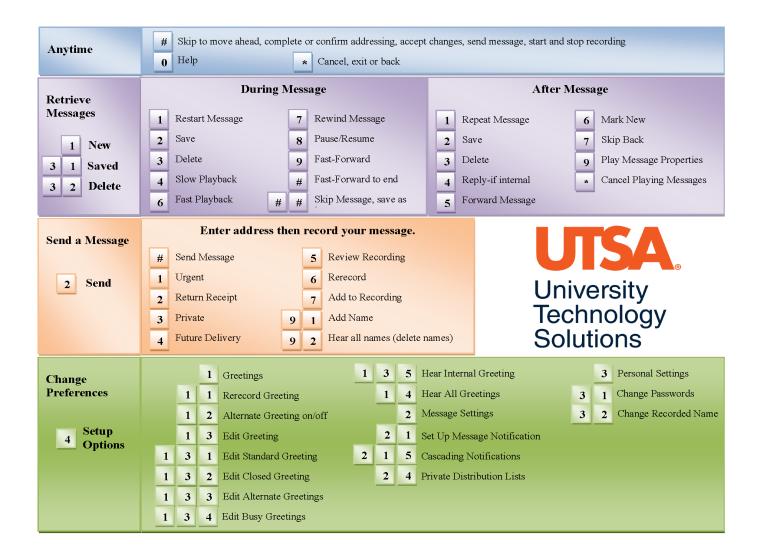# Unity Voicemail

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

1	New
3 1	Saved
3 2	Delete

During Message

1	Restart Message	7	Rewind Message
2	Save	8	Pause/Resume
3	Delete	9	Fast-Forward
4	Slow Playback	#	Fast-Forward to end
6	Fast Playback	# #	Skip Message, save as

After Message

1	Repeat Message	6	Mark New
2	Save	7	Skip Back
3	Delete	9	Play Message Properties
4	Reply-if internal	*	Cancel Playing Messages
5	Forward Message		

Send a Message

| 2 | Send |

Enter address then record your message.

#	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)

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Change Preferences

| 4 | Setup Options |

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				

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.