

Zoom Phone Environment

Using Zoom Features on
AudioCodes 400HD Series Zoom Phones

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Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.

Date Published: March-08-2023

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at <https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Document Revision Record

LTRT	Description
28109	Initial document release.

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

1 Introduction

This document provides step-by-step instructions on using various Zoom features with AudioCodes 400HD series IP Phones when deployed in a Zoom Phone environment.

This guide is relevant for the 445HD and C450HD IP Phone models. For other models, please refer to their corresponding User Manuals on AudioCodes website.



Some screen features might appear slightly different on different IP Phone models.

2 Basic Calling Features

For basic calling features, please see the User Manual of your IP Phone:

- [445HD IP Phone – Generic SIP](#)
- [C450HD IP Phone – Generic SIP](#)

3 Configuring Functional Keys for the IP Phone

To configure IP Phone's Functional keys, follow these instructions:

<https://support.zoom.us/hc/en-us/articles/360040587552-Customizing-line-keys-and-positions-settings>

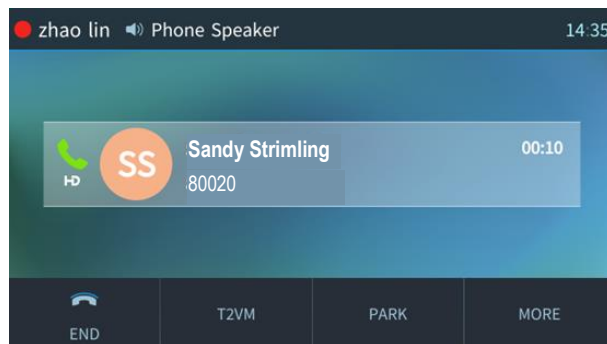
4 Transferring Calls to Voicemail

Zoom supports transferring an ongoing call to another extension(number)'s voice mail. This feature is similar to blind transfer but instead of going to the dialed extension, it goes directly to the extension's voice mail.

4.1 Transferring a Call to Voicemail by Extension Number

To transfer a call to voice mail by extension number:

1. When in a call, click **MORE**.
2. Click the **T2VM** softkey.

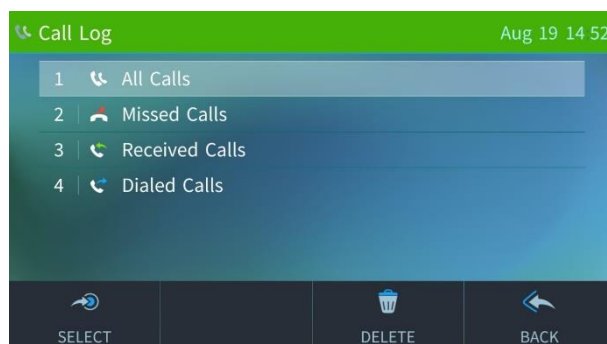


3. Type in the destination extension number and click the **TRANSFER** softkey; the call is transferred to the extension's voice mail, and the caller can leave a message.

4.2 Transferring a Call to Voicemail via Call Log

To transfer a call to voicemail via Call Log:

1. When in a call, click **MORE**.
2. Click the **T2VM** softkey.
3. Click the **CALL LOG** softkey; The Call Log screen appears.
4. Select a log type.



5. Select a name/phone number listed on the screen and Click the **TRANSFER** softkey; the call is transferred to the selected extension's voice mail, and the caller can leave a message.

4.3 Transferring a Call to Voicemail via Speed Dial Key



To transfer a call to voicemail via speed dial key:

1. When in a call, click **MORE**.
2. Click the **T2VM** softkey.
3. Click the **SPEED DIAL** softkey; The Speed Dial screen appears.
4. Select a name/phone number listed on the screen and click the **TRANSFER** softkey; the call is transferred to the selected extension's voice mail, and the caller can leave a message.

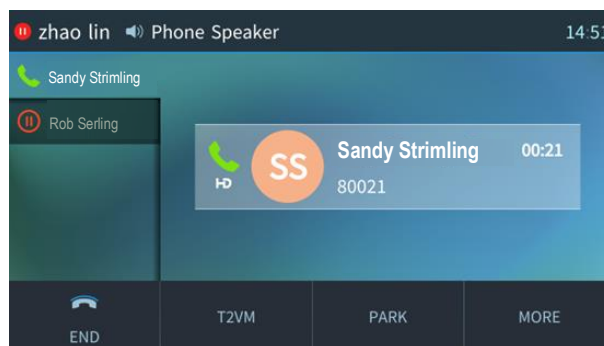
4.4 Transferring a Call from an Active Call to a Held Call's Voicemail

This feature allows you to transfer an active call to any inactive call's remote party's voicemail, while retaining your inactive calls on hold.

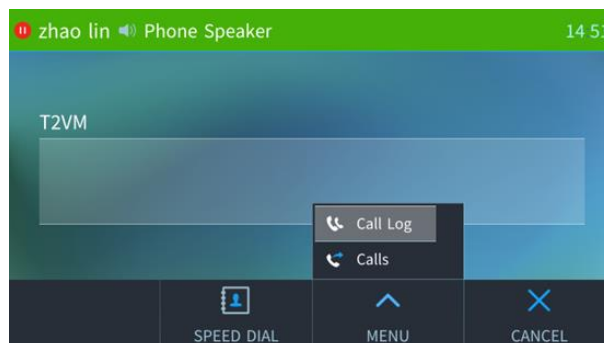
To transfer a call to another peer's voicemail:

When a user has 2 or more calls, one call is  active and the other calls are on  hold (inactive).

1. Click the **MORE** softkey followed by the **T2VM** softkey.



2. Click the **MENU** softkey and select **Calls**.



3. If you have 2 or more inactive calls, you need to select which one to transfer to, then click the **TRANSFER** softkey.

5 Call Flip

Call flip allows you to place your current Zoom Phone call on hold and answer it on another one of your devices (Zoom desktop client, mobile app, or provisioned desk phone).



Call flip might require a special Zoom license. Please contact your admin for details.



5.1 Initiating a Call Flip (Originating Device)

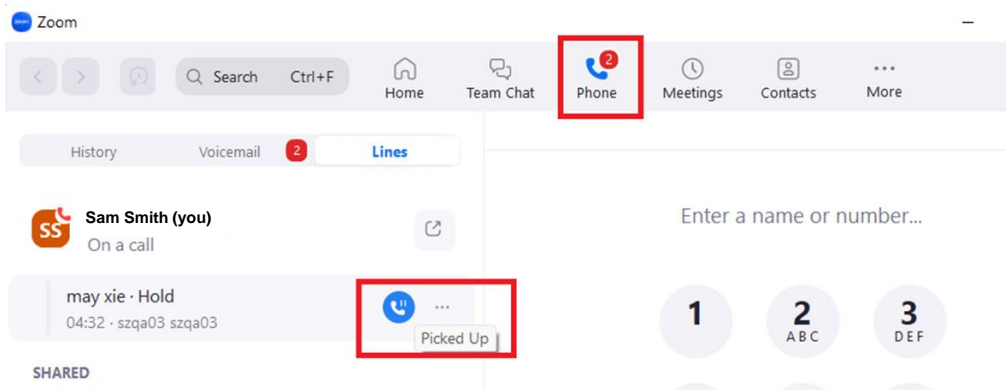
To initiate a call flip:

1. Make or receive a call using the Zoom desktop client, mobile app, or a provisioned desk phone.
2. Place the call on hold; The other party hears hold music while they are on hold.

5.2 Answering a Held Call (Destination Device)


To answer a held call on desktop client or mobile app:

1. Click the Phone  icon (located at the top of the dialog).
2. Select the **Lines** tab to see the call you have placed on hold.
3. Click the **hold**  icon to answer the call.



The following steps apply to most desk phones supported by Zoom Phone.

To resume a held call on a C450HD or 450HD desk phone:

1. Long press the line key.
2. Click the  **Detailed call list** to display all active and held calls on this share line.
3. Select a held call.
4. Click the **Pick Up** to pick up a held call.

To resume a held call on a 445HD desk phone:

1. Click the line key; a new screen appears and then select **Detailed call list**.
2. Select a held call.
3. Click **PICK UP** to pick up a held call.

6 Searching Corporate Directory (LDAP) Contact

A user can search an LDAP contact name using the Zoom company directory.

6.1 Searching and Dialing a Contact Name

A user can search LDAP contacts on an IP Phone.

To search a contact using a phone number or name:

1. Click the **CONTACT** button, navigate to the LDAP Contacts tab.
2. Search by name or phone number in the search box.

To dial from an LDAP contact list:

1. Select an LDAP contact.
2. Click the **DIAL** softkey.

6.2 Adding a Speed Dial LDAP Contact Key

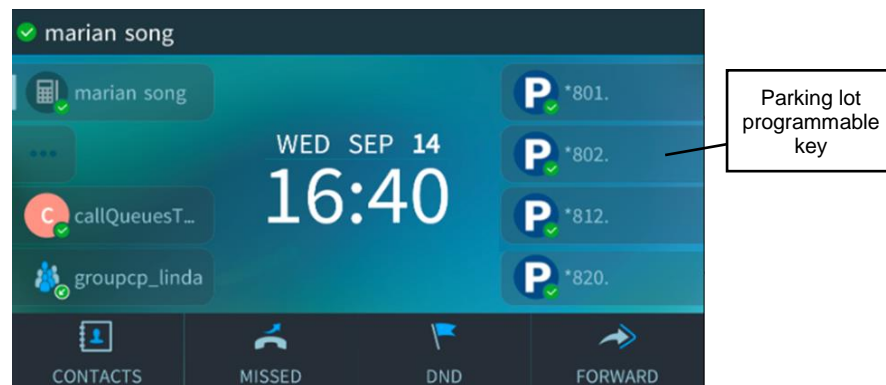
To add a speed dial key from an LDAP contact:

1. Select **Speed Dial > Select from Directory > LDAP Contacts**.
2. Search and select a contact.
3. Click the **SAVE** softkey; The Speed Dial key is displayed with the Contact name.

7 Parking Calls

A call can be transferred to a "parking lot" where it can be picked up on any other phone. Zoom supports parking the call in a random or specific parking lot. A user can have multiple parking lot keys.

Figure 1: Main Menu



7.1 Parking a Call using PARK Softkey

To park a call using the **PARK** softkey:

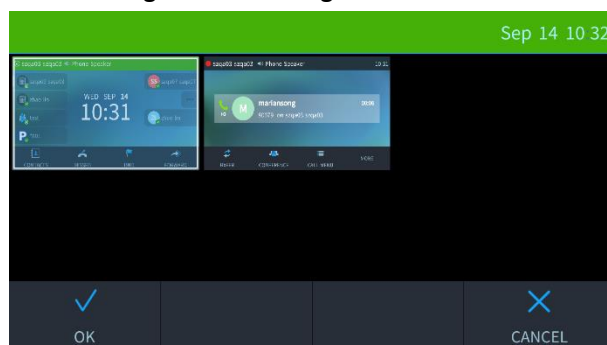
1. During an ongoing call, click **MORE**.
2. Click the **PARK** softkey; the call is parked to a random parking lot, and you are notified audibly that the call is on hold and the call's parked number.

7.2 Parking a Call on Specific Parking Lot

To park a call using a set parking lot function key:

1. During an ongoing call, long press the Menu softkey and select the Main Menu screen.



Figure 2: Switching to Main Menu



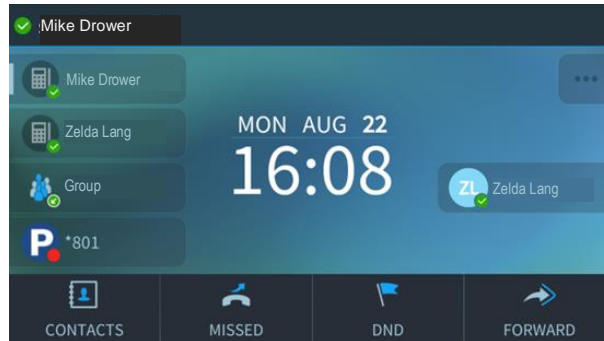
2. Click the set parking lot **P *801** programmable key (in this example *801, located on the main screen or sidecar for 445HD), the call is parked to that parking location.

7.3 Retrieving a Parked Call Manually

To retrieve a parked call manually:

When there is a parked call, the parked programmable key's status LED changes from  green to  red.

1. If the parking lot programmable key does not appear on your screen (e.g., you are in a call), long press the Menu softkey and select the Main Menu screen. The parking lot programmable key appears.
2. Click the parking lot programmable key; the parked call is retrieved.



7.4 Retrieving a Call Automatically

The user's phone automatically recalls a parked call if the parked call is not picked up after 1 minute.

8 Remote Call Control

8.1 Introduction

Call control allows users to perform desk phone call control actions from the Zoom desktop client, including making and accepting calls.


When using desk phone call control, the Zoom desktop client is used as a remote control to tell your desk phone what to do.

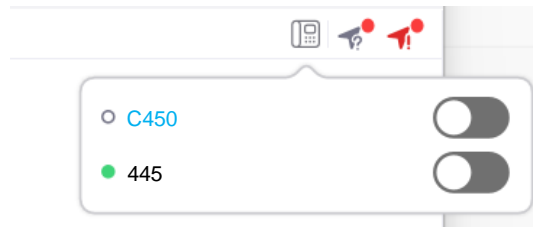
For example, if you make a call using the desktop client, the client acts as a controller so Zoom makes the call using the desk phone. (set up by the administrator, see section [A.6 Enabling and Disabling Remote Call Control](#)).



8.2 Enabling Zoom Phone via Zoom Desktop Client

Before you use call control, you need to select the desk phones that can be controlled by the desktop client.

To enable Zoom phone via Zoom Desktop Client:

1. Go to Zoom client->Phone and click the call control  icon in the top-right corner; a list of the phone(s) that you can control appears.




2. Select a phone and enable it; A message on that phone appears prompting to allow remote control.
3. Click **OK**; on the Zoom client; the call control  icon displays a check. The phone displays a call control  icon in the top-right corner.

8.3 Phone Controls

8.3.1 Making a Call

To make a call:

- On the Zoom client, press a name on your speed dial, or enter a phone number and press the call  icon; the Zoom client and desk phone display an outgoing call; You can now talk/listen on the desk phone.

8.3.2 Answering an Incoming Call

To answer an incoming call:

- Upon an incoming call, the Zoom client and desk phone display an incoming call. Click **ACCEPT** on the Zoom client; You can now talk/listen on the desk phone.

8.3.3 Placing a Call On-Hold and Resuming the Call

To place a call on hold:

- While in a call, click the **HOLD** softkey on Zoom client, or **HOLD** on the desk phone; the phone goes to hold status.

To resume a call on hold:

- Click the **RESUME** softkey on the Zoom client, or the **HOLD** button on the desk phone to resume the call; the Hold icon on client changes to gray.

8.3.4 Muting and Unmuting a Call

To mute a call:

- Click **MUTE** on the Zoom client or click the **MUTE** button on the desk phone; the Mute button on Phone lights red, the Mute icon on client displays UNMUTE

To unmute a call:

- Click **UNMUTE** on the Zoom client or click the red **MUTE** button on the desk phone; the Mute button on Phone becomes gray, the Mute icon on client displays MUTE again.

8.3.5 Transferring a Call

To transfer a call:

- Click the **TRANSFER** softkey on client or click **BYFER** on the desk phone; the call is transferred to the other user.

8.3.6 Ending a Call

To end a call:

- Click the **END** softkey on the Zoom client or desk phone, the call ends.

9 Monitoring Calls

This section describes how to use the following Zoom monitoring features on AudioCodes IP Zoom Phones:

- **Listen:** Listen to a call without the parties being aware.
- **Whisper:** Speak to a phone user in a call without other parties being aware.
- **Barge in:** Join a call and speak to all parties. The call becomes a 3-way call.
- **Take over:** Take over the call from a Zoom Phone user.

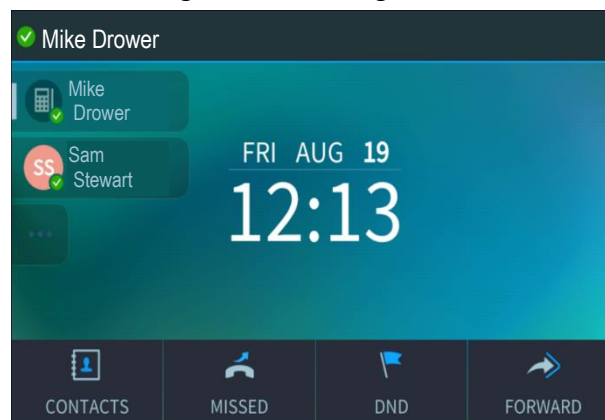




Call monitoring is not enabled by default. Admins [enable call monitoring](#), see Appendix A

9.1 Listening


Call center supervisors can pick up an operator's phone and listen in on the conversation that the operator is conducting on headphones with the customer, without the customer at the other end sensing that the supervisor is listening in (supervisor is muted).

Figure 3: Monitoring screen



The following steps illustrate how the  Supervisor can listen in on the  Operator's phone conversation:



A number in the upper left corner of the Operator's  Call Monitoring key indicates that the Operator is on an active call.

To listen in on a call on C450HD and 450HD:


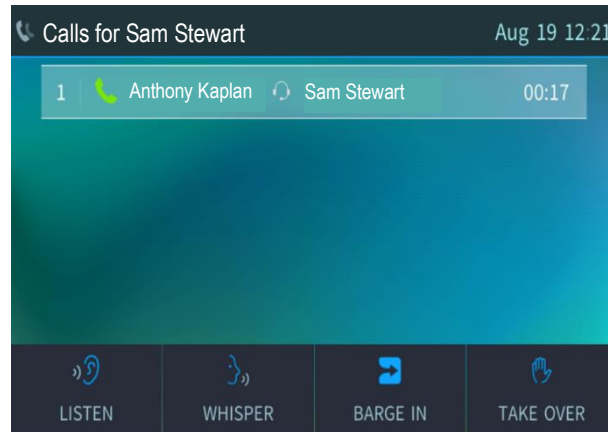

1. Long press the Call Monitoring key and click the call  icon that appears; the Operator's Call Monitoring screen appears.

Figure 4: Operator's Call Monitoring screen

Should the Operator's  Call Monitoring key indicate a number greater than one, then the Operator's Call Monitoring screen lists multiple calls to choose from.

2. Click **LISTEN**; You can now listen (on mute) without the anyone at the other end sensing that you are listening.


To listen in on a call on 445HD:

1. Short press the Call Monitoring key and select "Detailed call list" that appears (see [Figure 6](#)).
2. Click **LISTEN**; You can now listen (on mute) without the anyone at the other end sensing that you are listening.

9.2 Whispering

Call center supervisors can speak to a phone user in a call without other parties being aware.


To whisper in on a call:

1. Long press the Call Monitoring key and click the call  icon that appears; the Operator's Call Monitoring screen appears (see [Figure 4](#))
2. Click **WHISPER**; You can now talk to the Operator without anyone else at the other end hearing you.

9.3 Barging into a Call

Call center supervisors can join a call and speak to all parties. The call becomes a three-way conference call.


To barge-in on a call:

1. Long press the Call Monitoring key and click the call  icon that appears; the Operator's Call Monitoring screen appears (see [Figure 4](#))
2. Click **BARGE IN**; You can now join the call.

9.4 Taking Over a Call

Call center supervisors can take over the call from a Zoom Phone user.

To take over a call:

1. Long press the Call Monitoring key and click the call  icon that appears; the Operator's Call Monitoring screen appears (see [Figure 4](#))
2. Click **TAKE OVER**; You have taken over the call from the Operator.

The privilege for monitor can be changed, for example, the privilege can be set to 'Listen', 'Wisper'

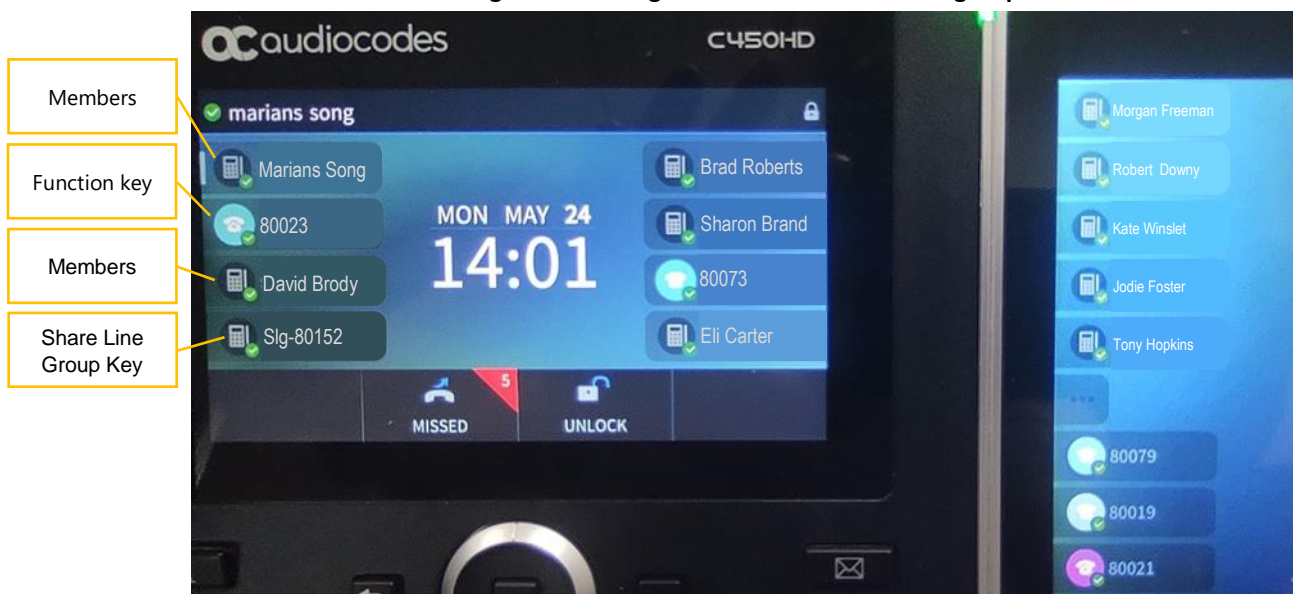
10 Shared Lines Groups

A shared line group allows Zoom Phone admins to share a phone number with a group of phone users.

- **Members** are added to the shared line group by your Zoom Phone admin. Each member can only belong to one shared line group.
 - A shared line group can contain up to 10 members.
 - Each phone user can be a member of up to 10 shared line groups.
 - You can add phone users or common area phones as members.
- **Shared lines** are direct phone numbers that are assigned to the shared line group.

AudioCodes' C450HD, 445HD, and 450HD IP Phones support multiple shared lines for the Zoom environment. IP Phones register members to a shared line. A call can be visible and picked up by any member of a shared line group.

Figure 5: Viewing members of a shared line group



In the example above, "marian song" is a member of a Share Line Group named "slg-80152".

10.1 Viewing a Detailed Call List

To view a detailed call list on C450HD and 450HD:





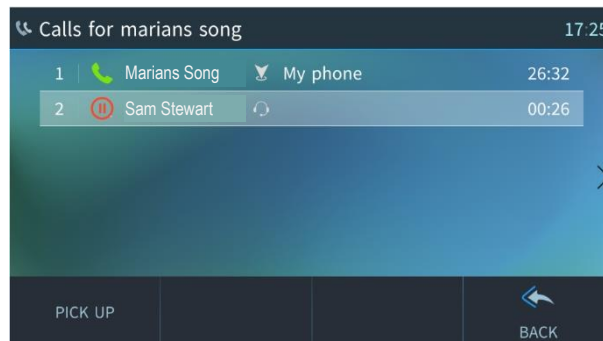
1. Long press the line key;  NewCall,  Detailed call list, and  Settings icons appear.
2. Click the  **Detailed call list** to display all active and held calls on this share line.

Figure 6: C450HD and 450HD Detailed call list




To view a detailed call list on 445HD:

- Click the line key; a new screen appears and then select **Detailed call list** to display all active and held calls on this share line.

10.2 Picking Up a Held Call

To pick up a held call on C450HD and 450HD:

1. Long press the line key.
2. Click the  **Detailed call list** to display all active and held calls on this share line (see Figure 5).
3. Select a held call.
4. Click **PICK UP** to pick up a held call.

To pick up a held call on 445HD:

1. Click the line key; a new screen appears and then select **Detailed call list**.
2. Select a held call.
3. Click **PICK UP** to pick up a held call.

To pick up a held call on the side car:

1. Click the line key; a new screen appears and then select **Call list on sidecar**; main screen becomes the home screen, and the side car screen displays active and held calls.
2. Click a held call key on sidecar, the call is picked up.



Each shared line group can establish up to 4 calls at same time. i.e., if you have 4 active calls used by the shared line group, you cannot start a new call, transfer a call (since transfer need to start a new call first), or pick up a new call.

11 Call Delegation

Call delegation (also known as shared line appearance) provides an easy way for phone users to assign others to handle calls on their behalf. For example, an executive can assign calling privileges to their assistant. The assistant can then make and receive calls on the executive's behalf.

- | | |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Delegator | The phone user that assigns phone privileges to another phone user or common area phone. Each delegator can have up to 15 delegates. |
| Delegate | The phone user or common area phone that makes and receives calls on the delegator's behalf. Each delegate can be assigned to a maximum of 32 delegators. |
| Shared lines | Direct phone numbers that belong to the delegator but can be used by their delegates. |



Both delegator and delegate can see the status of the shared lines. The delegator and delegate can place calls on hold and transfer them to each other.



Provisioned desk phones assigned to the delegator or delegate reboots several times when you set up call delegation or change settings related to call delegation.

12 Group Call Pickup

Allow users to answer calls on behalf of other users of the same group. The IP Phone displays a group programmable key (set up by the administrator).

If there is an incoming call to one group member, The group programmable key status icon  changes from green to red indicating there is an incoming call. The group programmable key status icon  changes back to green when a call is picked up.



To pick up a group call:

- Click the group programmable key.

13 Cloud Paging

Paging a call for IP Phone allows for announcing information (via one-way communication) to a page group. Each page group contains senders, who can issue a page, and receivers, who can hear the page.

A sender phone can contain 2 types of paging programmable keys (Standard and Emergency) to send a page.




- A page never interrupts your existing call.
- An Emergency Page interrupts an existing Standard Page.

13.1 Sending a Paging Call

To send a page:

1. Click the paging programmable key; The paging call screen appears.
2. Talk; the page group can hear what you say, but not reply.



- Any receiver IP Phone not on a call, auto answers and hears the page.
- Any receiver who is on a call, sees an incoming call with the paging  icon, and must accept that call to hear the page. A paged call must be accepted by the receiver within a few seconds, or the paged call disconnects.

13.2 Answering an Incoming Call during a Paging Call

To answer an incoming call during a paging call:

- Click the **ACCEPT** button when you see an incoming call; the paged call is put on hold.

13.3 Making a New Call during a Paging Call

To make a new call during a paging call:

1. Click **CALL MENU**, then click **NEW CALL**; the paged call is put on hold.
2. Dial out a call.

14 Pause Dialing

A pause between numbers can be added while IP Phones dial a phone number. This is typically required for a Speed Dial which dials a destination extension number or to automatically select menu options behind an Interactive Voice Response (IVR) system. Use commas to create a 2 second pause between numbers. Multiple commas create longer pauses.

15 Hot Desking

The hot desking feature allows phone users to use their extension number and PIN to temporarily sign into a provisioned desk phone. Here are some use case examples for hot desking:

1. **Shared office or co-working space:** Phone users from different companies can leverage the same phone hardware while keeping their own phone number and voicemail access.
2. **Traveling sales or field team:** Sales reps can sign into any hot desk phone while working out of different offices, maintaining ease of reach and the professionalism of having a single phone number and extension.
3. **24/7 call center:** Shift workers at contact centers who share the same desk but maintain separate voicemail boxes and phone numbers.
4. **Out of office or travelling employee:** An employee that is frequently out of office or travelling can enable hot desking on their own desk phone, allowing others to sign into their desk phone.



The **SIGN OUT** softkey is for your security and privacy. It allows you to sign out of your phone when you leave your desk, preventing others from accessing your phone to make calls.

- Click **Sign in** to sign back into your phone by entering your extension and voicemail PIN.

15.1 Enabling Hot Desking

As a user, you can enable hot desking for any phone you've been assigned.

To enable hot desking:

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Phone**.
3. Scroll down to the Desk Phone(s) section.
4. Make sure "Allow Hot Desking" is checked for the phone.

Desk Phone

Keys & Positions

[View or Edit](#)

Desk Phone(s)



Desk Phone

AudioCodes c450hd

172.17.178.113

Offline

[Emergency address is unknown](#)



Allow Hot Desking ?



Allow Call Control From Client ?

15.2 Use Hot Desking

If a desk phone has hot desking enabled, you can temporarily sign in to the phone.

When you sign out, the phone is re-assigned to the original owner or revert to a common area phone.

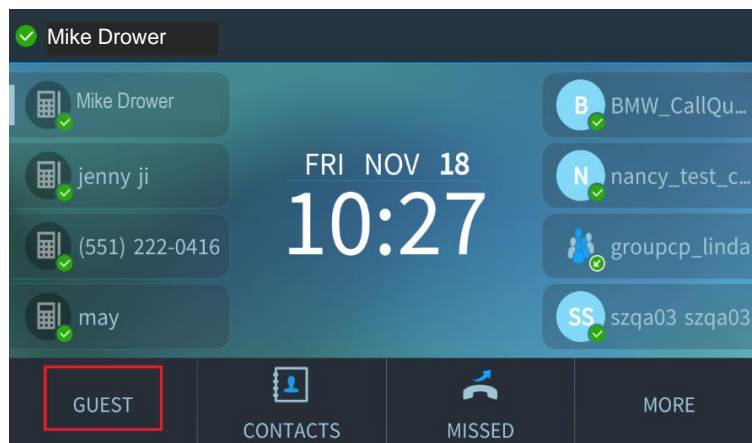


Admins can set a session timeout limit for hot desking. When the limit is reached, the phone automatically signs out of the hot desking session.

15.3 Signing In

To sign in:

1. Signing in to the phone uses one of these methods:
 - Click the **GUEST** softkey on the phone's home screen.



- Or dial *91
2. Follow the audio prompts to enter your extension number and voicemail PIN.
The phone registers your account.



If you hear "The service is not available", then the phone already has someone signed in to Hot Desking mode and you need to sign out by dialing *92 before signing in to Hot Desking.

15.4 Signing Out

To sign out:

When you're done using the phone, you can sign out using one of these methods:

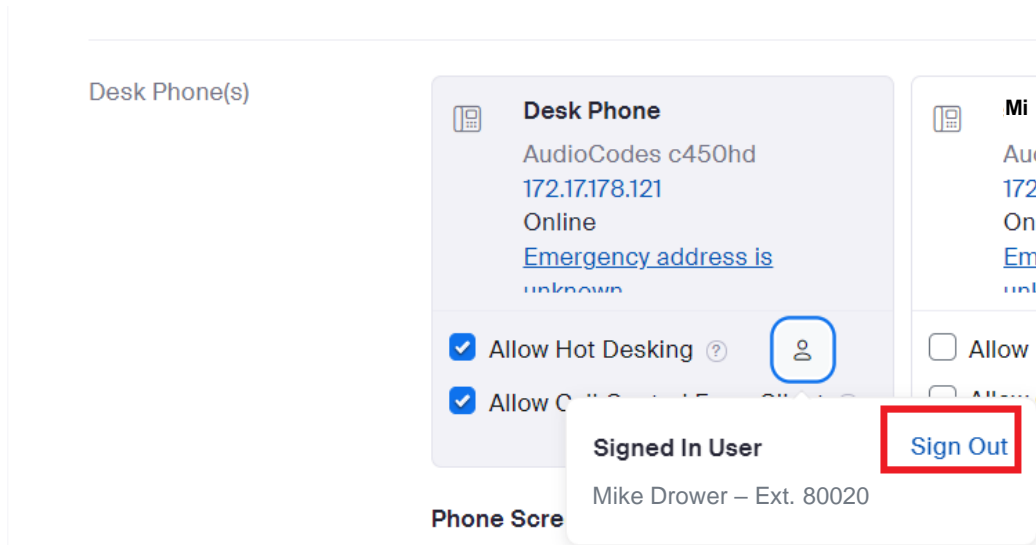
- Click the **MORE** softkey followed by the **SIGN OUT** softkey on the menu.
- Or, dial and call ***92**; The phone registers with the original owner or revert to a common area phone (displaying a user name selected by the admin).

15.5 Remotely Signing Someone Out of your Phone

If you are a phone user with hot desking enabled on your phone, you can remotely sign someone out of your phone.

To remotely sign someone out of your device:

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Phone**.
3. Scroll down to the Desk Phone(s) section.
4. Hover your mouse over the phone that needs to be signed out remotely, then click **Sign out**.



A Admin Configuration



Admin configuration is brought here for reference. For full details please visit Zoom support page

A.1 Setting up Permissions for Monitoring a Call

To enable or disable call monitoring:

1. Sign into the Zoom web portal.
2. In the navigation menu, click **Account Management** then **Account Settings**.
3. Select the **Zoom Phone** tab.
4. Click the **Monitor** toggle to enable or disable it.

To add a monitor:

1. Sign into the Zoom web portal.
2. In the navigation menu, click **Phone System Management** then **Monitoring**.
3. Click **Add**; the Add Monitoring screen appears:

Figure 7: Add Monitoring screen

Monitoring > Add

Add Monitoring

Type ☒ Users & Common Areas ☐ Call Queues ☐ Shared Line Group ☐ Shared Line Appearance

Name

Mike monitor Bill

Monitors

Mike Dower

[Manage](#)

Privileges

☒ Listen ☒ Whisper ☒ Barge ☒ Take Over

Monitored

1 user(s) [Manage](#)

Save

Cancel

Specify the following information:

- **Type:** Select which type of extensions to enable call monitoring.



You cannot change the type after adding the monitoring group.

- ◆ **Users & Common Area Phones:** Allow specific phone users to monitor **common area phones** and other phone users.
 - ◆ **Call Queues:** Allow specific phone users to monitor specific **call queues** (if the phone user being monitored makes or receives a call from the call queue's extension or direct numbers).
 - ◆ **Shared Line Groups:** Allow all members of specific **shared line groups** to monitor each other (if the phone user being monitored makes or receives a call from the shared line group's extension or direct numbers).
 - ◆ **Shared Line Appearance:** Allow phone users (executives and assistants) part of a call delegation (also known as shared line appearance) setup to monitor each other.
 - **Name:** Enter a display name to help identify the group.
 - **Monitors:** Select the phone users or call queue that can use call monitoring.
 - ◆ If you set the **Type** to **Call Queues**, the call queue admin is the monitor by default. If you don't see a name in this setting, manually select a call queue member.
 - ◆ If you set the **Type** to **Shared Line Groups**, only members in the same shared line group can monitor other members. If you add multiple shared line groups, this doesn't mean members can monitor all other members of the shared line groups added.
 - ◆ If you set the **Type** to **Shared Line Appearance**, only the executive and assistants in the same call delegation setup can monitor each other.
 - **Privileges:** Select the **call monitoring feature** that the monitors can use.
 - **Monitored:** Select the phone users or common area phones that can be monitored.
 - **Prompt:** Enable or disable a disclaimer prompt that warns call participants their call may be monitored. This setting is only visible after clicking **Save**.
 - **Conference Barge Tone:** If you're setting up call monitoring for a shared line group select **Conference Barge** as the call monitoring feature, enable this to play a tone whenever a member barges into the call.
4. Click **Save**.

A.2 Configuring Delegate Users on Zoom Server

Follow these steps if you want to be a delegator and assign another phone user to make and receive calls on your behalf. Admins can also follow these steps to assign a delegate to a phone user.

To configure delegate users on Zoom server:

1. Sign into the Zoom web portal.
2. Follow one of these options to navigate the phone settings page depending on if you're a phone user or admin:
 - a. **Phone user:**
In the navigation menu, click **Phone**, then select the **Settings** tab.
 - b. **Admin:**
 - i. In the navigation menu, click **Phone System Management**, then **Users & Rooms**.
 - ii. Select a phone user's display name, then select the **User Settings** tab.
3. In the **Delegation & Assistant** section, click **Set** or **Add**.



If you are an admin, click the **lock** button if you want to prevent the associated phone user from changing or removing their delegation settings. If there is a pending invite for the user when the admin tries to lock it, you need to ask the user to accept or accept the pending invite yourself before you can lock.

4. Select **User** or **Common Area Phone**, then specify the phone user or common area phone you want to assign as your delegate, then click **Send Invite**.



The delegate needs to accept the delegation request.

5. Use the check boxes to change the delegation privileges:
 - **Places Calls:** The delegate can make calls on your behalf using any of your direct phone numbers.
 - **Answer Calls:** The delegate can answer calls on your behalf. They receive call notifications for inbound calls to your direct phone number(s).
 - **Pick Up Hold Calls:** You can transfer calls to the delegate by placing the call on hold and informing the delegate to answer the call.
 - **Privacy:** Select the check box to enable **privacy mode** for the delegator, allowing them to **lock a call**.



Note: If an admin locked the delegation settings, phone users cannot change these privileges.

6. To add additional delegates, click **Add** and repeat steps 4 and 5.

A.3 Checking Boss/Admin User

To check admin user:

Check from admin user > User Settings > Assistant for, you can see the assistant user inside.

To check boss:

Check from boss user settings > User Settings > Delegates, you can see boss user inside.

A.4 Configuring Parking Lot Key on Server

To configure parking lot key on server:

1. Sign into the Zoom web portal.
2. In the navigation menu, click **Phone System Management**, then **Users&Rooms**.
3. Select a phone user's display name, then select the **User Settings** tab
4. In the **Desk Phone->Keys&Positions** section, click **View or Edit**
5. Click **Manage Key** to add parking lots key:

Manage Key

- Modifying the Position will cause the device to resync.
- The number of keys you set is limited by the number of keys on the device. Keys that exceed the limit will not be effective.

Key	Key Type	Key Assignment	Alias (Optional)	Outbound Caller ID	
1	Line	Ext. 80151 rockchip zoom	<input type="text" value="Enter Alias"/>	Same as Number	↑ ↓
2	Call Park	*801	<input type="text" value="Enter Alias"/>		↑ ↓ Delete
4	Call Park	*801			

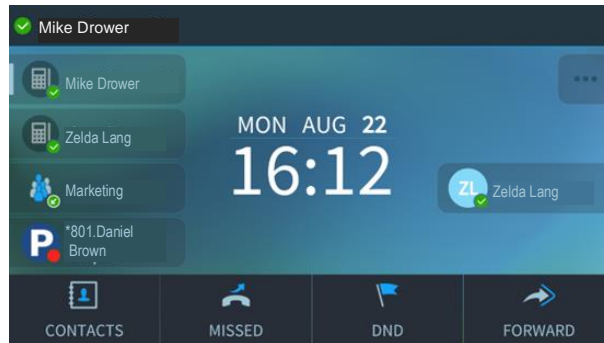
6. Click **Save**; AudioCodes IP Phones auto provisions this parking lot key as a programmable key or function key.

A.5 Parking a Call - Displaying Remote Display Name

To see remote user for the parked call:

1. Select **Admin->Phone System management->Company Info->Account Settings->Desk Phone->Provision Template.**
2. Type or copy/paste ***personal_settings/parking_lot/show_remote_id=1*** to the template

The default value of this parameter is 0(disable). After you enable it, the remote display name appears on the parking lot key.



A.6 Enabling and Disabling Remote Call Control

Admins or phone users have access to enable or disable call control. Admins can enable or disable it using user settings; alternatively, phone users can enable or disable it using their own phone settings.

A.6.1 Configuring Desk Phone Policy Settings

To set desk phone policy settings:

1. Sign into the Zoom web portal.
2. In the navigation menu, click **Phone System Management** then select **Phones & Devices.**
3. Select the **Assigned** tab.
4. Click the display name of the phone or device you want to edit.
5. Select the **Policy** tab.
6. Click the **Call Control from Zoom Desktop Client** toggle to enable or disable it for the desk phone.

445 [Rename](#)

No description

Profile **Policy**

Hot Desking

Allow Hot Desking feature to current device



Call Control from Zoom Desktop Client

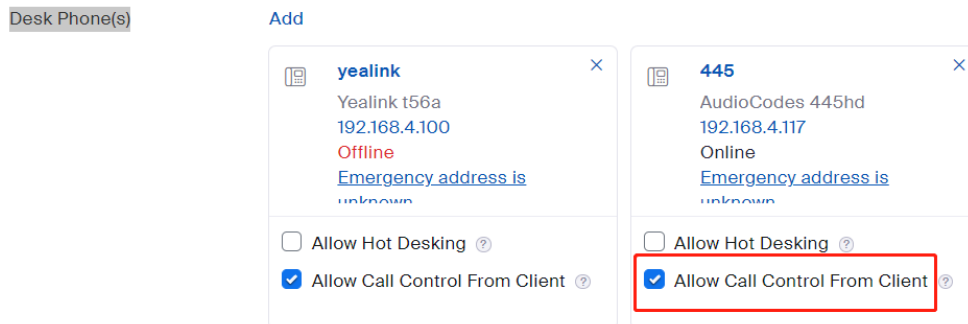
Allow users to perform desk phone call control actions from Zoom desktop client, including making and accepting calls.



A.6.2 Configuring Phone User Settings

To set admins phone user settings:

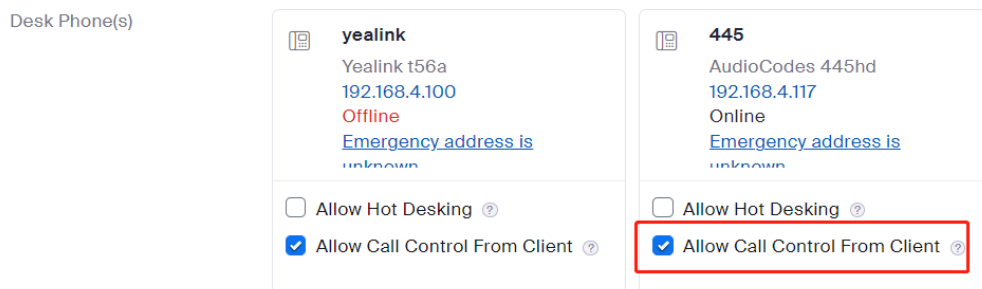
1. Sign into the Zoom web portal.
2. In the navigation menu, click **Phone System Management** then **Users & Rooms**.
3. Click the name of the phone user you want to edit.
4. Select the **User Settings** tab.
5. In the **Desk Phone(s)** section, select or unselect the **Allow Call Control From Client** check box below the desk phone's display name



A.6.3 Configuring Phone Settings (phone user)

To set phone user settings:

1. Sign into the Zoom web portal.
2. Click **Phone**.
3. Select the **Settings** tab.
4. In the **Desk Phone(s)** section, select or unselect the **Allow Call Control From Client** check box below the desk phone's display name



A.7 Picking up Calls for Group Members

Describe in one paragraph what this feature does.

A.7.1 Configuring Group Call Pickup from Server



Group call pickup members can be phone users or common area phones. If adding a common area phone, it must **support group call pickup**.

1. Sign in to the **Zoom web portal**.
2. In the navigation menu, click **Phone System Management** then **Group Call Pickup**.
3. Enter the following information:
 - **Site** (only visible if you have multiple sites): Select a site for the group.



You may only be able to add phone users or common area phones that belong to the same site as the call pickup group.

- **Display Name:** Enter a name to help identify the group.
- **Description (Optional):** Enter a description to help identify the group.
- **Extension Number:** Enter an extension number to assign to the group.




This extension number can't be used for receiving calls. Phone users can dial the extension number when using the DTMF code for group call pickup.

If you have multiple sites with site codes enabled, enter a **Short Extension Number**.

- **Delay:** Specify the duration in seconds before other members are notified of an incoming call. Select **0 second** to simultaneously notify other members.
- **Members:** Click **Add** to add phone users or common area phones as members.



You can add phone users or common area phones that belong to the different sites.

- **Play incoming calls sound in Zoom clients:** Click the toggle  to set up an alert to notify members of incoming calls that are not answered. You can select the desired ring tone and duration between ring tones.
 - ◆ **Ring Tone:** Select a ringtone that plays when a call is not answered.
 - ◆ **Duration between ring tones:** Select the duration between each ringtone.



Members receive a subtle notification to accept or dismiss the call. If this setting is disabled, there is no notification sound but a pop-up windows indicating the incoming call.

- **Directed Call Pickup:** Allow group members to answer another member's call by pressing the associated BLF key on their desk phone. If disabled, group members must answer incoming group pickup calls by pressing the associated DTMF code followed by another member's extension.

4. Click **Save**.

Group Call Pickup > groupcp_linda > Member(s)

groupcp_linda's Members

Add

Q Search for members

Extension Type (All) ▼

Remove

<input type="checkbox"/>	Name	Ext.	Extension Type	
<input type="checkbox"/>	marian_song	80079	User	...
<input type="checkbox"/>	marian's song	80018	User	...
<input type="checkbox"/>	Daniel Brown	80024	User	...
<input type="checkbox"/>	may xie	80015	User	...

Page Size 10 Total 4

A.7.2 Customizing Group Call Pickup Line Key (admin or phone users)

Phone users and common area phones added to a call pickup group will automatically see a **Group Call Pickup** line key on assigned desk phones.

Admins and phone users can **customize their line key settings** to change the position or alias of the **Group Call Pickup** line key.

A.7.3 Using Group Call Pickup

When a member of a call pickup group receives a call, all other members (phone users or common area phones) can answer the call by viewing their line keys. Members receive an **inbound call notification**.

Follow these steps to answer an inbound call that's reaching your call pickup group:

A.7.4 Desktop Client

1. Sign into the Zoom desktop client.
2. Click or tap **Phone**.
3. Select the **Lines** tab.
4. When a member of a call pickup group receive a call, they see the caller ID of the incoming call and buttons to accept or decline the call.



If using the **Desktop Power User experience**, the caller ID of the incoming call and buttons to accept/decline is visible in the group call pickup widget.

A.7.5 Desk Phone

Clicking the group call pickup softkey on your desk phone answers the current inbound call reaching your call pickup group.

If there are multiple incoming calls on the group at the same time, members can only pick up the first incoming call.

A.8 Configuring Cloud Paging Group from Zoom Portal

To configure a cloud paging group from Zoom portal

1. Sign into the Zoom web portal.
2. In the navigation menu, click **Phone System Management** then **Paging**.

[Paging](#) > **Marian**

Marian [Rename](#)

No description

Site

Main Site

Extension Number

10000 [Edit](#)

Senders

4 Member(s) [View or Edit](#)

☐ Receivers are the same as senders

Receivers

4 Member(s) [View or Edit](#)

Delete

IPP Parameters:

```
personal_settings/functional_key/1/key_label=Marian-Standard(or  
Marian-Emergency)  
personal_settings/functional_key/1/line=0 (default)  
personal_settings/functional_key/1/speed_dial_number=10000 (paging  
number which configured on Zoom portal)  
personal_settings/functional_key/1/type=ZOOM_PAGE_STANDARD (or  
ZOOM_PAGE_EMERGENCY)
```

A.9 Configuring LDAP on IP Phones

A.9.1 Configuring the LDAP Function via ZTP Method

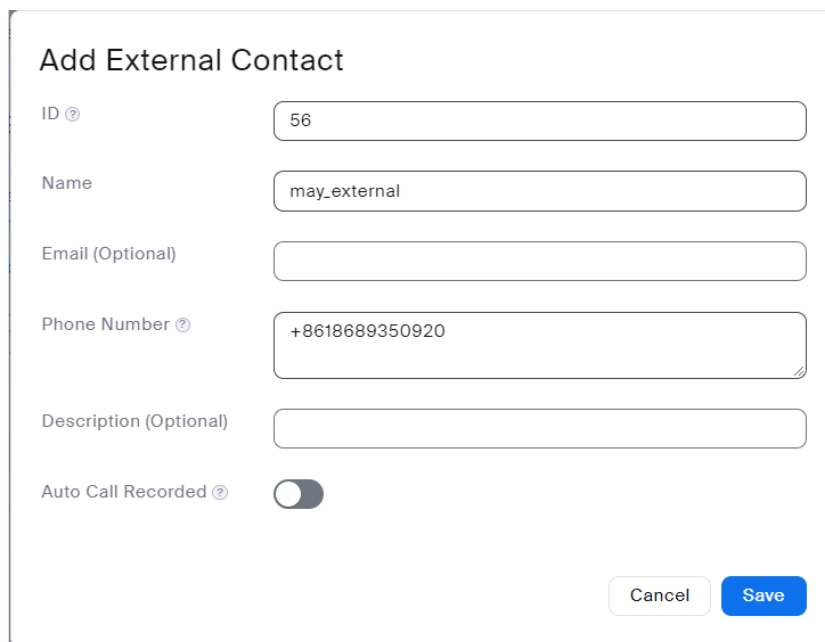
The IP Phone can get LDAP configuration from the Zoom server via the ZTP method. In addition, the user needs to make sure that the below parameters' value are setup:

```
lync/contact_search_method=LDAP
system/ldap/HomePhoneNumber_attr=phoneNumber
system/ldap/max_search_items_in_one_bunch=1
```

A.9.2 Adding an External Contact on Zoom Server

Adding an external contact on Zoom server:

1. Sign into the Zoom web portal.
2. In the navigation menu, click **Phone System Management** then **Company Info > Account settings > External contacts**.



Add External Contact

ID ⓘ 56

Name may_external

Email (Optional)

Phone Number ⓘ +8618689350920

Description (Optional)

Auto Call Recorded ⓘ ☐

Cancel Save

3. Add a new contact.

A.10 Call Queue

You can also [change call queue settings](#) and [monitor call queue calls](#).

1. Enable Monitoring, Go to Zoom portal: Account Management->Account Setting->Zoom Phone,set Monitoring to enable.

Monitoring

Allow users to listen, whisper, barge or take over calls from other Users, Common Areas, Call Queues, and Shared Line Group.



2. Add a Call Queue group : Go to Zoom portal: Phone System Management->Call Queues->Add

[Call Queues](#) > [Add](#)

Name

BMW_CallQueue

Description (Optional)

Extension Number

80146

Member(s)

[Add](#)

3. Add members to the Call Queue group BMW_CallQueue. For example, the two numbers are Daniel Brown &, Mike Drower.



[Call Queues](#) > [BMW_CallQueue](#) > [Member\(s\)](#)

BMW_CallQueue's Members

Add

Search for members

Remove

<input type="checkbox"/>	Name	Ext.
<input type="checkbox"/>	Daniel Brown  Daniel@audiocodes.com	80023
<input type="checkbox"/>	Mike Drower  Mike@audiocodes.com	80020

4. Add a monitor configuration for BMW_CallQueue: Go to Zoom portal: Phone System Management->Monitoring ->Add, set Type to Call Queue, the monitors to Daniel Brown, the privileges to 'listen, whisper, barge, take over', set monitored to BMW_CallQueue.

[Monitoring](#) > [BMW_CallQueue](#)

BMW_CallQueue [Rename](#)

Type Call Queues

Monitors [Daniel Brown](#) [Manage](#)

Privileges

☒ Listen ☒ Whisper ☒ Barge ☒ Take Over

Monitored 1 Call Queue(s) [Manage](#)

Prompt ☒ Play a disclaimer prompt to the call participants

A.11 Hot Desking

<https://support.zoom.us/hc/en-us/articles/360043841032-Using-hot-desking-for-phones>

The hot desking feature allows phone users to use their extension number and PIN to temporarily sign into a provisioned desk phone. Here are some use case examples for hot desking:

1. **Shared office or co-working space:** Phone users from different companies can leverage the same phone hardware while keeping their own phone number and voicemail access.
2. **Traveling sales or field team:** Sales reps can sign into any hot desk phone while working out of different offices, maintaining ease of reach and the professionalism of having a single phone number and extension.
3. **24/7 call center:** Shift workers at contact centers who share the same desk but maintain separate voicemail boxes and phone numbers.
4. **Out of office or travelling employee:** An employee that is frequently out of office or travelling can enable hot desking on their own desk phone, allowing others to sign into their desk phone.



The **Sign out** softkey is for your security and privacy. It allows you to sign out of your phone when you leave your desk, preventing others from accessing your phone to make calls.

- Press Sign in to sign back into your phone by entering your extension and voicemail PIN.

A.11.1 Enabling Hot Desking

An admin can enable hot desking for any assigned desk phone or common area phone.

1. Sign in to the Zoom web portal.
2. In the navigation menu, navigate to the page for assigned devices or common area phones:
 - . Assigned phone: Click Phone System Management then Phones & Devices.
 - . Common area phone: Click Phone System Management then Users & Rooms. Click the Common Area Phones tab.



Note: If you signed up for a new Zoom account after May 21, 2022; or the New Common Area Experience is enabled on your account, common area phones have migrated to the new Common Area tab in the Users & Rooms page.

3. Click the display name of the device you want to enable hot desking for.
4. Click the Policy tab.
5. Select Allow Hot Desking.

Phones & Devices > Assigned > Desk Phone

Desk Phone [Rename](#)

No description

Profile **Policy**

Hot Desking

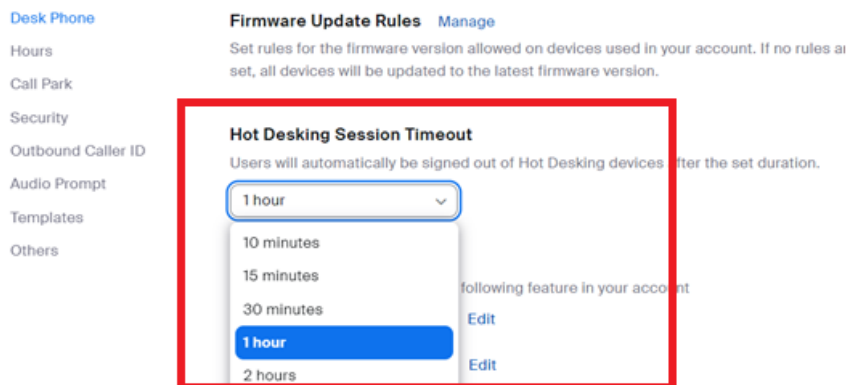
Allow Hot Desking feature to current device



A.11.2 How to set the session time out limit (admin)

If you're an admin, you can also set a session time-out period for phones with hot desking enabled. Any signed in phones with hot desking are automatically signed out after the limit is reached.

Go to Phone System Management->Company Info->Account Settings->Settings->Desk Phone->Hot Desking Session Timeout, to set the duration.



15.6 View Phones with Hot Desking and Remotely Signing-out

1. Sign in to the Zoom web portal.
2. In the navigation menu, navigate to the page for assigned devices or common area phones
 - Assigned phone: Click Phone System Management then Phones & Devices.
 - Common area phone: Click Phone System Management then Users & Rooms. Click the Common Area Phones tab.



If you signed up for a new Zoom account after May 21, 2022; or the New Common Area Experience is enabled on your account, common area phones have migrated to the new Common Area tab in the Users & Rooms page.

3. See the Hot Desking column to see which phones with hot desking enabled are currently signed in.



Note: To see if a device has hot desking enabled, click the phone's display name to view its settings.

4. (Optional) Select Only show Hot Desking devices that are signed in.
5. In the Hot Desking column, click Sign out for the associated phone to sign out of the active hot desking session.

Assigned Unassigned

Analog Telephone Adapter and Shared Office management functions are now migrated to "Common Area" and "Phones & Devices" sections. Common Area is used to create a profile/extension and then IP Phones, Analog Telephone Adapters, or Zoom Phone Appliance devices can be added to the Common Area to create a consistent workflow with managing Zoom Phone users.

Note: Zoom Phone Appliance devices can be assigned to Common Area. To manage Zoom Phone Appliance, please go to [Device Management](#)

Add Export ⓘ

Q Search by User, Ext., MAC Address, or IP Address

Device (All) Brand (All) S

Device (All)

HaaS

Hot Desking (Signed In)

Assigned to User

Assigned to Common Area

Devices with unprovisioned extensions

You have 13 device(s) that need to be provisioned.

☐ Show unprovisioned devices only

<input type="checkbox"/>	Display Name	Device Type	MAC Address	Assigned To	Status	Address
--------------------------	--------------	-------------	-------------	-------------	--------	---------

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Document #: LTRT-28109

