Changing Phone Settings In The Desktop/Mobile App Or Zoom Web App

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0069244

Prerequisites for changing phone settings in the desktop app, mobile app, or Zoom Web App
- Zoom desktop app for Windows, macOS, or Linux: Global minimum version or higher
- Zoom mobile app for Android or iOS: Global minimum version or higher
- Zoom Web App
- Zoom Phone license
- Power Pack add-on for call queue settings

How to change phone settings from the Zoom desktop app

Note: Settings marked with a laptop icon (🖳) can only be changed in the desktop client. These settings are not available in the web portal or mobile app.

1. Sign in to the Zoom desktop client.
2. Click your profile picture then click **Settings**.
3. Click the **Phone** tab.
   You will see the following information and options:
- **Direct Number**: Displays any direct numbers assigned to you. Hover over the number then click the copy button to copy it to your system's clipboard.

   🗐

- **Company Number**: Displays the main company number and your extension number. Hover over the number then click the copy button to copy it to your system's clipboard.

   🗐

   Note: To copy your direct or company number, highlight it, then right click and select **Copy**.
- **Local Dialing**: Displays the country code used for local calling. You can change this in your Zoom Phone settings in the web portal.
- **Area Code**: Displays the area code used for local calling. If you dial a number without an area code, Zoom Phone will automatically add this area code. You can change this in your Zoom Phone settings in the web portal.
- **Shared Line Group** (only visible if you're a member of a shared line group): Enable or disable call notifications for inbound calls routed from your shared line group. This setting applies to the desktop client, mobile app, and desk phones. This setting also syncs across all platforms including the identical web portal setting.
   Note: This setting isn't in the the Linux client, but you can change this setting in the Zoom web portal. For more information, see a comparison of phone features across platforms.
- **Location Permission**: Allow Zoom to access your location for emergency calling.
- **Emergency Address**: Displays your current emergency address. Click **Manage** to manage your address if you see **No Emergency Address detected** or need to update your address.
- **Hide incoming calls while in a meeting**🖳 : Turn off notifications for incoming Zoom Phone calls while you are in a Zoom meeting.

Note: If you are in a Zoom meeting using the desktop client, your provisioned desk phones will still ring. If you are in a Zoom meeting using the mobile app and the setting is turned off, you will still get notifications for incoming Zoom Phone calls.

- **Launch an external app or a URL for incoming calls** 🖥
- **Video Greeting**
- **Autodial Preference** 🖥 : If you previously allowed a third-party app to automatically make calls, click **Manage** to view apps that have this permission and change the duration that the permission is in effect.
  Note: This feature needs to be enabled by your admin.
- **Report problem**: If requested by Zoom support, click **Report** to send diagnostic information to Zoom. You can also send diagnostic information by dialing and calling ***#ZOOM# (*#9666#)**.

Enable or disable calls from call queues

Call queues are set up by your Zoom Phone admin to route calls to a group of users. If you're a member of one or more call queues, you can enable or disable call notifications for inbound calls routed from call queues. Additionally, users can enable or disable calls from call queues by manually dialing via IP phone.

Notes:

- To see a list of call queues you belong to, check your settings in the Zoom web portal. If you're a member of several call queues, you can enable or disable calls from specific call queues.
- This setting applies to the desktop app, mobile app, and desk phones. This setting syncs across all platforms including the identical web portal setting.

- Admins can see this status, and force you to enable or disable inbound notification calls from your call queues.

1. Sign in to the Zoom desktop app.

2. In the top-right corner, click your profile picture.

3. Click **Receive Shared Calls**.

4. Follow one of these options:

   - To enable or disable all calls from call queues, click the **Call Queues** toggle.
     Note: If switching this toggle to on, and you previously set toggles to off for specific call queues, your previous configuration will take effect.

   - To enable or disable calls from specific call queues, click the toggles beside each call queue name to enable or disable call notifications from specific call queues.

   - If enabled by your admin, select a reason for opting out of call queues from the following:
     - **Break**
     - **Meal**
     - **Training**
     - **End Shift**

Change the ringtone 🖥

Zoom uses the same ringtone for incoming meeting invites and phone calls. Go to your audio settings to change your ringtone.

1. Sign in to the Zoom desktop client.

2. Click your profile picture, then click **Settings**.
3. Click the **Audio** tab.

4. Click the **Ringtone Volume** control bar to adjust the volume as desired.
5. Click the **Call Waiting Volume** control bar to adjust the volume as desired.

6. Click the drop-down menu and select a ringtone, then click the play button to preview the ringtone for the following:
   Note: If the **Silent** ringtone is selected, the incoming call will be silent.
   - **Meetings.**
   - **Extension.**
   - **Direct Number.**
   - **Share**.

How to change phone settings from the mobile app

1. Sign in to the Zoom mobile app.

2. Tap the **Settings** tab.

3. Tap your tap name and photo to see your Zoom Phone extension and direct number. Tap a number to copy it to your system's clipboard.

   - **Direct number**: Displays any direct numbers assigned to you.
   - **Extension**: Displays your extension number.
4. Tap **Phone**.
   You will see the following information and options:
- **Local calling**: Displays the country code used for local calling.
- **Area code**: Displays the area code used for local calling. If you dial a number without an area code, Zoom Phone will automatically add this area code. You can change this in your Zoom Phone settings in the web portal.
- **Forward Call**: Forward your call to a name, extension, external number, or voicemail/videomail, as well as the forwarding duration.
- **Hide incoming calls while in a meeting** 💻 : Turn off notifications for incoming Zoom Phone calls while you are in a Zoom meeting.
  Note: If you are in a Zoom meeting using the mobile client, your provisioned desk phones will still ring. If you are in a Zoom meeting using the desktop app and the setting is turned off, you will still get notifications for incoming Zoom Phone calls.
- **Location Permission**: Allow Zoom to have enhanced access to your location for emergency calls and for enabling advanced features such as location-based access and call routing.
- **Emergency Calling**: Add your emergency calling location.
  Emergency calls from Zoom will be redirected to your native phone application.
- **Automatically Start Live Transcript**: Enable/disable live transcription of calls if enabled for your account.
- **Receive Queue Calls** (only visible if you're a member of a call queue): Call queues are set up by your Zoom Phone admin to route calls to a group of users. If you're a member of one or more call queues, you can enable or disable call notifications for inbound calls routed from call queues. Follow one of these options:

- To enable/disable all calls from call queues: Click the **Receive Queue Calls** toggle.
  Note: If switching this toggle to on, and you previously set toggles to off for specific call queues, your previous configuration will take effect.

- To enable/disable calls from specific call queues: Click the toggles beside each call queue name to enable or disable call notifications from specific call queues.
- If enabled by your admin, you will have to select a reason for opting out of the call queue.

- **Receive Shared Line Group calls** (only visible if you're a member of a shared line group): Enable or disable call notifications for inbound calls routed from your shared line group. This setting applies to the desktop client, mobile app, and desk phones. This setting also syncs across all platforms including the identical web portal setting.
- **Video Greeting**
- **Report Problem**: If you are having issues with Zoom Phone and you contacted Zoom support, click **Report Problem** when requested by support. You can also send diagnostic information by dialing and calling ***#ZOOM#** (***#9666#**).

How to change phone settings from the Zoom Web App

1. Sign in to the Zoom Web App.
2. Click your profile picture, then click **Settings**.
3. Click the **Phone** tab.
   You will see the following information and options:
   - **Direct Number**: Displays any direct numbers assigned to you. Hover over the number then click the copy button to copy it to your system's clipboard.
   - **Company Number**: Displays the main company number and your extension number. Hover over the number then click the copy button to copy it to your system's clipboard.
     Note: To copy your direct or company number, highlight it, then right-click and select **Copy**.
   - **Local Dialing**: Displays the country code used for local calling. You can change this in your Zoom Phone settings in the web portal.
   - **Shared Line Group** (only visible if you're a member of a shared line group): Enable or disable call notifications for inbound calls routed from your shared line group. This setting applies to the desktop client, mobile app, Zoom Web App, and desk phones. This setting also syncs across all platforms including the identical web portal setting.
     Note: For more information, see a comparison of phone features across platforms.
   - **Hide incoming calls while in a meeting**: When selected, you won't receive incoming calls notification while in a meeting.
4. **Location Permission**: Allow Zoom to access your location for emergency calling.
5. **Emergency Address**: Displays your current emergency address. Click **Manage** to manage your address if you see No Emergency Address detected or need to update your address.