Initial Voice Mail Instructions
When you access your mailbox for the first time, your passcode is set to the last four digits of your telephone number. You will be prompted through a brief tutorial, explaining how to change your passcode, record your name, and record a greeting.

To Activate Additional Individual Mailboxes (If Ordered)
Visit our web page at www.commserv.ucsb.edu/residents for complete instructions, or stop by our office for a Quick Reference Card.

To Call Voice Mail from Your Room or Apartment
1. Dial 8800.
2. Enter your passcode when prompted.

To Call Voice Mail from Another 893 Number
1. Dial 8800.
2. When prompted for your passcode, press the * key.
3. Enter the last four digits of your telephone number, followed by the * key.
4. Enter your passcode when prompted.

To Call Voice Mail from A Non-UCSB Number
1. Dial 893-8800.
2. Enter the last four digits of your telephone number, followed by the * key.
3. Enter your passcode when prompted.

Policies and Procedures
You can review policies and procedures pertaining to your telephone service on our website. It is your responsibility as a customer to review and understand these policies. The Customer of Record will be billed for all charges incurred on the telephone line.

Cable Television
Cable television is provided in all residence hall rooms. You may sign up for television service in your apartment online (www.commserv.ucsb.edu/residents), or by visiting our office. Once service is activated, follow the instructions below.

1. Make sure a cable is connected between the back of your television set and the cable jack in the wall. (No cable? Check at the front desk of your residence hall to see if Housing has one available.)
2. Confirm that your TV set is plugged into the wall outlet.
3. Turn the TV on and reprogram any stations that may have been erased from memory since your set was disconnected.

Premium and Digital Channels
Cox Communications can provide additional Premium and Digital channels at their standard rates after your primary University service has been activated. You can contact Cox directly at 683-7751.

Additional Dialing Features
Our optional Standard Feature Package is available for only $2.99/month. The Caller ID Feature Package, which includes the Standard Feature Package, is $8.49/month. Feature Package instructions follow.

Callback (Camp-On)
To get a callback when a busy 893 number becomes available, press Flash or the Telephone hookswitch and dial *52. Hang up. When the busy line is free, your phone will ring. When you pick up, their line will ring.

Automatic Redial
You can automatically redial the last number you called by picking up the receiver and pressing ##.

Call Return (*69)
Lifting the handset and pressing *69 will dial the last number to call you for all calls from an 893 or off-campus number where the caller’s number was not blocked.

Three-Way Conference Calling
Press Flash or the telephone hookswitch, followed by the telephone number (including a 9 if you are calling an outside line). Once the third party answers, press Flash or the hookswitch again.

Dialing Instructions
University telephone numbers begin with 805-893.

Local and Long Distance Dialing
Dial a 9, followed by the telephone number you wish to call.

Room to Room Dialing (893 to 893)
Dial only the last four digits of the telephone number.

Room to Department, Faculty, or Staff
Dial only the last four digits of the telephone number.

Long Distance Service
Communications Services is the sole provider of long distance service for University-owned residence halls and apartments.

Long Distance Rate: 10 cents a minute
24 hours a day within the United States and Canada
For int’l rates, see www.commserv.ucsb.edu/residents

Communications Services
UCSB