

To access Zoom Phone, download the latest version of the desktop client from the download page and sign into your account. Navigate to the "Personal" and "Phone" sections of your profile and complete the initial setup by selecting a country, area code, time zone, and setting your voicemail PIN. Click "Setup" to complete the process.

Feature Overview: Review the Settings and Features of Zoom Phone

- Settings tab will view the following information
 1. Site displays the site you belong to (if the admin enabled multiple sites for your organization).
 2. Company Number displays the extension number assigned to you and the main company number.
 3. Number(s) displays the direct phone numbers assigned to you.
 4. Calling Plans displays current calling plan
 5. Outbound Caller ID is what will be used to make outbound calls.
 6. Area Code is the area code used for local calls
 7. Desk Phone displays any devices added to your account.
 8. Call Queue Membership displays call queues you've been added to.
 9. Receive calls from call queues enables all calls from call queues you've been added to.
 - Auto Receptionist Operator Displays auto receptionists you've been assigned to as the operator. 0 is the default operator key in the Integrated Voice Response (IVR) system.
 10. Business Hours editable times when you can answer calls. By default, calls outside business hours will go straight to voicemail.
 11. Ring Mode distribution option of calls during business hours.
 - Simultaneously sets the zoom app and certain devices ring at the same time.
 - Sequentially sets the zoom app and devices to ring one at a time
 12. Call Handling and Forwarding Specifies how calls are routed during business hours.
 - Set the Ring Mode to "Simultaneously" or "Sequentially" using the toggles. If you set the Ring Mode to "Simultaneously," use the toggles to enable or disable each option. If you set the Ring Mode to "Sequentially," use the arrow icons or click and drag to rearrange the order. Click Add Forward Number to add a custom phone number to forward calls to, such as your personal phone number.
 13. Voicemail Greeting Select a greeting from the drop-down menu or click Customize to record a greeting or upload a supported

audio file. To record your outgoing voicemail message, select "Record by Computer." If you already have a recorded voicemail message, select "Upload" and select your file.

14. Delegation Add assigns another phone user to answer your calls during business hours. If another user has assigned you to answer their calls, you'll see their name and extension below. If you don't want to answer calls for another user, click the ? beside their extension.
15. Blocked List shows a list of numbers and prefixes that are blocked.