

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 [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	During Message		After Message																								
<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 5px;">1 New</div> <div style="margin-bottom: 5px;">3 1 Saved</div> <div>3 2 Delete</div> </div>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 5px;">1 Restart Message</div> <div style="margin-bottom: 5px;">2 Save</div> <div style="margin-bottom: 5px;">3 Delete</div> <div style="margin-bottom: 5px;">4 Slow Playback</div> <div style="margin-bottom: 5px;">6 Fast Playback</div> </div>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 5px;">7 Rewind Message</div> <div style="margin-bottom: 5px;">8 Pause/Resume</div> <div style="margin-bottom: 5px;">9 Fast-Forward</div> <div style="margin-bottom: 5px;"># Fast-Forward to end</div> <div style="margin-bottom: 5px;"># # Skip Message, save as</div> </div>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 5px;">1 Repeat Message</div> <div style="margin-bottom: 5px;">2 Save</div> <div style="margin-bottom: 5px;">3 Delete</div> <div style="margin-bottom: 5px;">4 Reply-if internal</div> <div style="margin-bottom: 5px;">5 Forward Message</div> </div>																								
Send a Message	Enter address then record your message.																										
2 Send	# Send Message	5 Review Recording																									
	1 Urgent	6 Rerecord																									
	2 Return Receipt	7 Add to Recording																									
	3 Private	9 1 Add Name																									
	4 Future Delivery	9 2 Hear all names (delete names)																									
Change Preferences	<table style="width: 100%; border: none;"> <tr> <td style="padding: 5px;">1 Greetings</td> <td style="padding: 5px;">1 3 5 Hear Internal Greeting</td> <td style="padding: 5px;">3 Personal Settings</td> </tr> <tr> <td style="padding: 5px;">1 1 Rerecord Greeting</td> <td style="padding: 5px;">1 4 Hear All Greetings</td> <td style="padding: 5px;">3 1 Change Passwords</td> </tr> <tr> <td style="padding: 5px;">1 2 Alternate Greeting on/off</td> <td style="padding: 5px;">2 Message Settings</td> <td style="padding: 5px;">3 2 Change Recorded Name</td> </tr> <tr> <td style="padding: 5px;">1 3 Edit Greeting</td> <td style="padding: 5px;">2 1 Set Up Message Notification</td> <td></td> </tr> <tr> <td style="padding: 5px;">1 3 1 Edit Standard Greeting</td> <td style="padding: 5px;">2 1 5 Cascading Notifications</td> <td></td> </tr> <tr> <td style="padding: 5px;">1 3 2 Edit Closed Greeting</td> <td style="padding: 5px;">2 4 Private Distribution Lists</td> <td></td> </tr> <tr> <td style="padding: 5px;">1 3 3 Edit Alternate Greetings</td> <td></td> <td></td> </tr> <tr> <td style="padding: 5px;">1 3 4 Edit Busy Greetings</td> <td></td> <td></td> </tr> </table>			1 Greetings	1 3 5 Hear Internal Greeting	3 Personal Settings	1 1 Rerecord Greeting	1 4 Hear All Greetings	3 1 Change Passwords	1 2 Alternate Greeting on/off	2 Message Settings	3 2 Change Recorded Name	1 3 Edit Greeting	2 1 Set Up Message Notification		1 3 1 Edit Standard Greeting	2 1 5 Cascading Notifications		1 3 2 Edit Closed Greeting	2 4 Private Distribution Lists		1 3 3 Edit Alternate Greetings			1 3 4 Edit Busy Greetings		
1 Greetings	1 3 5 Hear Internal Greeting	3 Personal Settings																									
1 1 Rerecord Greeting	1 4 Hear All Greetings	3 1 Change Passwords																									
1 2 Alternate Greeting on/off	2 Message Settings	3 2 Change Recorded Name																									
1 3 Edit Greeting	2 1 Set Up Message Notification																										
1 3 1 Edit Standard Greeting	2 1 5 Cascading Notifications																										
1 3 2 Edit Closed Greeting	2 4 Private Distribution Lists																										
1 3 3 Edit Alternate Greetings																											
1 3 4 Edit Busy Greetings																											
4 Setup Options																											

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.