

Zoom Phone on Movius VirtualLine -Onboarding Guide: User Control based Deployment

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Onboarding Guide: User Control based Deployment

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Revision History

Rev	Date	Author	Description of Change
1	2026-2-20	Sushma Bijur	Initial document - User Level Enablement
2	2026-2-24	Vageesh Dwivedi	Added API Mode and Move from Sub-org to User Level enabled

Introduction

This document focuses on enabling **Movius MultiLine (ML) numbers** for Zoom Phone users within JPMC based on user level enablement. This integration allows secure voice and messaging capabilities while maintaining compliance and audit requirements.

Note: Movius MultiLine Numbers not associated with the MultiLine Application is called Movius VirtualLine.

Prerequisites

- **Accounts Required:**
 - Zoom Admin account for enabling Zoom - Movius PEX App.
- **Network & Security:**
 - Ensure Zoom SIP trunks are configured in PBX Group settings
- **Licensing:**
 - Movius MultiLine numbers provisioned by T-Mobile
- **Org Setup:**
 - Customers need to mention the org where the Zoom Flag must be allowed. Share the org with Movius team to allow Zoom to be enabled.

Authorization Steps

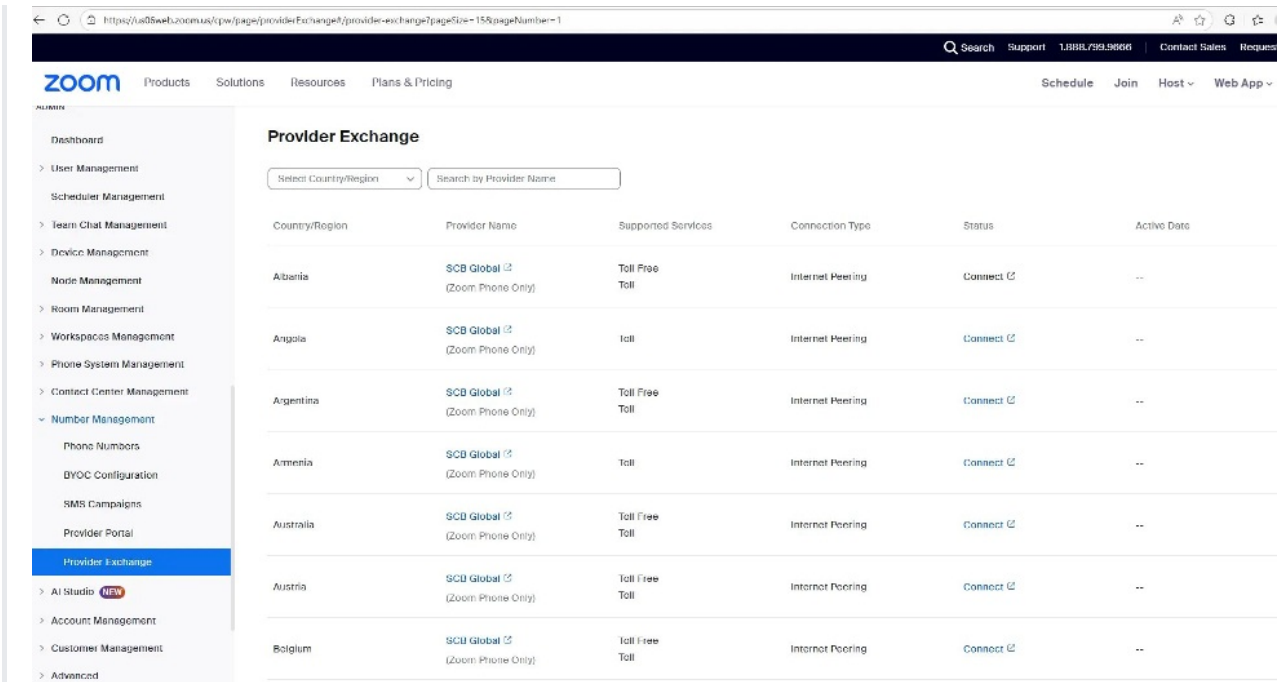
This section provides Step-by-Step instructions for Zoom administrators on how to authorize the Movius PEX App.

Portal: Zoom Admin Portal

User: Zoom Admin

Steps:

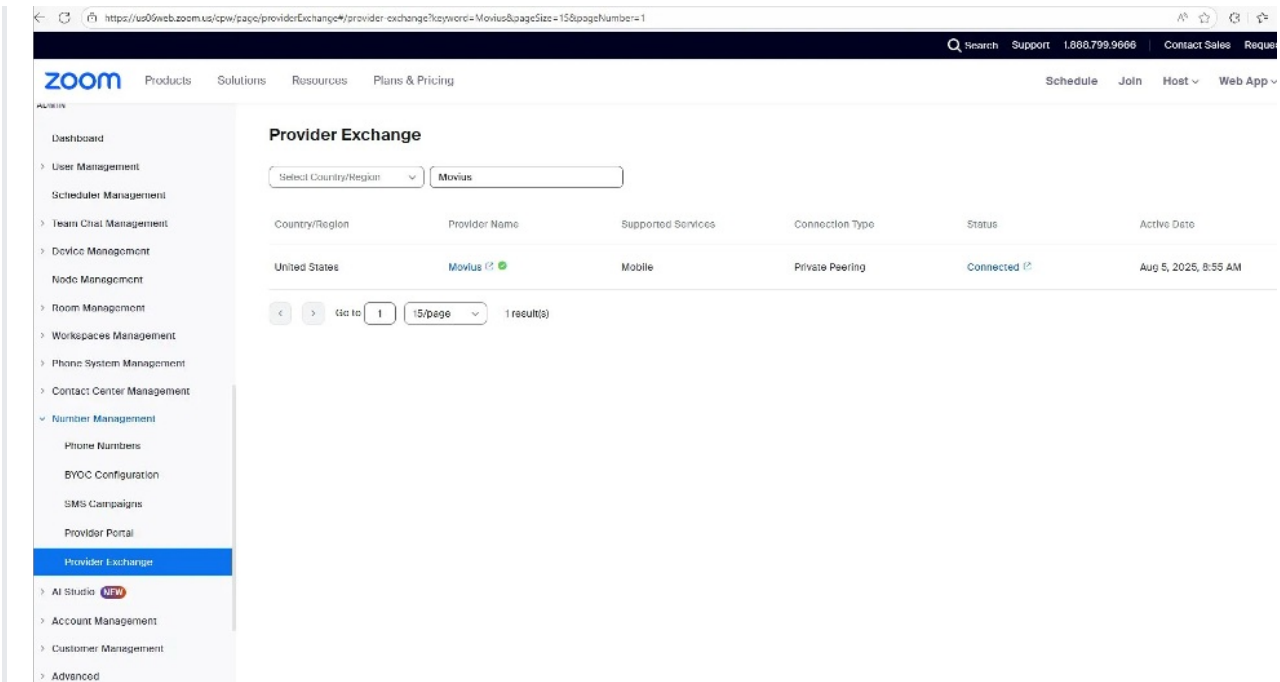
1. Login to the Zoom admin portal using Zoom account credentials.
2. Navigate to Number Management → Provider Exchange



The screenshot shows the Zoom Admin console's "Provider Exchange" page. The left sidebar contains navigation options like Dashboard, User Management, Scheduler Management, etc. The main content area has a search bar with "Select Country/Region" and "Search by Provider Name". Below is a table listing providers:

Country/Region	Provider Name	Supported Services	Connection Type	Status	Active Date
Albania	SCB Global (Zoom Phone Only)	Toll Free Toll	Internet Peering	Connect	--
Angola	SCB Global (Zoom Phone Only)	Toll	Internet Peering	Connect	--
Argentina	SCB Global (Zoom Phone Only)	Toll Free Toll	Internet Peering	Connect	--
Armenia	SCB Global (Zoom Phone Only)	Toll	Internet Peering	Connect	--
Australia	SCB Global (Zoom Phone Only)	Toll Free Toll	Internet Peering	Connect	--
Austria	SCB Global (Zoom Phone Only)	Toll Free Toll	Internet Peering	Connect	--
Belgium	SCB Global (Zoom Phone Only)	Toll Free Toll	Internet Peering	Connect	--

3. Search for "Movius" as provider name



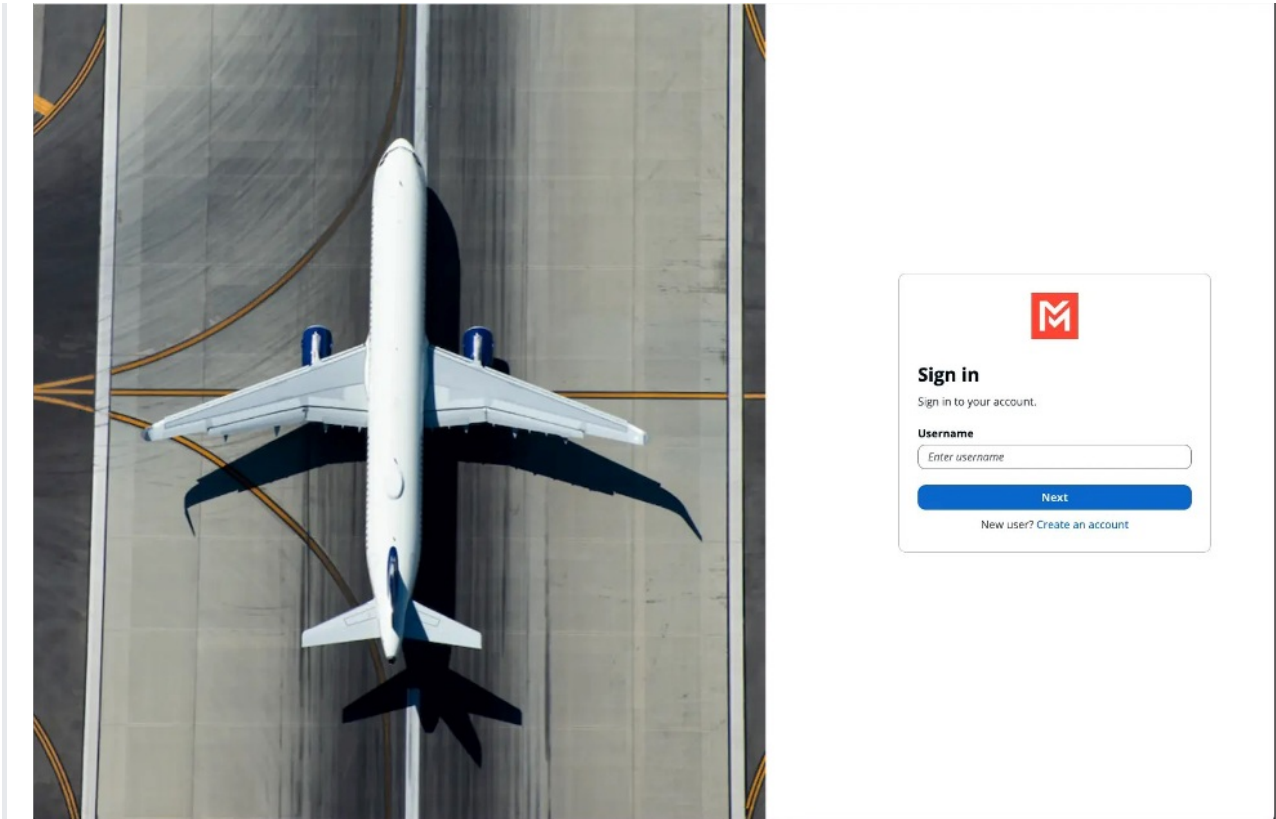
The screenshot shows the Zoom Admin console after searching for "Movius". The search bar now contains "Movius". The table below shows the search results:

Country/Region	Provider Name	Supported Services	Connection Type	Status	Active Date
United States	Movius	Mobile	Private Peering	Connected	Aug 5, 2025, 8:55 AM

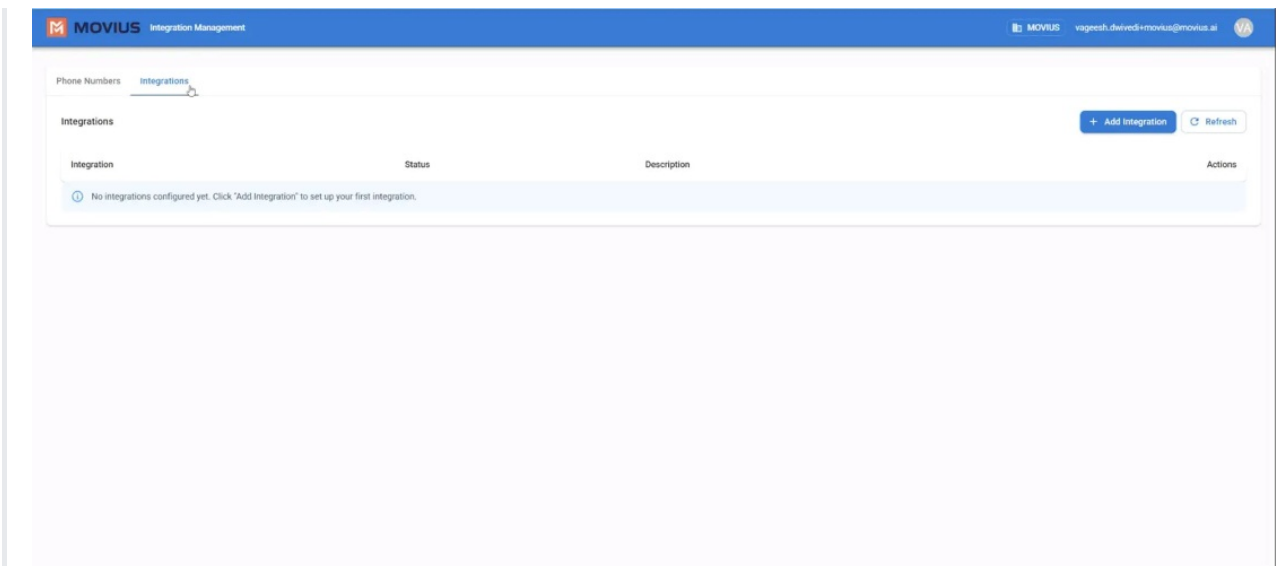
Below the table, there is a pagination control showing "1" of "15" pages and "1 result(s)".

4. Click on "Connect" in the status column

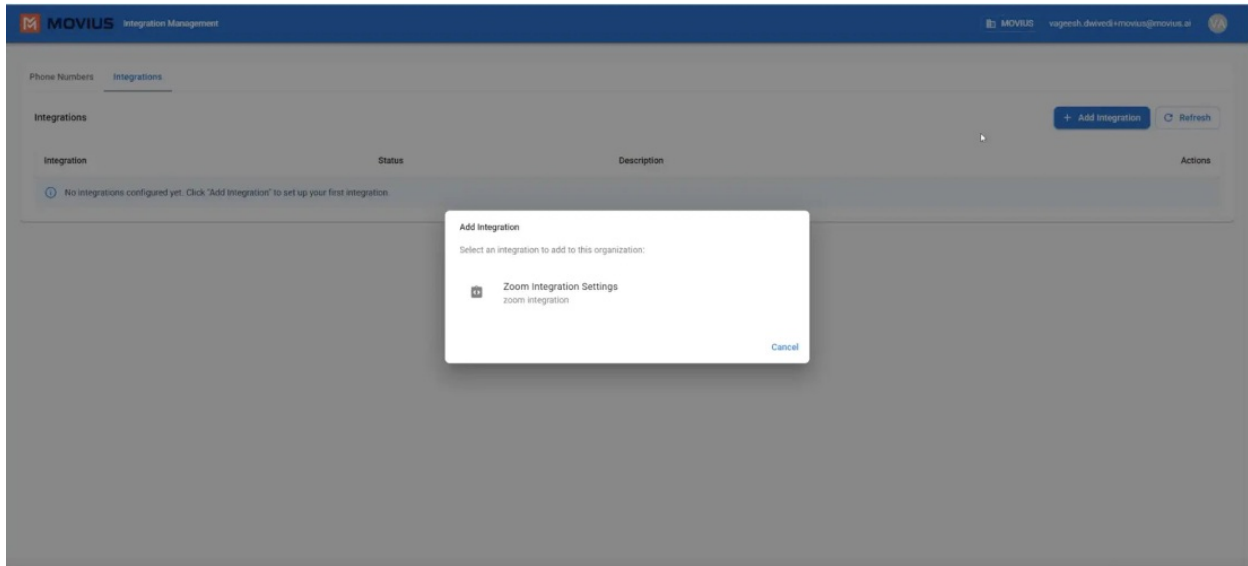
5. After clicking on "connected" the URL will take the admin to the "Movius's PEX App login portal"



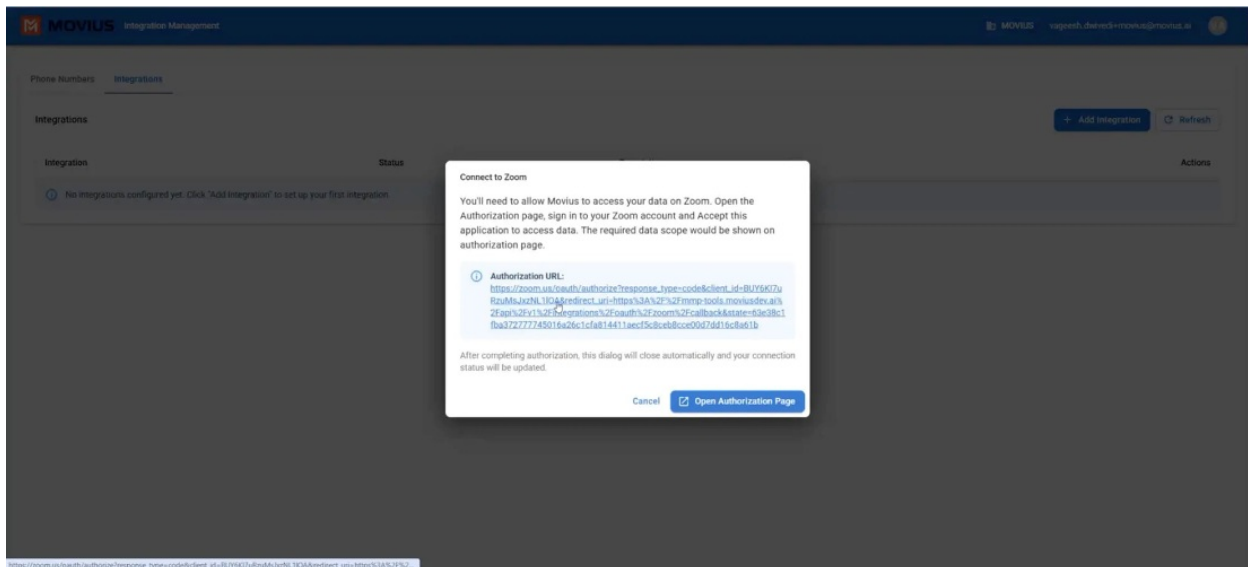
6. Enter the PEX App login credentials provided by Movius. Note: This is not the same credentials as your usual Movius login credentials, Movius will provide these.
7. Once logged in to the Movius PEX App admin portal navigate to the "Integration" tab and click on "Add integration"

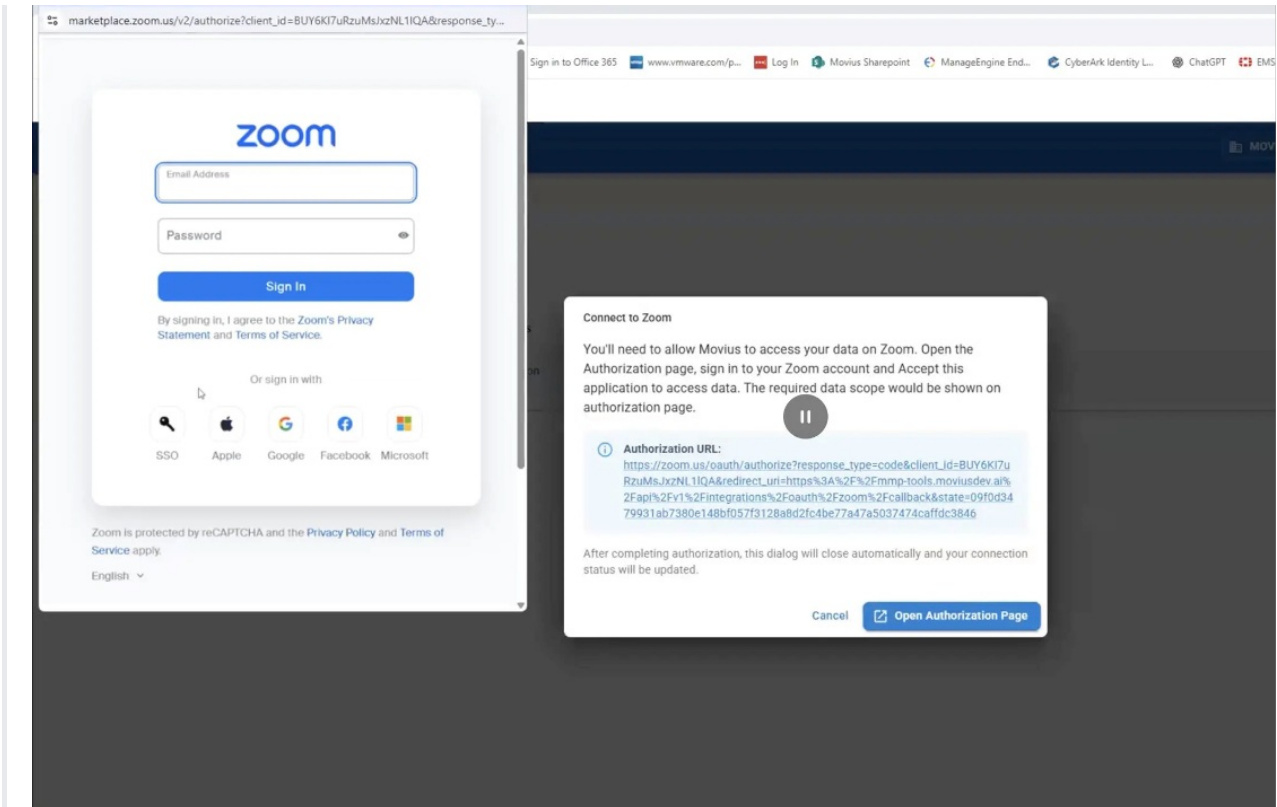


8. Select the "Zoom Integration" on the dialog

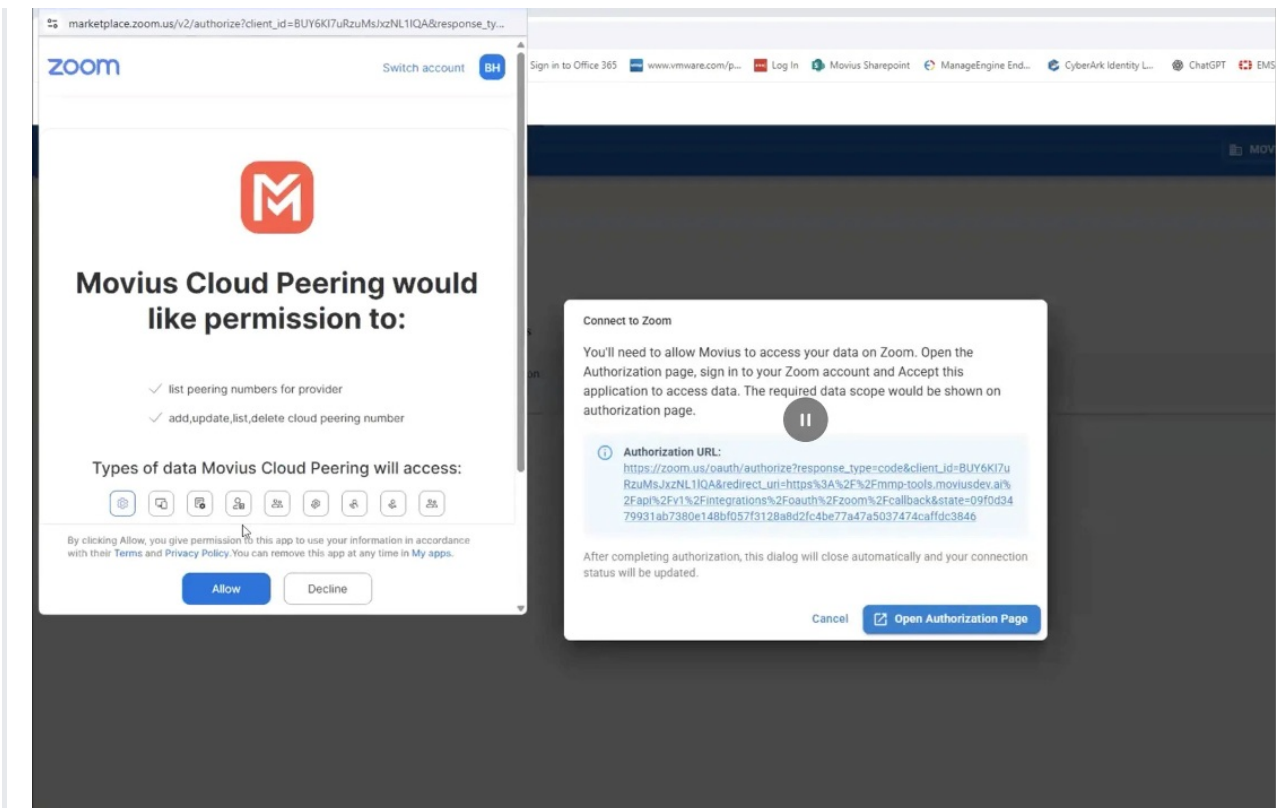


9. Click on "Connect to Zoom" and then click on "Open Authorization page"

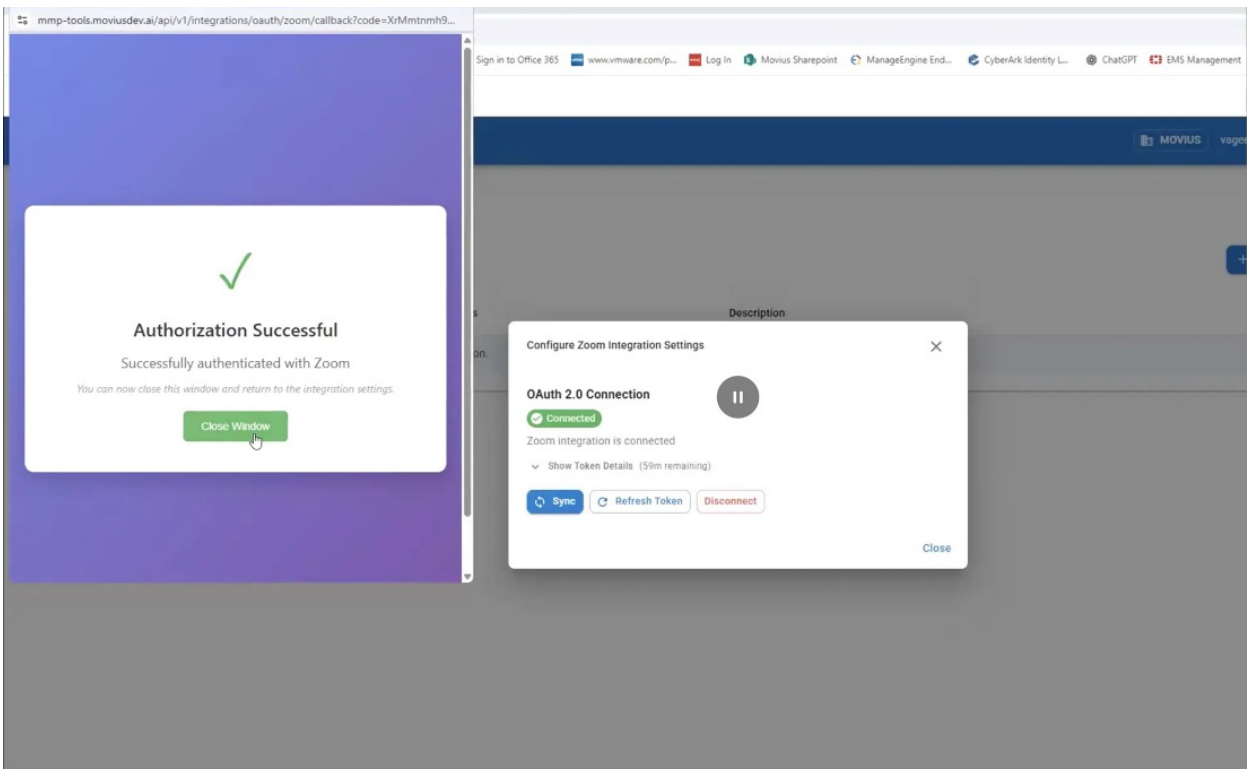
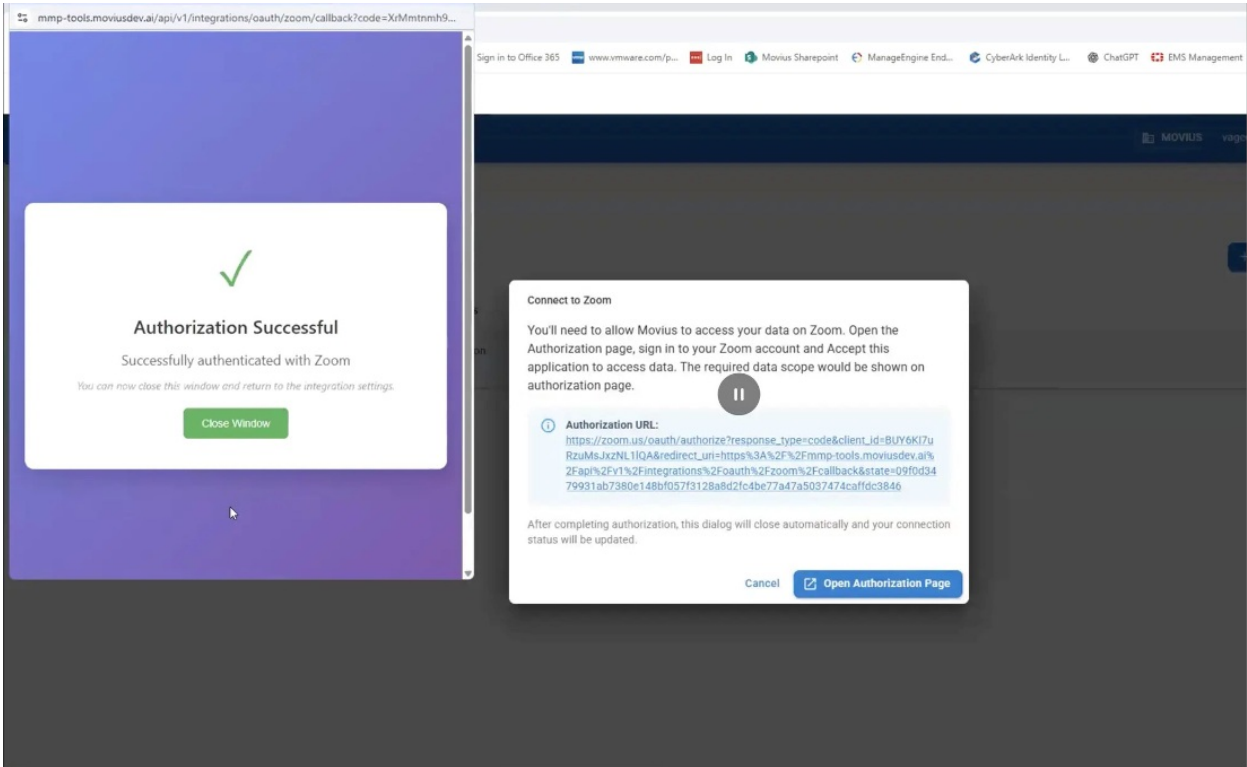


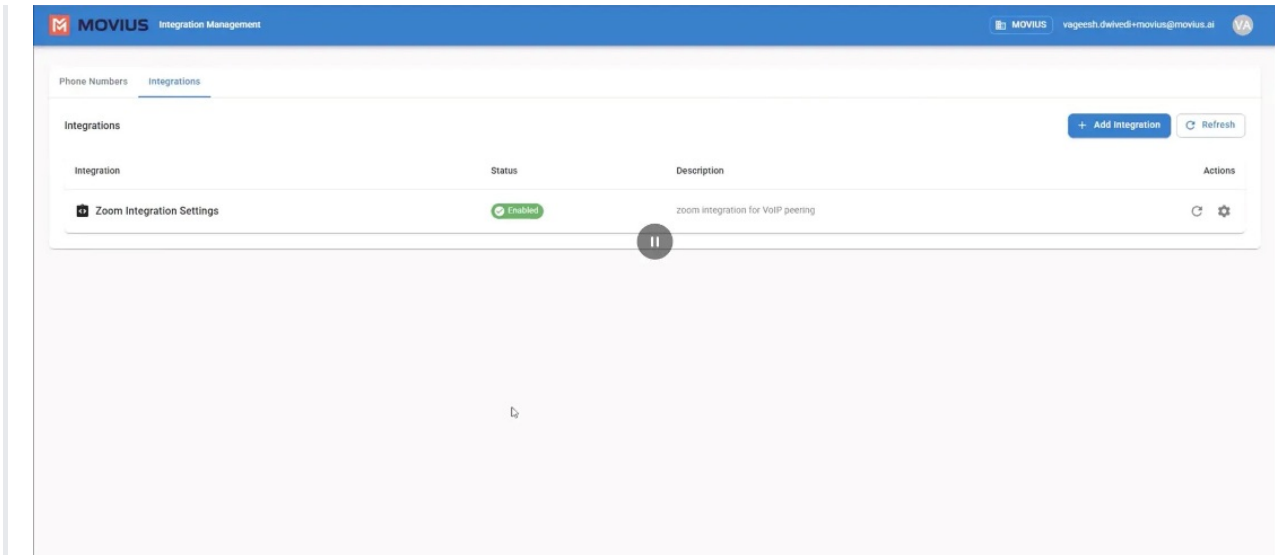


10. Enter Zoom admin credentials for the Zoom authorization and click Sign in. Then click "Allow"



11. Post that Authorization will be completed and received by Movius. The Integrations tab will show Zoom integration enabled





Organization Configuration + Account Onboarding in MMP Portal

This section provides Step-by-Step instructions for MMP administrators to enable the use of Movius MultiLine numbers in Zoom Phone without the need for onboarding on the MultiLine App. Movius uses specific configuration flags for Zoom Phone that must be enabled.

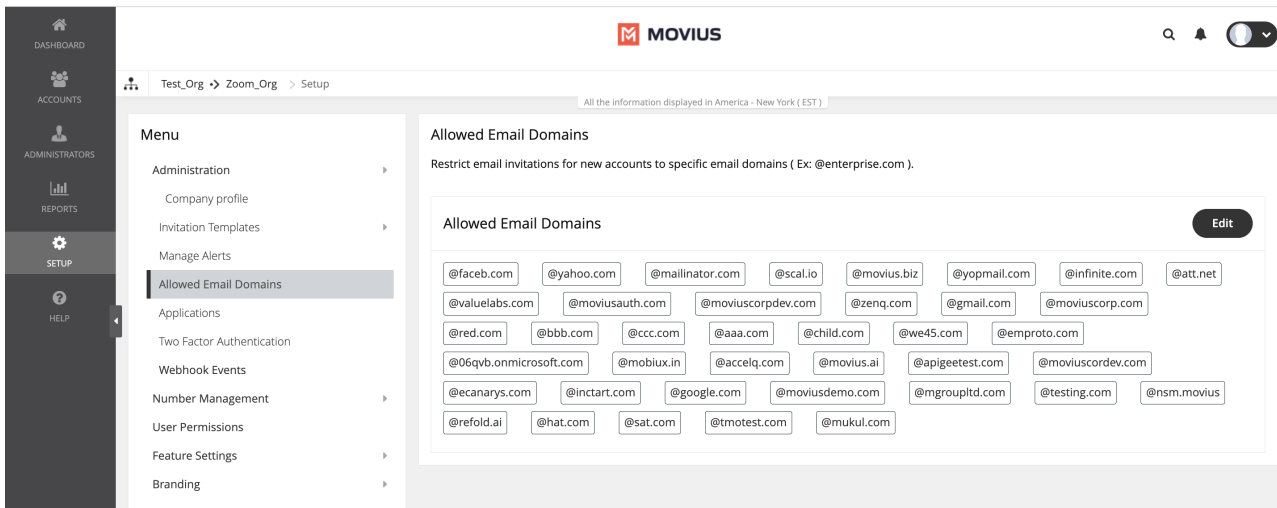
Portal: Movius MMP

User: MMP Admin

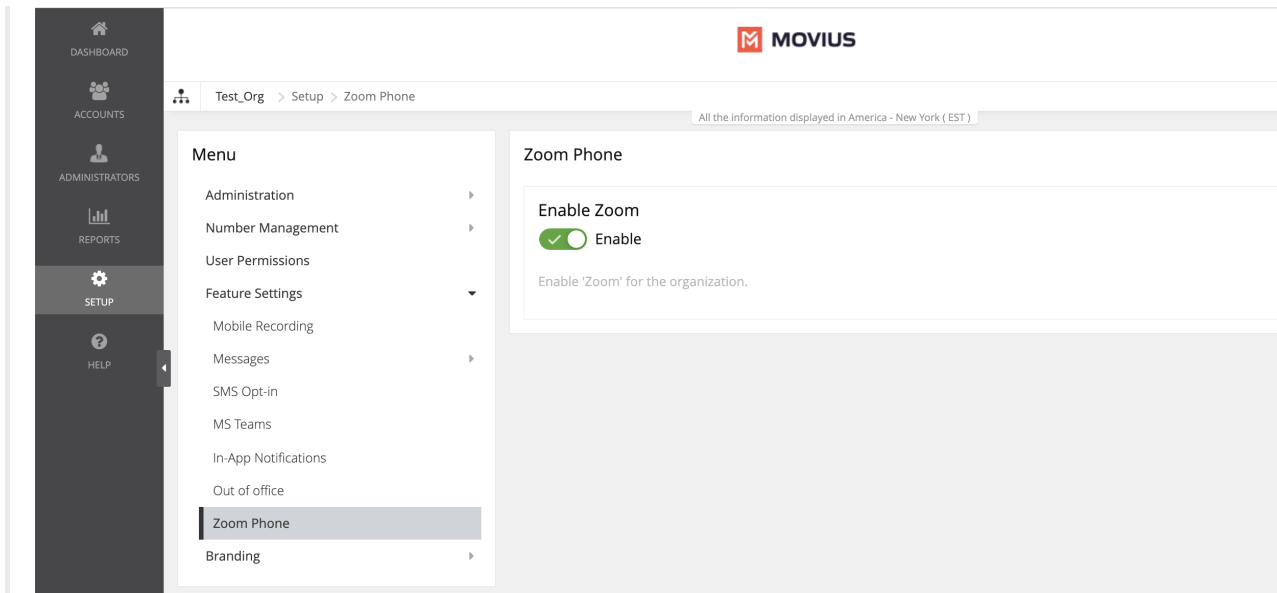
Organization Setup & Configuration:

Create a Sub-organization which will host the ML numbers which will be peered into Zoom

1. Login to the Movius Management Portal using admin credentials
2. Navigate to the organization where you want Enable Zoom for the organization. Please note: This organization must have Allow Zoom enabled by the Movius team.
3. Navigate to Allowed Email Domains, click on Edit and add @movius.ai as the Allow Email Domains



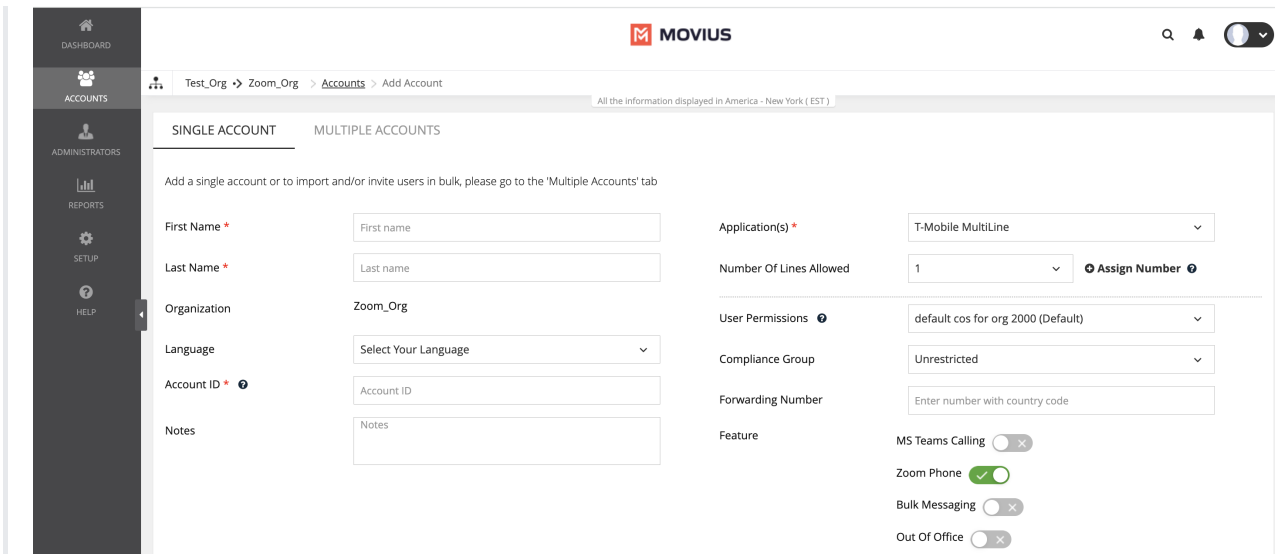
4. Navigate to Setup -> Feature Settings -> Zoom Phone -> Enable Zoom must be enabled



Account Onboarding in MMP Portal

1. Login to the Movius Management Portal using MMP Admin credentials
2. Navigate to Accounts □ Add MultiLine Account (or to Accounts □ Add Account □ MultiLine, depending on your setup). Enter the below details
 - Assign Number: Assign number, assign an available number (eg. 13126173497)
 - First Name: PhoneNumber (where *PhoneNumber* is the assigned number, eg. 13126173497)
 - Last Name: JPJMC
 - Email: PhoneNumber@jpmc.movius.ai (where *PhoneNumber* is the assigned number, eg. 13126173497)
 - Account must be created with Zoom Phone enabled. Click on Save to create the account. on click on Save the number will be peered to Zoom.

- a. On successful peering to Zoom, the account will be saved with Zoom enabled on user level. Please note that: Once Zoom flag is enabled all other org properties will be disabled.
 - b. On unsuccessful peering to Zoom, an error will be displayed mentioning that the number could not be peered and List Account Page will be displayed.
- Once Zoom Enabled is set and number is peered/assigned in Zoom, zoom flag cannot be disabled in Movius. If a number needs to be removed from Zoom Phone, then refer to Offboarding steps.
 - User List v2 API and CDR v2 API will have exclude_channel = Zoom which will exclude Zoom-enabled number from the results.



Existing MultiLine Account Migration to Movius powered Zoom Experience

Pre-requisite - Ensure that user upgrades their app to **4.15** before turning on the Zoom flag. Once the user upgrades the app, the customer Admin must "Enable Zoom" for the user.

1. Login to the Movius Management Portal using MMP Admin credentials
2. Ensure that the admin is logged into organization which is "Allowed" to have and "Enabled" for Zoom Phone. ("Allow Zoom" and "Enable Zoom" for an Org is managed by Movius SRE/CS)
3. Edit the User and Enable Zoom on User level:
 - a. Once Zoom is enabled, below flags will be disabled if they are enabled for the org or the user.
 - i. Call Recording
 - ii. Message Logging
 - iii. VoiceMail

iv. Opt-In

v. Out of Office

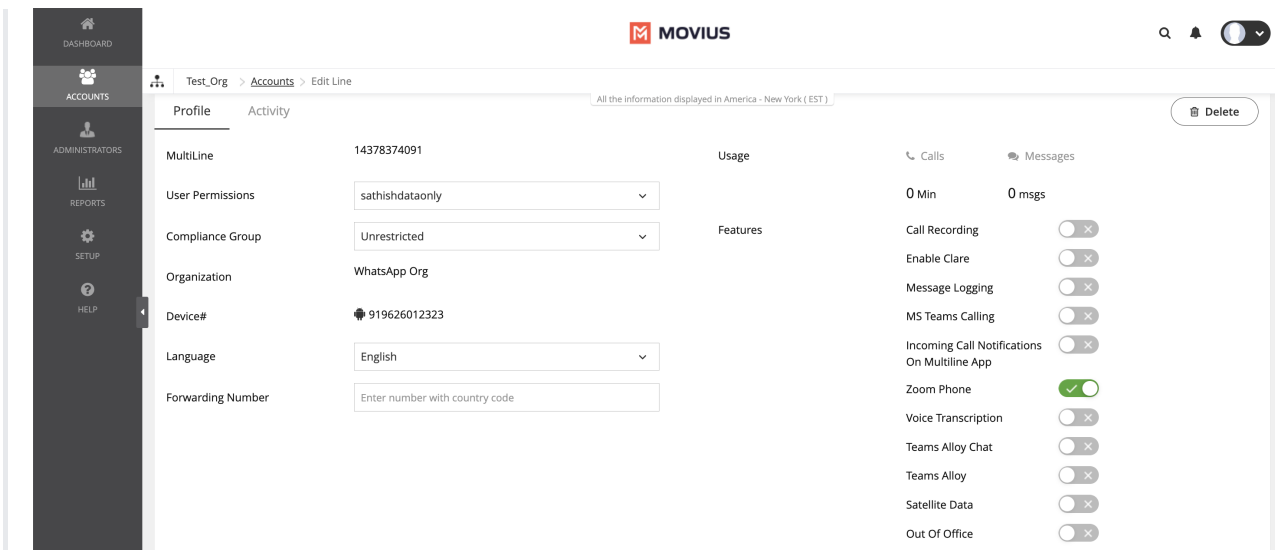
Please note: Once Zoom Phone is enabled all other features based on the organization setup will be disabled. Movius will be responsible for routing the call and messages to Zoom and Zoom will handle user assignment, recording and compliance.

4. On click on Save the number will be peered to Zoom.

a. On successful peering to Zoom, the account will be saved with Zoom enabled on user level. Please note that: Once Zoom flag is enabled all other org properties will be disabled.

b. On unsuccessful peering to Zoom, an error will be displayed mentioning that the number could not be peered, and List Account Page will be displayed.

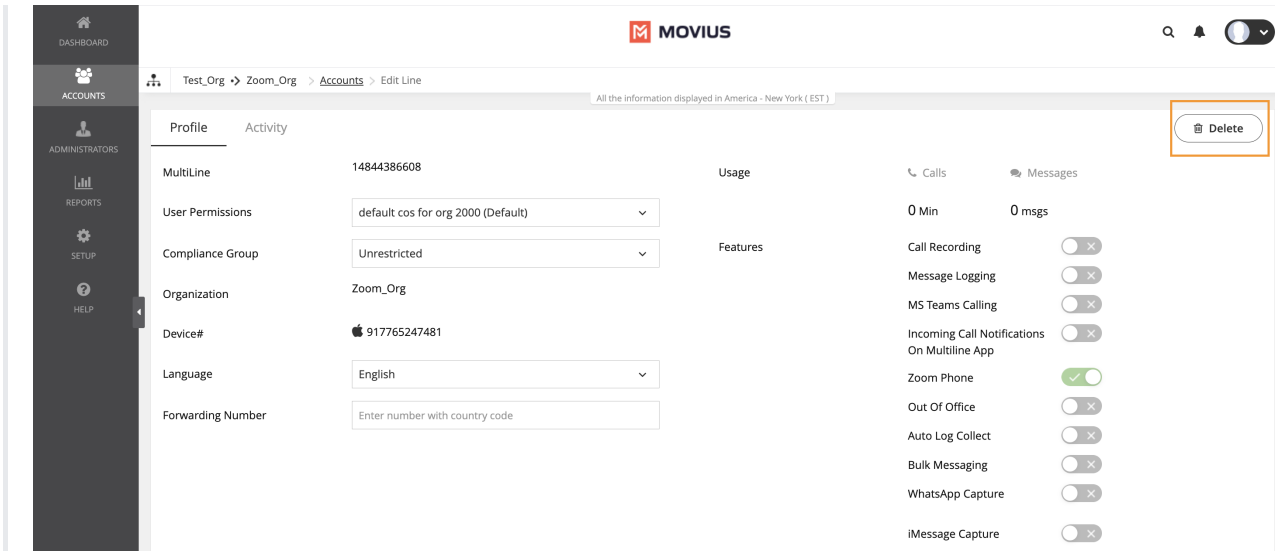
5. User List v2 API and CDR v2 API will have exclude_channel=zoom which will exclude Zoom-enabled number from the results.



The screenshot shows the Movius user profile page for a user with MultiLine 14378374091. The page is divided into several sections: Profile, Usage, Features, Calls, and Messages. The Profile section includes fields for MultiLine, User Permissions (sathishdataonly), Compliance Group (Unrestricted), Organization (WhatsApp Org), Device# (919626012323), Language (English), and Forwarding Number. The Usage section shows 0 Min for Calls and 0 msgs for Messages. The Features section lists various features with toggle switches: Call Recording, Enable Clare, Message Logging, MS Teams Calling, Incoming Call Notifications On Multiline App, Zoom Phone (checked), Voice Transcription, Teams Alloy Chat, Teams Alloy, Satellite Data, and Out Of Office.

Offboarding of Zoom Number -

- Admin Driven Offboarding:
 - Customer Zoom Admin must unassign the number from user.
 - Customer Movius Admin must delete user in Movius which will unpeer the number from Zoom.



- Carrier-Driven Offboarding:
 - Customer Zoom Admin must unassign the number from user.
 - Customer requests T-Mobile to delete the number.
 - Carrier triggers Delete PTN
 - Number will be removed from Movius Platform and un-peered from Zoom.


API Mode for Enabling Zoom at User Level

Prerequisites:

1. Parent Org or specific Org where user account is being created, is allowed for and is enabled to have Zoom Phone accounts.
2. JPMC uses CDR v2 and user/list v2 APIs for reconciliations using query parameters organization_id, sub_org and exclude_channel

Onboard a new Zoom Phone user (BAU steps)

1. JPMC requests ML number from T-Mobile
2. T-Mobile calls Movius POST /ptns API
3. Movius adds a number in available pool under root org for enterprise. (with reservation tags as usual)
4. JPMC calls Movius POST /adk/services/mcpwebapi/myid_authentications/add with below parameters
 - a. organization_id = <organization_id>
 - b. first_name = "<phone_number>"

- c. last_name = "JPMC"
 - d. email = "<first_name>.<last_name>@jpmc.movius.ai" 
 - e. enable_zoom = true
5. The phone number for new account created would be peered automatically over to zoom synchronously. If phone number peering to zoom fails, the account creation would also fail.
 6. JPMC to check number availability in zoom via Zoom's List Phone Numbers API with query parameters type=unassigned&phone_number=<phone_number>
 7. JPMC calls Zoom's Phone Number Assignment API to assign the number to the User.

Onboard an existing multiline user to Zoom Phone

1. JPMC calls Movius POST /adk/services/mcpwebapi/myid_authentications/modify with below parameters
 - a. account_sid = <current_account_id> or email = <current_email> or phone_number = <phone_number>
 - i. If phone_number is provided, then account_sid and email_address are ignored
 - ii. If account_sid is provided, then email_address is ignored
 - b. enable_zoom = true
2. The phone number for new account created would be peered automatically over to zoom synchronously. If phone number peering to zoom fails, the account creation would also fail.
3. JPMC to check number availability in zoom via Zoom's List Phone Numbers API with query parameters type=unassigned&phone_number=<phone_number>
4. JPMC calls Zoom's Phone Number Assignment API to assign the number to the User.

Remove a Zoom Phone number - Employee Exit or No longer need Zoom Phone

1. JPMC calls Zoom's Phone Number Assignment API to remove the assignment for the User.
2. JPMC calls Movius POST /adk/services/mcpwebapi/myid_authentications/delete with below parameters
 - a. organization_id = <organization_id>
 - b. account_sid = <current_account_id> or email = <current_email> or phone_number = <phone_number>
 - i. If phone_number is provided, then account_sid and email_address are ignored
 - ii. If account_sid is provided, then email_address is ignored

1. The phone number for the account would be unpeered automatically over to zoom synchronously. If phone number unpeering to zoom fails, the account deletion would also fail.
2. JPMC to check number removal in zoom via Zoom's List Phone Numbers API with query parameters `type=unassigned&phone_number=<phone_number>` to verify unpeering is completed.

Move from Zoom Org-level to User-Level attributes for Zoom enablement

Prerequisites:

Parent Org or specific Org where user account is being created, is allowed for and is enabled to have Zoom Phone accounts. This activity must be done during a maintenance window. Once Zoom Phone is enabled, rollback won't be allowed.

JPMC calls Movius POST `/adk/services/mcpwebapi/myid_authentications/modify` with below parameters

1. `account_sid = <current_account_id>` or `email = <current_email>` or `phone_number = <phone_number>`
 - a. If `phone_number` is provided, then `account_sid` and `email_address` are ignored
 - b. If `account_sid` is provided, then `email_address` is ignored
 2. `enable_zoom = true`
 3. `teams_calling = false`
-