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Teams Phone Migration [1]

Microsoft Teams Phone will enhance communication for CU System Administration while improving functionality, streamlining support and providing strong security, scalability and significant savings.

Why Teams Phone?

As the current telecommunications system became cost-prohibitive, UIS sought a solution that would support a hybrid work environment while providing more reliable vendor support.

After analyzing call volume across all CU System departments and call centers, UIS chose to better align CU System with the campuses that have already migrated to Teams Phone

Project Timeline

The transition will take place in four waves:

Wave 1: Pre-Pilot Group (14 users) - Thursday, Feb. 6 at 5 p.m.

Wave 2: UIS and UIS Service Desk - (158 users) - Thursday, Feb. 27 at 5 p.m. With a mix of onsite, hybrid, and remote roles, UIS will prepare resources to ensure a smooth transition for other departments and call centers.

Wave 3: Half of CU System Admin (approximately 300 users) — Tentatively scheduled for Thursday, March 27 at 5 p.m.

Wave 4: Final Half CU System Admin (Employee Services, Procurement Service Center and University Counsel) — Scheduled for 8 a.m. Friday, June 12. UIS is making an effort to migrate Employee Services after Open Enrollment 2025, a normally busy time for their call center.

The project is expected to be completed by June 30, 2025. You can expect several emails and training resources before your department’s migration.

Project Resources

Teams Phone User Guide [2]

Day One Teams Phone Guide [3]

Teams Phone FAQs [4]

Tech Tip: Silence incoming calls during an active call or meeting [5]

Microsoft Introduction to Teams Phone [6]

UIS Project Announcement [7]

Have questions?

Email the UIS Service Desk [8] and a project team member will respond.



Teams Phone Project FAQs

Why is CU System transitioning from Cisco Jabber/phones to Microsoft Teams Phone?

CU System Administration is moving from Cisco UCCX to Microsoft Teams Phone to provide users with a seamless way to make external phone calls. CU System will benefit from additional features, functionality and substantial savings. With integration into a familiar tool, strong security and scalability, Teams Phone provides a solution that supports CU's hybrid work environment while reducing complexity for users and service desks, better aligning with CU campuses, and providing more reliable vendor support.

When will the transition happen?

UIS and the UIS Service Desk will transition first in late February. The next large wave of phone numbers will transfer to Teams Phone in spring, with the last group and Employee Services and Procurement call centers moving in late-May. You will receive several emails and training resources before your phone number's transition. The project will be completed by June 30, 2025.

You will receive an email at least a week prior to your migration and again on the day of the migration. During the migration period, which will begin after normal business hours, we ask employees to not use the new system and to wait until 8 a.m. the next day.

I currently have a physical Cisco phone. What can I expect?

UIS will contact you to learn your preference. You might prefer a softphone (using the Teams Phone via your laptop or PC), in which case a UIS Service Desk member will arrange a time to pick up your current Cisco phone after your number has moved to Teams Phone.

If you prefer a physical phone, UIS will confirm your current phone is compatible with Teams Phone or will purchase a new physical phone for your workstation.

Will I still have my current phone number?

Yes, your campus extension will remain the same on Teams.

How does calling someone via Teams Phone work?

The UIS Service Desk has a Teams Phone User Guid [2]e for all CU System employees. For a general overview, watch this 2-minute video from Microsoft [6].

Does Teams Phone work on a mobile device?

Yes, Teams apps are available for iOS [9]and Android [10]. Check the hardware requirements for mobile devices [11] before installing.

After downloading the Microsoft Teams app to your device, you will need to log **using your CU credentials** and authenticate via Duo.

Can I ensure my Teams Phone doesn't ring or interrupt me during a meeting or focus time?

Yes, Teams allows you to silence notifications as well as set Quiet Time on your mobile device. See the User Guide for details.

Will I still be able to have a conference call?

Yes, Teams allows you to add someone to a call and merge calls.

Will I still have voicemail and voicemail transcripts?

Yes, the UIS Service Desk provides a Teams Phone User Guide with step-by-step instructions on how to configure your Teams Phone voicemail, with details on how to playback voicemail, review summaries and transcripts, and customize voicemail settings.

Will there be training on how to use Teams Phone?

Yes, UIS will provide online documentation, user guides, videos and training sessions specific to call centers. UIS is happy to schedule a live training session or a lunch-and-learn session, if your department or team would like one. Just send a request to the UIS Service Desk [12].

If I call 911 from my laptop using Teams Phone, will it share my location?

If you are at 1800 Grant, your location information will automatically update based on your network connection. If working remotely, you will need to update your location information within the Teams app by following the directions in the User Guide.

Will Teams Phone still work if I do not have an internet connection? Does

it require me to be on the CU System VPN?

Using Teams requires an internet connection on a computer, just as Cisco Jabber did. If you have installed the Teams mobile app for iOS or Android, you can use the calling function using your mobile network.

The VPN is not required. However, we recommend always being on the CU VPN while using your work device. [13]

How will this change impact service/call centers?

Call centers, other than the UIS Service Desk, will migrate from Cisco Unity in late spring to Enghouse Communications.

UIS is in direct contact with call center managers and will keep them updated regarding training opportunities for their team members. The UIS Service Desk will migrate first, in late January, to ensure a smooth transition for the other call centers.

What will happen to physical phones in common areas like conference rooms?

Conference rooms do not use Cisco Jabber, so they are outside the scope of this project. You will still be able to make outbound calls from a conference room.

Groups audience:
University Information Services

Source URL:https://www.cu.edu/uis/projects-initiatives/teams-phone-migration

Links
[1] https://www.cu.edu/uis/projects-initiatives/teams-phone-migration [2] https://www.cu.edu/docs/teams-phone-user-guide [3] https://www.cu.edu/docs/teams-phone-day-one-guide
[4] https://www.cu.edu/uis/projects-initiatives/teams-phone-migration#Teams%20Phone%20FAQs
[5] https://www.cu.edu/blog/tech-tips/silence-teams-phone-new-calls-during-active-call-or-meeting
[6] https://www.microsoft.com/en-us/videoplayer/embed/RE4ONBD?pid=ocpVideo0-innerdiv-oneplayer&postJsllMsg=true&maskLevel=20&market=en-us [7] https://www.cu.edu/blog/uis-news/cu-system-migration-teams-phone-coming-2025
[8] mailto:help@cu.edu?subject=Teams%20Phone%20question%20for%20William%20Shelby%20Jr.
[9] https://itunes.apple.com/app/id1113153706
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