

# Zoom Phone App

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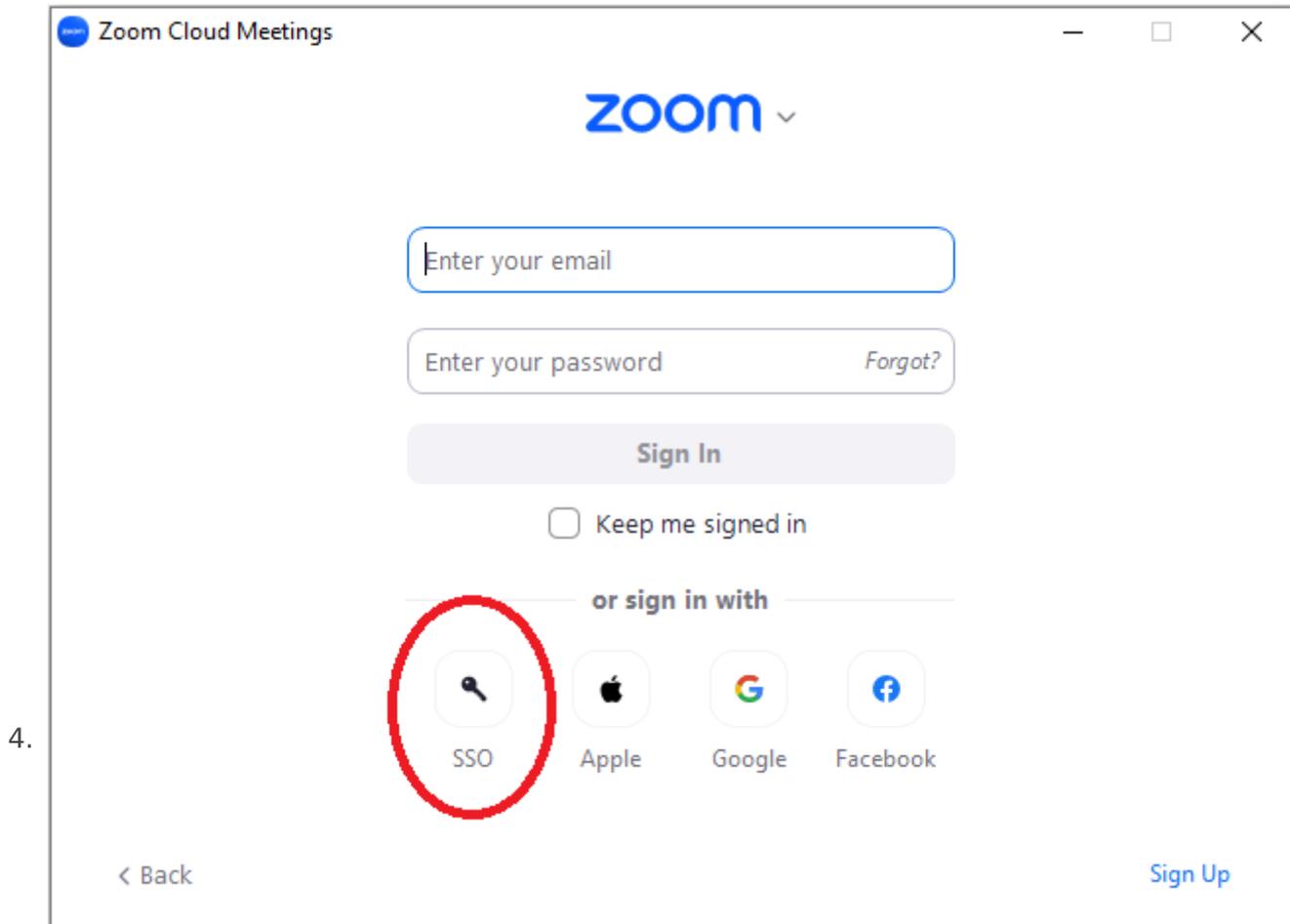
# Logging into Zoom Phone

Logging into Zoom Phone is relatively simple, but if you don't click a certain button, it won't work.

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

## Steps to login to the Zoom Phone desktop application

1. If you don't have the Zoom application installed, install it from the Software Center.
2. Open the Zoom application
3. Press the SSO button



5. Enter northshorecollege in the text box. Entering anything else will cause it to not recognize the college's single sign-on.

6. You will be redirected to the normal NTCC single sign-on page with Lacombe campus in the background. Login using your NTCC email username and password as you would for email.

## Steps to login to the Zoom website

1. Open a web browser like Google Chrome
2. Navigate to <https://northshorecollege.zoom.us>
3. Click the sign in button
4. You will be redirected to the normal NTCC single sign-on page with Lacombe campus in the background. Login using your NTCC email username and password as you would for email.

You can also follow this video here.

### Zoom Login Video

# 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.

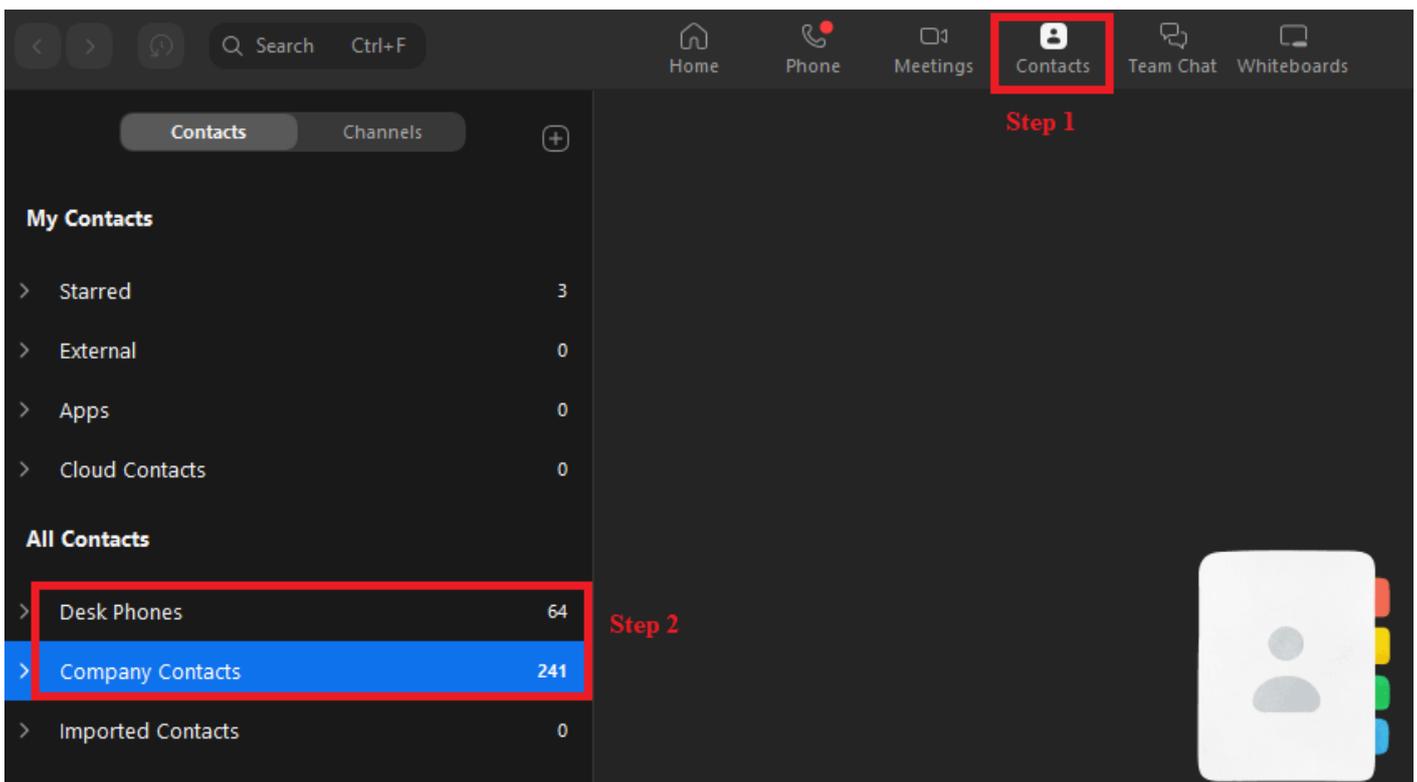
You can use the directory to search for people to call.

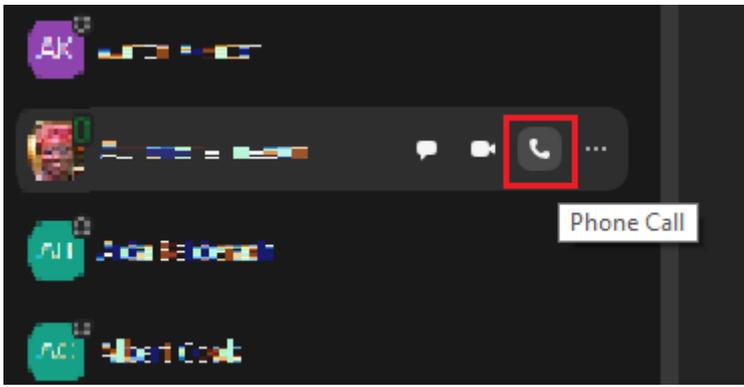
## On Zoom computer app.

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

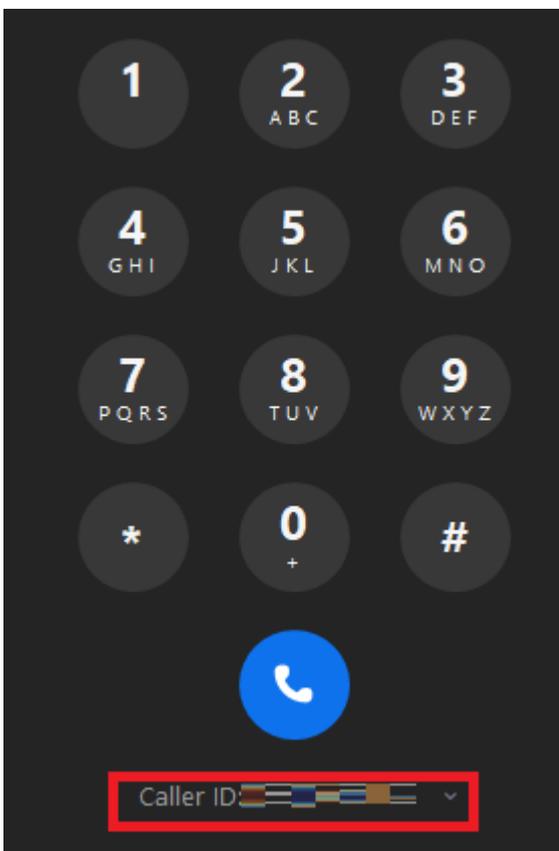
1. Click on your profile/initials icon.
2. Hover over the **Receive Queue Calls**.
3. Toggle the queue off.
4. Toggle back on when returning from break/with student.

# Outbound Caller ID

To ensure you have your extension as the outbound caller ID:

On the Zoom app:

- 1.) Select the Phone icon.
- 2.) Go to the **Caller ID** drop down menu under the number pad on the app.



- 3.) Select your extension as the outbound number.

## Caller ID

Your Ext. 

Direct Number

 5-5-1  (default)



Main Company Number

(985) 545-1500

Hide Caller ID

May not work in certain countries or regions

Caller ID: (985) 545-1500