

How to Confirm Your Phone Calling Has Been Successfully Migrated to Microsoft Teams

This quick reference guide is designed to assist you in verifying the successful migration of your account from Skype for Business to Microsoft Teams. In the following sections, we will walk you through some quick steps and indicators to confirm that your migration has been completed successfully.

Finding the “Calls” Tab in Microsoft Teams.

1. Open Microsoft Teams.
2. Look for the “Calls” tab located on the left side of the screen.

If you do not see the “Calls” tab, click on the “Apps” tab located at the left of your screen, and search for “Calls”.

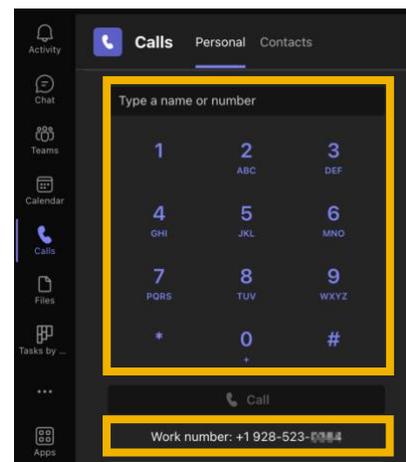
If you are unable to find or add the calls tab, please contact the ITS Service Desk at 928-523-3335.



Dial Pad and Phone Number

1. Click on the “Calls” tab located on the left side of your screen.
2. If you have been successfully migrated, a dial pad should appear and your NAU work phone number should appear below the dial pad.

If you do not have a dial pad or are unable to see your NAU work phone number, please contact the ITS Service Desk at 928-523-3335.



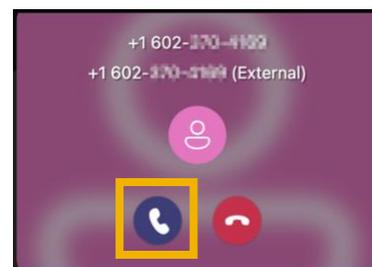
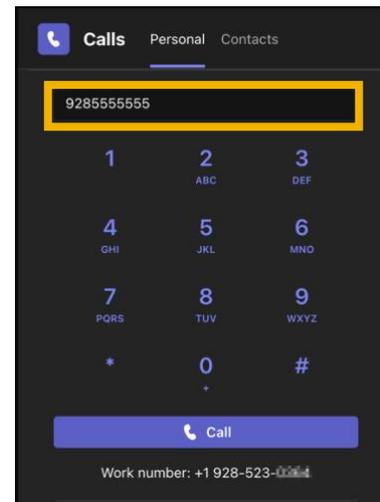
Have questions? Call the Service Desk
928.523.3335 or open a Service Now ticket

Making and Receiving a Test Call

1. Click on the “Calls” tab located on the left side of your screen.
2. Using the dial pad or your keyboard, enter your cell phone number and click the purple “Call” button.
3. Answer the call on your cell phone and verify that the call connects successfully, then you may hang up.
4. Using your cell phone, call your NAU work phone number.
5. Answer the call on the Microsoft Teams desktop app by clicking the purple phone icon located on the pop up that appears when you receive the phone call.
6. Verify that the call connects successfully, then you may hang up.

If you can make and receive both test calls, you have been successfully migrated to Microsoft Teams.

If you are unable to make or receive either test call, please contact the ITS Service Desk at 928-523-3335.



Success!

If you were able to complete and confirm the three sections in this quick reference guide, you have been successfully migrated to Microsoft Teams.

As you begin to work within Microsoft Teams, there are some important setup tasks we recommend completing as soon as possible. Please click the links below to navigate to each tutorial.

1. [E911 Setup](#)
2. [Microsoft Teams Settings](#)

To learn more about how to use Microsoft Teams at NAU, please visit the Microsoft Teams Training website at nau.edu/teamstraining to view our collection of short videos and quick reference guides.

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