

Step-By-Step Instructions

Separate Output for Ringtone

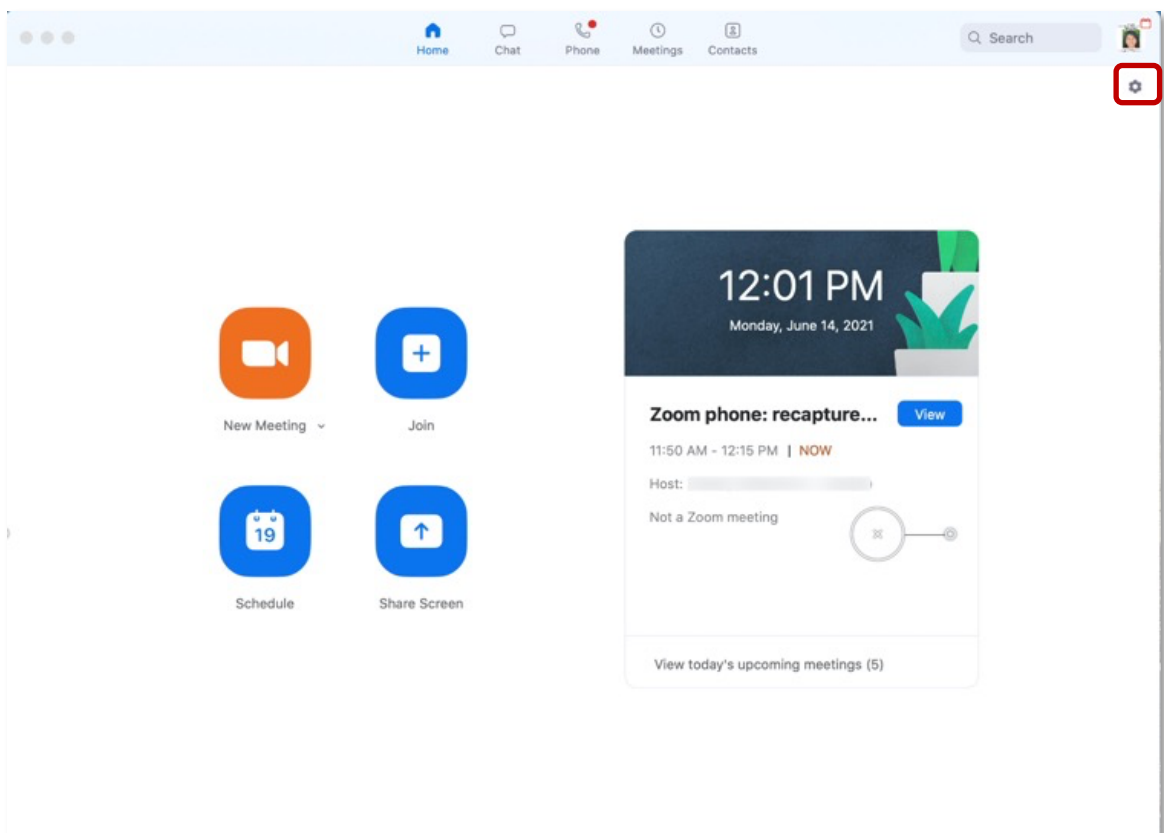
When using headphones with your computer, you may have all audio played through the headphones. And you may miss the notification ringtone for Zoom calls or meetings when you walk away from your computer or do not have your headphones on.

You can choose to configure a second audio output device to be used specifically to play ringtone notifications that you will hear even if you don't have your headphones on.

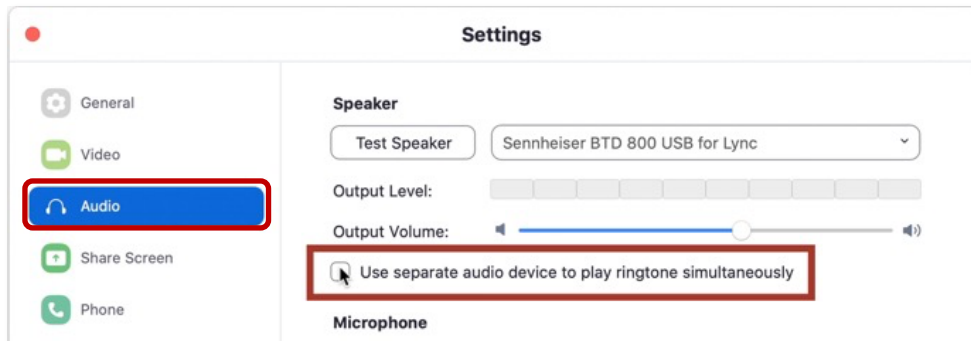
Note: This secondary device will only be used to play the ringtone.

To configure these audio settings, make sure you are logged into your Zoom desktop application.

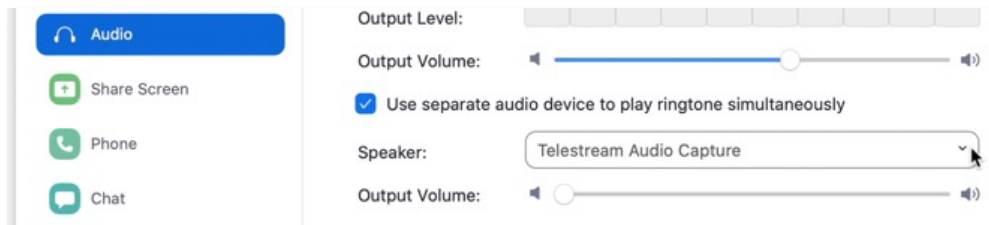
1. Click on the **Settings** icon in the top right-hand corner.



2. In the **Settings** pop-up window click on the **Audio** tab in the left side navigation. In the **Speaker** section, your standard setup displays the speaker you use to hear sound when using Zoom phone or while in a Zoom meeting.
3. Check the **Use separate audio device to play ringtone simultaneously** checkbox.



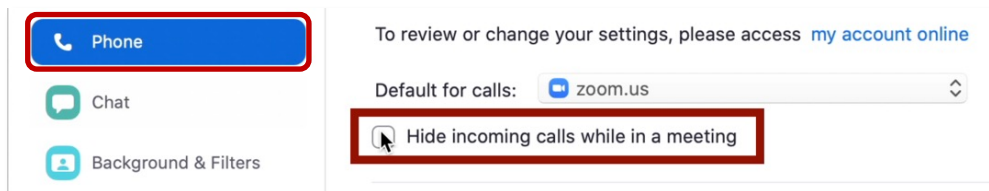
4. Select a new output device from the **Speaker** drop-down menu and adjust the **Output Volume** as needed.



Hide Incoming Calls

If you do not wish to be disturbed with incoming calls while you're in a meeting you can choose to hide incoming calls.

1. Click the phone tab in the left side navigation.



2. Check the **Hide incoming calls while in a meeting** checkbox.
Note: This setting only applies to the Zoom desktop client.

Contact UITS-Telco@arizona.edu to establish, change, or remove telephone services or features. Contact the 24/7 Support Center (<http://247.arizona.edu>) for Zoom app issues or service outage. Start an on-line chat at <https://support.arizona.edu> or call 520-626-TECH (8324) or toll-free at 887-522-7929.