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CU System migration to Teams Phone coming in 2025 [1]



December 2, 2024 by ES & UIS Communications [2]

CU System is moving from Cisco Jabber to Microsoft Teams Phone to enhance communication, improve functionality and streamline support. Teams Phone offers a unified calling experience integrated with Microsoft Teams, providing strong security, scalability and significant savings. This change supports CU's hybrid work environment while reducing complexity for both users and IT support.

As the current telecommunications system became cost-prohibitive, University Information Services sought a solution that would support a hybrid work environment and cost-reduction while providing more reliable vendor support. Also, the move will better align CU System with the campuses who have already migrated to Teams Phone.

When will the migration happen?

The transition will occur in four waves:

Wave 1: Starting in early February, a small pre-pilot group from within UIS will migrate to being testing and work out any issues.

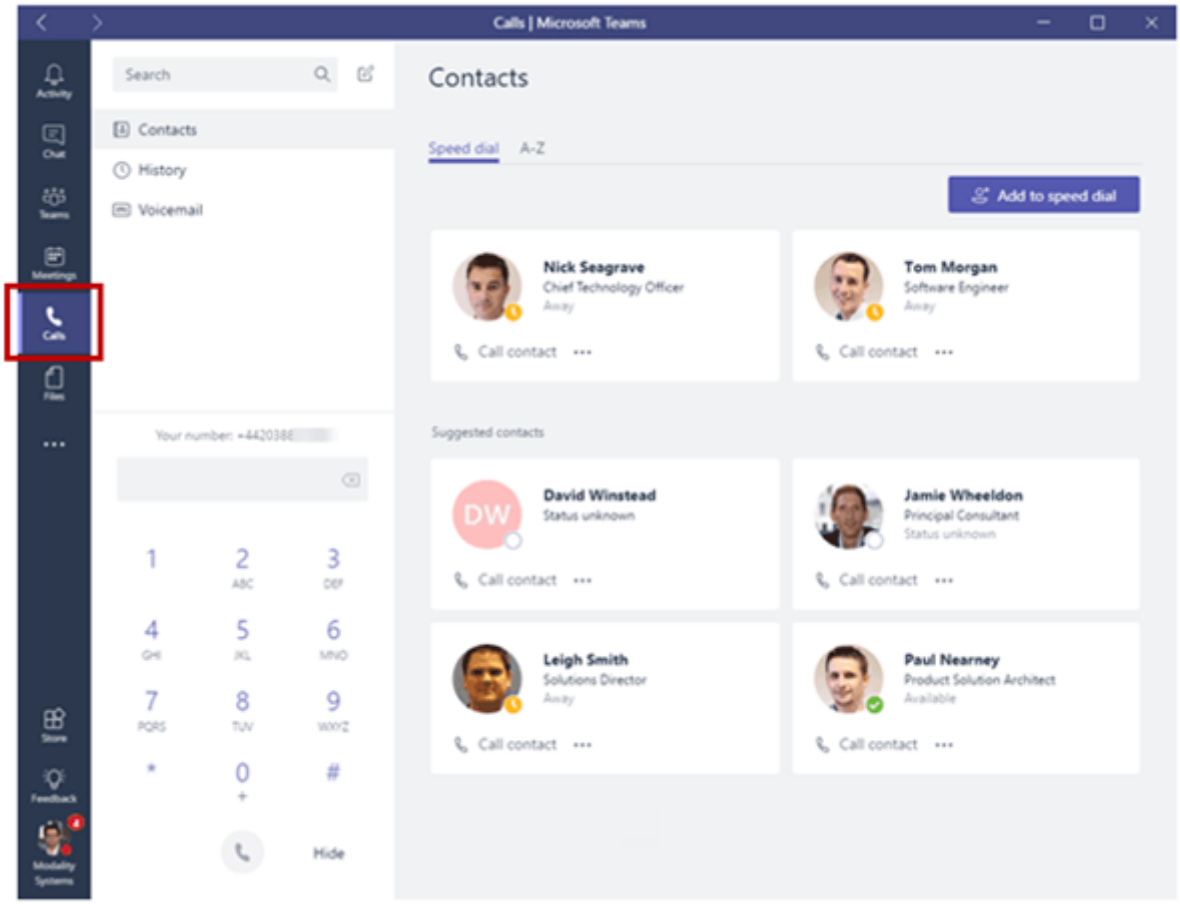
Wave 2: In early March, UIS and its Service Desk will be the first department to pilot Teams Phones. With a mix of onsite, hybrid and remote roles, UIS will prepare resources to help ensure a smooth transition for other departments and call centers.

Wave 3: Most CU System Administration departments will migrate in mid-spring.

Wave 4: Employee Services, the Procurement Service Center, and University Counsel will migrate in late May. UIS will wait to migrate Employee Services until after Open Enrollment 2025, a normally busy time for their call center.

The project is anticipated to be completed by June 30, 2025. Expect several emails and training resources ahead of your specific migration.

How does Teams Phone work?



Once implemented, you will access Teams Phone by clicking Calls in the Teams app.

- Teams Phone integrates with the Teams app, which is available for iOS, Android and desktop.
- Your current campus extension will remain the same.
- You can make calls, set "Do Not Disturb" during meetings and manage voicemail directly within the Teams app.
- Teams Phone supports conference calls and allows you to add or merge calls.
- A CU System Team Phones User Guide [3] is available. For a general overview, watch this 2-minute video from Microsoft [4].

Have More Questions?

Contact the UIS Service Desk at 303-860-4357 or email help@cu.edu [5]. You can also find additional resources on the CU System Teams Phone project page [6].

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