

## 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 prefers a 'softphone' solution for all users. IT leadership will review physical phone requests for specific areas such as common areas, contact centers, and locations with specific privacy needs.



## 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.

## Why can't I see the Zoom Phone icon in the toolbar?

The reason is more than likely that your phone number has not been migrated to Zoom Phone yet. If you have been migrated and cannot see the icon, please email us at [itservicedesk@montclair.edu](mailto:itservicedesk@montclair.edu).



## 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.

## I do not have an extension, can I receive a new one with Zoom Phone?

Only users with existing Montclair phone numbers will be migrated to Zoom Phone. If you do not have an extension, or require a direct number, please have your Supervisor enter a new ticket at [itserVICEDesk@montclair.edu](mailto:itserVICEDesk@montclair.edu) with the request to add a new number. An internal extension, with no direct dial capability, does not cost money at this point. A direct dial number will require licensing. We will provide the cost of this additional license once the request is received.

## Can I transfer Zoom Phone calls to another number?

Yes. You can perform warm transfers, blind transfers, or send calls to voicemail using the Zoom app.

## Can I switch a Zoom Phone call to a Zoom Meeting?

Yes. Click the video camera icon (Meet) in the in-call controls. Learn more [HERE](#).

## Can I move a call between devices (handset, computer, smartphone)?

Yes. Use Call Flip: place the call on hold and resume it on another device. Learn more [HERE](#).

## Can I disable incoming call notifications?

Yes. In Phone > Settings at <https://montclair.zoom.us>, set work hours so after-hours calls go to voicemail. You can also set your status to Away or Do Not Disturb in the Zoom app.

## My department makes international calls with our current system. Will we be able to make international calls using Zoom Phone?

Yes. Please submit this request, with justification, to [itserVICEDesk@montclair.edu](mailto:itserVICEDesk@montclair.edu) once your phone has been migrated to Zoom Phone.

## What happens if I am on a call when the port starts at 11:30am on the date of my port?

Your call will stay active. Your number will not be ported until your call has ended.