

# UltraLine UC

## Star Code Available Features Menu:

	ACTIVATE	DEACTIVATE
Anonymous Call Rejection	*77	*87
Automatic Recall - Two Stage Activation	*69, THEN 1	*89
Call Blocking	*341	*351
Call Forwarding Always	*72	*73
Call Forwarding Busy Variable Variant, Follow Code With The Forwarding Number.	*90	*91
Call Forwarding Delayed Variable Variant, Follow Code With The Forwarding Number.	*92	*93
Call Forwarding Selective	*63	
Call Hold	*52	
Call Park	*68	
Call Park Retrieve	*88	
Call Pickup	*98	
Call Pickup - Directed	*97	
Call Waiting		*70
Caller ID Blocking	*67	*82
Calling Name Delivery	*65	*85
Customer Originated Trace	*57	
Do Not Disturb Also Enables/Disables Selective Call Acceptance.	*78	*79
Pin Change	*319	
Priority Call	*61	
Selective Call Rejection	*60	
Selective Call Acceptance	See Do Not Disturb	
Speed Dial	*75	
Three-Way Calling	Flash Button or Switch Hook	
<b>Voicemail Retrieve Messages.</b>	*318	
<b>Voicemail To Email</b>	Available via CommPortal	



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# UltraLine UC Voicemail

## Quick Start Guide



**UltraLine Unified Connection**

The High Quality Communications  
Experience For Busy Professionals.

## Using The Voicemail System

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your business media phone to select which option you would like.

## Accessing Voicemail

The first time you access voicemail you will be asked to set up your account. Dial \*318 from your business media phone, or the Voicemail Access number for your area (listed below) from an external phone, and enter the default PIN of 1234. You will then be prompted to:

1. Change your PIN.
2. Record your name.
3. Record a greeting to be played to callers.

When you have unheard voice messages waiting, your telephone's message waiting indicator may display a red light if applicable, or you will hear a stutter dial tone when you pick up the receiver.

VOICEMAIL ACCESS AREA	NUMBER
Beebe, AR	501-232-3475
Bauxite, Benton, Haskell, Traskwood, Tull, AR	501-575-6254
Alexander, Bryant, Collegeville, Hensley, Little Rock, North Little Rock, Mabelvale, Maumelle, Pulaski, Shannon Hills, AR	501-902-4587

## From Your Business Media Phone:

Press the messages button or dial \*318. Enter your voicemail password. If you have new messages, the messages will be identified. After hearing any new messages, you will be presented with the Voicemail Main Menu.

## From An External Phone:

From an external phone, dial the Voicemail Access number for your area.

- When prompted, enter your 10 digit number followed by #.
- When prompted, enter your voicemail password, then #.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu.

## Record Your Greeting

- Access your voicemail box using the instructions under Accessing Voicemail.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name, press 3.
- To change the greeting that callers hear when you're busy, press 5.
- If you don't record a personal greeting, a generic greeting will be played.

VOICEMAIL MAIN MENU	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*

While listening to your voicemail messages, the following options are available:

MESSAGE PLAYBACK OPTIONS	KEY
Skip Message (before message only)	9
Reply to Message	4
Delete	3
Mark as New	2
Send a Copy	5
Repeat Message	1
Pause/Resume	8
Back to Menu	*
Next Message	#

**Manage Your Voicemail Online  
via the UltraLine UC Commportal**  
<https://commportal.evs.fidnet.com>

## Forwarding A Message

While listening to messages, you can send a copy of the message to another recipient.

- To Forward the current message, press 5.
- Enter the telephone number or extension number of the person to whom you are forwarding the message. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send.
- Press 1 for delivery options:

DELIVERY OPTIONS MENU	KEY
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule message to be delivered in the future.	9
Send the message as is	#
Exit or cancel press	*

## Replying To A Message – Dialing The Originator

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

## Changing Your Voicemail Password

- Access your voicemail box using the instructions under Accessing Voicemail.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.