What are some telephone tips?

What is Call Waiting and how does it work?

What is Caller ID?

How do I access my voice mailbox?

What are the capabilities of my voice mail?

How do I direct dial?

How do I use a calling card?

How do I contact directory assistance/information?

What are the hours of service?

What are some telephone tips?

- When making off campus calls you must dial '9' first.
- When making long distance calls outside the 530 area code, dial a '1' before the area code.
- After hanging up from a call, be sure to wait at least five seconds before making another call.
- If you hear a fast busy tone while dialing, you’ve made a dialing error. Hang up; wait five seconds and try again.

What is Call Waiting and how does it work?

Call Waiting inserts a short tone informing you that you have another call.

- If you would like to answer the call:
  1. place the first caller on hold by pressing the switchhook/link or flash key, and
  2. switch to the second caller.

You may alternate between the two calls by pressing the switchhook/link or flash key.

What is Caller ID?

Caller ID lets you see who’s calling before you answer by showing the telephone number of the caller on your Caller ID display. It also records the numbers of the people who called, even if they didn’t leave a message. You must provide the Caller ID phone or add-on display device to use this service.
How do I access my voice mailbox?

To access your mailbox, dial 752-8629.

Change Password

1. Enter Mailbox
2. Press 4-2-1 and follow the prompts

Change Greeting

1. Enter Mailbox
2. Press 4-3-1 and follow the prompts

How do I direct dial?

Direct Dialing

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Campus</td>
<td>Last five digits of the telephone number.</td>
</tr>
<tr>
<td>Off Campus (within 530)</td>
<td>9 + seven-digit number</td>
</tr>
<tr>
<td>Off Campus (outside 530)</td>
<td>9 + 1 + Area Code + seven-digit number</td>
</tr>
<tr>
<td>Toll Free (800) Numbers</td>
<td>9 + 1 + 800 + seven-digit number</td>
</tr>
</tbody>
</table>

International Calls

1. Dial 9 + 011
2. Dial the Country Code and the City Code*
3. Dial the telephone number.
4. Press the # button if you have a touch tone telephone.

* Note: Country Codes and City Codes are listed in the AT&T directory.

How do I use a calling card?

Dial: 9 + Toll Free number on calling card + Follow the prompts
How do I contact directory assistance/information?

<table>
<thead>
<tr>
<th></th>
<th>Campus Operator (campus telephone numbers)</th>
<th>AT&amp;T Operator</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>9 + 0</td>
<td>9 + 411</td>
</tr>
</tbody>
</table>

What are the hours of service?

**Hours and Contact Information**

**Student Services Hours:** Monday - Friday 8 a.m. - noon and 1 - 5 p.m. (Closed on university holidays)

**Inquiries:** studentphone@ucdavis.edu or (530) 752-5945

**Billing Questions:** studentphone@ucdavis.edu or (530) 752-5945

**Repair:** 611 (from a campus phone) or 754-HELP (4357) (from any other phone)

**Mailing Address:**
Communications Resources
University of California, Davis
3213 Apiary Drive
Davis, CA 95616
http://cr.ucdavis.edu/

What are the capabilities of my voice mail?

<table>
<thead>
<tr>
<th>Capability</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Greeting Length:</td>
<td>45 seconds</td>
</tr>
<tr>
<td>Maximum Number of Messages Held in Mailbox:</td>
<td>30</td>
</tr>
<tr>
<td>Maximum Message Length:</td>
<td>3 minutes</td>
</tr>
<tr>
<td>Number of Days New Messages Kept in Mailbox:</td>
<td>14 days</td>
</tr>
<tr>
<td>Maximum Number of Future Delivery Messages:</td>
<td>5 messages</td>
</tr>
<tr>
<td>Future Delivery - Number of Days in Advance Messages Can Be Sent:</td>
<td>45 days</td>
</tr>
</tbody>
</table>