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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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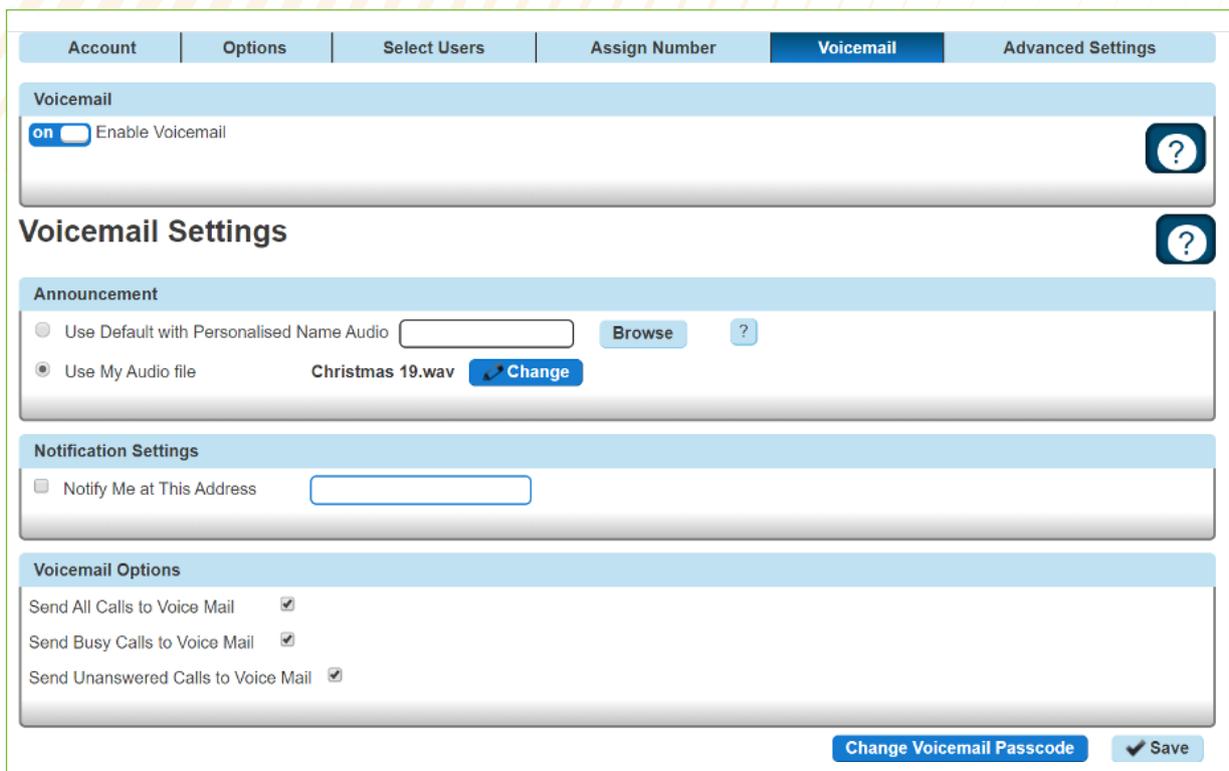
**Experts in business
communications...**

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

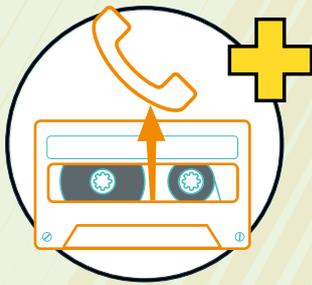
Go to your main hunt group with the schedule, Click **Advanced Settings - Edit Schedule**. The **Forward to** number is the upload location for your new voicemail.



The screenshot shows a web application interface for managing voicemail settings. At the top, there is a navigation bar with tabs: Account, Options, Select Users, Assign Number, Voicemail (selected), and Advanced Settings. Below the navigation bar, the 'Voicemail' section is active, showing a toggle for 'Enable Voicemail' which is currently turned 'on'. Below this is the 'Voicemail Settings' section, which includes an 'Announcement' section with two radio button options: 'Use Default with Personalised Name Audio' and 'Use My Audio file'. The 'Use My Audio file' option is selected, and the current audio file is 'Christmas 19.wav', with a 'Change' button next to it. There is also a 'Browse' button and a help icon. Below the announcement section is the 'Notification Settings' section, which has a checkbox for 'Notify Me at This Address' and an empty text input field. At the bottom of the settings panel is the 'Voicemail Options' section, which has three checked checkboxes: 'Send All Calls to Voice Mail', 'Send Busy Calls to Voice Mail', and 'Send Unanswered Calls to Voice Mail'. At the bottom right of the settings panel, there are two buttons: 'Change Voicemail Passcode' and '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.

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