UTSA Unity Voicemail System:

The UTSA Unity voicemail system is active for all UTSA faculty and staff telephones. See below for instructional information or click [here](#) to download the User Guide.

Voicemail Guide:

After you dial the Unity access telephone number (ext 2000) and enter your voicemail pin, use this guide for desired actions:

- **Anytime**:
  - # Skip to move ahead, complete or confirm addressing, accept changes, send message, start and stop recording
  - 0 Help
  - * Cancel, exit or back

- **Retrieve Messages**:
  - 1 New
  - 3 Saved
  - 2 Delete

- **During Message**:
  - 1 Restart Message
  - 2 Save
  - 3 Delete
  - 4 Slow Playback
  - 5 Fast Playback
  - * # Fast-Forward to end Skip Message, save as
  - 7 Rewind Message
  - 8 Pause/Resume

- **After Message**:
  - 1 Repeat Message
  - 2 Save
  - 3 Delete
  - 4 Forward Message
  - 6 Mark New
  - 7 Skip Back
  - 8 Play Message Properties
  - 9 * Cancel Playing Messages

- **Send a Message**:
  - 1 Send Message
  - 2 Urgent
  - 3 Return Receipt
  - 4 Private
  - 5 Future Delivery

- **Enter address then record your message**:
  - 1 Send Message
  - 2 Urgent
  - 3 Return Receipt
  - 4 Private
  - 5 Future Delivery

- **Change Preferences**:
  - 1 Greetings
  - 2 Alternate Greeting on/off
  - 3 Edit Greeting
  - 4 Edit Standard Greeting
  - 5 Edit Closed Greeting
  - 6 Edit Alternate Greetings
  - 7 Edit Busy Greetings
  - 8 Hear Internal Greeting
  - 9 Hear All Greetings
  - 10 Message Settings
  - 11 Set Up Message Notification
  - 12 Cascading Notifications
  - 13 Private Distribution Lists

- **Setup Options**:
  - 1 Change Passwords
  - 2 Change Recorded Name
EC500 Feature:

The EC500 Extension to Cellular feature allows you to answer a call sent to your desk phone from your cell phone. If you are away from your desk phone, the call will switch over to your cell phone after two rings. **Note:** a ticket with the Tech Cafe is required to get EC500 on your desk phone. You will need to provide your desk phone extension and your cellular number. To view pricing, phone types or headset options, click here.

**To enable the EC500 feature:**

- From your desk phone, press the **EC500** The EC500 button light will be lit when EC500 is enabled.
- From your cell phone, dial the Feature Name Extension (FNE) at **458-5089**

**NOTE:** You must deactivate your Send All Calls feature before enabling the EC500 feature.

**Transferring a call to your cell phone from your desk phone:**

- From your desk phone, press the **Extend-Call (extnd-call)** button on your desk phone.
- Your cell phone will ring the call. Once you answer the call, you can hang up your desk phone.

**Transferring a call to your desk phone from your cell phone:**

- If the call on your cell phone originated from your desk phone, you can pick it up on your desk phone by pressing the active line on your desk phone.
- Once you are talking through the desk phone handset, you can hang up your cell phone without losing the call.

**To disable the EC500 feature:**

- From your desk phone, press the **EC500** The EC500 button light will be off when EC500 is disabled.
- From your cell phone, dial the Feature Name Extension (FNE) at **458-5090**

**Send All Calls**

From your cell phone, dial

- **458-5094** to activate your Send All Calls button
- **458-5095** to deactivate your Send All Calls button

**NOTE:** All campus phones will see your desk phone extension in their display because your cell phone is now registered on the same switch. Any calls made to an off-campus line will display your cell phone number on their caller ID. In order to call an outside number and have your desk phone extension appear, you must use the **Idle Appearance Select** number (see below for instructions).

**Idle Appearance Select Instructions**

- From your cell phone, dial **458-5091** to get a dial tone on your desk phone.
- **Dial 9** plus the phone number you are calling. Your desk phone number will appear on the receiver’s caller ID.