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QUICK GUIDE | **CHANGING HORIZON VOICEMAIL**

A man with a beard and short hair is smiling while talking on a black mobile phone held to his ear. He is also holding a white tablet computer in his left hand. He is wearing a grey button-down shirt. The background is a blurred indoor setting, likely a cafe or office, with a white table and a glass of water in the foreground.

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**Experts in business
communications...**

Changing a voicemail message

To change your voicemail message first Identify which hunt group your calls will go to during out-of-hours.

Your hunt group is where voicemail message is located

Go to your main hunt group with the schedule, Click **Advanced Settings - Edit Schedule**. The **Forward to** number is the upload location for your new voicemail.

Account Options Select Users Assign Number **Voicemail** Advanced Settings

Voicemail

Enable Voicemail ?

Voicemail Settings ?

Announcement

Use Default with Personalised Name Audio Browse ?

Use My Audio file **Christmas 19.wav** **Change**

Notification Settings

Notify Me at This Address

Voicemail Options

Send All Calls to Voice Mail

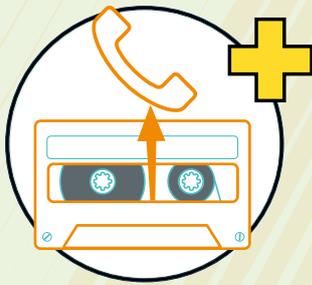
Send Busy Calls to Voice Mail

Send Unanswered Calls to Voice Mail

Change Voicemail Passcode Save

On the voicemail hunt group, click **Voicemail**, then the **Change** button next to your current audio recording (**please note, your existing recording cannot be downloaded from the system, please ensure that you have the recording on file**). Alternatively you can record a new file for when you're ready to change back. Click **Save** when new file name appears in bold.

Once the temporary closure event is over, manually replace the audio file with your original recording following the same steps. This is not an automatic process.



Recording and converting audio files

You can use any recording software on a smartphone or PC to record your audio, this will then require conversion to match the audio specification shown below prior to upload.

You can also use this website:

<https://audio.online-convert.com/convert-to-wav>

Audio Specification

Bit Resolution: 8 BIT

Sampling Rate: 8000 Hz

Audio Channel: Mono

PCM Format: PCM Mu-LAW







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Why Onecom?

We believe that our technology can transform the way UK SMEs do business by helping to improve productivity and communication, while enabling enterprises to modernise their processes and operations.

As an independent telecoms provider, we help business of all sizes with their communication needs. It's easy to supply a network, but it's the added value we bring that sets us apart in the marketplace.

We provide a pro-active level of service to all of our customers with a billing management platform unique to us and built from the customers perspective.

Onecom House | 4400 Parkway |
Solent Business Park | Fareham | PO15 7FJ

03300 24 00 00

