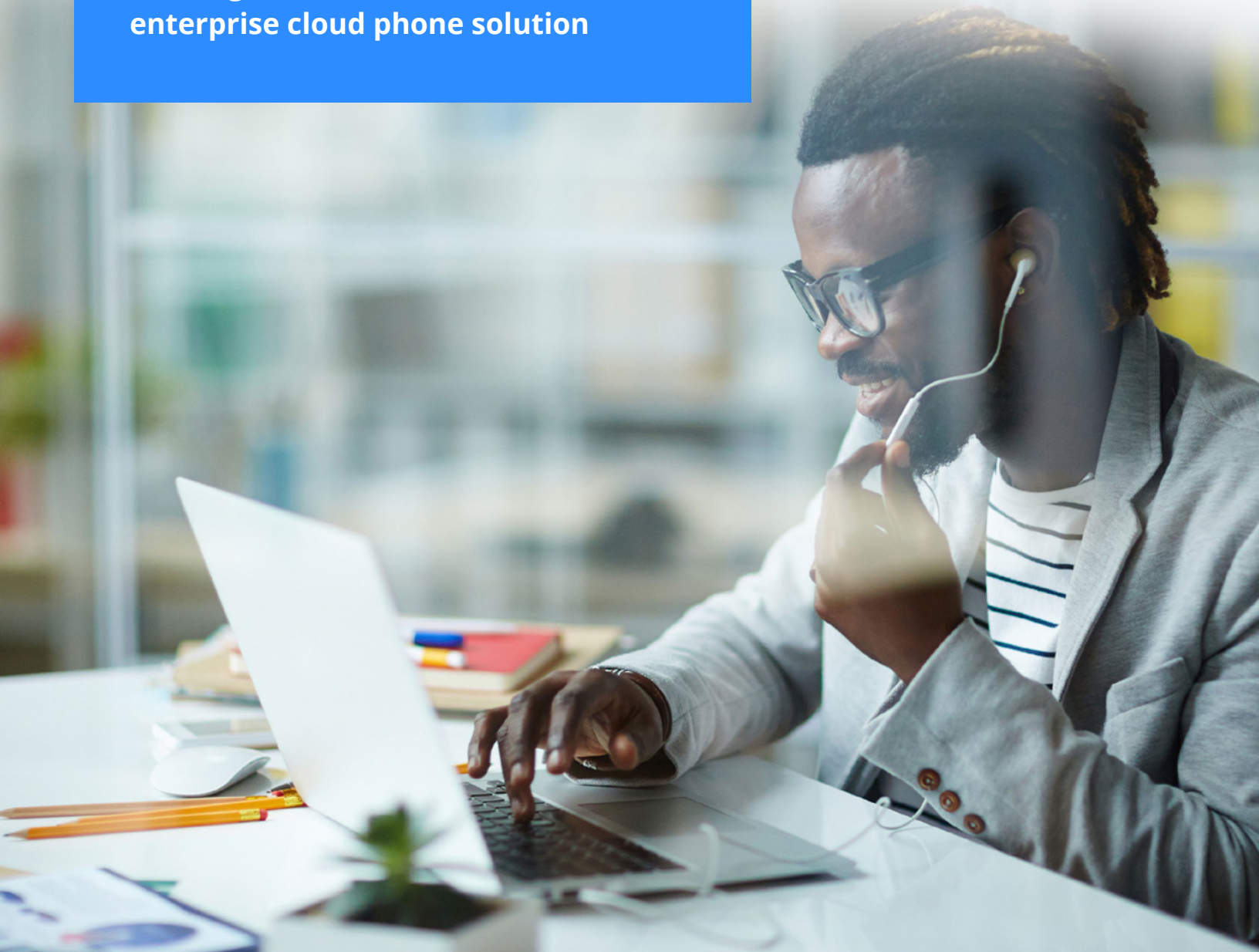


Getting Started Guide for Zoom Phone

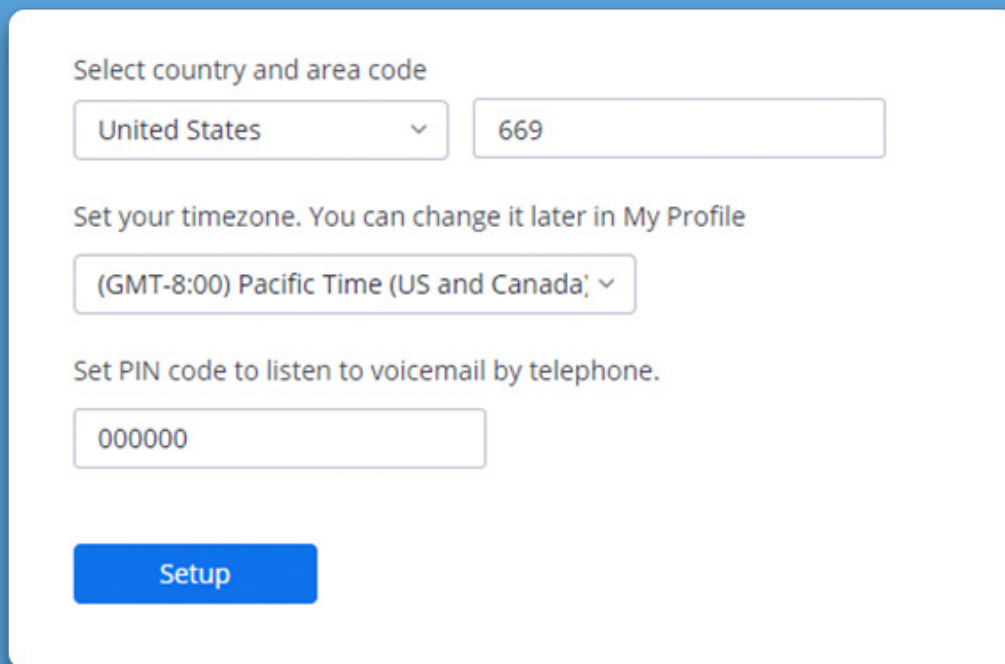
A user guide for Zoom's modern
enterprise cloud phone solution



First things first.

To ensure you can access Zoom Phone, you'll need to download the latest version of the desktop client from our [DOWNLOAD PAGE](#). The latest client has all the current features available for Phone.

You'll then need to conduct the initial setup of your Zoom Phone. Visit jccc.zoom.us/profile or and enter your email address and password. Upon sign in you will be taken to your Profile page. Please navigate to "Personal" and "Phone." If you haven't completed your account setup, select a country, area code, timezone, set your voicemail PIN, then click "Setup."



The image shows a white rounded rectangular form on a blue background. The form contains the following elements:

- Select country and area code:** A dropdown menu showing "United States" with a downward arrow, and a text input field containing "669".
- Set your timezone. You can change it later in My Profile:** A dropdown menu showing "(GMT-8:00) Pacific Time (US and Canada)" with a downward arrow.
- Set PIN code to listen to voicemail by telephone:** A text input field containing "000000".
- Setup:** A blue button with white text.

NOTE: Settings may vary by user, and Zoom updates interfaces frequently. Your options may look different than shown in this document.

Feature Overview

Let's review the settings and features of Zoom Phone.

Settings

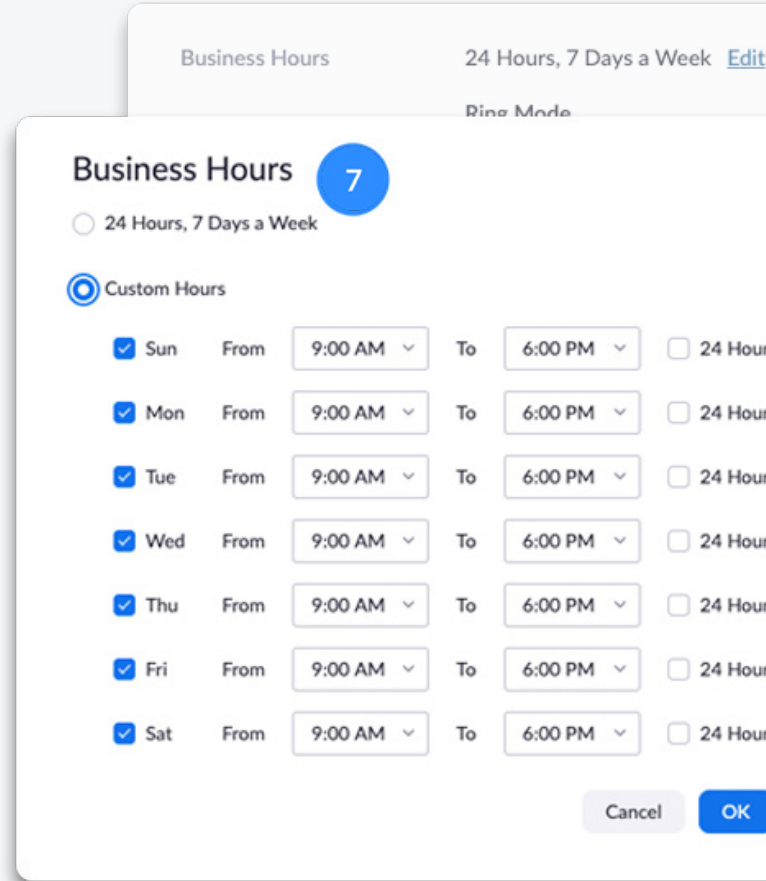
Click **Phone** and then the **Settings** tab to view the following information and options:

- 1 Site:** Displays the site you belong to (if your admin enabled multiple sites for your organization).
- 2 Package:** Displays your current calling plan that determines restrictions on your outbound calls.
- 3 Number(s):** Displays the direct phone numbers assigned to you.
- 4 Extension Number:** Displays the extension number assigned to you and the main company number.
- 5 Outbound Caller ID:** Select the default caller ID when using the Zoom client to make outbound calls. You can select between the main company number and any direct phone numbers added by your admin. You will still be able to change the outbound caller ID before making a call in the Zoom client.
- 6 Area Code (optional):** Click Set or Edit to change the area code used for local calls.

History	Voicemail & Videomail	Recording
Site 1	Main Campus (<i>Main Site</i>)	
Package 2	Zoom Workplace Enterprise P US/CA Unlimited Calling Plan	
Number(s) 3	(913) 583-2033 (United States)	
Extension Number 4	112033	

Outbound Caller ID 5	EdTech - (913) 732-
Country/Region	United States (+1)
Area Code (?) 6	913 Edit

7 Business Hours: Click Edit to change the times when you can answer calls. By default, inbound calls outside of business hours will be immediately forwarded to the your voicemail.



8 Call Handling: Click Edit to specify how calls are routed during business hours. Use the toggles to enable or disable each option. Use the arrow icons or click and drag to rearrange the order. Click Add Phone Number to add a custom phone to forward to; for example, you can add your personal phone number.

9 Call Handling Ring Mode: Select the method to distribute calls during business hours.

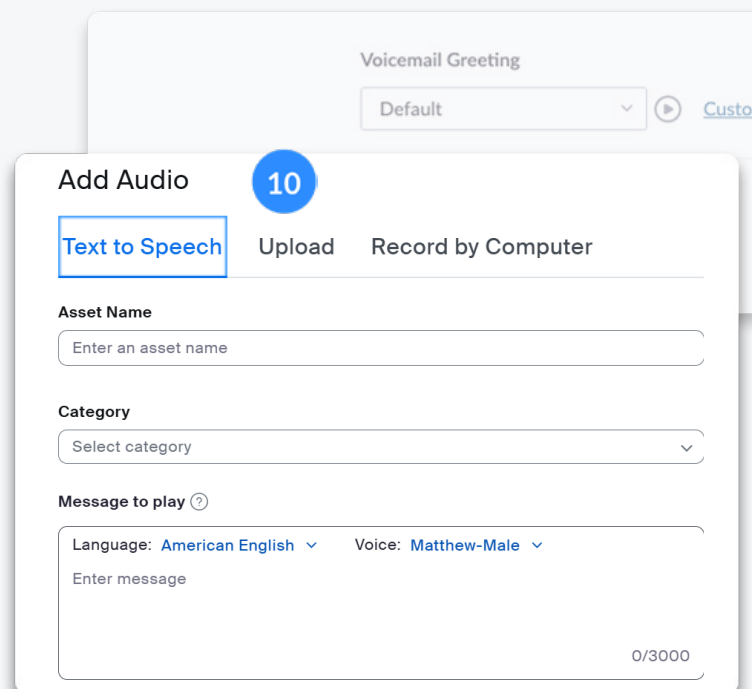
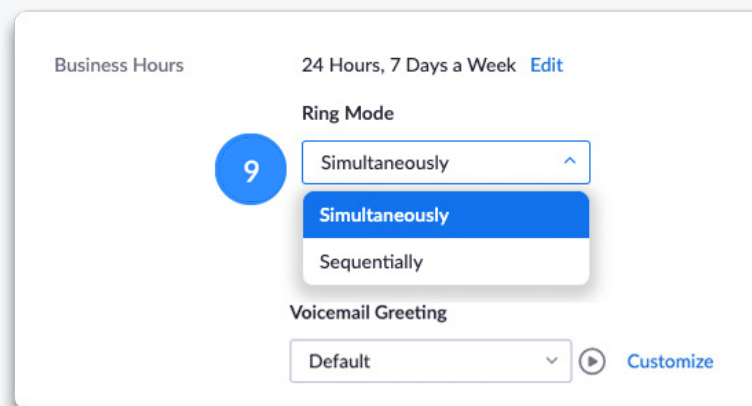
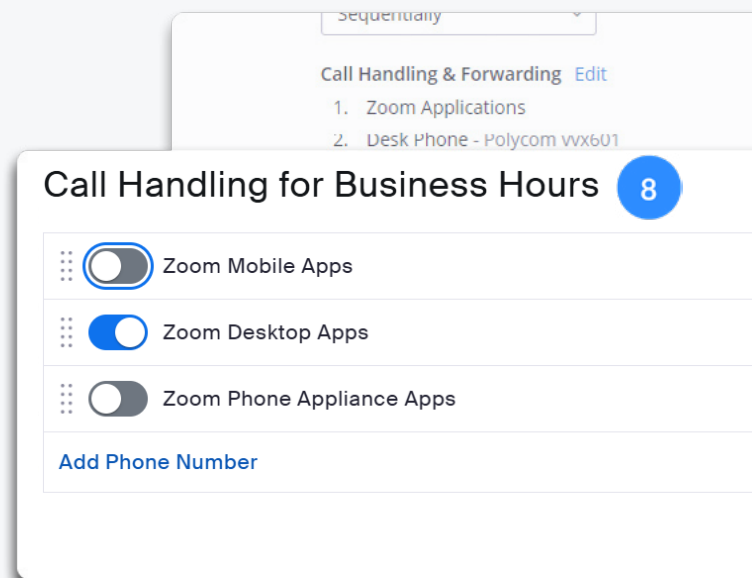
Select “Simultaneous” to ring the specified apps at the same time.

Select “Sequential” to ring the specified apps one at a time.

10 Voicemail Greeting: Click Edit to generate a greeting from entered text, upload a supported audio file, or record a greeting.

Select “Record by Computer” to record your outgoing voicemail message

If you already have a recorded voicemail message, select “Upload” and select your file.



11 Call Queue Membership: Displays call queues you've been added to. You will also see (Manager) if you've been assigned as the call queue manager. By default, calls to call queues that exceed a max wait time set by your admin will route to the call queue manager.

12 Receive calls from call queues: Click to toggle to disable or enable all calls from call queues you have been added to.

The screenshot shows a settings panel for 'Membership'. At the top, the word 'Membership' is displayed next to a blue circle containing the number '11'. Below this, the text 'Call Queues' is visible. To the right, there is a toggle switch labeled 'Receive Queue C' with a blue circle containing the number '12' next to it. The toggle switch is currently in the 'off' position. To the right of the toggle is a button labeled 'View or Ed'. Below the toggle, the name 'EdTech' is listed.

13 Delegation: Click Add to assign another phone user to answer your calls during business hours. If another user has assigned you to answer their calls, you will see their name and extension below I can assist for. If you don't want to answer calls for another user, click ? beside their extension.

14 PIN Code: Click Show or Edit to enter a 1 to 6 digit voicemail PIN. The default PIN is 000000. The PIN is used when checking voicemail on a desk phone.

15 Blocked List: Click View or Edit to see a list of numbers and prefixes that are blocked. Numbers and prefixes beside Default are blocked by the admin and applies to all phone users in your organization. Click Add in one of the following sections to block prefixes, numbers, or extensions.

Blocked phone number prefixes: Block all numbers with a specific country code and area code.

Note: For example, entering 1905 blocks numbers with country code 1 and area code 905.

Blocked numbers or extensions: Block a specific phone number or internal extension number.

Note: Enter a country code before the number.

Delegation & Assistant

Delegation ?

13

Assign delegation

VIP Delegation (

Allow only a set l

14

PIN Code ?

Others

Blocked phone number prefixes 15

The numbers beginning with the following prefix will be blocked

Default 18777022168, 4158729233

Blocked Prefixes [Add](#)

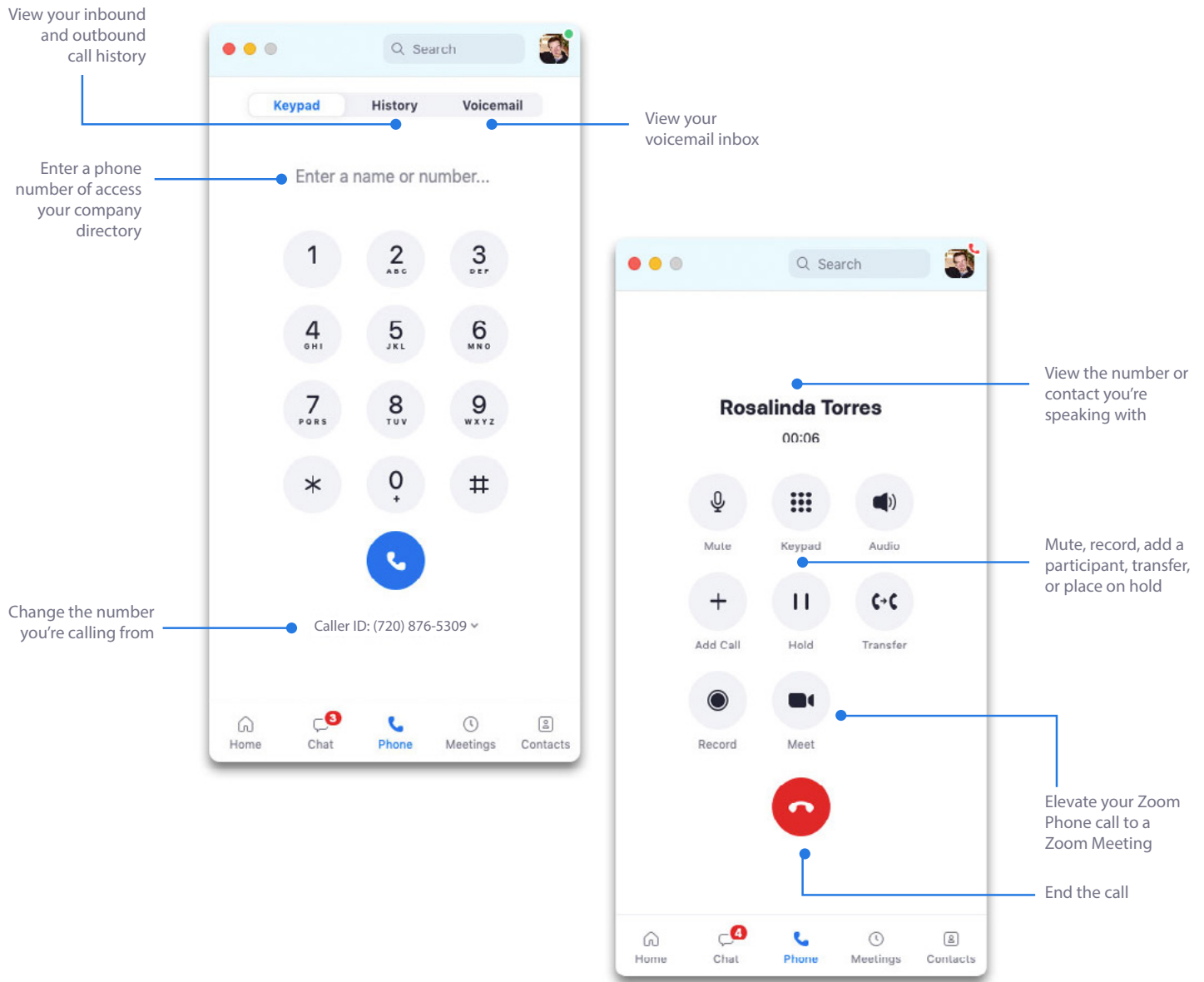
Blocked numbers or extensions

Default +14158721526, +14158728293, +1415872

Blocked Numbers or
Extensions [Add](#)

Using Zoom Phone

Let's take a quick look at the interface and basic features and functions of Zoom Phone inside the Zoom application.



zoom