Transition Overview:
- A technology support staff member will be on hand before or during the transition to assist with installing headsets or other audio devices.
- *Please listen to all new voice messages prior to your scheduled transition time (see "Listen to All Your Voicemails" here for more).*
- In most cases no action will be required from you during the transition.
- The transition will not occur while you are on a call.
- You will know the transition is complete when your Avaya or Cisco desk phone no longer has a dial tone.
- You will receive an automated email from Microsoft Outlook confirming your Skype for Business phone number (your previous number in most cases) and your initial voicemail PIN.
- Please do not unplug or remove your old desk phone. A technology support staff member will stop by after the transition (typically within a week) to remove your old desk phone.

Skype for Business Devices:
Skype for Business phone service eliminates the need for traditional desk phones, and the portability of headsets helps maximize the mobile capabilities of Skype for Business. University leadership has determined that headsets will replace desk phones for most faculty and staff. Individual units/departments have the option of purchasing compatible desktop-style phones for employees. Please work with your unit's campus technology support staff to purchase Skype for Business compatible devices.

Important Note About 911 Emergency Calls:
Because Skype for Business phone service will not work in the event of a power outage, network outage or IT-service outage, you should use your cell phone to make emergency calls while on campus. For more information, please see Skype for Business phone service FAQs.

Information & Workshops:
To help ensure a smooth transition to Skype for Business phone service, please visit Things to Do For the Transition for important information and tips. Visit "Essentials – Skype for Business phone service" (for PC|for Mac) for printable quick start guides and a series of short videos that cover the fundamental Skype for Business phone service features.

You can learn even more about this new service by visiting our Skype for Business website or attending workshops:
- PC users can attend the following "Getting Started with Skype for Business phone service" workshops:
  Visit workshops.ku.edu for additional workshop listings, including workshops for Skype for Business basic service (i.e., instant messaging, online meetings, etc.)

- Training for Mac users is available on request by emailing training@ku.edu to set up a time, or you can contact your IT support staff for a one-on-one orientation.