



Accessing Horizon Voicemail Box Guide

Logging into Voicemail for the First Time

- From your handset press the voicemail (envelope button) or dial the voice portal extension for example 888
- You will then be required to enter your passcode followed by # for example 134679#
- Once you have entered your passcode it will request you to change your passcode, this can stay the same. You will be required to enter your new passcode twice followed by # each time
- You will be prompted to create a personalised name greeting, you record this through the hand piece of the handset or via loud speaker. Once you have recorded the message press # to end the message, if you are happy with the recording press *
- You will then be in your voicemail and you then press 1 to enter your voice mailbox to listen to messages

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Logging into a Voicemail externally

- From anywhere outside of the office if you dial the voice portal DDI for example 01525 860202 you will be able to access your personal or main number voicemail box
- It will ask you to enter your Mailbox ID followed by # for example 200#
- After you have entered that it will request your passcode followed by # for example 134679#
- You will then be in your voicemail and you then press 1 to enter your mailbox

Logging into a Hunt Group Voicemail

- From your handset press the voicemail (envelope button) or dial the voice portal extension for example 888
- It will ask you to enter your passcode followed by # or if you aren't calling from your handset press * as you are not trying to access your personal mailbox and the main number mailbox you will be required to press *
- It will then request the Mailbox ID followed by # for example 200#
- You will then be prompted to enter the Passcode for that voicemail followed by # for example 134679#
- You will then be in your voicemail and you then press 1 to enter your voice mailbox