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QUICK GUIDE | CHANGING HORIZON VOICEMAIL

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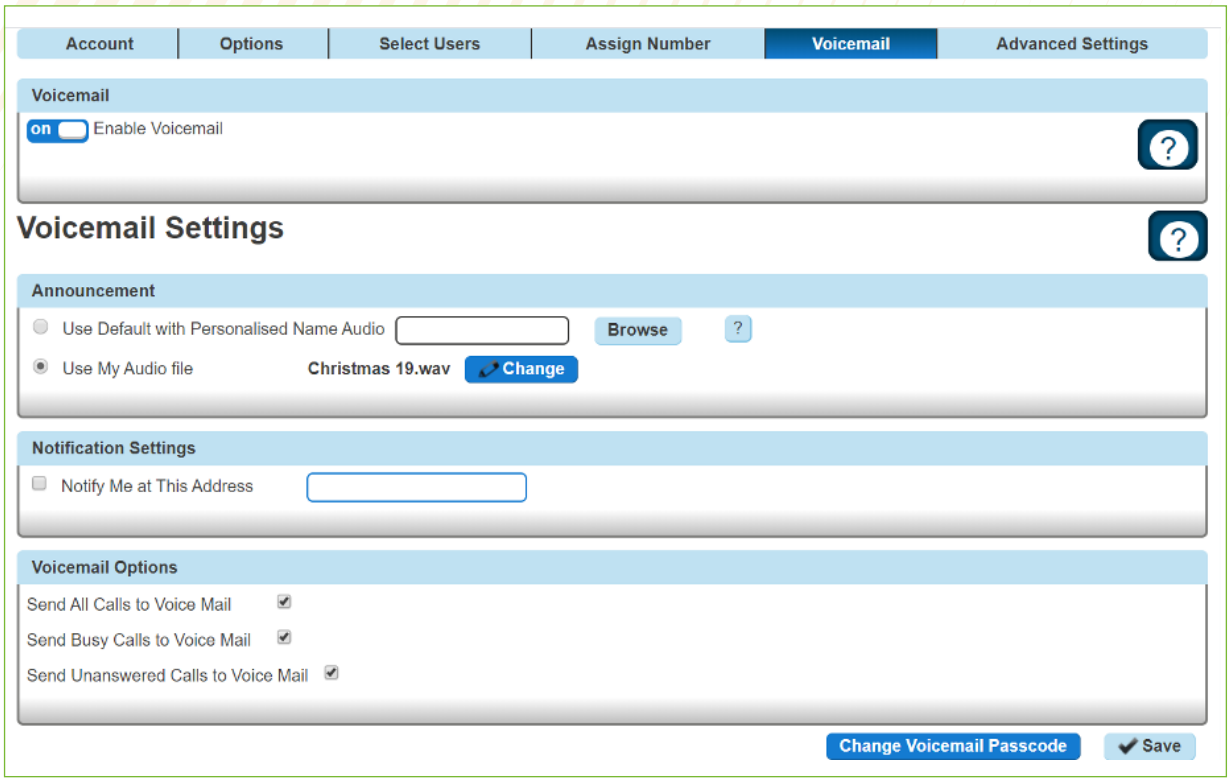
Experts in business communications...

Changing a voicemail message

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

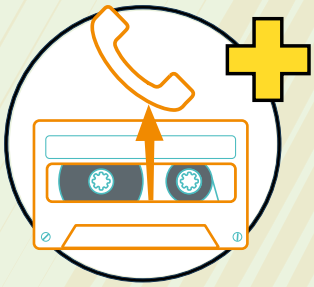
Your hunt group is where voicemail message is located

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.



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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