

Set Caller ID

Calls made external from the University will show The University of Arizona. Your name appearance may be different depending on the telephone service provider used by the person you are calling.

There are multiple ways to hide your caller ID, so that the receiving party will see UNKNOWN or ANONYMOUS and no caller ID number. (This may not be effective in all countries or regions.)

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.

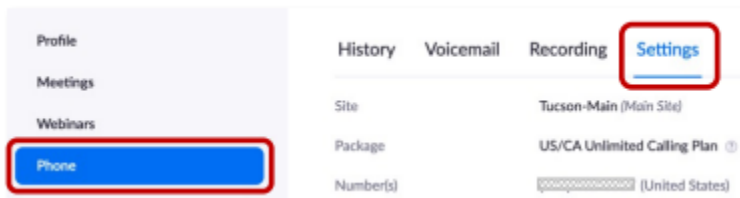
If you have a direct phone number or a calling plan, you can hide your caller ID altogether. There are multiple ways to hide your caller ID.

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.

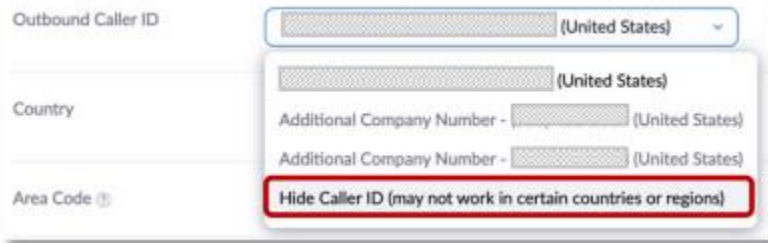


3. Scroll down and click on the Outbound Caller ID drop-down menu.

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.



A screenshot of the Zoom settings interface. The 'Outbound Caller ID' section is expanded, showing a dropdown menu with the following options: a masked number (United States), another masked number (United States), 'Additional Company Number - [masked] (United States)', another 'Additional Company Number - [masked] (United States)', and 'Hide Caller ID (may not work in certain countries or regions)'. The 'Hide Caller ID' option is highlighted with a red rectangular border.

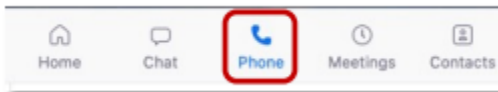
5. Then click Save.

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.

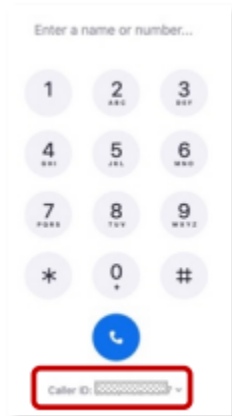
Desktop or Mobile App - Hide Caller ID

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.



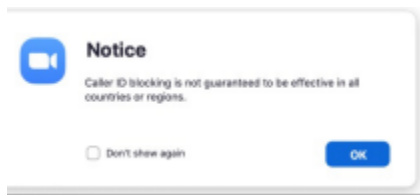
The screenshot shows a 'Caller ID' settings window. At the top, it says 'Your Extension -' followed by a masked number. Below this, there are three input fields: 'Direct Number' (with a checkmark and '(default)'), 'Additional Company Number', and another 'Additional Company Number'. At the bottom, the 'Hide Caller ID' option is highlighted with a red rounded rectangle. Below this option, a small note reads 'May not work in certain countries or regions'.

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.



This screenshot is similar to the first one, showing the 'Caller ID' settings. However, in this version, the two 'Additional Company Number' input fields are highlighted with a red rounded rectangle. The 'Direct Number' field is still at the top with a checkmark, and the 'Hide Caller ID' option is at the bottom with its associated note.

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.

For internal calls, your Zoom phone name appears. If you wish to change the way your name shows (e.g., if you go by your middle name or a nickname), you can change it in the [UA Zoom web portal](#). Log in and navigate to go to the **Profile tab**.