

Zoom Phone FAQ

Why do we need a new phone solution in 2025?

- Montclair's phone system is still essential to our technological offerings. While communication modalities have changed, phones are critical to our university's daily business.
- A campus-wide telephony and collaboration suite will allow us to track usage more effectively using intelligent analytics.

Why Zoom Phone?

- Zoom Phone will provide Montclair with an improved collaboration solution for employee engagement and productivity
- Zoom Phone delivers a complete communication and collaboration solution for both faculty and staff
- Zoom Phone gives us the ability to communicate with students, employees, alumni, and vendors from anywhere, at any time
- Zoom Phone is a future-proof solution with upgrades built in

Will I need to download another application to use Zoom Phone?

No. Zoom Phone is part of the Zoom application used by all Montclair users. Zoom Phone will now be a new icon that is easily accessible from your Zoom application.

Will my Montclair phone number be migrated to Zoom?

Yes. All phone numbers will be migrated to Zoom. Users can receive voice-to-text messages quickly through their Zoom client while taking advantage of new features such as sending and receiving text messages using their Montclair direct number and moving a phone call to a meeting or chat.

Can I use my personal phone with the Montclair account?

Yes. Zoom uses your data plan, not your texting/SMS or phone minutes. Montclair will NOT reimburse you for the usage of your phone for company business.

Can I use my computer as my phone?

Yes. Zoom Phone is mainly designed to be used on your computer or mobile device instead of a physical desk phone. However, IT leadership will review requests for physical phones in certain cases — such as shared spaces, call centers, or areas where extra privacy is needed.



Will Montclair users receive headsets?

Yes, each Montclair State University Zoom Phone user may request one standard USB headset at no charge. Free headset requests end after April 30, 2026. After this date, new or replacement headsets will be funded by the department requiring a replacement.

Can I use Zoom Phone for remote work?

Yes. Zoom Phone can be used from any location with internet access without a VPN connection.

What happens to voicemail currently stored on our Avaya Messaging servers?

Once the Zoom Phone project is completed, all voicemail stored on our Avaya servers will be deleted. Please review [instructions on accessing your Avaya voicemail messages](#).

Can I use Zoom Phone while I am off campus for university business?

Yes. Zoom Phone can be used while off campus without the need for VPN connectivity.

Do I have to keep the Zoom application open on my computer in order to receive phone calls?

Yes. The Zoom application must be kept running on your computer. Please minimize the application while continuing university business throughout the day.

What happens if I miss a Zoom Phone call and it is routed to voicemail?

You will be notified via email that a voicemail message has been received. The email will include a transcription of the voicemail and a copy of the voicemail audio file for your review.

Will I need to dial 9 to call outside the university?

No. You can dial a 10-digit phone number without needing to dial 9 to access an outside line.

Can I use my Montclair phone number to send and receive SMS text messages through my Zoom Phone client?

This feature will be configured for certain users throughout the implementation. Once it has been enabled in our systems, a formal announcement will be made concerning usage.

How do I call my colleagues?

Users will be moved in phases during our migration to Zoom Phone. If your colleague has not been migrated to Zoom Phone yet, please call them using their 10-digit number, e.g., 973-655-4000.