How to Check Your Zoom Voicemail Messages via Phone Call
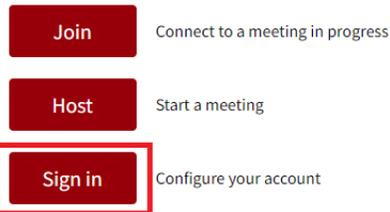
1. Before we can check your Zoom voicemail messages via phone call, we need to set it up first. Open a web browser and enter "*https://usc.zoom.us*" into the address field and hit "Enter."
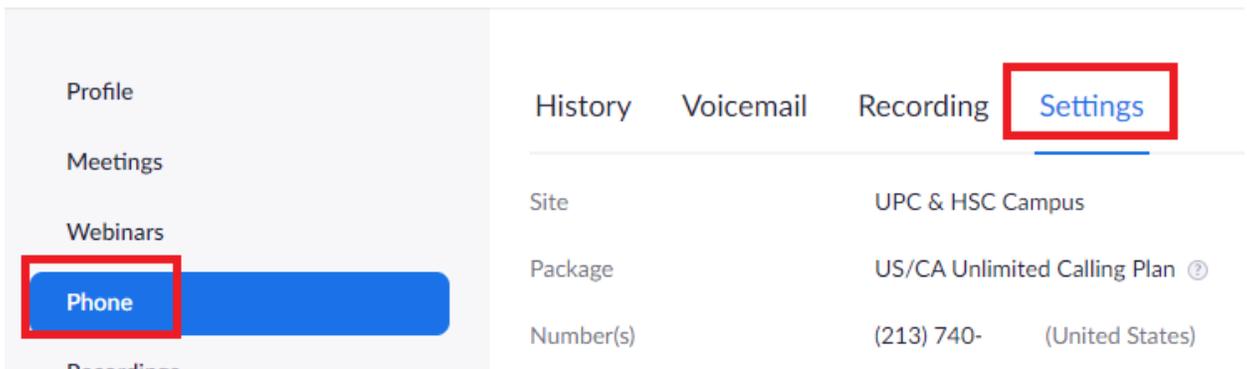

2. Click on the "Sign in" option and enter your shibboleth credentials.

3. In the Zoom Web Portal for your account, click on the "Phone" tab in the left panel and then click on the "Settings" tab.

USCViterbi
School of Engineering

4. Scroll down until you've reached "Call Handling" and the "Business Hours" subsection. Look for the checkbox option to "Allow callers to check voicemail" and check it and then hit "Save."

5. Change your "Leave voicemail instruction" if desired by clicking on the dropdown or adding from your Audio Library.

6. If you want to be reminded of your current pin or want to change it, please scroll down until you have reached "PIN Code." Click on "Show or Edit" and change the 8-digit PIN accordingly.

7. Scroll to "Closed Hours" subsection. This is directly below "Call Handling" → "Business Hours". Similar to "Business Hours", check "Allow callers to check voicemail", then "Save", and change "Leave voicemail instruction" if desired.

8. To confirm that you have properly set the "Interactive Voice Response (IVR)" correctly: using your phone (not Zoom app), call your direct office phone number. You might see the Zoom app showing you a call from yourself, decline it so you can be prompted to the IVR.

   The options at the time of this tutorial are as follows: "Press 2" to check to voicemail. Then enter your 8-digit PIN number followed by the "#" sign. Then "Press 1" to listen to your messages. After your message is played, you have the following choices: "Press 2" to save this message, "Press 3" to delete this message, "Press 4" to play this message again, and "Press 5" at any time to skip to next message. If you don't select any of the options, then IVR will play the next message. If there are no more messages, it will exit.

For more information, regarding managing your voicemail messages, please see the following Zoom Support Link: *https://support.zoom.us/hc/en-us/articles/360060895712-Checking-voicemails-over-phone*