Step-By-Step Instructions

The default caller ID displayed when you make external calls will not show your personal name. It will, however, show the number or extension you are calling from. The internal Zoom phone to Zoom phone default caller ID will show the name associated with your Zoom profile. Instructions on how to edit your profile are covered on page 4 of this document.
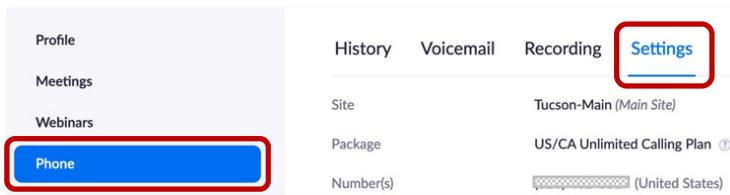
If you have a direct phone number or a calling plan, you can hide your caller ID altogether. There are multiple ways to hide your caller ID.
Note: This feature may not be effective in all countries or regions.

Zoom Web Portal – Hide Caller ID

You can use the Zoom web portal to hide your caller ID.

1. Begin by logging into the Zoom web portal at **arizona.zoom.us**
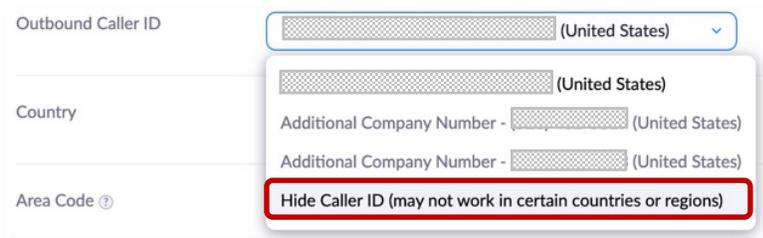2. Navigate to the **Phone Settings** tab.

3. Scroll down and click on the **Outbound Caller ID** drop-down menu.
   Note: You won't see the **Caller ID** drop-down menu if you don't have any direct phone numbers or a calling plan.

4. Select **Hide Caller ID**.

5. Then click **Save.**
   This is a persistent global setting. It controls the caller ID setting in your desktop and mobile app and is set until you change it. Your desktop and mobile app will update without having to restart.

Desktop or Mobile App - Hide Caller ID

You can alter your caller ID on a call-by-call basis when using the desktop app or the mobile app.
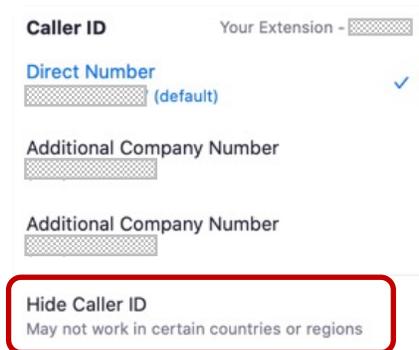
1. Launch the Zoom app and navigate to the Phone tab.

   The Caller ID menu is located below the dial pad.

2. Click or tap the Caller ID menu and select **Hide Caller ID**.


   This is a temporary setting that is specific to the soft-phone (desktop app or mobile app) you are using. If you quit Zoom, the setting returns to match your setting found in the Zoom web portal.

3. Alternatively, dial ***67** to hide your caller ID before you dial a phone number when placing a call.

   A Notice appears alerting you that blocking your caller ID may not work in some countries or regions.

   Click **OK** to close the window and allow the call to go through.
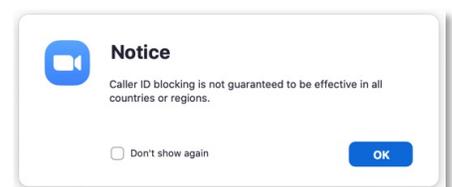
Select Alternate Caller ID

If you have access to additional phone numbers, you can select them as your outbound caller ID instead. Users who have been granted delegation privileges or are associated with Shared Lines or Call Queues may wish to take advantage of this functionality.
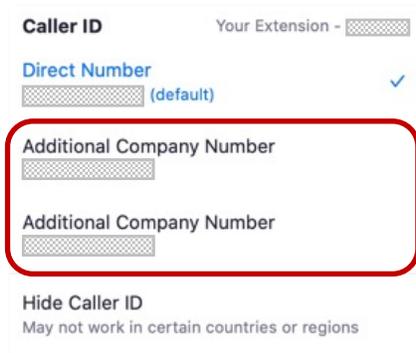
For example, someone working in the UA Bookstore may choose to select the UA Bookstore as their outbound caller ID when making a general call. So that any return call from the recipient will route to the UA Bookstore and not the individual.

The display name for each number is there to help you identify the phone number. It is not the caller ID name displayed to the receiving party.

Again, you won't see the **Caller ID** drop-down menu if you don't have any direct phone numbers or a calling plan.
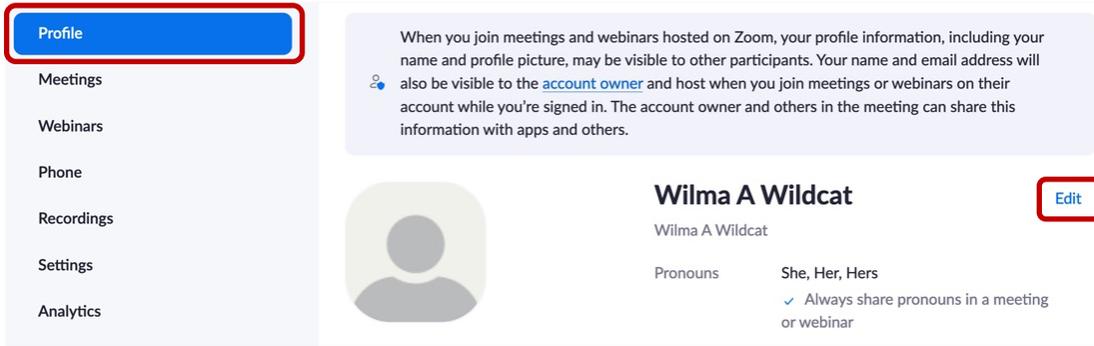
Caller ID on Transfers

When you transfer or forward calls to an external number, the receiving party will see your caller ID. They will not see the caller ID of the party that is being transferred or forwarded.

Edit Your Profile Name
Reflected in internal calls only

You can change the name displayed in your profile for internal Zoom phone to Zoom phone calls as well as how you are listed in the Zoom phone search.

1. Begin by logging into the Zoom web portal at **arizona.zoom.us**
2. Navigate to the **Profile** tab and click the **Edit** link for your name.

3. Update the desired fields.

4. Scroll down and click Save.

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.