

ABOUT TELEPHONE SERVICES

UM—St. Louis Student Telephone Service is designed to provide you the most convenient service possible.

SERVICES INCLUDED

- Maintenance of the wiring.
- No installation charge when you move in.
- No disconnection charge when you move out.
- Caller-id service (but no equipment).
- Voicemail.

CHARGEABLE SERVICES

If you report trouble on your line and the trouble is due to a telephone you provided, a problem-diagnosis charge will apply. The charge is \$50 per hour with a one-half hour minimum. This charge will be billed directly to you by the appropriate residential management office.

PROHIBITED SERVICES

Additional services on your line (such as Voicemail, AOL or 10-10-#### long distance service) are not permitted by the University. Any charges incurred by obtaining such services will be billed directly to you. These charges will also incur a \$10 handling fee for each billable instance.

DIALING INSTRUCTIONS

“No Charge” Calls

On-Campus Calls: Dial the last four digits of the telephone number. There is no charge for on-campus calls.

Local Calls: In the 314 area code, dial 9+ the seven-digit telephone number. For local numbers in the 636 area code, dial 9+636+ the seven-digit telephone number. There is no charge for local calls.

Toll-Free (800/877/888) Calls: Dial 9+1+800+ number, or 9+1+877+ number, or 9+1+888+ number. There is no charge for a toll-free call.

Pre-Paid Calling Cards Required

Please purchase a pre-paid/stored value calling card and follow the access directions with your card for the following calls.

Long Distance: Please use your pre-paid/stored value calling card. Follow the access directions with your card. Dial-around calling is not allowed. You are responsible for all calls made from your phone extension even if you did not place the call.

International Calls: Please use your pre-paid/stored value calling card. Wait for dial tone, and then dial 9+011+ country code + city code + number.

Local Directory Assistance: Please use your pre-paid/stored value calling card. Wait for dial tone, and then dial 9+1+411. There is a charge per call.

Long Distance Directory Assistance: Please use your pre-paid/stored value calling card. Dial your authorization code. Wait for dial tone, and then dial 9+1+area code+ 555-1212. There is a charge per call.

International Directory Assistance: Please use your pre-paid calling card and follow directions on your card. There is a charge per call.

FEATURES

If you need assistance with any of the features, please call TELEPHONE SERVICES at X6500.

Call Forwarding: To forward all your calls to another extension on campus, dial #+1+ four-digit extension to receive your calls. To cancel call forwarding, dial #+1.

Caller-Id: Your telephone line is configured to provide caller-id information. If you wish to use this feature, it is your responsibility to acquire, install, and maintain a caller-id display device.

Call Waiting: If you are on a call and another call is made to your telephone, you will hear a short tone in the receiver. Press the TAP/FLASH/LINK key to place the current call on hold and accept the second call. After you are finished with the second call,

press the TAP/FLASH/LINK key to return to the original call. **[NOTE: Contact Telephone Services to “turn on” or to “turn off” this feature.]**

Ring Again: This feature notifies you when a “busy” number within the UM—St. Louis telephone system is no longer busy. When you hear a busy signal, press the TAP/LINK/FLASH key, dial 211 and hang up. Your telephone will ring back in short bursts. Lift the handset and your call will be connected. To cancel “ring again”, lift the receiver and dial 212.

VOICE MAIL

If you currently do not have voicemail, but you would like to have it, please call X6500. For voicemail instructions, please go to our web site, <http://www.ums1.edu/technology/phones/voicemail.html>.

Voicemail boxes will be cleared and passwords will be reset to the default password at the end of each semester. Also, if you recorded a personal greeting, it will need to be recorded each semester.

Please note: Non-university subscription voice-mail services are not permitted. See Prohibited Services section of this Guide.

ADDITIONAL INFORMATION

Telephone numbers are assigned to rooms and will only be changed if you receive harassing calls. A copy of the police report must accompany your “change of number” request.

If you move from one room to another, a new phone number will be assigned.

Go to <http://www.ums1.edu/technology/phones/> for additional information.

TELEPHONE SERVICES - IMPORTANT NUMBERS

Emergencies:	Dial 911 or x5155.
Repairs:	Dial x6500.
Harassing Calls:	Contact Campus Police, x5155.

ABOUT DATA SERVICES

DESCRIPTION

Ethernet is an “always on” connection to the campus network and the internet.

REQUIREMENTS

Ethernet Adapter

This may be a built-in port, an add-on card, or a USB adapter. If the adapter was not pre-installed, please follow the adapter's included instructions to properly install the adapter and driver software. If you have problems installing your adapter, you must contact the manufacturer, the Technology Support Center at UM-St. Louis cannot support your computer or its hardware.

Ethernet Cable

You may use a Category 5, 5e, or 6 cable. This is often called a patch cable. A crossover cable will not work, nor will an ordinary telephone cord.

Security

Each Data Port is restricted to a single laptop/desktop/device. Once a “device” is connected, the data port will remember it and only allow that “device” to connect. For example, you may not take a PC that is in another room and connect it in your room, and vice-versa.

Network Access

When you initially connect your computer to the Data Port, you will need to open a browser. This will take you to a registration page that will allow you to register your device.

Wireless

Connectivity is available in selected common areas in the residence halls. Registration will also be accessed by opening a browser. This will take you to a registration page that will allow you to register your device.

Technology Support Center: X6034

For support, call the Technology Support Center.

If you have connectivity, you may obtain additional support by clicking on “Getting Connected” at the Technology Support Center website (<http://www.umsl.edu/technology/support>).



GUIDE TO INFORMATION ACCESS SERVICES (PHONE AND DATA)

FOR RESIDENTIAL STUDENTS

at

UM—St. Louis

2009-2010

BILLING FOR INFORMATION ACCESS SERVICES

For students in Residential Halls or University Meadows Apartments, there is a per-semester charge, billed through your student account with the Cashier's Office for phone and data services. Charges per semester are \$200; Summer session charges are \$80. Please apply by clicking on the Link (Residential Students - Information Access Services) on the Telephone Services Homepage (<http://www.umsl.edu/technology/phones>). Select your building and room or apartment number.