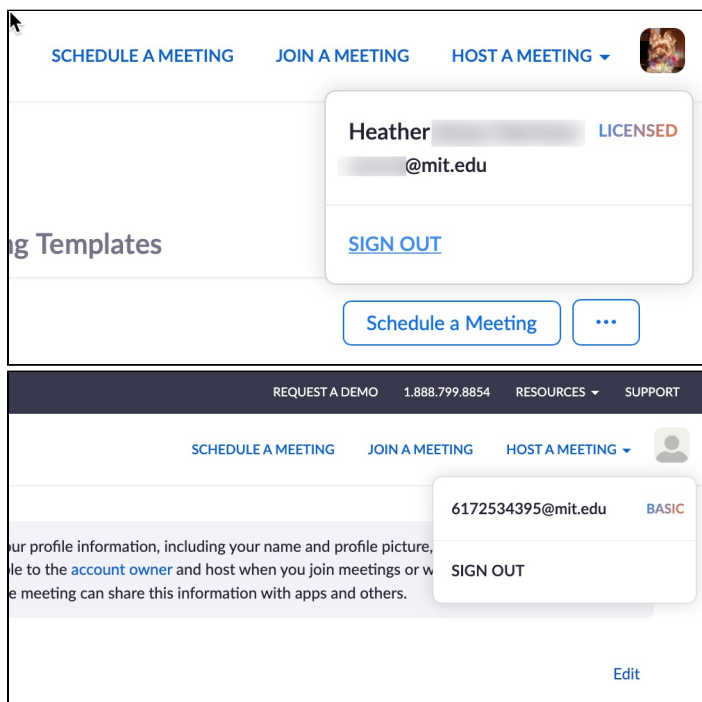


Why don't I see the Phone Tab in my Zoom App anymore?

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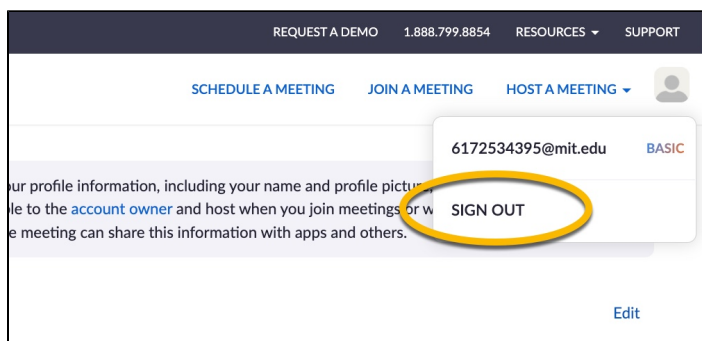
Context

If you have more than one number, you may be logged into a Service Line instead of your Zoom User account – that is the one with Softphone access. You can tell which account you're on by clicking on the icon in the top-right. For your User Account, it will show your Zoom icon, Name, and Kerberos ID. For a Service Line, it will show the phone number of the Service Line followed by @mit.edu.



Solution

Switching Between Phone Numbers is as simple as logging out and going through the authentication process again. You logout by clicking on your icon in the top-right and selecting **Sign Out**. Be sure you've selected your User Account you use for softphone access when you login again.



See Also

- [Zoom Phone Service](#)
- [Zoom Phone Service FAQ](#)
- [Using Zoom Phone Service - Multiple Lines](#)

Still Have Questions or Need Help

Contact the [IS&T Service Desk](#)