

# GSD. Global – MS Teams – Dial Pad is Unavailable on Microsoft Teams

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General Information:

Possible symptoms/errors:

Dial Pad is unavailable on Microsoft Teams.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Dial pad is an important feature in Skype. With Teams, dial pad should be available to users with correct license and work the same way as Skype dial pad. Find out how to troubleshoot this issue for users.

Details:

1. Open Azure Active Directory (AAD) search for the user.
2. Go to Licenses and look for Microsoft 365 Phone System. This license enables dial pad on Teams.
3. If the user does not have this license, confirm if they have pending Enterprise Voice Service (EVS request). If so, ask the user to wait for the request completion.
4. If the user does not have a pending request, advise them to raise a request.
5. If the user has Microsoft 365 Phone System license and is still unable to see the dial pad, escalate the ticket to Ext\_WW\_Collaboration\_SLS\_Capgemini.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A