

# Zoom Phone

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# Zoom Phone - Simultaneous Ring Mobile

## About

This document will describe how to enable cell phones to ring at the same time as desktop client when you want simultaneous ring to contact all devices.

## Settings

You will first navigate to the application settings on your mobile device (gear box).

Once in the settings, the "Chat" settings will have a sub-section entitled "WHEN TO NOTIFY ME:".

Choose "Always, even if I am active on desktop" if you want mobile phone to ring even if you are on a desktop client. If you don't want your cell phone to ring while logged into desktop, leave it as "Only when I am not active on the desktop"



## Chat

Move messages with new replies to the bottom of the chat



Receive notifications for keywords

Not Set >

Notify me about new replies on messages I am following



Disable when in meeting



Do not disturb



WHEN VIEWING UNREAD MESSAGES IN A CHANNEL:

Start at the first unread

Start at the latest



WHEN TO NOTIFY ME:

Always, even if I am active on desktop



Only when I am not active on desktop



# Zoom Phone - Support

If you need a resource to reference on what some of the options do and how they work beyond the Help Desk, the Zoom Support portal for phones will be the best option.

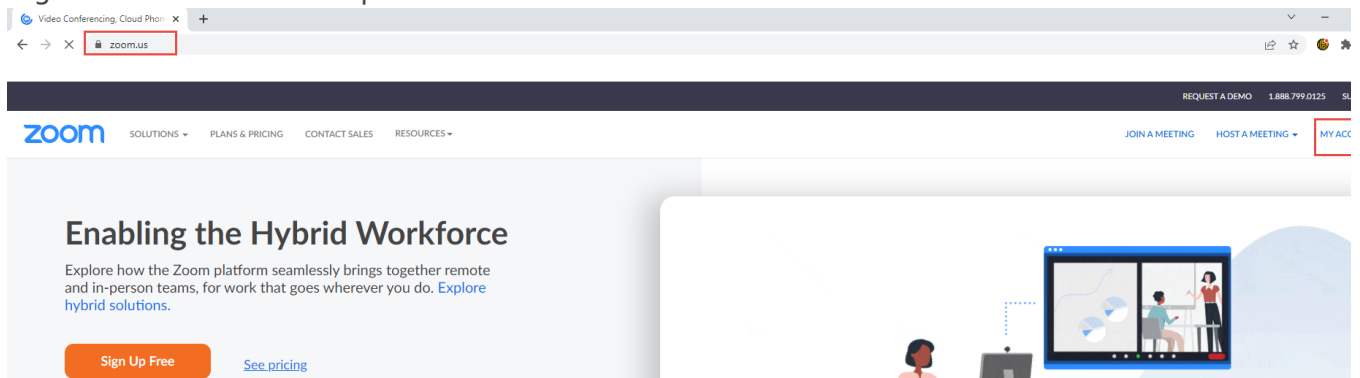
<https://support.zoom.us/hc/en-us/sections/360003389692-User>

# Zoom Phone - Contacts and Speed Dials

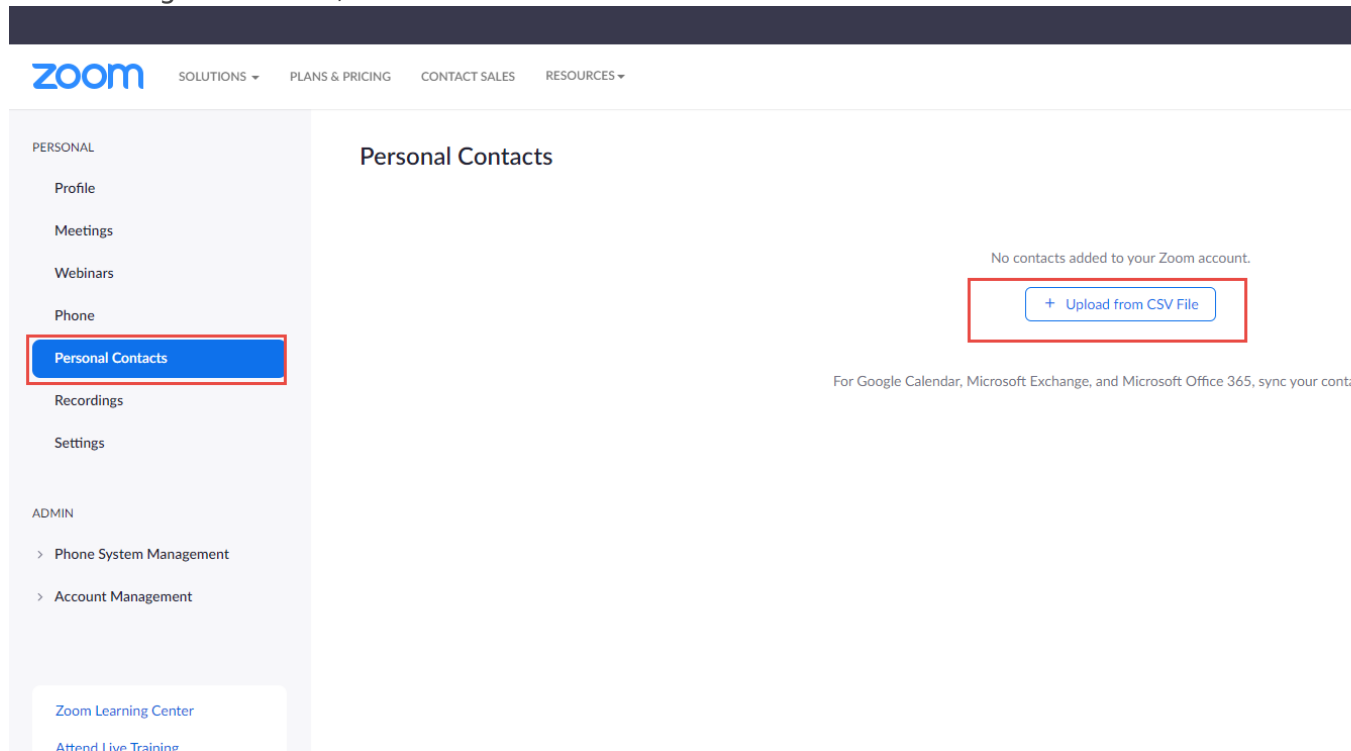
## How to import contacts using a CSV file

To begin using personal contacts, you can download a CSV sample file from the Zoom web portal, then edit it with your contacts.

1. Sign in to the Zoom web portal.

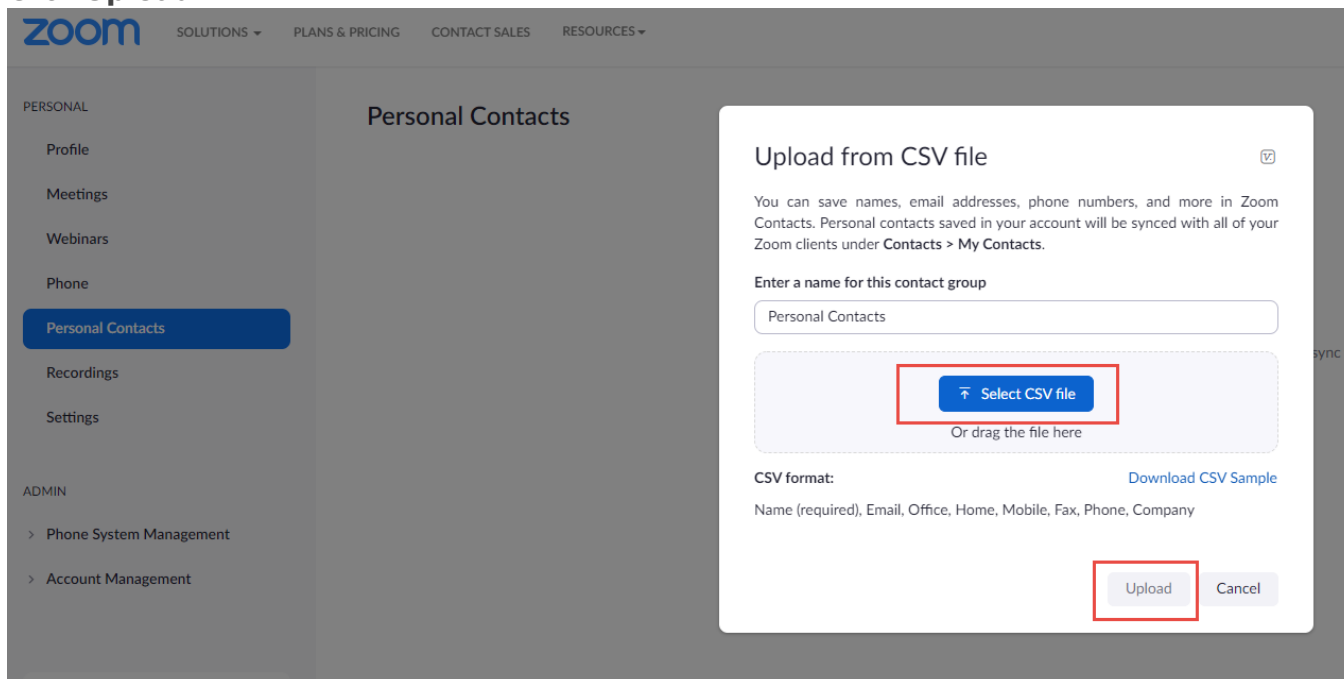


2. In the navigation menu, click **Personal Contacts**.

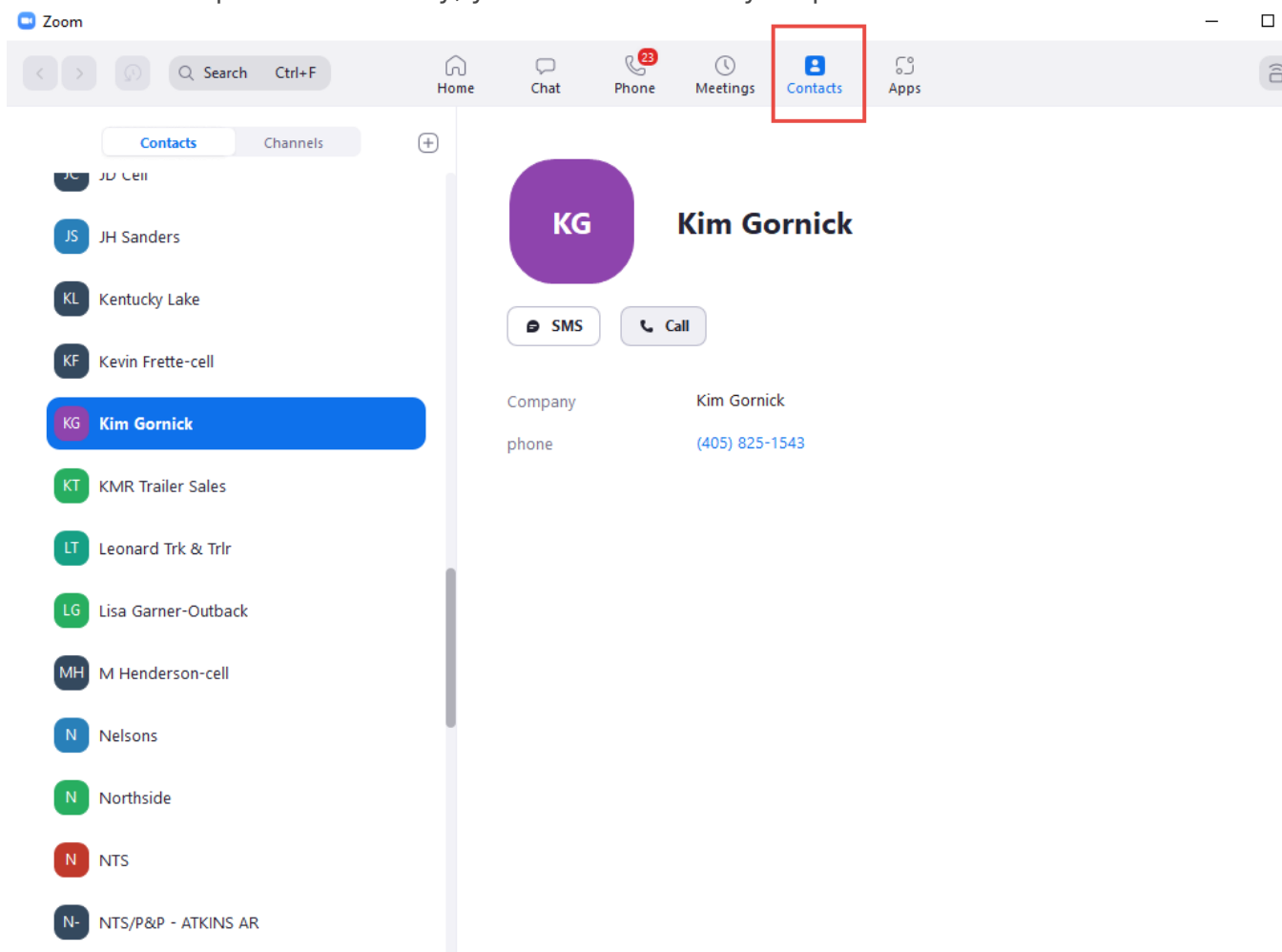


3. Click **Import**.
4. Click **Select CSV File** and upload the CSV file you want to import. (premade lists are attached to this page, on the upper left side)

5. Click **Upload**.



6. If the CSV imports successfully, you will see a list of your personal contacts.





# Forward Calls

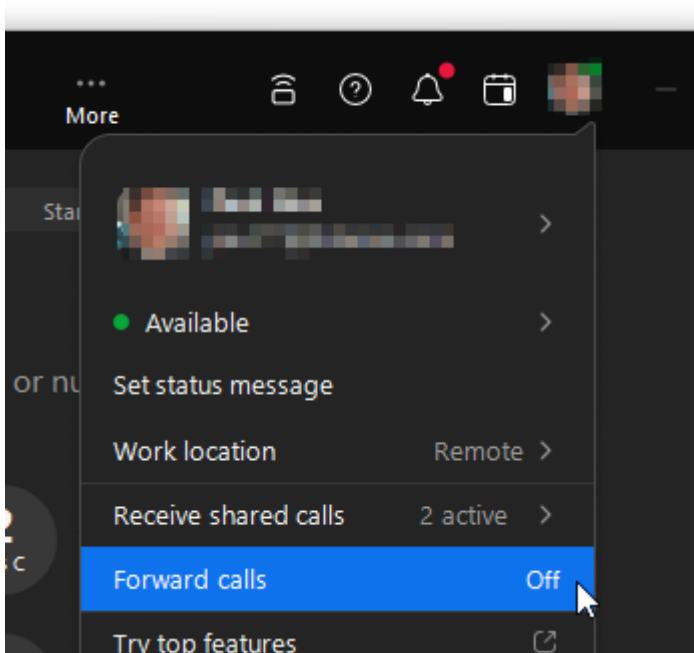
## About

This document will describe the process for forwarding phones in Zoom when you are going to be away and you need to temporarily forward to another person or call queue.

Please note, changing your status to "Out of office" in Zoom does not enact any other auto-forwarding rules that we are presently aware.

## Zoom Client

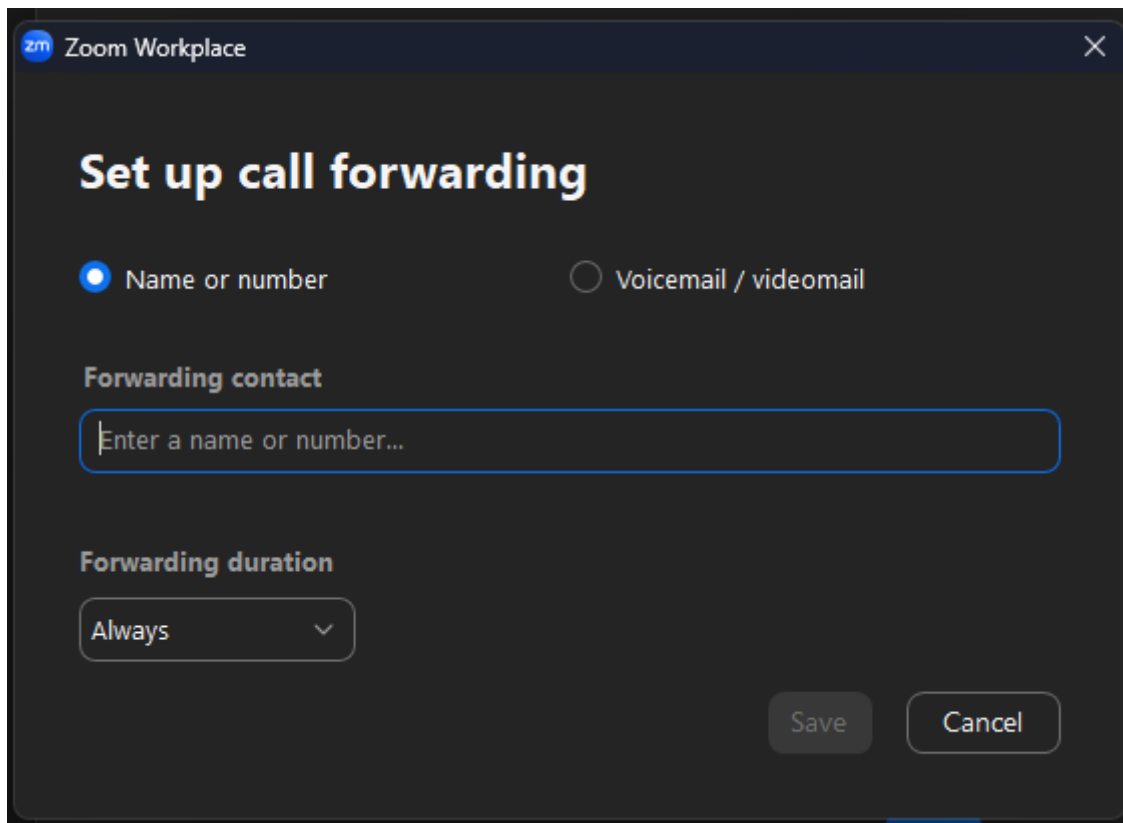
Within the Zoom Client, you have the option to "Forward Calls". The status will say "off" if forwarding is not turned on. Click that menu option.



## Setup Forwarding

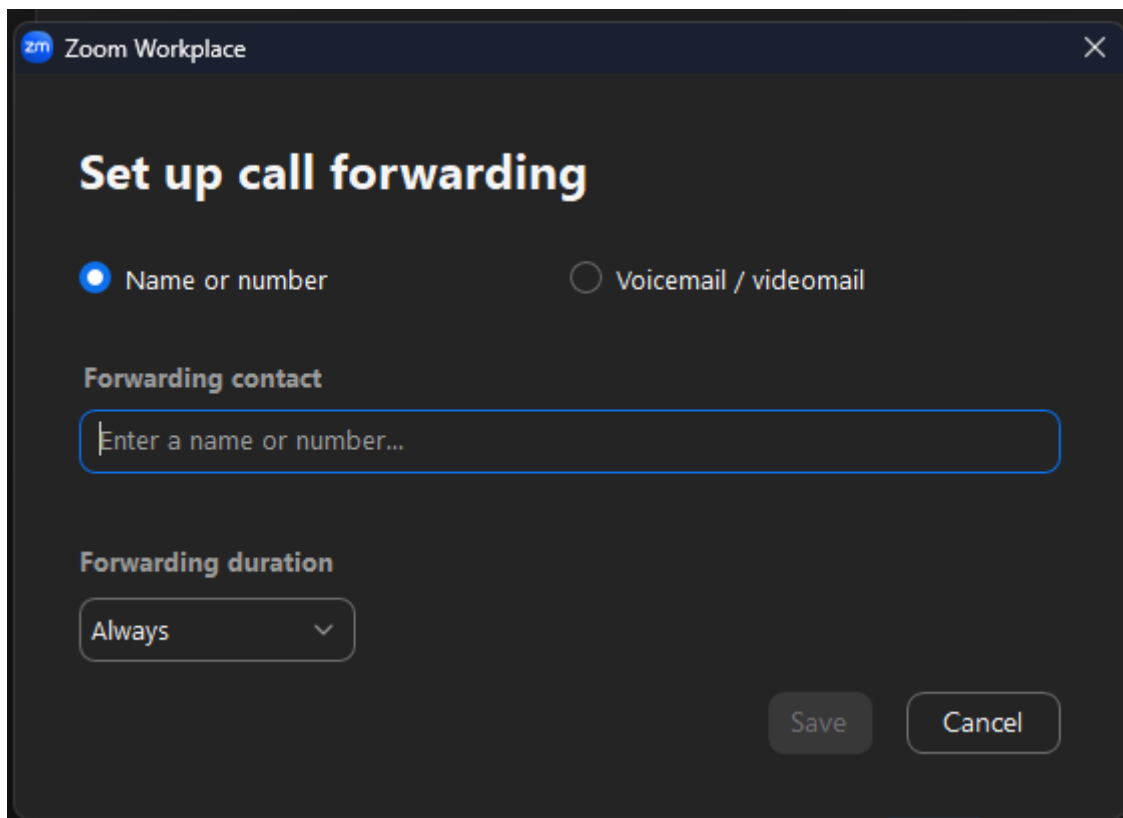
As part of the forwarding process you will need to choose either a name/number or voicemail/videomail you want to forward your calls to.

Type in the search field for the name or number you wish to forward to.



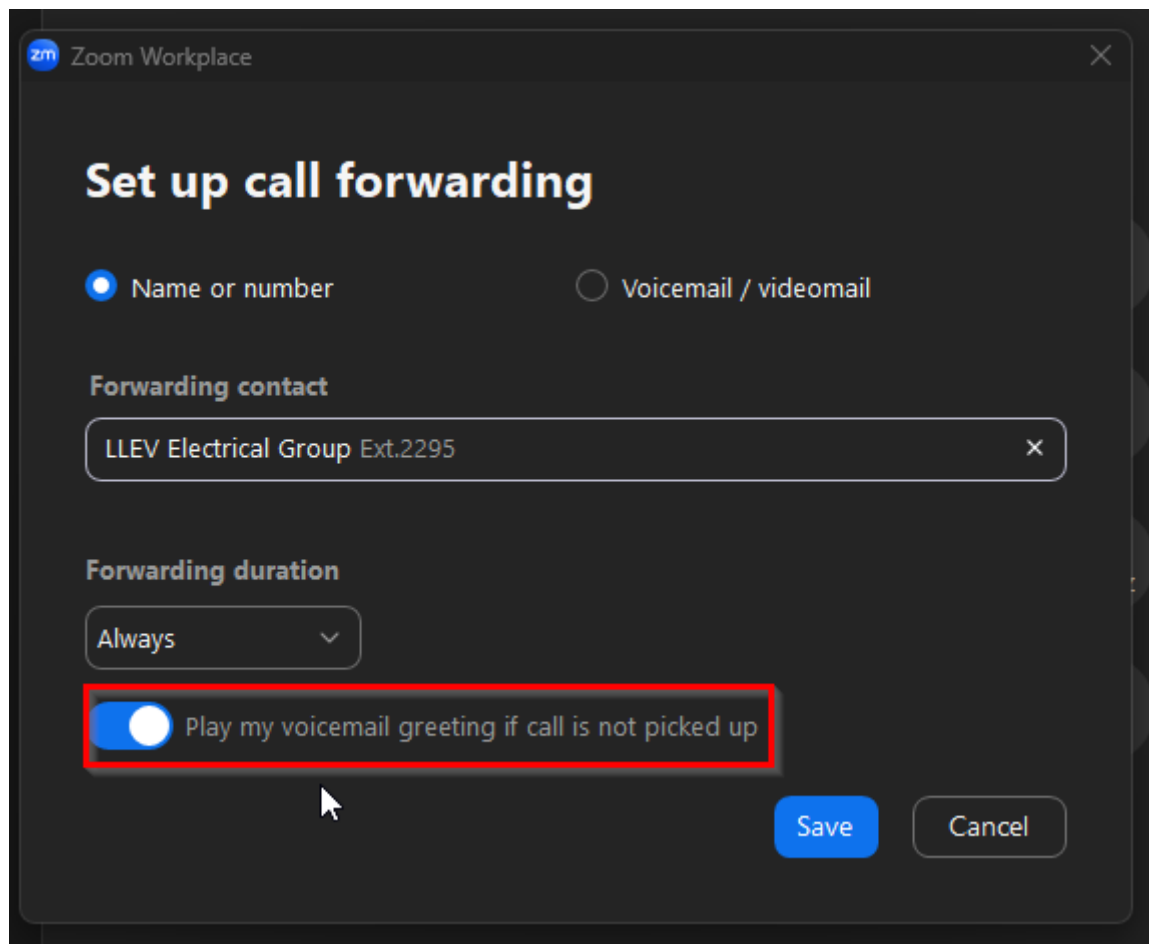
The image shows a 'Zoom Workplace' window titled 'Set up call forwarding'. It features two radio buttons: 'Name or number' (selected) and 'Voicemail / videomail'. Below the radio buttons is a section labeled 'Forwarding contact' with a text input field containing the placeholder 'Enter a name or number...'. Underneath is a 'Forwarding duration' section with a dropdown menu currently set to 'Always'. At the bottom right are 'Save' and 'Cancel' buttons.

Upon finding the correct group, select it and include the forwarding duration.



This image is identical to the one above, showing the 'Zoom Workplace' window titled 'Set up call forwarding'. It features two radio buttons: 'Name or number' (selected) and 'Voicemail / videomail'. Below the radio buttons is a section labeled 'Forwarding contact' with a text input field containing the placeholder 'Enter a name or number...'. Underneath is a 'Forwarding duration' section with a dropdown menu currently set to 'Always'. At the bottom right are 'Save' and 'Cancel' buttons.

You do have the option of playing your own voicemail greeting if the call is not picked up after the line you want is selected.



The image shows a 'Zoom Workplace' dialog box titled 'Set up call forwarding'. It has two radio buttons: 'Name or number' (selected) and 'Voicemail / videomail'. Below is a 'Forwarding contact' field containing 'LLEV Electrical Group Ext.2295'. Under 'Forwarding duration', a dropdown menu is set to 'Always'. A toggle switch for 'Play my voicemail greeting if call is not picked up' is turned on and is highlighted with a red rectangle. At the bottom right are 'Save' and 'Cancel' buttons.

Zoom Workplace

## Set up call forwarding

☒ Name or number ☐ Voicemail / videomail

Forwarding contact

LLEV Electrical Group Ext.2295

Forwarding duration

Always

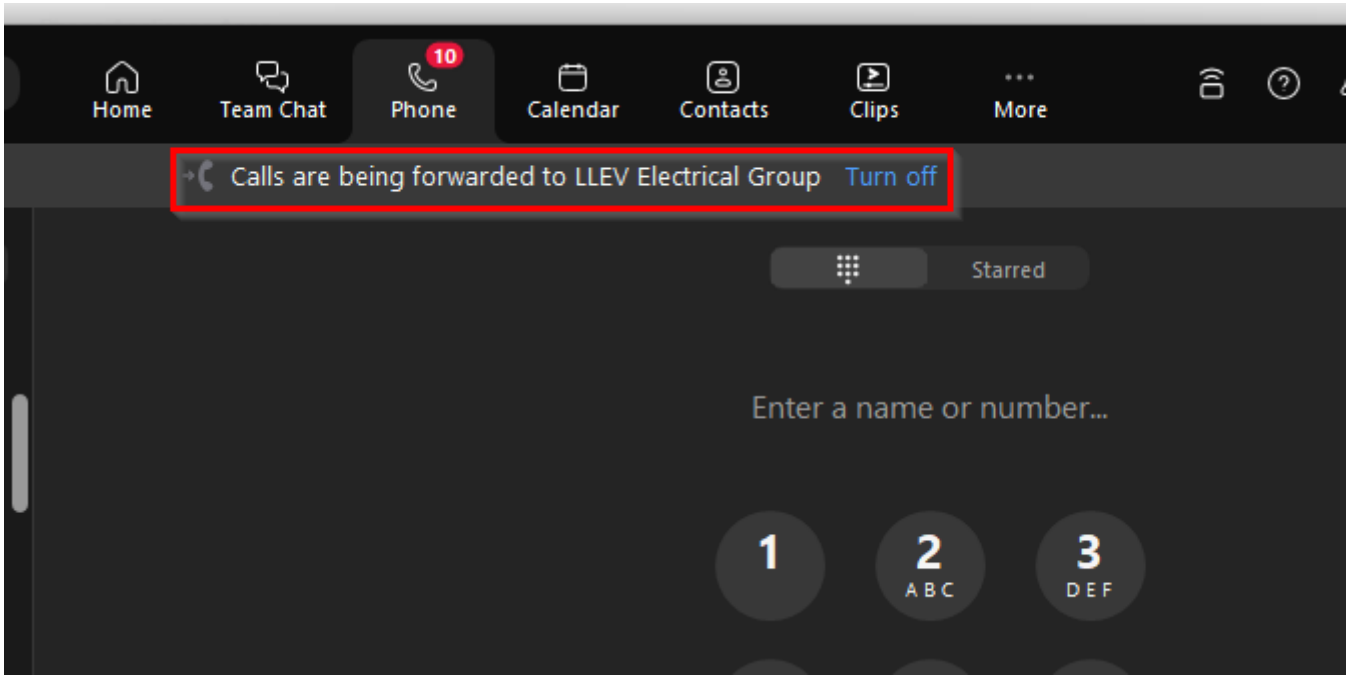
☒ Play my voicemail greeting if call is not picked up

Save Cancel

## Turn Off Forwarding

Once you return to take calls again, you will see a banner in Zoom to "Turn off" the call forwarding.

The options you previously set will be the default options for future forwards.



# Zoom Phone - Directory User Not Found

This may happen when an employee leaves then is rehired.

“ If contact is still missing, kindly clear zoom cache and cookies on your device per instructions here [https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0058835](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0058835).

If still not working, can you please try to clear your Zoom desktop clients local DB information by doing the following steps:

Exit out of the Zoom application and pull up Windows file explorer. Go ahead and browse to %

[appdata%\Zoom\data\XXXXXXXX@xmpp.zoom.us](#)

Locate the following 4 files and delete them:

Four DB files

XXXXXXXX@xmpp.zoom.us.asyn.encks.db

XXXXXXXX@xmpp.zoom.us.sync.encks.db

XXXXXXXX@xmpp.zoom.us.encks.db

XXXXXXXX@xmpp.zoom.us.idx.encks.db

Restart the Zoom desktop. The Zoom client will rebuild the files. Please verify the contacts information again.