

Walkthrough for Configuring and Accessing Voicemail in MS Teams

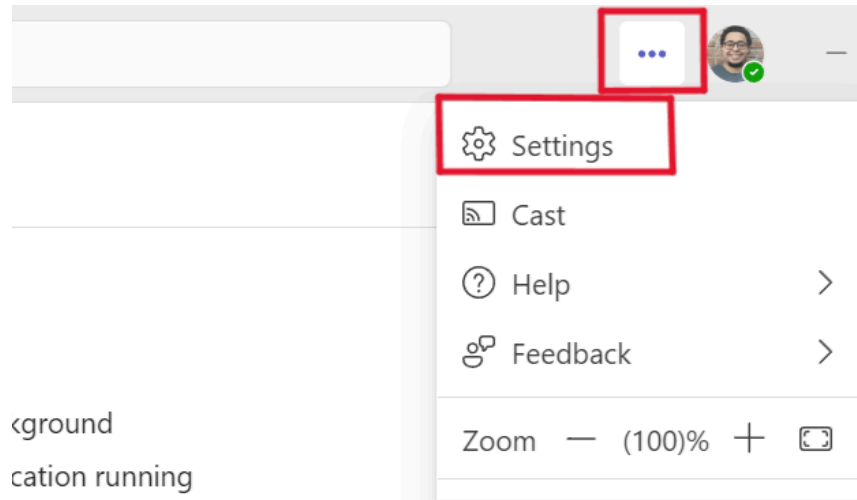
Last Updated Dec 17, 2024

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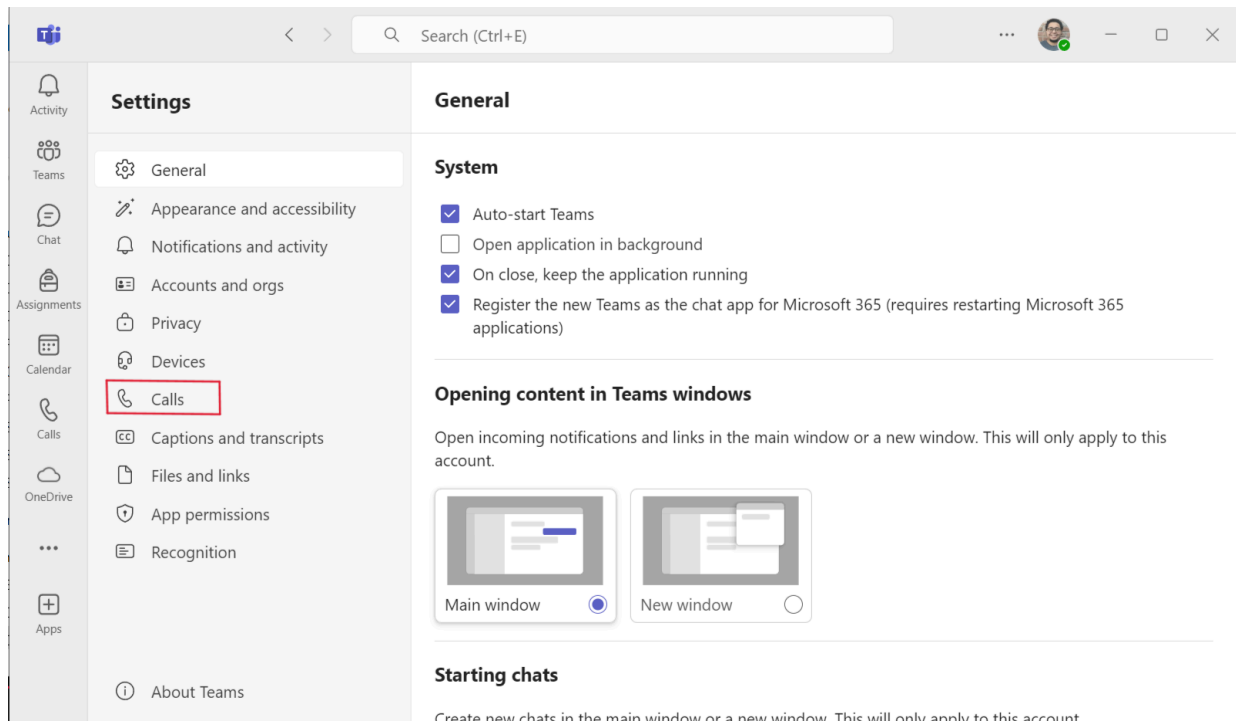
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Navigating To Voicemail Settings

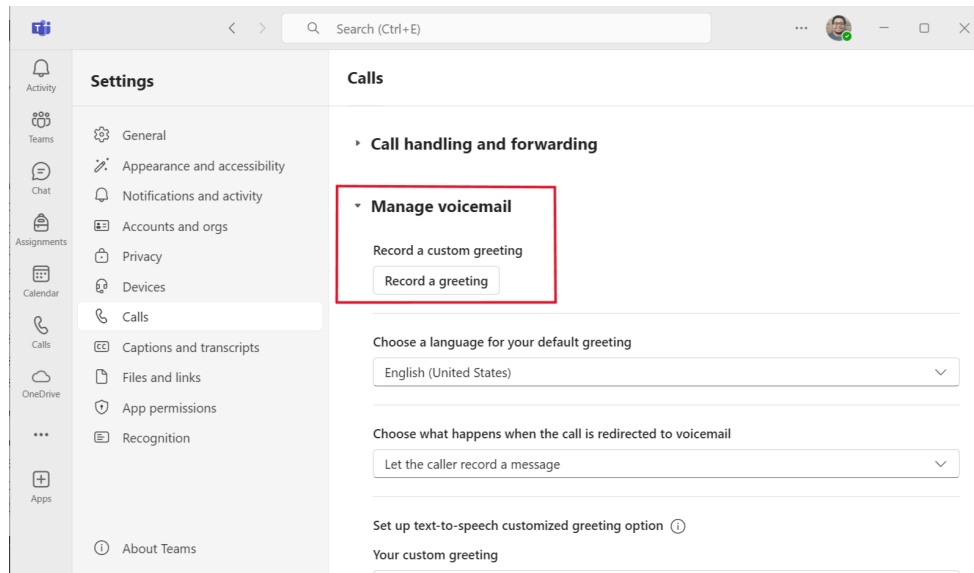
- 1) Open **Microsoft Teams (work or school)** and sign in with your Harker account
 - a) **Ensure you are opening the “work or school” version of the MS Teams app**
- 2) Once signed in, open the settings menu by clicking on the **Settings and more** icon in the top right of the Teams window and choosing **Settings**



- 3) This will open the General Settings. From here, select the **Calls** settings menu option on the left to open the Calls settings.

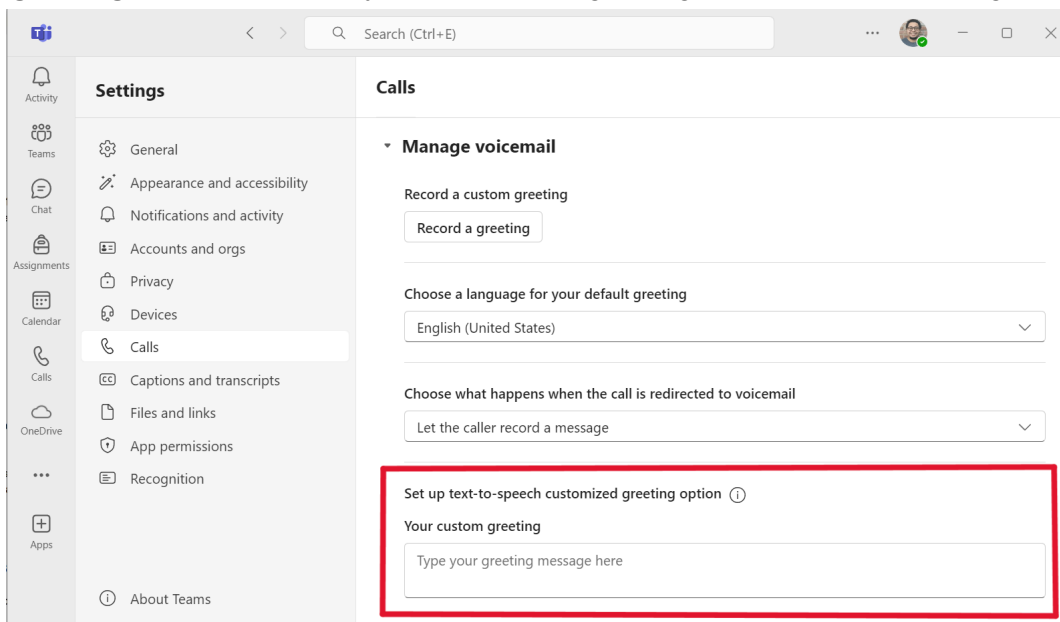


- 4) Scroll down and expand the **Manage voicemail** submenu (it may already be expanded by default) to find the voicemail greeting settings



Recording a Text-to-Speech Greeting

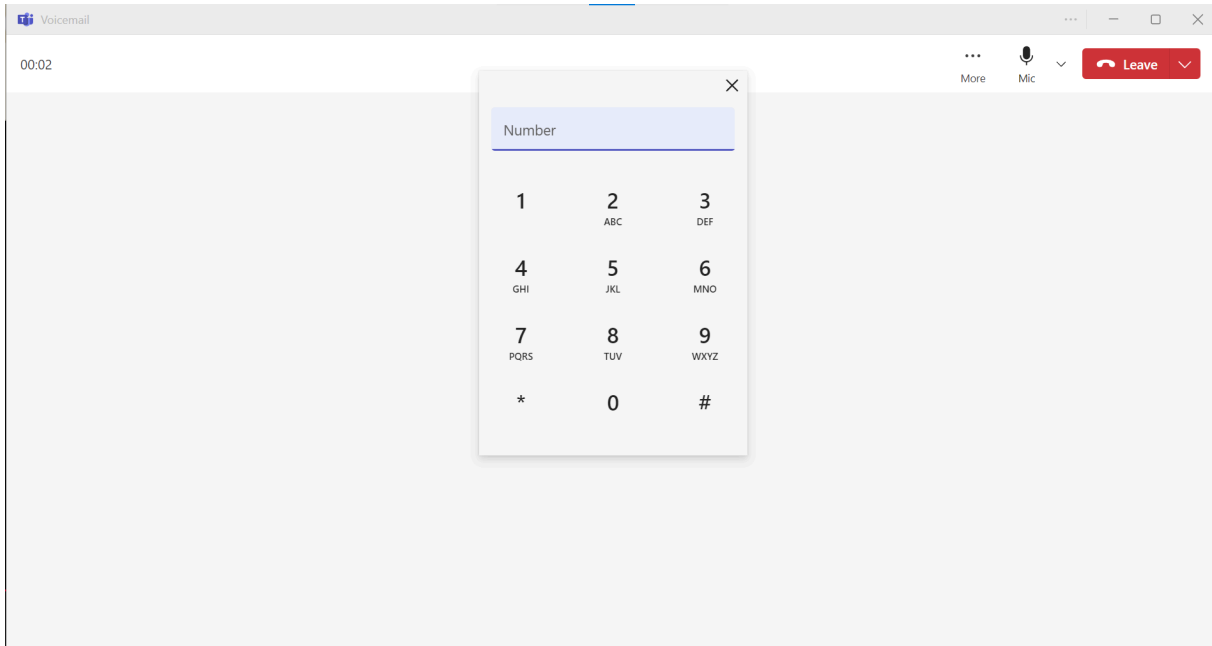
- 1) If preferred, you can set up a text-to-speech greeting instead of a recorded voice greeting
 - a) **Note: If you have recorded a voice greeting, it will override the text-to-speech greeting option**
- 2) Under the **Manage voicemail** submenu, find the **Set up text-to-speech customized greeting option** and enter your custom text greeting in the provided message box



- 3) When finished with your custom text greeting, select **Save**

Recording a Voice Greeting

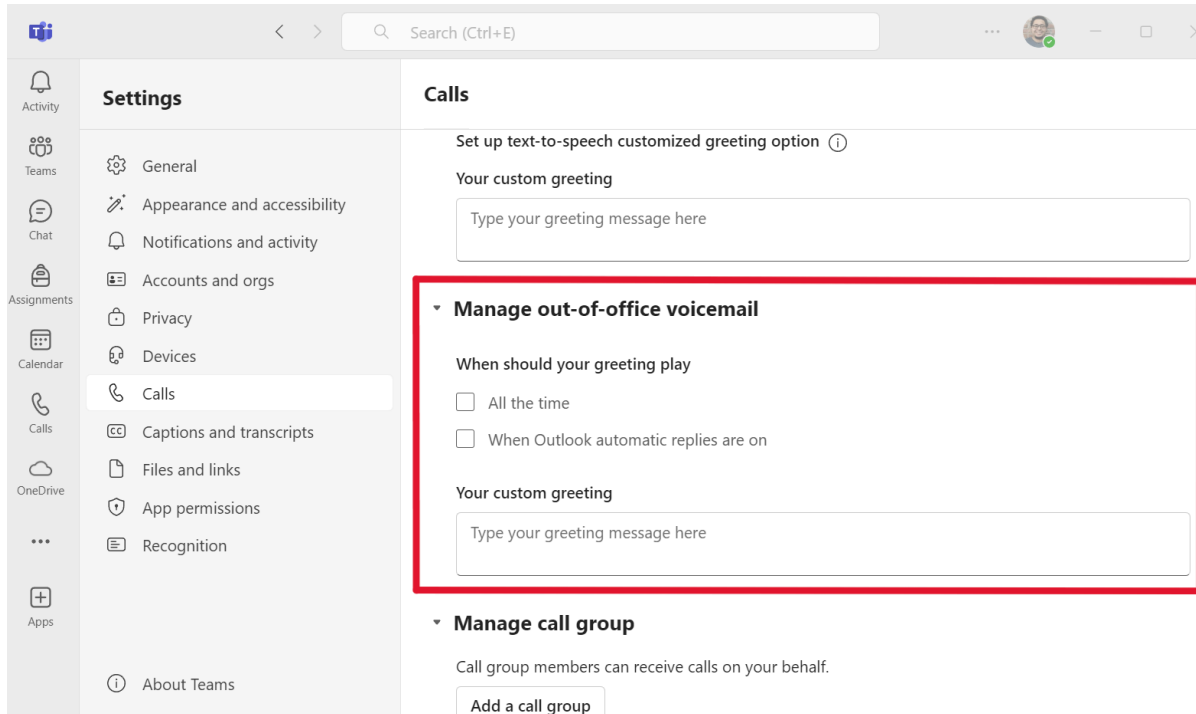
- 1) Under the **Manage voicemail** submenu, select the **Record a greeting** option button
- 2) This will automatically start a Teams call for your voicemail and bring up the following call window



- 3) Follow along with the voice prompt to hear or record your voicemail greeting. The steps for recording a new greeting will be similar to below:
 - a) Press 1 to play or record your greeting
 - b) Press 1 again to start recording your new greeting
 - c) Record your greeting as directed and then press # when done

Configure Out-Of-Office Voicemail Greeting

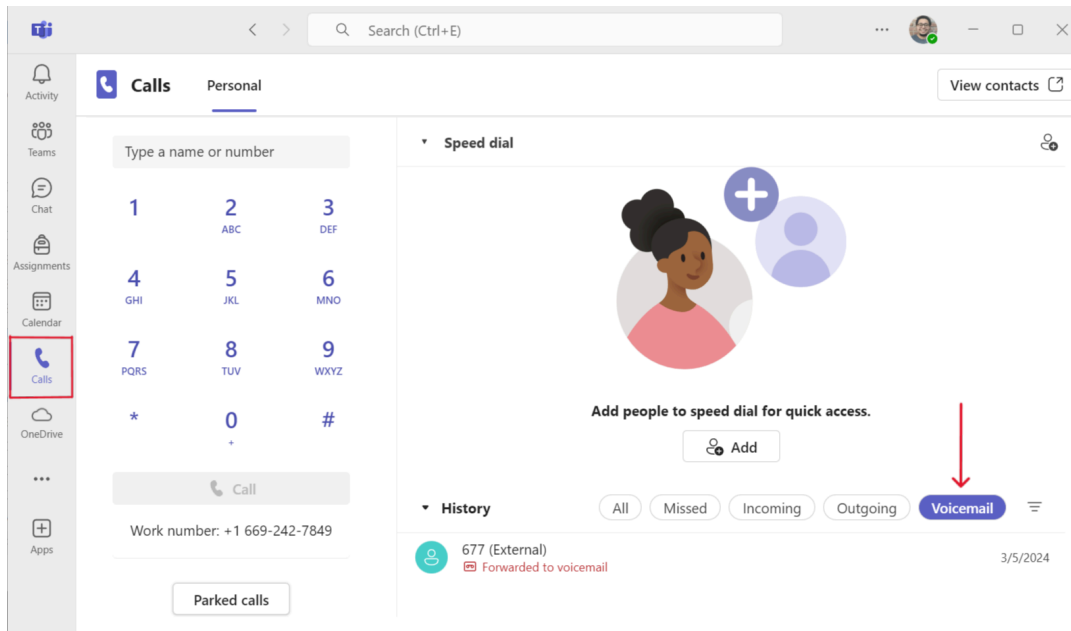
- 1) While in the settings menu, go to the **Calls** settings
- 2) Scroll down and expand the **Manage out-of-office voicemail** submenu



- 3) Add the custom voicemail greeting that you would like to be played when you are out-of-office in the **Your custom greeting** Text box
 - a) If you have already set up your general out-of-office (aka Automatic Reply) settings for email in Outlook, select the checkbox for **When Outlook automatic replies are on**. This will ensure the custom voicemail greeting you set here is also active when you have set up automatic replies in Outlook.
 - b) If you want this to be set ON until you return here to turn it off, select the checkbox for **All the time**. Please note that you will need to return here and uncheck the same checkbox to turn your out-of-office greeting off when you return.
- 4) Click **Save** when finished to save your new custom out-of-office voicemail greeting

Checking Voicemail in Teams

- 1) To access your voicemail, go to **Calls**  > **History** and then select **Voicemail**.



- 2) When you select a voicemail, you can review and access details and other information—all on the right side of Teams as shown in the example below:

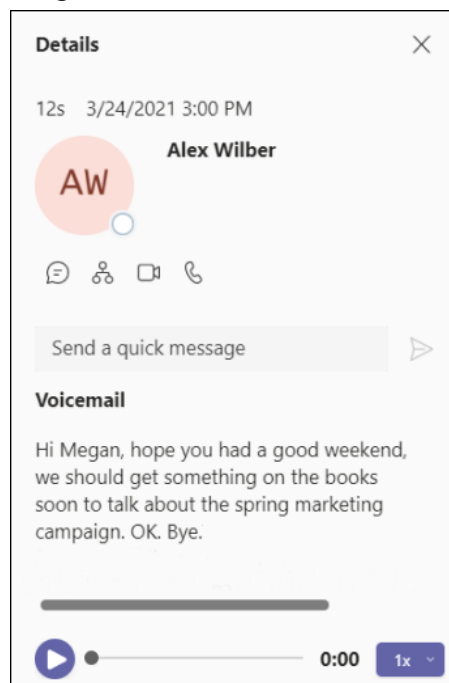


Image sourced from Microsoft: <https://support.microsoft.com>

- 3) Please note that you should also receive an email with your voicemail's transcription when a voicemail has been left. If you do not receive an email for a voicemail that you see in your Teams list, please submit a ticket at <https://helpdesk.harker.org>