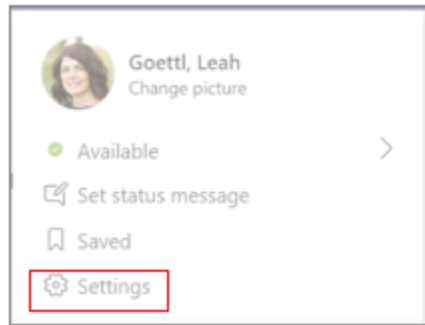


Manage Call Settings

To change your settings, click your profile picture at the top of Teams, then **Settings**.

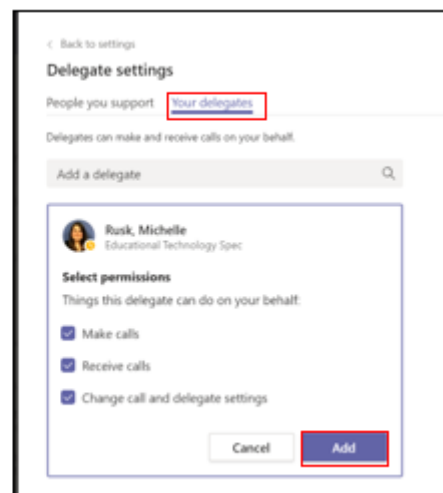
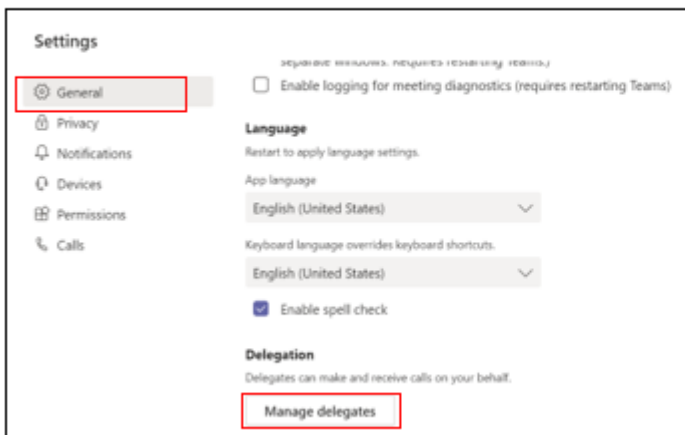


1. Add or Remove Delegates

To manage who can make and receive calls on your behalf, select your profile picture at the top of teams, then **Settings > General**.

Find the **Delegation** section and choose **Manage delegates**. There you can see who you're a delegate for, and add and remove your own delegates.

When you add someone as a delegate, you'll see some permissions settings. If you want, you can enable your delegates to make and receive calls on your behalf, as well as let them change your call and delegate settings.

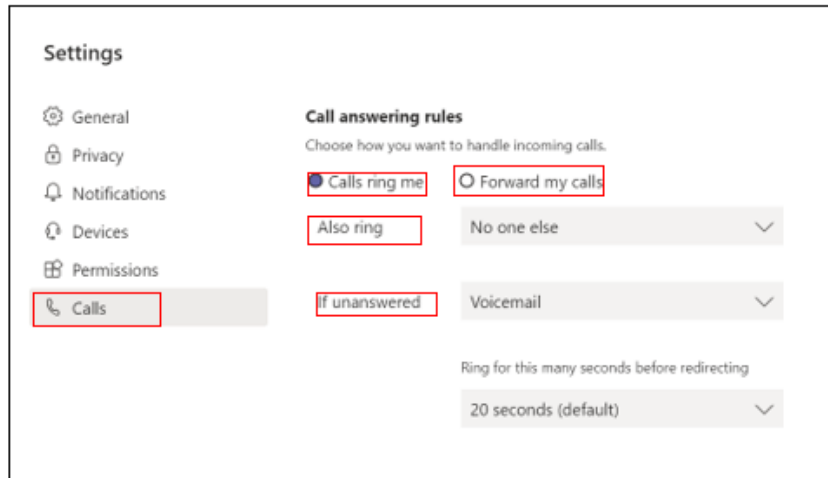


2. Set Your Call Answering Rules

Choose how you want Teams to handle your incoming calls in the section for **Call answering rules**.

Select **Forward my calls** if that's what you want to do. If you want simultaneous ring, click **Calls ring me** and select others under **Also ring**.

Choose what to do with calls that go unanswered under **If unanswered**.

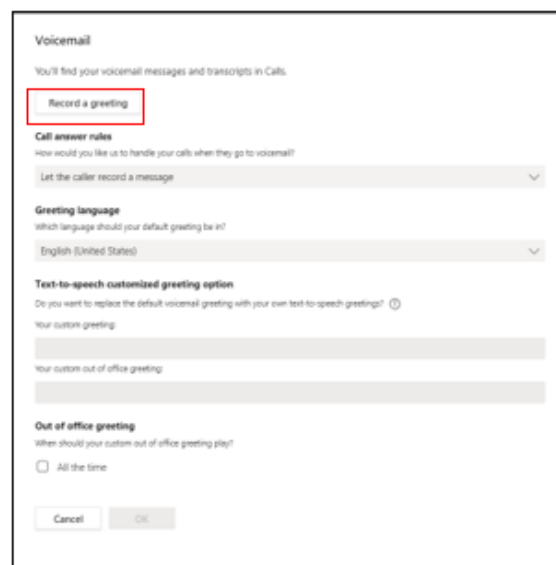
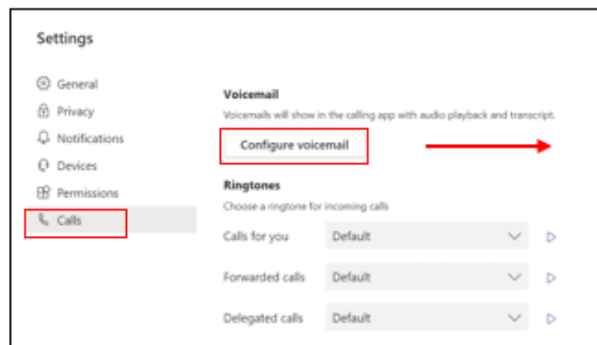


3. Adjust Your Voicemail Settings

To change your voicemail settings, click your profile picture, then **Settings** > **Calls**.

In the **Voicemail** section, click **Configure voicemail**. That's where you'll find all your voicemail settings.

To record a new voicemail greeting, select **Record a greeting** and follow the instructions to record your message.

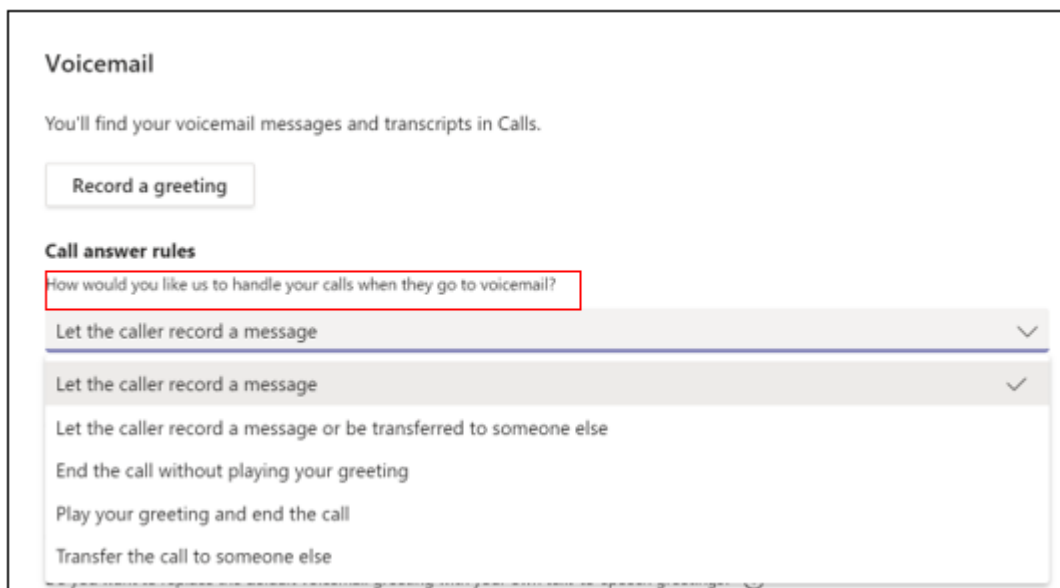


4. Call Answer Rules

To change how calls are handled once they reach your voicemail, go to **Call answer rules**. By default, Teams will play your voicemail greeting and allow the caller to record a message. You have some other options, though:

- 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.

If you choose an option that includes transferring the call, set the name or number where you want your calls to go under **Where should they be transferred?**



Voicemail

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

[Record a greeting](#)

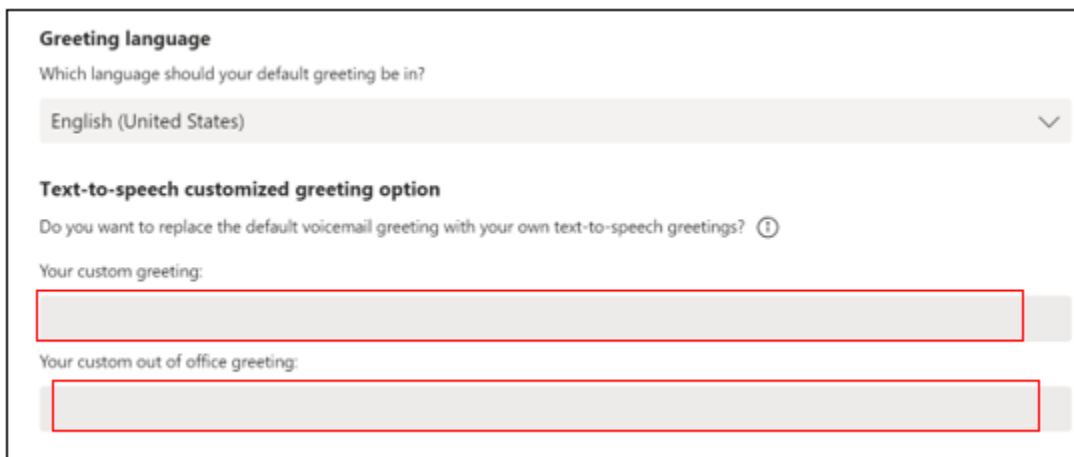
Call answer rules

How would you like us to handle your calls when they go to voicemail?

- Let the caller record a message ✓
- 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

5. Text-to-Speech Voicemail Greeting

To use a text-to-speech voicemail greeting, type one in **Your custom greeting** under **Text-to-speech customized greeting**. *Note:* If you've recorded a greeting, it'll override the text-to-speech option.

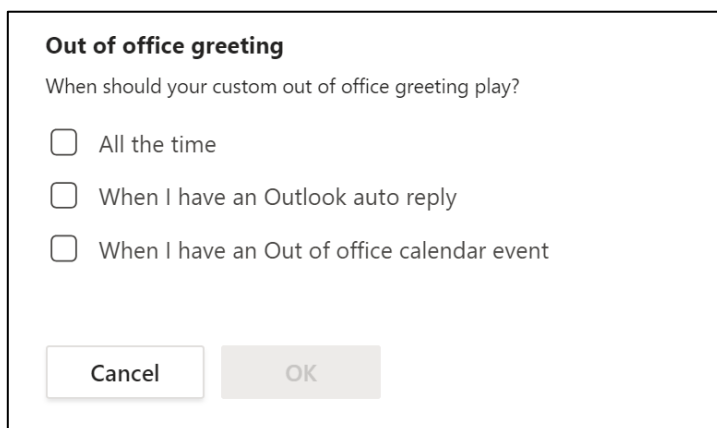


The screenshot shows a settings panel with the following sections:

- Greeting language**: A dropdown menu with the text "Which language should your default greeting be in?" and the selected option "English (United States)".
- Text-to-speech customized greeting option**: A section with the text "Do you want to replace the default voicemail greeting with your own text-to-speech greetings?" and an information icon.
- Your custom greeting:**: A text input field with a red border.
- Your custom out of office greeting:**: A text input field with a red border.

6. Out of Office Voicemail Greeting

Type your out of office greeting in **Your custom out of office greeting** under **Text-to-speech customized greeting**, then choose when you'd like it to play under **Out of office greeting**.



The screenshot shows a dialog box titled "Out of office greeting" with the question "When should your custom out of office greeting play?". It contains three radio button options:

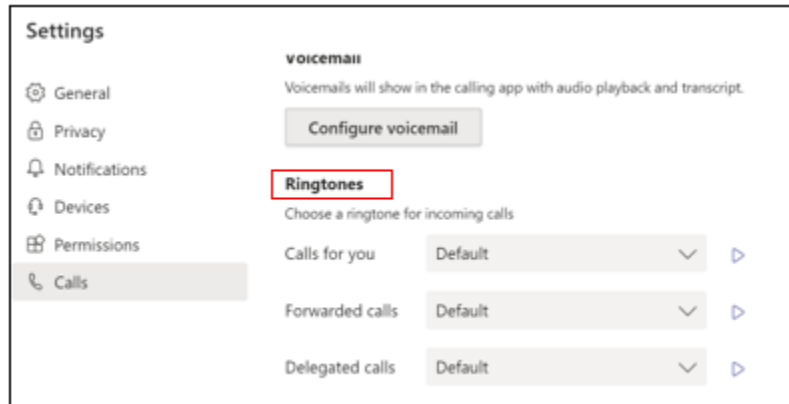
- All the time
- When I have an Outlook auto reply
- When I have an Out of office calendar event

At the bottom, there are two buttons: "Cancel" and "OK".

7. Choose Ringtones

Set your preferred ringtones by clicking on your profile picture at the top of the app and then choosing **Settings** > **Calls**.

There, under **Ringtones**, you can choose separate ringtones for your normal calls, forwarded calls, and delegated calls so you're able to tell them apart.



8. Turn on Text Telephone



9. Managed Blocked Numbers

To view and manage the numbers you've blocked, click on your profile picture and go to **Settings > Privacy**.

Select **Edit blocked contacts** under **Blocked contacts** to see any numbers you've blocked and remove them from the list.

To block anonymous calls, select **Block calls with no caller ID**.

