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Teams Business Voice Cheat Sheet

Making telephone calls in Teams



1. Click on CALLS > DIAL A NUMBER to get the dial pad.
2. You can also access call history, contacts and speed dial here.

Access your voice mail



1. Click on CALLS -> VOICEMAIL to access voice mail recordings.


Transfer calls



1. Whilst in a call click the breadcrumbs `...` then select either
 - a. TRANSFER to transfer the call straight away.
 - b. CONSULT THEN TRANSFER to speak to the intended recipient first.

Setup your voice mail



1. Click on your profile picture  > SETTINGS > CALLS > CONFIGURE VOICEMAIL.
2. From here you can record greetings either audibly or via text to speech.
3. Set the CALL ANSWER RULES & OUT OF OFFICE.


Voice mail behaviour



4. Go back to > SETTINGS > CALLS.
5. Set whether or not calls can go to voice mail if un-answered and how long the line will ring before this happens.
6. You can also enable call forwarding.


Manage call presence



1. Click on your profile picture  > SETTINGS > CALLS > CONFIGURE VOICEMAIL.
2. Set the CALL ANSWER RULES & OUT OF OFFICE GREETING.
3. Select when to enable this:
 - ALL THE TIME
 - WHEN I HAVE AN OUTLOOK AUTO REPLY
 - WHEN I HAVE AN OUT OF OFFICE CALENDAR EVENT

Setup call forwarding



1. Click on your profile picture  > SETTINGS > CALLS.
2. Select FORWARD MY CALLS -> select either:
 - VOICEMAIL.
 - NEW NUMBER OR CONTACT -> Specify number/contact.
 - CALL GROUP -> Select from existing Call/Hunt Group(s).