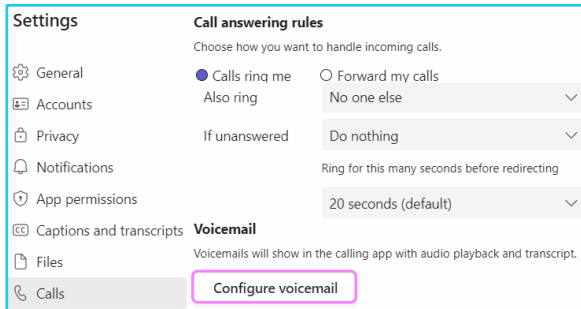# Voicemail setup

Teams allows you to setup your voicemail for when you are not available. There are various options available and you can set this up according to your preferences.
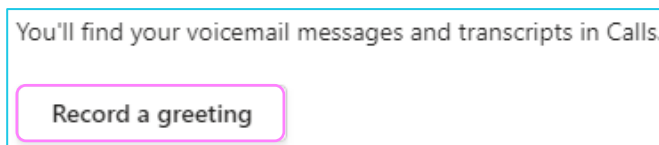
Setup your voicemail

1. Click **Settings and more** > **Settings** > **Calls** > **Configure voicemail**.

Record a personal greeting

1. Click **Record a greeting** and follow the prompts to save, re-record or delete the message.
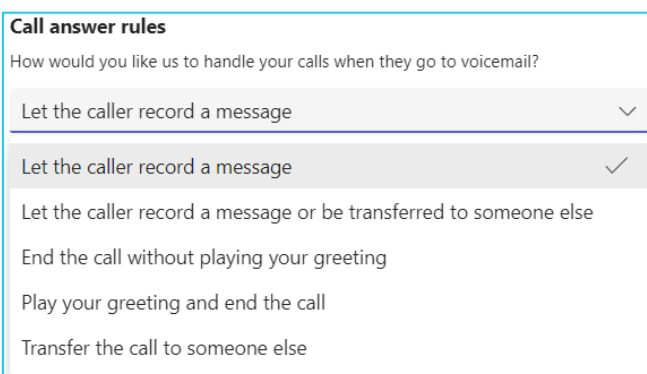

Call answer rules

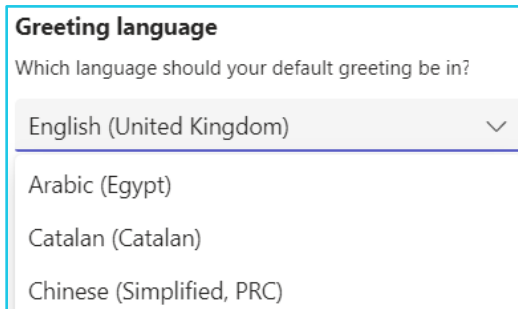1. You can choose how calls are handled when they go to voicemail.

   From the drop-down menu choose a suitable answer rule:

- 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.

Voice Calling with Microsoft Teams

Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

Greeting language

1. Select your preferred language from the drop-down menu.

Greeting language

Which language should your default greeting be in?
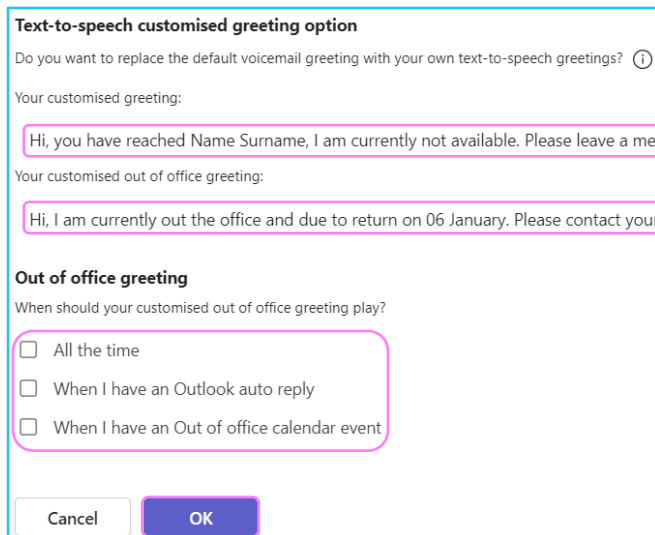
English (United Kingdom) ⌄

Arabic (Egypt)

Catalan (Catalan)

Chinese (Simplified, PRC)

Text-to-speech customised greeting

1. You can add a custom text-to-speech message for your standard voicemail as well as an Out of office greeting.

2. Type a message in the relevant field.

3. For the Out of office greeting you can choose when the greeting should play.

Text-to-speech customised greeting option

Do you want to replace the default voicemail greeting with your own text-to-speech greetings? ⓘ

Your customised greeting:

Hi, you have reached Name Surname, I am currently not available. Please leave a mes

Your customised out of office greeting:

Hi, I am currently out the office and due to return on 06 January. Please contact your

Out of office greeting

When should your customised out of office greeting play?

☐ All the time

☐ When I have an Outlook auto reply

☐ When I have an Out of office calendar event

Cancel | **OK**

Learn more

- [Making a call >](#)
- [During a call >](#)

Discover more at the [BT Support Centre >](#)