Microsoft Teams Cloud Voicemail Quick Guide

Setting up Voicemail through Microsoft Teams:

1. In the Teams app, click your **Profile Picture**, click **Settings**, and click **Calls.**

2. In the Voicemail section, click **Configure voicemail**.

3. To record a new voicemail greeting, click **Record a greeting** and follow **the prompts** to record your message.

Adjust the voicemail settings:

1. To change your voicemail settings, click your profile picture, then **Settings** > **Calls**.
2. In the Voicemail section, click **Configure voicemail.**

## Voicemail Call Answering Rules:

- To change how calls are handled once they reach your voicemail, go to **Call answer rules**. By default, Teams will play your voicemail greeting and allow the caller to record a message. You have some other options, though:
- Let the caller record a message.
- Let the caller record a message or be transferred to someone else.
- End the call without playing your greeting.
- Play your greeting and end the call.
- Transfer the call to someone else

- If you choose an option that includes transferring the call, set the name or number where you want your calls to go under **Where should they be transferred?**

Out-of-Office Greeting:

- Type your out of office greeting in **Your custom out of office greeting** under **Text-to-speech customized greeting**, then choose when you'd like it to play under **Out of office greeting.**

How to check your voicemail from your computer:

1. On the left side menu, click **Calls.**

2. Click **Voicemail.**

3. Click **a message** in your list, and use the playback controls to **listen to the recording or read a transcript (if it's available)**
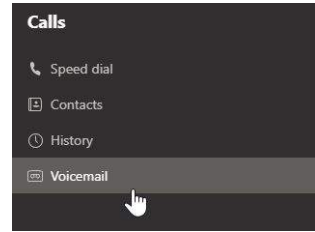
How to check your voicemail from a mobile device:

1. Swipe up to display menu options, or press **More** from the bottom menu and tap **Calls.**
2. Click the **Voicemail** tab or click the icon.
3. Select a Voicemail from the list

HISTORY	VOICEMAIL
JL Lennon, John 8sec	9/19/2018
LR Reed, Lou 23sec	9/17/2018
SK Kubrick, Stanley 15sec	5/7/2018
5125556162 35sec	12/7/2017

1. ## Things to note:

- By default, you will receive email notifications any time you miss a call or receive a voicemail.

- You will notice new folders in Outlook for Missed Calls and Voicemail.
- You can forward a missed call or voicemail just as you would any other email.
- You can create a rule for voicemail email notifications as with any other mail message.