

## Voicemail

If you chose the voicemail option in Settings, Zoom Phone forwards all unanswered and declined inbound calls to your voicemail. You can use the Zoom desktop or mobile app or the web portal to **play and manage your voicemail messages.**

You will also receive an email with an attached .mp3 file. If you delete the email, the voicemail will still be in the Zoom app. If you delete the voicemail in the Zoom app and have not directly deleted the email, you will still have the message in your email.

The Zoom app, web portal, and email will also provide a transcription of the message.

