Recording your custom voicemail greeting

- In Teams, click on the **three dots** next to your **profile picture**.
  Then click on **Settings** and on the **Calls icon**.
- In the Voicemail section, select **Configure Voicemail**.
- Next, click on **Record a greeting**. You will be redirected to a call with your voicemail assistant. Follow the prompts to record your message.

Use of Text-to-speech voicemail option

- This feature allows you to use an automated voice for your voicemail.
- To set it up, click the **three dots** by your profile picture. Then **Settings > Calls > Configure Voicemail**.
- From there, you will see "**Text-to-speech customized greeting option**".
- In that section, you can enter the text you would want the message to say under "**Your custom greeting**". If you want to have a separate message for when you are away, type the text you want under "**Your custom out of office greeting**".

Changing the greeting language

- Go to **Settings > Calls > Configure Voicemail**.
- Under "**Greeting language**" there is a list that allows you to change the language used to play the system greetings.

Notes on voicemail priority system

- By default, the system greeting is played to the caller leaving the voicemail message.
- If the user recorded a **custom greeting**, the record will be played to the caller.
- The custom **text-to-speech greetings** are only used if there are no custom greetings recorded by the user.
Setting up Voicemail call answering rules

- Those help you define the way you want your calls to be handled when they go to voicemail.
- Go to "Settings > Calls > Configure Voicemail".
- Then, you can choose from the list under "Call answer rules".

Checking Voicemail on Your computer

- In Teams and on the left side menu, click "Calls".
- On the History tab, click on "Voicemail".
- By selecting a voicemail, you can access details and answer by calling back or message if you want to.

Checking Voicemail on your mobile

- On the bottom menu, press "More" and then press "Calls".
- At the top right, click the voicemail icon.
- Select the voicemail you want to listen to.