

# UltraLine UC CommPortal

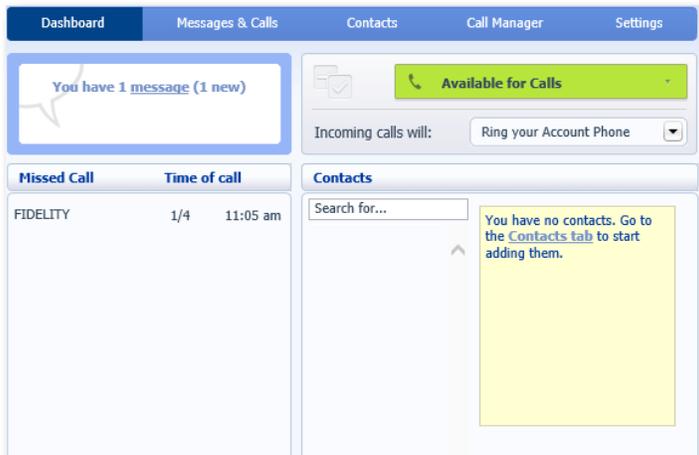
The **UltraLine UC CommPortal Interface** allows subscribers to manage every aspect of their business voice account. Subscribers can listen to voicemails, view missed, dialed and received calls, and manage incoming call settings. Each major account feature is represented on a different tab. The subscriber clicks on each tab to bring up a new page of details, settings and options.

To login to UltraLine UC Commportal, go to:

<https://commportal.evs.fidnet.com>

Enter in your 10-digit telephone number, and the password that was configured with your Business Sales Representative. If you have forgotten your password, please contact Fidelity Customer Support at 800-392-8070, option 2.

Once the telephone number and password have been entered successfully, subscribers will see the main dashboard.



## Messages & Calls

To view voicemail messages, faxes, missed, dialed, received and deleted calls, go to the **Messages & Calls** tab.

- For voicemail messages, subscribers will have the ability to:
  - Reply
  - Mark the message as new if it has already been reviewed
  - Forward the message via email
  - Forward the message via voicemail
- When forwarding messages via email, the subscriber will need to enter a valid email address and the voicemail will be sent as an attached .WAV file. To forward all messages and faxes as emails when they arrive by default, add a valid email address in the **Settings > Messages** tab.
- When forwarding messages via Voicemail, the subscriber will need to have Extensions built as part of the business group in the **Contacts > Extensions** tab. Subscribers may also record a new voicemail or announcement to forward\*.

Subscribers can view up to the most recent 100 Missed, Dialed and Received calls on the **Messages & Calls > Missed**, **Messages & Calls > Dialed**, and **Messages & Calls > Received** tabs.

Subscribers may restore or permanently delete voicemails on the **Messages & Calls > Deleted** tab.

Please log in below.

Number:

Password:

Remember me on this computer.

If you have forgotten your password, please contact customer support.

## Account Settings

To change account settings, general call settings, or notification options, this is done on the Settings tab.

- Change Account Password, Call Services PIN and Voicemail PIN on the **Settings > Account** tab.
- Manage Caller ID and Call Forwarding from the **Settings > Calls** tab.
- Adjust voice mailbox settings on the **Settings > Messages** tab.
- Record or select the outgoing voicemail greeting from the UC Commportal on the **Settings > Messages** tab\*.
- Message Waiting Indicator, Outdial and Override configurations for incoming messages are made on the **Settings > Notifications** tab.

## Call Manager

Subscribers manage all incoming call settings on the **Call Manager** tab.

- Determine if incoming calls will ring the main account phone or be forwarded to another number.
  - If there is no answer:
    - Forward to another number after a pre-determined number of seconds.
    - Send to voicemail after a pre-determined number of seconds.
  - If the line is busy:
    - Forward to another number.
    - Send to voicemail.
- Create Advanced Settings
  - Use Forward and Reject lists to send selected callers to another number.
  - Create distinctive ringtones for callers.
  - Reject Anonymous callers and keep them from going to voicemail.



\*Some features of Commportal require access to a built-in or connected external microphone.

# UltraLine UC CommPortal

## Tutorials

For help with tutorials or questions about any of the tabs, simply select the gear in the upper right-hand corner of the page. It provides detailed information regarding all of the Commportal tabs. This is also where the subscriber logs out of the portal.



**Help**

- Dashboard
- Messages & Calls
- Contacts
- Call Manager**
- Settings

**Tutorials**

- Checking your voicemails
- Creating a voicemail greeting
- Do Not Disturb
- Forwarding calls
- Changing your account password
- Importing contacts

### Business Call Manager

The Call Manager allows you to view and configure settings for all of your incoming calls.

**Line States:**

- [Available for Calls](#)
- [Do Not Disturb](#)

**Incoming Call Settings:**

- [Ring your Account Phone](#)
- [Forward to another phone](#)
- [Forward if no answer](#)
- [Forward if busy](#)

**Advanced Settings:**

- [Forward Selected](#)
- [Reject Selected](#)
- [Distinctive Ringtone](#)
- [Anonymous Callers](#)

**Configuration popups:**

- [Forwarding Numbers](#)
- [Caller Lists](#)

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### Line States

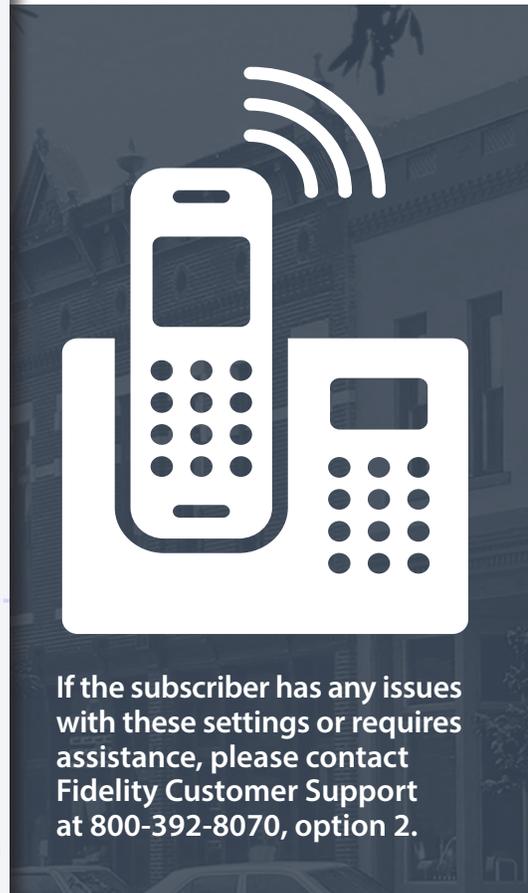
**Available for Calls**

This is your default status. You can toggle between Available and [Do Not Disturb](#) using the green/red button at the top left of the page.

When in the available state you can choose for your calls to ring phones according to the **Incoming Call Settings**, by default incoming calls will [ring your Account Phone](#).

**Do not Disturb**

You can choose to send all calls to voicemail without ringing your phones.



If the subscriber has any issues with these settings or requires assistance, please contact Fidelity Customer Support at 800-392-8070, option 2.



Billing Inquiries: 1-855-343-4833

Service Repair: 1-800-392-8070

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