

## PHONE FEATURES

For more detailed information on your phone and the campus directory, please visit [www.uoguelph.ca/ccs/internet](http://www.uoguelph.ca/ccs/internet)

## VOICE MAIL

To activate your voice mail press the messages softkey on your phone, (directly under the LCD screen) then press the \* key. You will be asked to enter your **ID number** (which is your **extension #**). Follow the voice instructions. By default, your pin will be **12369**. You will be required to change your pin the first time you access voice mail.

**\* Please note, the pin you choose must be at least five characters long**

To check your voice-mail:

- From your own phone – Press the **Message** softkey, and follow the prompts
- From another residence phone – Press the **Message** softkey, then the \* key to access your mailbox
- From a non-residence phone on campus- Dial **ext. 74000**, then press the \* key to access your mailbox
- From off campus- Dial **519-824-0022** and press the \* key to access your mailbox.

**\* Please note :Your extension number is your mailbox ID.**

## LOCAL CALLS AND PRE-PAID PHONE CARDS

Listen for dial-tone, dial **9** followed by ten-digit local number. The dial-tone will continue after **9** has been dialed, no pause is necessary.

## LONG DISTANCE SERVICE

To use the long distance service you will be asked to enter your long distance access code (**FAC**), you will find this seven digit number on your room assignment notice. Any long distance call completed is recorded and charges to your **FAC** number will be incurred for the length of the connection. For long distance rates and billing information please go to [www.housing.uoguelph.ca](http://www.housing.uoguelph.ca) and choose Residence Services, then click Residence Phones.

## LONG DISTANCE DIRECT DIAL CALLS

Dial **\* + 9 + 1 + area code + phone number** <wait for the tone> enter **FAC** number + press **#**. For Operator Assisted Calls, Person to Person, Collect, Calling Card, and Overseas Long Distance, please refer to [www.uoguelph.ca/ccs/phone](http://www.uoguelph.ca/ccs/phone) for more instructions.

## HOW OTHERS SHOULD CALL YOU:

- Please make sure that people who call you regularly know your extension.
- People calling you from on-campus can simply dial your **5 digit extension** number.
- Off-campus callers wishing to contact University residence students dial the University at **519-824-0022** and simply dial the extension following the automated directions or wait for an operator for assistance.
- People calling you by long distance (station to station) will be charged from the time the University answers, even if you are not in. Voice mail allows callers to leave a message.

## LONG DISTANCE DIRECTORY ASSISTANCE

- Look up a number at: [www.canada411.ca](http://www.canada411.ca), this is a free service.
- If you use an off-campus operator, a 75 cent charge will be applied.

## TELEPHONE PROBLEMS AND REPAIRS

- On the Web at: [www.uoguelph.ca/ccs/phone/residence](http://www.uoguelph.ca/ccs/phone/residence)
- By email at: [58888help@uoguelph.ca](mailto:58888help@uoguelph.ca)
- By phone at: **74663, option 3**. If you are leaving a message, please provide your name, room number and residence building, your extension number and a brief description of the problem.

**PLEASE REMEMBER, YOU ARE RESPONSIBLE FOR THE TELEPHONE EQUIPMENT IN YOUR ROOM. ANY DAMAGE OR MISUSE WILL BE BILLED TO YOU. THE COST OF A REPLACEMENT PHONE IS \$150.00**

# Student Housing Services Computing & Communications Services

# Phone Guide

# 52000

## U of G campus emergency

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Campus Fire Prevention.....	52071
Campus Police.....	52245
Sexual Assault.....	52000
Distress Centre	
Wellington Dufferin.....	519-821-3760
Student Health Services.....	52131
Counselling Services.....	53244
Safewalk.....	53200
Administration.....	54845
Human Rights and Equity.....	53000
Lennox Addington Res. Desk (24hr) .....	58197
Prairie Res. Desk (24hr) .....	58123
East Res. Desk.....	58349