

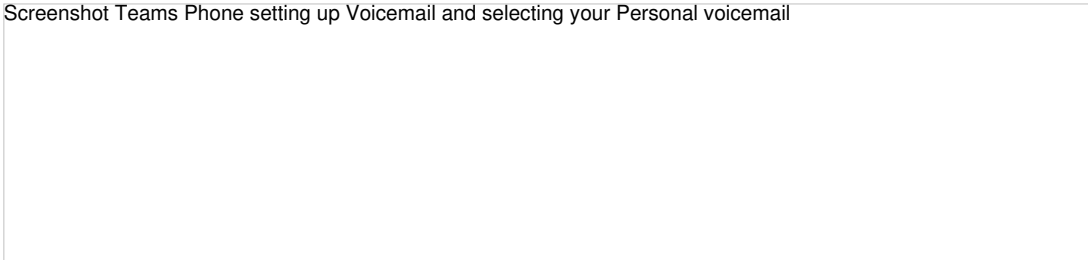
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Allows you to set up and customize your standard voicemail settings, including recording a personal greeting, setting text-to-speech greetings, and configuring call answering rules.

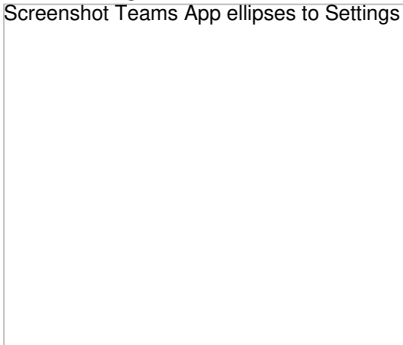
Note: If you manage multiple phone lines, ensure you are setting up the correct voicemail account. To set your personal voicemail, select **Personal**.

Screenshot Teams Phone setting up Voicemail and selecting your Personal voicemail



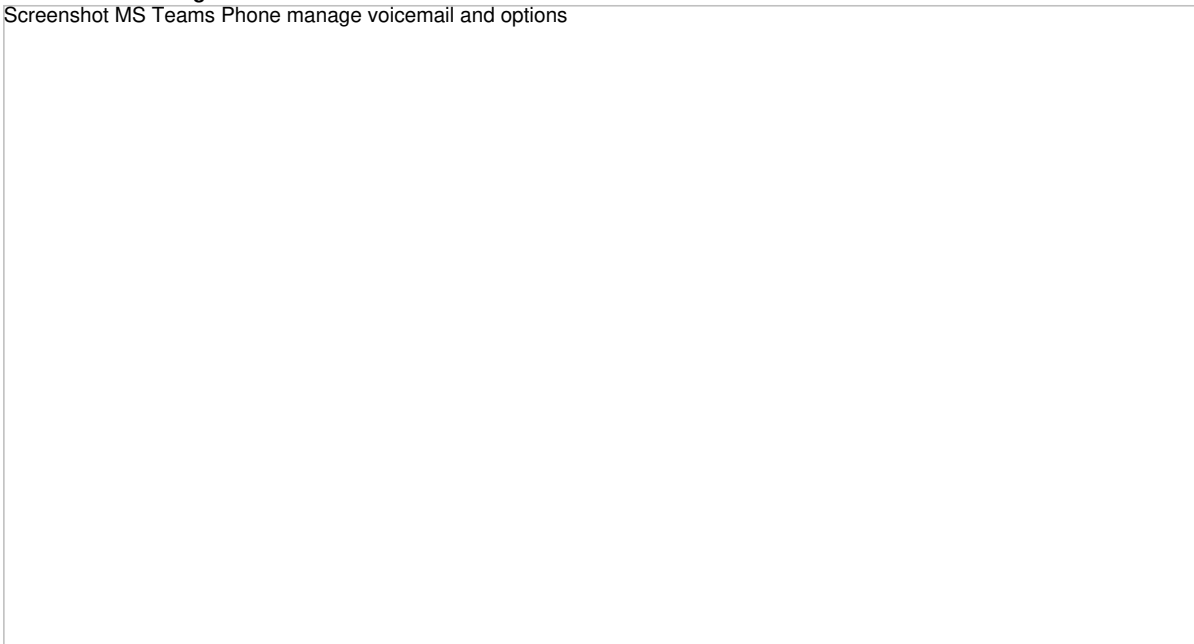
1. Click the ellipses (•••) next to your profile picture at the top-right of the Teams app.
2. Select **Settings**.

Screenshot Teams App ellipses to Settings



3. Choose **Calls** from the left menu.
4. Scroll down to **Manage voicemail**.

Screenshot MS Teams Phone manage voicemail and options



5. Follow the prompts to customize your voicemail settings.

Record a personalized greeting

You can record a personal greeting for your voicemail in Microsoft Teams. Note that there is no indicator within the Teams app to show that a greeting has been recorded. To record your greeting:

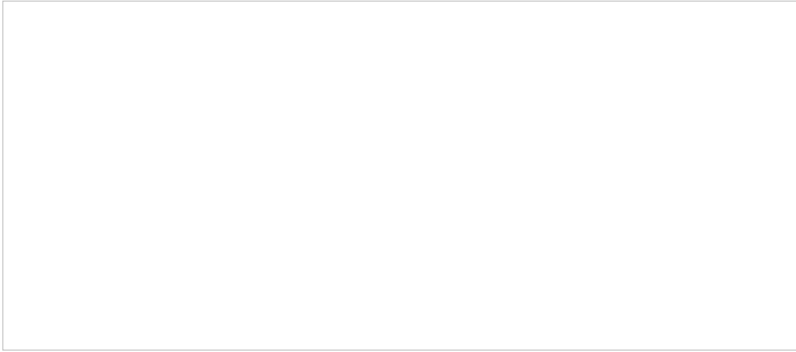
1. Click the **Record a greeting** button. A new window will open, providing instructions for making the recording.
2. Follow the provided instructions and key combinations to complete and check your recording.



Note: To delete your personal recorded voicemail greeting and revert to the text-to-speech option, click on the **Record a greeting** button. Your current greeting will be played, and you will be provided with options to re-record or delete it. Press "3" to delete the recording.

Language and choosing what happens when call is redirected to voicemail

Configure call answering rules, such as when to send calls to voicemail and what to do with calls during your busy hours.

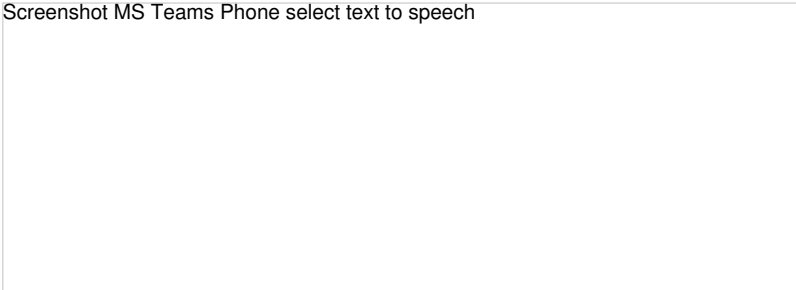


Set up text-to-speech greeting

Using the text-to-speech feature allows you to quickly set up a professional and clear voicemail greeting without the need to record your own voice. This can be particularly useful if you prefer a consistent and neutral tone or if you want to easily update your greeting text as needed.

Note: The text-to-speech voicemail option won't work if you have recorded a personal greeting, as the personal greeting takes precedence.

Screenshot MS Teams Phone select text to speech



Managing your out-of-office voicemail

This feature allows you to create a specific voicemail greeting for when you're out of the office and schedule its activation.

This setting syncs with your Outlook settings, activating based on your out-of-office auto-reply and if you mark your meetings or events as out-of-office.

1. Click the ellipses (•••) next to your profile picture at the top-right of the Teams app.
2. Select **Settings**.

Screenshot Teams App ellipses to Settings



3. Choose **Calls** from the left menu.
4. Scroll down to click **Manage out-of-office voicemail**.
5. Follow the prompts to set up your out-of-office voicemail:
 - Schedule when your out-of-office greeting should be active.
 - Type your customized greeting message.

Screenshot MS Teams Phone Manage out-of-office voicemail

