

How to Manage Zoom Voicemail Settings

<https://kb.ucdavis.edu/?id=10090> ■

Record a Voicemail Greeting

1. Navigate to zoom web portal via the link - <https://ucdavis.zoom.us/profile>
2. In the left menu, click on **Phone**, then click on the **Settings** tab.
A screen shot of a computerDescription automatically generated
3. Scroll down to the **Call Handling** section.
4. Under **Greeting & Leave voicemail instructions**, click on the **Edit** link.
5. From the drop-down menu, select **Add Audio**.
A screenshot of a computerDescription automatically generated
6. Click the **Record by Computer** tab.
7. You will then be prompted to enter or select an **Asset Name** (e.g., Joe Bruin's Voicemail), **Category** (e.g., Voicemail Greeting), and **Language** (e.g., American English).
8. Under the Record Audio section, click on the **Record** button to begin recording your voicemail.
A screenshot of a video callDescription automatically generated
9. To stop the recording click the **Stop** button.
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10. To listen to the recording, click the **Play** button.
11. To re-record a voicemail, click the **Record Again** link.
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12. Once you are satisfied with your recording, click the **Add** button to save your voicemail recording.
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Add a Voicemail Using Text to Speech

1. Click the **Phone** link located in the left menu.
2. Click the **Settings** tab.
A screen shot of a computerDescription automatically generated
3. Scroll down to the **Call Handling** section.
4. Under **Greeting & Leave Voicemail Instruction**, click on the **Edit** link.
5. From the drop-down menu, select **Add Audio**.
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6. Click the **Text to Speech** tab.
7. You will then be prompted to enter or select an **Asset Name** (e.g., Bob Park's Voicemail), **Category** (e.g., Voicemail Greeting), **Language** (e.g., American English), and **Voice** (e.g., Kevin-Male).
8. In the **Message to Play** text box, type in the desired message for your voicemail greeting (e.g., "Hi this is Bob Park, please leave a message").
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9. To preview your voicemail message, click the **Play** link in the lower left of the **Message to Play** section.
10. When you are satisfied with your recording, click the **Add** button to save your recording to the system.
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Upload Voicemail Audio

1. Click the **Phone** link located in the left menu.
2. Click the **Settings** tab.
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3. Scroll down to the **Call Handling** section.
4. Under **Greeting & Leave Voicemail Instruction**, click on the **Edit** link.
5. From the drop-down menu, select **Add Audio**.
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6. Select the **Upload** tab.

7. You will then be prompted to enter or select an **Asset Name** (e.g., Bob Park's Voicemail), **Category** (e.g., Voicemail Greeting), and **Language** (e.g., American English).
8. Click the **Upload** button to search for the .mp3 or .wav file that you would like to upload from your computer. Note: Each file must be **less than 10 MB**.
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9. Click the **Add** button to save your audio to the system.
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Manage Voicemail

1. Click the **Phone** link located in the left menu.
2. Click the **Voicemail** tab.
3. All voicemails received will be displayed.
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4. There are several ways to filter your voicemails:
 - Enter a **From** and **To** date
 - Search by **Name, Ext.** or **Number**
 - Click the **Status (All)** dropdown menu to filter by **Status (All), Unread Read** or **Follow Up**.
 - Click the **Type (All)** dropdown menu to filter by **Type (All), Normal, Spam,** or **Maybe Spam**
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5. Click the **Play** button in the voicemail column to listen to a voicemail.
6. Click the **Download** button to export a voicemail to your computer.
7. Click the **3 Dots** icon to delete a voicemail (Note: if you do not see it, expand your window).
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8. Alternatively, to Delete a voicemail, select the desired voicemail entry and click the **Delete** link.
9. Or, to block an phone number, select the desired voicemail entry and click the **Block** link.
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