

UAB Student Telephone and Voice Mail Services

PHONE FEATURE	ACCESS CODE	DESCRIPTION
Auto Recall	*69	Identifies and redials the last incoming call.
		With dial tone, dial *69. Last incoming number is identified. Press 1 to confirm redial.
Call Forwarding - Activate	*78	Forwards calls to Voicemail. A short ring is heard for incoming calls.
		With dial tone, dial *78. Confirmation tone is delivered.
Call Forward - Cancel	*79	Cancels Call Forwarding to Voicemail.
		With dial tone, dial *79. Confirmation tone is delivered.
Caller ID	<i>Caller ID Box or Display</i>	Identifies phone number of incoming call.
Call Waiting Deluxe	<i>After beep</i>	Press the flash key to be connected to incoming call.
	<i>Alternate</i>	Press the flash key to be reconnected to the waiting call.
Call Waiting Cancel	*70	Cancels call waiting on a per call basis.
		With dial tone, dial *70. Confirmation tone is delivered.
Redial	##	Redials the last number dialed, on or off campus
Voicemail Message Indicator	<i>Stutter Tone</i>	Interrupted dial tone when a new voice mail message is received. Voice Mail light is on.

VOICEMAIL FEATURE	ACCESS CODE	DESCRIPTION
Voice Mail on/off Campus	6-6245 / 996-6245	With dial tone, dial the voicemail telephone number to be connected to the voicemail system. If you are not on your student telephone line, you will be prompted to first dial your seven-digit mailbox number followed by the (#) sign.
Passcode (Default)	XXX-XXXX	Voicemail prompts for passcode, your seven-digit phone number (XXX-XXXX). <i>Please change your passcode.</i>
Main Menu	1 or 5	options.
Message Review	1	Pressing "1" at message management plays your messages.
Save Message	1	During message playback, pressing "1" saves the current message.
Forward Message	2	During message playback, pressing "2" forwards the message to another mailbox.
Skip to Next Message	3	During message playback, pressing "3" skips to the next message.
Replay Current Message	4	During message playback, pressing "4" replays current message.
Back up 6 seconds	5	During message playback, pressing "5" rewinds 6 seconds.
Fast forward 6 seconds	6	During message playback, pressing "6" fast forwards 6 seconds.
Delete Message	7	During message playback, pressing "7" deletes the current message.
Passcode Change	5	At the personal options menu pressing "5" allows passcode change.
Greeting Change	4	At the personal options menu, pressing "4" allows greeting change.
# and * Commands	# / *	Pressing "#" acts as an "enter" key and pressing "*" returns you to the previous menu.

Please visit www.comm.uab.edu and select Student Information to view a detailed flow chart of available voicemail features

Quick Reference Numbers

Campus Calls	5-Digit Extension
Local Calls	9 + 7 Digit Number
Telephone Service	975-7262
Telephone Repair	934-7777
Student Accounting	934-3570
Student Housing	934-2092
UAB Emergency	911
Voicemail	
On Campus	6-6245
Off Campus	996-6245

Operator assisted calls cannot be billed to your UAB extension.

Verizon	9 + 0 + 0
BellSouth Operator	1 + 4 + 0
AT&T Operator	1 + 4 + 00
Dir. Assist.	9 + 1 + 411

Directory Assistance is \$0.85 per call

Tones provide information about the progress of a call

- Dial Tone** - System is ready to accept digits.
- Stutter Dial Tone** - New Voicemail Message.
- Fast Busy** - Unavailable feature or facilities.
- Confirmation Tone** - Feature is activated or cancelled (short tones).

Caller ID

Caller ID is available for all screen phones or Caller ID Boxes. The caller's number will be displayed.

Quick Feature Reference Guide

Cancel Call Waiting (per call)	*70
Call Return	*69
Calling Number Delivery Block (per call)	*67
Last Number Redial	##
Voicemail	
Activate Forward to Voicemail	*78
Cancel Forward to Voicemail	*79

Dialing Instructions

Campus Call - dial the 5 digit number

(4-XXXX or 5-XXXX or 6-XXXX)

Local Call - dial 9 + 7 digit number (9-XXX-XXXX)

Long Distance - 9 + 1 + Area code + number

(9-1-XXX-XXX-XXXX)

International - dial 3 + **auth. code** + 9 + 011 + country code + city code + telephone number

(3-XXXXXXXX-9-011-country-city-number)

An International long distance authorization code can be requested from Student Telephone Services or by logging on our website at www.uab.edu/it/students and clicking the Telecom link.

NOTE: There are some countries which use 9 + area codes instead of the international suffix 011 but an international authorization code is still required. These countries include Canada, Puerto Rico, US Virgin Islands, Mariana Islands, Guam, American Samoa, and the Caribbean Islands. For a complete list with area codes, log on to our website at www.uab.edu/it/students and click the Telecom link.

Long Distance Rates

Bundled Telephone includes free Domestic Long Distance

International rates can be obtained from Student Telephone Services, room 107 CEC or by logging on our website at www.uab.edu/it/students and clicking the Telecom link.

UAB Resident Hall Telephone Services

Please allow up to 3 working days (M-F) to activate service.

When telephone service is activated, you may login to our website at www.uab.edu/it/students and click the Telecom link to find out your phone number

If you have a roommate, please call 5-7262 and press option 2 (for Customer Service) or logon to our website at www.uab.edu/it/students and click the Telecom link in order to find out which telephone jack and number is assigned to you.

If you choose to use International long distance through UAB, please bring your UAB Student ID with you to our office (M-F during the hours of 8:30 a.m. - 4:30 p.m.) to receive an International long distance authorization code.

All transfers and cancellations of any telephone service must be received at our office (CEC 107) or by visiting our website at www.uab.edu/it/students and clicking the Telecom link.

In order to prevent costly charges to you and UAB, and possible suspension of service, we suggest:

- **You do not accept collect calls**
- **Do not allow others to use your International Long Distance authorization code.**
- **You do not bill anything to your UAB telephone number (i.e. internet and long distance plans)**
- **And please remember, not all 1-800 numbers are toll free and in some cases you can be charged.**

**We are located at:
CEC Building
1919 University Boulevard
Room 107**