

Teams Calling Transition

KSU is transitioning from desk phones to Microsoft Teams Calling in 2025. By the end of October, all faculty and staff will be fully switched over, making communication easier and more flexible. With Teams Calling, you can make and receive calls and check voicemail from any device and any location. Everybody at KSU is already familiar with the **Teams application**—you’ve been calling and messaging colleagues who are also using Teams. **Teams Calling** takes this a step further: It allows you to make and receive calls to and from any phone number, even if the other person isn’t using Teams, replacing the need for a desk phone.

This change enhances communication at KSU. Teams Calling provides the mobility and features necessary to support your work wherever you are.

Wondering when your department will transition to Teams Calling?
Check out the Teams Calling transition schedule.

Have questions or concerns? University Information Technology Services (UITs) is here to help! Visit kennesaw.edu/uits or contact the IT Service Desk (service@kennesaw.edu).

Thank you for your cooperation as we enhance communication and collaboration at KSU!

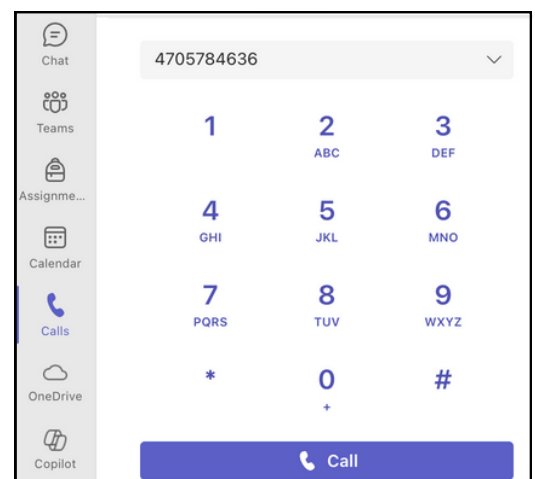
Quick Tip:

Press **Ctrl + F** (Windows) or **Command + F** (Mac) to quickly find the information you need in this document.

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Are you using assistive technology to read this document? If so, check out this accessible version.





Overview

What will my transition experience be like?

Your department will be transitioned according to the Teams Calling Transition schedule.

A few weeks before your department's transition, UITS will reach out to your budget manager to share important details and check in so we can ensure everything goes smoothly.

What to expect during the transition:

- **Keeping your number:** You can keep your current KSU phone number or choose a new one.
 - *Want a new number to be assigned to you? Please ask your supervisor to email service@kennesaw.edu with your current KSU phone number and office location, and ask them to include **New Teams Calling Number** in the subject line.*
- **Headsets:** UITS will coordinate with your department's point of contact to deliver wired headsets to everyone in your department.
- **Completion notification:** UITS will notify you once your transition is complete. We will then coordinate with your department's point of contact to collect old desk phones.

UITS is here to help you every step of the way! Training is available for all faculty and staff. Questions or concerns about Teams Calling? Contact the IT Service Desk.

When will my department transition to Teams Calling?

Please note that the following timeline is tentative and may be adjusted as needed, depending on factors beyond KSU's control. *For the most up-to-date schedule, visit kennesaw.edu/uits/services/teams-calling-transition.php#transition-schedule.*

MARCH

- Admissions & Registrar (ESE)
- Chief Business Officer, Public Safety, Sustainability (CBO)
- Honors (HON)
- Libraries (LIB)
- Strategic Communications & Marketing (COM)

APRIL

- Academic Affairs (AAF)—Group 1
- Arts (ART)—Music, Dance, Theater, etc.

MAY

- Athletics (ATH)—All teams & athletic administration
- Auxiliary Services (BSC-AUX)—Bookstore, Card Services, Parking, Housing Allocations, etc.



Teams Calling Transition Overview, continued

JUNE

- Architecture & Construction Management (ACM)
- Continuing & Professional Education (BSC-CPE)
- Engineering & Engineering Technology (EET)
- Financial Aid (BSC-Student Financial Aid & FWS/SEOG)
- Business (BUS)—MBA, EMBA, MAcc, School of Accountancy, etc.
- Planning, Design & Construction (PDC)

JULY

- Academic Affairs (AAF)—Group 2
- Computing & Software Engineering (CSE)
- University Advancement (DUA)
- Office of the President (PRE)
- Education (EDU)

AUGUST

- External Affairs/Career Services (EXT)
- Fiscal Services & Finance (FIN)
- Graduate College (GDC)
- Human Resources (HRS)
- Research (RES)

SEPTEMBER

- Health & Human Services (HHS)
- Humanities & Social Sciences (HSS)
- Information Technology / CIO (ISY)
- Legal Affairs (LAF)
- Museum, Archives & Rare Books (MRB)
- Global Education (OGE)
- Organizational Leadership & Inclusion (OLI)
- Operations (OPS)

OCTOBER

- Small Business Development (SBDC)
- Science & Mathematics (SCM)
- Student Affairs (STA)



Introduction to Teams Calling

What is Teams Calling?

Teams Calling is a feature in Microsoft Teams that lets you use your KSU phone number to make and receive calls from your computer, tablet, or smartphone. It replaces desk phones, offering flexibility and portability for seamless communication, whether you're in the office, working remotely, or traveling

With Teams Calling, you can:

- **Call colleagues and external numbers:** Use an easy-to-navigate dial pad or search for colleagues by name.
- **Access voicemail anywhere:** Receive transcribed voicemails in your email for quick reading.
- **Use advanced features:** Transfer calls, conduct conference calls, and set up custom greetings.
- **Go hands-free:** Pair your device with a speaker, microphone, or headset. *UTS will provide free wired headsets when you transition to Teams Calling.*

[Learn more about the advantages of Teams Calling.](#)

Why is KSU transitioning to Teams Calling?

KSU is transitioning to Teams Calling to enhance communication and productivity.

Key benefits include:

- Seamless integration with Microsoft 365 tools like Outlook and Calendar
- Advanced features for mobility and collaboration
- The ability to work from anywhere with an internet connection

[Common questions and answers about transitioning to Teams Calling.](#)

Whom can I call using Teams Calling?

You can use Teams Calling to call KSU colleagues and students as well as external numbers within the United States.

Please note that Teams Calling is generally available for calls within the United States only. To enable international calling capabilities, please [contact the IT Service Desk](#). Additional charges for international calling may apply.



What equipment do I need to use Teams Calling?

All you need is a computer, tablet, or smartphone with internet access, Microsoft Teams, and a headset or microphone/speakers for audio. You can use Teams Calling on any device where Teams is installed. Calls and messages will sync across all devices.

Free wired headsets: UITs will provide wired headsets when you transition to Teams Calling.

Wireless headsets for purchase:

- If you prefer a wireless headset, be sure to use one that's Teams-certified—check out [these Microsoft-recommended headsets, ear buds, and headphones](#) for use with Teams Calling.
- A limited number of wireless Teams-certified headsets are available for purchase in UITs's [New IT Equipment Catalog](#)—log in using your KSU credentials, select **Plantronics Headset 8245**, and complete the form.
- **If you purchase a wireless headset from a different source, be sure to use one that's Teams-certified**—Microsoft provides [a list of recommended headsets, ear buds, and headphones](#) for use with Teams Calling.
- **Teams phones available for purchase:** Although standard desk phones are not compatible with Teams Calling, faculty and staff can use desk phones after transferring to Teams Calling by purchasing a Teams Phone from the [New IT Equipment Catalog](#)—log in using your KSU credentials, select **AudioCodes Phone C455HD**, and complete the form.

Do I need to install the Teams app on my personal device(s)?

No, installing the Teams app on your personal device is not required. Teams Calling enables you to make and receive calls using your KSU computer. However, if you prefer, you can install the Teams app on your personal device(s) to access Teams and make work calls on the go.

Want to learn all there is to know about Teams Calling?

UITs offers training on the basics as well as advanced features like conference calls, delegated calls, and how to leverage Teams integration with other Microsoft 365 tools.

UITs provides training on the third Friday of each month—[register and join via OwlTrain](#).

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| • Feb. 21, 10–11 a.m. and 2–3 p.m. via Teams | • Jul. 18, 10–11 a.m. and 2–3 p.m. via Teams |
| • Mar. 21, 10–11 a.m. and 2–3 p.m. via Teams | • Aug. 15, 10–11 a.m. and 2–3 p.m. via Teams |
| • Apr. 18, 10–11 a.m. and 2–3 p.m. via Teams | • Sep. 19, 10–11 a.m. and 2–3 p.m. via Teams |
| • May 16, 10–11 a.m. and 2–3 p.m. via Teams | • Oct. 17, 10–11 a.m. and 2–3 p.m. via Teams |
| • Jun. 20, 10–11 a.m. and 2–3 p.m. via Teams | |

Would you like to have training for your group on a different date and time, either via Teams or in person?

Follow these steps to request personalized group training via Teams or in person:

1. Navigate to **Software Support** in the IT Service Catalog.
2. Select **Training Request for KSU Technology**.
3. Complete the form and select **Group Training** from the Request Type drop-down menu.



Top Advantages of Teams Calling

Your Office Phone on the Go

Whether you're traveling between campuses or working remotely, Teams Calling lets you make and receive calls from your University number on any device. No need to worry about call forwarding or sharing your personal number.

*Need a break? Use the **Do Not Disturb** setting to silence calls for a set time—[learn how](#).*

You Can Talk Hands-Free

With the Teams app, you can make calls using your University phone number directly from any computing device with a microphone and speaker or headphones. No handset needed.

Teams Calling headsets are available free to all KSU Employees.

At-a-Glance Call Settings

Follow these steps to customize your calling experience in Teams:

1. Click More Actions (...).
2. Select **Settings > Calls**.
3. Adjust preferences, choose ringtones, or set up TTY device options for the hearing impaired.

Quick tip: Use the text-to-speech feature for fast voicemail setup. Just type your greeting, and Teams will speak it for you!

Effortless Call Transfers

Easily transfer calls to colleagues with just a few clicks—[learn how](#).



Convenient Voicemail Features

Teams transcribes voicemails and sends them to your email for quick and easy reading—no need to log into a system or download audio files. Missed a call? No problem!

Set up text-to-speech customized greeting option ⓘ

Your custom greeting

Hello! You have reached the Owls Mascot's voicemail. Scrappy is not in the nest right now. Please leave him a hoot.

Save

Speed Dial

You can easily add contacts to your speed dial in Teams. Find detailed instructions in [this IT Knowledge Base article](#).

Please note that speed dial numbers from your previous phone system will not automatically transfer to Teams Calling because Teams uses its own contact management system. You will need to add your frequently called numbers as contacts within Teams or create speed dial/favorite lists within the Teams app itself.

Intuitive Dial Pad

Need to call a non-campus number? The Teams app includes an easy-to-use virtual dial pad. Simply click the phone icon, type the number, and hit Call.

More Desk Space

Teams Calling makes your office phone portable—and there will be one less thing on your desk. Calling through Teams means your computer can take the place of your office phone!



Transitioning to Teams Calling

Who can use Teams Calling at KSU?

Teams Calling is available to all KSU faculty and staff as part of the university's transition to a more flexible, modern communication system.

Additionally, department numbers can be transferred from traditional desk phones to Teams Calling.

Is this a required change?

Yes. Transitioning to Teams Calling is necessary as we phase out traditional phone systems across KSU. This move allows us to integrate advanced features like voicemail-to-email, call forwarding, and enhanced mobility, ensuring a more streamlined and efficient communication experience.

Will headsets be provided?

Yes. Wired headsets will be provided free of charge—UITs will deliver these when your department is transitioned.

A limited number of wireless headsets are available for purchase from UITs. Follow these steps to order:

1. Navigate to UITs's [New IT Equipment Catalog](#).
 - Please note that you must log in using your KSU credentials to access the catalog.
2. Select **Plantronics Headset 8245**.
3. Complete the form for departmental purchase.

If you purchase a wireless headset from a different source, be to use one that's Teams-certified—Microsoft provides [a list of recommended headsets, ear buds, and headphones](#) for use with Teams Calling.



Can I keep my current KSU phone number when I transition to Teams Calling?

Yes. Faculty, staff, and/or department phone numbers can stay the same.

Can I import non-KSU contacts from my desk phone to Teams Calling?

No. You are strongly encouraged to save information for contacts external to KSU before your transition begins.

How does Teams Calling differ from a traditional desk phone?

Teams Calling moves your phone system into the Microsoft Teams platform, offering:

- **Flexibility:** Unlike a desk phone, Teams Calling lets you make and receive calls from virtually anywhere, using any device with the Teams app (computer, tablet, or smartphone).
- **Advanced features:** Access call history, voicemail transcription, and real-time call management.

[Learn more about the advantages of Teams Calling!](#)



Additional FAQ

Does having Teams Calling mean I will be “on call” 24/7?

No. While Teams Calling allows you to connect with others anytime, anywhere, this does not mean you need to be available more often than before. Additionally, Teams Calling allows you the option of setting your status to “Do not disturb” or “offline,” or you can simply log out of Teams.

Does Teams need to be running or open at all times to receive calls?

Yes. To receive calls, Teams must be running on your computer or the Teams app must be installed and active on your smart device. If Teams is not running, calls will go to voicemail.

Is Teams Calling secure for sensitive conversations?

Yes. Teams Calling is secure and uses encryption to protect your calls and data, ensuring privacy for sensitive conversations.

Are there rules for using Teams Calling for official KSU business?

Yes. You should use Teams Calling for university work, just like traditional desk phones. Make sure to follow KSU's communication rules for professional behavior.

Does Teams Calling keep a call history?

Yes. Teams Calling maintains a detailed call history, including incoming, outgoing, and missed calls. You can access this history directly within the Teams app to review call details and timestamps.

Can I record phone calls using Teams Calling?

When using Teams Calling, you can record and transcribe internal calls, but recording external phone calls is not supported.



Will the main phone numbers for my department or division remain the same number for a Teams call, or will these change?

Good news: The main numbers can stay the same.

Managing multiple phone lines for your department? Teams Calling will work for you! UITs will work with you to implement the best solution for your needs.

How do I add contacts in Teams?

Follow the steps in [this IT Knowledge Base article](#) to add contacts in Teams.

Can I call as my call queue line?

Your phone number can be masked as the call queue's phone number when you make outgoing calls at no additional charge. While you can use the “Call As” feature in Teams Calling to make calls from your call queue’s phone number, this requires a departmental purchase of an additional phone line. Adding an outgoing phone line to a call queue could be useful when a significant number of call queue attendants do not have phone lines of their own, such as student assistants.

A student assistant generally answers our main department phone. How should we handle this with Teams Calling?

We suggest you purchase a Teams phone because this will enable seamless call management—the Teams phone will be assigned a phone number that the students can answer without logging in.

Follow these steps to purchase a Teams phone:

1. Navigate to the [New IT Equipment Catalog](#).
 - Please note that you must log in using your KSU credentials to access the catalog.
2. Select **AudioCodes Phone C455HD**.
3. Complete the form for purchase.

The Teams phone can use the same number your department currently uses. Please contact the [IT Service Desk](#), and we'll work with you to implement the best solution for your needs.

We usually have multiple student assistants monitoring our department's phones. How should we handle this with Teams Calling?

This may require a tailored solution. Please contact the [IT Service Desk](#), and we'll work with you to implement the best solution for your needs.



In the event of an emergency, can I call 911 using Teams Calling?

Yes. Dial 911 just like you would on a regular phone and confirm your physical location to ensure emergency services can reach you.

You are strongly encouraged to add your location to Teams Calling as soon as possible so you can be easily located in the event of an emergency.

What resources and support does KSU offer?

IT Knowledge Base: Explore KSU's IT Knowledge Base to find detailed guides and step-by-step instructions for using Teams Calling, as well as many other types of KSU-supported technology.

Teams Calling Training: UITS offers pre-scheduled training sessions as well as customized group training to support your transition to Teams Calling: Training is available via Teams or in person to meet your needs.

IT Service Desk: If you have questions or concerns about Teams Calling, UITS is here to help! Contact the IT Service Desk for support: service@kennesaw.edu.

Does Teams need to be running or open at all times to receive calls?

Yes. To receive calls, Teams must be running on your computer or the Teams app must be installed and active on your smart device.

What happens if I lose internet or Wi-Fi?

Since Teams Calling is cloud-based, losing internet access is like being signed out—you won't be able to make or receive calls, and incoming calls will go to voicemail.