

Zoom Phone Migration Notice

Zoom Phone Migration Notice

To: (owners and administrators of accounts scheduled for migration)
From: IS&T Zoom Phone Transition Team <servicedesk@mit.edu>
Subject: Your MIT phone account(s) migrating to Zoom Phone on DAY, MM/DD

As part of the ongoing modernization of MIT's communications infrastructure and services, Information Systems and Technology is migrating the Institute's cloud-based telephone service to the Zoom platform.

Our records show you are an owner or administrator of one or more telephone accounts scheduled for migration on DAY, MONTH DD, after 5 p.m. OR during the weekend of MONTH DD. If you manage multiple MIT phone accounts, the account description on voip.mit.edu will indicate which are being migrated.

What you need to do

To ensure a seamless migration and to take full advantage of the capabilities enabled by the Zoom Phone service, the migration team recommends the following preparations:

- **Enable softphone**
If you have not yet enabled the "softphone" option on your primary account, IS&T recommends you do so now. [The IS&T Knowledge Base (KB) has instructions for how to enable the softphone for an MIT phone account.]
If you previously used the BroadSoft UC One Communicator for softphone calls, [you will no longer need it after migration](#). Once your account is migrated, use the Zoom client for calls and uninstall/delete BroadSoft.
- **Install Zoom client**
Making and receiving Zoom Phone calls on a computer or mobile device requires using the Zoom client (not a web browser). If you have not already [downloaded and installed the client](#) on your preferred device(s), doing so now will ensure that you are ready to make and receive calls when your account is migrated.
- **Note custom phone settings**
Custom greetings, call control settings, and voice messages saved on the server [will not be carried over from BroadSoft to Zoom Phone](#). The KB has [instructions for reviewing your current custom call control settings] to identify what you will need to recreate in Zoom Phone. You do not need to take this action if you do not have any custom call controls set.

For owners of multiple phone accounts

If you are listed as the owner for more than one phone account being migrated, see [instructions for using Zoom Phone service with multiple lines](#) in the KB.

Self-service migration

Beginning Tuesday, May 31, certain MIT phone accounts will be eligible to be migrated to Zoom Phone earlier than scheduled. For these accounts, a button will be visible at voip.mit.edu allowing the owner or administrator to initiate a migration in the next available window. [The IS&T Knowledge Base \(KB\) has more information on self-service migration](#).

Desk phones

Physical devices registered in voip.mit.edu will automatically reconnect to Zoom Phone accounts. If a desk phone seems unresponsive after migration, [it may need to be restarted](#).

More information

The KB has [more information on the Zoom Phone service at MIT](#), including [a list of frequently asked questions](#).

If you need help using your Zoom Phone account, contact the IS&T Service Desk at 617-253-1101 or servicedesk@mit.edu.

Thank you,

The Zoom Phone transition team
Information Systems & Technology