Instructions for Telecommuters Using EC500

Your department must provide information to OIT regarding your plans to telecommute. This includes your name, abc123, extension number, and outside/personal number(s) to which your extension is to be paired. Email this information to oitconnect@utsa.edu, and OIT will open a Telecom ticket on your behalf.

You will receive an email once it has been activated. It will include instructions for turning on call forwarding, but use this instruction sheet instead as OIT’s is missing a few steps.

Enabling EC500

When you have activated E500 through OIT, look for “EC500” on your office phone’s screen.

You can access the E500 “button” by pressing the left or right arrow, above the numbers, on your phone. You may have to then scroll to find “E500” on the screen, using the side, up or down arrows.

To turn on call forwarding, press the button next to “E500” (or press OK), and a green light appears, indicating it is on. The top of the screen will show “E500 enabled” for 2 seconds.

When it is enabled, it will allow you to answer a call from your desk phone or your cell phone simultaneously. There is no option allowing your calls to ring first on your office phone before calling your cell phone.

To turn call forwarding off, press the button again (or press OK). The top of the screen will show “E500 disabled.”

The EC500 feature button light will not be on if it is disabled. You will only receive calls at your desk phone extension, if someone calls that extension number. (Your cell phone will not receive the call)

From your desk phone, you can enable or disable this EC500 feature any time if you press the button next to “EC500” on your screen.

Remote Access to EC500

If you forget to enable EC500 before leaving campus, you can enable it remotely using the following steps. Likewise, at the end of your workday, you can disable it remotely.

The EC500 can be enabled or disabled from your cell phone by dialing the FNE (feature name extension)

- 210-458-5089 – To enable your EC500 button feature
- 210-458-5090 – To disable your EC500 button feature

For more information, contact OIT at 210-458-5555
Other FNE (Feature Name Extensions)
From your cell phone, dial
   **210-458-5094** – to activate your “Send All Calls” button
   **210-458-5095** – to deactivate your “Send All Calls” button

To make a call from cell phone and have your desk phone display on the receiver’s caller ID (if you wish your personal phone number to remain private):

From your cell phone, dial 210-458-5091 to appear to be dialing from your desk phone.
Dial 9+ the phone number you are calling.
Your desk phone number will appear in the caller ID at the other end.

NOTE: all phones on campus will see your desk phone in their display because it is on the same switch. Any calls made to an off-campus line will display your cell phone number on their caller ID if your EC500 is disabled.

Important Step Before Vacating Your Office

Before vacating the office, you will need to physically log off the phones. To do this without causing service disruption:
1. Press the Home button located between the “down arrow” and “2” button.
2. Scroll down to “Log Out” using the arrow buttons
3. Press “OK” or “select” to select the log out button
4. Press “Log Out” to log out of the phone