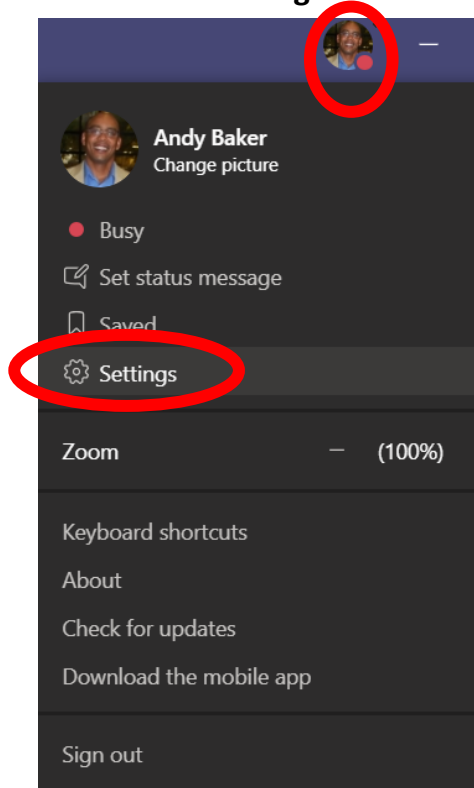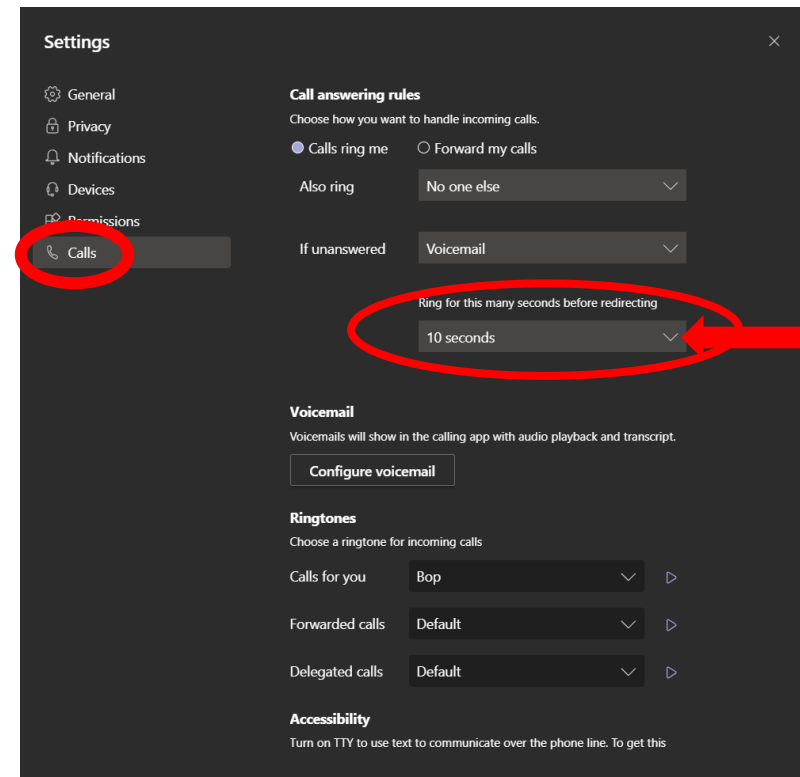# Teams Phone System
Suggestions and Best Practices

- All voicemail messages are forwarded to your Outlook email inbox.
- Note: If you delete a voicemail from your Outlook inbox, it deletes it

  from the phone system.
- If you wish to save voicemail messages that are sent to your inbox, we highly recommend creating a folder in Outlook and move voicemails you want to keep into that folder.
- Be sure to answer incoming calls on a device that has a microphone. If you click to answer a call from the Teams desktop client and the computer doesn't have a microphone, the caller will not be able to hear you. You also can't pick up your handset to speak with them as you've already answered the call on a device.

Teams Phone System
Suggestions and Best Practices

Each phone account is configured to ring for 20 seconds before going to voicemail. This is equivalent to 7-8 rings. We recommend changing the number of ring seconds from 20 to 10 seconds, which is 3 rings. Open the Teams desktop client and click your profile picture, or initials in the top-right corner of Teams. Click "Settings"
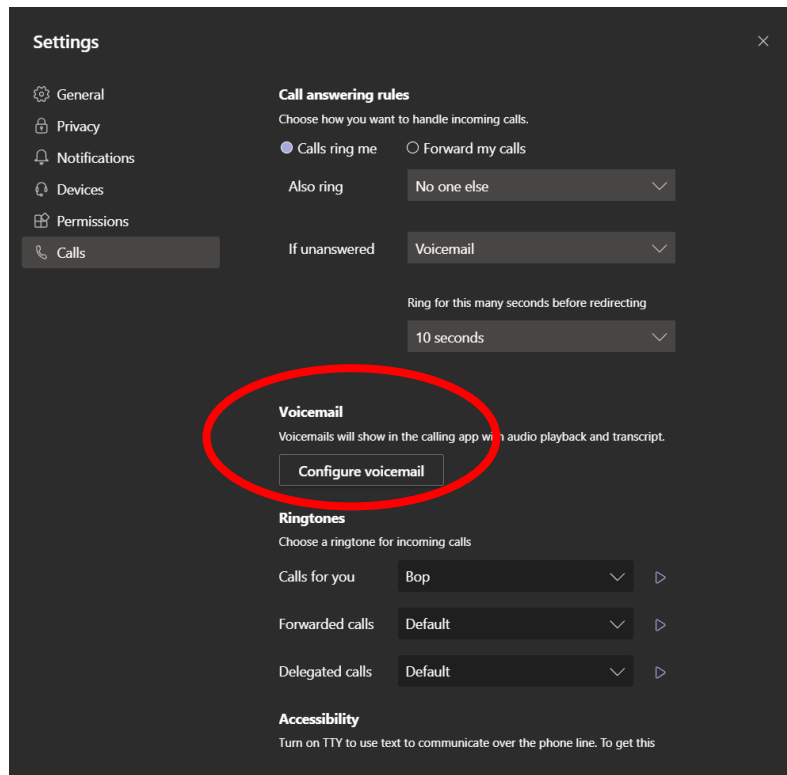
In the left navigation pane, click "Calls". Under "Call answering rules" click the down arrow below "Ring for this many seconds before redirecting" and select 10 seconds. There is no save button. Once you make the change, it saves it.
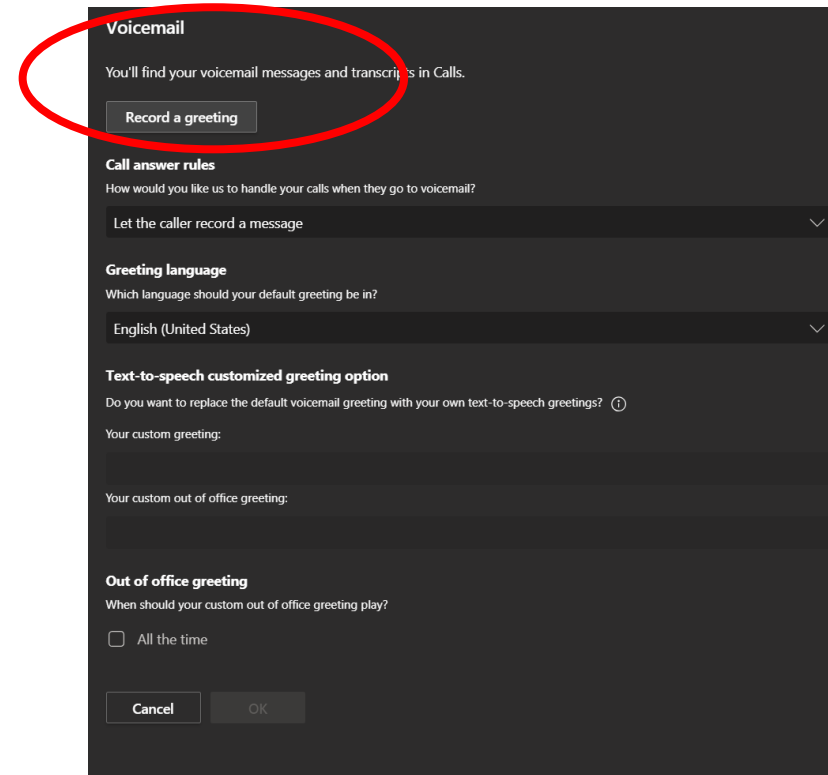
Teams Phone System
Suggestions and Best Practices

By default, if someone reaches your voicemail the system will announce your name as the person they are leaving a voicemail for. To record a personalized greeting, you can use the Teams desktop client if your computer has a built-in microphone or you connect a USB or Bluetooth headphones to your computer. To configure your personalized greeting from the Teams desktop app, click the "Configure Voicemail" button, then choose "Record a greeting"

When you click record a greeting the system will dial your extension and present menu options for you to record a personalized greeting. Alternatively, you can use the Text-to-speech customized greeting option and type your voicemail greeting in that field. The system will speak your greeting for you. Think, "Siri or Cortana like voice".
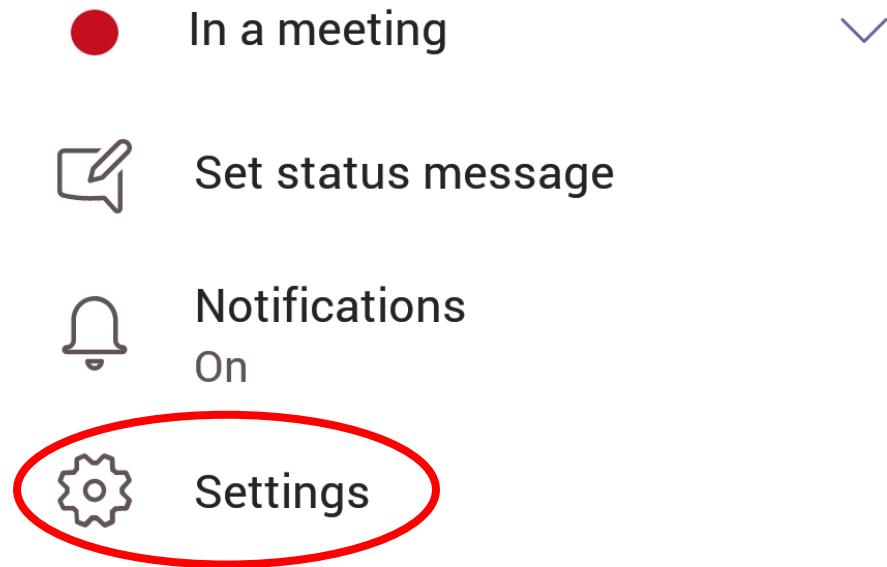
Teams Phone System
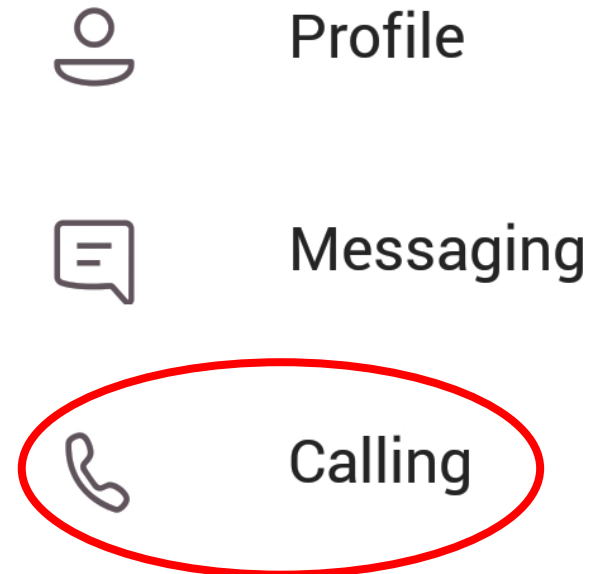# Suggestions and Best Practices

You can also create a personalized voicemail greeting using the Teams iOS or Android App. Open the Teams iOS or Android App and click the three horizontal bars in the top left corner, then click "Settings" Note: You can also swipe right to access the settings menu.

Click "Calling"

Andy Baker

Fellowship Bible Church

● In a meeting ⌄

Profile

☐ Set status message

☐ Messaging

🔔 Notifications
On

⚙ Settings

📞 Calling

Teams Phone System
Suggestions and Best Practices

Voicemail

Change voicemail greetings

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

Click "**Change voicemail greetings**" and the system will call your extension and present you with options to record your greeting.