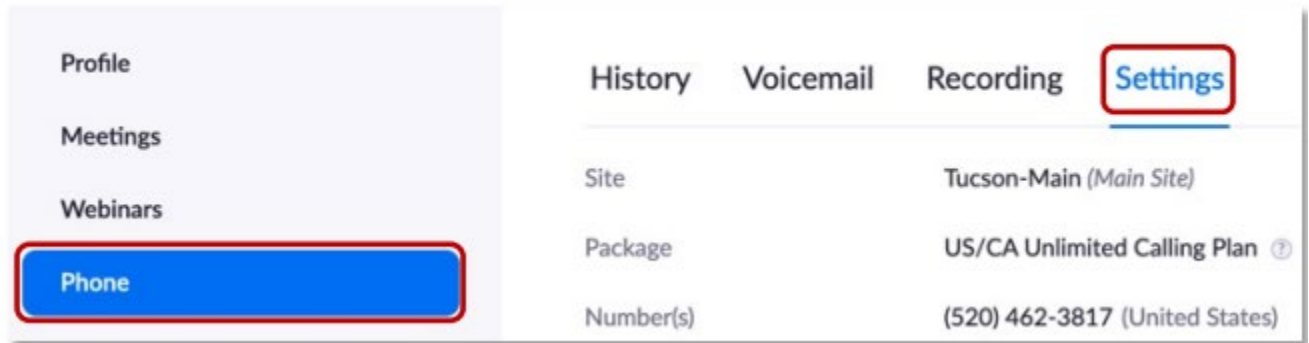


Phone Settings Customize Business and Holiday Hours

You can customize your Business and Holiday Hours to reflect the times when you will answer calls that come to your Zoom phone. This document provides step-by-step instructions on making these customizations.

To set your business hours, make sure you are logged in to the Zoom web portal (arizona.zoom.us) and have navigated to the Phone Settings tab.



1. Scroll down to the Call Handling section and click on the Edit link for Business Hours. It's the first edit link in this section.



2. Click the Custom Hours radio button.

3. Select your standard workdays and times and click OK. Calls that come outside of the business hours you set will go directly to voicemail. You can also add holiday and vacation hours for times when you are out of the office.

NOTE: You can adjust these as you choose, at any time, by going to Settings, Profile and Edit My Profile

Business Hours

☐ 24 Hours, 7 Days a Week
☒ Custom Hours

<input type="checkbox"/> Sun	From	9:00 AM	To	6:00 PM	<input type="checkbox"/> 24 Hours
<input checked="" type="checkbox"/> Mon	From	9:00 AM	To	6:00 PM	<input type="checkbox"/> 24 Hours
<input checked="" type="checkbox"/> Tue	From	9:00 AM	To	6:00 PM	<input type="checkbox"/> 24 Hours
<input checked="" type="checkbox"/> Wed	From	9:00 AM	To	6:00 PM	<input type="checkbox"/> 24 Hours
<input checked="" type="checkbox"/> Thu	From	9:00 AM	To	6:00 PM	<input type="checkbox"/> 24 Hours
<input checked="" type="checkbox"/> Fri	From	9:00 AM	To	6:00 PM	<input type="checkbox"/> 24 Hours
<input type="checkbox"/> Sat	From	9:00 AM	To	6:00 PM	<input type="checkbox"/> 24 Hours

4. In the Holiday Hours section, click the Manage link.

Holiday Hours

 Holiday List & Call Handling
 [Manage](#)

5. Then click the Add button

Phone > Settings > Holiday List & Call Handling

Holiday List & Call Handling

6. Enter the name of the holiday.

7. The July 4th holiday is used as an example in this scenario.

8. Select the start date click OK.

The screenshot shows the 'Add Holiday' form. The 'Name' field contains 'July 4th'. The 'From' and 'To' fields both show '2021-07-05 00:00'. A date picker is open, showing the month of July 2021. The date '5' is selected. The 'OK' button is highlighted with a red box.

9. Select the end date and click OK. Note: The time defaults to midnight in military time (00:00). You can edit this if desired.

10. Click Save. If you need to delete the dates for any reason, you can use the Delete button at the bottom of the screen. Follow the same steps to add vacation time.

11. When you navigate back to the main Phone Settings page, you will see your dates displayed.

Holiday Hours		Holiday List & Call Handling Manage	
July 4th		2021-07-05 00:00	- 2021-07-06 00:00
vacation		2021-07-06 00:00	- 2021-07-07 00:00