Adjusting Voicemail Greetings and Options in Microsoft Teams

The voicemail system in Teams is the same as Skype for Business – whatever greetings and settings you had in Skype for Business will remain in place. If you want to adjust your voicemail greetings and options, here are the steps.

1 → ...

Settings ← **2**

Settings

- General
- Accounts
- Privacy
- Notifications
- Devices
- App permissions
- Captions and transcripts
- Files
- Calls ← **3**

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 ← **4**

Voicemail

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

Record a greeting ← **5** *(to record in your own voice)*

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: **5** *(to use text-to-speech)*

Hello. Please leave your message and I will return your call.

Your custom out of office greeting:

Hello. I am out of the office, but please leave your message and I will return your call when I return.

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

Cancel   **OK** ← **6**

For more information on the voicemail options available in Teams, please see this 2-minute video:
https://youtu.be/lcrUSu5yMu0

If you have any questions, please contact TechServices at help@uml.edu or 978-934-4357.