



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:

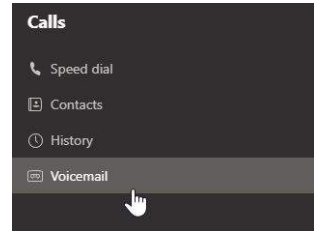
- To change how calls are handled once they reach your voicemail, go to **Call answer rules**. By default, Teams will play your voicemail greeting and allow the caller to record a message. You have some other options, though:
 - Let the caller record a message.
 - Let the caller record a message or be 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
	Lennon, John  8sec	9/19/2018
	Reed, Lou  23sec	9/17/2018
	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.