Telephone

- Zoom Phone App
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  - Searching the directory for numbers.
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  - Using your desk phone
  - How to setup speed-dials/busy line indicators
  - Transfer a call.
  - Transfer voicemail on phone to another extension.
  - Desk phone directory
  - Hot Desking

Zoom Phone App

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.

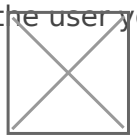
Zoom Web Portal Video

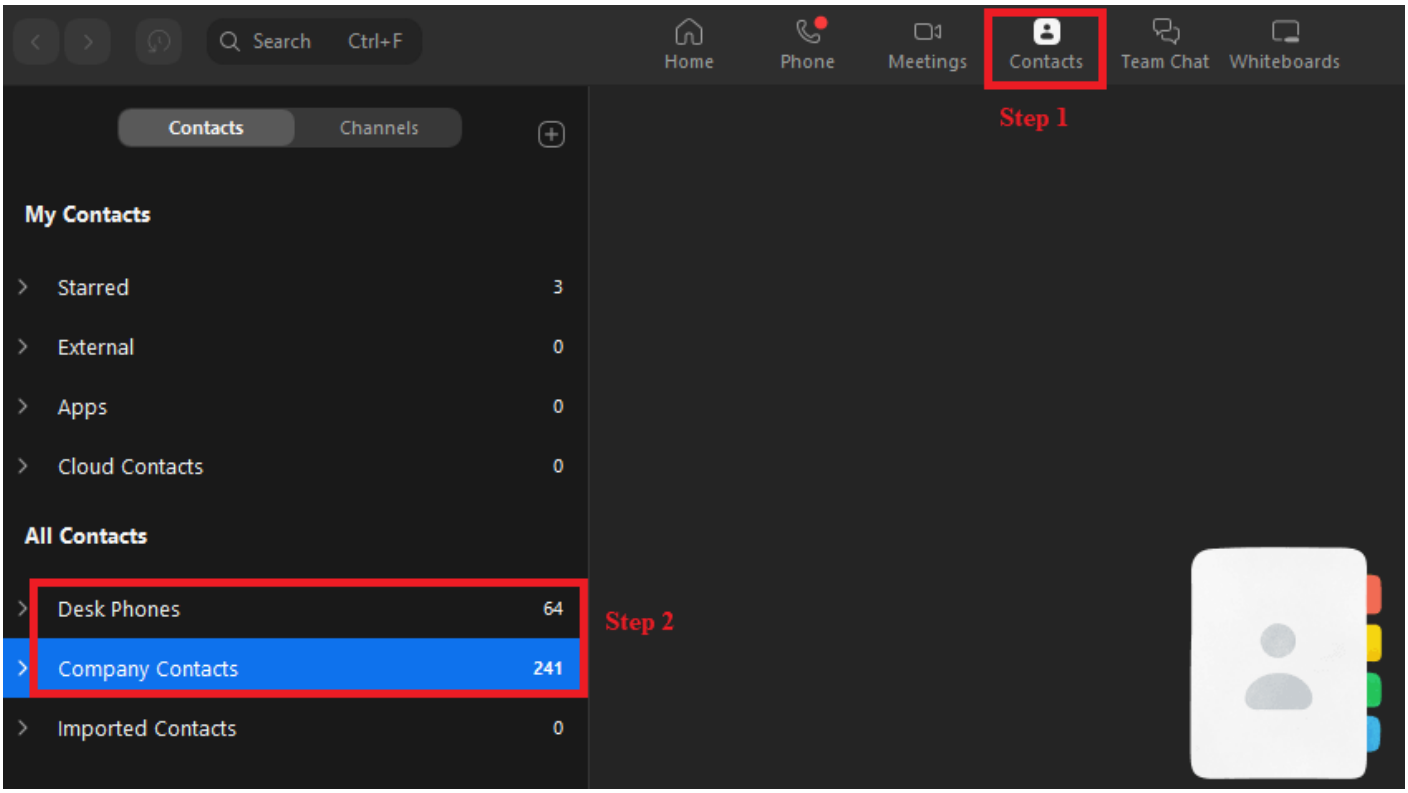
Zoom App Video

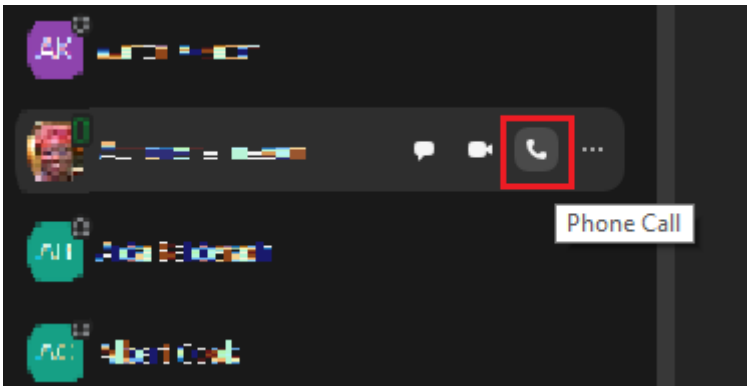
Searching the directory for numbers.

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 


Search Ctrl+F
Home
Phone
Meetings
Contacts
Team Chat
Whiteboards
Step 1
Contacts
Channels
My Contacts
Starred 3
External 0
Apps 0
Cloud Contacts 0
All Contacts
Desk Phones 64
Company Contacts 241
Imported Contacts 0
Step 2


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.

Desk Phone

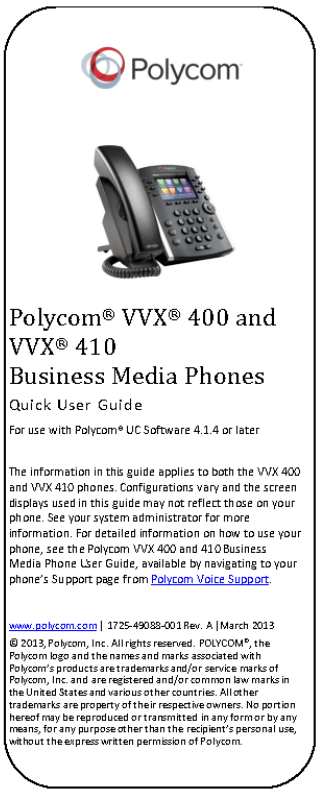
Using your desk phone

> Not every employee will have a phone number. Please talk to your supervisor if you get one.

- Your phone number is 985-545-1 plus the 3 digits at the top of your desk phone under the time. Example: 985-545-1500
- Your phone will travel with you if you move around your campus so no need to have your number changed if you have a new office. We can just unplug the phone and move it to the new location.
- It will not follow you if you change campuses, and you will need to get a new number. Your supervisor will be the one to request a change of number.
- Please confirm with your supervisor if you have a number assigned to you.

For more in-depth guide to the desk phone, check out **Quick Start Guide for Zoom on Polycom phones**.

Please click on the image to view in full.


Polycom

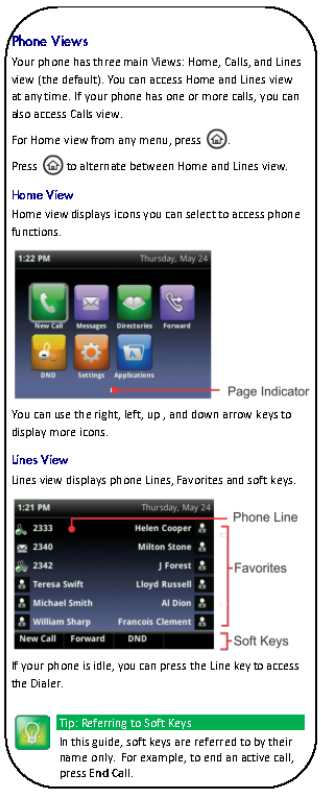
Polycom® VVX® 400 and VVX® 410
Business Media Phones
Quick User Guide

For use with Polycom® UC Software 4.1.4 or later

The information in this guide applies to both the VVX 400 and VVX 410 phones. Configurations vary and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information. For detailed information on how to use your phone, see the Polycom VVX 400 and 410 Business Media Phone User Guide, available by navigating to your phone's Support page from Polycom Voice Support.

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Phone Views

Your phone has three main Views: Home, Calls, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls view.

For Home view from any menu, press .

Press to alternate between Home and Lines view.

Home View

Home view displays icons you can select to access phone functions.

1:22 PM Thursday, May 24
New Call Messages Directories Forward
DND Settings Applications
Page Indicator

You can use the right, left, up, and down arrow keys to display more icons.

Lines View

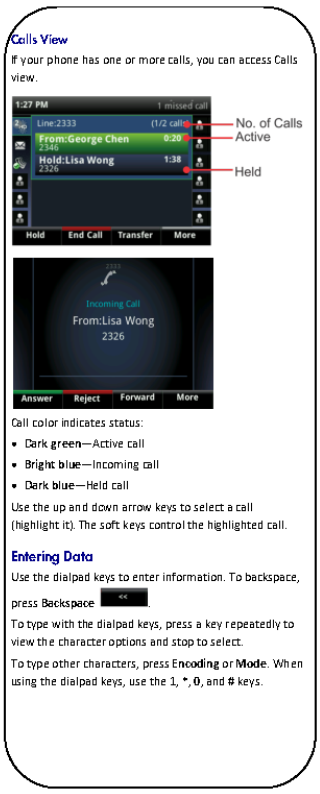
Lines view displays phone Lines, Favorites and soft keys.

1:21 PM Thursday, May 24
2333 Helen Cooper
2340 Milton Stone
2342 J Forest
Teresa Swift Lloyd Russell
Michael Smith Al Dion
William Sharp Francois Clement
New Call Forward DND
Phone Line
Favorites
Soft Keys

If your phone is idle, you can press the Line key to access the Dialer.

Tip: Referring to Soft Keys

In this guide, soft keys are referred to by their name only. For example, to end an active call, press **End Call**.


Calls View

If your phone has one or more calls, you can access Calls view.

1:27 PM 1 missed call
Line:2333 (1/2 calls)
From:George Chen 0:20
2346
Hold:Lisa Wong 1:38
2326
Hold End Call Transfer More
No. of Calls
Active
Held

Incoming Call
From:Lisa Wong
2326
Answer Reject Forward More

Call color indicates status:

- Dark **green**—Active call
- Bright **blue**—Incoming call
- Dark **blue**—Held call

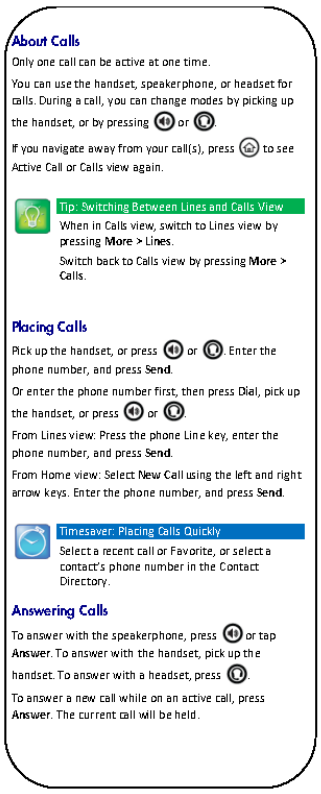
Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.

Entering Data

Use the dialpad keys to enter information. To backspace, press **Backspace** .

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, press **Encoding** or **Mode**. When using the dialpad keys, use the 1, *, 0, and # keys.


About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing or .

If you navigate away from your call(s), press to see Active Call or Calls view again.

Tip: Switching Between Lines and Calls View

When in Calls view, switch to Lines view by pressing **More > Lines**.

Switch back to Calls view by pressing **More > Calls**.

Placing Calls

Pick up the handset, or press or . Enter the phone number, and press **Send**.

Or enter the phone number first, then press **Dial**, pick up the handset, or press or .

From Lines view: Press the phone Line key, enter the phone number, and press **Send**.

From Home view: Select **New Call** using the left and right arrow keys. Enter the phone number, and press **Send**.

Timesaver: Placing Calls Quickly

Select a recent call or Favorite, or select a contact's phone number in the Contact Directory.

Answering Calls

To answer with the speakerphone, press or tap **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press .

To answer a new call while on an active call, press **Answer**. The current call will be held.

Ending Calls

To end an active call, replace the handset, press , or press . Or, press **End Call**.

To end a held call, navigate to Calls view and highlight the held call. Press **Resume**, and press **End Call**.

Holding Calls

From Calls view, press **Hold** or . Remember to highlight the call first.

To resume a held call, press **Resume** or again.

Transferring Calls

From Calls view, press **Transfer** or , and call the other party. When you hear the ringback tone, or after you talk with the other party, press **Transfer** or again. Press **Blind** to complete a transfer without waiting for the ringback tone.

Forwarding Calls

To enable call forwarding, press **Forward** from Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press **Enable**.

To disable call forwarding, press **Forward** from Home or Lines view, select the forwarding type to disable, and press **Disable**.

To enable per-call forwarding: As your phone rings, press **Forward**, enter the forwarding number, and press **Forward**.

Placing Conference Calls

Call the first party, and after the call connects, press **More**, and select **Confrnc**. Then, dial and connect with the second party and press **Confrnc** again.

From Lines or Calls view, you can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Manage** (if available) to manage each participant.
- Press **Split** to end the conference and hold all participants.

Timesaver: Placing Conference Calls

If you have an active and held call, press **Join** to set up a conference.

Favorites

Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.

- **To view your Favorites list**—From Home view, press and select **Directories > Favorites**.
- **To make a contact a Favorite**—Navigate to your Contact Directory and select the contact. Press **Info**, press **More**, and select **Add to Favorites**. Press **Yes** to confirm.
- **To dial a Favorite**—Press the Favorite from Home or Lines view, or from your Favorites list.

Viewing Recent Calls

From Lines view, do one of the following:

- Press , select **Directories**, and select **Recent Calls** to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites.

From the Recent Calls list, press **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

Contact Directory

To select a contact from the Contact Directory, press .

- **To view your Directory**—Select **Directories** from Home view. Press **Contact Directory** on the Directory screen.
- **To add a contact**—Navigate to your Contact Directory and press **Add**. Enter the contact's information, and press **Save**. To make a contact a Favorite, enter a *Favorite Index* number.
- **To update contact information**— Navigate to your Contact Directory and select the contact. Press **Info**, press **Edit**, update the contact's information, and press **Save**.
- **To delete a contact**— Navigate to your Contact Directory and select the contact. Press **Info**, press **Delete**, and press **Yes** to confirm.
- **To search for a contact**—Navigate to your Contact Directory and press **Search**. Enter search criteria and press **Search**.
- **To dial a contact from your Directory**—Navigate to your Contact Directory and select the contact. From the contact's information screen, select the contact's phone number.

Tip: What Does the Star Mean?

A star, , indicates a Favorite.

Listening to Voicemail

An envelope, , adjacent to a Line key, indicates that you have voicemail. Select **Messages** from Home view or press , and select **Message Center**. Press **Connect** and follow the prompts.

Muting the Microphone

During a call, press so other parties can't hear you. To disable Mute, press again.

This applies to calls using the handset, headset, and speakerphone.

Using Do Not Disturb

To enable or disable ringing, press **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

Adjusting Volume

To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.

Updating Ringtones

To change the incoming call ringtone, select **Settings** from Home view, and press **Basic** > **Ring Type**. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's ring type, and press **Save**.

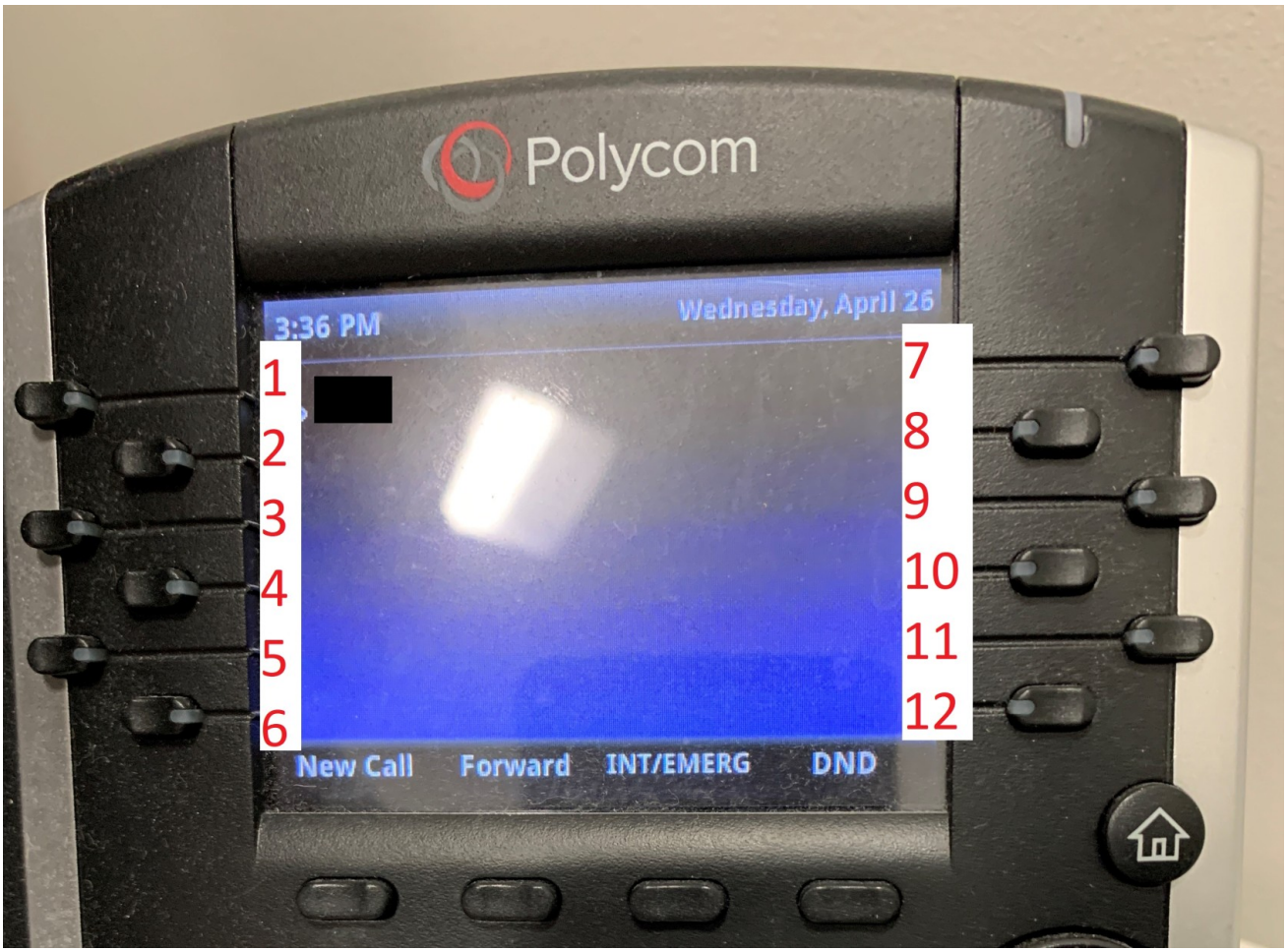
Desk Phone

How to setup speed-dials/busy line indicators

You may want to add speed dials and/or busy line indicators on your phone. The process is now self-serve and easy to do.

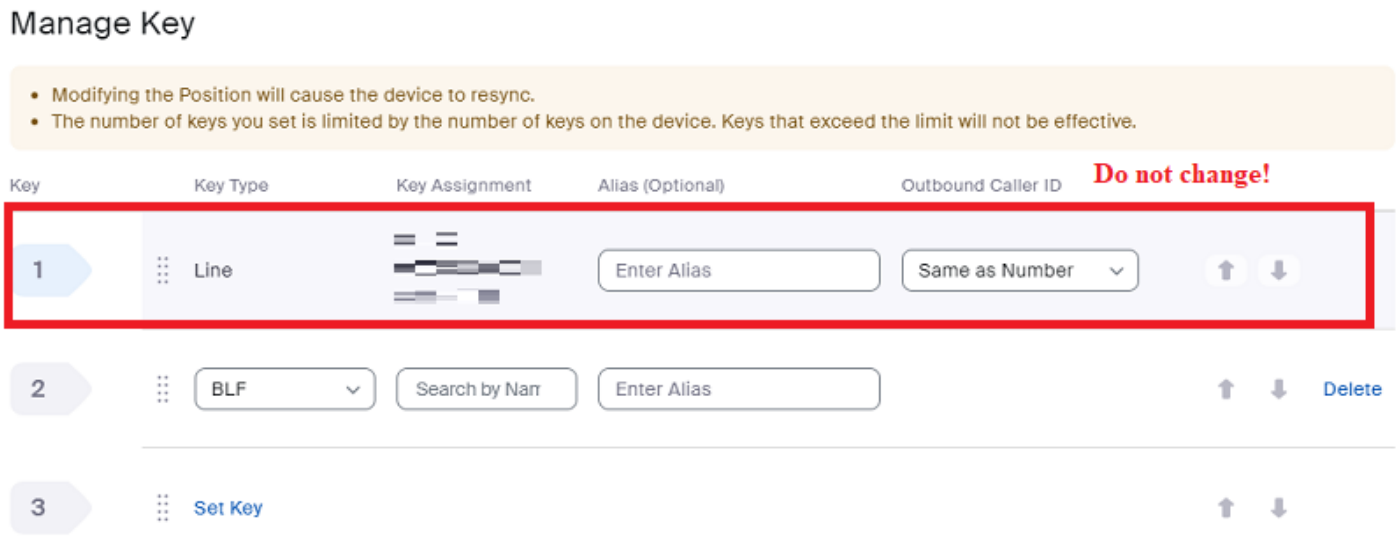
Button labeling

Buttons are labeled in columns, starting in the upper-left corner. Your extension will always be in position 1. Position 2 is directly below it. Once the bottom of the column is hit, the column on the right side of the screen is position 7.

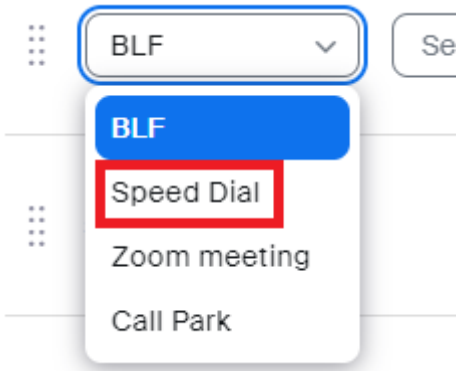


To set up Busy Line Indicators (BLF)

1. Sign in to the Zoom web portal.
2. Click **Phone**.
3. Click the **Settings** tab.
4. In the **Keys & Positions** section, click **View or Edit**.
5. Click **Manage Key**.
6. Click **Set Key**.
7. Search for a name Optional, type an alias for that name.
8. Use the Up/Down arrows to rearrange.
   DO NOT CHANGE LINE 1.
9. Click **Save**.



To set up speed dial

1. Follow the steps as above for the BLF.
2. Click the drop down option from BLF to Speed Dial.
3. 

4. Enter a phone number using the Country code, Area code, and phone number. Optional type in an alias for the number.
5. **Save.**

How to use speed dial.

1. Tap the line key on the phone's home screen. The line key light turns solid green to indicate you're using it.
2. (Optional) Pick up the phone's headset. Press the speakerphone button  (usually located to the right of the physical dial pad) to switch back to speakerphone.

> The BLF works as a speed dial for internal numbers. You do not need both a BLF and a speed dial for the same number.

Desk Phone

Transfer a call.

1. While in a call, press **Transfer** or the transfer button .
2. Choose a transfer method:
   - **Consultative** transfer (also known as warm transfer): Place the call on hold while you complete the transfer. This option is useful if you need to navigate an automated answering machine for the caller or if you want to speak to the receiving party before your call is transferred.
   - **Blind** transfer (default): Immediately transfer the call and hang up.
3. Dial or select the number you want to transfer to. To transfer to an internal Zoom Phone user, dial their extension number.
4. Complete the transfer:
   - **Blind** transfer: Tap the phone icon .
   - **Consultative** transfer: Press **Transfer**.

Transfer voicemail on phone to another extension.

If you need to forward a voicemail from the physical phone to another extension.

1. Access the voicemail button on your phone’s keypad.
2. Enter your passcode, followed by the # key.
3. Press 1 to listen to new voicemail messages.
4. After listening to the voicemail message you’d like to forward, press 9 for additional options.
5. Press 2 to forward the message, and you will be prompted to record an intro message.
6. Once you are finished recording your message, press the # key.
7. Press 3 to forward the message.
8. You will then be prompted to enter the extension you want to forward the message to, followed by the # key.
9. Your voicemail is transferred to the new extension.

> Note: you can only forward to numbers in your extension group. This means if your extension starts with a 4 then only numbers that start with a 4 can a voicemail be forwarded to. If you need to send a voicemail to another extension group, please send the voicemail to someone who has voicemail to email set up within your extension group.

Desk phone directory

When you need to search for an internal number.

1. On the phone's home screen, press **Directory**.
2. Navigate to **Corporate Directory**.
3. Enter a name or extension number, then press **Submit** to search your company's directory of Zoom Phone users.
   Note: Search results may take a few seconds to appear.
4. Select a phone user then press **Dial** to call them.

Hot Desking

Hot desking is a feature that allows users who work at other users' desks to log into the desk phone and have their phone number and busy lamp field/speed-dials show up. This is especially handy for departments like Student Services Health Sciences, or Library, but is available for all employees who have a NTCC phone number assigned to them.

When you are done working at a desk/phone, you are able to sign out of the phone to return it to its original configuration. If you accidentally forget to sign out, the phone will automatically sign you out 9 hours after logging in.

> Hot desking has to be enabled on the phone you are attempting to log into. While we strive to enable hot desking on all phones, we may have missed a phone. If, when you attempt to log into hot desking on a phone, you receive a message stating :"the requested service is not available on this device," please submit a helpdesk ticket and IT will enable the feature.

> This process takes 3-5 minutes to complete. Hot desking is only recommended when you intend to spend more than an hour at a desk.

How to sign into hot desking on a phone

1. From a NTCC deskphone, dial *91
2. Enter your 3-digit phone extension followed by the pound (#) sign when prompted
3. Enter your PIN followed by the pound (#) sign when prompted
4. The phone will reboot. This will take 3-5 minutes to complete
5. Once the phone reboots, it should work like your normal office phone

> If your docking station is connected through the phone, you will lose access to the internet and other resources while the phone reboots. This outage typically lasts for less than 1 minute.

How to sign out of hot desking on a phone

1. Dial *92
2. The phone will notify you that your are signed off and reboot
3. The phone will reboot. This will take 3-5 minutes to complete
4. Once the phone reboots, it should work like the original user's phone

How to sign out of hot desking on a phone from the Zoom website

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Phone**.
3. Scroll down to the **Desk Phone(s)** section.
4. Hover your mouse over the phone that needs to be signed out remotely, then click **Sign out**.