

# Voicemail Management

**Scenario:** When presented with an inbound call to your MS Teams App (desktop, mobile, MS Teams Handset) and you require to send that unanswered or rejected call to voicemail

**Solution:** Go into your MS Teams application Select User Profile Settings Calls Call Answering rules - Calls Ring Me (Checked) If unanswered Set to Voicemail



## Manage your call settings in Teams

### Set your call answering rules

To set your call answering rules, click your profile picture at the top of the app, then **Settings > Calls**.

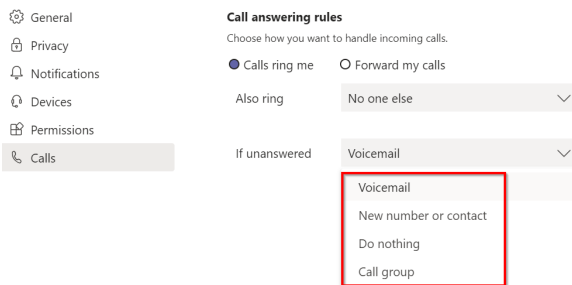
Choose how you want Teams to handle your incoming calls in the section for **Call answering rules**.

Select **Forward my calls** if that's what you want to do. If you want simultaneous ring, click **Calls ring me** and select others under **Also ring**.

Choose what to do with calls that go unanswered under **If unanswered**.

## Desktop Screenshot reference:

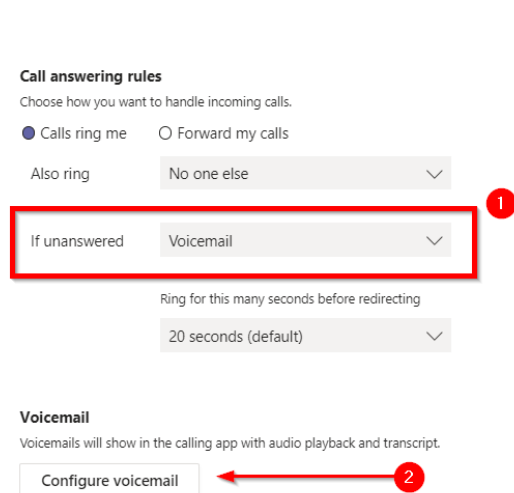
### Settings



## Voicemail Configuration:

**Step 1:** Select 'If Unanswered' setting to Voicemail

**Step 2:** Configure Voicemail



**Option 1:** Record a Greeting (Voice Message)

**Option 2:** Text-to-speech customized greeting

**Voicemail**

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

**Record a greeting** 1

**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: 2

Your custom out of office greeting:

**Out of office greeting**  
When should your custom out of office greeting play?

☐ All the time

**Cancel** **OK**

## Mobile Screenshot reference:

← **If unanswered**

Off ☐

Voicemail ☒

Contact or number ☐

## Transfer a Call to Voicemail:

**Desktop** Mobile

To transfer a call:

1. Choose **More options** \*\*\* > **Transfer** in your call controls.
2. Start typing the name of the person you want to transfer the call to and select them when they appear.
3. If they're in your org and using Teams or Skype for Business, you can turn on **Ring back if there's no answer**. This will send the call back to you if the recipient doesn't answer.
4. To finish, hit **Transfer** again.

For more transfer options, click the drop-down arrow in the **Transfer** button. Choose **Work** to transfer the call to their Teams number, or **Work voicemail** to send it straight to their voicemail. If they've added any other phone numbers to their account, like their mobile number, you'll see those options in the list, too.

Just keep in mind you can only transfer calls when you're talking one-on-one.

## Screenshot Reference:

### Transfer the call

Invite someone or dial a number



Mike Hamilton



Ring back if there's no answer.

Cancel

Transfer



Work voicemail



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