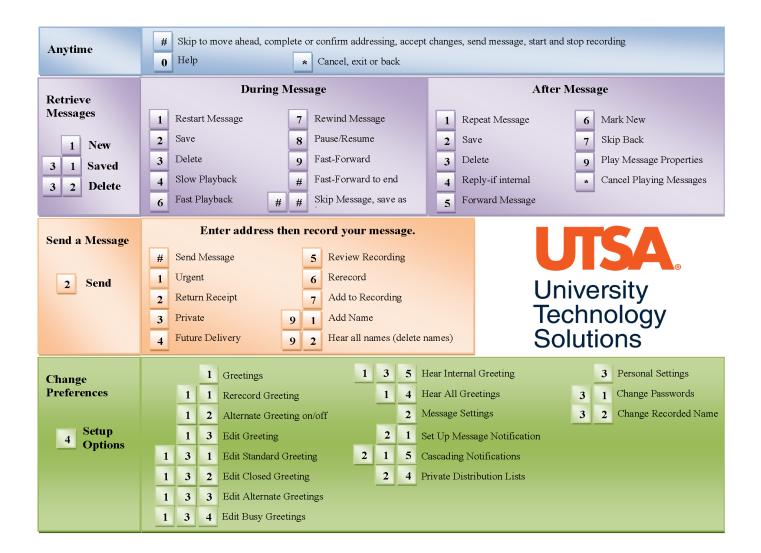
# **Unity Voicemail**

### **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 <a href="https://example.com/here\_to-download">here\_to-download</a> 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:



# 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

# **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.

<sup>\*\*</sup>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).