Configure Voicemail

Click the three-dot more options menu, located to the left of the profile icon in the upper right corner of the Teams application, select **Settings**

Settings

- General
- Accounts
- Privacy
- Notifications
- Devices
- App permissions
- Captions and transcripts
- **Calls**

Call answering rules

Choose how you want to handle incoming calls.

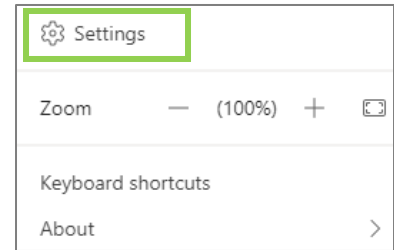- ● Calls ring me   ○ Forward my calls

Also ring   No one else ⌄

If unanswered   Voicemail ⌄

Ring for this many seconds before redirecting

20 seconds (default) ⌄

Voicemail

Voicemails will show in the calling app with audio playback and transcript.

[Configure voicemail]

Navigate to **Calls** settings and click **Configure Voicemail.**

Select a greeting preference:
- Use the system greeting only (**Greeting language** can be adjusted, if applicable)
- **Record a greeting**
- Use **Text-to-speech** to compose a customized typewritten greeting that is read by the system

Voicemail

You'll find your voicemail messages and transcripts in Calls.

[Record a greeting]

Call answer rules

How would you like us to handle your calls when they go to voicemail?

Let the caller record a message ⌄

Greeting language

Which language should your default greeting be in?

English (United States) ⌄

Text-to-speech customized greeting option

Do you want to replace the default voicemail greeting with your own text-to-speech greetings? ⓘ

Your custom greeting:

You have reached Gabrielle with Enabling Technologies. I am unavailable right now, but I will return your call as e

Your custom out of office greeting:

You have reached Gabrielle with Enabling Technologies. I am currently out of the office at the moment. If your re

Out of office greeting

When should your custom out of office greeting play?

☐ All the time

[Cancel] [OK]

Out of office greeting

When should your custom out of office greeting play?

☐ All the time

☑ When I have an Outlook auto reply

☑ When I have an Out of office calendar event

Record a greeting: A separate window will launch. Follow the prompts to record a custom greeting. An option will also be available to record a custom out of office greeting.

Call answer rules: Select an option from the drop-down menu to establish how a call is handled once it has been directed to voicemail.

Text-to-speech customized greeting: Type the desired message for both the custom greeting and the custom out of office greeting.

Select the appropriate checkboxes to determine when the out of office greeting should be played.

Drake UNIVERSITY