

# SAN JOSÉ STATE UNIVERSITY

Dear Campus Community,

Since our initial town hall in spring 2025, we've achieved significant milestones in the [Zoom Phone Migration Project](#), successfully transitioning early adopters and smaller departments. In addition to users, the migration of other critical communication infrastructure has also begun, including call centers, shared lines, Bluelight phones, wall phones, and analog devices.

The Zoom Phone project team has begun reaching out to departments to validate staff lists and confirm common/shared phone requirements. Your cooperation during this phase is essential to ensure a smooth and efficient migration for everyone. For departments with call centers, we are reaching out to each department to schedule demos and training of Zoom Phone call center functionality.

Zoom will be hosting a training session webinar for SJSU on Wednesday September 10 at 10am for all with an SJSU account. [Join here](#) at that time for an overview of Zoom Phone functionality. In addition, we are continuously enhancing our FAQ and training documents, incorporating use cases identified through these early migrations. Please refer to our [Zoom resources website](#) to learn about Zoom Phone features and functionality. If your department has additional custom requirements, we can schedule a separate meeting.

We are committed to a seamless transition with minimal disruption. Thank you for your continued support as we implement this important migration. If you have any questions, please reach out to our Zoom project team at [zoom-phone-support-group@sjsu.edu](mailto:zoom-phone-support-group@sjsu.edu).

Thank you,

Atul Pala

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