

Voicemail

For Voicemail to work, the Horizon Company needs the [Voice Portal](#) to be set up first.

- Voicemails have a 30-day limit. This applies to all messages left on the voice portal, including saved messages. If you wish to save certain messages, we recommend using the “Notification Settings” when editing a user to send an email with a file of the voicemail by selecting “Notify Me at the address”.
- The capacity on a voicemail is 100 minutes. After this, the caller will be unable to leave a voicemail message.
- The user can skip to the end of the voicemail message by pressing 6.

Voicemail Map

To view a map of the voicemail system and its options, click [here](#).

Setup Voicemail for a user

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

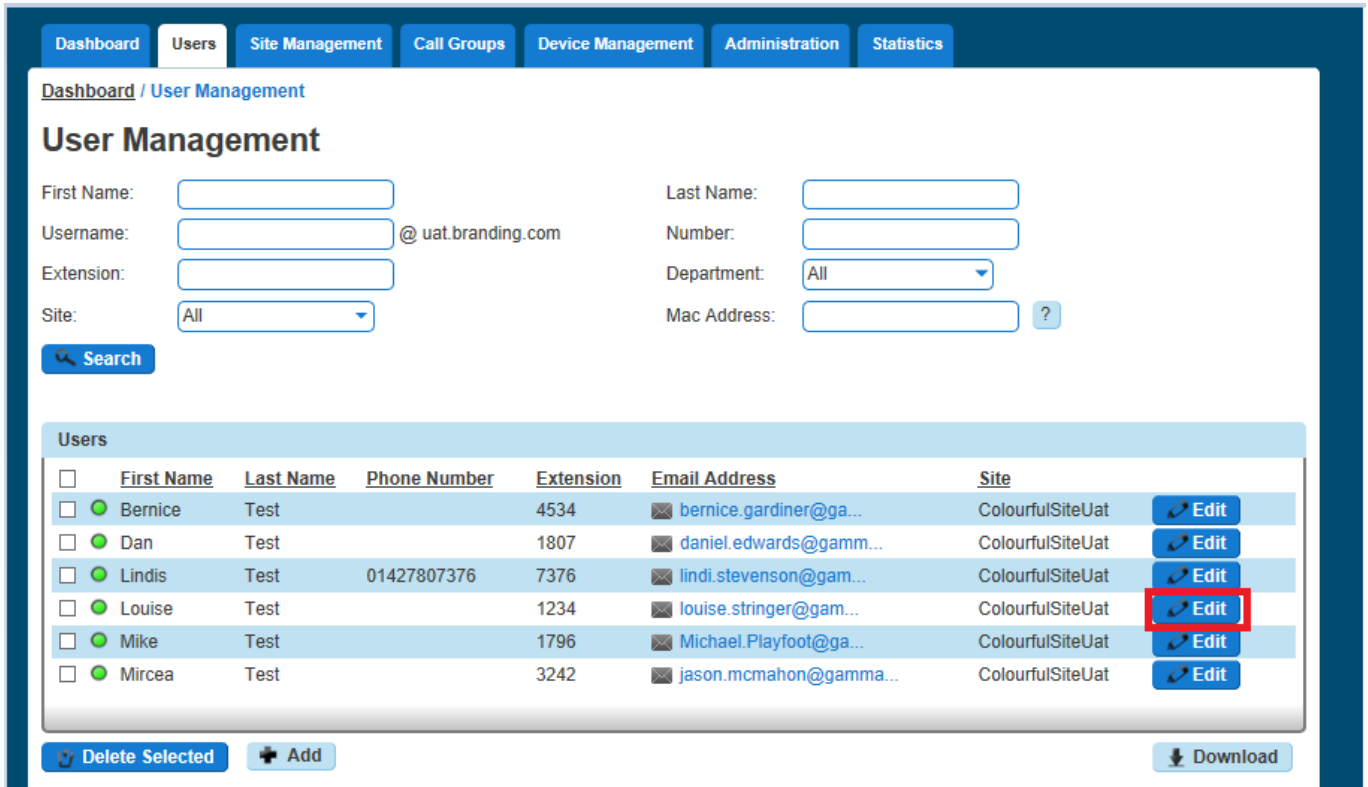
Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Users” option and then select “List Users” so you can search for the user that you want Voicemail set up for.

Locate the user and click the “Edit” button.



The screenshot shows the 'User Management' interface. At the top, there are navigation tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below the tabs, the breadcrumb is 'Dashboard / User Management'. The main heading is 'User Management'. There is a search form with fields for First Name, Last Name, Username, Extension, Site, Number, Department, and Mac Address. A 'Search' button is located below the form. Below the search form is a table of users. The table has columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The 'Edit' button for the user 'Louise' is highlighted with a red box. At the bottom of the table, there are buttons for 'Delete Selected', 'Add', and 'Download'.

	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Bernice	Test		4534	bernice.gardiner@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Dan	Test		1807	daniel.edwards@gamm...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Lindis	Test	01427807376	7376	lindi.stevenson@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Louise	Test		1234	louise.stringer@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mike	Test		1796	Michael.Playfoot@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mircea	Test		3242	jason.mcmahon@gamma...	ColourfulSiteUat	Edit

Step 4

Click on “Services” and ensure that you’ve got Voicemail services left, and then tick the tick box. If you haven’t, these can be ordered on the Gamma Portal using the “Manage Bolt ons” action.

Dashboard / User Management / Edit User

Edit Louise Test

Profile | Personal Details | DDI | **Services** | Call Setup | Permissions | Phone | Barring | Call Centre

Service Pack

<input checked="" type="radio"/> Premium	2 Left
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[Request More](#) [?](#) WH?T

Optional Extras

<input type="checkbox"/> Integrator	1 Left
<input type="checkbox"/> Integrator - Bullhorn	2 Left
<input type="checkbox"/> Integrator CRM	2 Left
<input type="checkbox"/> Integrator EMIS	2 Left
<input type="checkbox"/> Receptionist	2 Left
<input type="checkbox"/> TAPI Driver	2 Left
<input checked="" type="checkbox"/> Voice Mail	0 Left

[Request More](#) [?](#) WH?T

Step 5

Click "Call Setup" and under the Settings header, click "Voicemail Settings". Here, you can choose which file is to be played upon no answer as well as choosing to receive an email notification when a voice mail is left.



Edit Louise Test

- Incoming Calls
- Call Handling
- Twinning
- Blacklist
- Settings
- Advanced ▾
- Outgoing Calls
- Speed Dial
- Settings
- In Call Options
- Call Transfer
- Settings
- Settings
- Call Forwarding
- Hot Desk
- Voicemail Settings
- Manage Profile
- Remote Office

Voicemail Settings ?

Announcement

- Use Default with Personalised Name Audio [Browse](#) ?
- Use My Audio file [Browse](#) ?

Notification Settings

- Notify Me at This Address

Voicemail Options

- Send All Calls to Voicemail
- Transfer to "0"

WH?T

[Change Voicemail Passcode](#) [Save](#)

Step 6

Now select "Call Handling" under the Incoming Calls menu so that you can set up what calls should be sent to the user's voicemail, and when.



Edit Louise Test

Incoming Calls

Call Handling

Twinning

Blacklist

Settings

Advanced ▾

Outgoing Calls

Speed Dial

Settings

In Call Options

Call Transfer

Settings

Settings

Call Forwarding

Hot Desk

Voicemail Settings

Manage Profile

Remote Office

Call Handling



When I'm Busy

- No Action
- Forward the call to:
- Send the call to voicemail

WH?T

When I don't answer

- after rings
- No Action
 - Forward the call to:
 - Send the call to voicemail

WH?T

When I'm Unreachable

- No Action
- Forward the call to:

WH?T

Voicemail Settings

Save

Setup Voicemail from a handset

You can set up voicemail directly from a user's handset, including personalised name greetings, No Answer greetings and busy greetings. This can be applied to both a user or group telephone number.

Step 1

Dial the company [Voice Portal](#) and enter the user or group extension number when prompted for an ID.

Step 2

Enter the passcode of the user/group.

If the user does not know their password, then this can always be reset in the “Edit User” tab on the Horizon Portal.

For a hunt group the passcode can be manually set in the “Edit Hunt Group” page under the Voicemail tab.

Step 3

If the user is accessing this voicemail box for the first time, then the Voice Portal will ask the user to change the passcode.

The Voice Portal will then proceed to ask the user to record a personalised name greeting. The user must do this in order to proceed.

Step 4

After this is complete the user should be presented with the following message:

“You are now ready to use your voicemail system. To access your voice mailbox, press 1”.

Press ‘1’ to listen to your messages, to change ‘your mailbox busy greeting’, press ‘2’ and to change ‘your mailbox no answer greeting’ press ‘3’.

Step 5

Finally, you will need to specify on the Horizon Portal what message you would wish to use during “No Answer” and “Busy” actions

Change a user's passcode for Voicemail

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the "Actions" button and selecting "Login to Horizon".

Step 3

Click the "Users" option and then select "List Users" so you can search for the user that you want to change the passcode for.

Locate the user and click the "Edit" button.

Dashboard / User Management

User Management

First Name: Last Name:
Username: @uat.branding.com Number:
Extension: Department:
Site: Mac Address: ?

[Search](#)

<input type="checkbox"/>	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Bernice	Test		4534	bernice.gardiner@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Dan	Test		1807	daniel.edwards@gamm...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Lindis	Test	01427807376	7376	lindi.stevenson@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Louise	Test		1234	louise.stringer@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mike	Test		1796	Michael.Playfoot@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mircea	Test		3242	jason.mcmahon@gamma...	ColourfulSiteUat	Edit

[Delete Selected](#) [Add](#) [Download](#)

Step 4

Click "Call Setup" and under the Settings header, click "Voicemail Settings". From here you can click the "Change Voicemail Password" button. This will generate an email to the user with a new voicemail passcode.

The screenshot shows the Horizon user management interface. At the top, there is a navigation bar with the Horizon logo and the name 'Horizon'. To the right, there are links for 'BrandingCompanyUat', 'Direct Access', 'Help', 'Change Password', and 'Log Out'. Below the navigation bar, there are tabs for 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. The main content area is titled 'Edit Louise Test' and has a sub-tab 'Call Setup' selected. The 'Voicemail Settings' section is expanded, showing three sub-sections: 'Announcement', 'Notification Settings', and 'Voicemail Options'. The 'Announcement' section has two radio buttons: 'Use Default with Personalised Name Audio' (selected) and 'Use My Audio file'. The 'Notification Settings' section has a checked checkbox 'Notify Me at This Address' with the email address 'louise.stringer@gamma.t'. The 'Voicemail Options' section has two unchecked checkboxes: 'Send All Calls to Voicemail' and 'Transfer to "0"'. At the bottom right of the settings area, there are buttons for 'Change Voicemail Passcode' and 'Save'. A 'WH?T' logo is also visible in the bottom right corner of the settings area.

Change a user's passcode for Voicemail

Step 1

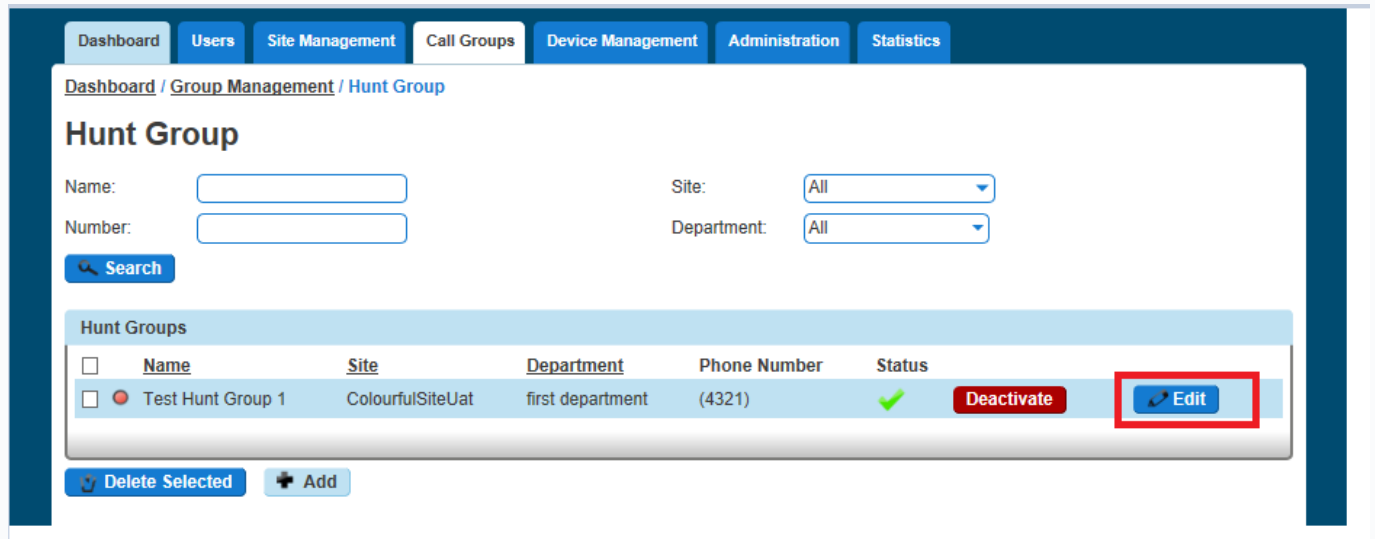
Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the "Actions" button and selecting "Login to Horizon".

Step 3

Click the “Call Groups” option and then select “Hunt Group” or “Call Queue Group”. Locate the call group and click the “Edit” button.



Step 4

Click on “Voicemail”. From here you can edit the Settings, and if you want to enable voicemail.

Now select Call Handling under the Incoming Calls menu so that you can set up what calls should be sent to the group voicemail, and when.

Send All Calls To Voicemail

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Users” option and then select “List Users” so you can search for the user that you want to amend the Voicemail settings for and click the “Edit” button.

Step 4

Select the “Call Setup” tab and click Voicemail Settings. Towards the bottom of this page, there will be a “Voicemail Options” section and here you will be able to tick the Send All Calls to Voicemail box.

The screenshot shows a web interface for editing user settings. At the top, there are navigation tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. Below this is a breadcrumb trail: Dashboard / User Management / Edit User. The main heading is "Edit Louise Test". Underneath, there are sub-tabs: Profile, Personal Details, DDI, Services, Call Setup (selected), Permissions, Phone, Barring, and Call Centre. On the left, there is a sidebar menu with categories: Incoming Calls (Call Handling, Twinning, Blacklist, Settings, Advanced), Outgoing Calls (Speed Dial, Settings), In Call Options (Call Transfer, Settings), and Settings (Call Forwarding, Hot Desk, Voicemail Settings, Manage Profile, Remote Office). The main content area is titled "Voicemail Settings" and contains three sections: "Announcement" with radio buttons for "Use Default with Personalised Name Audio" (selected) and "Use My Audio file", each with a "Browse" button; "Notification Settings" with a checkbox for "Notify Me at This Address"; and "Voicemail Options" with a checkbox for "Send All Calls to Voicemail" (highlighted with a red box) and another checkbox for "Transfer to '0'". At the bottom right, there are buttons for "Change Voicemail Passcode" and "Save".

Transfer on 0 for Voicemail

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “User Management” button and next to your selected User click “Edit”.

Step 4

On the Edit screen select the “Call Setup” tab at the top of the screen and then click Voicemail Settings. Here you will be able to tick the “Transfer to 0” box.

To ensure the caller is aware of the transfer option this feature provides, it is important that the user records an appropriate voicemail message such as the following example:

“Hi, you’re through to the voicemail of ___. I can’t take your call right now so please leave a message and I’ll get back to you. Alternatively, press 0 to be transferred to the Service Desk”

This voicemail greeting should advise that the feature is available to the calling party in addition to programming the destination number.

Dashboard / User Management / Edit User

Edit Louise Test

Profile | Personal Details | DDI | Services | **Call Setup** | Permissions | Phone | Barring | Call Centre

Voicemail Settings

Announcement

Use Default with Personalised Name Audio [Browse](#) [?](#)

Use My Audio file [Browse](#) [?](#)

Notification Settings

Notify Me at This Address

Voicemail Options

Send All Calls to Voicemail

Transfer to "0"

WH?T

[Change Voicemail Passcode](#) [Save](#)

Please note, it is not currently possible to program an extension number into the provided field, the full DDI number must be used.