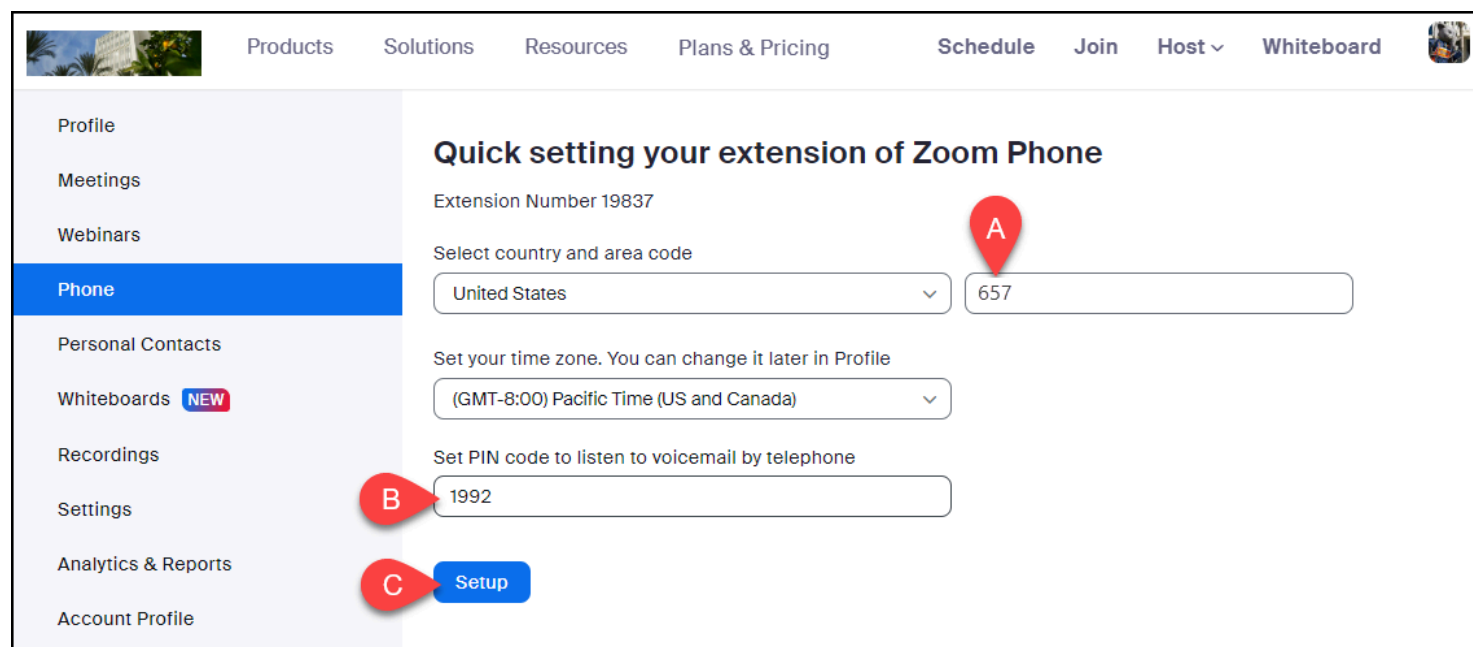
1. Log in to the CSUF Zoom web portal.

[View detailed instructions on accessing the CSUF Zoom web portal.](#)

2. Click on the Phone menu.



3. Enter 657 as the area code. Make a note of your voicemail PIN or edit the number to choose your own PIN. Then click Setup.



A. Enter **657** as the area code.

B. Make a note of the voicemail PIN or edit the number to choose your own PIN.

C. Then click **Setup**.

4. You're done! You can now access History, Voicemail, Recording (if applicable), and Settings for your Zoom Phone.

PERSONAL	History	Voicemail	Recording	Settings
Profile				
Meetings				
Webinars				
Phone				
Personal Contacts				
	Site	Main Campus <i>(Main Site, Site Code: 1)</i>		
	Package	US/CA Unlimited Calling Plan		
	Number(s)	(657) 278-5792 (United States)		
	Extension Number	15792		

View Call History on the Zoom web portal

 This will show the call history across all your phone lines.

1. Select Phone from the navigation panel on the left. Then, click History to view your call history.

The screenshot displays the Zoom web portal interface. On the left is a navigation panel with options: Profile, Meetings, Webinars, Phone (highlighted), Personal Contacts, Whiteboards (NEW), Recordings, Settings, Analytics & Reports, and Account Profile. At the bottom of the panel are links for Zoom Learning Center and Attend Live Training. The top navigation bar includes SOLUTIONS, PLANS & PRICING, CONTACT SALES, RESOURCES, SCHEDULE, JOIN, and HOST. Below the navigation bar, the 'History' tab is selected, with other tabs being Voicemail, Recording, Settings, and Network Diagnostics. The History section features a date range filter (From: 10/08/2022, To: 10/14/2022), a search field labeled 'Search by Name, Ext. or Number', and a checkbox for 'Show missed calls only'. Below these is a table of call history with columns: Contact, Time, Duration, Client Code, Result, and End-to-End Encryption. The table contains three rows of call data.

Contact	Time	Duration	Client Code	Result	End-to-End Encryption
[Redacted]	Oct 12, 2022, 10:48:23 AM	--	--	No Answer	No
[Redacted]	Oct 12, 2022, 10:48:22 AM	00:00:08	--	Call Connected	No
[Redacted]	Oct 12, 2022, 10:48:17 AM	00:00:01	--	Call Connected	No

- A. From the navigation panel, click **Phone**.
- B. Click the **History** heading.
- C. Use the **date fields** to select the timeframe that you want to view calls for.
- D. Enter a name, number, or extension in the **search field** if you wish to search for calls from a specific person/number.
- E. If you want to download an Excel file of your call history, click **Export**.
- F. Check the **Show missed calls only** box if you only want to view your missed calls.
- G. View Call History details including contact, date and time of call, duration of call, and result.

View Voicemails on the Zoom web portal



This will show voicemails across all your phone lines.

1. Select Phone from the navigation panel on the left. Then, click Voicemail to view your voicemails.

The screenshot displays the Zoom Web Portal interface. On the left, a navigation panel lists various options, with 'Phone' highlighted. The main content area shows the 'Voicemail' section, which includes filters for date range, search, status, voicemail type, and type. A table lists individual voicemails with columns for checkboxes, from/to information, type, duration, and time. A dropdown menu is open for one of the voicemails, showing actions like 'Mark as Read', 'Mark as Follow Up', and 'Delete'.

- A. From the navigation panel, click **Phone**.
- B. Click the **Voicemail** heading.
- C. Use the **date fields** to select the timeframe that you want to view voicemails for.
- D. Enter a name, number, or extension in the **search field** if you wish to search for voicemails from a specific person/number.
- E. Use the **Status drop-down menu** to select if you want to view All, Unread, Read, or Follow Up voicemails.
- F. If you have multiple lines, use the **Voicemails drop-down menu** to select which line/s you want to view voicemails for.
- G. Use the **Type drop-down menu** to narrow down results by Normal, Spam, or Maybe Spam voicemails.
- H. Click the **play icon or timestamp** to listen to the voicemail.
- I. Click the **ellipses** button to open the menu to Mark as Read, Mark as Follow Up, or Delete the voicemail.

Forward calls to voicemail

i This will allow you to send calls directly to voicemail if you're busy on another call or if you're unable to answer a call.

1. Select Phone from the navigation menu on the left side of the page. Then, click Settings.

The screenshot shows the Zoom Web Portal interface. On the left is a navigation menu with the following items: Profile, Meetings, Webinars, **Phone** (highlighted with a red 'A' callout), Personal Contacts, Whiteboards (with a 'NEW' badge), Recordings, Settings, and Analytics & Reports. The main content area shows the 'Phone' settings page. At the top of this page is a sub-navigation bar with tabs: History, Voicemail, Recording, **Settings** (highlighted with a red 'B' callout), and Network Diagnostics. Below the tabs, the settings are organized into sections. The first section includes: Site (Main Site (Main Site, Site Code: 1)), Package (US/CA Unlimited Calling Plan), Number(s) ((657) 278-1618 (United States)), and Extension Number (17160). The second section is titled 'Emergency Address' and shows the default address: 'Default: 800 N State College Blvd, Fullerton, California 92831, United States (Company Address)' with an 'Edit' link. Below this is a link for 'Personal Emergency Address'.

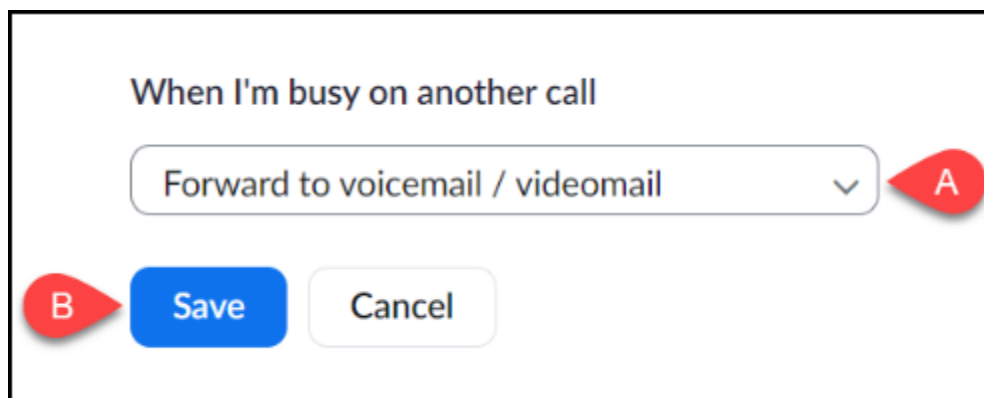
- A. Click **Phone**.
- B. Click **Settings**.

2. Scroll to find the Call Handling section. Set your Call Handling Ring Mode. Then, select how long you want the Max Wait Time to be. Click Confirm to save your selections.

The screenshot shows the 'Call Handling' settings page. At the top, there is a header 'Call Handling' with a red circle 'A' next to it. Below this, the 'Business Hours' section shows '24 Hours a Day, 7 Days a Week' with an 'Edit' link. The 'Call Handling' section has an 'Edit' link and a list item 'Zoom Applications'. The 'Call Handling Ring Mode' section has a dropdown menu with 'Simultaneous' selected, and a red circle 'B' points to the dropdown. The 'Max Wait Time' section has a dropdown menu with '10 seconds' selected, and a red circle 'C' points to the dropdown. To the right of the 'Max Wait Time' dropdown is a 'Confirm' button (blue) and a 'Cancel' button (white), with a red circle 'D' pointing to the 'Confirm' button.

- A. Go to the **Call Handling** section in Phone Settings.
- B. Set the **Call Handling Ring Mode** using the drop-down menu. **Simultaneous** will ring the Zoom app and selected Zoom Phone devices (e.g. mobile, desk phone) at the same time. **Sequential** will ring the Zoom app first, and then other devices one at a time.
- C. Using the drop-down menu, set the **Max Wait Time** to wait before calls are forwarded.
- D. Click **Confirm** to save.

3. Under When I'm busy on another call, select Forward to voicemail/videomail from the drop-down menu. Click Save to save your changes.



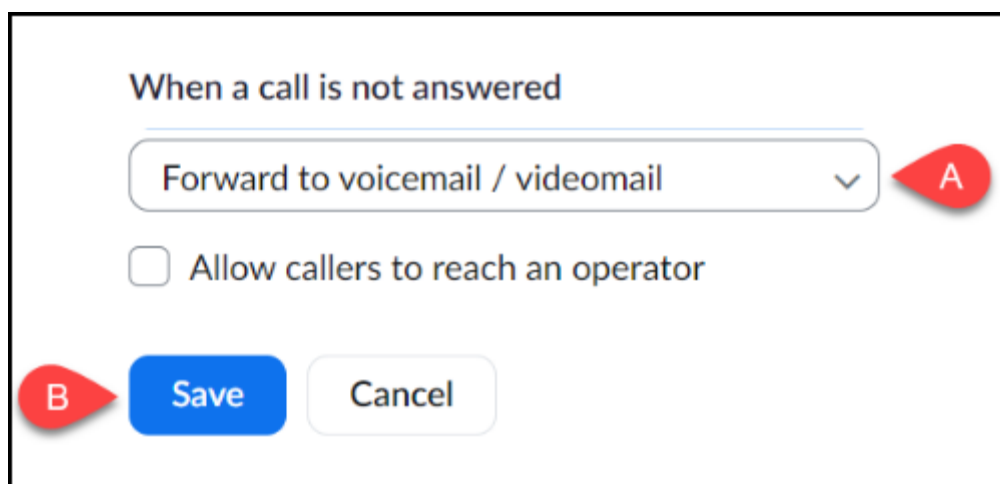
When I'm busy on another call

Forward to voicemail / videomail

Save Cancel

- A. Use the drop-down menu under *When I'm busy on another call*, to select **Forward to another extension**.
- B. Click **Save**.

4. Under When a call is not answered, select Forward to voicemail/videomail from the drop-down menu. From the Forward to drop-down menu, select User. Then, enter the name or extension of the user that you want to forward calls to. Check the box if you would like your voicemail greeting to play at the end of the forwarding sequence. Click Save to save your changes.



When a call is not answered


Forward to voicemail / videomail

☐ Allow callers to reach an operator

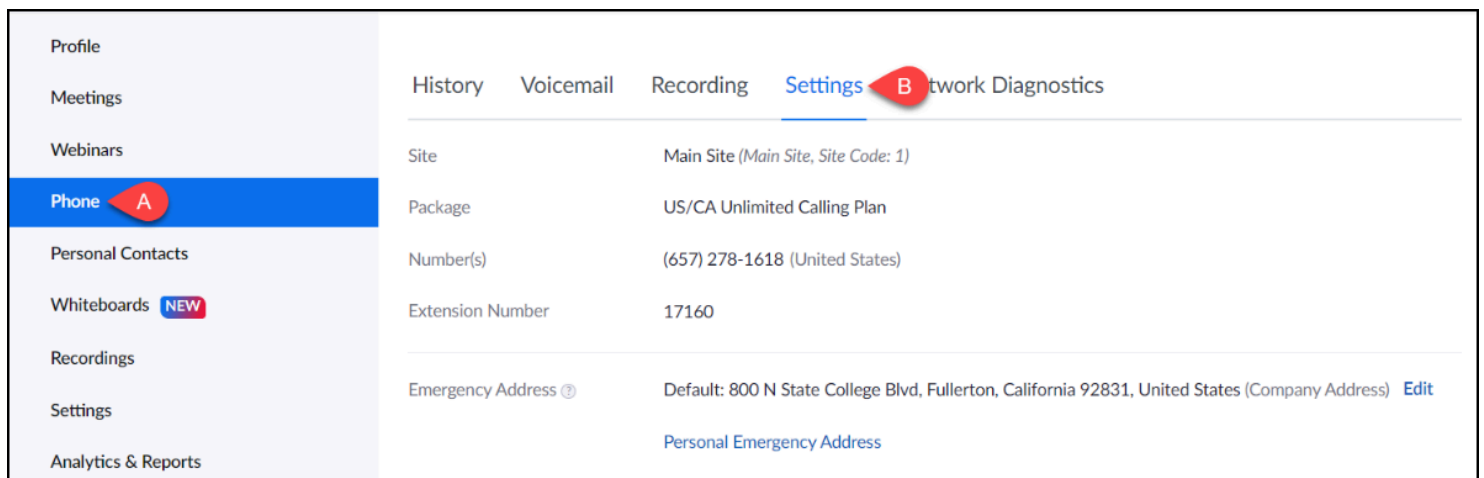
Save Cancel

- A. Use the drop-down menu under *When a call is not answered*, to select **Forward to another extension**.
- B. Click **Save**.

Forward calls to another campus extension

 This will allow you to automatically send calls to another extension if you're busy on another call or if you're unable to answer a call.

1. Select Phone from the navigation menu on the left side of the page. Then, click Settings.



The screenshot shows the Zoom Web Portal interface. On the left is a navigation menu with the following items: Profile, Meetings, Webinars, Phone (highlighted with a red circle and letter 'A'), Personal Contacts, Whiteboards (with a 'NEW' badge), Recordings, Settings, and Analytics & Reports. The main content area shows the 'Settings' page for Phone, with a sub-menu at the top: History, Voicemail, Recording, Settings (highlighted with a red circle and letter 'B'), and Network Diagnostics. The settings are organized into sections:

- Site:** Main Site (Main Site, Site Code: 1)
- Package:** US/CA Unlimited Calling Plan
- Number(s):** (657) 278-1618 (United States)
- Extension Number:** 17160
- Emergency Address:** Default: 800 N State College Blvd, Fullerton, California 92831, United States (Company Address) [Edit](#). Below this is a link for [Personal Emergency Address](#).

- A. Click **Phone**.
- B. Click **Settings**.

2. Scroll to find the Call Handling section. Set your Call Handling Ring Mode. Then, select how long you want the Max Wait Time to be. Click Confirm to save your selections.

Call Handling **A**

Business Hours 24 Hours a Day, 7 Days a Week [Edit](#)

Call Handling [Edit](#)

- Zoom Applications

Call Handling Ring Mode

Simultaneous **B**

Simultaneous

Sequential

Max Wait Time

C 10 seconds **D** Confirm Cancel

10 seconds

15 seconds

20 seconds

- Go to the **Call Handling** section in Phone Settings.
- Set the **Call Handling Ring Mode** using the drop-down menu. **Simultaneous** will ring the Zoom app and selected Zoom Phone devices (e.g. mobile, desk phone) at the same time. **Sequential** will ring the Zoom app first, and then other devices one at a time.
- Using the drop-down menu, set the **Max Wait Time** to wait before calls are forwarded.
- Click **Confirm** to save.

3. Under When I'm busy on another call, select Forward to another extension from the drop-down menu. From the Forward to drop-down menu, select User. Then, enter the name or extension of the user that you want to forward calls to. Check the box if you would like your voicemail greeting to play at the end of the forwarding

sequence. Click Save to save your changes.

The screenshot shows a web form titled "When I'm busy on another call". It contains a dropdown menu with "Forward to another extension" selected, a "Forward to" section with a "User" dropdown and a text field containing "Lori Arthur (CSUF) - Ext. 15792, Main Site", a checkbox for "Play callee's voicemail greeting when caller reaches end of forwarding sequence", and "Save" and "Cancel" buttons. Red callout bubbles labeled A through E point to specific elements: A points to the first dropdown, B to the "User" dropdown, C to the text field, D to the checkbox, and E to the "Save" button.

- A. Use the drop-down menu under *When I'm busy on another call*, to select **Forward to another extension**.
- B. Under *Forward to*, use the drop-down menu to select **User**.
- C. Enter the **name or extension** of the user that you want your calls to be forwarded to.
- D. Place a check in the **checkbox** if you would like your voicemail greeting to play if the caller is not able to reach the user that your calls are forwarded to.
- E. Click **Save**.

4. Under **When a call is not answered**, select **Forward to another extension** from the drop-down menu. From the **Forward to** drop-down menu, select **User**. Then, enter the name or extension of the user that you want to forward calls to. Check the box if you would like your voicemail greeting to play at the end of the forwarding sequence. Click **Save** to save your changes.

When a call is not answered

Forward to another extension

Forward to

User

Lori Arthur (CSUF) - Ext. 15792, Main Site

☐ Play callee's voicemail greeting when caller reaches end of forwarding sequence

Save Cancel

- Use the drop-down menu under *When a call is not answered*, to select **Forward to another extension**.
- Under *Forward to*, use the drop-down menu to select **User**.
- Enter the **name or extension** of the user that you want your calls to be forwarded to.
- Place a check in the **checkbox** if you would like your voicemail greeting to play if the caller is not able to reach the user that your calls are forwarded to.
- Click **Save**.

View/Edit Personal Emergency Address(es)

! Telecom will enter your default business address but you will need to add any additional addresses (e.g. alternate on-campus location, personal address for telecommuting days. etc.) when you are at that location.

1. Select Phone from the navigation panel on the left. Then, click Settings. Scroll to the Emergency Address section.

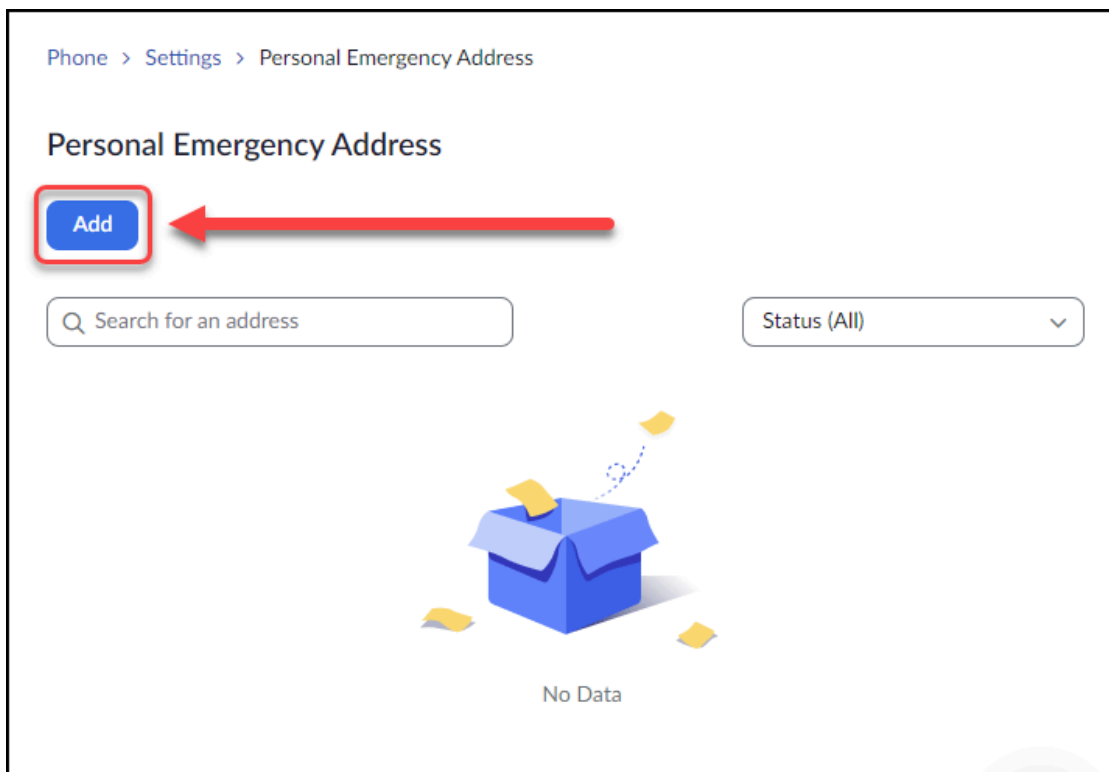
The screenshot shows the Zoom Web Portal interface. On the left, a navigation panel lists various options, with 'Phone' selected and highlighted in blue. A red callout 'A' points to this 'Phone' option. At the top of the main content area, there are several tabs: 'History', 'Voicemail', 'Recording', 'Settings', and 'Network Diagnostics'. The 'Settings' tab is active and highlighted with a blue underline, and a red callout 'B' points to it. Below the tabs, the 'Emergency Address' section is visible, showing the default address: 'Default: 800 N State College Blvd, Fullerton, California 92831, United States (Company Address)'. A red callout 'C' points to this section. Below the default address, there is a link for 'Personal Emergency Address'.

- A. From the navigation panel, click **Phone**.
- B. Click the **Settings** heading.
- C. Locate your **Emergency Address**.

2. To add or change your personal emergency address, click Personal Emergency Address.

This screenshot is a close-up of the 'Emergency Address' section. It shows the text 'Emergency Address' followed by a help icon. To the right, the default address is displayed: 'Default: 800 N State College Blvd, Fullerton, California 92831, United States (Company Address)'. To the right of the default address is an 'Edit' link. Below the default address, there is a link for 'Personal Emergency Address', which is highlighted with a red rectangular box.

2.1. Click the Add button to enter an address.



2.2. Select your Country/Region. Then, enter your street address, state, city, and zip code using the fields that appear. Click Save to save your changes.

Add Personal Emergency Address

I acknowledge that this address will be shared with my account's administrator(s). In the event of an emergency call, it may be shared with the Public Safety Answering Point (PSAP) and with members of the account's Internal Response Team.

Country/Region
A

Street Address

Example ▼

Address Line 1
B

Address Line 2 (Optional)
C

State/Province/Territory
D


City
E

Zip/Postal Code
F

G

- A. Select your Country from the drop-down menu.
- B. Type in Line 1 of your Street Address.
- C. If applicable, type in Line 2 (e.g. number of your unit, apartment, etc.) of your Street Address.
- D. Select your State from the drop-down menu.
- E. Type in your City.
- F. Type in your Zip Code.
- G. Click **Save**.

2.3. You may see a message saying that the system has verified and suggested another address. Review the suggestion and click Save if you want to save the suggested address.

 You may see this message if the address you entered does not follow the standard postal format (e.g. excess punctuation, missing direction, etc.)

Add Personal Emergency Address

System has verified and suggested the address, which will be saved:
1428 Elm St, Springwood, OH 46556

Your entered address:
1428 Elm Street, Springwood, OH 46556

Cancel
Save

2.4. Your address has been added.

Added address successfully

REQUEST A DEMO 1.888.799.0125 SUPPORT

PRICING CONTACT SALES RESOURCES

SCHEDULE JOIN HOST WHITEBOARD NEW

Phone > Settings > Personal Emergency Address

Personal Emergency Address

Add

Search for an address Status (All)

Address	Zip/Postal Code	Country/Region	IP	BSSID	ELIN	Status
1428 Elm St, Springwood, Ohio 46556, United States	46556	United States	--	--	--	Verification Not Required

Page Size 15 Total 2

Change default Caller ID for your Zoom apps and/or desk phone

You can change your default Caller ID to another campus extension or hide your Caller ID.

! Keep in mind that changing your Caller ID impacts both on-campus and off-campus calls.

! If you do not see the Caller ID option you want to use, contact your Department IT Coordinator (DITC) to request that the option is added for you.

1. Click on the Phone menu in the Zoom Web Portal and then click

on the Outbound Caller ID drop-down menu.

PERSONAL
Profile
Meetings
Webinars
Phone **A**
Personal Contacts
Whiteboards **NEW**
Recordings
Settings
Analytics & Reports
ADMIN
> Phone System Management

History Voicemail & Videomail Recording Settings

Site Main Campus (Main Site, Site Code: 1)
Package US/CA Unlimited Calling Plan
Zoom Phone Power Pack ⓘ
Number(s) (657) 278-5792 (United States)
Extension Number 15792
Emergency Address ⓘ Default: 800 N State College Blvd., :LH-731B, Fullerton, California 92831, United States (Company Address) [Edit](#)
Personal Emergency Address
Outbound Caller ID

Lori Arthur (CSUF) - (657) 278-5792 (United States) **B**

2. Select the Caller ID you want to use. Or select Hide Caller ID to block your caller ID.



Keep in mind that many people do not answer calls when the Caller ID is blocked.

Outbound Caller ID

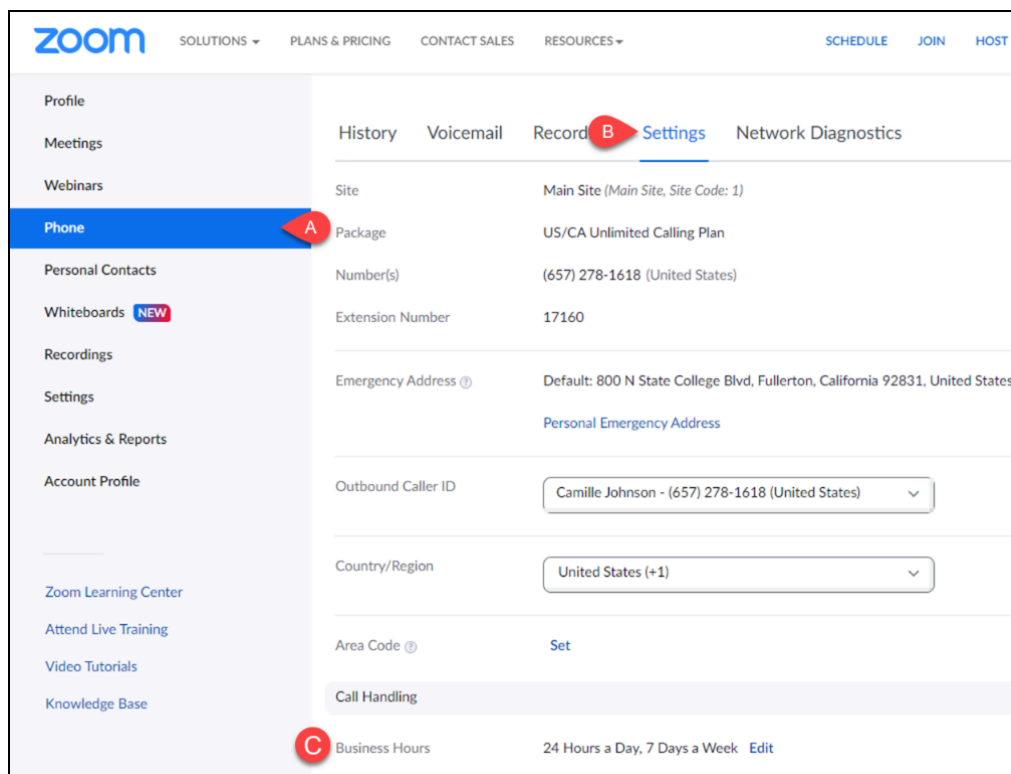
Lori Arthur (CSUF) - (657) 278-5792 (United States) ▼

Lori Arthur (CSUF) - (657) 278-5792 (United States)
IT Training - (657) 278-5647 (United States)
Hide Caller ID (may not work in certain countries or regions)

Set Business Hours

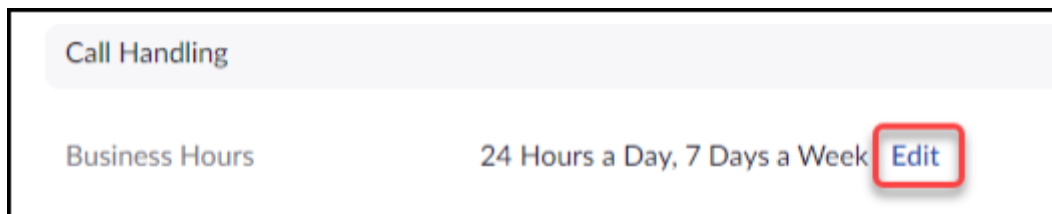
i Business Hours in Zoom Phone can be set to reflect the time during which you will be answering calls. You can also customize how calls will be routed during Closed Hours.

1. Select Phone from the navigation panel on the left. Then, click Settings. Scroll to find Business Hours under the Call Handling section.



- A. From the navigation panel, click **Phone**.
- B. Click the **Settings** heading.
- C. Locate your **Business Hours** under the Call Handling section.

2. To change your business hours, click Edit.



Call Handling

Business Hours 24 Hours a Day, 7 Days a Week **Edit**

3. The default is set to 24 Hours a Day, 7 Days a Week. If you would like to use the default value, click OK.



Business Hours

☒ 24 Hours a Day, 7 Days a Week

☐ Custom Hours

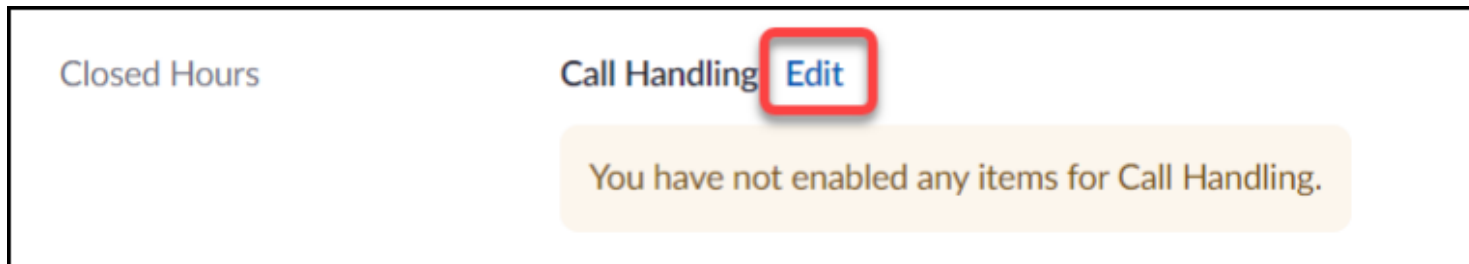
Cancel **OK**

4. To customize your business hours, select Custom Hours. Then, use the checkboxes and drop-down menus to set the days and times when you will be available to answer calls. Click OK to save your changes.

The screenshot shows the 'Business Hours' configuration window. At the top, there are two radio buttons: '24 Hours a Day, 7 Days a Week' and 'Custom Hours'. Callout A points to the 'Custom Hours' option. Below this, there are seven rows, one for each day of the week. Each row has a checkbox for the day, followed by 'From' and 'To' time selection fields (callout C points to the 'From' field for Monday, and callout D points to the 'To' field for Monday), and a '24 Hours' checkbox (callout E points to the '24 Hours' checkbox for Monday). A link 'Apply hours to every day' is visible next to the Monday row (callout F points to this link). At the bottom right, there are 'Cancel' and 'OK' buttons (callout G points to the 'OK' button).

- A. Select **Custom Hours**.
- B. Use the **Day** checkboxes to select what days you will be picking up calls.
- C. Use the **From** drop-down menu to select what time you will begin answering calls on that day.
- D. Use to the **To** drop-down menu to select when you will stop answering calls on that day.
- E. Check the **24 Hours** box if you want to be able to answer calls all day.
- F. Hover in the blank space next to a line to view the **Apply hours to every day** link. Click this if you want to apply that line's conditions to all days.
- G. Click **OK** to save.

5. The Closed Hours section will appear below after you've saved your custom hours. To set how to handle calls outside of business hours, click the Edit link next to Call Handling.




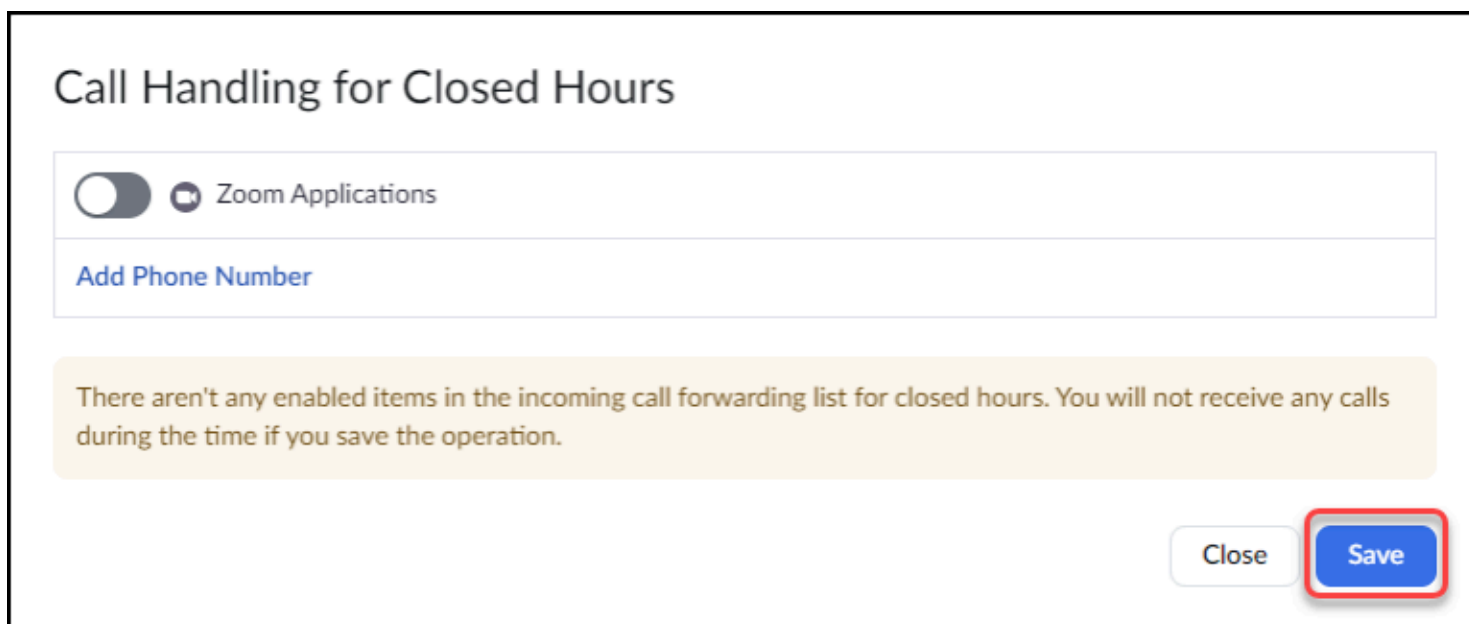
Closed Hours

Call Handling [Edit](#)

You have not enabled any items for Call Handling.

6. If you do not want to receive calls on your Zoom desktop client, mobile app, or other connected devices during closed hours, click Save.

 Inbound calls received during closed hours will be visible in the call history as missed calls.



Call Handling for Closed Hours

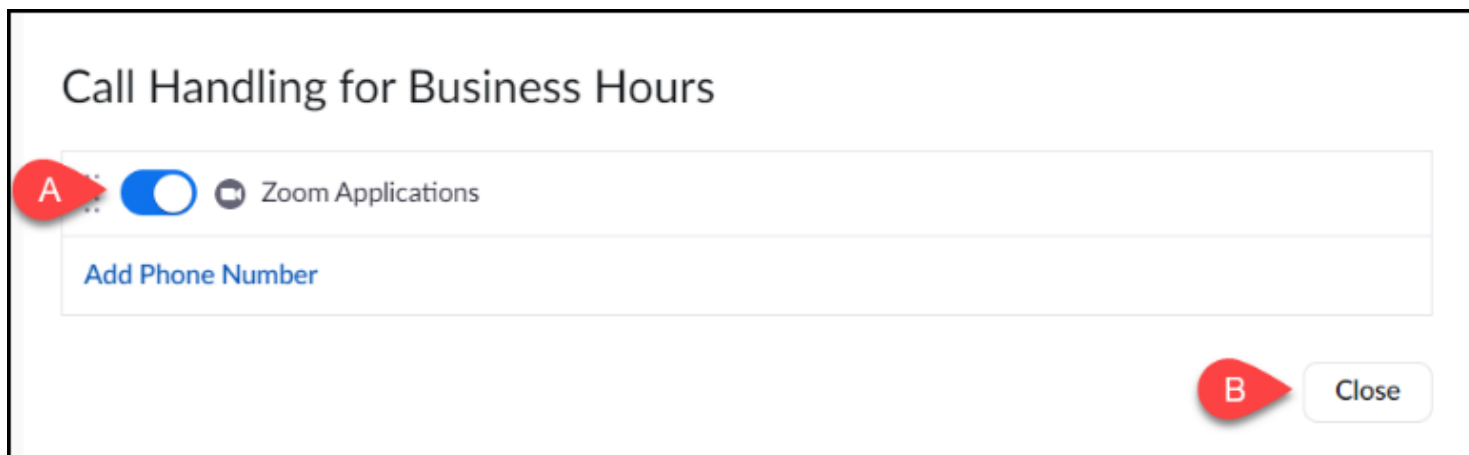
☐ Zoom Applications

[Add Phone Number](#)

There aren't any enabled items in the incoming call forwarding list for closed hours. You will not receive any calls during the time if you save the operation.

[Close](#) [Save](#)

7. If you want to customize how Zoom routes calls received during closed hours, toggle on the button next to the device/s you want calls routed to. Then, click Close.



Call Handling for Business Hours

A ☒ Zoom Applications

Add Phone Number

B Close

- A. Toggle the **button** next to the device/s you want to route calls to.
- B. Click **Close**.

8. Use the drop-down menus to set the max wait time, routing for when you're busy on another call, and routing for when a call is not answered.

💡 Want to know more about the various Call Handling options and settings?
[View Zoom's support guide on Call Handling.](#)

Closed Hours

Call Handling [Edit](#)

- Zoom Applications

Call Handling Ring Mode: Simultaneous

Max Wait Time

15 seconds

A

When I'm busy on another call

Forward to voicemail / videomail

B

When a call is not answered

Forward to voicemail / videomail

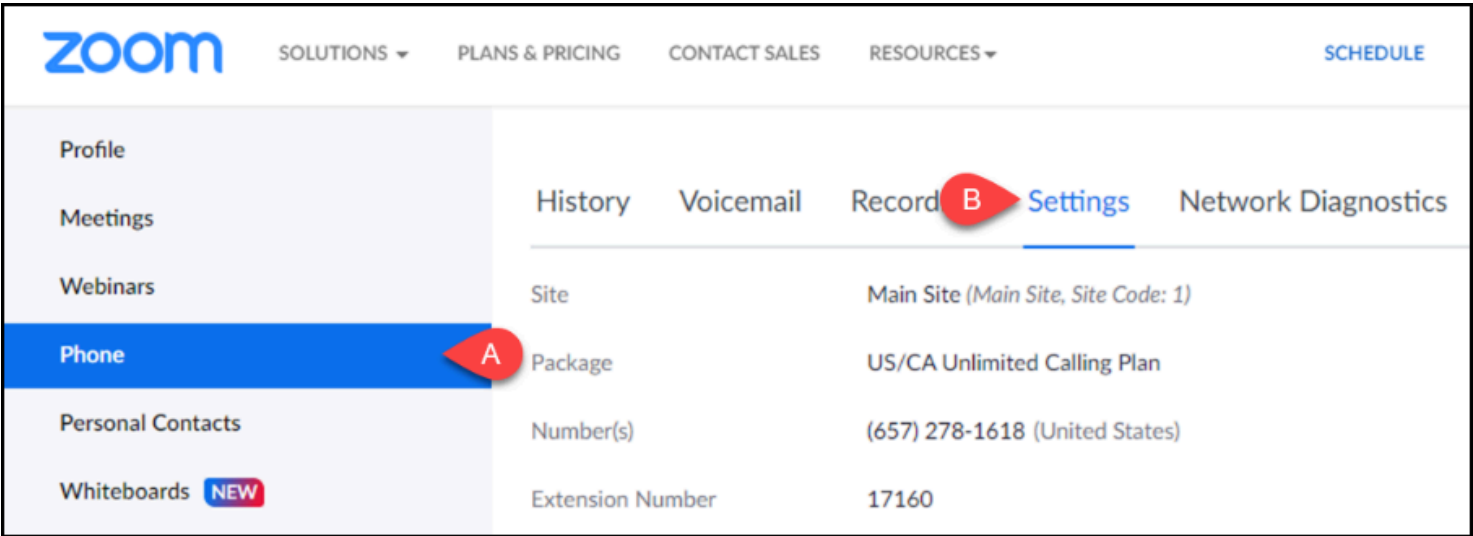
C

☐ Allow callers to reach an operator

Set Holiday Hours

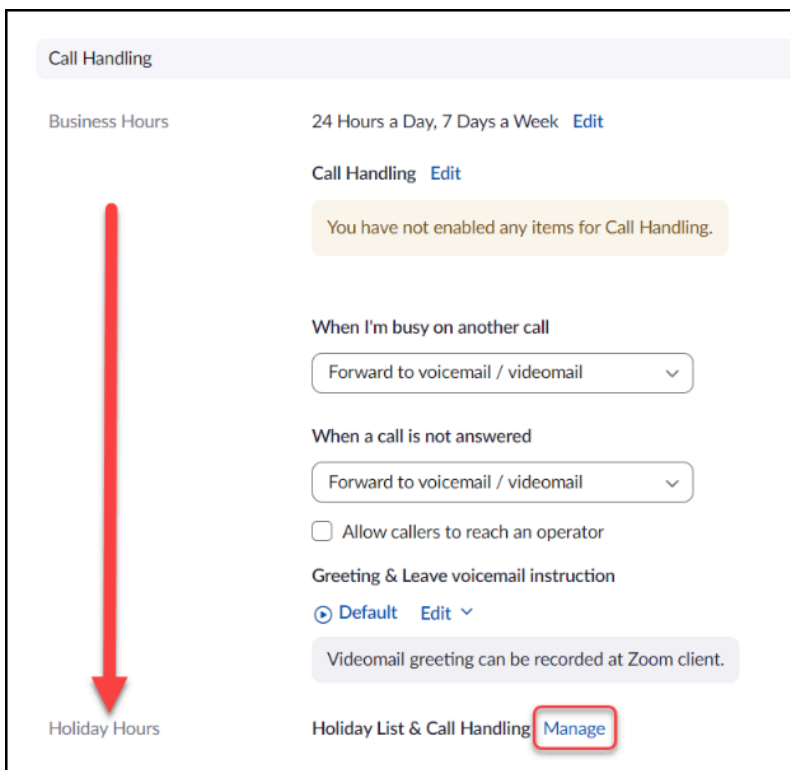
- i** This features allows you to designate certain days or time periods as holidays. You can customize how calls will be routed during this time and set specialized voicemail greetings.

1. Select Phone from the navigation panel on the left. Then, click Settings.



- A. From the navigation panel, click **Phone**.
- B. Click the **Settings** heading.

2. Scroll to find Holiday Hours under the Call Handling section. Click Manage to customize your holiday hours and greetings.



Call Handling

Business Hours 24 Hours a Day, 7 Days a Week [Edit](#)

Call Handling [Edit](#)

You have not enabled any items for Call Handling.

When I'm busy on another call
Forward to voicemail / videomail

When a call is not answered
Forward to voicemail / videomail

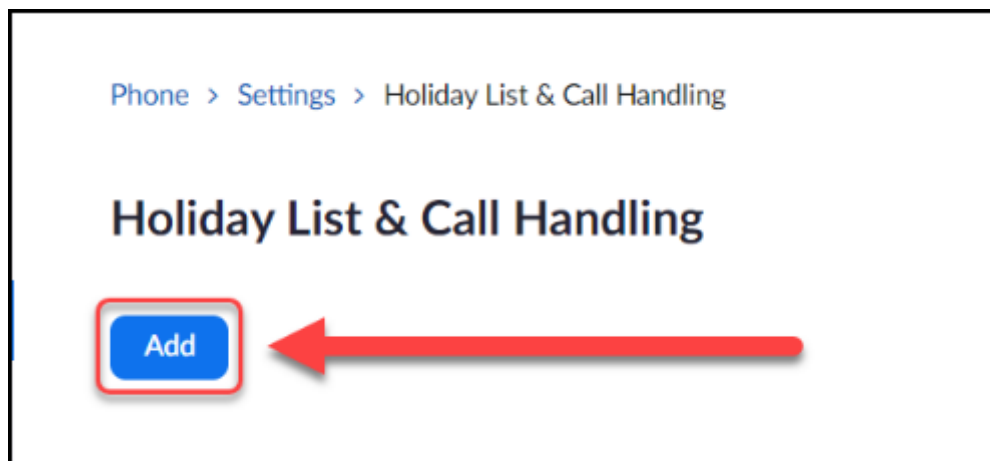
☐ Allow callers to reach an operator

Greeting & Leave voicemail instruction
[Default](#) [Edit](#)

Videomail greeting can be recorded at Zoom client.

Holiday List & Call Handling [Manage](#)

3. Click Add.



Phone > Settings > Holiday List & Call Handling

Holiday List & Call Handling

[Add](#)


4. Enter the name of the holiday. Then, click the clock icon to enter

the start day and time of the holiday. Next, click the clock icon to enter the end day and time. Click Save.

The screenshot shows a web form titled "Add Holiday". It contains a text input field for "Name" with the value "Thanksgiving" (labeled A). Below this are two date/time input fields: "From" (labeled B) with the value "2022-11-23 12:00" and "To" (labeled C) with the value "2022-11-25 05:00". Both date/time fields have a clock icon to their left. At the bottom right are two buttons: "Cancel" and "Save" (labeled D).

- A. Type in the **name** of the holiday.
- B. Click the **From clock icon** and use the calendar to enter in a start date and time for the holiday.
- C. Click the **To clock icon** and use the calendar to enter in an end date and time for the holiday.
- D. Click **Save**.

5. If you want to enable items for Call Handling, click Edit to select or add devices. Then, use the drop-down menu to choose how the call will be routed when unanswered. You can use the default voicemail greeting or click Edit to add a custom greeting.

 Want to know more about the various Call Handling options and settings?
[View Zoom's support guide on Call Handling.](#)

Thanksgiving
[Edit](#)

From

2022-11-23 12:00

To

2022-11-25 05:00

(1 day 17 hours)

Call Handling
[Edit](#)
A

You have not enabled any items for Call Handling.

When a call is not answered

Forward to voicemail / videomail

B

☐ Allow callers to reach an operator

Greeting & Leave voicemail instruction

[Default](#)
[Edit](#)
C

Videomail greeting can be recorded at Zoom client.

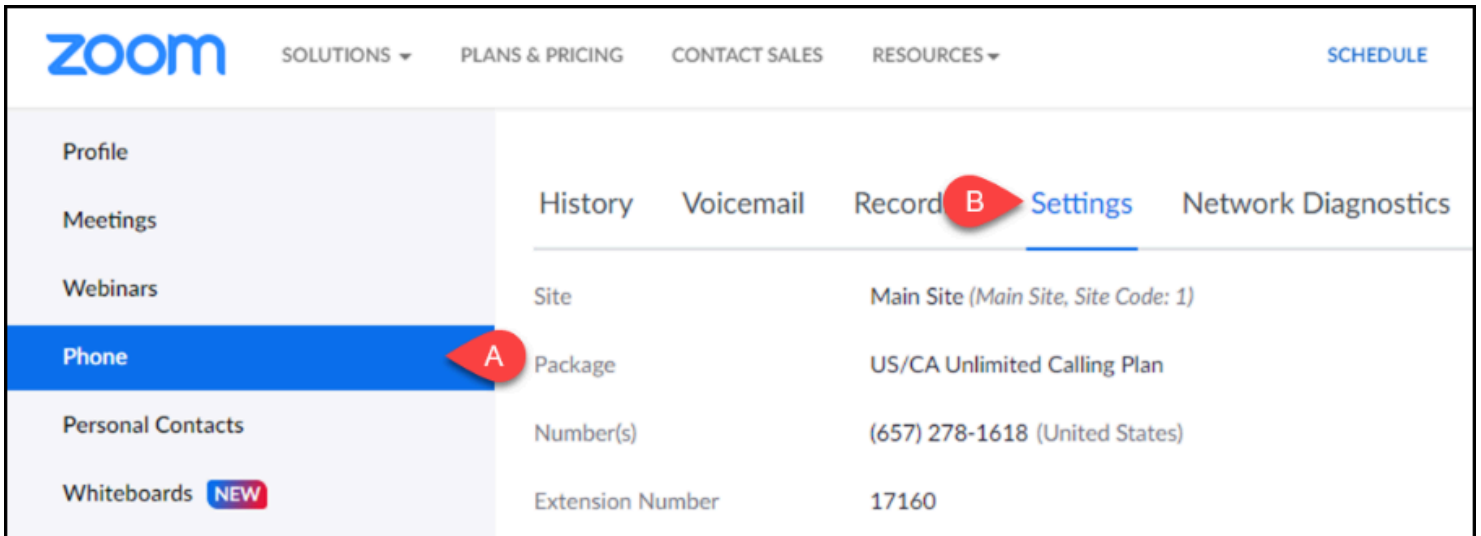
Delete

- A. Click **Edit** next to Call Handling to enable or disable Call Handling items.
- B. Use the **When a call is not answered drop-down menu** to select how you want the call to be handled.
- C. Click **Edit** under Greeting & Leave voicemail instruction if you would like to add a custom greeting.

Phone screen lock on desk phone

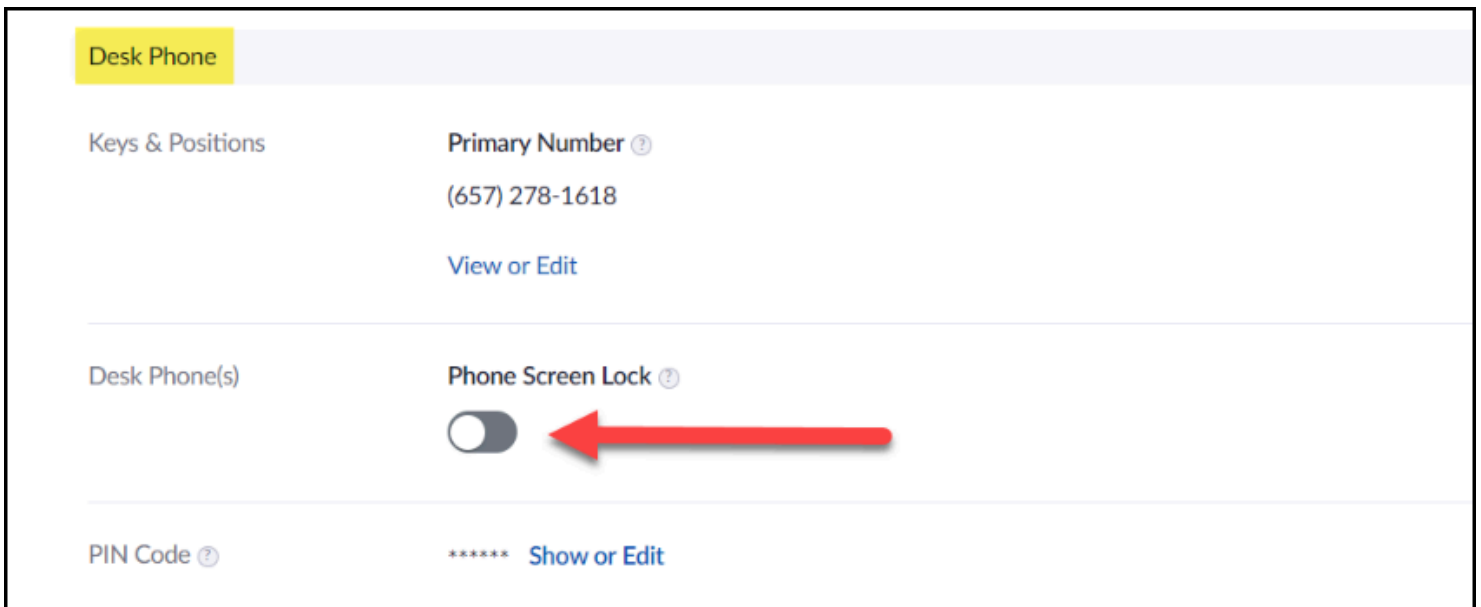
- i This feature will enable the Lock softkey on your desk phone. To unlock your phone, you will need to enter your PIN.

1. Select Phone from the navigation panel on the left. Then, click Settings.




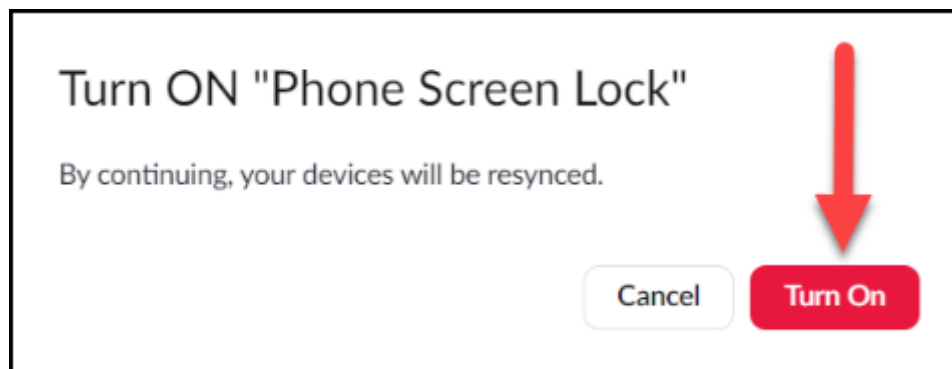
- A. From the navigation panel, click **Phone**.
- B. Click the **Settings** heading.

2. Scroll down to the Desk Phone section. Toggle the button under Phone Screen Lock.

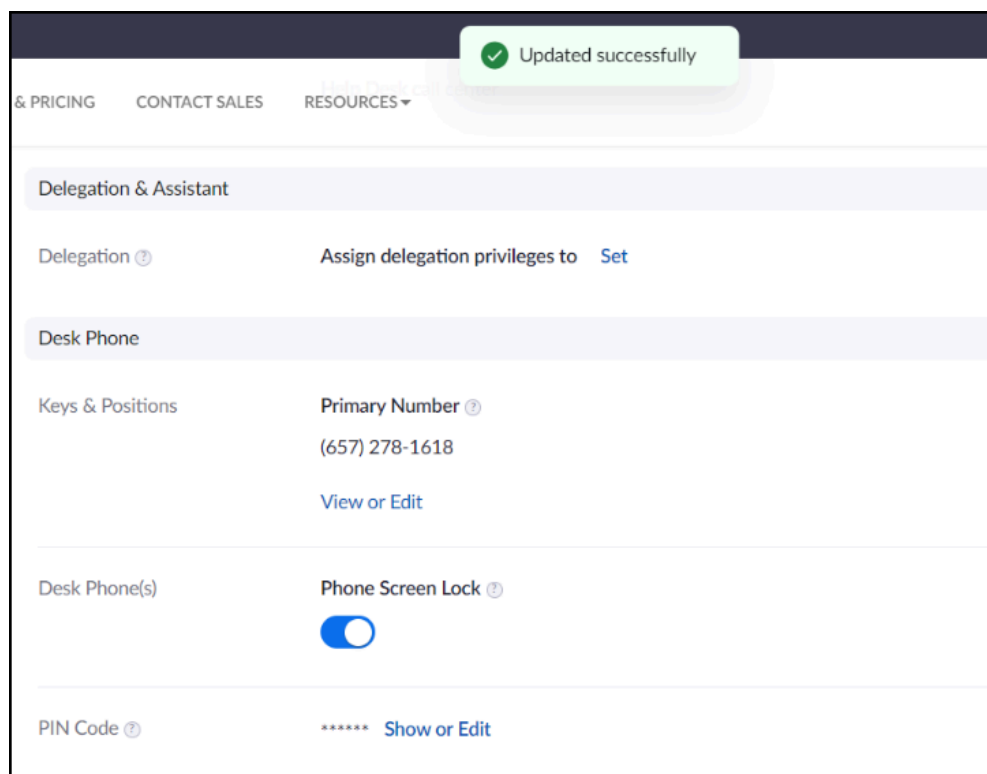


3. Click Turn On.


 Turning on phone screen lock will resync your devices.



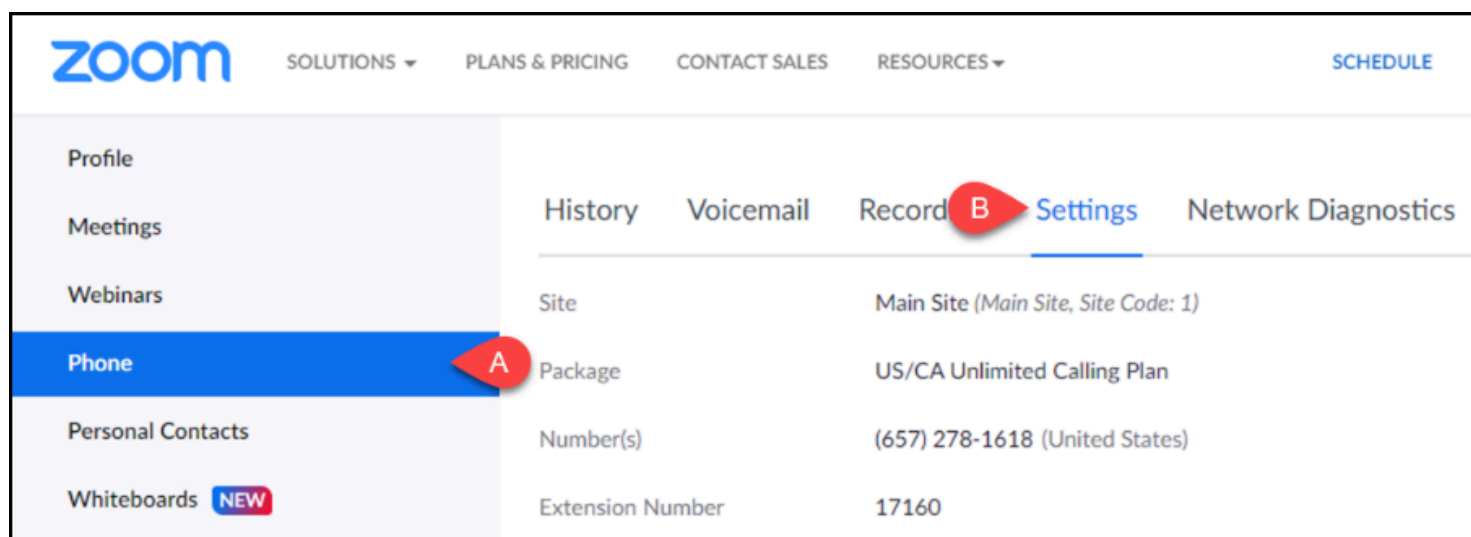
4. A message prompt will appear to confirm that you have successfully updated your phone screen lock status.



Change PIN Code

 The PIN is used to access voicemail, hot desking, and unlock desk phones.

1. Select Phone from the navigation panel on the left. Then, click Settings.



- A. From the navigation panel, click **Phone**.
- B. Click the **Settings** heading.

2. Scroll down to the Desk Phone section. Then, click the Show or Edit link next to PIN Code.

Desk Phone

Keys & Positions Primary Number ?
(657) 278-1618
[View or Edit](#)

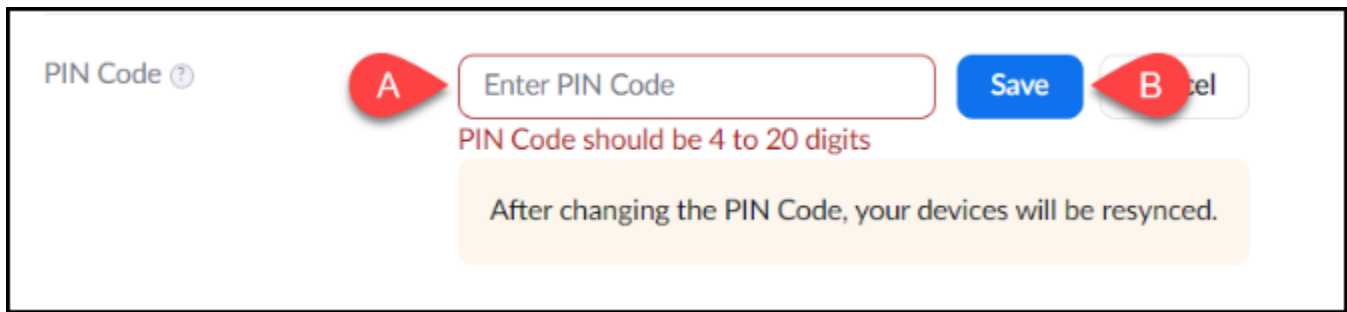
Desk Phone(s) Phone Screen Lock ?
☒

PIN Code ? ***** [Show or Edit](#)

3. Enter your desired PIN into the text box. Then, click Save to add or change your PIN.


Your PIN should be 4-20 digits.

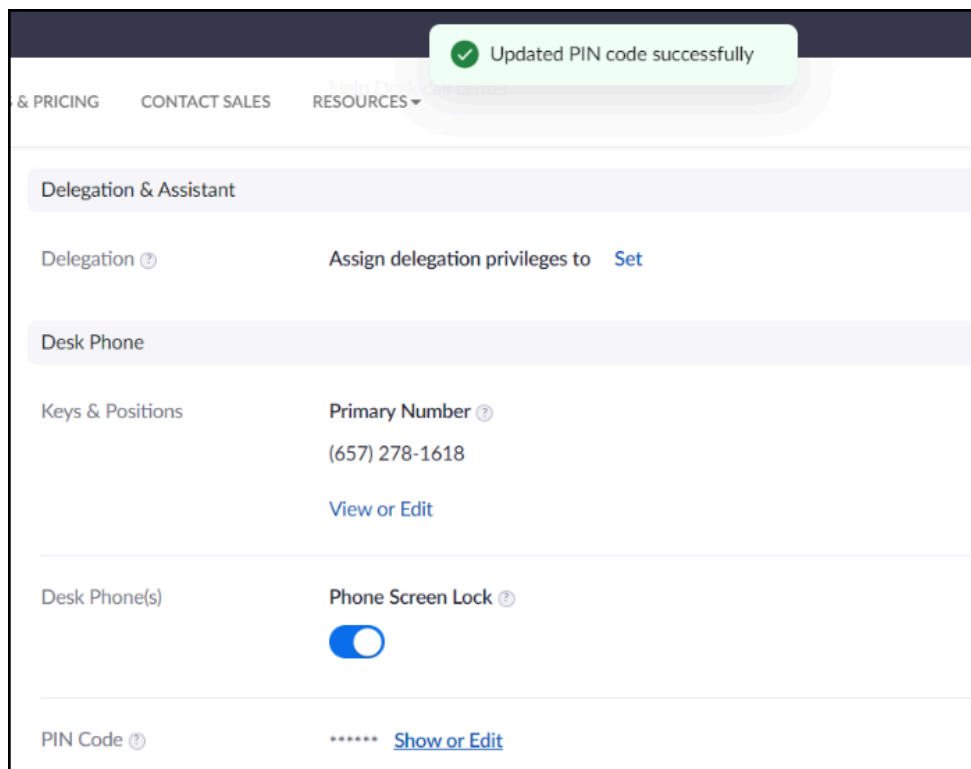
Changing your PIN will resync your devices.



- A. Enter a 4-20 digit value to use as your **PIN Code**.
- B. Click **Save**.

4. A message prompt will appear to confirm that you have successfully updated your PIN code

 If you forget your PIN, you can return to this screen and click **Show or Edit** to view your PIN. Clicking **Cancel** will allow you to exit without changing your PIN.

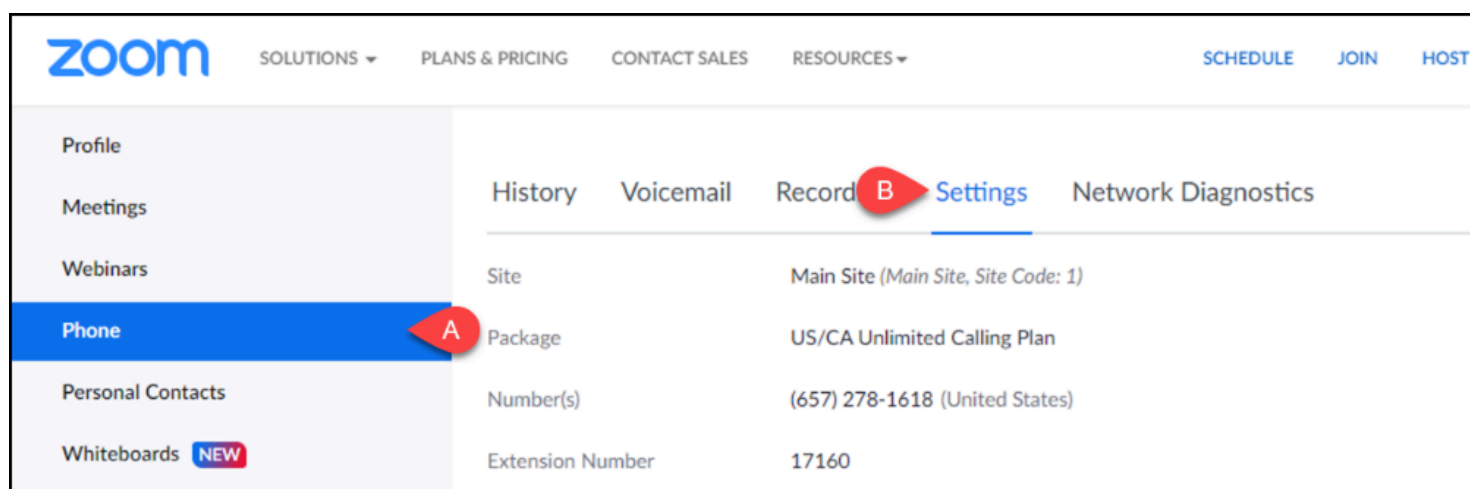


Voicemail & Videomail delegation

[View the Call and Voicemail Delegation guide.](#)

Choose or Add default voicemail greeting

1. Select Phone from the navigation panel on the left. Then, click Settings.



A. From the navigation panel, click **Phone**.

B. Click the **Settings** heading.

2. Scroll to find Greeting & Leave voicemail instruction under the Call Handling section. If you want to change your voicemail greeting from the default, click Edit. Then, select Choose from Asset Library or Add Audio.

Call Handling

Business Hours: 24 Hours a Day, 7 Days a Week [Edit](#)

Call Handling [Edit](#)

1. Poly E500 Training : Poly edge-e500

Call Handling Ring Mode

Sequential

Ringing Duration for Each Device

30 seconds

When I'm busy on another call

Forward to voicemail / videomail

When a call is not answered

Forward to voicemail / videomail

☐ Allow callers to reach an operator

Greeting & Leave voicemail instruction

[Default](#) [Edit](#) [Choose from Asset Library](#) [Add Audio](#)

Videomail greeting can be recorded at Zoom client.

- A. Click **Edit** to change your voicemail greeting.
- B. If you have previously uploaded or created an audio file that you want to use as a voicemail greeting, select **Choose audio from Asset Library**.
- C. If you would like to upload a new audio file, select **Add Audio**.

2.1. To choose from your Asset Library, select the file you want to set as your default voicemail greeting. Then, click Save.

Select an audio

Language (All)
Voicemail Greeting

Name	Language	Category	Uploader	Upload Time	
<input checked="" type="radio"/> Camille unavailable	American English	Voicemail Greeting	Camille Johnson	Oct 25, 2022, 11:41 PM	...
<input type="radio"/> Winter Holiday Break	American English	Voicemail Greeting	Camille Johnson	Oct 20, 2022, 10:02 PM	...
<input type="radio"/> Thanksgiving closure message	American English	Voicemail Greeting	Camille Johnson	Oct 20, 2022, 10:00 PM	...
<input type="radio"/> Office Closed	American English	Voicemail Greeting	Camille Johnson	Oct 20, 2022, 9:19 PM	...

Page Size 15
Total 4

- A. Select which **file** you want to use as your greeting.
- B. Click **Save**.

2.2. To record a new voicemail greeting, click Record by Computer. Then, type in the Asset Name. Select Voicemail Greeting from the Category menu. Select a language from the Language menu. Then, click the Record button to begin recording your message. When you're finished, click Add.


The screenshot shows the 'Add Audio' form with the following elements and callouts:

- A:** Points to the 'Record by Computer' tab.
- B:** Points to the 'Asset Name' input field, which contains the text 'Camille unavailable'.
- C:** Points to the 'Category' dropdown menu, which is set to 'Voicemail Greeting'.
- D:** Points to the 'Language' dropdown menu, which is set to 'American English'.
- E:** Points to the 'Record Audio' section, specifically the red circular record button.
- F:** Points to the 'Add' button at the bottom right of the form.

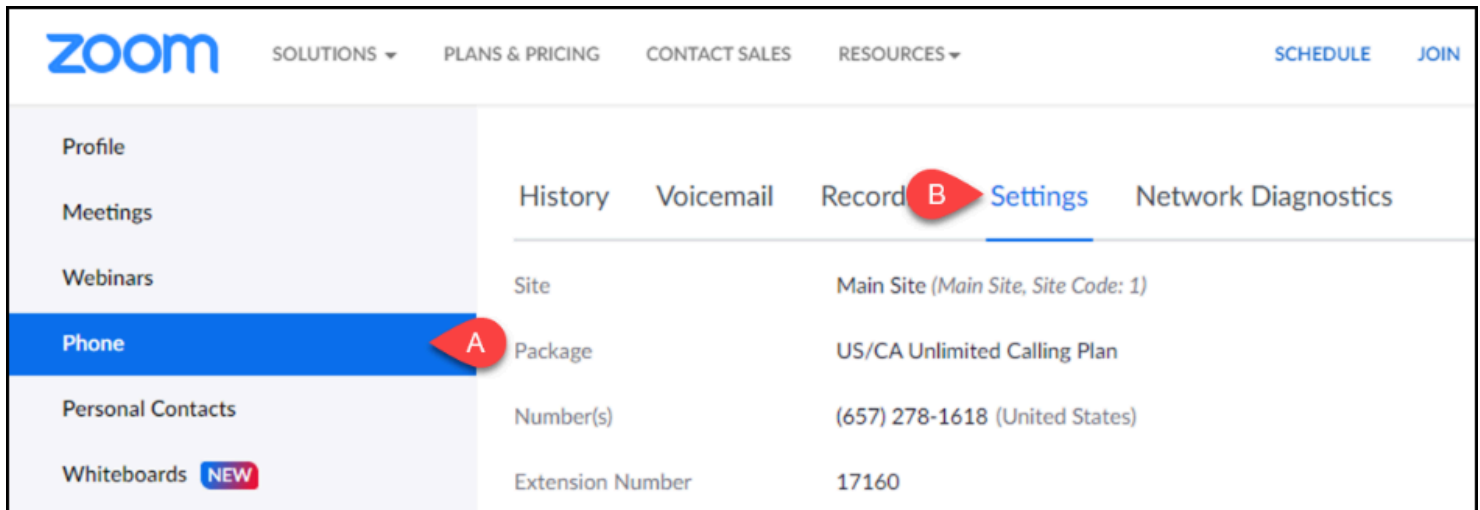
Other visible elements include the 'Text to Speech' and 'Upload' tabs, a 'Record Again' link, and a 'Visibility' section with radio buttons for 'Personal Audios' (selected) and 'Asset Library (Public)'.

- A. Click **Upload**.
- B. Enter a title in the **Asset Name**.
- C. Select Voicemail Greeting from the **Category** drop-down menu.
- D. Select a language from the **Language** drop-down menu.
- E. Click the **Record** button to record your message.
- F. Click **Add** to add the recording to your Asset Library and set it as your voicemail greeting.

Blocked lists

 This feature allows you to block certain phone numbers. This is helpful if you receive spam calls.

1. Select Phone from the navigation panel on the left. Then, click Settings.



The screenshot shows the Zoom Web Portal interface. The navigation panel on the left includes links for Profile, Meetings, Webinars, Phone (highlighted with a red arrow labeled 'A'), Personal Contacts, and Whiteboards (marked with a 'NEW' badge). The main content area displays the 'Settings' heading (highlighted with a red arrow labeled 'B') and a table of phone settings.

	History	Voicemail	Record	Settings	Network Diagnostics
Site	Main Site (Main Site, Site Code: 1)				
Package	US/CA Unlimited Calling Plan				
Number(s)	(657) 278-1618 (United States)				
Extension Number	17160				

- A. From the navigation panel, click **Phone**.
- B. Click the **Settings** heading.

2. Scroll down to the Others section to view Block List and Block Rules. You can add individual numbers to the Block List by clicking Manage Block List.

Others

Voicemail & Videomail

Access ? Set

Block List

Block List

Numbers blocked in client, blocked by admin can be managed in the list.

Manage Block List

3. Click Add next to Blocked Numbers.

Blocked numbers

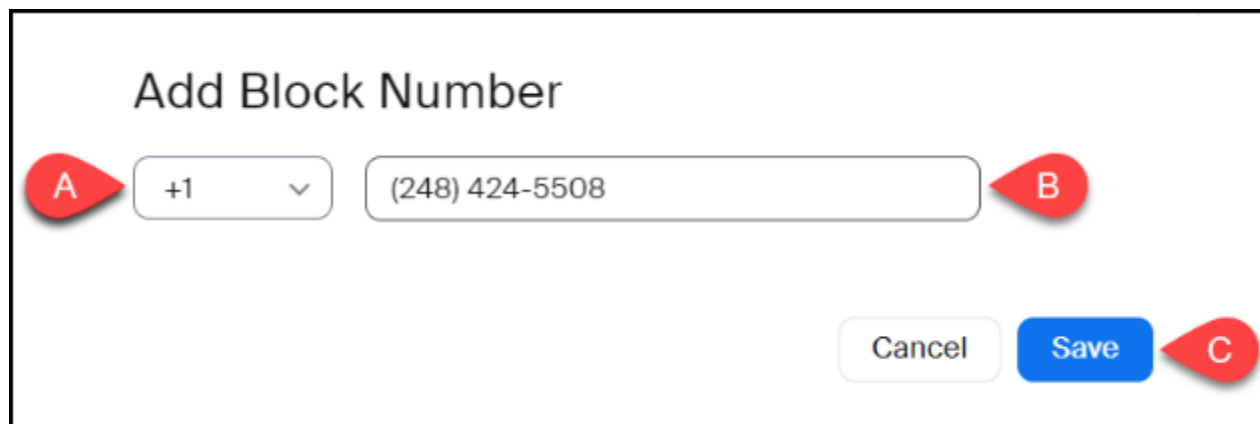
Default

(Not Set)

Blocked Numbers


Add

4. Select a country code using the drop-down menu. Then, type in the phone number. Click Save to add the number to your Block List.

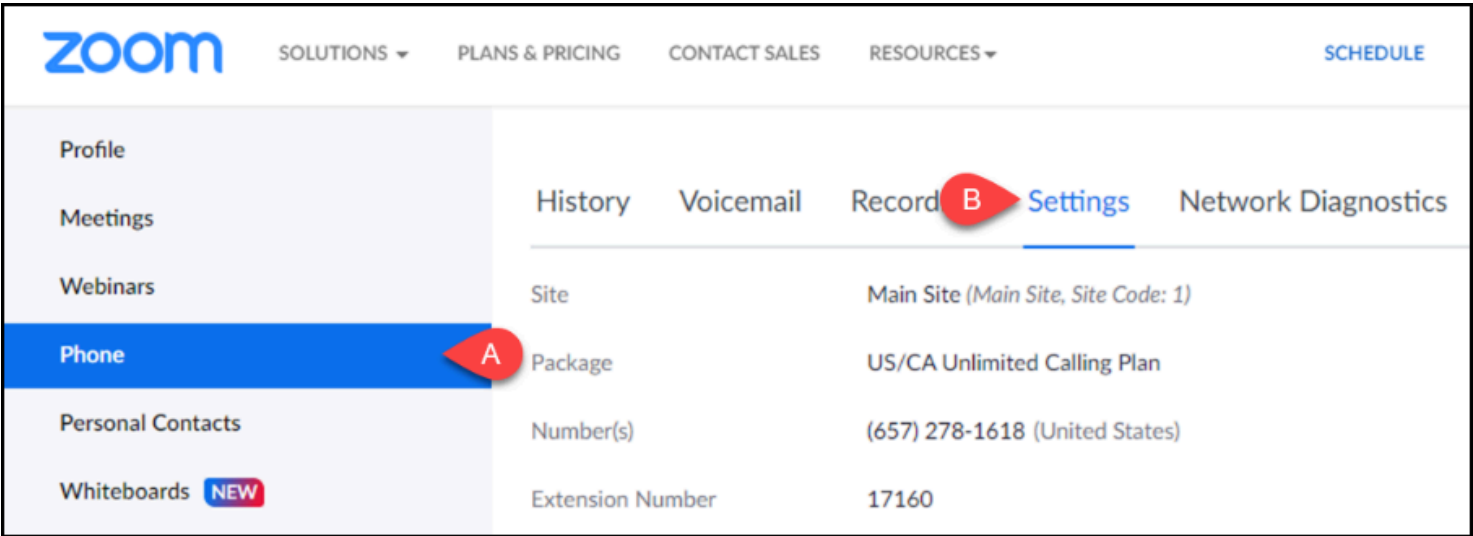


- A. Use the drop-down menu to select a **country code**.
- B. Enter the **phone number** you wish to block.
- C. Click **Save**.

Audio prompt language

-  You can use this setting to change the default language of automated audio prompts. These settings will apply to all your extensions except for call queues.

1. Select Phone from the navigation panel on the left. Then, click Settings.



- A. From the navigation panel, click **Phone**.
- B. Click the **Settings** heading.

2. Scroll down to the Others section. Use the Audio Prompt Language drop-down menu to select your preferred language for automated audio prompts. Then, click Save to save your changes.

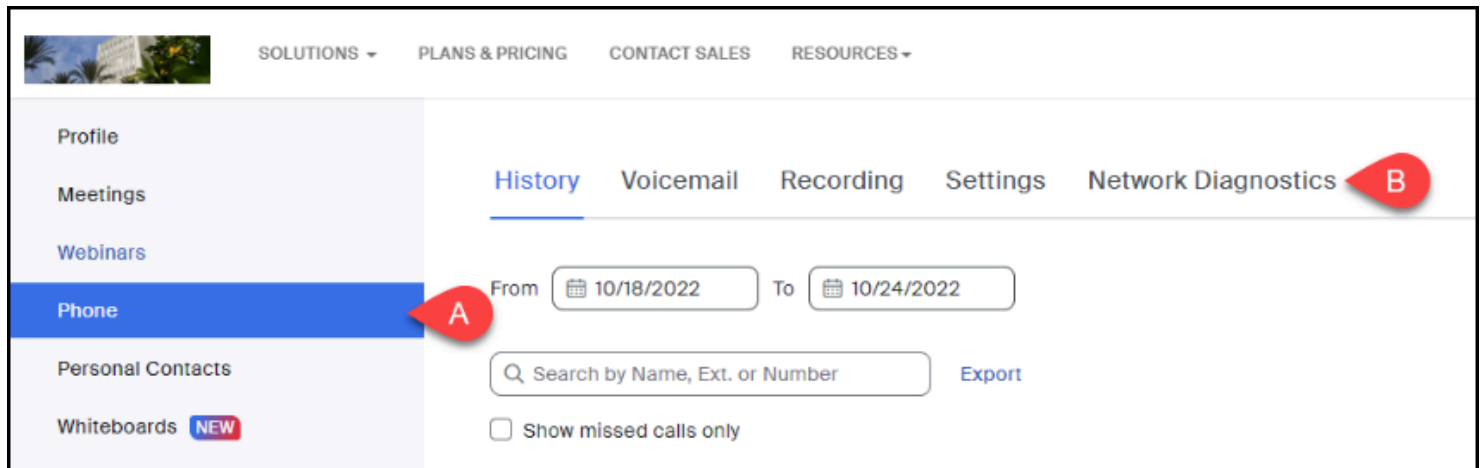
The screenshot shows the 'Others' section of the Zoom Web Portal Phone Settings. The 'Audio Prompt Language' dropdown menu is highlighted with a yellow box and labeled 'A'. The 'Save' button is highlighted with a red circle and labeled 'B'.

Others	
Voicemail & Videomail	Access ⓘ Set
Block List	Block List Numbers blocked in client, blocked by admin can be managed in the list. Manage Block List
Block Rules	Block Calls without Caller ID Calls without caller ID will be blocked Block External Calls Set rules for blocking external calls during business, closed, and holiday hours.
Hold Music ⓘ	ⓘ Tubular Bells Edit ▾
Audio Prompt Language	Set the default audio prompt language for your extension. <div> American English ▾ A </div> <div> B Save Cancel </div>

- Select your preferred language from the **Audio Prompt Language drop-down menu**.
- Click **Save**.

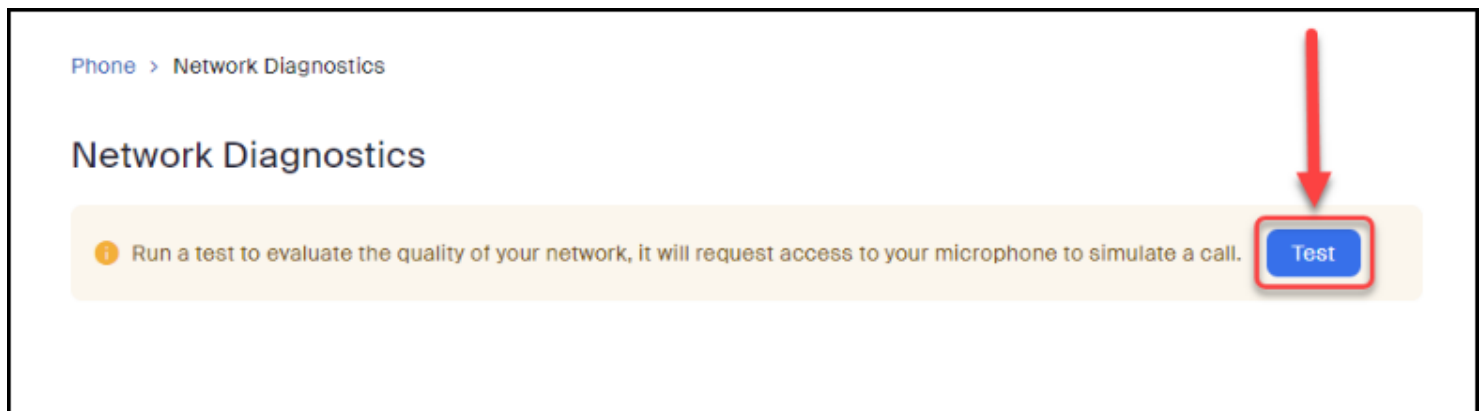
Network Diagnostics (test call)

1. Select Phone from the navigation panel on the left. Then, click Network Diagnostics.



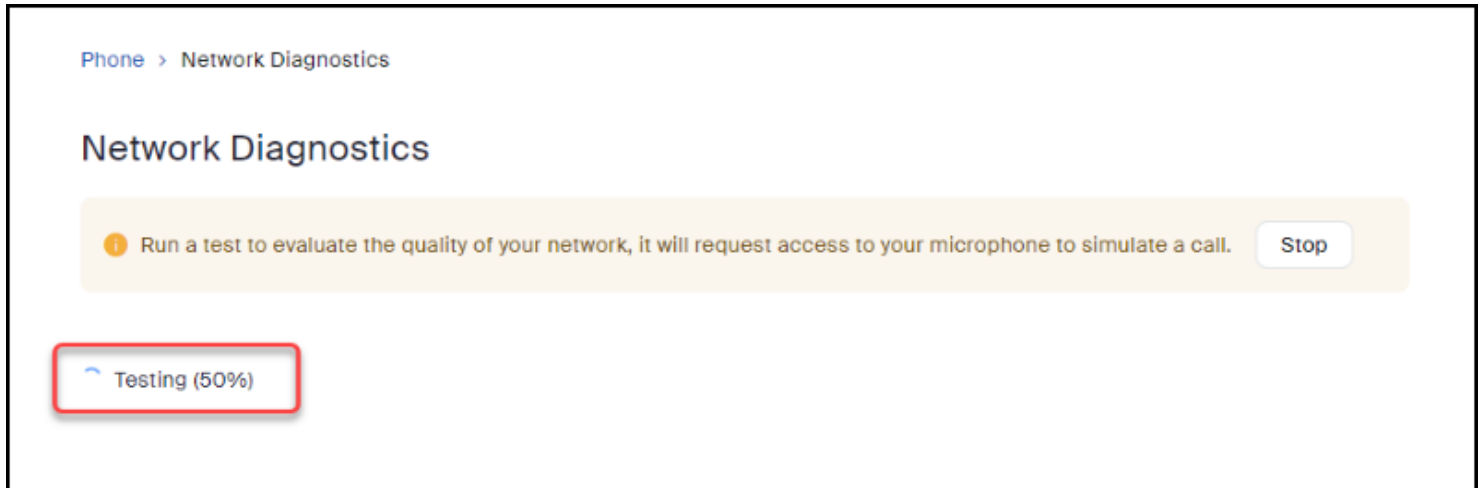
- A. From the navigation panel, click **Phone**.
- B. Click the **Network Diagnostics** heading.

2. Click Test to run a test to evaluate the quality of your network.



3. While the test is running, the tracker at the bottom of the screen will show its progress.

! If you desire to stop the diagnosis while it is running, click **Stop**.



4. At the end of the test, the screen will display your IP address and server address as well as various metrics.

💡 You may want to save a screenshot of this screen to provide to the Helpdesk or Telecom if you are requesting assistance.

Phone > Network Diagnostics

Network Diagnostics

1 Run a test to evaluate the quality of your network, it will request access to your microphone to simulate a call. [Test](#)

Tested Time: Monday, Oct 24, 2022, 10:14:45 (GMT-7:00)

Your Public IP
137.151. [redacted]

Ready Connectivity to Zoom Web

Ready Connectivity to signaling server

Server Address
[redacted]

Latency (RTT) ⓘ		Packet Loss ⓘ		Jitter ⓘ	
Avg (ms)	Max (ms)	Avg (%)	Max (%)	Avg (ms)	Max (ms)
12	13	Sending: 0 Receiving: 0	Sending: 0 Receiving: 0	Sending: 0 Receiving: 0	Sending: 1 Receiving: 1

Codec	Clock Rate (KHz)
Sending: opus Receiving: opus	Sending: 48 Receiving: 48

Need More Help?

[View the Troubleshooting & Resources guide.](#)

[View Zoom's support guide for Zoom Phone.](#)

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.