

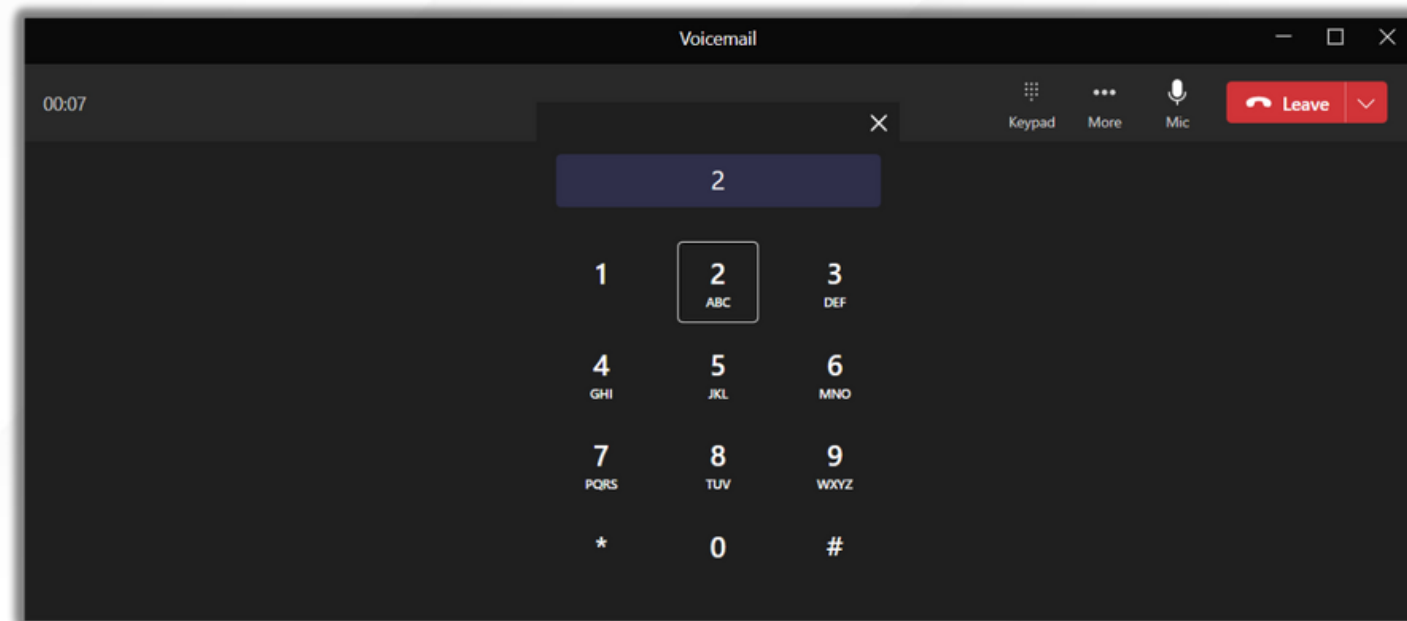





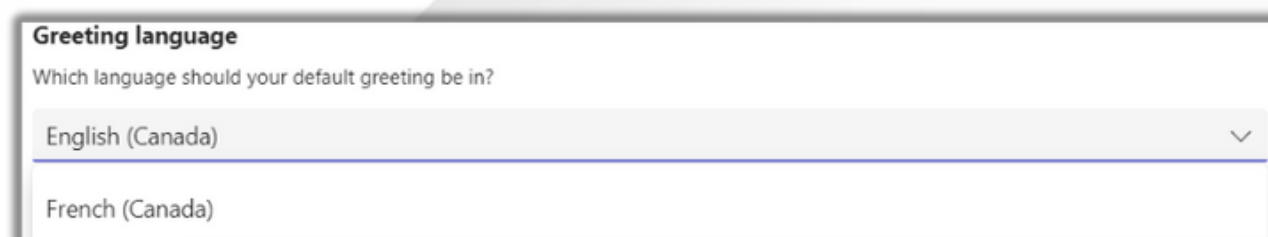
Recording your custom voicemail greeting

- 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.




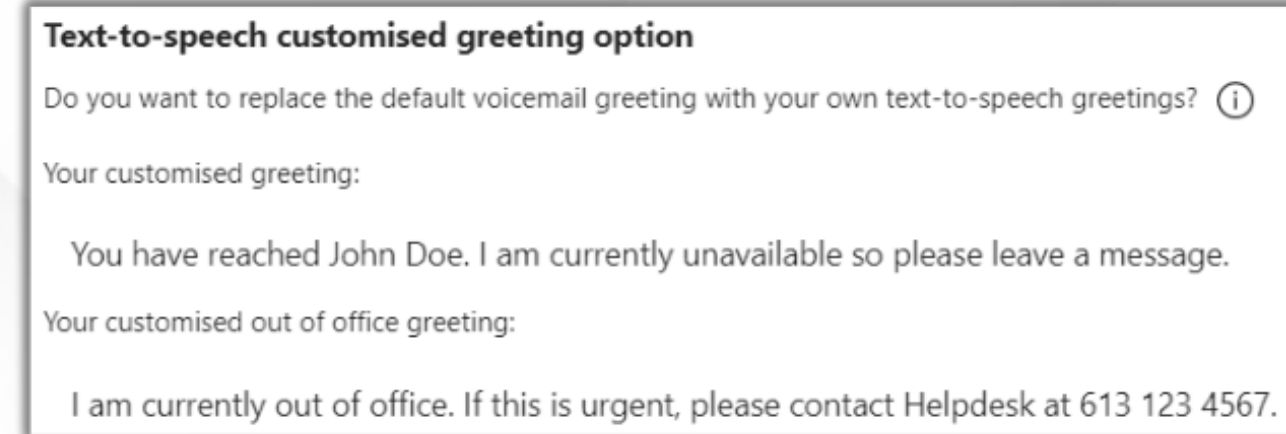
Changing the greeting language

- 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.



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**".



Notes on voicemail priority system

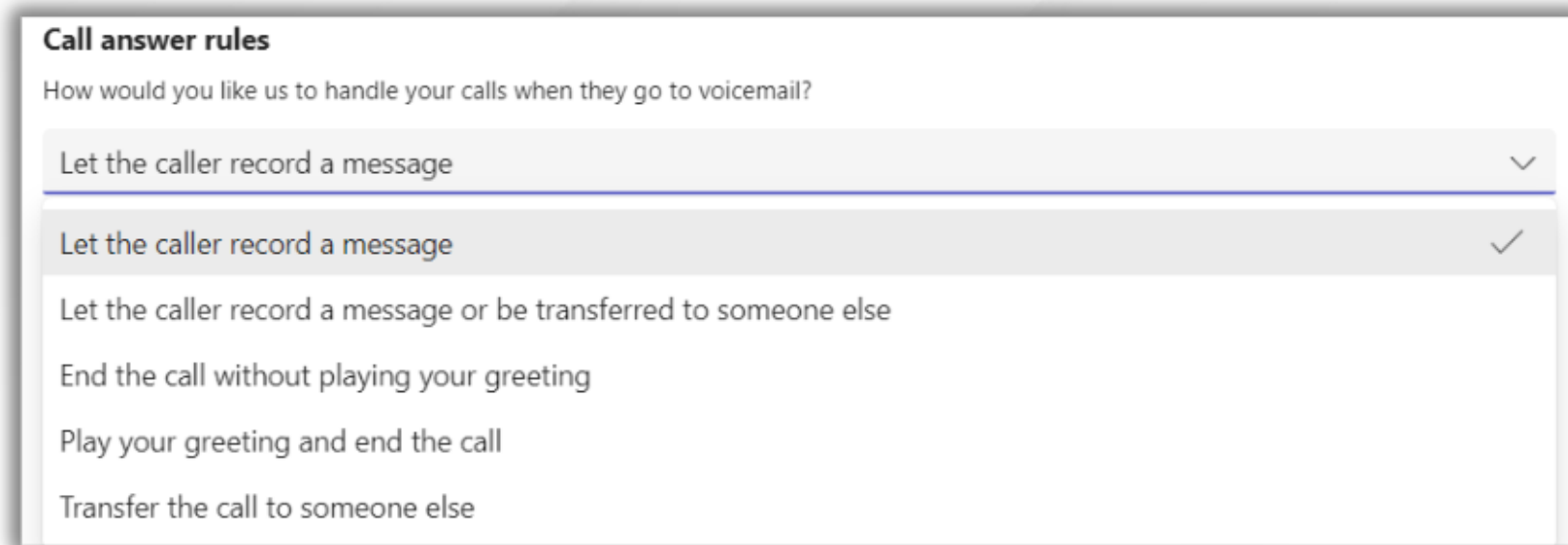
- By default, the system greeting is played to the caller leaving the voicemail message.
- If the user recorded a **custom greeting**, the record will be played to the caller.
- The custom **text-to-speech greetings** are only used if there are no custom greetings recorded by the user.





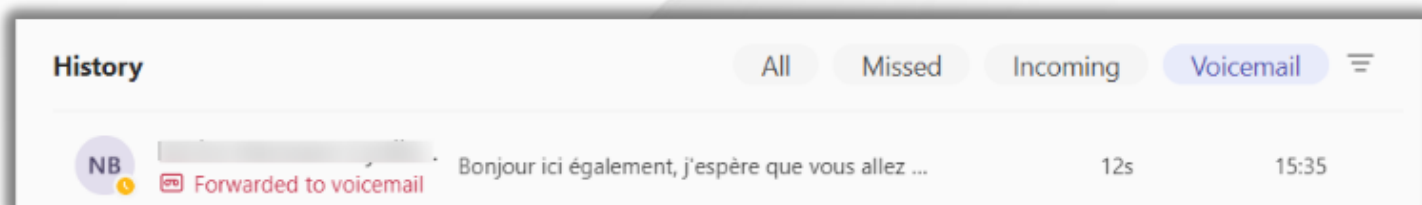
Setting up Voicemail call answering rules

- 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** ".

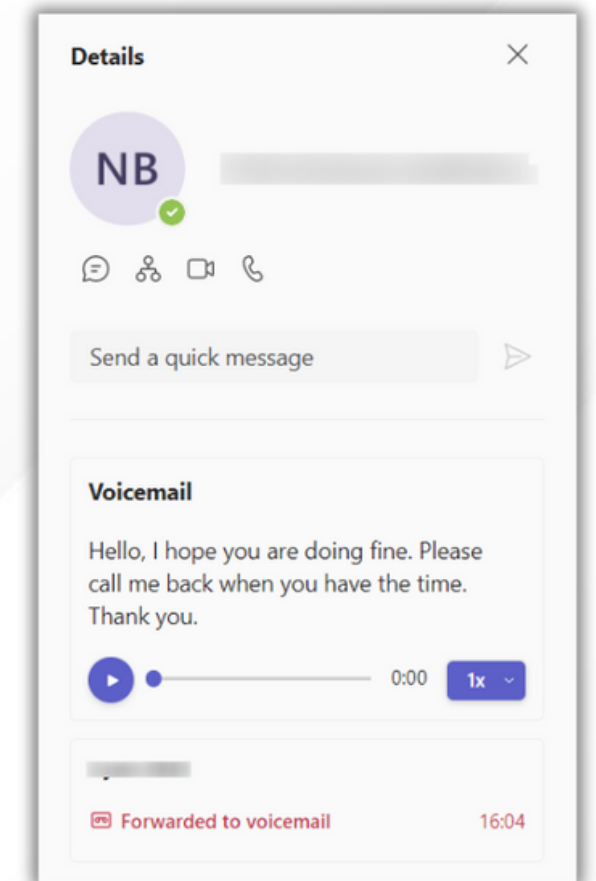


Checking Voicemail on Your computer

- 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.

