Teams Calling (Replaces existing telephone)

Jeff Clark - 2026-01-22 - Phones and Conferencing

Attached is a *Microsoft Teams Phone Quick Reference Guide (PDF)*, which includes helpful instructions for setting up voicemail, managing calls, adding contacts, customizing notifications, and more.

To help you get started, here are quick steps for setting up voicemail and call forwarding:

Setting Up Voicemail:

1. Navigate to "Settings" by clicking the three dots in the top right corner of your Teams app.
2. Go to the "Calls" section in Teams' settings.
3. Scroll until you see on "Manage voicemail" and then select "Record a greeting."
4. Follow the prompts to record your greeting and set up your voicemail preferences

To Access Voicemail Messages:

1. Navigate to the “Calls” tab on the left-hand side of the Teams app.
2. In the “Calls” tab, under "History" you can see your call history.
3. Click the “All” dropdown and click “Voicemail” from the options available to see messages.
4. When receiving a voicemail, you will also be sent an Outlook email of the voicemail transcript.

Adding Call Forwarding:

1. Navigate to "Settings" by clicking the three dots in the top right corner of your Teams app.
2. Go to the "Calls" section in Teams' settings.
3. Under "Call handing and forwarding," toggle on "Forward my calls."
4. Choose how you want to handle forwarded calls (e.g., to another phone number or contact).

Here are some additional links from Microsoft with guides and videos that may help answer any additional questions:

- Get Started with Microsoft Teams Phone
- Manage notifications in Microsoft Teams
- Quiet Time in Microsoft Teams for Mobile

Attachments

- Microsoft Teams Phone Reference Guide.pdf (1.74 MB)