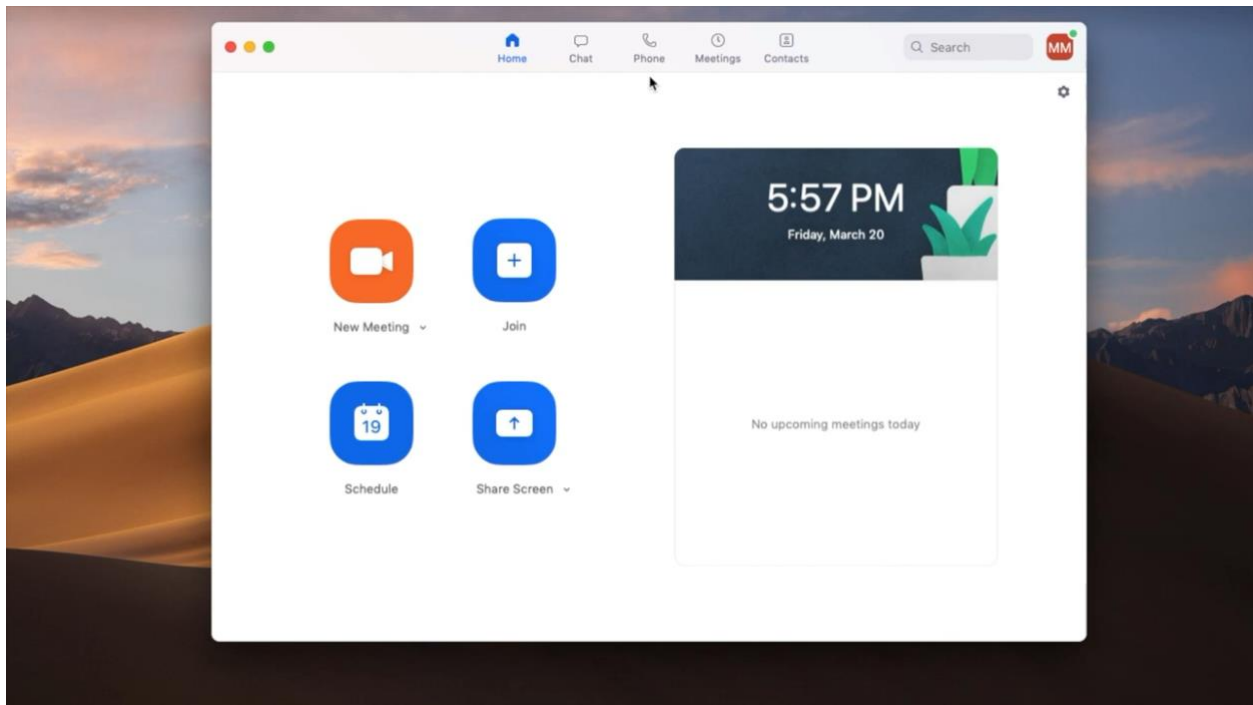


Zoom Phone Desktop Soft Client

Prerequisites

- Latest version of the Zoom Desktop Client or Mobile App
- Zoom Web App
- Zoom Phone license



Phone settings

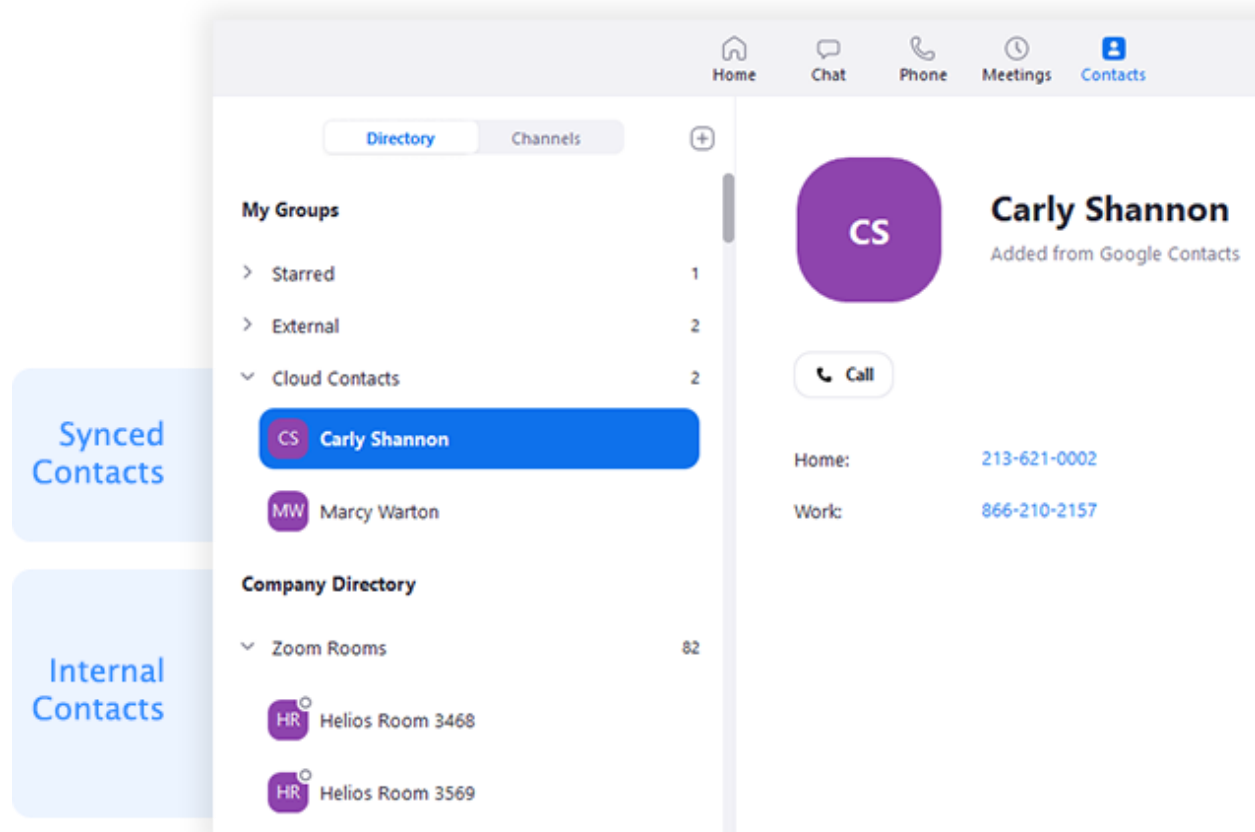
After the initial setup, you should adjust your [Zoom Phone settings](#) in the web portal.

1. Sign in to the Zoom web portal.
2. Click **Phone**, then click the [Settings](#) tab.
Here are a few essential settings you may want to change:
 - **Emergency Address:** Displays the address provided to first responders when dialing an emergency number. Make sure this address is correct.
 - **Business/Closed/Holiday Hours:** Change the times when you can answer calls.
 - **Voicemail Greeting:** Audio that plays before Zoom Phone routes calls to your voicemail. You can customize this by [recording audio directly in the web portal or uploading an audio file](#).

Contacts

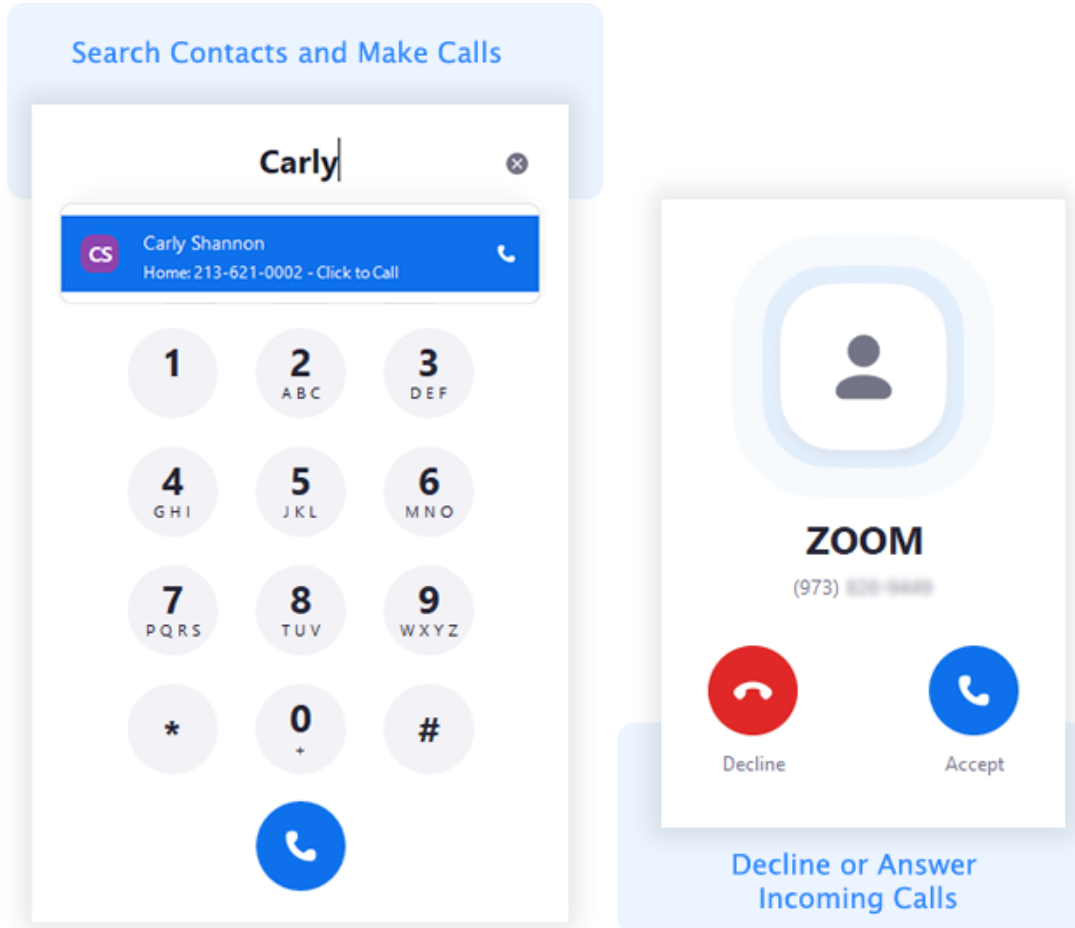
By default, you can call the contacts directory in the Zoom desktop client or mobile app to call people in the same organization. Follow these articles to add contacts from third-party services:

- **Zoom Desktop client:** [Sync your contacts with Google, Office 365, or Exchange](#). After syncing your contacts, you can add synced contacts using your [call history](#) or [voicemail](#).
- **Zoom mobile app:** [View your phone's contacts](#) in the Zoom Phone mobile app.
- **Zoom Web App:** Search through your [internal and external Zoom contacts](#).



Phone calls

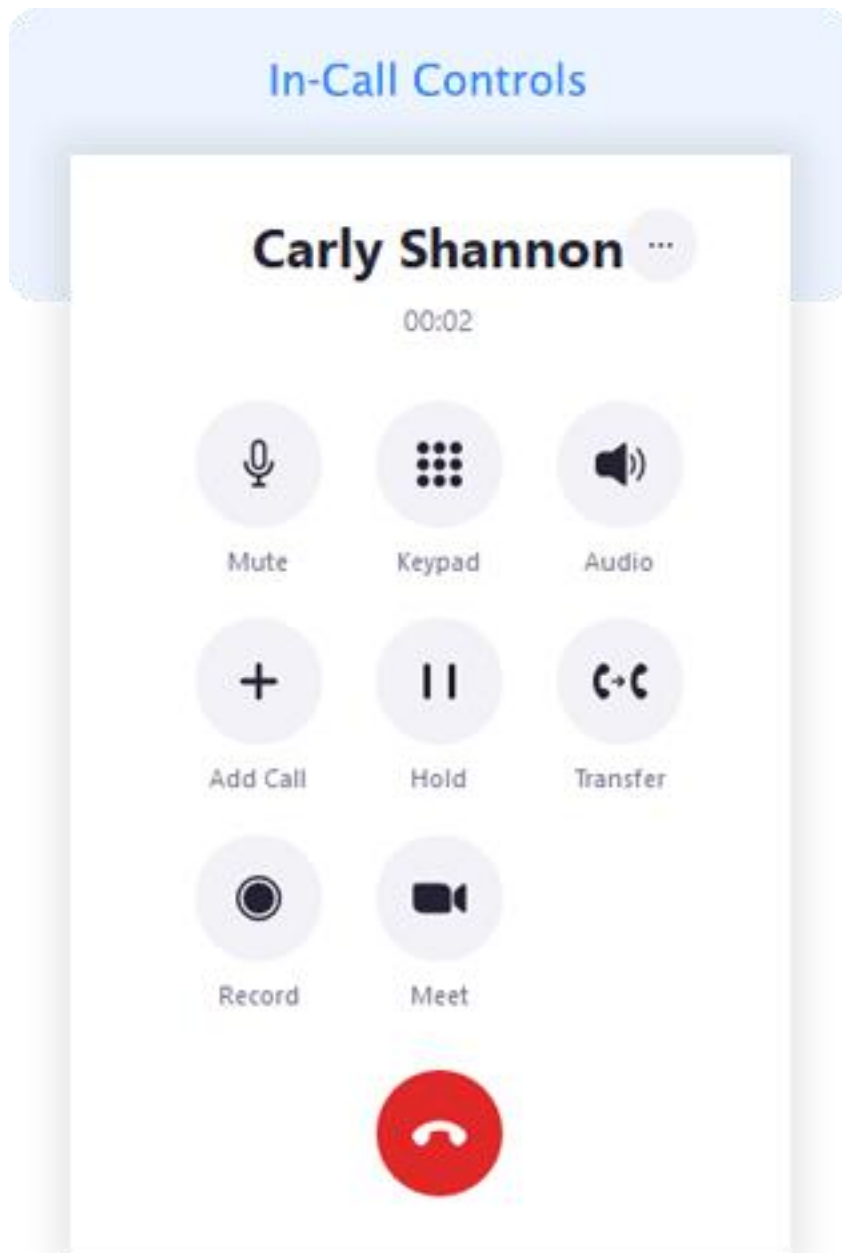
After setup, you can start [making and receiving calls using Zoom Phone](#). Make calls using the dial pad or search through your internal, external or synced contacts. For incoming calls, you can decline a call to route it to your voicemail.



In-call controls

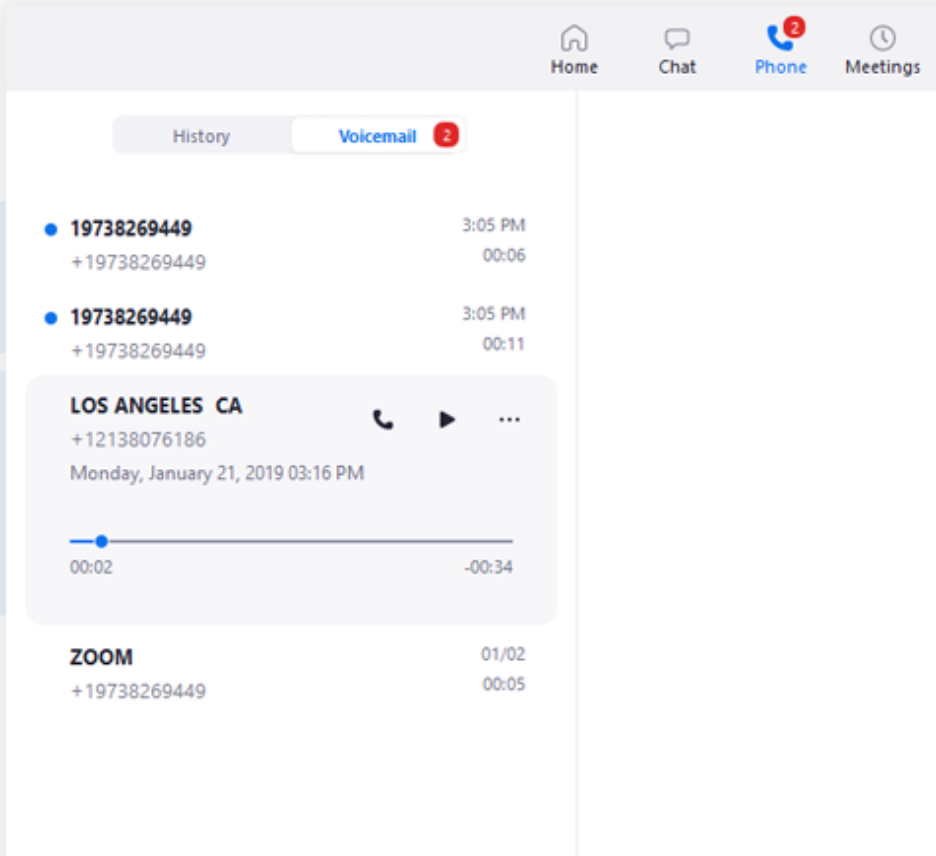
While in a call, you can:

- Access [in-call controls](#) like hold, record, and [transfer](#).
- [Start a Zoom meeting](#) with the other person on the call.
- Use [call flip](#) to switch the device you are using for the call.



Voicemail

Zoom Phone forwards all unanswered and declined inbound calls to your voicemail. You can use the Zoom desktop client, mobile app, Zoom Web App, or web portal to [play and manage your voicemail messages](#).



The screenshot shows the Zoom voicemail interface. At the top, there are navigation icons for Home, Chat, Phone (with a red notification badge), and Meetings. Below this is a tab bar with 'History' and 'Voicemail' (with a red notification badge). The main content area displays a list of voicemail messages:

- **19738269449** 3:05 PM
+19738269449 00:06
- **19738269449** 3:05 PM
+19738269449 00:11

The second message is expanded to show playback controls:

- LOS ANGELES CA** [Call icon] [Play icon] [More icon]
+12138076186
Monday, January 21, 2019 03:16 PM

Below the expanded message is a progress bar showing 00:02 / -00:34.

At the bottom, there is a 'ZOOM' entry:

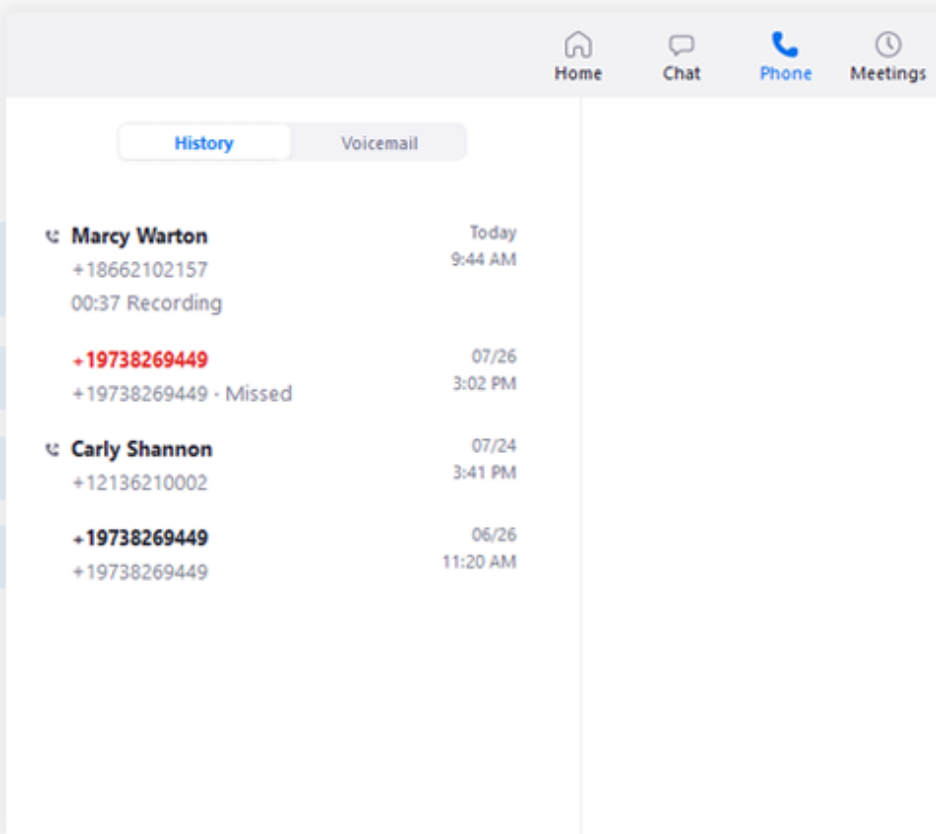
- ZOOM** 01/02
+19738269449 00:05

Two blue callout boxes are overlaid on the left side of the screenshot:

- Unplayed Voicemails
- Call Back and Play Voicemails

Call history and recordings

After making, receiving, or recording calls, you can [check your call history and recordings](#) on the Zoom desktop client, mobile app, Zoom Web App, or web portal.



The screenshot shows the Zoom Phone interface with a navigation bar at the top containing Home, Chat, Phone, and Meetings. Below the navigation bar are two tabs: History (selected) and Voicemail. On the left side, there is a vertical menu with four categories: Recorded Call, Missed Call, Outgoing Call, and Incoming Call. The main content area displays a list of call records:

Call Type	Contact Name	Phone Number	Date	Time	Duration / Status
Recorded Call	Marcy Warton	+18662102157	Today	9:44 AM	00:37 Recording
Missed Call		+19738269449	07/26	3:02 PM	+19738269449 · Missed
Outgoing Call	Carly Shannon	+12136210002	07/24	3:41 PM	
Incoming Call		+19738269449	06/26	11:20 AM	