

UTSA UNITY VOICEMAIL

For Support
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UTSA
University
Technology
Solutions

Access Voice Mail from Your Phone and Other Phones

Setting Up Your Voice Mail Box From Your Phone

1. Press the **Messages** button. You will be asked to enter your PIN.
2. The voice mail system will guide you through the initial setup process.
 - Record your name
 - Record your primary greeting
 - Change your temporary password

Accessing Your Voice Mail Box From a Phone Other Than Your Own

1. Press the **Messages** button. When asked for the PIN, press * to exit the voice mail box for the phone you are using.
2. You will be prompted to enter your ID (your 4 - digit extension number), then press #.
3. Enter your PIN and press #.

Accessing Your Voice Mail Box From Outside the Office

1. Dial **(210) 458-2000**.
2. Press * during the Greeting to Sign-in
3. You will be prompted to enter your ID (your 4 - digit extension number), then press #.
4. Enter your PIN and press #.

Quick Options

Changing Your Standard Greeting

- # will bypass a greeting and allow you to leave a message in a mailbox.
- While listening to a message, you can use the following keys to perform common actions:

- 3 - Delete** the message
- 2 - Save** the message
- 7 - Rewind** five seconds
- 9 - Fast forward** five seconds
- ## - Skip** the message

Greetings

Changing Your Standard Greeting

1. Access your mailbox and choose **4** for **Setup Options**.
2. Choose **1** for **Greetings**. The voice mail system will play your current greeting. To rerecord your current greeting, press **1**.

Setting up Your Alternate Greeting

1. Access your mailbox and choose **4** for **Setup Options**.
2. Choose **1** for **Greetings**.
3. Choose **3** for Greeting Options.
4. Choose **3** for Alternate Greeting.
5. Press **1** to record your Alternate Greeting.
6. Follow the prompts to record and save your new greeting.
7. To turn on the Alternate greeting, choose **3**.
Note: You will be given the option of setting an end date for this recording.

Other Available Greetings

Busy Greeting:

Enable this greeting to indicate you are on the phone. As long as the greeting is enabled, it will override Standard, Closed and Internal greetings when your phone is busy. (The phone system does not consider your phone busy until you have two calls to your extension.)

Internal Greeting:

Enable this greeting to provide information that coworkers need to know. For example, "I will be in conference room B until noon today...." As long as it is enabled, the Internal Greeting overrides Standard and Closed greetings and plays only to caller within your organization, only when you don't answer your phone.

Important: You will receive voice mail messages in your email inbox. If you delete messages from your email inbox, they will be deleted from your phone. Also, if you delete them from your phone, they will be deleted from your email inbox.