

How do I set up my voicemail in Zoom?

While signed in to Zoom:

STEP 1

In the left navigation menu of the [FSU Zoom web portal](#), select **Phone**.

STEP 2

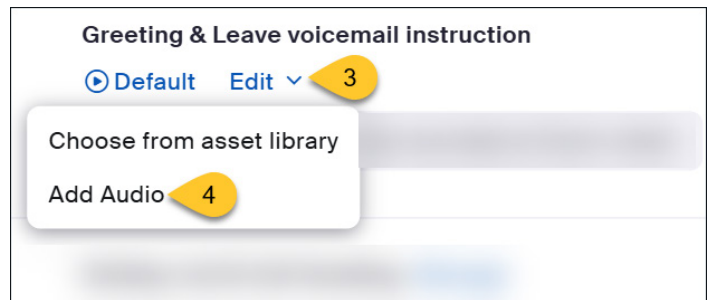
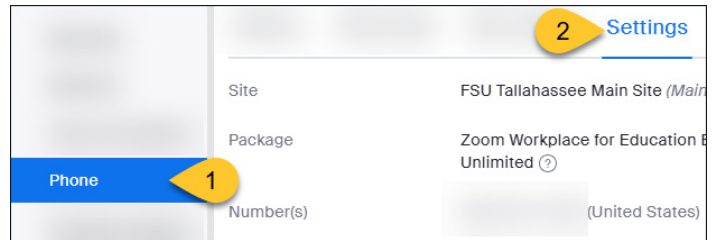
Select the **Settings** tab.

STEP 3

In the *Call Handling* section, under the *Greeting & Leave voicemail instruction* area, select **Edit**.

STEP 4

Select **Add Audio**.



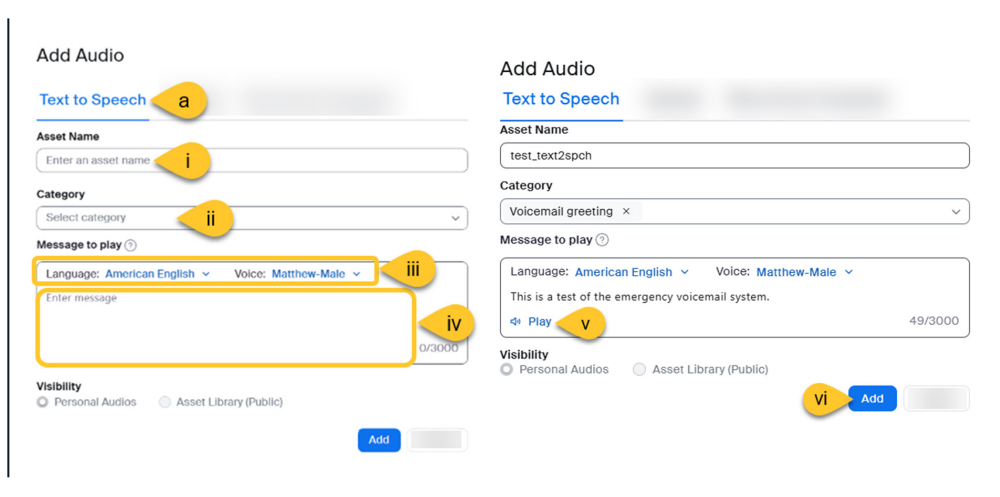
STEP 5

You have three choices of media:

Text to Speech

You can convert text to speech if you want a quick and easy method to generate audio.

- Enter the **Asset Name**.
- Select the **Voicemail greeting** category.
- Select the **Voice** language and style.
- Enter your voicemail message.
- Select the **Play** button to hear your message and adjust choices as needed.
- Select the **Add** button when satisfied.



Upload

Allows you to use a pre-recorded audio file. (.mp3 or .wav formats only, <10MB file size)

- i. Enter the **Asset Name**.
- ii. Select the **Voicemail greeting** category.
- iii. Select the **Upload** option.
- iv. Select your desired audio file.
- v. Select the **Add** button.

Record by Computer

You can record custom audio directly in the Zoom web portal.

NOTE: To use this function, you must have a functioning microphone and your browser must have microphone permission. You may also need specific browser permissions for Chrome, Firefox or other browsers.

- i. Enter the **Asset Name**.
- ii. Select the **Voicemail greeting** category.
- iii. Select the **Record** button to record your message.
- iv. Select the **stop** button to stop recording.
- v. Select the **Play** button to hear your recording.
- vi. If desired, select **Record Again** to redo your message.
- vii. If satisfied with the recording, select the **Add** button.

NOTE

For any of these methods, the file name(s) can be changed on the *Asset Library* page by clicking the edit option to the right of the file name.

When a call is not answered

Forward to voicemail / videomail v

Allow callers to reach an operator

Allow callers to check voicemail

Greeting & Leave voicemail instruction

test_text2spch Edit v

Videomail greeting can be recorded at Zoom client.

