

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.

Dashboard / User Management

User Management

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

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

Premium 2 Left

?

WH?T

Optional Extras

Integrator 1 Left

Integrator - Bullhorn 2 Left

Integrator CRM 2 Left

Integrator EMIS 2 Left

Receptionist 2 Left

TAPI Driver 2 Left

Voice Mail 0 Left

?

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.

Horizon

BrandingCompanyUat
Direct Access
Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Statistics

Dashboard / User Management / Edit User

Edit Louise Test

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

Call Handling

When I'm Busy

- No Action
- Forward the call to: 00000000000
- Send the call to voicemail

WH?T

When I don't answer

after 6 rings

- No Action
- Forward the call to: 00000000000
- Send the call to voicemail

WH?T

When I'm Unreachable

- No Action
- Forward the call to: 00000000000

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 Users Site Management Call Groups Device Management Administration Statistics

Dashboard / User Management

User Management

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

[Search](#)

Users						
<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 user information: BrandingCompanyUat, Direct Access, Help | Change Password | Log Out. Below this is a menu with options: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The main content area is titled 'Edit Louise Test' and has a sub-menu with options: Profile, Personal Details, DDI, Services, Call Setup (selected), Permissions, Phone, Barring, and Call Centre. The 'Call Setup' section is titled 'Voicemail Settings' and contains three main 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 two buttons: '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

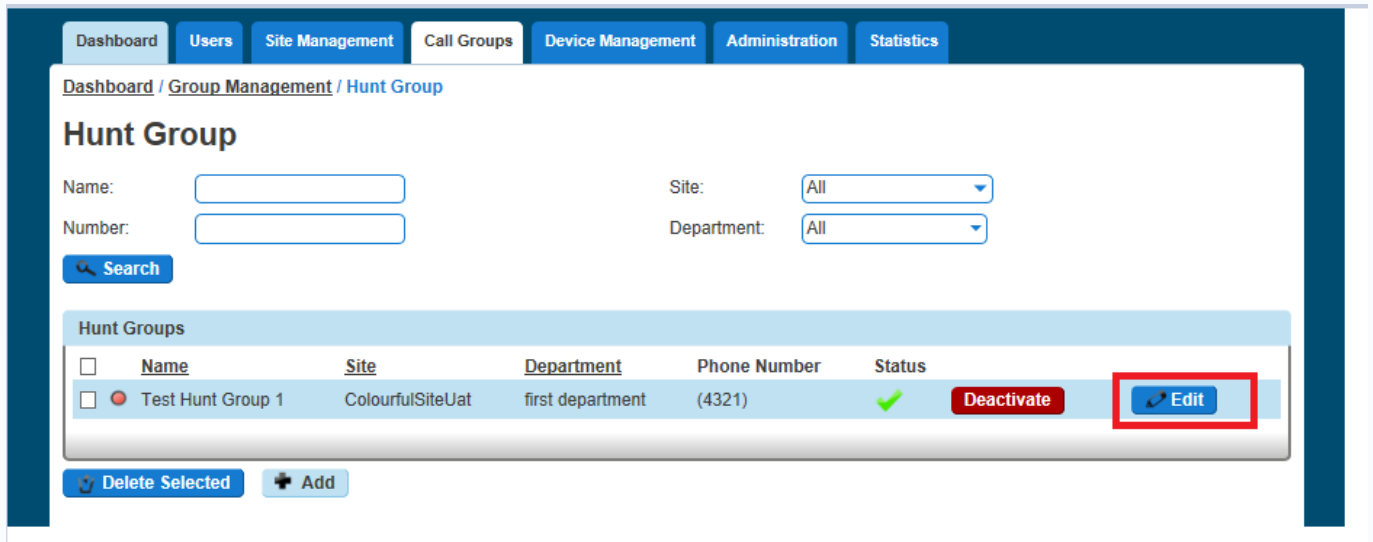
Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

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 the 'Edit User' interface for Louise Test. The top navigation bar includes Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The breadcrumb trail is Dashboard / User Management / Edit User. The main title is 'Edit Louise Test'. Below the title are tabs for Profile, Personal Details, DDI, Services, Call Setup (selected), Permissions, Phone, Barring, and Call Centre. A left-hand menu lists various settings categories: Incoming Calls, Outgoing Calls, In Call Options, and Settings. The 'Voicemail Settings' section is active, containing three sub-sections: 'Announcement' with radio buttons for 'Use Default with Personalised Name Audio' (selected) and 'Use My Audio file'; 'Notification Settings' with a checkbox for 'Notify Me at This Address'; and 'Voicemail Options' with checkboxes for 'Send All Calls to Voicemail' (highlighted with a red box) and 'Transfer to "0"'. At the bottom right, there are buttons for 'Change Voicemail Passcode' and 'Save'. The WH?T logo is visible in the bottom right corner of the settings area.

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

- 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](#)

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