

## 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.
- Voice mail.
- Caller-id service (but no equipment).

### 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.

\* \* \* \* \*

### 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 the Telephone Services web site at <http://www.umsi.edu/technology/phones/> for additional information.

## 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 X5582 OR X5585.*

**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.

**Three-Way Calling:** This feature allows you to have a conversation with two other parties, either on- or off-campus. To use this feature, dial the first party and press the TAP/LINK/FLASH key, and then dial the second party and press the TAP/LINK/FLASH key after the second party answers.

### IMPORTANT NUMBERS

**Emergencies:** Dial 911 or x5155.

**Repairs:** Dial 0.

**Harassing Calls:** Contact Campus Police, x5155.

## **VOICE MAIL**

Your telephone line is connected to UM—St. Louis' Call Pilot Mail voice-mail system. With voice mail there is:

- No need to miss a call while you are on the telephone.
- No need to provide a separate telephone-answering device.

**Note: Non-university subscription voice-mail services are not permitted.**

The system is easy to use. Just follow the directions below:

- **Presence of Voice-Mail:** indicated when the message light on your telephone is illuminated, or by a "stuttering" sound instead of a dial-tone.
- **Log in to the Voice-Mail System:** dial 6600 or (314) 516-6600 from off campus, and then dial your four-digit extension to access your mailbox. Enter your password (your initial password is 12XXXX, where XXXX is your four-digit extension number).

After you log in to the system, you may perform any or all of the following functions:

**Change Your Password** (the first time you log in, use initial password):

- Press 84.
- Enter your password for authorization.
- Enter your new password followed by #. Your new password must be at least six (6) digits. Passwords expire every 180 days.
- Enter your new password a second time followed by #.

*If you have forgotten your password, please contact Telephone Services at x5585 or x5582.*

**Record Greeting:**

- Press 82.
- Press 1 to select your external greeting (will also be heard by internal callers).
- Press 5.
- Record your greeting.
- Press # to stop recording.
- Press 2 to listen to your greeting.

*If you want to delete your greeting, press 76 before recording.*

**Record Personal Verification:**

- Press 829.
- Press 5.
- Say your name after the tone.
- Press # to stop recording.
- Press 2 to listen to your personal verification.

*If you want to delete your personal verification, press 76 before recording.*

**Listen to Messages/Delete Messages:**

- Press 2 to play the current message.
- After listening to the message, press 76 to delete the current message *or* press 6 to go to the next message.
- Repeat these steps to listen to all your messages.

*After you have listened to a message, it will automatically be deleted after fourteen (14) days.*

*Your mailbox has a capacity of five (5) minutes. If you have more than five minutes of messages, you must delete messages before you can send new messages.*

**Send (compose) a Message:**

- Press 75.
- Enter the mailbox number (four-digit extension) to receive the message followed by #. Repeat this for up to 99 recipients.
- Press #.
- Press 5.
- After the tone, record your message.
- Press # to stop recording.
- If you wish to listen to your message before sending, press 2.
- Press 79 to send the message.

**When finished, do one of the following:**

- Press 4 to return to messages.
- Press 83.
- Hang up.



## **RESIDENTIAL STUDENTS**

**Telephone Services**

at

**UM—St. Louis**

**2005-2006**