

Zoom Phone App

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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.

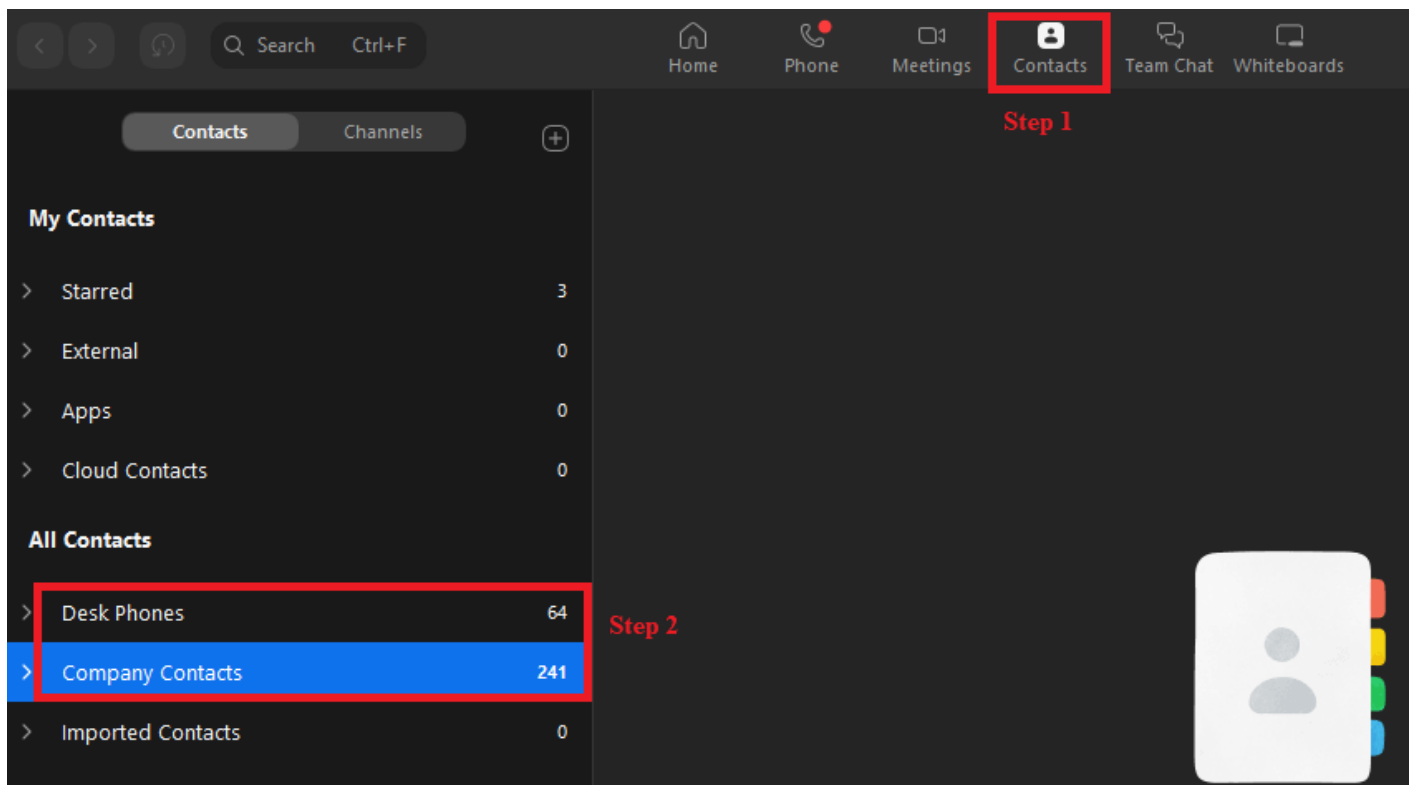
You can use the directory to search for people to call.

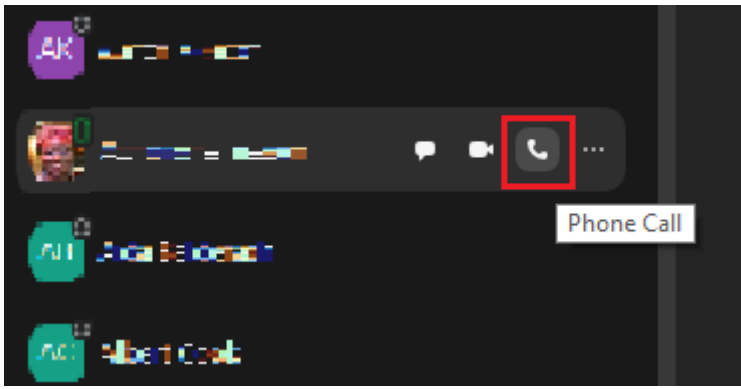
On Zoom computer app.

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





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.