

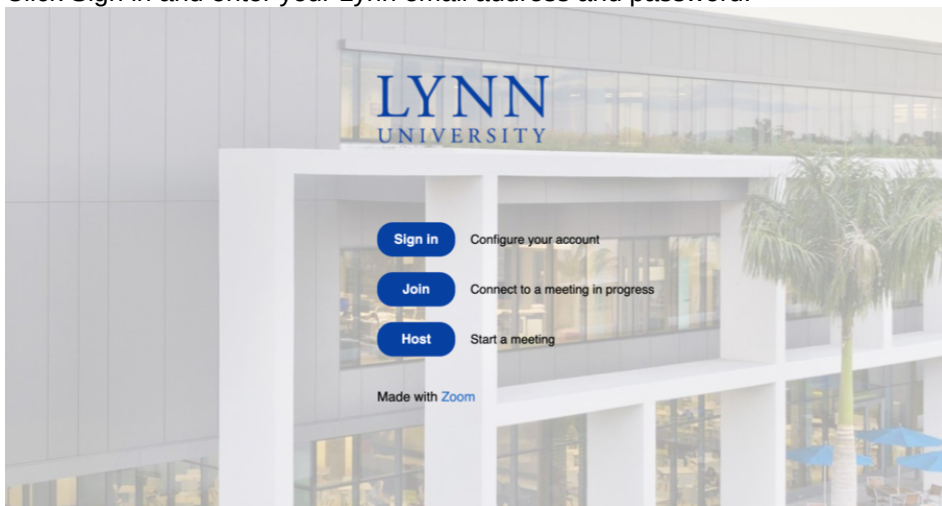
Zoom Web Portal - Initial configuration settings

This document details the initial configuration steps for your Zoom phone

- [Getting started](#)
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Getting started

- Log in to the Zoom Web Portal by going to <https://zoom.lynn.edu>.
 - Click Sign in and enter your Lynn email address and password.



First-time phone setup

- On the left-side panel, click on Phone.

Select country and area code

United States of America ▼ 913

Set your timezone. You can change it later in Profile

(GMT-7:00) Pacific Time (US and Canada) ▼

Set PIN code to listen to voicemail by telephone

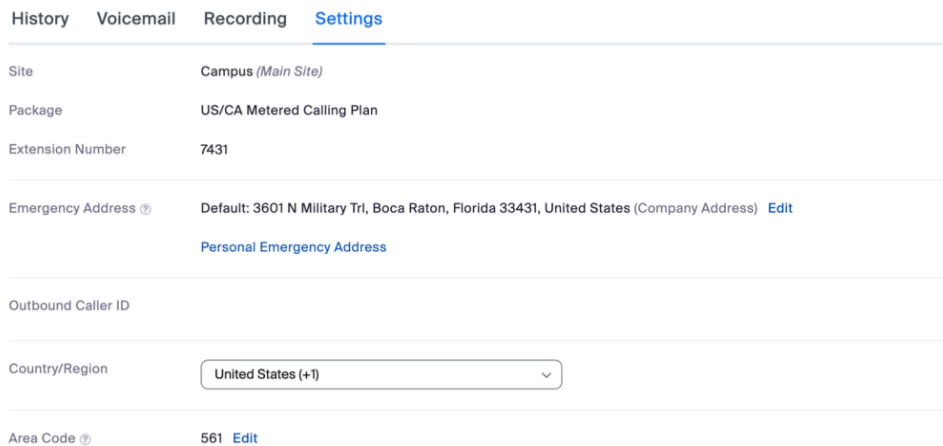
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Setup

-
- Enter your default area code. This is for outbound calling.
- Select the correct time zone from the pull-down menu.
- Set your Voicemail pin code.
- Click setup when done.

Basic Phone Settings

- Click on the settings tab at the top.



History Voicemail Recording **Settings**

Site Campus (Main Site)

Package US/CA Metered Calling Plan

Extension Number 7431

Emergency Address ⓘ Default: 3601 N Military Trl, Boca Raton, Florida 33431, United States (Company Address) [Edit](#)

[Personal Emergency Address](#)

Outbound Caller ID

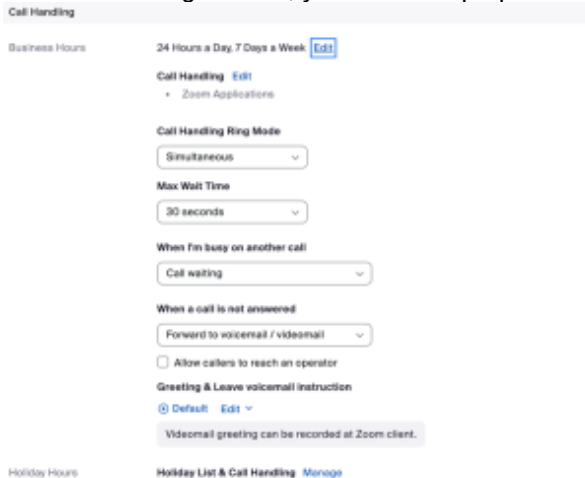
Country/Region United States (+1) ▼

Area Code ⓘ 561 [Edit](#)

- Your correct extension will appear here. If it is not correct, contact IT support as soon as possible.
- The Emergency Address will be automatically set by Lynn.
 - If you are a remote or hybrid employee, please set your personal emergency address.

Call Handling

- Under the call handling section, you can set up options for receiving calls.



Call Handling

Business Hours 24 Hours a Day, 7 Days a Week [Edit](#)

Call Handling [Edit](#)

Zoom Applications

Call Handling Ring Mode

Simultaneous ▼

Max Wait Time

30 seconds ▼

When I'm busy on another call

Call waiting ▼

When a call is not answered

Forward to voicemail / videomail ▼

☐ Allow callers to reach an operator

Greeting & Leave voicemail instruction

[Default](#) [Edit](#) ▼

Videomail greeting can be recorded at Zoom client.

Holiday Hours

Holiday List & Call Handling [Manage](#)

- Set your business hours (Times when calls can be received).
- Max Wait Time (Time for ringing before going to Voicemail).
- Busy setting
 - Call Waiting
 - Forward to Voicemail
 - Play message and disconnect
 - Busy signal
 - Forward to another extension
- When not answered
 - Forward to Voicemail
 - Play message and disconnect
 - Disconnect
- Set Holiday/Out of Office Hours and Call Handling Options.

Delegation and Assistant

- Call Delegation (Shared Line Appearance)

- The delegator is the phone user that assigns phone privileges to another phone user or common area phone.
 - Each delegator can have up to 15 delegates.
- The delegate is the phone user or common area phone that makes and receives calls on the delegator's behalf.
 - Each delegate can be assigned to a maximum of 32 delegators.
- Shared lines are direct phone numbers that belong to the delegator but can be used by their delegates.
- Under the Delegation and Assistant section, click the set button.

Delegation & Assistant

Delegation ? Assign delegation privileges to

User

-
- Select User or Common Area from the pull-down menu.
 - Search the name or the extension of the user or the extension of the common area phone.
 - Click Invite.
- Instruct the invitee to log in and accept the delegation request.
 - That person can now place calls, answer calls, and pick up on-hold calls from the delegator.

Desk Phone Options

- Under the Desk Phone heading:

Desk Phone

Keys & Positions [View or Edit](#)

Desk Phone(s) **Phone Screen Lock** 

☐

PIN Code ? ***** [Show or Edit](#)

-
- You can lock or unlock your desk phone's display and enter a 6-digit pin number to unlock it.
- You can set up the line keys on your desk phone.
 - Click the View or Edit button next to Keys and Positions.

Phone > Settings > Keys & Positions

Keys & Positions

Set up keys and edit key positions for desk phones. The shared device will have separate Keys & Positions.

[Manage Key](#) [Import](#) [Export](#)

Key	Key Type
1	Line
2	
3	
4	

Manage Key

• Modifying the Position will cause the device to resync.
• The number of keys you set is limited by the number of keys on the device. Keys that exceed the limit will not be effective.

Key	Key Type	Key Assignment	Alias (Optional)	Outbound Caller ID	
1	Line	Ext. 7431 Andrew Vermes	Enter Alias	Same as Number	↑ ↓
2		Set Key			↑ ↓
3		Set Key			↑ ↓
4		Set Key			↑ ↓
5		Set Key			↑ ↓

- Most desk phones have 4 line keys. To add or modify line keys, press the Manage Key button.
 - Click Set Key in a blank space. Select the type of key:
 - Busy Lamp Field (BLF) – Internal extension
 - Speed Dial – Any number
 - When finished, scroll down and press save. The phone will re-sync to reflect the changes.

Other Options

- Under the Others heading

Others

Voicemail & Videomail Access ⓘ [Set](#)

Block List **Block List**
Numbers blocked in client, blocked by admin can be managed in the list.
[Manage Block List](#)

Block Rules **Block Calls without Caller ID**
Calls without caller ID will be blocked ☒

Block External Calls
Set rules for blocking external calls during business, closed, and holiday hours. ☒

Hold Music ⓘ ⓘ [Default](#)

Audio Prompt Language Set the default audio prompt language for your extension.

American English ▾

-
- Give others access to your voicemail (Click set and search for user or extension).
- Click Manage Block List to add or view blocked phone numbers.
- Block other calls by turning on the toggle switches.
- Select an audio prompt language.