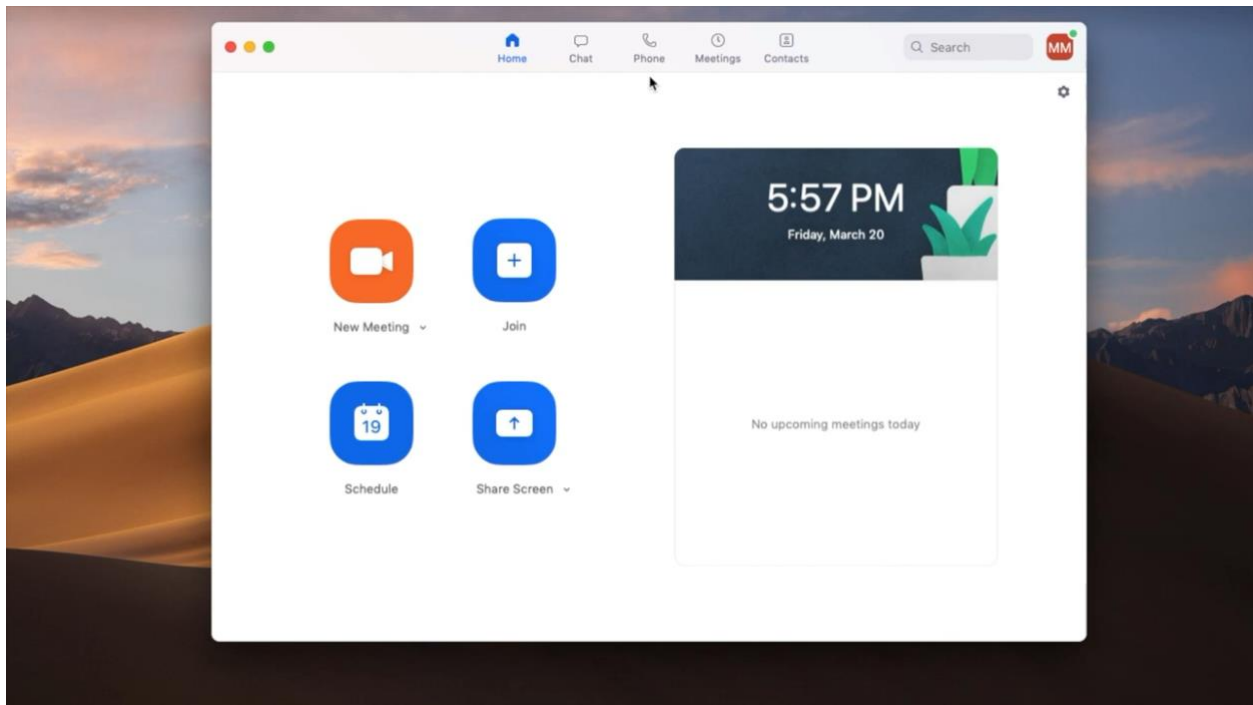# Zoom Phone Desktop Soft Client

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.
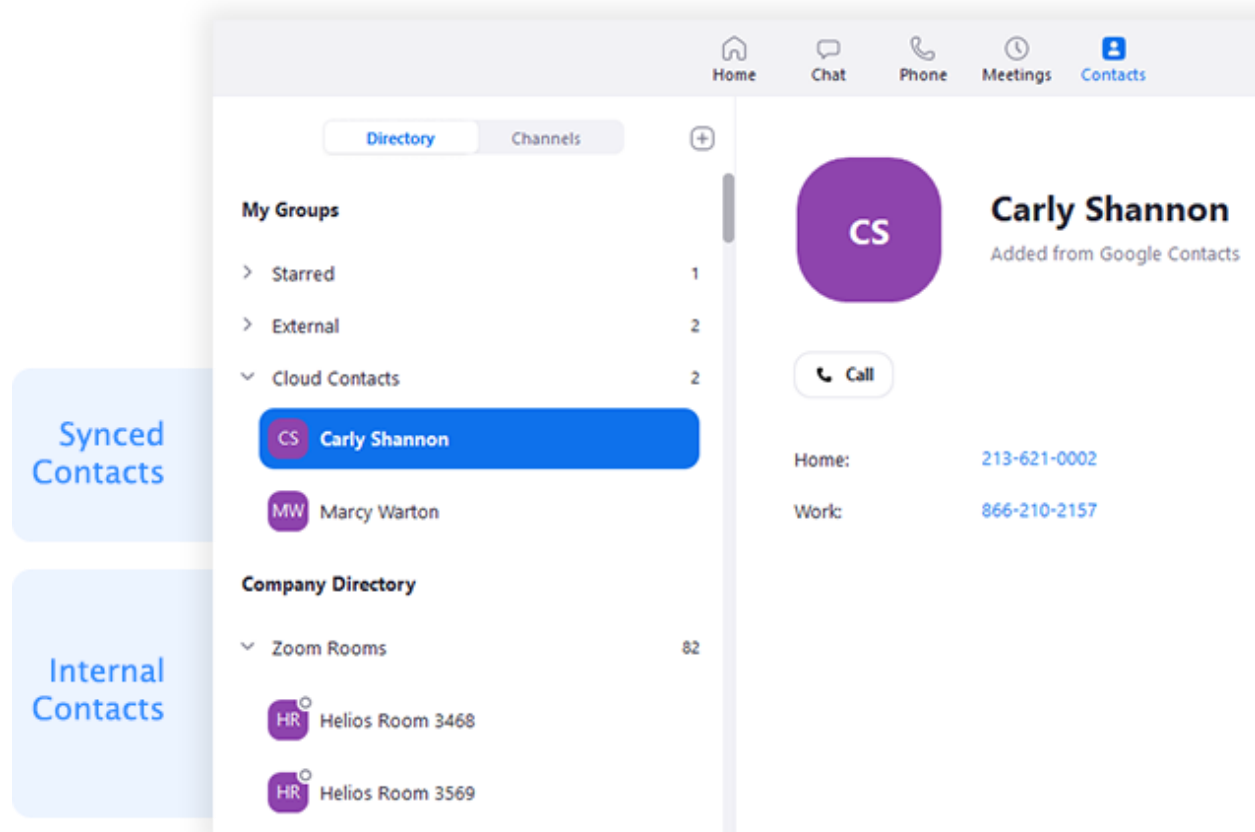
Phone calls

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.
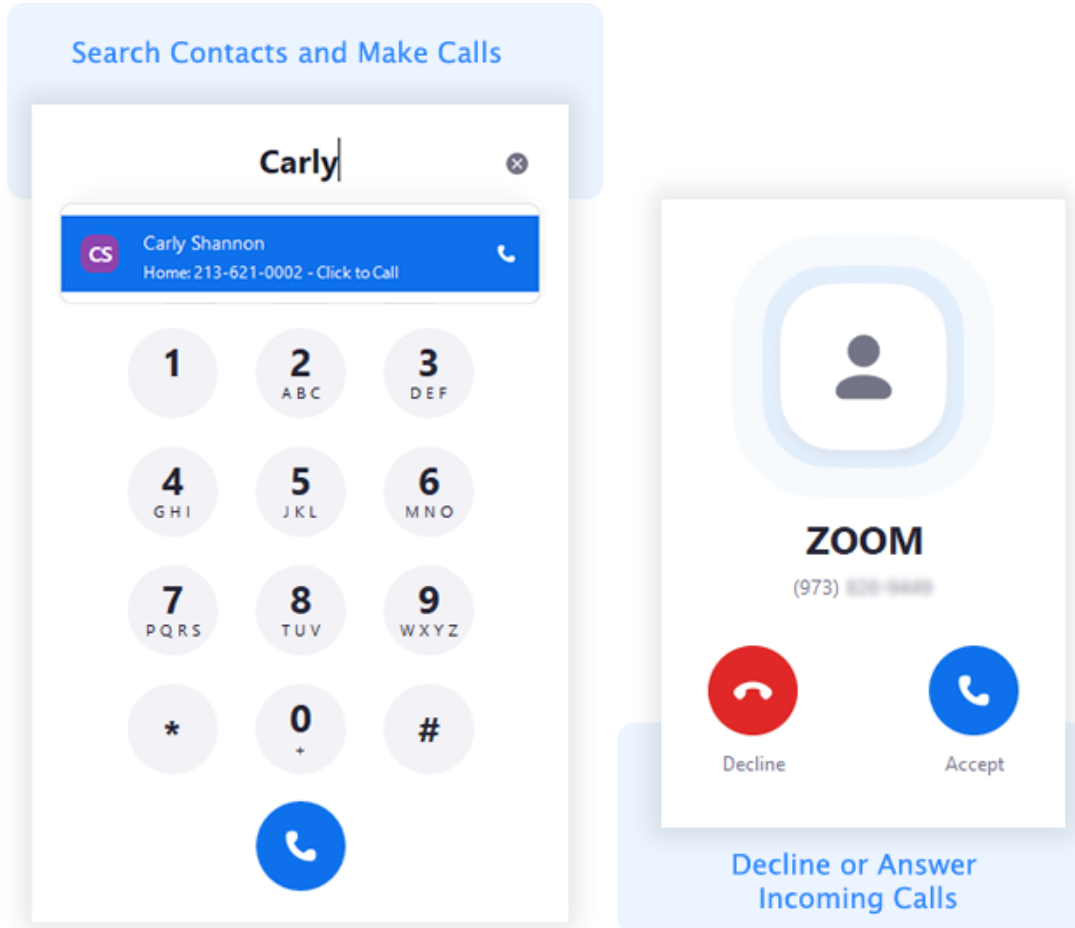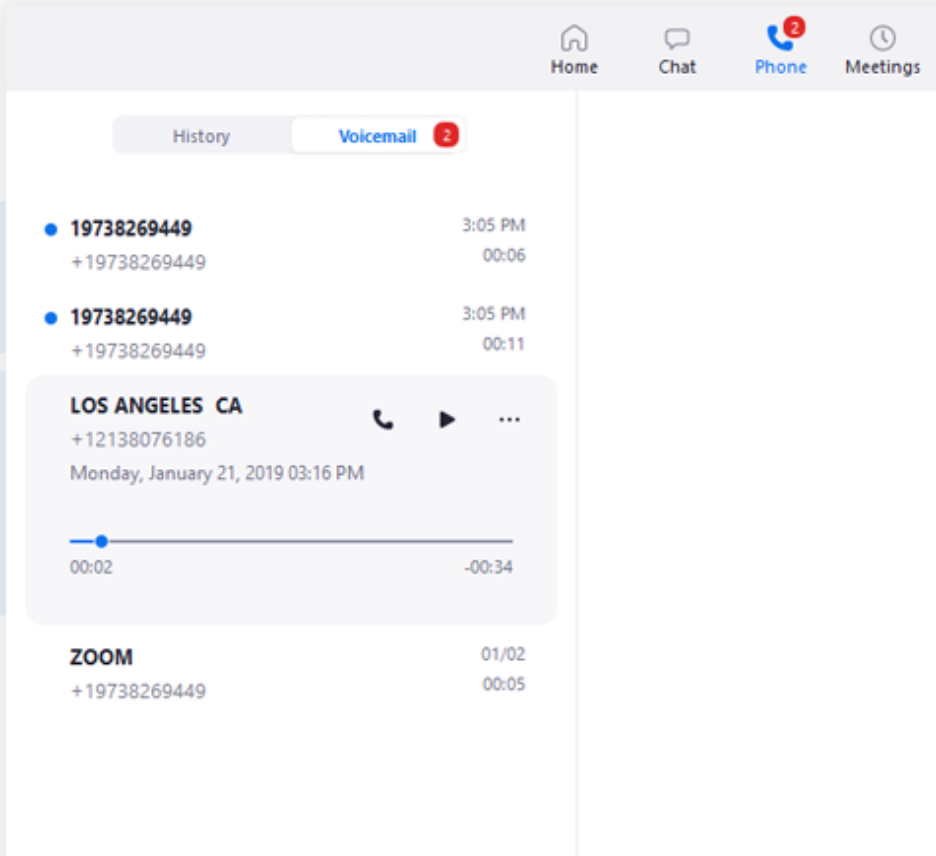
In-call controls

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.
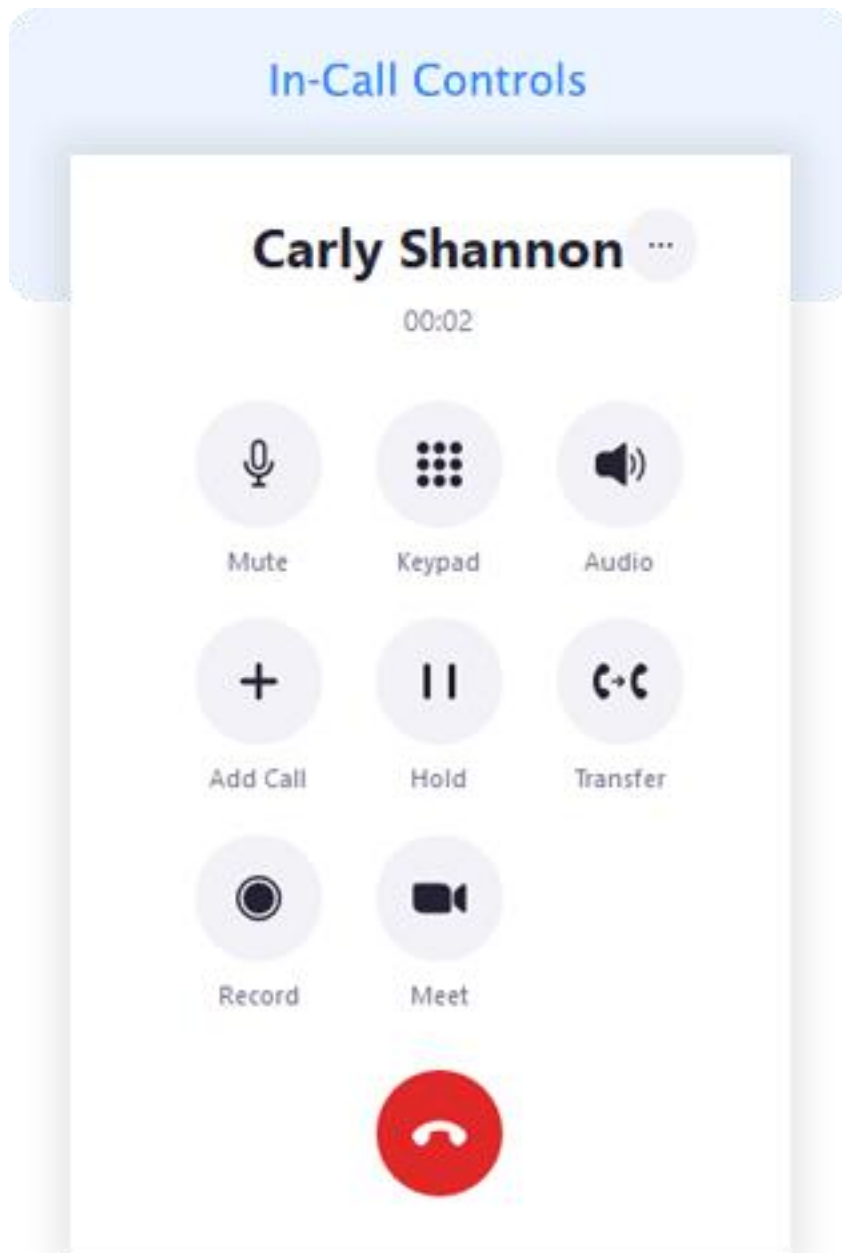
Voicemail

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](#).

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.