

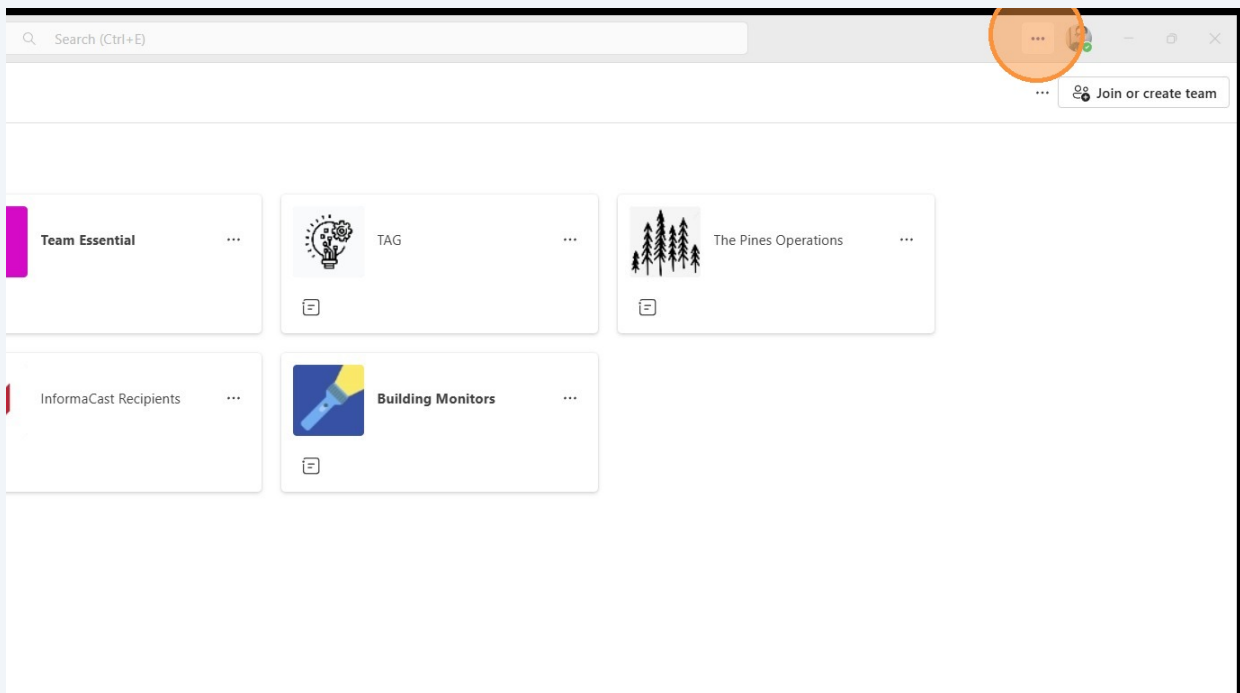
# How To Configure Call Settings In Microsoft Teams



Learn how to manage your incoming call preferences, including forwarding options and delegate settings. This guide helps you customize your availability and ensure your communications are handled exactly how you need them.

## Navigation to Call Settings

- 1 Navigate to the Teams app and click the three dots next to your picture/avatar.



- 2 Click the 'Settings and more' (three dots) icon and select 'Settings'.

Search (Ctrl+E)

Settings and more  
Join or create team

Team Essential ...

TAG ...

The Pines Operations ...

InformaCast Recipients ...

Building Monitors ...

Search (Ctrl+E)

Settings and more  
Join or create team

Team Essential ...

TAG ...

The Pines Operations ...

InformaCast Recipients ...

Building Monitors ...

Teams Premium benefits

Pin window on top Ctrl+Shift+T

Settings Ctrl+,

Cast

Downloads

Zoom - (110%) +

Help >

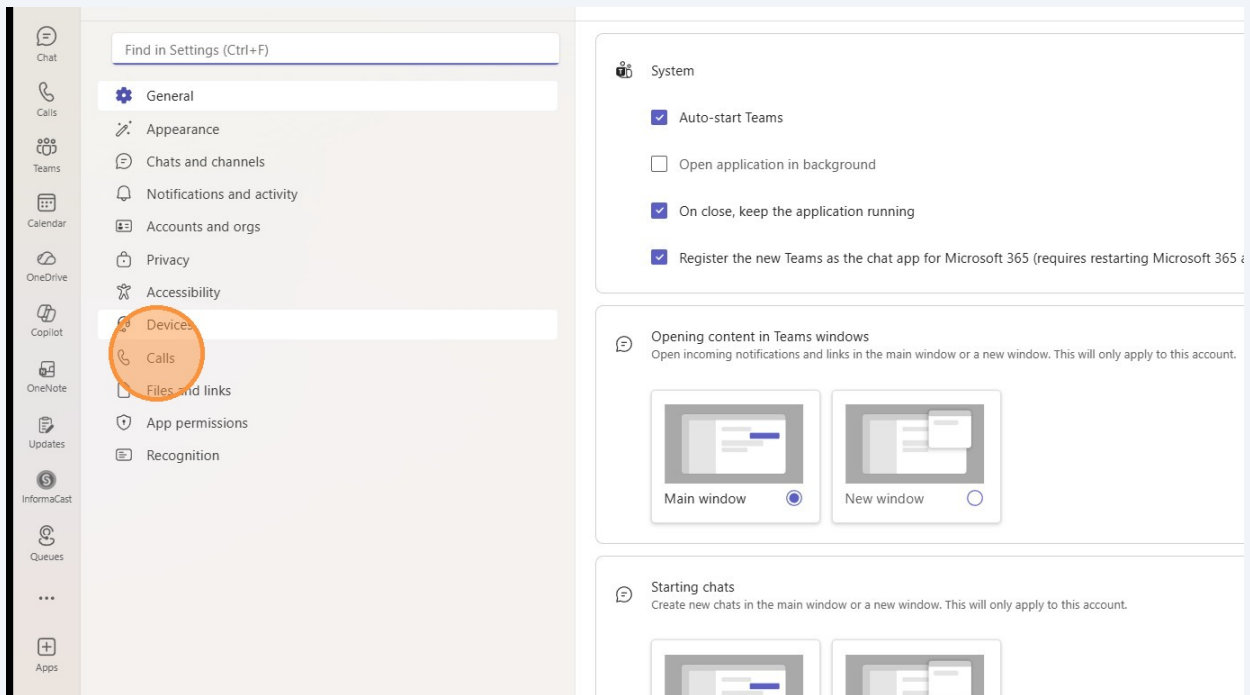
Feedback >

Keyboard shortcuts Ctrl+,

Get the mobile app

3

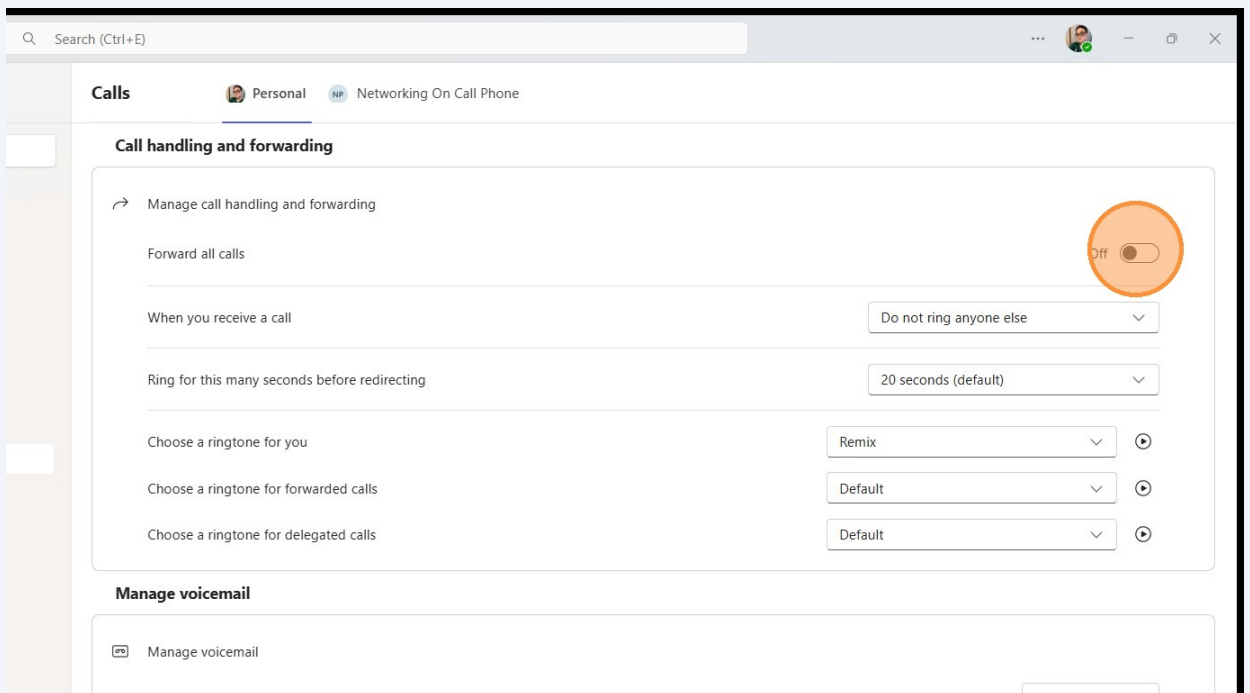
Select 'Calls' from the left sidebar settings menu.



## Forwarding and Voicemail

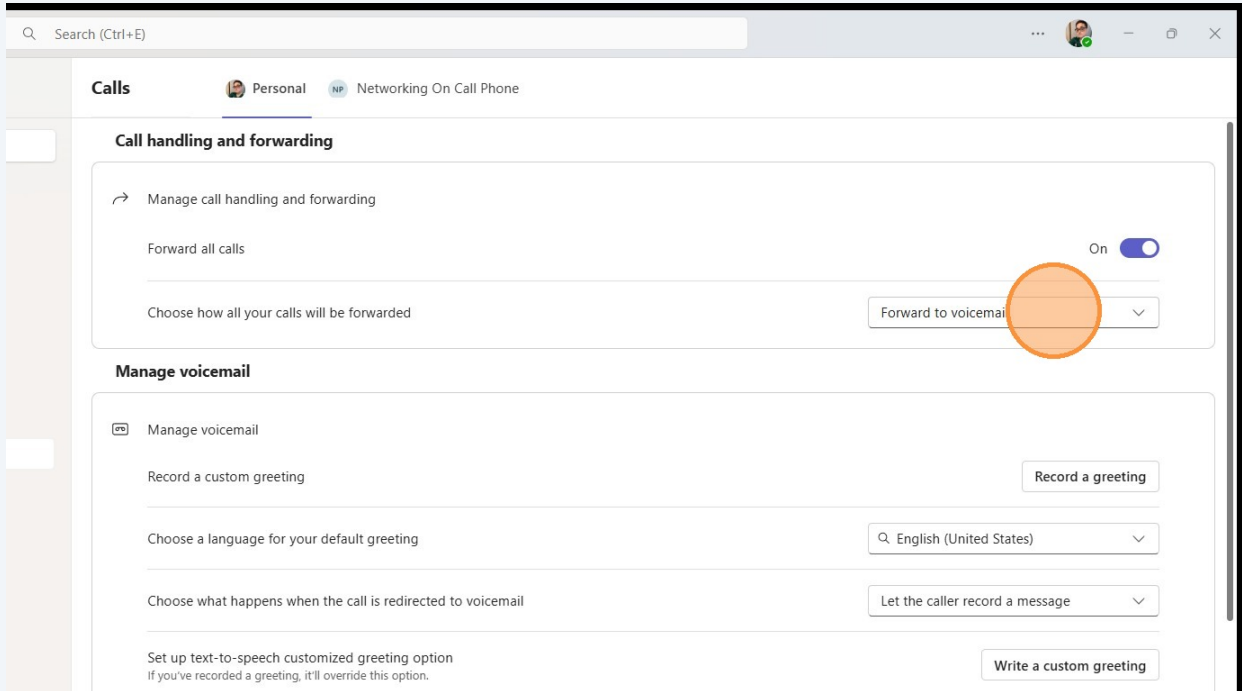
4

Toggle 'Forward all calls' to the on position.

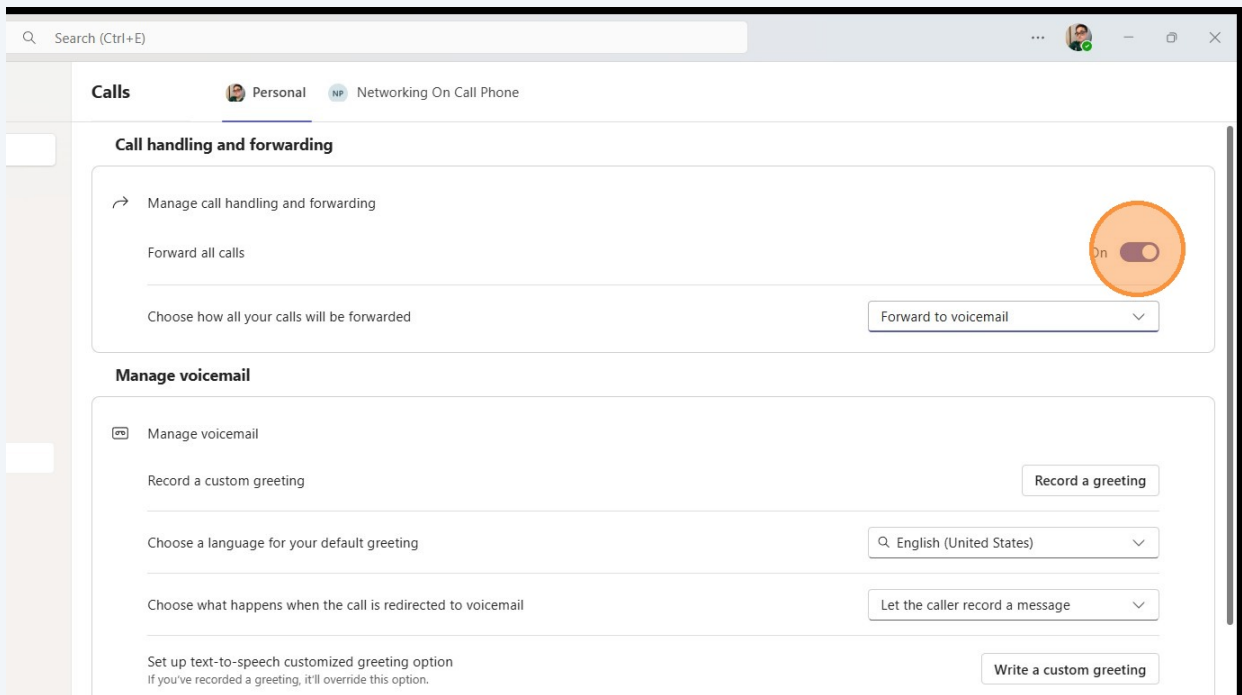


5

To forward calls to voicemail, all you need to do is toggle on the Forward all calls. For other options, click the "Chose how all your calls will be forwarded" dropdown. You can also forward to another person at Whitworth by searching by name or username, or you can forward to an external number. Make sure to use the full number: 1 509-XXX-XXXX and it will add a plus sign.

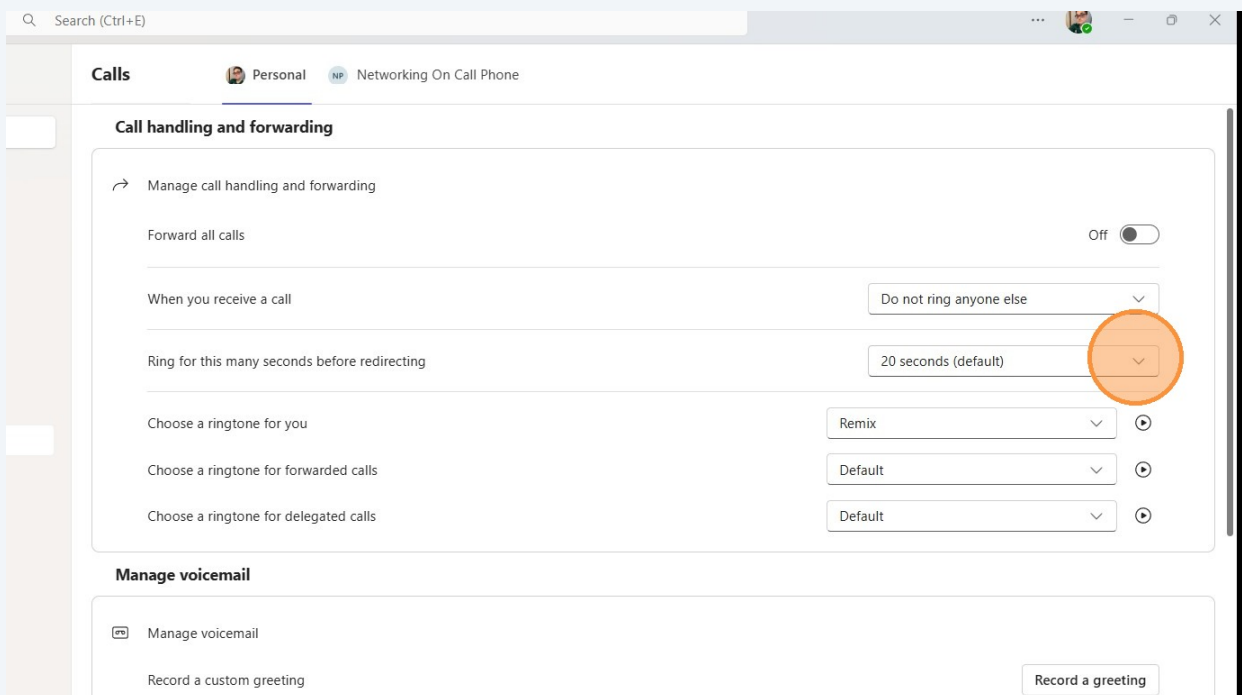


## 6 Toggle 'Forward all calls' to the off position to un-forward calls to your voicemail.



The screenshot shows the 'Calls' settings page in Microsoft 365. Under the 'Call handling and forwarding' section, the 'Forward all calls' toggle is currently turned 'On' and is highlighted with an orange circle. Below it, the 'Forward to voicemail' dropdown menu is set to 'Forward to voicemail'. The 'Manage voicemail' section below contains options for recording a custom greeting, choosing a language (set to 'English (United States)'), and choosing what happens when a call is redirected to voicemail (set to 'Let the caller record a message').

## 7 Open the dropdown to adjust the ring duration before calls are redirected.



The screenshot shows the 'Calls' settings page in Microsoft 365. Under the 'Call handling and forwarding' section, the 'Forward all calls' toggle is now turned 'Off'. The 'When you receive a call' dropdown is set to 'Do not ring anyone else'. The 'Ring for this many seconds before redirecting' dropdown is set to '20 seconds (default)' and is highlighted with an orange circle. Below this, there are three options for choosing a ringtone: 'Choose a ringtone for you' (set to 'Remix'), 'Choose a ringtone for forwarded calls' (set to 'Default'), and 'Choose a ringtone for delegated calls' (set to 'Default'). The 'Manage voicemail' section is also visible at the bottom.

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Click 'Write a custom greeting' to configure text-to-speech voicemail options. You can also Record a greeting using your headset for best quality.

Choose a ringtone for delegated calls Default

### Manage voicemail

Manage voicemail

Record a custom greeting Record a greeting

Choose a language for your default greeting English (United States)

Choose what happens when the call is redirected to voicemail Let the caller record a message

Set up text-to-speech customized greeting option  
If you've recorded a greeting, it'll override this option. Write a custom greeting

### Manage out-of-office voicemail

Manage out-of-office voicemail

When should your greeting play

All the time

When Outlook automatic replies are on

Your custom greeting Edit custom greeting

## Call Group Management

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Click 'Add a call group' to manage your call group settings. If you want others to be able to answer your calls, you can add them here.

Manage out-of-office voicemail

When should your greeting play

All the time

When Outlook automatic replies are on

Your custom greeting Edit custom greeting

### Manage call group

Manage call group  
Call group members can receive calls on your behalf. Add a call group

### Manage delegates

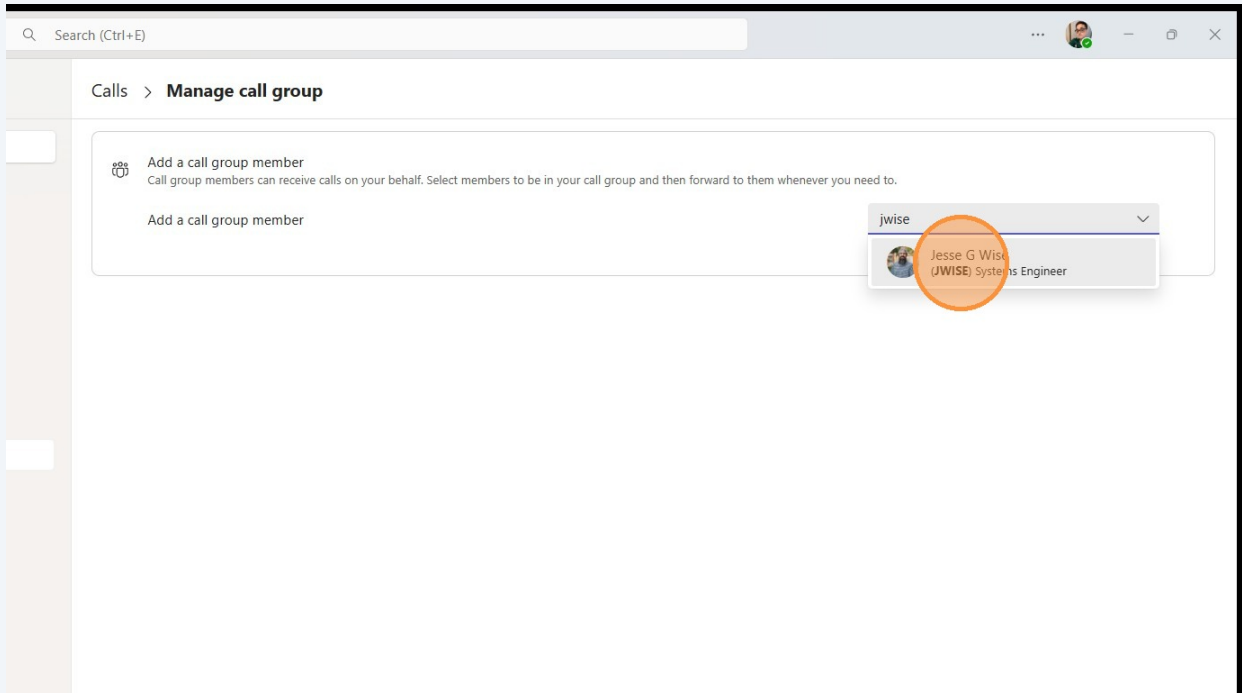
Manage delegates  
Delegates can make and receive calls on your behalf. They'll be notified when you change call settings to send your calls to them. Add a delegate

### Emergency calling

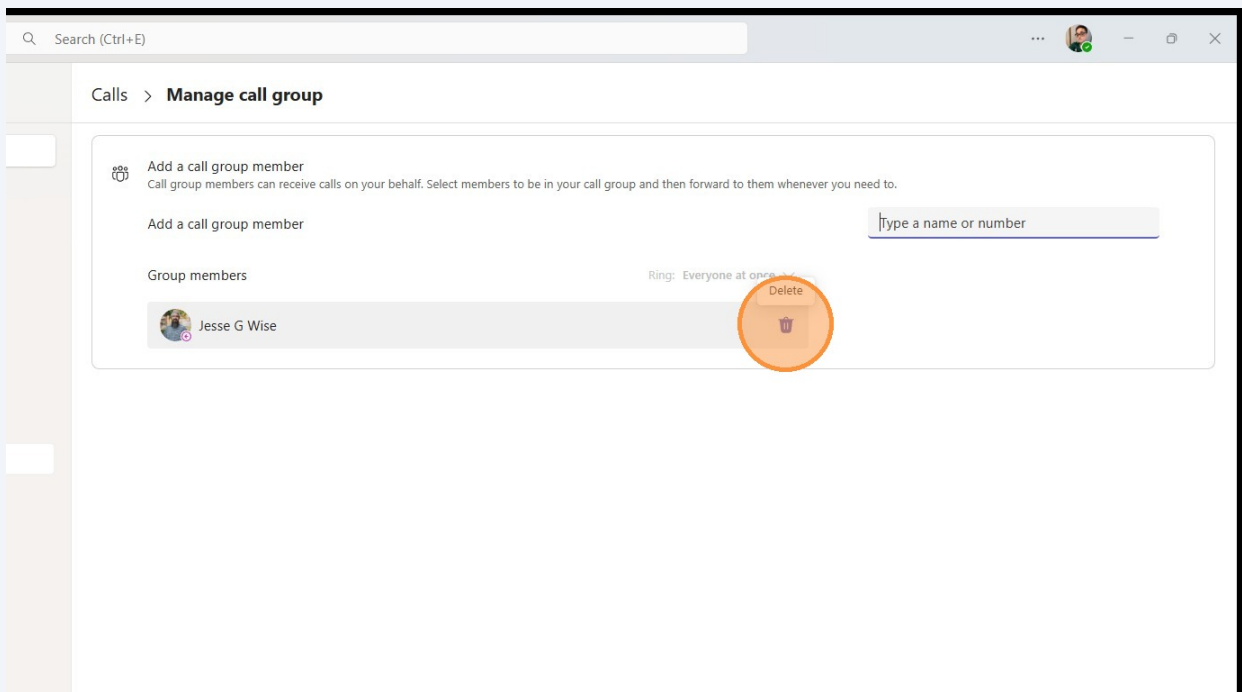
Emergency calling  
Teams keeps your location up to date in case of an emergency. The address below will be used for emergency services. [Learn More](#)

300 West Hawthorne Road, Library 226 InfoSys, Spokane, WA 99251, US

## 10 Search for and select a user to add to the call group.

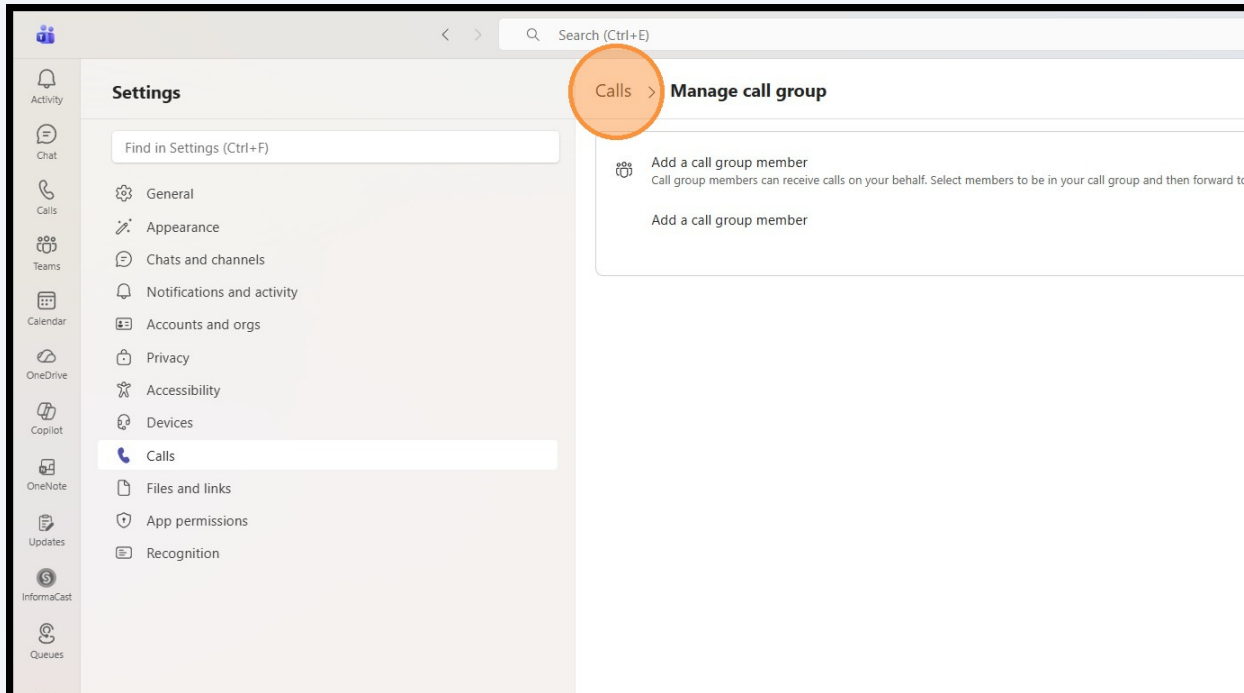


## 11 Click the 'Delete' icon to remove the user from the call group.



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Click the back arrow to return to the main Calls settings.



## Delegate Management

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Click 'Add a delegate' to manage user permissions for your calls. This is more for executive assistants or program coordinators, for folks who want someone or several people to take and make calls on their behalf.

Manage out-of-office voicemail

When should your greeting play

All the time

When Outlook automatic replies are on

Your custom greeting Edit custom greeting

**Manage call group**

Manage call group  
Call group members can receive calls on your behalf. Add a call group

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Search for and select a user to add as a delegate.

Search (Ctrl+E)

Calls > Manage delegates

Add a delegate  
Delegates can receive and make calls on your behalf. Once you add a delegate, select them to choose what they can do.

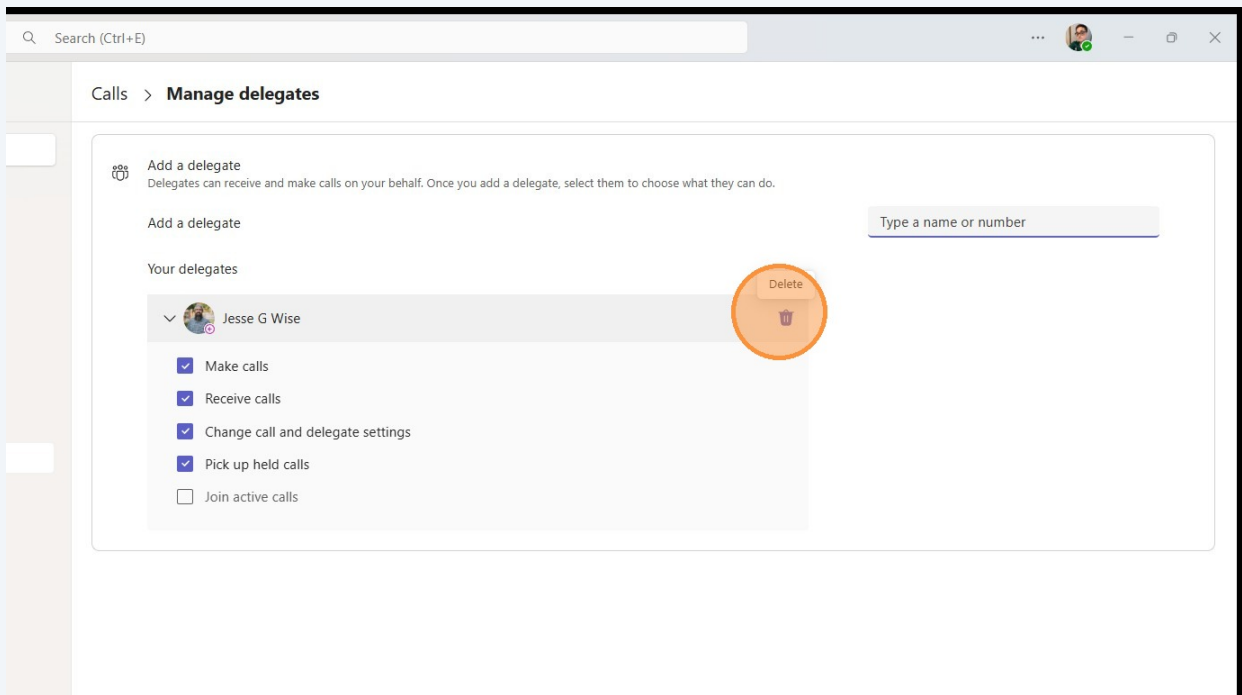
Add a delegate

jwise

Jesse G Wise  
(JWISE) System Engineer

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You can see what permissions you can assign to your delegate. Click the 'Delete' icon to remove the delegate.



16

Click the back arrow to return to the main Calls settings.

