Disguising Caller ID in Zoom Phone

Caller ID is a phone system feature that allows the person you're calling to see your name and number. A caller ID consists of two parts:

- The **caller ID number** is the phone number attached to the caller.
- The **caller ID name** is the name displayed in the text with the caller ID number.
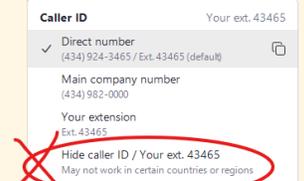
You can see your outbound caller ID number below the dial pad in the Zoom desktop app or mobile app. Click the **Caller ID** menu to display your available caller ID numbers.

You can change your outbound caller ID number to the following direct numbers (if applicable to you):

- Your own direct number(s)
- Main company number: 434-982-0000. (goes to UVAH Contact Center)
- Direct numbers that belong to the delegator (if you're a delegate in a call delegation setup)
- Direct numbers that belong to the shared line group you're a member of
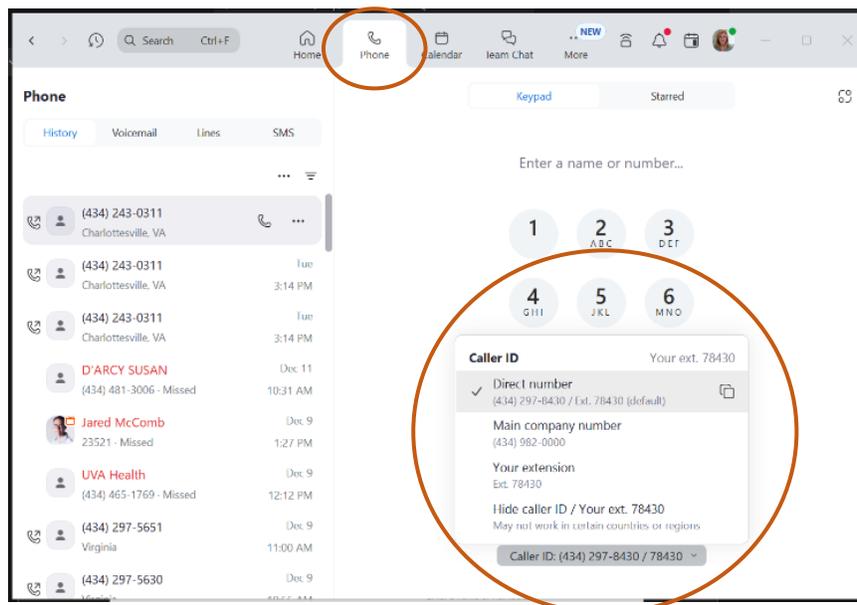- Call queue direct numbers (if you're a member of the call queue)

! Important Note: It is not recommended to use the option to "Hide caller ID". This will come to the receiving caller as "Call Blocked" or some carriers will not even allow the call to go through.

To set/disguise your caller ID in the **Zoom Application** (SOFTPHONE)

1. Navigate to the "Phone" tab within the Zoom Desktop Client

2. Click the **down arrow** next to your direct number to display what numbers are available to you. Select the appropriate number and make the call as you normally would from the application. The selection will save until you change it again.

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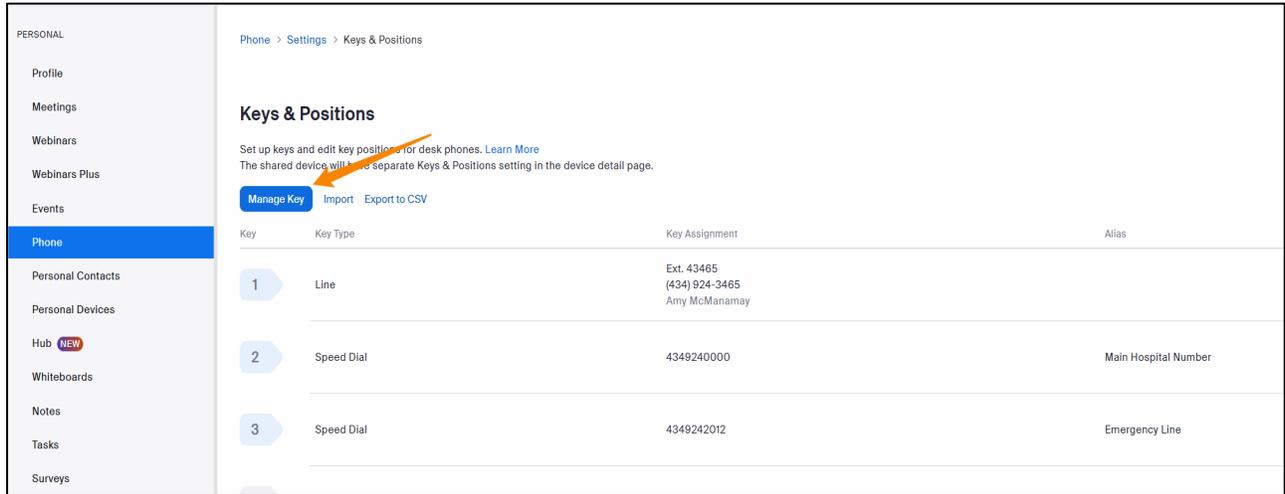# To set/disguise your Caller ID on your **DESK PHONE**:

Pre-requisite: The desk phone must be assigned to you. You can tell if the phone is assigned to you by checking the screen. If the phone is assigned to you, the top line will list your name.
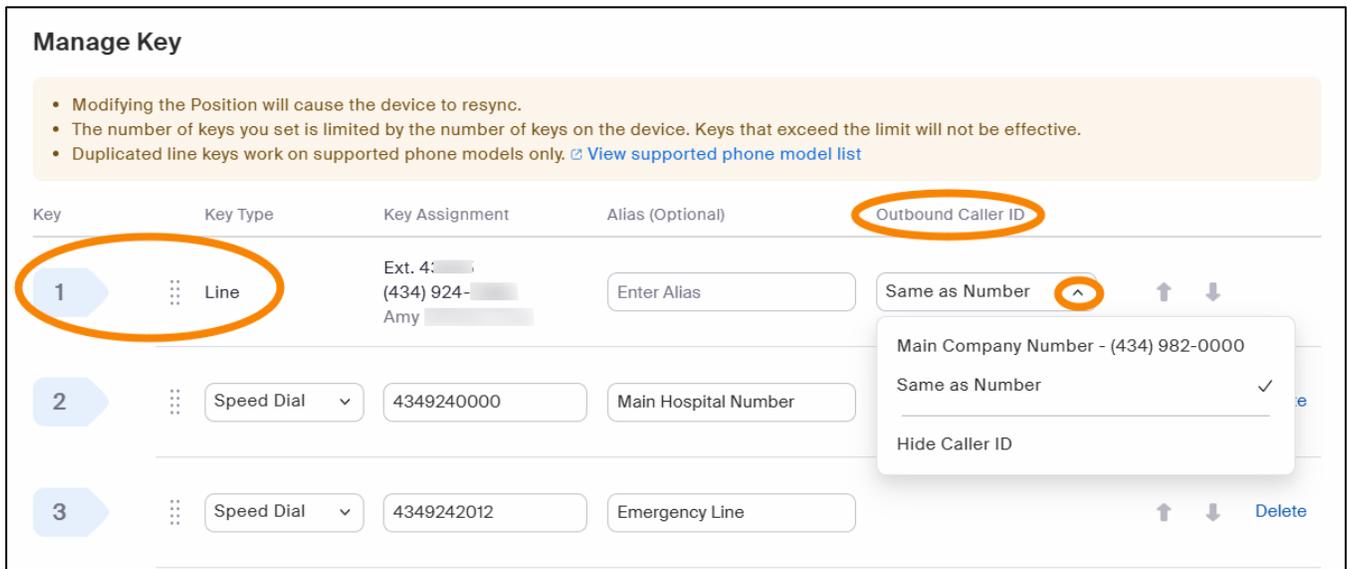

If there is only an extension number listed, the phone is not assigned to you. To have it assigned to you, open a ticket with the HIT Service Desk.

1. Go to Zoom Phone - Settings
2. Scroll to **Desk Phone > Keys & Positions**. Click **View or Edit**
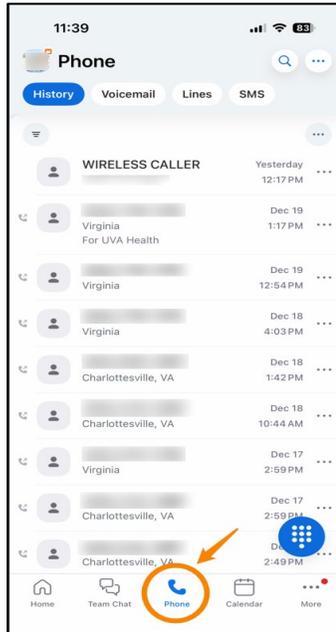
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3. Click **Manage Key**

4. On **Key 1** labeled **"Line"** select the drop down arrow under "Outbound Caller ID" and select the **Caller ID** you would like to use for your phone.
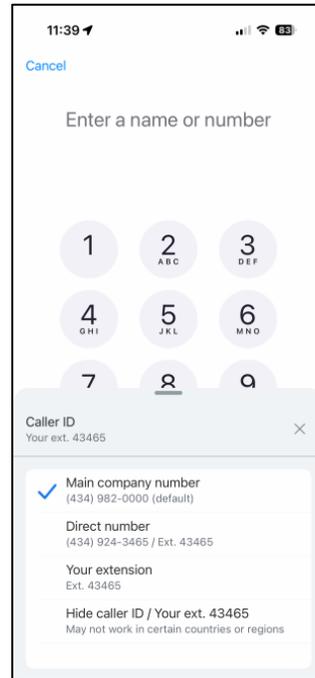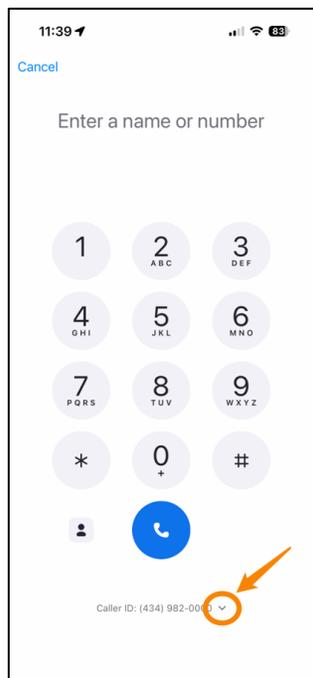
To set/disguise your caller ID in the **Zoom App** (iPhone)

1. Open the Zoom App and Navigate to the "Phone" tab within the Zoom Desktop Client

2. Click the **down arrow** next to your direct number to display what numbers are available to you. Select the appropriate number and make the call as you normally would from the application. The selection will save until you change it again.

Please visit the Zoom Phone Setup Guide for more information on how to set up and use Zoom Meetings or Zoom Phone on your desktop and mobile device.

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