

Using Settings to customise your Microsoft Teams app

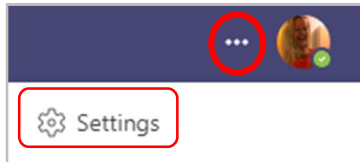
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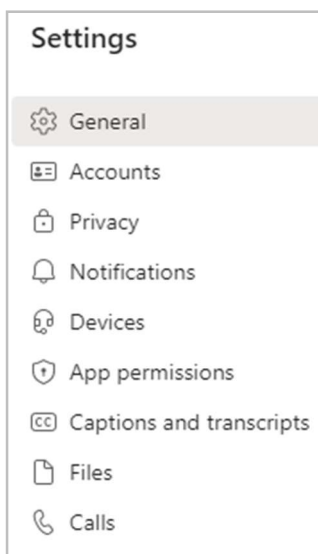
There are lots of things you can change about your Teams application by going into Settings.

Settings

You can find Settings in the top right corner of Teams next to where your picture or initials are. Click onto the ellipsis (3 dots) and then choose Settings.




Within settings there are options for general, accounts, privacy, notifications, devices, app permissions, captions and transcripts, files and calls.



General

The general section is where you can make changes to your background colour, how the application opens and how a chat opens, the language used in your Teams, and can set your out of office message.

Theme



Default Dark High contrast

Application

To restart, right-click the Teams icon in the taskbar, then select Quit. Then reopen Teams.

- Auto-start application
- Open application in background
- On close, keep the application running
- Disable GPU hardware acceleration (requires restarting Teams)
- Register Teams as the chat app for Office (requires restarting Office applications)
- Enable logging for meeting diagnostics (requires restarting Teams)

Open new chat in

Main window New window

Language

Restart to apply language settings.

App language

English (United Kingdom) ▾

Keyboard language overrides keyboard shortcuts.

English (United States) ▾

- Enable spell check

Display

To restart, right-click the Teams icon in the taskbar, then select Quit. Then reopen Teams.

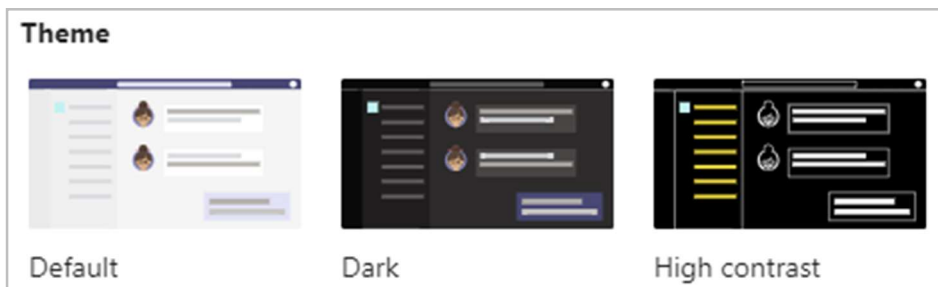
- Turn off animations (requires restarting Teams)

Out of Office

Schedule out of office and set automatic replies

Theme

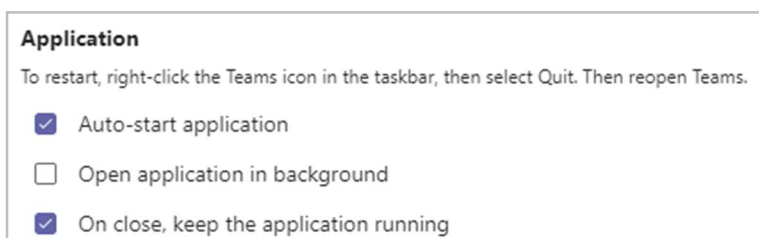
The default is the grey and blue that you see when you open Teams but, as with all Office 365 apps, you can change this to display as dark mode or high contrast mode.



Application

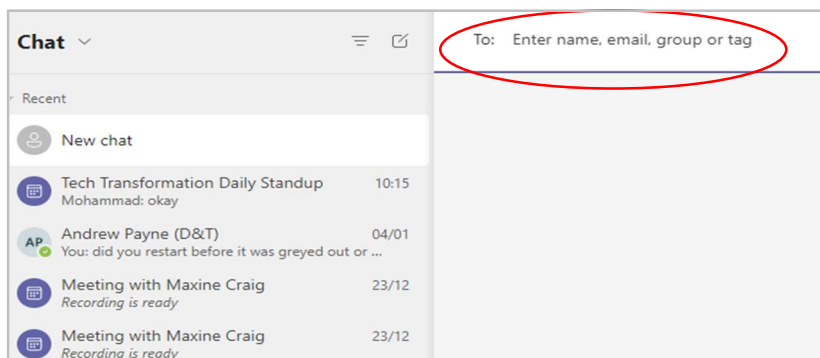
Teams is set to auto-start when we log on. You can switch this off if you prefer but remember that if someone is trying to contact you on Teams, you will not get any messages/calls if you don't have Teams open.

You can also change your settings so the app won't run in the background or keep running after you close your Teams window.

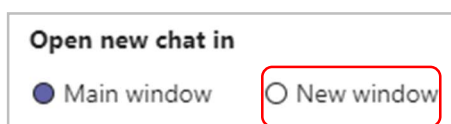


Open new chat

The default is for a new chat to open in the main Teams window, next to the Chat column as below –

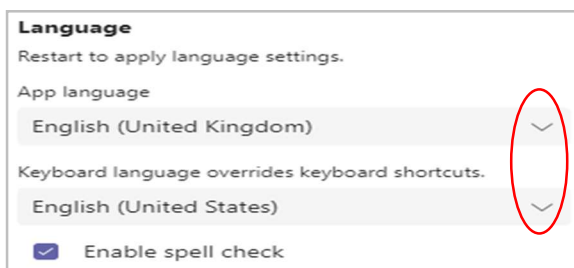


But you can choose for new chats to open in their own window if you prefer.

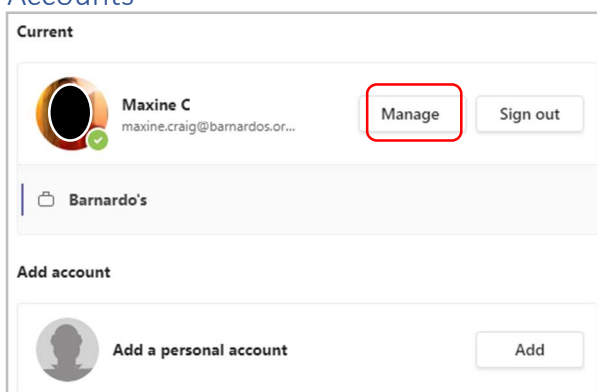


Language

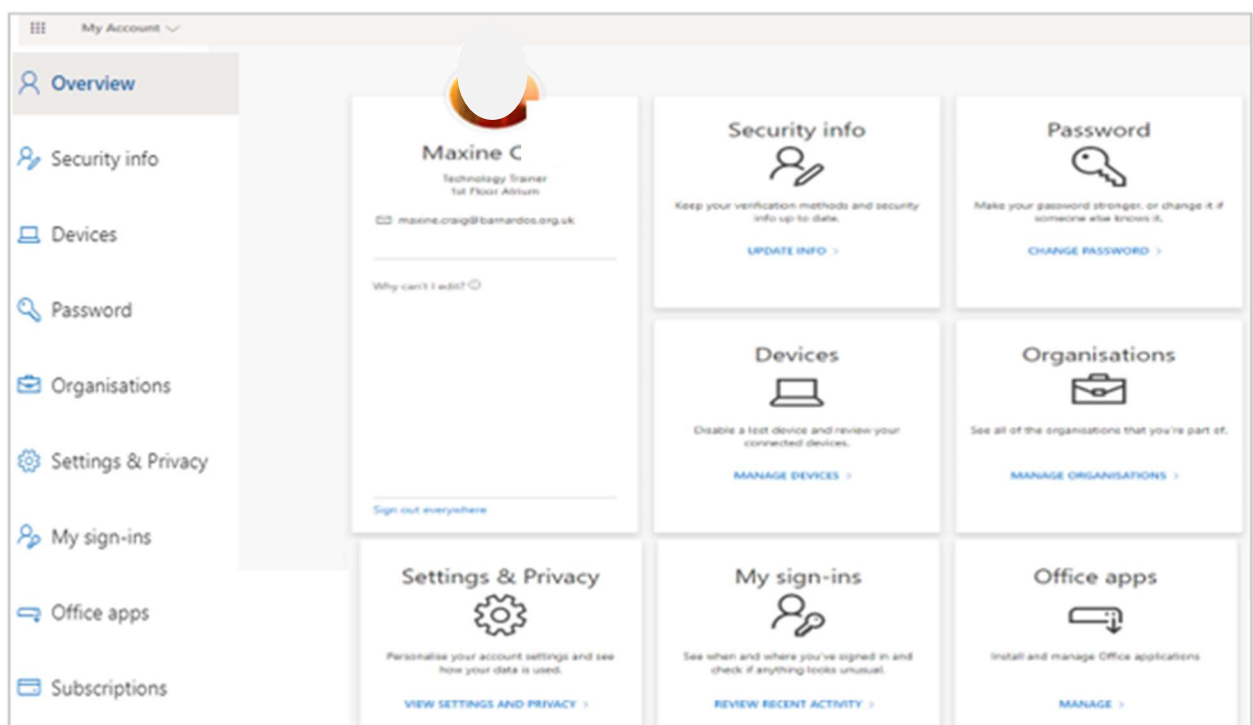
If English is not your first language, you can use the dropdown boxes to choose from dozens of languages and dialects for both the app and your keyboard.



Accounts

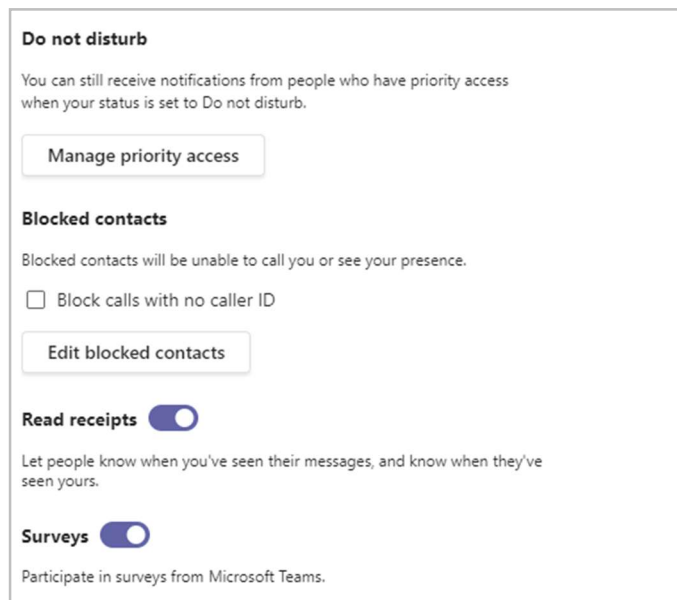


You can manage your Barnardos account or add a personal account. If you click onto Manage, it will take you to a web page for you to manage the following: security, password, devices, organisations, settings and privacy, your sign-ins, and office apps.



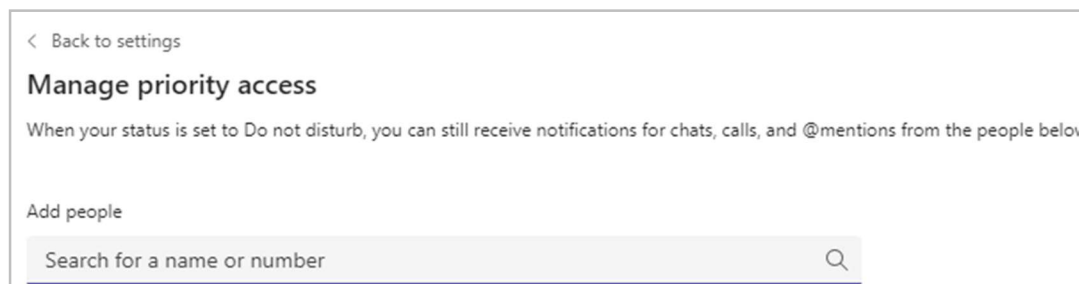
Privacy

This is where you can set priority access for when you are on 'Do Not Disturb' mode, can block contacts or can switch off your Read Receipts on Teams messages (this is the 'eye' icon that lets you know when your message has been seen).



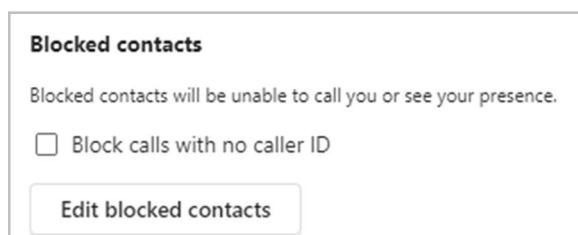
Do not disturb

When you are in Do Not Disturb mode (e.g. if you are presenting or sharing your screen in a meeting), Teams blocks all calls. However, if there are colleagues you wish to hear from even when you are on DND, you should add them to the Manage Priority Access list.





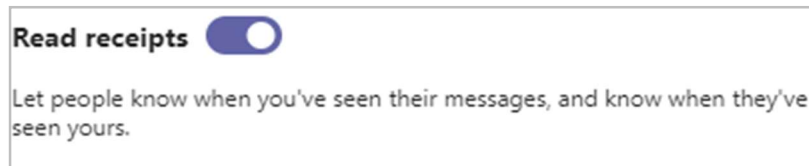
Blocked contacts

You can block anonymous calls by ticking the 'no caller ID' box. To manage the numbers you've blocked, select 'Edit blocked contacts' to see your list and remove any.



Read receipts

Use 'Read receipts' to know if people have read or seen messages you've sent. When they read your message, the 'Seen'  icon appears next to it. Otherwise, you'll only see a confirmation that your message was sent . The default for the toggle button is On.




What counts as someone having read your message?

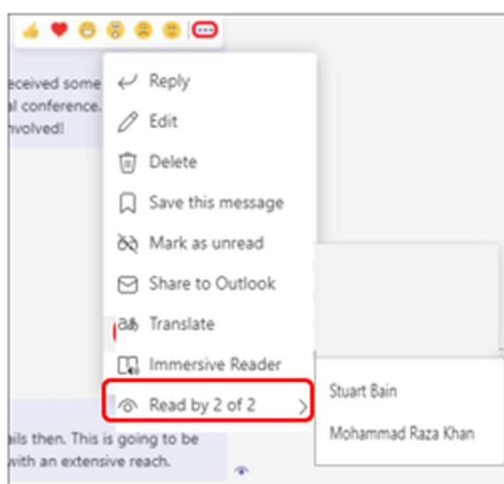
- **Everyone must have 'read receipts' turned on**
If you're chatting with someone who has it turned off or someone who's outside your organisation, you won't see read receipts from that person.
- **Activity in the chat window marks a message as a read receipt**
You won't get a read receipt if someone sees your message in a notification or in the Activity feed. You'll only get a read receipt if someone is active in the chat and responded there.

What doesn't trigger a read receipt?

A message will have a read receipt only if the recipient is active in the chat window. Read receipts won't mark as seen if viewed from a quick entry point like someone's profile or a banner notification.

See who's read your message in a group chat

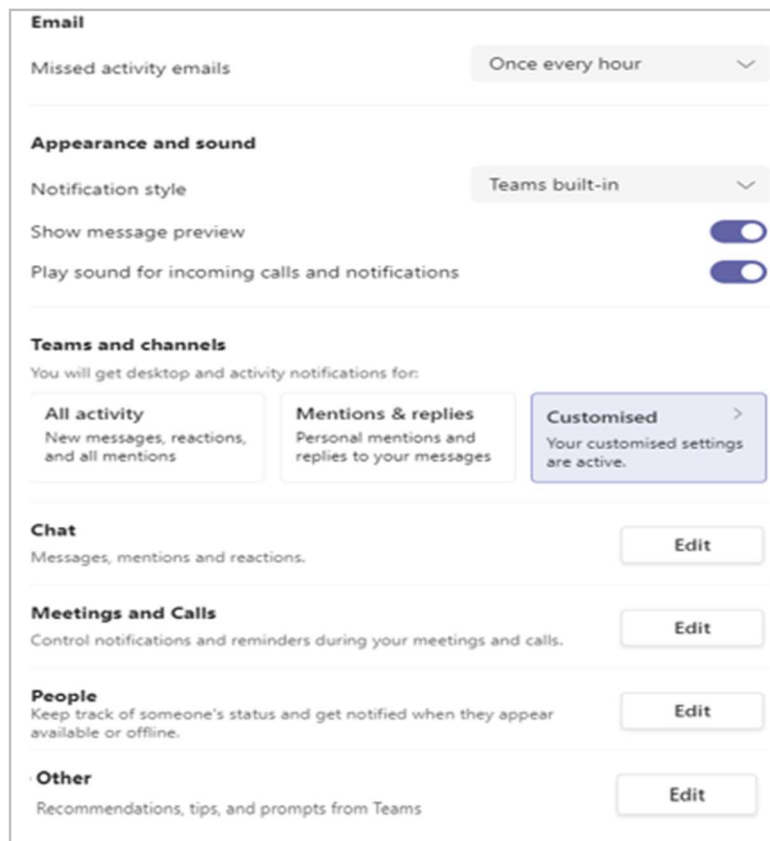
The 'Read by' option shows who's seen your message in a group chat of up to 20 people. When everyone has read your text, the 'Seen' icon  appears next to your message.



To see who's read your message in a group chat, go to that message and look in the ellipsis for 'Read by'. Everyone with a read receipt confirmation appears in the list.

Notifications

Microsoft Teams offers different ways to access, receive, and manage notifications. These settings include how, when, and where your notifications appear, custom settings for channels and chat, appearance and sounds, turning off specific messages, etc.



The screenshot shows the 'Notifications' settings page in Microsoft Teams. It is organized into several sections:

- Email:** 'Missed activity emails' is set to 'Once every hour'.
- Appearance and sound:** 'Notification style' is 'Teams built-in'. 'Show message preview' and 'Play sound for incoming calls and notifications' are both turned on.
- Teams and channels:** A section titled 'You will get desktop and activity notifications for:' with three options: 'All activity' (New messages, reactions, and all mentions), 'Mentions & replies' (Personal mentions and replies to your messages), and 'Customised' (Your customised settings are active).
- Chat:** 'Messages, mentions and reactions.' with an 'Edit' button.
- Meetings and Calls:** 'Control notifications and reminders during your meetings and calls.' with an 'Edit' button.
- People:** 'Keep track of someone's status and get notified when they appear available or offline.' with an 'Edit' button.
- Other:** 'Recommendations, tips, and prompts from Teams' with an 'Edit' button.

Chat

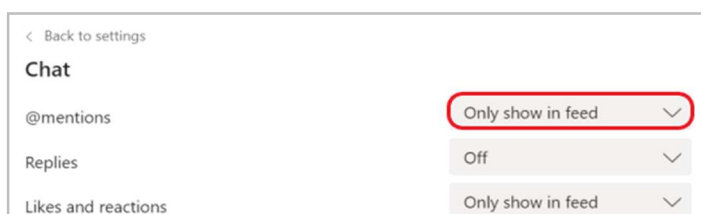
Sometimes the notifications about chat messages can get a little distracting. Click on the edit button to change your notifications.



This close-up shows the 'Chat' section of the settings page. The text 'Messages, mentions and reactions.' is visible. The 'Edit' button is highlighted with a red rectangular box.

To only get notifications in the Teams app

Select Edit, then choose 'Only show in feed'. All notifications for that type of activity (@mentions, replies, likes and reactions) will be sent to your Activity feed, which you can find at the top left corner of Teams.

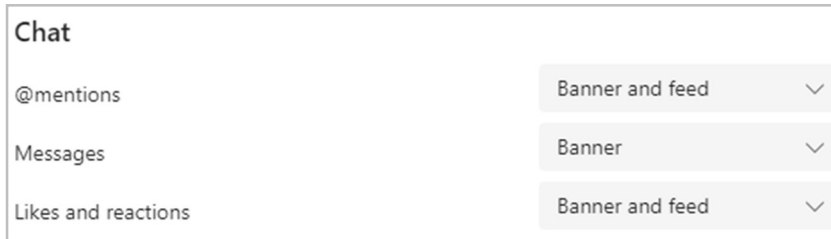


This screenshot shows the 'Chat' settings page with a 'Back to settings' link at the top. The settings are as follows:

- @mentions:** 'Only show in feed' (highlighted with a red box)
- Replies:** 'Off'
- Likes and reactions:** 'Only show in feed'

To get notified in the Teams app and on your desktop

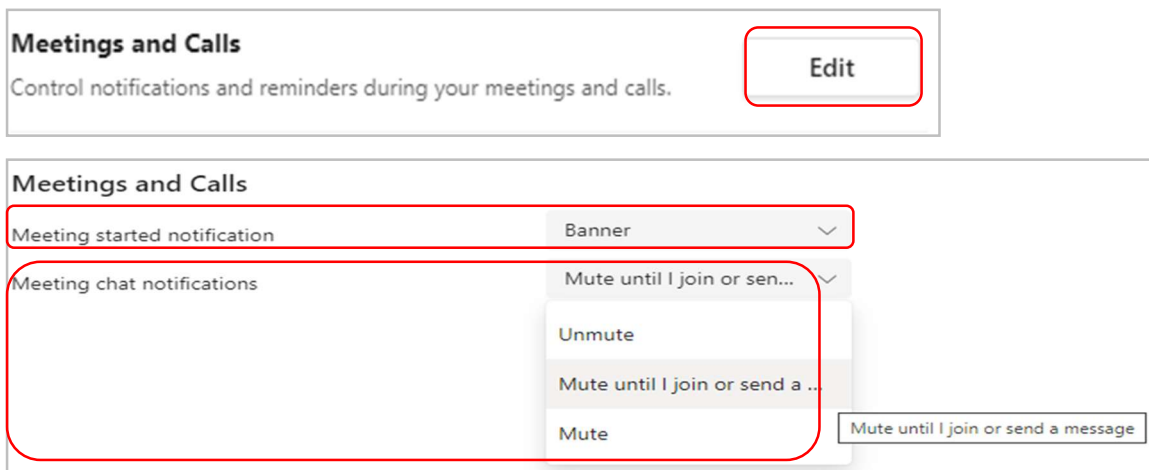
Click onto Edit, then select 'Banner and feed' to receive notifications as a desktop banner and as an alert in Activity feed. A banner is something that appears in the bottom right of your screen notifying you of something.



Choose whether or not a message preview shows on desktop by turning the toggle on for 'Show message preview', which is under the 'Appearance and Sound' heading.

Messages and Calls

You can also control notifications for meetings and calls using the Edit button.



For notifications of meetings starting, you can choose either Banner or Off. The banner option is the blue box that appears in the bottom right of your screen when someone else starts a meeting you are invited to. You can join the meeting from this blue banner.

For notifications of meeting chats, you can choose between Unmute, Mute, or Mute until I join or send a message.

People

This is useful if you are trying to catch someone once they are available. Just use Edit to add their name to a list.



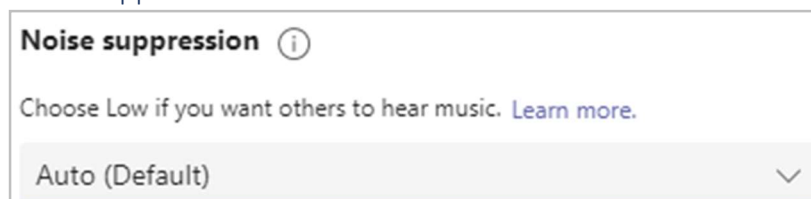
Devices

There are settings here for your speaker, microphone and camera – if you need further help, us this link to the Microsoft page.

<https://support.microsoft.com/en-us/office/manage-your-call-settings-in-teams-456cb611-3477-496f-b31a-6ab752a7595f>

But the most useful setting in Devices is Noise Suppression.

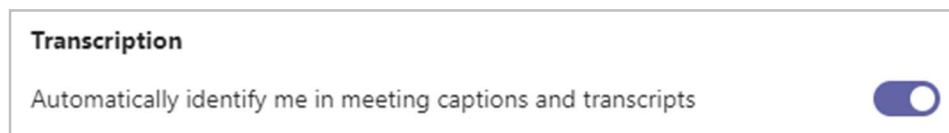
Noise suppression



Noise suppression will help to remove or lessen any background noise when your mic is on, such as a neighbour drilling or a dog barking. Default is Auto, but you can choose high, low or off.

Captions and transcripts

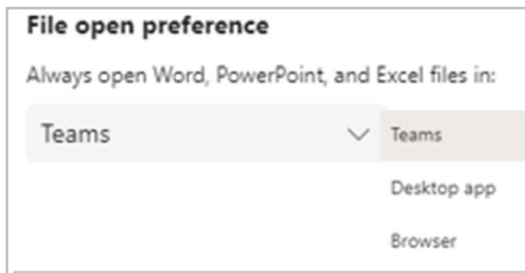
The only setting currently in this section is the ability to switch on/off your identification in meeting captions and transcripts.



The default is On and you should have a reason for switching it off as transcripts would be difficult to understand if lots of attendees were anonymous.

Files

This dictates how documents (files) are opened in Teams for you. The default is Teams, but you can select Desktop App or Browser instead.



Desktop App means the file opens as an actual Word/Excel/PowerPoint document on your computer.

Browser means the file will open in a new tab on your web browser (e.g. Chrome).

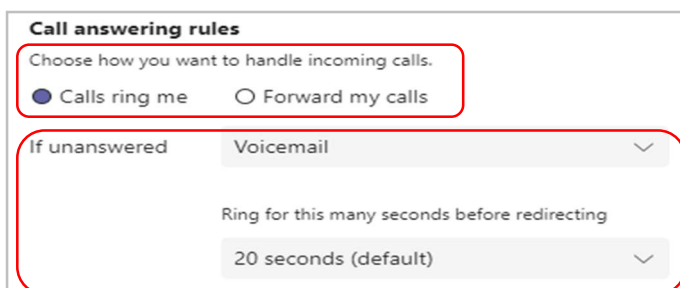
If you choose Desktop app, that choice will only apply to the device you are on, whereas choosing Browser or Teams will apply across all of your devices.

Calls

Under the Calls section you can choose what happens with incoming and unanswered calls, set your voicemail, choose ringtones, or turn on TTY (Text Telephone) mode for hearing accessibility.

Call answering rules

in this section, choose how you want Teams to handle your incoming calls.



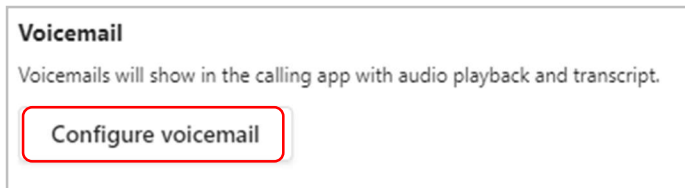
Select 'Forward my calls' if that's what you want to do, or 'Calls ring me', which is the default setting.

You can also choose what to do with calls that go unanswered by you – options are voicemail or do nothing.

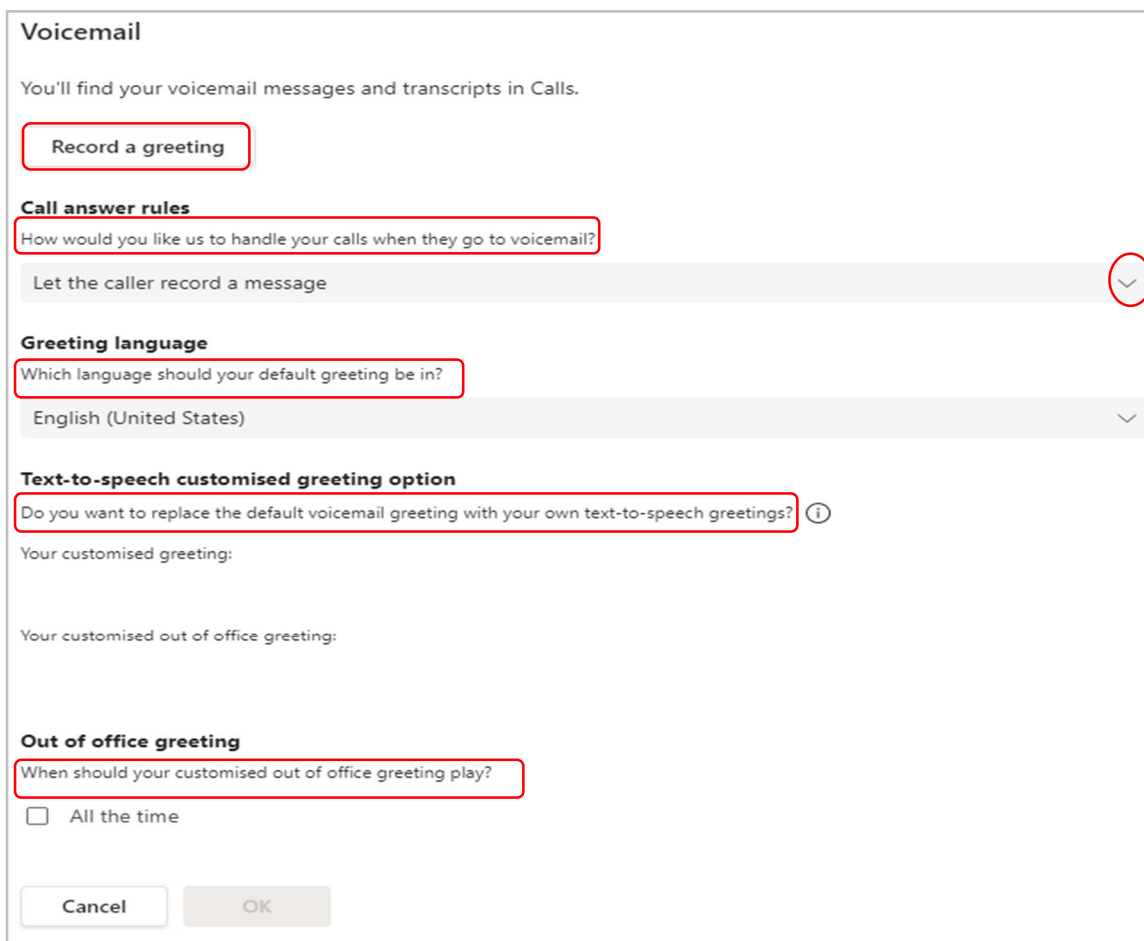
Then you can set the time it takes for your voicemail to come in – default is 20 seconds but you can opt for between 10 seconds to 60 seconds.

Adjust your voicemail settings

To change your voicemail settings, in the Voicemail section click 'Configure voicemail'.



Your voicemail options will appear for you to record a greeting, decide what to do when calls go to voicemail, choose a greeting language, choose a text-to-speech greeting, or set your out of office greeting.



Voicemail greeting

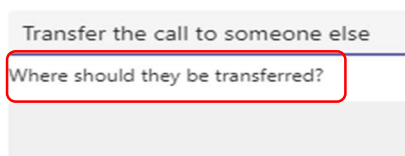
To record a new voicemail greeting, select 'Record a greeting' and follow the instructions to record your message.

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 to set 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, under the 'Where should they be transferred?' field, set the name or number where you want your calls to go.



Transfer the call to someone else

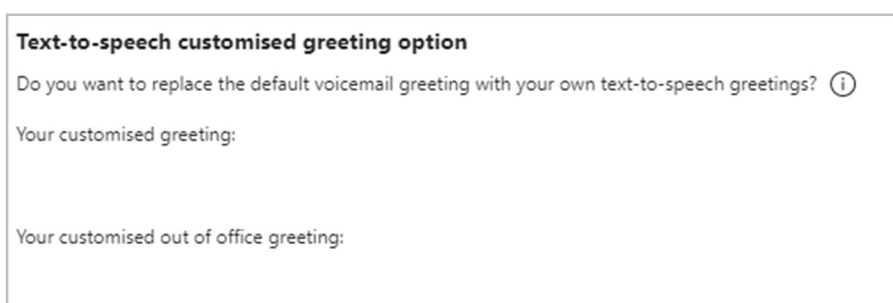
Where should they be transferred?

Greeting language

Change your greeting language by selecting a new one from the dropdown list.

Text-to-speech voicemail greeting

To use a text-to-speech voicemail greeting, type a message in 'Your customised greeting' field. **Note:** If you've recorded a greeting, it'll override the text-to-speech option.



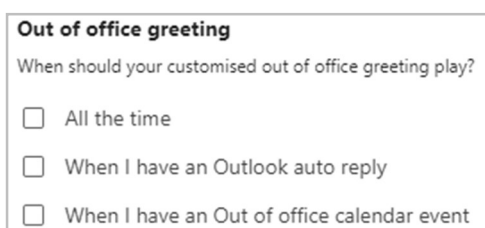
Text-to-speech customised greeting option

Do you want to replace the default voicemail greeting with your own text-to-speech greetings? ⓘ

Your customised greeting:

Your customised out of office greeting:

Type your out of office voicemail greeting in 'Your custom out of office greeting', then choose when you'd like it to play under 'Out of office greeting'.



Out of office greeting

When should your customised out of office greeting play?

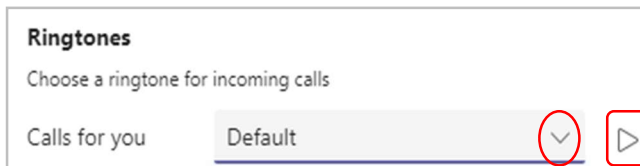
All the time

When I have an Outlook auto reply

When I have an Out of office calendar event

Choose ringtones

To set your preferred ringtones, under 'Ringtones' you can use the dropdown box to choose separate ringtones for your normal calls, forwarded calls and delegated calls so you're able to tell them apart.



The Play button lets you hear how each choice sounds.

Accessibility - Turn on Text Telephone (TTY)

In the Accessibility section, click 'Turn on TTY' mode.



TTY is short for Text Telephone. It allows you to use text to communicate over the phone line when connected to a TTY device.

A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate by allowing them to type messages back and forth to one another instead of talking and listening.