

ConvergIA Zoom Phone Cloud Peering or Zoom App

Prerequisite

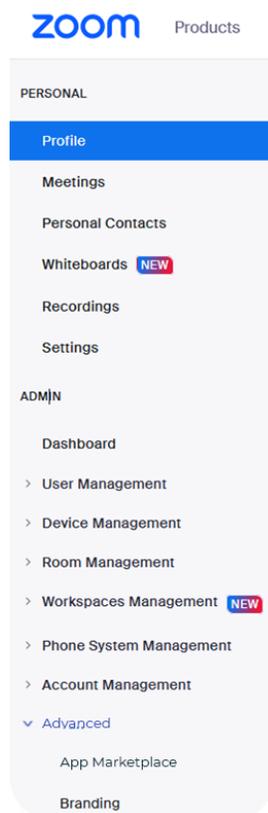
- A **ConvergIA Zoom Phone Cloud Peering** Portal account
- Your Zoom account should have permission to install apps
- The Zoom account that require a Public Phone Number needs a Zoom Phone license.

Install the **ConvergIA Zoom Phone Cloud Peering** for Zoom App from Zoom Marketplace

The goal of this process is to allow **ConvergIA Zoom Phone Cloud Peering** to assign Phone Number to your Zoom account. If you face any issues, refer to: [Troubleshooting](#)

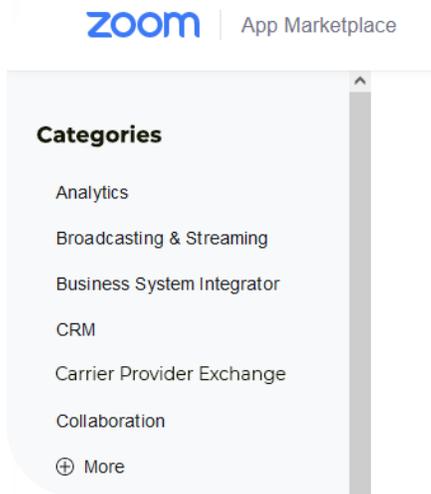
1. Login on your zoom account: <https://zoom.us/profile>
2. From the left menu, select **Advanced / App Marketplace**

Figure: Start Zoom Marketplace



3. On the **Categories**, select **Carrier Provider Exchange**

Figure : Start CPE

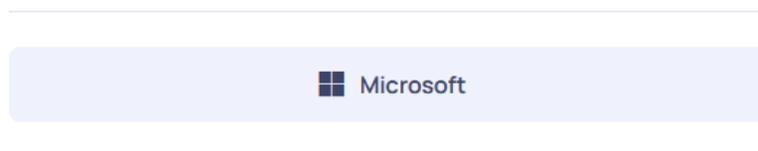


4. From the list, select **Convergia Zoom Phone Cloud Peering for Zoom App**
5. Read the App details (Requirements, Permissions, Scopes, ...)
6. Select the **Add** button to start the App installation.
7. Select the **Allow** button to allow the App to access your account resources.
8. You are now being redirected to the **Convergia Zoom Phone Cloud Peering** portal.

Figure : RC Login

Sign In

Please sign in so we can apply your new numbers.



9. Sign In using your **Convergia Zoom Phone Cloud Peering** account
10. **Convergia Zoom Phone Cloud Peering** is now allowed to assign Phone Number to your Zoom account.



Review order

Assign Phone Number provided

On the Zoom portal, you can assign the number from your order:

1. Login on your zoom account: <https://zoom.us/profile>
2. Go to **Phone System Management / Phone Numbers**
3. Select **Unassigned**
4. You can assign the number from your order to a Zoom user

Remove the Apps

Once the App is removed you can't order new numbers and the call to/from existing number won't work anymore. This WILL NOT cancel the contract with **Convergia Zoom Phone Cloud Peering**. Please contact our service to end the contract.

1. Login to your Zoom Account and navigate to the Zoom App Marketplace.
2. Click **Manage** >> **Added Apps** or search for the "**Convergia Zoom Phone Cloud Peering for Zoom**" app.
3. Click the "**Convergia Zoom Phone Cloud Peering for Zoom**" app.
4. Click **Remove**.

