

TEAMS PHONE MIGRATION



12 peripheral devices

The devices
you don't
want to forget.

A pre-migration checklist for IT, facilities and security. Walk the building once, before the project plan is locked.

The phone numbers are the easy part. The peripheral devices, the ones nobody scoped, are the part that breaks the migration.



How to use **this checklist.**

Most Teams Phone migrations are scoped around phone numbers, SBCs, and calling plans. The part that breaks projects is the quiet ecosystem of communication devices that nobody owns: door intercoms, paging, lift emergency phones, gate stations, visitor kiosks.

Print this document or open it on a tablet, and walk the building with someone who actually knows where the equipment lives. That is usually facilities, security, or building services, not IT. For each of the twelve categories on the following pages, tick whether the device exists in your environment. If yes, run through the questions and capture the answers. If no, move on.

Three rules for a useful walk-through

01 **Photograph everything.**

Take a picture of every device with the label visible. Vendor and model number now save you hours later.

02 **Note who owns it.**

Most of these devices have an owner outside IT. Capture the name. They need to be in the migration meetings.

03 **Ask what good looks like.**

Not 'does it work' but 'what does the user expect to happen'. The expectation is what you have to preserve, not the protocol.

When you are done, you have a list of every device that needs an integration decision before cutover. That list is what most migration projects do not have, and it is what determines whether week three goes smoothly.

Devices 01–02

01



Reception video intercoms

Wall-mounted units at the main visitor entrance with camera and call button.

WE HAVE THIS IN OUR ENVIRONMENT

- How many reception entrances do we have, and is each one video-enabled today?
- Does the receptionist see the visitor on screen before answering, and do we want to keep that?
- Which Teams users or teams should ring when someone presses the bell, and what is the fallback?
- Do we need to open the door from the Teams call, and is that wired through access control?

NOTES

02



Door entry intercoms (employee and side entrances)

Audio or video intercoms at staff doors, side doors, kitchen doors, smoking areas.

WE HAVE THIS IN OUR ENVIRONMENT

- How many door intercoms exist outside the main reception, and who installed them?
- Are these tied to badge access, and what happens to the call routing if a badge fails?
- Which Teams team picks up out of hours, and is that documented anywhere today?

NOTES

Devices 03–04

03



Gate and perimeter intercoms

Outdoor units at parking gates, vehicle entrances, delivery yards, perimeter fencing.

WE HAVE THIS IN OUR ENVIRONMENT

- Do we have outdoor intercoms exposed to weather, and are the units IP-rated for it?
- Who currently answers the gate call, and during which hours?
- Is the gate intercom linked to a camera feed, and do we want that visible to whoever answers in Teams?
- What is the fallback if the network is down at the gate (cellular, local relay, manual override)?

NOTES

04



Lift emergency phones

Mandatory two-way emergency calling units inside every passenger lift.

WE HAVE THIS IN OUR ENVIRONMENT

- How many lifts are in scope, and who owns the lift maintenance contract?
- Are the lift phones connected through our PBX today, and how is the monthly compliance test performed?
- Does our jurisdiction require both outbound and inbound calling on the lift line?
- Has the lift maintenance company been told about the migration date?

NOTES

Devices 05–06

05



Loading dock and warehouse buzzers

Buzzer or intercom at goods-in doors used by drivers and couriers.

WE HAVE THIS IN OUR ENVIRONMENT

- How many loading docks have a buzzer or intercom, and who answers them today?
- Do drivers expect a video confirmation, or is audio enough for the operation?
- What happens during a shift change, and is the routing time-of-day aware?

NOTES

06



General overhead paging

Ceiling or wall-mounted speakers used for building-wide announcements.

WE HAVE THIS IN OUR ENVIRONMENT

- Which spaces are covered by overhead paging today, and where are the dead zones?
- Who is allowed to make a general page, and how do we control that in Teams?
- Do we need pre-announcement chimes, and are they currently used?

NOTES

Devices 07–08

07



Zoned paging (warehouses, production, multi-building)

Paging split into zones: e.g. warehouse aisles, production lines, individual buildings.

WE HAVE THIS IN OUR ENVIRONMENT

- How many paging zones do we have, and is the current zone map still accurate?
- Do supervisors page individual zones, groups of zones, or all zones, and from which device today?
- Do we need scheduled announcements (shift starts, breaks, end of day) preserved after migration?

NOTES

08



Emergency and mass notification

Speakers, beacons, or strobes used for evacuation, lockdown, or critical incidents.

WE HAVE THIS IN OUR ENVIRONMENT

- Is emergency notification on the same paging infrastructure as routine announcements, or separate?
- Who is authorised to trigger a mass notification, and what is the audit trail today?
- Are there compliance or insurance requirements that the new setup must meet?

NOTES

Devices 09–10

09



Visitor management kiosks

Tablets or touchscreens at unstaffed entrances with a 'press to call reception' option.

WE HAVE THIS IN OUR ENVIRONMENT

- How many visitor kiosks are in use, and which call button or workflow do they trigger?
- Does the kiosk integrate with badge printing, pre-registration, or NDA flows that depend on the call?
- Which Teams user or team should the kiosk call route to, and what is the after-hours behaviour?

NOTES

10



Healthcare nurse-call and patient room intercoms

Patient bedside call buttons and ward intercoms in healthcare environments.

WE HAVE THIS IN OUR ENVIRONMENT

- Are nurse-call systems in scope, or owned and operated by clinical engineering separately?
- Where do the calls land today (nurse station, mobile DECT, pager), and what does the new flow look like in Teams?
- Are response time SLAs documented, and does the new routing meet them?

NOTES

Devices 11–12

11



Cleanroom and regulated environment paging

Paging in pharma cleanrooms, labs, food production, or other regulated areas.

WE HAVE THIS IN OUR ENVIRONMENT

- Which areas are subject to GMP, ISO, or sector-specific rules that affect the comms equipment?
- Do we have hands-free or footswitch-activated intercoms inside controlled zones?
- Has the validation team been involved in the migration plan?

NOTES

12



Security desk and camera-intercom integration

The workflow at the guard desk where intercom calls and camera feeds are handled together.

WE HAVE THIS IN OUR ENVIRONMENT

- How does the guard desk currently see who is calling from each intercom, and on which screen?
- Do we want intercom calls and camera feeds to surface together inside Teams, or stay on a separate VMS?
- Are after-hours intercom calls escalated to a remote monitoring centre, and does that integration need updating?

NOTES



What to do **with the answers.**

Bring the completed checklist into your next vendor meeting. For every device category where you ticked 'we have this', the migration plan needs an explicit integration decision before cutover, not after.

Three answers a good plan provides for each device

CONNECT

How does it connect to Teams.

Direct routing, gateway, native SIP, or platform-managed integration. Each has trade-offs in cost, video support, and management overhead.

ANSWER

Who answers.

A named Teams user, a Teams team, an auto-attendant, or an external monitoring service. After-hours behaviour included.

EXPERIENCE

What the user experience looks like.

Audio only, video preview, click-to-open-door, paging zone control, all of the above.

IF YOU WANT A SECOND PAIR OF EYES

Connected with confidence.

We have helped customers connect existing physical security and communications infrastructure into Microsoft Teams without ripping anything out. If your checklist surfaces devices the current plan does not address, get in touch.

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1,500+
CUSTOMERS

35+
COUNTRIES

0
RIP-AND-REPLACE