

How do I tell if a Zoom Phone account is a user account or a service account?

Q: How do I tell if a Zoom Phone account is a user account or a service account?

Overview

Zoom Phone User Accounts and Service Accounts have different purposes and features.

User/Individual Account

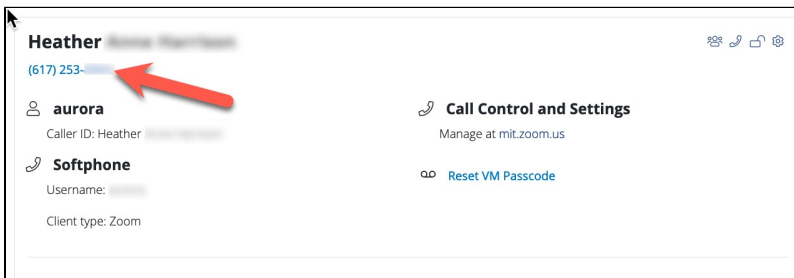
A primary, personal line for an individual who has an MIT Kerberos ID and a Zoom Phone license. Phone service for individuals is provided as a "softphone" (software telephone) using the Zoom application on computers and mobile devices. The account can also be connected to a physical desk/wall phone as needed.

Service Line

A shared line for departments, labs, and centers (DLCs). It does not have a softclient user assigned. Phone service for a shared service account owned by a DLC can not be used on a soft phone and can be connected to a physical desk/wall phone as needed.


Answer

1. Navigate to <https://voip.mit.edu/>
2. Click on the phone number of the account.



3. On the "Account Details" screen, look for the **Softphone** section. Accounts with a Softphone section are User Accounts. Accounts without a Softphone section are Service Accounts.

- **User Account**

 Edit Account (617) 253-

Zoom

This MITVoip Account is managed with Zoom software and Zoom Voicemail Service. The most common settings are available on this web page.

Advanced settings for your account may be found at mit.zoom.us

For more information see: [MITVoip Account and Devices Management](#)

Created By2022-01-03 13:33:27

Modified By

dravotta

2022-01-03 13:33:52

Phone number

6172538969

Primary Location

Description

Heather

Caller ID

Heather

Account Owners

Account Admins

Q KerbiD or Name

a

Q KerbiD or Name

Softphone

For more information about MIT softphones, see [MITVoip Softphone Landing page](#).

Download Zoom softphone software to your device(s) from [Zoom](#).

Softphone Username

Q a

Save

Cancel

Device Assignments

+ Assign account to device



MAC Address

Description

Device Model

MWI

- Service Account

 Edit Account (617) 715-

Zoom

This MITvoip Account is managed with Zoom software and Zoom Voicemail Service. The most common settings are available on this web page.

Advanced settings for your account may be found at mit.zoom.us

For more information see: [MITvoip Account and Devices Management](#)


Created By

2022-01-19 15:19:59

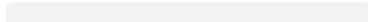
Modified By

2022-01-19 15:19:59


Phone number

61771 



Primary Location



Description


synthetic account for Heather 

Caller ID

Heather  

Account Owners

Q KerbiD or Name

 X

Account Admins

Q KerbiD or Name

Save

Cancel

Device Assignments

[+ Assign account to device](#)

MAC Address	Description	Device Model	MWI
-------------	-------------	--------------	-----

See Also

- [Zoom Phone Service](#)
- [Using Zoom Phone Service - Multiple Lines](#)