

# Using Zoom Phone Service - Set up access for Voicemail (Including to Email)

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### Overview

When initially created, Service Lines do not have an account set for who can access voicemail or where to send voicemail to email messages. Owners/Admins must do that manually in the Zoom portal. There they can grant an MIT Zoom user access to the account's voicemail, allowing them to receive voicemail to email messages. That user will also be able to access the number's voicemail in their personal Zoom portal and apps.

### Designate Email

1. Go to the Zoom Portal <https://mit.zoom.us> and login to the line you wish to manage. For owners of multiple lines, see: [Using Zoom Phone Service - Multiple Lines](#)
2. Select **Phones** in the left-hand column.  
*Result:* The phone options display. If this is your first time managing this number, you may need to complete initial setup.

The screenshot shows the Zoom Phone setup interface. On the left, a sidebar contains links: Profile, Meetings, Webinars, Phone (highlighted with a yellow arrow), Personal Contacts, Recordings, Settings, Account Profile, and Reports. The main content area is titled 'Quick setting your extension of Zoom Phone'. It shows the 'Company Number (617) 253-1000, Extension Number 6172534395'. Below this, there are three sections: 'Select country and area code' with a dropdown set to 'United States' and a text field with '617'; 'Set your time zone. You can change it later in Profile' with a dropdown set to '(GMT-5:00) Eastern Time (US and Canada)'; and 'Set PIN code to listen to voicemail by telephone' with a text field containing '8935' (indicated by a yellow arrow) and a 'Setup' button below it.

3. If you see the setup screen as above, select a voicemail PIN for the number (used when you call in to access voicemail) and click **Setup**.  
*Result:* You are taken to the phone settings screen.
4. Scroll all the way down to the "Other" section.
5. Next to "Voicemail & Videomail" and "Access" click **Add** or **Set** depending on if this is your first time adding a delegate.

Others

Voicemail & Videomail

Access ⓘ Add

(Current User)  
Ext. 6172534395

Blocked List

View or Edit

Block Calls without Caller ID

☐

6. Start typing the name or MIT Kerberos ID of the person you'd like to receive access to the voicemail and voicemail to email messages for this number. Note: this account must have a Zoom Phone license in order to be a delegate, this means they must be the softphone user of at least one line.  
*Result:* It will auto-complete. Select the desired option.
7. Click Save.  
*Result:* The user selected will appear in the list of people who have videomail/voicemail access and will have permission to access the voicemail of this account and receive voicemail to email messages for it. You can repeat this as many times as you'd like to grant access for additional users.



**Information:** Note that the selected user will not be able to delete voicemail messages in the Zoom portal or App. That must be done by the account owner.

## See Also

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

## Still Have Questions or Need Help

Contact the [IS&T Service Desk](#)