



Connector for Zoom Phone

Set Up Guide

Version 4 (Feb 2024)

The Pure IP Connector for Zoom Phone allows you to add external calling to your Zoom account using Pure IP's cloud-based global voice network through a trusted integration between the two.

Using the Pure IP app, customers can order new telephone number, upload the numbers to their Zoom account and also remove them where necessary. This document is designed to provide a step-by-step guide of how to get set up and started with the Pure IP Connector for Zoom Phone.

QUICK LINKS TO OPTIONS

Please click on the appropriate option for the specific instructions for the Pure IP Customer Portal

1. [Prerequisites](#)
2. [Step-by-Step Guide – Installing from the Zoom Marketplace](#)
3. [Step-by-Step Guide – Installing from your Zoom Account](#)
4. [Using the Pure IP Customer Portal – Adding new numbers](#)
5. [Using the Pure IP Customer Portal – Adding existing numbers](#)
6. [Using the Pure IP Customer Portal – Removing numbers](#)
7. [Deauthorizing Pure IP from Zoom](#)

PREREQUISITES

Below are the main pre-requisites integrating Zoom with Pure IP:

- Paid Zoom account

- Permission to install apps to your Zoom account

- The users who will be assigned Pure IP telephone numbers should be licensed with Zoom phone license

- A Pure IP account with access to the Pure P Customer portal

INSTALLING FROM THE ZOOM MARKETPLACE

Installing from the Zoom Marketplace

1. As a Zoom admin, login to your Zoom account and navigate to the Zoom Marketplace
2. Search for **Pure IP** and click the app.
3. If the app is not pre-approved, click **Approve use of this app**.
4. Click **Visit Site to Add**. You will be presented with the Pure IP Connector for Zoom page



Want to order Zoom Phone Services?

Existing Customers	Not yet using Zoom Phone?
If you are already using Zoom Phone with Pure IP voice services, click below for direct access our secure online order form via the app. Please have your login information to hand.	If you are not yet using Zoom Phone, or are new to Pure IP, click below and complete the form to start your Zoom journey. One of the team will be in touch to get you set up.
Add to Existing Services	Get Started
	Please be aware that we have a minimum new order quantity of 100 numbers (50 numbers in Australasia).

5. If you do not have a Pure IP account at this point, click on the Get Started button and fill in your details on the new registration page and a Pure IP representative will be in touch to help you with your initial order and to get your Pure IP Account setup
6. If you already have a Pure IP account, simply click on Add to Existing Services button to continue
7. You will be redirected to the Pure IP Customer portal login page

Pure IP

Email Address and Password sign in

DemoUser@Pure-ip.com

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[Forgot your password?](#)

[Email sign in](#)

Microsoft Azure Active Directory sign in

[Microsoft Azure Single Sign On](#)

8. After logging in, click on "Install the Pure IP – Zoom App"

Pure IP App for Zoom

[Install the Pure IP app for Zoom](#)

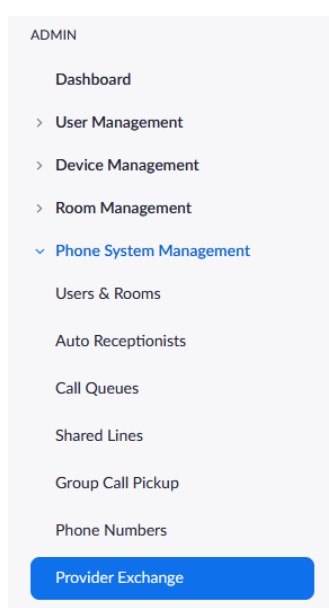
9. After selecting the Pure IP – Zoom App installation, a Zoom authorization page will load. Click on authorize. You are now ready order new Pure IP numbers for your Zoom account

10. You can now login to the Pure IP Customer portal to place an order for Pure IP numbers and services, as well upload the numbers to your Zoom account.

INSTALLING FROM YOUR ZOOM ACCOUNT

Installing from you Zoom admin account

1. As a Zoom admin, login to your Zoom account and in the left-hand side menu, navigate to **Admin > Phone System Management > Provider Exchange**



2. Search for **Pure IP**

Provider Exchange

All Providers

3. Click the **Connect** link next to one of the countries in the list and you will be presented with the Pure IP Connector for Zoom page



Want to order Zoom Phone Services?

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If you are already using Zoom Phone with Pure IP voice services, click below for direct access our secure online order form via the app. Please have your login information to hand. Add to Existing Services	If you are not yet using Zoom Phone, or are new to Pure IP, click below and complete the form to start your Zoom journey. One of the team will be in touch to get you set up. Get Started Please be aware that we have a minimum new order quantity of 100 numbers (50 numbers in Australasia).

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Pure IP

Email Address and Password sign in

DemoUser@Pure-ip.com

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[Forgot your password?](#)

[Email sign in](#)

Microsoft Azure Active Directory sign in

[Microsoft Azure Single Sign On](#)

7. After logging in, click on "Install the Pure IP – Zoom App"

Pure IP App for Zoom

[Install the Pure IP app for Zoom](#)

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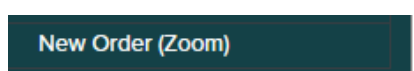
USING THE PURE IP CUSTOMER PORTAL – NEW NUMBERS

Ordering new numbers

1. Click on Orders



2. Click on New Order (Zoom)



3. Select the Country

Place a New Order

Add numbers and services to your order

Select either to add new numbers, port in your existing numbers into Pure IP, or Additional Services if you require c

Solution: Zoom

Add New PSTN Numbers ☒ Port in Existing Numbers ☐

Country: United Kingdom Number Type: Add to Order

- Complete the above boxes with the details for your required numbers and then add them to your order (summ
- Add as many lines as you need
- If any additional Channels are required, these will be automatically calculated and added to the order summar

Order Summary

Notes

[Next](#)

Channel Requirements will be calculated at this stage.

4. Select the Number Type, City and the Quantity. Click Add to Order.

CountryUnited Kingdom

Number TypeLocal/Toll

CityAbergavenny (441873)

Quantity2

Add to Order

Complete the above boxes with the details for your required numbers and then add them to your order (summary below)

5. The line will be added to the Order Summary with the pricing. Click Next

Order Summary

Order Type	Country	City	Number Type	Quantity	Monthly Rental	Total Monthly Rental	Setup	Total Setup
New Numbers	United Kingdom	Abergavenny	Local/Toll	2	£x.xx	£x.xx	£x.xx	£x.xx
Total						£x.xx		£x.xx

[Amend](#) [Remove](#)

Notes

United Kingdom Local /Toll
1. Local Address for Emergency Services.

[Next](#)

Channel Requirements will be calculated at this stage.

6. Verify the Order Administrator details.

7. Check the T&C and then click Place Order

Order Summary

Order Administrator: Order Administrator Email: [Update](#)

Address for Billing: 1212 Red door, ... 12145DH

Name of approver: Willem Fouche Email of approver: Willem.Fouche@pure-ip.co.uk [Amend](#)

Billing Currency: GBP

Contact Term: 12 Months

Order Summary

Order Type	Country	City	Number Type	Quantity	Monthly Rental	Total Monthly Rental	Setup	Total Setup
New Numbers	United Kingdom	Abergavenny	Local/Toll	2	£x.xx	£x.xx	£x.xx	£x.xx
Total						£x.xx		£x.xx

Notes

United Kingdom Local /Toll
1. Local Address for Emergency Services.

[Place Order](#)

If you are authorized to order on your organization's behalf, you can place the order immediately.

☐ Please tick this box to accept and acknowledge that your existing Terms and Conditions will apply to this order.

[Send for Approval](#)

If you need to send your order for approval, please ensure the correct signatory is selected above. A DocuSign will be sent to them immediately, and you will be notified by email when they have approved the order.

[Save for Another Time](#)

If you don't want to place the order now, but would like to save the details for the future, you will find saved quotes in the "View Quotes/Orders" area of your Pure IP Customer portal.

☐ Email copy to me

[Back](#)

8. If numbers or full automation aren't available, the below details will be displayed. Pure IP will then be in contact with the Customer via email as soon as the numbers have been allocated and it can be added to Zoom.

Order Information Required

The below information is required to start processing your Order.

Country	City	Required Details	Status
Close			

If numbers and full automation are available, the below details will be displayed.
Click Update Required Details

PureIP-Test-Customer (UK) (Willem.Fouche@pure-i

Order Information Required

The below information is required to start processing your Order.

Country	City	Required Details	Status	
United States	Seattle (1206)	Emergency Address Required.	Missing Data	Update Required Details
United States	San Francisco (1415)	Emergency Address Required.	Missing Data	Update Required Details
United Kingdom	Guildford (441483)	Emergency Address Required.	Missing Data	Update Required Details
Australia	Brisbane (6173)	Emergency Address Required.	Missing Data	Update Required Details

[Close](#)

9. Select or enter the address

Order #1005758 - Acquire Numbers

Step 1: Select the relevant country numbers using the drop down

Country

United Kingdom -> Guildford -> 1 numbers

Step 2: Add an Emergency Address for the selected numbers. Either chose from an existing address using the dropdown box or type a new address directly into the address fields. (Note: Emergency Services address information is a prerequisite to ordering new numbers in selected regions)

Existing Address	Aberystwyth - 20, Penglais, University place		
Building Name	University place		
Level #		Suite #	
Street Number	20	Street Name	Penglais
City	Aberystwyth		
Country	United Kingdom		
Zip	SY23 3FL		

10. Select the local dial code

Step 3: Select the preferred local dial code/prefix for your numbers from the options available from the dropdown box below

Local Dial Code:

11. Click Acquire Numbers

Step 3: Select the preferred local dial code/prefix for your numbers from the options available from the dropdown box below

Local Dial Code:

Step 4: Your numbers will appear below and have been allocated to your account.

[Acquire Numbers](#)[Back](#)

12. The allocated numbers will be displayed. Click back.

1904000001
1904000002

Step 5: We will proceed to configure and activate y

[Return to Order Summary](#)[Back](#)

13. Click Add numbers to Zoom

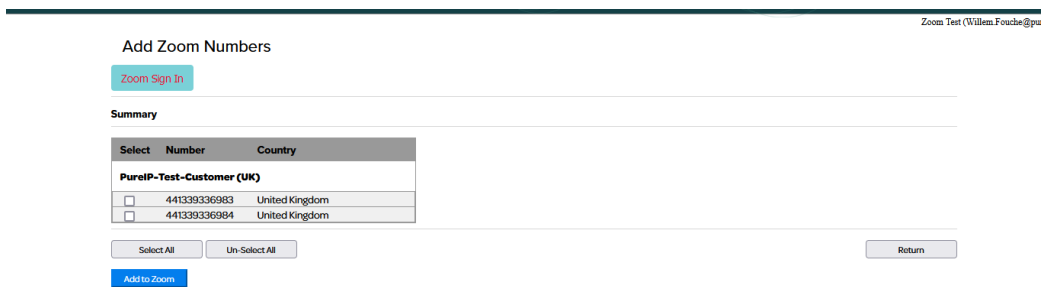
Order Information Required

The below information is required to start processing your Order.

Country	City	Required Details	Status	
United Kingdom	Aboyne (441339)	Emergency Address Required.	Pending Configuration & Testing	View Add Numbers To Zoom

[Close](#)

14. Click Zoom Sign In. Follow the sign in process.



Zoom Test (Willem.Fouche@pu)

Add Zoom Numbers

Zoom Sign In

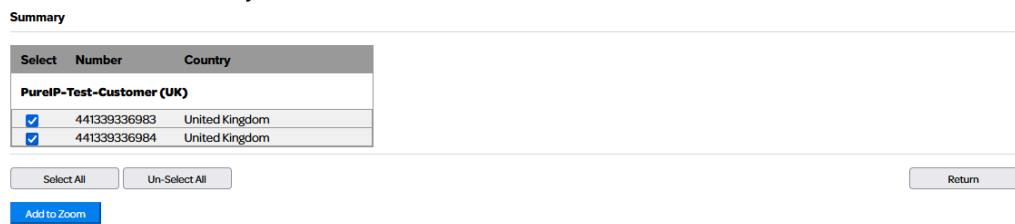
Summary

Select	Number	Country
PureIP-Test-Customer (UK)		
☐	441339336983	United Kingdom
☐	441339336984	United Kingdom

Select All Un-Select All Return

Add to Zoom

15. Select the Numbers that you want to Add. Click add to Zoom.



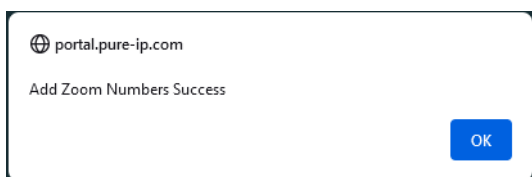
Summary

Select	Number	Country
PureIP-Test-Customer (UK)		
☒	441339336983	United Kingdom
☒	441339336984	United Kingdom

Select All Un-Select All Return

Add to Zoom

16. The below message will be displayed.



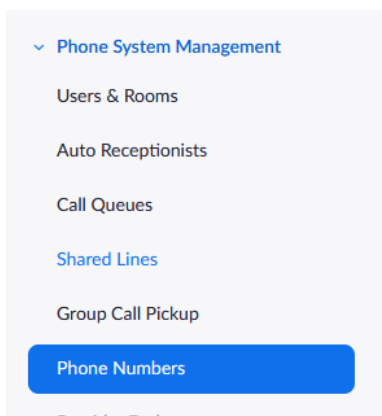
portal.pure-ip.com

Add Zoom Numbers Success

OK

17. Logon to Zoom

18. Click Phone System Management and then Phone numbers



Phone System Management

- Users & Rooms
- Auto Receptionists
- Call Queues
- Shared Lines
- Group Call Pickup
- Phone Numbers

19. Click Unassigned

Assigned **Unassigned** Ported Cloud Peering

Add Export

Q Search

Delete

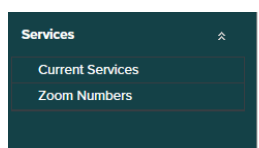
20. Make sure the numbers have been added.

☐	+44 1339 336983	United Kingdom	Toll Number	Incoming & Outgoing	Normal	Assign to
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USING THE PURE IP CUSTOMER PORTAL – EXISTING NUMBERS

Adding existing numbers to Zoom

- Click Services and then Zoom Numbers



- Click Zoom Sign In if you haven't signed in before. Follow the sign in process.

Zoom Numbers

Zoom Sign In

- Click view next to the required City/Country

Billing Entity

Zoom Test

Zoom Signed in

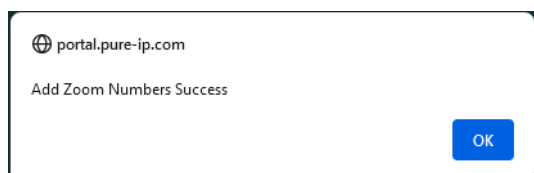
Summary				
Country	Type	City	Quantity	
Zoom Test				
Australia	Local/toll	Sydney (6127)	2	View
United Kingdom	Local/toll	Aboyne (441339)	2	View
United Kingdom	Local/toll	Birmingham (44121)	2	View

- Select the number/numbers you want to add. Click Add to Zoom

Zoom Numbers

Summary	
Country: United Kingdom , Type: Local	
Select	Number
Zoom Test	
☒	441339336983
☐	441339336984
Select All Un-Select	
Add to Zoom Update To Zoom	

- The following message will be displayed



The number will also be marked that it has been added

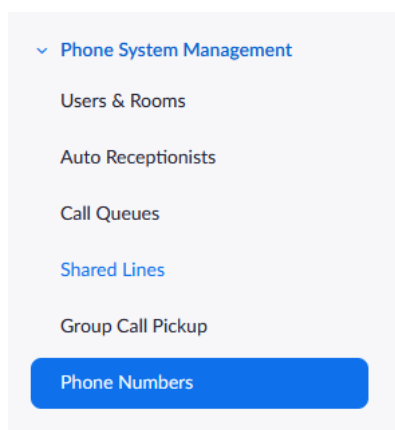
Zoom Numbers

Summary
Country: **United Kingdom**, Type: **Local/Toll**, City: **Aboyne (441339)**

Select	Number	In Zoom
Zoom Test		
☐	441339336983	✓
☐	441339336984	

6. Logon to Zoom

7. Click Phone System Management and then Phone numbers



8. Click Unassigned

Assigned **Unassigned** Ported Cloud Peering

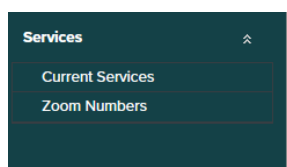
9. Make sure the numbers have been added.

☐	+44 1339 336983	United Kingdom	Toll Number	Incoming & Outgoing	Normal	Assign to
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USING THE PURE IP CUSTOMER PORTAL – REMOVING NUMBERS

Removing numbers from Zoom

1. First you need to unassign (or unbind) the number in your Zoom account
2. In the Pure IP Customer Portal, click Services and then Zoom Numbers



3. Click Zoom Sign In if you haven't signed in before. Follow the sign in process.

Zoom Numbers

Zoom Sign In

4. Click view next to the required City/Country

Billing Entity

Zoom Test

Zoom Signed in

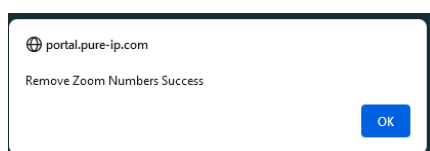
Summary				
Country	Type	City	Quantity	
Zoom Test				
Australia	Local/Toll	Sydney (6127)	2	View
United Kingdom	Local/Toll	Aboyme (441339)	2	View
United Kingdom	Local/Toll	Birmingham (44121)	2	View

5. Select the number/numbers you want to remove. Click Remove from Zoom

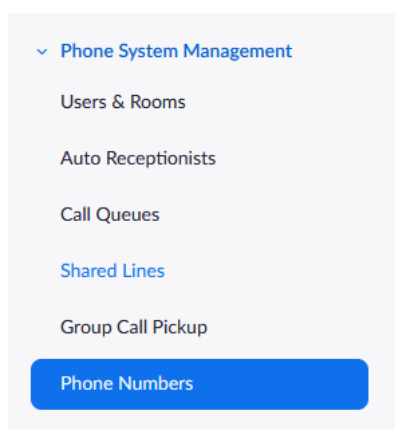
Zoom Numbers

Summary		
Country: United Kingdom, Type: Local/Toll, City: Aboyme (441339)		
Select	Number	In Zoom
Zoom Test		
☐	441339336983	✓
☐	441339336984	
Select All Un-Select All		
Add to Zoom Update to Zoom Remove from Zoom		

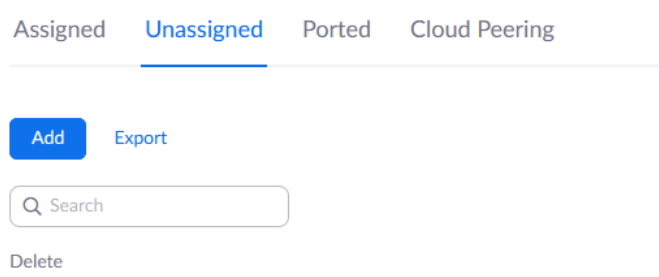
6. The below message will be displayed.



7. Logon to Zoom
8. Click Phone System Management and then Phone numbers



9. Click Unassigned



10. Make sure the number has been removed.

☐	+44 1339 336983	United Kingdom	Toll Number	Incoming & Outgoing	Normal	Assign to
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DEAUTHORIZING PURE IP FROM ZOOM

Deauthorizing Pure IP from Zoom **does not** cancel your account or services with Pure IP. New calls will not connect however they will still be allocated to your Pure IP account. If you wish to cancel your Pure IP services, please contact your Pure IP Account Manager or sales@pure-ip.com.

Steps to Deauthorize

1. Log into your Zoom account and open the App Marketplace
2. Click on Manage in the top right corner of the page



3. On the left-hand menu, select Installed Apps
4. Find Pure IP - Connector for Zoom and click on the app
5. Click on Uninstall