

I have a new phone, now what?

This guide should get you up and running with the new phones quickly. First a few high points.

- You no longer need 8 or 9 to call off campus.
- Although you may have a desk phone, the Teams app is still used.
- Voicemail will go to your email.
- To silence notifications during meetings or classes set yourself to Do Not Disturb in Teams.
- Your phone number follows you wherever you are signed in.

Differences in Calling

On the old system, we called each other using 4-digit extensions. In Teams, while extensions still work, it is significantly faster to initiate the call using the app. From within the app, you have voice, chat, file, and video access from one screen. The world outside of campus knows us by our phone numbers. Internally we use names, and optional extensions.

I don't know where to start.

Right here! The first thing is to make sure that your PC has Teams on it. Go down to the search bar and search Teams then launch it. Second, if you have a phone, make sure it is plugged in, and you have signed into it. If you have a problem with any of the above steps, please create an ITS service request now.

After you're all set with your app and optional phone, begin with the quick videos on this page. They are short and to the point. Afterward, make your way down the list of materials and read through those that you feel are relevant to you now. Bookmark this page as you will need to return for more as you become more comfortable.