

Voicemail and Zoom Phones

Set Voicemail Greeting

Your voicemail greeting is set in the Zoom Phone web portal.

1. In a web browser, go to conncoll-edu.zoom.us/signin and sign in using CAS.
2. On the left-side menu options, click on **Phone**.
3. Scroll down until you see your **Call Handling settings**.
4. Under these settings, find **Greeting & Leave voicemail instruction**
5. Click on **Edit**, then click on **Add Audio**.
6. There are three ways to set your voicemail greeting.
 - a. Text to Speech: A computer will read some text that you write.
 - b. Upload: If you already have a voicemail recording saved to your computer as a MP3 or a WAV file, you can upload it.
 - c. Record by Computer: Use your computer's microphone to record a new greeting.

Accessing Voicemail from a physical phone

This process is not preferred. You should check your voicemail using the software client or by checking your email. If you must use your hardware desk phone:

Access Voicemail

1. Dial *86
2. Enter voicemail PIN that you set in the Zoom web portal.

Set Voicemail PIN

1. Go to conncoll-edu.zoom.us/signin and sign in using Shibboleth.
2. On the left-side menu options, click on **Phone**.
3. Scroll down to the **Desk Phone** section.
4. Under the Desk Phone section, click **Show or Edit** next to **PIN Code**.
5. Set a new PIN, then click on **Save**.

Accessing Voicemail by email

By default, voicemail messages for your phone are sent to the email address on file for that phone.

When you receive a voicemail, an email is sent to your email inbox. This email includes:

- Information about the call
- The time and date
- The caller ID of where the call came from
- The intended destination of the call - this is important, especially if you receive calls for multiple phone numbers
- A transcription of the call
- An attachment with a recording of the voicemail message

Voicemail transcription is automated. While it's pretty good, it might not be perfect. Transcription typically struggles with names, so if the transcription doesn't make sense, you may need to listen to the attached recording. Transcription is only available in the English language.

Access Zoom Phone Voicemail from the Desktop Software Client

Once you are signed into the desktop Zoom app, you can access your voicemail messages using the app. This is the easiest way to access a log of your voicemail messages.

1. Go to the Phone tab at the top.
2. On the left-side, there is a call history. You can switch to the Voicemail tab inside of this history pane.
3. Click on a voicemail message to open it. It will not play automatically.
4. Read the automatic transcription, press the play button ▶ to play the voicemail, or press the phone icon  to call the caller back.

What if I have more questions or need more help?

We understand that transitioning to Zoom Phone represents a significant change from our current telecommunications system, and we are here to provide support. If you are having an issue with your Zoom Phone, make a ticket through WebHelpDesk at <https://whd.conncoll.edu/>. For general questions or any other concerns, call the IT Service Desk at 4357 (HELP).

For general Zoom questions, here is an article from the vendor that may provide overall insight:

[Getting started with Zoom Phone](#)

For quick answers to basic Zoom questions, here is an article from the vendor:

[Quick start with Zoom Phone](#)