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: <u>Troubleshooting</u>

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

Figure: Start Zoom Marketplace

ZOOM Products
PERSONAL
Profile
Meetings
Personal Contacts
Whiteboards NEW
Recordings
Settings
ADM İ N
Dashboard
> User Management
> Device Management
> Room Management
> Workspaces Management NEW
> Phone System Management
> Account Management
 Advanced
App Marketplace
Branding



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3. On the Categories, select Carrier Provider Exchange

Figure : Start CPE	
ZOOM App Market	place
Categories	
Analytics	
Broadcasting & Streaming	
Business System Integrator	
CRM	
Carrier Provider Exchange	
Collaboration	
⊕ More	

- 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

Voice

Sign In

Please sign in so we can apply your new numbers.

Microsoft

- 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.





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Review order

Assign Phone Number provided

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

- 1. Login on your zoom account: <u>https://zoom.us/profile</u>
- 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.
- 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**.



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