



## ***Firmware updates may be needed to resolve desk phone issues***

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Since UIT completed the migration of University of Utah accounts from Skype for Business to Microsoft Teams, some desk phone users have reported login and connectivity issues.

If you're experiencing interruptions to your U of U desk phone service, please disconnect and reboot your phone set. Visit this [IT Knowledge Base article](#) for instructions on how to sign in to your Teams (Poly) phone.

If this does not correct the issue, firmware updates may be needed. Your local IT support staff may be able to assist, or you may contact your respective help desk: UIT Help Desk (801-581-4000, option 1) or ITS Service Desk (801-587-6000).

Please note that you can continue to make and receive calls [using the calls function](#) in the Microsoft Teams client.

Thank you for your patience as we work to resolve these issues.



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