Zoom Phone Service

Overview

As part of the ongoing modernization of MIT's communications infrastructure and services, Information Systems and Technology is migrating MIT telephone numbers to the Zoom platform. With a Zoom Phone you can make and receive calls within the same Zoom client that is already used widely at MIT for meetings, classes, collaboration, and conferences in addition to on existing desk phones.

The Zoom phone platform provides you with a more integrated communication experience. Conversations can be moved from a call into a meeting, or from a meeting to a call, and calls can be easily switched from one device running the Zoom client to another.

All numbers migrated to the zoom platform receive default accounts. No settings, voice greetings, voice messages or other stored settings are carried over from the legacy Broadsoft phone system. Explore the sections below to learn how to configure and use your new Zoom phone and its features.

- Zoom Phone
- Zoom Phone Service Features

Requirements

MIT phone service is available to MIT Faculty and Staff members with a cost object and at least one device that is compatible with Zoom Phone service. The faculty and staff members can assign the number to anybody with an MIT Kerberos ID. Currently, the Zoom Phone service is being rolled out to the MIT community.

Migration

Many phone numbers have already been scheduled for migration to Zoom Phone Service. To find out your number's migration status:
2. Accounts with a scheduled migration date scheduled appear like this:

![Sample Account](image)

**06-11-2022: planned migration date**

<table>
<thead>
<tr>
<th>Softphone</th>
<th>My Devices (1)</th>
</tr>
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<tbody>
<tr>
<td>Hearn</td>
<td>E homework</td>
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- Call Control and Settings
  - Manage at broadsoft.mit.edu
- My Devices (1)
  - E homework
    - Polycom VVX 600
    - MAC: 6416703d9a63
  - Other Devices (0)

⚠️ Not all numbers have been scheduled for migration at this time. Those without a migration date will be handled in a later phase of the Zoom Phone Service migration effort.

3. To prepare for your migration, see: What should I review in Broadsoft before my number is migrated to Zoom Phone service?

If you want to migrate an eligible account early, see: Request Self-Service Migration to Zoom Phone Service

**Getting Started**

You can access your Zoom Phone from apps on your mobile devices, computers, and supported desktop phones. You can also access your voicemail and change your phone's settings on the MIT Zoom portal from any supported browser. Your first step is to set up all the devices you want to use with your Zoom Phone Service.

⚠️ If you do not already have your Kerberos ID (Zoom User Account) connected to your number, you must do that before you can use it as a softphone (with the Zoom apps). See: Zoom Phone Service - Assigning a Kerberos ID to a Softphone Account

If you have multiple phone numbers, see: Using Zoom Phone Service - Multiple Lines

**Apps (Desktop and Mobile Devices)**

You can make calls from any supported device with the Zoom meeting client or mobile apps using softphone functionality. A softphone is a software program for making telephone calls over the internet using internet-connected devices. It provides a unified communications experience across mobile and desktop platforms.

⚠️ If softphone functionality is not already set up on your line, you'll need to turn it on and assign it to your Kerberos ID in order to use those features.

- MIT's Zoom Download Center
If you previously used Broadsoft’s UC One Communicator softphone app, it will not work with Zoom Phones. Delete it and download the Zoom App from the download center linked immediately above.

Desk Phones

Once migrated your desk phone should work with the MIT Zoom Phone service. If it does not, it may not have automatically rebooted. Unplug the cable from the wall, wait 20 seconds, and plug it back in. That will power off your phone and allow it to reboot. If this doesn’t resolve the issue, contact the IS&T Service Desk for assistance.

- Zoom Phone Support
The MIT Zoom Portal

The MIT Zoom Portal is where you can access voicemail and configure your phone account. You can access it at: https://mit.zoom.us.

Voicemail

By default your voicemail has a message saying nobody is available to take your call and it prompts the caller to leave a message. That voicemail message will be sent to the MIT email address associated with your phone account. You can alter your settings to record a personalized message, use a voice-to-text greeting or store your messages on the server.

Setup and Greeting

1. Visit https://mit.zoom.us

2. Select Sign In and authenticate with Touchstone to configure your account.
3. In the left-hand column, select **Phone** and edit the default 4-digit pin to be whatever you'd like or make note of the random one it generated for you. You'll need the PIN to access your voicemail from your desk phone or by calling in.

4. Click **Setup**
   
   **Result:** More options become available.

5. Click **Settings** and scroll down to the “Call Handling” section.

6. Select the “Audio Library” link.

7. Select the “Add Audio” link.
   
   **Result:** You are given the option to select text-to-speech generated audio (with multiple voice options), upload an existing audio file, or record on your device.

8. Once your preferred method is saved, select your greeting and click **Use the Audio**.
   
   **Result:** Your custom voicemail greeting will be used when callers are forwarded to voicemail.
For more options, see Zoom’s Customize Audio Greetings and Hold Music

Checking Your Voicemail

Your voicemail messages are sent to you via email by default. You can also set a pin on your line to give you more options including managing your voicemail on the portal, app, from your desk phone, or by calling in.

Voicemail to Email

You do not need to do anything to have your voicemail messages sent to your MIT email address as an .mp3 file and auto-transcribed for you. The emails will come from no-reply@zoom.us.

For service lines (such as lab or group phones), you can set delegate(s) to receive the voicemail to email messages. See: Using Zoom Phone Service - Delegate Setup for Voicemail (Including to Email)

Calling In

1. If you have not already done so, set up your voicemail and greeting as outlined in the Setup and Greeting section above.
2. Open your app and click on “Phone” in the left-hand column.
3. Click Settings and scroll down to the “Call Handling” section.
4. Check “Allow callers to check voicemail.”  
   **Result:** When you call into your line (dial your MIT phone number), you will be prompted to select if you want to leave a voicemail or check it.

5. To check your voicemail:
   a. Dial into your phone number and press 2 or, from your desk phone, dial *86.
   b. Enter the pin you selected.
   c. Follow the prompts to listen to your voice messages.

⚠️ To reset your PIN, see: How do I view, set or reset my Zoom Phone voicemail PIN?

**The App**

1. If you have not already done so, set up your voicemail and greeting as outlined in the Setup and Greeting section above.
2. Open your Zoom app and click on the phone icon.
3. Select the "Voicemail" tab.

*Result:* From there you can manage your voicemail. Simply click on the voicemail message to play it and view the transcript.

**The Portal**

1. If you have not already done so, set up your voicemail and greeting as outlined in the *Setup and Greeting* section above.
3. Click the phone icon and select the Voicemail tab to manage your voicemail online. You can download the .mp3 directly, play it in your browser or read the transcription in the portal.

Making and Receiving Calls

Making Calls

You no longer need to dial 9 before dialing an external (non-MIT) number.

MIT's 5-digit dialing is compatible with Zoom Phones. Otherwise, dial as you would normally from any other phone. You can also access your contacts on mobile devices directly from the person icon next to the 0 on the keypad. To reach the dialing keypad, click on the phone icon. On mobile apps, you may also need to click on the keypad icon as shown below.

You can click on your phone number below the keypad to set your caller ID in the app or see Zoom's Frequently Asked Questions about Caller ID to learn more about your options.
Receiving Calls

To receive Zoom calls, open your desktop or mobile app and authenticate using your MIT Kerberos Account. Once you're logged in, you will be notified when a call comes in per your notification preferences. This can include ringing, desktop alerts, vibration, and more. If you don’t answer, by default your call will be sent to voicemail. You can explore more options for missed call routing in the forwarding section below.

Learn More

Explore more about making and receiving calls, including caller ID and contacts, at:

- Zoom’s Getting Started with Zoom Phones
- Zoom’s Making and Receiving Calls
- Zoom’s Using In-Call Controls
- Zoom’s Transferring Calls
- Frequently Asked Questions about Caller ID

Forwarding and Do Not Disturb

Forwarding your phone works differently if you're forwarding to another MIT Zoom Phone Extension or anywhere else (including MIT numbers still on Broadsoft). You can also forward directly to voicemail, a "Do Not Disturb" equivalent, so that your phone and apps don’t ring for incoming calls.

- Zoom Phone Service - Forwarding and Do Not Disturb
- Zoom’s Customizing Call Handling Settings
Headsets and Audio Troubleshooting

If you use any Bluetooth devices (microphones, headphones, tablets, additional computers, etc...), turn off Bluetooth on any devices you won’t be using during your calls. This prevents the Bluetooth device you are using from connecting to the wrong other device.

If your audio/microphone still isn’t working properly:

- Check to be sure you haven’t accidentally muted yourself or turned the volume down all the way.
- Check to be sure your device is turned on.
- Check to be sure your device’s battery is charged.
- Try playing a test sound on your device to see if the sound comes out of the speakers or your Bluetooth device. If it plays from the speakers, you know your Bluetooth device isn’t connected to the device making your Zoom Phone call.

FAQs

What should I review in Broadsoft before my number is migrated to Zoom Phone service?

What happened to my settings, voicemail greeting and voicemails when I was moved to a Zoom Phone?
You have a brand new, default Zoom Phone account. No content or settings were transferred from your old Broadsoft account.

Is SMS (Text) Messaging included with MIT’s Zoom Phone service?
No, it is not included with MIT’s license. We are investigating it as a future service.

Why are video meetings started from a Zoom Phone call limited to 45 minutes in duration?
That is the limit of the Zoom Phone license. If you need a longer video meeting, use your personal room, schedule a meeting, or hang up and call again to reset the timer.

For more FAQs, see: Zoom Phone Service FAQ

See Also

- Using Zoom Phone Service - Multiple Lines
- Zoom Phone Service Features
- Zoom's Zoom Phone Support
- Zoom's Managing the Blocked List
- Zoom's Customizing Call Handling Settings
- Zoom's Managing Your Voicemail Messages
- Zoom's Transferring Calls

Still Have Questions or Need Help

Contact the IS&T Service Desk