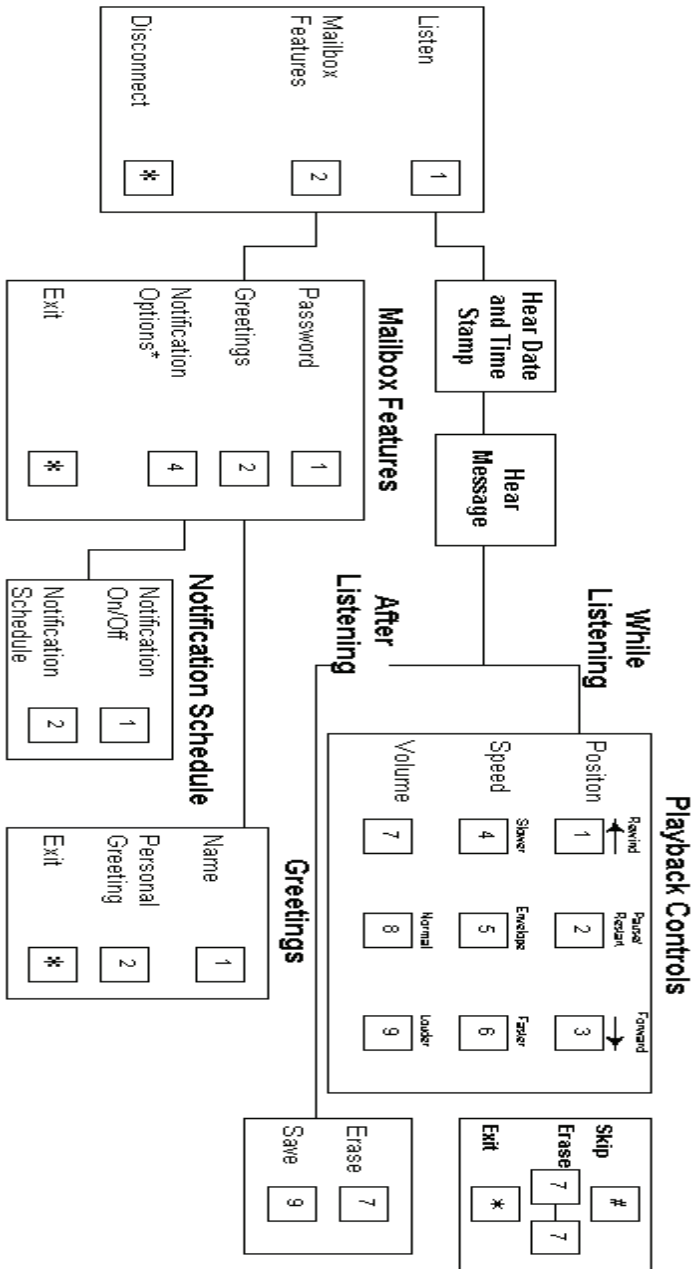


MESSAGE PLAYBACK OPTION MAP



University of Washington
STUDENT TELEPHONE
SERVICES

User's Guide



December, 2007

Student Telephone Services (STS)

Student Telephone Services is part of the University of Washington (UW) campus telephone system provided by UW Computing & Communications. You will need to provide a touchtone telephone set (cordless sets are not recommended). More STS feature use and troubleshooting tips can be found at: <http://www.washington.edu/cac/care/sts.index.html>

Dialing Instructions

To call a UW campus 206-934 or 206-732 number:

1. Enter [7-digit number].

To call another UW campus number (non 206-934 or 206-732):

1. Enter [last 5 digits of campus telephone number].

To call a local number:

1. Enter [9] [area code] [7-digit number].

To call a toll-free 800 or 888 or 877 number:

1. Enter [9] [1] [800, 888, or 877] [7-digit number].

To place a long distance call with your STS authorization code:

1. Enter [9] [1] [area code] [7-digit number].
2. After several tones, enter [7-digit authorization code].

To place an international long distance call:

1. Enter [9] [011] [country code] [city code] [number].
2. After several tones, enter [7-digit authorization code] [#].

To place a long distance call using a calling card:

1. Enter [9] to obtain an outside line.
2. Follow instructions given by your calling card vendor.

To make a call through an operator:

1. Enter [9] [0].

Regional Calling Service (RCS) And Long Distance

RCS is UW's exclusive local calling plan that expands toll-free calling for calls to and from the UW within the Puget Sound area. All communities in area codes 206, 253, 425, and many 360 communities are part of the RCS calling area. Outgoing calls are made like any other local number using 10-digit dialing. Calls from communities that are normally long distance must first dial a local RCS number to place their calls toll-free to you. To find your community's local RCS number, or for more RCS information, please visit the RCS Web page at: www.washington.edu/cac/care/rcs.

Long distance: Calls outside of the RCS area require an STS authorization code or calling card. Please contact STS for further information.

POLICE, FIRE, EMERGENCY * DIAL 911

STS Voice Mail Service

Once you've set up your mailbox, STS voice mail service will take your messages when your line is busy or unanswered. Your mailbox number is the last 5 digits of your telephone number. You can retrieve your messages by using any touchtone telephone. (Note: Message Playback Option Map on the back cover)

Accessing The Voice Mail System

From your room:

- If your telephone number prefix is 934, enter [211][#]
- If your telephone number prefix is 732, enter [212][#]

From an off campus telephone:

1. If your telephone number prefix is
 - 934, call 206-543-2121
 - 732, call 206-934-8000
2. Wait for the voice mail system to answer.
3. Press [#] and follow the prompts.

Setting Up Your Voice Mailbox

1. Access the voice mail system.
2. Follow prompt after the voice mail system introduction.

Temporary password for residence hall rooms: Is your UW Student ID. If it begins with 0, precede it with [20]. For example: Temporary password for ID 0012345, is [200012345].

Temporary password for Lorig managed apartments: Must be obtained from your local leasing office.

Choose your new password: Select a password that's at least six digits long, does not begin with a zero, is not the same as your mailbox number, and is not a series of repeating digits.

Record your name: This is the name, or names, the voice mail system plays back to confirm that the correct mailbox has been reached.

Choose your greeting: You can choose the standard greeting provided by the system or record your own personal greeting.

- The standard greeting tells callers that you are unavailable and asks them to leave a message. It provides your name as you recorded it above.

- A personal greeting of up to a minute long can be recorded. You can change your personal greeting as often as you like.

Contact Information

Phone: 206-934-1111

Toll Free: 1-888-934-5511

Fax: 206-934-1133

Email: customer-care@cac.washington.edu

Mail: Student Telephone Service

Box 355675

Seattle, WA 98195-5675