Express Messaging

You may leave a message for a UTVM subscriber without actually calling them.

From a VoIP phone that has UTVM:

If you are logged into your UTVM account, press 4 to leave a message for another subscriber. You will be prompted. See the Telephone Menu Diagram for more information.

If you are NOT logged into your UTVM account:

- Dial the access number, 28886, or dial #71. You will be prompted to enter your PIN.
- Press * to skip PIN entry. You will be prompted: “Enter your mailbox number, or to leave a message for another subscriber press the star key.”
- Press * again. You will be prompted for a mailbox number.
- Enter the mailbox number (normally the 5-digit phone number) of the mailbox in which to leave a message.

From any other phone, including a VoIP phone that does not have UTVM:

- Dial the access number: on-campus, 2-8886 (2-UTVM); off-campus, 512 232-8886. You will be prompted to “Enter your mailbox number, or to leave a message for another subscriber press the star key.”
- Press *. You are now in Express Messaging mode, and will be prompted for a mailbox number.
- Enter the mailbox number (normally the 5-digit phone number) of the mailbox in which to leave a message.

Known Issue:

Unlike SmartVoice, transfers to the UTVM Express Messaging do not complete; callers transferred to UTVM mailboxes in this way are either dropped or are asked for a PIN. ITS has submitted a Feature Development Request to add an Express Messaging feature that will work with call-transfer.

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