

ZOOM – Call Options and Information

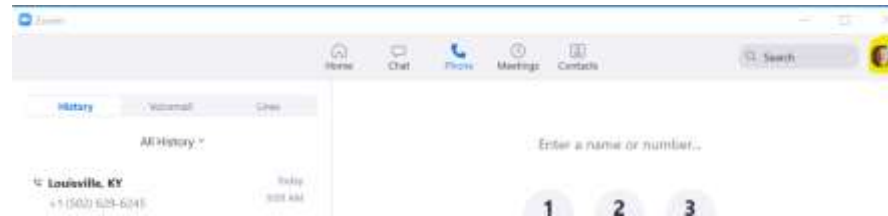
Outbound Caller ID options:

- When placing a call, under dial pad will be options for company number, personal number, or hide caller ID. The company number is a general number for Norton Healthcare, and when called, the caller must know the extension to connect back to a user.

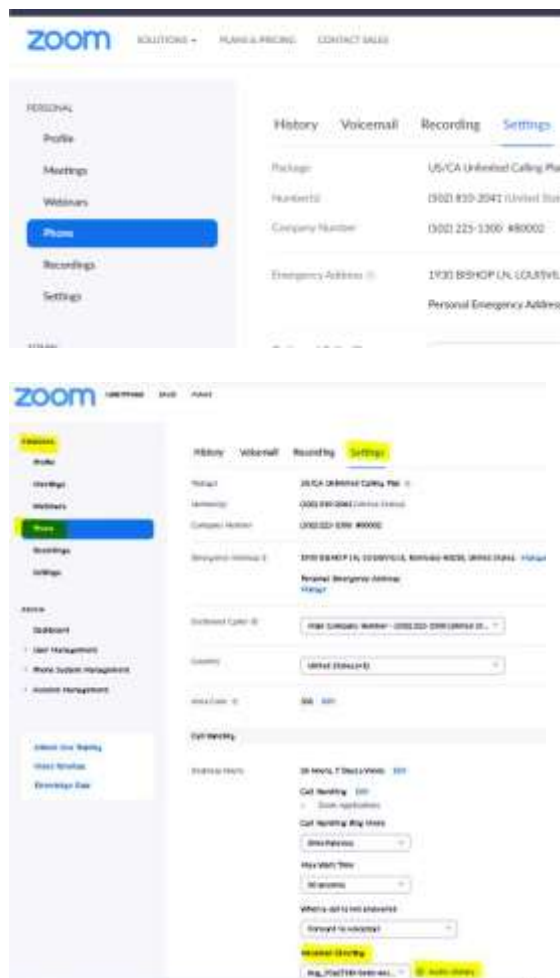
Call routing options:

Zoom Phone offers several customizable options within phone setting: route to voicemail, disconnect, forward to another extension, simultaneous ring another phone.

To access phone settings, either sign in to Zoom web portal <https://nortonhealthcare.zoom.us/>; or from Zoom desktop client click on photo at top right to go to Zoom portal and log in.



From the left side, under Personal, select Phone, and then the Settings tab.



The image displays two screenshots of the Zoom user interface. The top screenshot shows the 'PERSONAL' menu on the left with 'Phone' selected, and the 'Settings' tab highlighted in the main content area. The bottom screenshot shows the 'Phone Settings' page with various options for phone configuration, including 'Personal Emergency Address' and 'Personal Calling'.

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PERSONAL

- Profile
- Meetings
- Webinars
- Phone
- Recordings
- Settings

History Voicemail Recording Settings

Package: US/CA Unlimited Calling Plan
NumberID: (901) 830-2942 (United States)
Company Number: (901) 225-1300 480000
Emergency Address ID: 1X3D BSHQF JN LGSJWLL
Personal Emergency Address

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Settings

- Profile
- Meetings
- Webinars
- Phone
- Recordings
- Settings

Account

- User Management
- Phone System Management
- Account Management

Admin Your Meeting

- Host Meeting
- Invitee Role

History Voicemail Recording Settings

Package: US/CA Unlimited Calling Plan ID
NumberID: (901) 830-2942 (United States)
Company Number: (901) 225-1300 480000
Emergency Address ID: 1X3D BSHQF JN LGSJWLL, 1X3D BSHQF JN LGSJWLL, 1X3D BSHQF JN LGSJWLL
Personal Emergency Address
Meeting

Default Calling ID:

Country:

Area Code ID: 901 830

EXTENSIVELY

Call History

Call Recording

Call Recording May Vary

Area ID:
May Vary ID:

Who is dialing in is authorized

Forward to extension:

Personal Calling

Area ID:

Under “Call Handling” you can set several options

- Business Hours: set days and times to allow calls
- Call Handling: set additional phone numbers to ring when Zoom phone number is called
- Call Handling Ring Mode: set whether additional phone numbers ring simultaneous with Zoom phone or sequentially
- Max Wait Time: time Zoom phone rings before routing to secondary number or voicemail
- When a call in not answered: options to route to voicemail, disconnect, forward to another extension
- Voicemail Greeting: select a greeting from your Audio Library, and Add Audio as needed -
- Record by Computer (if microphone is connected)
- Upload - an option to get a recording to upload is to call your Zoom Phone, record the greeting as a message, that message will forward to you in Outlook as an email attachment that can be saved. Select Upload and locate that saved file.

Voicemails can be checked within Zoom or a transcribed copy should be routed to you Norton Healthcare email.