

## **What happens to voicemail stored on our Avaya Messaging servers?**

Existing voicemail messages will not be moved to Zoom Phone.  
*All voicemail stored on our Avaya Messaging servers will be deleted by February 2026.*

To access voicemail from your university Avaya phone, please press the "Messages" icon, or dial 5323 and enter your existing password.

To access Avaya voicemail messages while off campus:

- Dial 973-655-5323 and press **#** when the system connects
- Enter your 4-digit university extension
- Enter your password

Please note that voicemail messages cannot be transferred directly from Avaya to Zoom Phone. If you have voicemails that you would like to keep, listen to them before the migration and consider ways to save them, such as recording them using an external device or application.

After the migration, you'll have access to modern voicemail features in Zoom Phone, including voicemail-to-email delivery and automatic transcription. These tools make it easy to read or listen to your messages from your inbox.