VOICE MAIL GUIDE

Accessing your voicemail box

- ***From a Ultimate Phone Phone*** - Simply dial *55 from you Ultimate phone to access your personal mailbox (or dial 028890000)
- ***Voicemail Star Access*** - Dial your own Ultimate Phone number from any phone and wait for it to go to voicemail. When you start to hear the voicemail greeting press '*' and you will be prompted for your voicemail PIN code (must already be setup) - you will then be able to access your mailbox messages as normal. You can also setup calling numbers as trusted callers to avoid having to enter a PIN number
- ***From another Phone via the portal*** - Dial our Voicemail portal number which is 028890000. We also have local access numbers in some areas (* see below). When prompted for your mailbox number enter your Ultimate Phone number and then '#', followed by your PIN number and '#'. NOTE: Before you can access your mailbox remotely you need to setup a PIN number under Voicemail settings in the Ultimate Phone Live Web interface (https://live.Ultimate Phone.co.nz)
- ***Via Ultimate Phone Live*** - You can check your new voicemails by simply logging into Ultimate Phone Live (https://live.Ultimate Phone.co.nz) and clicking on the messages tab. (You cannot setup prompts etc. using the web interface however)
- ***Via email*** - You can login to Ultimate Phone Live and under voicemail settings setup an email address to forward all voicemail messages onto. For the technically minded users you can also connect to our IMAP server (imap.Ultimate Phone.co.nz) and check your voicemail directly from your email client such as Outlook. Contact support@Ultimate Phone.co.nz for more details on how to do this.

Setting up your Voicemail greetings

- ***From a Ultimate Phone Phone*** - Simply Dial *55 from your Ultimate Phone Phone (or 02889000) and then after listening to any new messages you may have, press '0' to access your greetings settings
- ***From another Phone*** - Dial our Voicemail portal number which is 028890000. We also have local access numbers in some areas (* see below). When prompted for your mailbox number enter your Ultimate Phone number and then '#', followed by your PIN number and '#'. NOTE: Before you can access your mailbox remotely you need to setup a PIN number under Voicemail settings in the Ultimate Phone Live Web interface (https://live.Ultimate Phone.co.nz). After listening to any new messages you may have, press '0' to access your greetings settings.

Once you press '0' to access your voicemail greetings settings then you can select:

'1' - To setup your unavailable message

'2' - To setup your busy message

'3' - To setup your name

'4' - To setup a temporary greeting (i.e. on vacation for a while)

'5' - To change your PIN number (instead of using the Ultimate Phone Live site)

Press '#' after recording and follow the prompts to listen to the recording and save it if you wish.

There are lots of things you can do in your voicemail box such as navigate messages, change folders, move messages between folders, forward messages, play back message details, return a call, place a new outgoing call and more… Here are the main menu options available to you when you connect to your mailbox:

Menu when not listening to messages

'1′ - Listen to messages in currently selected folder. (new or old messages selected when you first connect)

'2′ - Change your current message folder. ('0′ for new messages, '1′ for old messages, '2′ for work messages, '3′ for family messages, '4′ for friends messages, '#' to cancel)

'3′ - advanced options ('4′ to place an outgoing call)

'0′ - Mailbox options (record greetings and set PIN number)

'*' - Help

'#' - Exit

When listening to messages

'3′ - advanced options ('1′ - send a reply if a Ultimate Phone user, '2′ - call the person who left the message, '3′ - listen to the message details, '4′ - to place outgoing call)

'4′ - Go back to the previous message

'5′ - Repeat the current message

'6′ - Play the next message

'7′ - Delete the current message

'8′ - Forward the message to another Ultimate Phone mailbox

'9′ - Save the message to a folder ('0′ for new messages, '1′ for old messages, '2′ for work messages, '3′ for family messages, '4′ for friends messages)

If you have any further queries about the Ultimate Phone Voicemail service then please email us at support@ultimatephone.co.nz.