Managing Horizon via the Voice Portal

User guide

The Company Voice Portal can be accessed through your desk phone or dialling the defined extension or number from other phones.

Once logged in, having input your username and password if prompted, you will have the following options available to you.

Option 1 - Voicemail

1) **Messages** - Plays all new or saved messages

2) **Change the Busy greeting** - Within this option you can:

- *Record a new Busy greeting* - allows you to record a fully personalised message without any additional messaging.

- *Play the saved message* - lets you listen back to the current saved message.

- *Implement the system default* - to reset the message to the system default with your personalised name greeting. To manage your name greeting, use Option 3 on the voice portal.

3) **Change the No Answer greeting** - Within this option you can:

- *Record a new No Answer greeting* - allows you to record a fully personalised message without any additional messaging.

- *Play the saved message* - lets you listen back to the current saved message.

- *Implement the system default* - to reset the message to the system default with your personalised name greeting. To manage your name greeting, use Option 3 on the voice portal.

5) **Record and send messages** - Enables you to record a message and forward it to another user's mailbox. To do this, follow the in-call instructions to record your message, type the extension and send.

7) **Delete all messages** - allows you to delete all stored messages on your mailbox.

Option 2 - Voicemail Express

To use this option, you need to set up a defined call-routing profile - e.g. *Available*, *Unavailable*, *Busy* - in the Horizon Web Portal (see Dashboard section). Once set up, you have the option to implement each profile, whether you're in the office or on the move, by selecting the corresponding option.

Changes made in Voicemail Express will also appear in the Horizon web portal.

Option 3 - Recording your name greeting

Let's you record or adjust your mailbox name greeting, as well as being the name used on the system default voicemail greeting.

Option 4 - Call Forwarding

This can also be set up and managed through the Horizon web portal, where you will also have the ability to define, activate, and de-activate call forwarding on your user account.

Option 8 - Changing your passcode

This is also possible under the Horizon web portal.