



July 8, 2022

Dear LSU Community,

Information Technology Services (ITS) has been working diligently to secure an upgraded telephone software system for LSU. As many of you may be aware, the existing telephone system consists of hardware that is 20 to 30 years old.

We are happy to announce that we are transitioning to Microsoft Teams for our voice communication needs. This move will change the way we communicate both internally and externally. This transition to Teams will not only enhance the way we talk to each other, it will also provide additional means of collaboration, communication, and messaging. Teams also allows for file sharing and video meetings and recordings.

The Microsoft Teams phone system will be implemented in phases by department, and we anticipate it will take 18-24 months for the whole LSU A&M campus to be active with Teams calls. Our group dedicated to the Teams transition will work with your department to schedule a time that works best.

Each department will be contacted in advance to schedule Microsoft Teams training as well as to coordinate the rollout of Microsoft Teams voice capability to your department. [Brainstorm QuickHelp](#) is our training platform for all things MS Teams. This application provides a library of training resources, how-tos, and tips to grow your knowledge, not only for Teams, but for all things Microsoft. Teams gives you the ability to make and receive calls from a number of different devices of your choosing, including desktop/laptop computers, mobile devices, and physical phone devices. Any physical phone devices your department requires for the new Microsoft system must be purchased by your department. The current Avaya telephones will not work on the Microsoft system.

ITS staff have been working hard to make this move as easy and seamless as possible for you. We appreciate your patience while we work to ensure your communication is enhanced and does not face interruption.

Stay up to date about this project, learn about the physical phone device options or get more details by accessing the [GROK article for Teams Telephony](#). For any questions or feedback regarding the project, please email teamstelephony@lsu.edu for assistance.

LSU



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