



## Microsoft Teams Calling Transition

This guide will provide you with some quick tips and tricks to help you use Microsoft Teams as your primary communication tool. This migration will occur during UCF's 2022 fall semester. For more information visit our [Project Site](#)

### Login to your new AudioCodes deskphone.

Select Sign In on the touch screen of your new deskphone and then select Sign In from another device. Visit <https://microsoft.com/devicelogin> from another device and enter the code displayed on your deskphone. Once entered you will be asked to sign in using your NID and NID password. You will need to use MFA to verify your account. Visit our [knowledge article](#) for more details.



### How do I use my new AudioCodes deskphone?

Use our [AudioCodes C450/C455HD Teams phone guide](#) to get started.

### Need to install Teams?

Contact your local IT support or visit: <https://www.microsoft.com/en-us/microsoft-teams/download-app>

### Using a headset along with your computer to make calls?

Use our [Teams calling quick guide](#) to get started using the teams application on your computer to place calls.

### Need to purchase a headset?

Purchase a headset certified for Microsoft Teams and approved by UCF IT from the [TPC Store](#). This will allow us to provide you with the best experience using Teams and fully support any issues you run into.

### Will I still be able to use Cisco?

When the transition to Teams Calling completes, your Cisco deskphone will still ring and calls can be answered using the Teams client or the Cisco deskphone. After the migration, UCF IT will schedule a time to replace your Cisco deskphone with an AudioCodes phone for Teams Calling.

### How can I get training?

Free courses are available for Teams calling and learning what else you can do with Teams! [Register for Training](#)

### Need help?

UCF IT is here to help. If you experience an issue or you have questions, please reach out to us:

Teams Hotline: 407-823-5117 Option 8

E-mail: [itsupport@ucf.edu](mailto:itsupport@ucf.edu)

Self Service Ticket: [www.it.ucf.edu](http://www.it.ucf.edu)