

# Zoom Phone Service - Forwarding and Do Not Disturb

## Zoom Phone Service - Forwarding and Do Not Disturb

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### Overview

You can forward your phone to another number or to voicemail two ways. One way is using the desktop app preferences. The other is using the call handling settings in your preferences in the <https://mit.zoom.us> portal. The desktop app is simplest, but it is limited to forwarding your user line to a single other line or to your voicemail.

The process for forwarding an MIT Zoom Phone to another line using call handling settings depends on if the other line is an MIT Zoom Phone Extension or not. If you're not sure, try the MIT Zoom Phone Extension option first. It will throw an error message, "no data," if you try that method with a non-MIT Zoom Phone. Then try the external instructions. One or the other should work.

If you want to forward your number straight to email so your phone won't ring at all, use the "Do Not Disturb" settings.

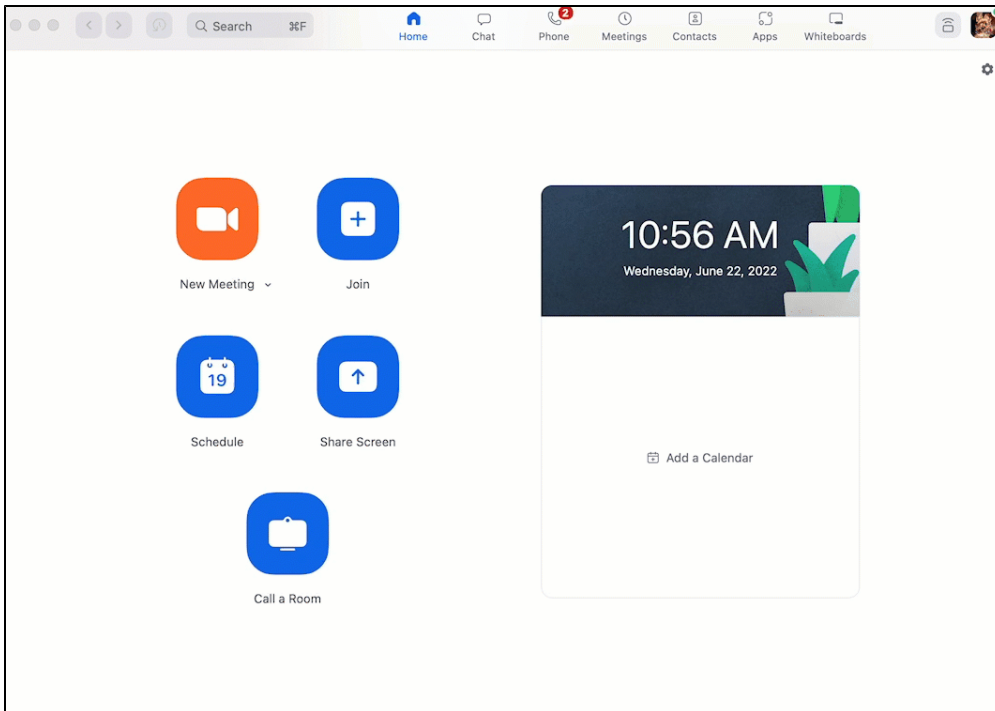
### Prerequisites

- An MIT Zoom Phone Account
- You [setup your PIN](#).
- The [Zoom App](#) (for desktop app instructions)


### Forwarding to an Internal or External Line (Desktop App)

 This method only works with your user account, see [call handling options](#). for service lines.


1. Open your Zoom Desktop App
2. Click on your profile picture and select **Forward Calls**



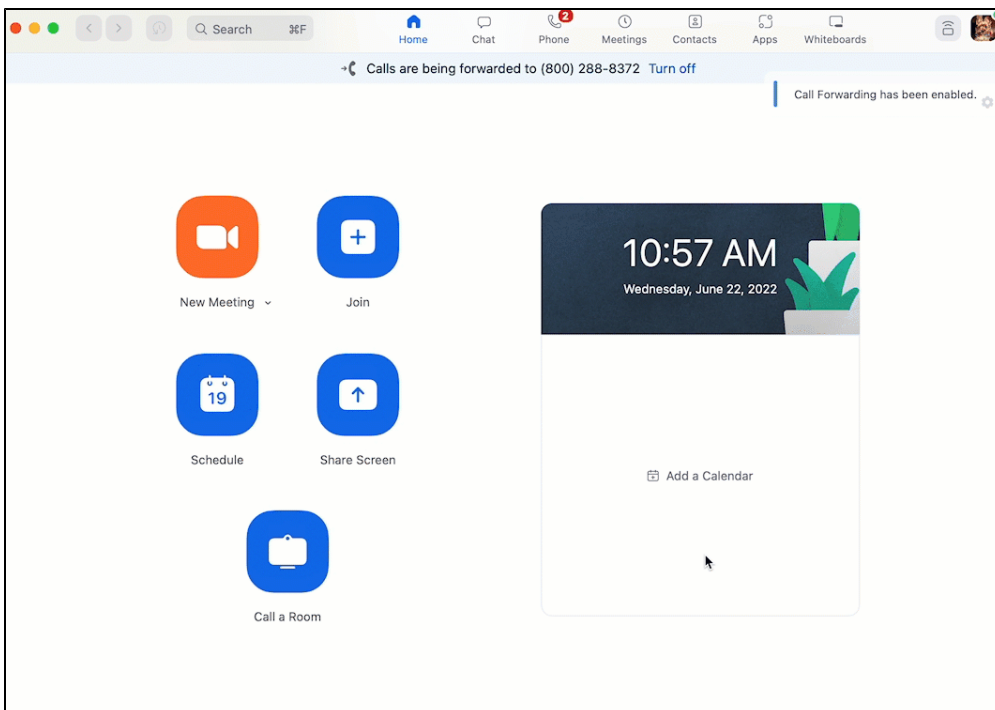
3. Enter the number you want your line forwarded to or the name of the user, if they have an MIT Zoom Phone service line (it will auto-complete, if possible). Select the length of time you'd like the number to forward and select your options. We generally recommend turning off the "press one before connecting the call" as users don't generally expect to have to do that.

 **Note:** This forwards the call from your line to the number supplied. Any charges incurred in forwarding the call from your line to the new number will be charged to your line. If your line does not allow calls to that number (international or otherwise), the call may not be able to be forwarded. Always test your forwarding each time you set it up to ensure it is working as intended.


## Forwarding to Voicemail/Do Not Disturb (Desktop App)

 This method only works with your user account, see [call handling options](#). for service lines.

1. Open your Zoom Desktop App
2. Click on your profile picture and select **Forward Calls**



3. Select Voicemail. Select the length of time you'd like the number to forward and time limit. It will use your default voicemail greeting. If you want to set a new greeting message, see: [Setup and Greeting](#). We generally recommend turning off the "press one before connecting the call" as users don't generally expect to have to do that.

 Always test your forwarding/do not disturb each time you set it up to ensure it is working as intended.

## Forwarding to an MIT Zoom Phone Extension (Call Handling Settings)

1. Open [MIT Zoom Portal \(https://mit.zoom.us\)](https://mit.zoom.us) click on "Phone" in the left-hand column.
2. Click **Settings** and scroll down to the "Call Handling" section.

3. Below "When a call is not answered" select **Forward to another extension**.
4. Enter the name or full 10 digit phone number of the MIT Zoom Phone extension.  
*Result:* It will auto-complete.
5. Select the correct extension from the drop-down menu and click **Save**.  
*Result:* Your phone is forwarded to the other extension after it isn't answered. The default is 30 seconds, but you can set it for as short a time as 15 seconds.

## Forwarding to A Non-MIT Zoom Phone (Call Handling Settings)

1. Open [MIT Zoom Portal \(https://mit.zoom.us\)](https://mit.zoom.us) click on "Phone" in the left-hand column.
2. Click **Settings** and scroll down to the "Call Handling" section.

Call Handling

Business Hours

24 Hours a Day, 7 Days a Week [Edit](#)

Call Handling [Edit](#)

- Zoom Applications

Call Handling Ring Mode

Simultaneous

Max Wait Time

15 seconds

When a call is not answered

Forward to voicemail / videomail

☐ Allow callers to reach an operator
 ☐ Allow callers to check voicemail

Greeting & Leave voicemail instruction

Greeting 3 [Audio Library](#)

Videomail greeting can be recorded at Zoom client.

Holiday Hours

Holiday List & Call Handling [Manage](#)

Delegation & Assistant

Delegation ?

Assign delegation privileges to [Set](#)

- The default is 24/7 forwarding. Edit to select other hours for forwarding your calls.
- Next to Call Handling, click **Edit**.  
*Result:* You are given the option of any saved external numbers you've already added or to add a new one.
- Add any numbers you need, and next to "Require to press 1 before connecting the call," be sure to unselect the check.
- Select the number(s) or apps you want to forward to. The default is a simultaneous ring on all devices, but you can also set it to sequential forwarding after saving.
  - If you do want sequential forwarding, you may need to edit the Call Handling again after selecting it to determine the order of the call sequence.
  - "Zoom Applications" option includes all Zoom apps, desktop, and mobile, plus any desk phones you have assigned to your account, but cannot be used at the same time as an external line.
- Click **Save**
- If desired, switch "Call Handling Ring Mode" to **Sequential**.
- If the options in "Call Handling" are not in the order you want, click **Edit**.  
*Result:* Now you have the option to order the options.
- Drag the options to the place you want them on the list and click **Save**.
- By default missed calls are forwarded to voicemail, but you can choose other options or shorten the ring time for each device. For more information, see Zoom's [Customizing Call Handling Settings](#).
- Confirm your choices as prompted.  
*Result:* Your calls are forwarded to an external line(s) as per your selections.

## Do Not Disturb - Softphone Only (Call Handling Settings)

 **Note:** This will not prevent a physical desk phone from ringing before forwarding to voicemail.

To mimic the behavior of the "Do Not Disturb" feature, you'll need to remove all call handling options and enable forwarding to voicemail (the default) as follows.

- Open [MIT Zoom Portal \(https://mit.zoom.us\)](https://mit.zoom.us) click on "Phone" in the left-hand column.
- Click **Settings** and scroll down to the "Call Handling" section.

Call Handling

Business Hours

24 Hours a Day, 7 Days a Week [Edit](#)

Call Handling [Edit](#)

1. Zoom Applications

Call Handling Ring Mode

Sequential

Ringing Duration for Each Device

15 seconds

When a call is not answered

Forward to voicemail / videomail

☐ Allow callers to reach an operator
 ☐ Allow callers to check voicemail

Greeting & Leave voicemail instruction


Greeting 2

[Audio Library](#)

Videomail greeting can be recorded at Zoom client.

Holiday Hours

Holiday List & Call Handling [Manage](#)

- Next to "Call Handling" click **Edit**.
  - Turn off all the call handling options in your list.
  - Click **Save**.  
*Result:* You will see a warning that you will not receive any calls because you turned off all your options for softphones to ring when calls come in.
  - Be sure the dropdown menu for "When a call is not answered" is set to "Forward to Voicemail / Videomail" and click **Save**, if needed.  
*Result:* Your calls will all go directly to voicemail without ringing on any of your softphone devices. Desk phones will still ring. There seems to be no way to stop that short of unplugging them.
-  Depending on your settings, you may need to [reset your voicemail greeting](#) after configuring Do Not Disturb. Call your own line to check your greeting to find out if this is necessary.

## See Also

- [Zoom Phone Service](#)
- [Zoom's Customizing Call Handling Settings](#)
- [Zoom Phone Service FAQ](#)