Zoom Phone App

- Logging into Zoom Phone
- Using your Zoom Phone.
- Searching the directory for numbers.
- Call Queue Opt out/in

Logging into Zoom Phone

This page was moved to this Confluence knowledgebase article. Please update any bookmarks you may have.

Using your Zoom Phone.

For more in-depth guide to the computer app, check out the **official Zoom Phone guide**

> The Zoom Phone software is ONLY supported on NTCC-owned laptops. It is not supported on mobile devices or personally-owned computers.

Voicemail

Customizing audio greetings

Managing Voicemail messages

For voicemail pin, please watch the video below.

Forwarding Messages

Customizing call handling settings

Transfer Call

How to transfer calls

SMS/Text Messages

Using SMS

Call History

Viewing call history and recordings

For a quick basic video guide. This covers only the very basics that can be done in the web portal and app. Use the above guides for more detail explanations.

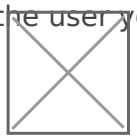
Zoom Web Portal Video

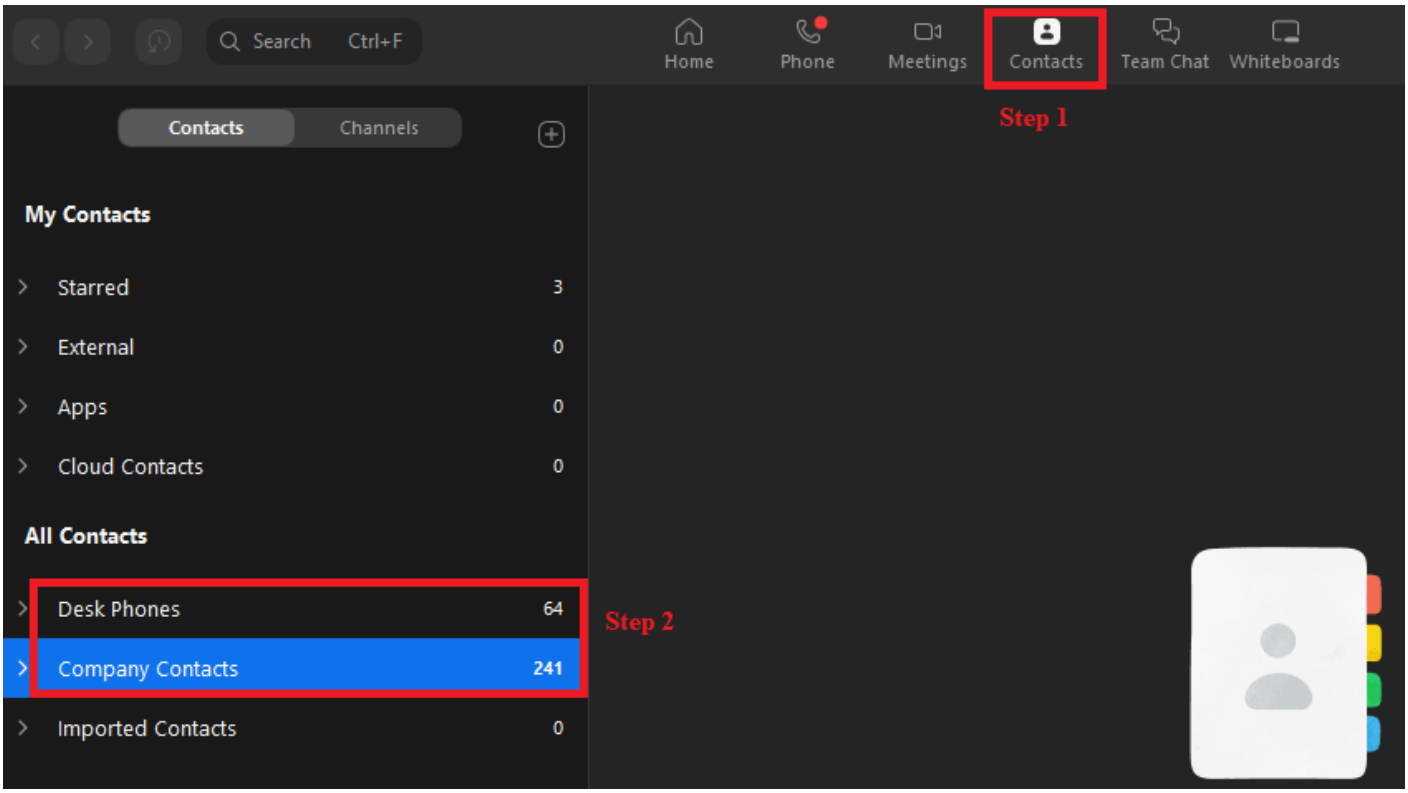
Zoom App Video

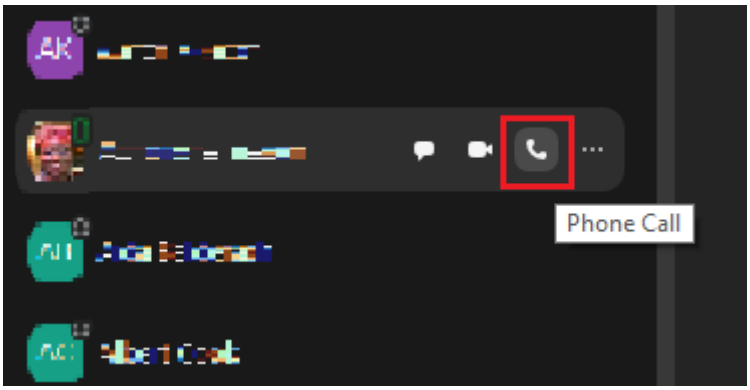
Searching the directory for numbers.

You can use the directory to search for people to call.

On Zoom computer app.

1. On the app select **Contacts.**
2. We have 2 sections to choose from
   - Desk phones - used in classroom or communal locations.
   - Company Contacts - all NTCC employees
3. If you are unsure of the name
   - Click on the drop down for the category you wish to search.
   - All names are in alphabetical order.
4. If you know the name
   - On the top of the app, click search
   - Type the name in the search bar.
5. Hover over the user you wish to call.
6. Click on the 




Phone Call

Call Queue Opt out/in

If you are a member of a call queue, you can choose to opt out for reason such as lunch break or with a student.

Through the webportal.

1. Log into the Zoom website portal at https://northshorecollege.zoom.us
2. Go to **Phone** on the left hand side.
3. Go to **Settings.**
4. Scroll down to **Membership**
5. Toggle the **Receive Queue Calls** option off.
6. Toggle back on when returning from break/with student.

Through the Zoom app

1. Click on your profile/initials icon.
2. Hover over the **Receive Queue Calls.**
3. Toggle the queue off.
4. Toggle back on when returning from break/with student.