



User Guide

Voicemail

Using your voicemail

Within the Horizon platform you are able to access your voicemail both from the desk phone and also remotely.

You may also want to receive your voicemails via email, taking out the need to access them manually. If this hasn't been discussed with you please call us and we can set this up.

Access Voicemail Remotely

To access the voicemail remotely you will need to enter the voicemail number, followed by the hunt group and finally the password. From here you will then be able to select one of the following:

Press 1 to listen to your messages

Press 2 to record a message when busy

Press 3 to record a message when there is no answer (these can be different)

Simply select which option you want and follow the instructions.

Access Voicemail via Polycom Handset

If you wish to access your voicemail via one of the Polycom handsets, press the VM button on the LCD screen. Once it has logged in you will then be asked the following:

Press 1 to listen to your messages

Press 2 to record a message when busy

Press 3 to record a message when there is no answer (these can be different)

Simply select which option you want and follow the instructions.

