

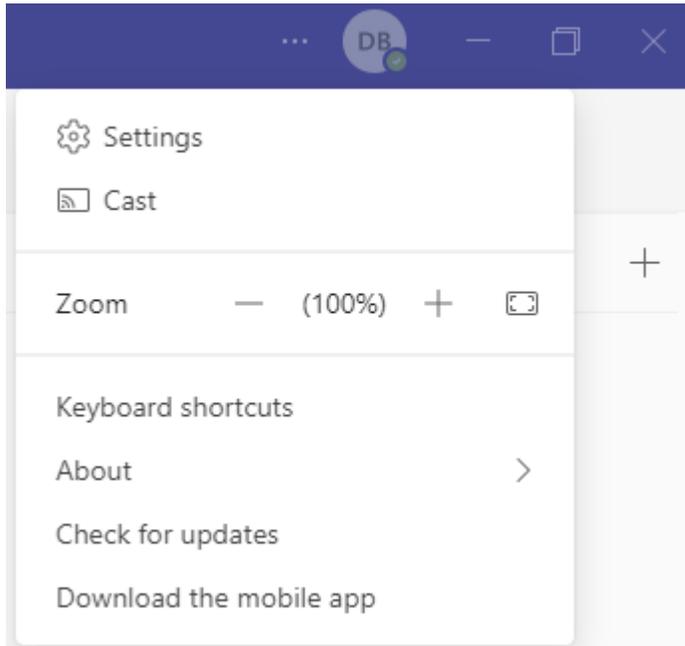
# Setting up a voicemail within teams

Here is a guide to forwarding calls within teams.

1. Open up Microsoft Teams



## Navigating to settings



Click on the 3 horizontal dots to the left of your teams icon, then select settings.

## Navigating the Voicemail section

### Settings

- General
- Accounts
- Privacy
- Notifications
- Devices
- App permissions
- Accessibility
- Captions and transcripts
- Files and links
- Calls**
- Recognition

#### Call answering rules

Choose how you want to handle incoming calls.

Calls ring me  Forward my calls

Forward to: Voicemail

#### Voicemail

Voicemails will show in the calling app with audio playback and transcript.

Configure voicemail

#### Ringtones

Choose a ringtone for incoming calls

Calls for you Default

On the settings column select Calls, then under Voicemail select “Configure Voicemail”.

## Where to configure your voicemail

### Voicemail

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

Record a greeting

#### 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:

Your custom out of office greeting:

#### Out of office greeting

When should your custom out of office greeting play?

All the time

Cancel

OK

You will then configure your voicemail how you wish to set it up.

# Contact Page

If you would like help with the process, or have any other LBCC Technology questions, feel free to contact the ITS Faculty & Staff Help Desk!

- **Phone:** (562) 938-4357
- **Email:** [helpdesk@lbcc.edu](mailto:helpdesk@lbcc.edu)