



UCLA TELEPHONE FEATURES

User Guide

Introduction

Communications Technology Services (CTS) offers a variety of telephone features which are assigned to your UCLA telephone line. These features are compatible with the many different telephone sets found throughout UCLA. Telephone features are activated and deactivated using features codes (such as *42).

The features on your telephone are customized to reflect your specific needs. Some features may not apply or may appear as feature keys on your telephone set. Please refer to your telephone's user guide for more information on how to operate telephone features assigned to your set.

CTS Training offers a variety of classes, user guides, and reference materials to assist UCLA employees with the communications products and services available from CTS. The CTS Training Help Desk can answer questions you may have about the use of CTS products and services.

If you need disability auxiliary aids or services in using training materials or during a training class, please notify CTS Training ten business days in advance.

CTS

741 Charles E. Young Drive South
(CSB 1, 2nd floor, Mail Code: 951363)
Box 951363, Los Angeles, CA 90095-1363
Voice: 310-825-6285 Fax: 310-206-8460
Web: <<http://www.cts.ucla.edu>>

CTS Training

Help Desk: 310-825-8168 Fax: 310-206-9442
Email: training@cts.ucla.edu
Web: <<http://www.cts.ucla.edu/support/training.htm>>

CTS Customer Service

Voice: 310-825-3775

CTS Repair & Help Desk

Voice: 310-206-0008 or 114

0206

Table of Contents

DIALING INSTRUCTIONS

Dialing UCLA Campus and Non-Campus Numbers .	3
Authorization Code	4
Outbound Caller ID.	4
Emergency Services.	5
Operator Assistance	5
Telephone Tones	6

TELEPHONE FEATURES

Feature Description.	7
Call Forward	8
Call Park.	8
Call Pickup Group	8
Call Waiting.	9

Last Number Redial.	9
Last Number Redial Associated with a Set	9
Ring Again.	10
Single Line Hold	10
Speed Calling.	11
Three-Way Calling.	13

FEATURE CODE QUICK REFERENCE	14
--	----

ACCEPTABLE USE STATEMENTS

Call Harassment.	15
Fraud	15
Compliance with Policies, Laws, and Regulations. .	15

DIALING INSTRUCTIONS

Dialing UCLA Campus and Non-Campus Numbers

CTS telephone service provides station-to-station campus dialing for the UCLA community. A campus telephone number is identified by the last five digits of its seven-digit telephone number. UCLA telephone service that extends to UCLA facilities off campus is called Extended Campus Service (ECS). It is part of the five-digit campus dialing plan and offers most UCLA telephone features.

UCLA telephone numbers are located within the 310 area code and encompass one of the following prefixes:

206 267 312 319 794 825 983

To identify the full seven-digit UCLA telephone number, match the last digit of the prefix to the first digit of the five-digit number. CTS also provides campus-dialing service to Santa Monica-UCLA Medical Center. However, numbers ranging from 92000 to 93999 and from 95200 to 95999 cannot be dialed directly using the 319 prefix. These five-digit numbers can only be dialed from another UCLA campus number or via Santa Monica-UCLA Medical Center Hospital Communications.

Access to non-UCLA campus numbers requires dialing **8** first. The allowable calling area is based on the telephone line's class of service.

UCLA Campus Calls

Dial five-digit campus number

Local Direct Dial Calls (within 310 area code)

Dial **8** + seven-digit number

Toll and Long Distance Direct Dial Calls

Dial **8 + 1** + area code + seven-digit number

Calling Card and Collect Calls

1. Dial **8 + 0 + 0** + area code + seven-digit number
2. Enter calling card number at tone or wait for telephone operator to answer

Person-to-Person Calls

1. Dial **8 + 0** + area code + seven-digit number
2. Follow voice prompt instructions or wait for telephone operator to answer

International Direct Dial Calls

Dial **8 + 0 1 1** + country code (+ city code if necessary) + number

International Collect and Credit Card Calls

1. Dial **8 + 0 + 0 + 0 1** + country code (+ city code if necessary) + number
2. Wait for telephone operator to answer, then provide the necessary billing information

International Person-to-Person Calls

1. Dial **8 + 0 1** + country code (+ city code if necessary) + number
2. Wait for telephone operator to answer, then provide necessary billing information

Authorization Code

A CTS Authorization Code allows UCLA telephone users to place non-campus calls from any campus telephone, regardless of the assigned class of service. Calling charges are billed to the authorization code account holder's telephone number.

1. Lift handset or press
2. Dial access code **765**; listen for special dial tone
3. Dial your ten-digit authorization code (shown on authorization code card); listen for dial tone
4. Dial **8** + number (follow dialing instructions)

Outbound Caller ID

Outbound Calling Party Number Identification, also known as Outbound Caller ID, sends the digits of a caller's telephone number to the recipient. The recipient is able to view the caller's telephone number when his or her telephone is equipped with a display or display unit.

There are three types of UCLA Outbound Caller ID service:

- **Standard Block** – displays UCLA's main telephone number (310-825-4321) to non-campus recipients
- **Line Unblock** – displays the caller's individual telephone number to non-campus recipients
- **Complete Block** – prevents any information from being displayed

Business and residential telephone numbers can automatically reject incoming calls that have blocked the receipt of Outbound Caller ID. If Standard Block or Line Unblock applies to your telephone line, you don't have to unblock Outbound Caller ID. If Complete Block applies to your telephone line, and you are calling a number that rejects blocked incoming calls, you must unblock Outbound Caller ID using the feature code ***82**. Outbound Caller ID blocking does not apply to toll-free numbers or to emergency 911 calls.

Block Caller ID

1. Press ***67** to block Outbound Caller ID for duration of call; listen for special dial tone
2. Dial **8** + number (follow dialing instructions)

Unblock Caller ID

1. Press ***82** to unblock Outbound Caller ID for duration of call; listen for special dial tone
2. Dial **8** + number (follow dialing instructions)

Emergency Services

UCLA Campus Emergency - UCPD

1. Dial **911**
2. Provide your name, location, and telephone number to dispatcher
3. Do not hang up until instructed to do so

UCLA ECS Emergency – UCPD

1. Dial **9 + 911** if your prefix is 312
-or-
Dial **8 + 911** if your prefix is 794
2. Provide your name, location, and telephone number to dispatcher
3. Do not hang up until instructed to do so

Santa Monica-UCLA Medical Center Emergency

1. Dial **74**
2. Provide details to attendant

UCLA Emergency Information Line

800-900-UCLA

UCLA Emergency Radio

AM 810

Operator Assistance

UCLA Campus Information Operator

Dial **#33**

UCLA Medical Center Page Operator

Dial **56301**

Local Area Operator (Verizon)

Dial **234**

Long Distance Operator

Dial **230**

Meet-Me Conference

1. Dial **53333** to obtain Meet-Me Conference reservation and number
2. Follow representative's instructions

Telephone Tones

Confirmation Tone

Two short beep tones that indicate a feature has been activated or deactivated.

Distinctive Ringing

Different ring patterns indicating a specific type of incoming call.

- **UCLA Campus Call** – Two rings (one long ring, one short ring) in quick succession. Indicates an incoming call from another UCLA campus number, including the Santa Monica-UCLA Medical Center.
- **Non-UCLA Campus Call** – Two long rings (one long ring, one long ring) approximately five seconds apart. Indicates an incoming call from a non-UCLA campus number or Extended Campus Service (ECS) number.

Overflow Busy Tone

Fast busy tone (120 tones per minute) heard after dialing a number. Indicates that the called number is invalid or could not be processed.

Special Dial Tone

Broken dial tone followed by a regular dial tone. Indicates that a feature has been accessed.

Standard Busy Tone

Regular intermittent tone (60 tones per minute) heard after dialing a number. Indicates that the called number is busy.

TELEPHONE FEATURES

Description

Telephone features are activated and deactivated using feature codes. The telephone feature key used to transfer calls is also frequently used to access dial tone in order to activate and deactivate a feature. The transfer key varies according to the type of telephone instrument. Below are telephone instruments and the associated transfer key common throughout UCLA. Please refer to your telephone's user guide for more information, or call CTS Training at **54545**.

<i>Telephone Set</i>	<i>Transfer Key</i>
Single-line or Multi-key	Switchhook or Flash
Norstar	TRANSFER
Electronic Business Set	CONF/TRANS

Some of the features described in this section may not apply to your specific telephone set but are offered by CTS.

For Information on available features, compatibilities, and prices, please call CTS Customer Service at **53775**

Call Forward

Redirects all incoming calls to another telephone number. When Call Forward is activated, you can still place outgoing calls. Two call forwarding options are offered:

- **Call Forward Intragroup** – on campus only
- **Call Forward Universal** – campus and non-campus

Call Forward Indication

Works in conjunction with Call Forward. If Call Forward Indication is assigned to your telephone line, you hear an audible tone when accessing a line that is forwarded.

Activate Call Forward

1. Access campus line you wish to forward
2. Press *** 4 2** to activate feature; listen for special dial tone
3. Enter number to which calls will be forwarded (include **8** if forwarding to non-campus number); listen for confirmation tone
4. Hang up

Deactivate Call Forward

1. Access campus line for which you wish to deactivate call forward
2. Press *** 4 3** to deactivate feature; listen for confirmation tone
3. Hang up

Call Park

Allows you to park a call against a campus telephone line, then retrieve the call from any campus telephone. While the call is parked, the caller will hear ringing. You may park only one call at a time, for up to 60 seconds. If the parked call is not retrieved within 60 seconds, it will ring at the originating telephone number.

Park a Call

1. While on a call, press transfer key (call is placed on hold); listen for special dial tone
2. Press *** 4 4** to activate feature; listen for special dial tone
3. Hang up

Retrieve a Parked Call

1. Access campus line where you wish to retrieve call
2. Press *** 4 5**, then enter five-digit number of the line where call was parked; you are connected to the caller

Call Pickup

Allows you to answer other ringing campus numbers from your telephone. You can only pick up calls from campus numbers in your Call Pickup group.

Pickup a Call

1. Access campus line with Call Pickup
2. Press *** 4 7** to pickup call
3. Converse with caller

Call Waiting

Informs you that a second call is waiting. When you are on a call and hear a call-waiting tone, you may choose to answer the new call or ignore it. Three-Way Calling and Single Line Hold will not operate when Call Waiting is active.

Call Waiting can be deactivated on a per-call basis (prior to placing a call).

Answer Call Waiting

1. Press transfer key; original call is placed on hold
2. Speak with new caller
3. You can toggle between calls by repeatedly pressing the transfer key

Deactivate Call Waiting

1. Press line key with Call Waiting feature
2. Press **[*] [9] [9]** to deactivate; listen for confirmation tone, then dial tone
3. Dial number (follow dialing instructions)

Last Number Redial

Allows you to redial the last number called from you telephone line. Last Number Redial will not redial authorization codes, feature codes, credit card, or calling card numbers. It will redial numbers called from your Speed Calling list and will store up to 24 digits.

Redial Last Number Called

1. Lift handset
2. Press **[#]**; your last number is automatically dialed

Last Number Redial Associated with Telephone Set

Allows you to redial the last number called from you telephone set (not line specific). Last Number Redial will not redial authorization codes, feature codes, credit card, or calling card numbers. It will redial numbers called from your Speed Calling list and will store up to 24 digits.

Redial Last Number Called

1. Lift handset
2. Press **[#] [#]**; your last number is automatically dialed

Ring Again

When you encounter a busy campus number, you can activate the Ring Again feature to be notified when that number becomes available (idle). Only one Ring Again request can be active at a time. Ring Again notification will automatically deactivate after twelve seconds (three to four rings) if not answered. Ring Again is restricted in some campus calling areas. Ring Again does not apply to non-campus numbers.

Activate Ring Again

1. You hear campus busy signal
2. Press ***48**; indicator is on and feature is activated

Accept Ring Again Notification

1. When campus number becomes available your telephone will ring (ring again notification)
2. You may choose to answer or ignore notification
3. Ring Again will automatically deactivate after twelve seconds (three to four rings) if not answered

Deactivate Ring Again

Press ***48**; listen for confirmation tone

Single Line Hold

Allows you to place a call on hold (without a Hold key) on a single-line telephone set. There is a hold reminder ring every 60 seconds. Your party will remain on hold until you access the held line or until the party hangs up. When Single Line Hold is activated, you cannot make or receive calls. Single Line Hold cannot be active when Three-Way Calling or Call Waiting are active.

Place Call on Hold

1. Press switchhook or flash key while on a call; listen for special dial tone
2. Press ***72**; indicator is on and feature is activated
3. Hang up
4. Lift handset to return to held call

Speed Calling

Allows you to program a list of frequently-called numbers and access them by dialing a one- or two-digit code. To make a change, program the new number over the existing one. There are three types of speed calling: Speed Calling Short, Speed Calling Long, and Speed Calling Group.

Speed Calling Short

Allows you to store up to 10 frequently called numbers, which are identified by a one-digit code (0-9).

Program Speed Calling Short

1. Press **[*] [4] [0]**; indicator flashes
2. Enter one-digit code **(0-9)**
3. Enter number to be stored (include **8** for non-campus numbers)
4. Press **[#]** to store number; listen for confirmation tone, then hang up
5. Repeat steps 1 through 4 for each code you wish to program
6. Create a speed calling list for reference

Erase Speed Calling Short

1. Press **[*] [4] [0]**; indicator flashes
2. Enter one-digit code **(0-9)** you wish to erase
3. Press **[#]** to erase; hang up

Place Speed Calling Call

1. Press **[*]** to access Speed Call list
2. Enter speed calling code **(0-9)** for number you wish to dial
3. Press **[#]** to speed call

Speed Calling Long

Allows you to store up to 30 or 50 frequently-called numbers, identified by a two-digit code. The 30-number list uses codes 00-29. The 50-number list uses codes 00-30/50-59 (skipping codes 40-49). The list can be private or shared with a group of users. If the list is shared, only the controller of the list may program or make changes to it.

Program Speed Calling Long

1. Press ***** **4** **1**; indicator flashes
2. Enter two-digit code (**00-29** or **00-39/50-59**)
3. Enter number to be stored (include **8** for non-campus numbers)
4. Press **#** to store number; listen for confirmation tone, then hang up
5. Repeat steps 1 through 4 for each code you wish to program
6. Create a speed calling list for reference; if shared, publish the list

Erase Speed Calling Long

1. Press ***** **4** **1**; indicator flashes
2. Enter two-digit code you wish to erase (**00-29** or **00-39/50-59**)
3. Press **#** to erase; hang up

Place Speed Calling Call

1. Press ***** to access Speed Call list
2. Enter speed calling code for number you wish to dial (**00-29** or **00-39/50-59**); indicator is off
3. Press **#** to speed call

Speed Calling Group

A Speed Calling Group is a Speed Calling Long list shared with a group of users. Only the controller of the list, who is assigned Speed Calling Long, may program or make changes to the list. Those sharing the speed calling list may use the list once it is programmed by the controller.

Place Speed Calling Call

1. Press ***** to access Speed Call list
2. Enter speed calling code for number you wish to dial (**00-29** or **00-39/50-59**); indicator is off
3. Press **#** to speed call

Three-Way Calling

Three-Way Calling offers you three options:

- **Call Transfer** – allows you to transfer calls
- **Three-Way Conference** – allows you to establish a three-way conference call
- **Consultation Hold** – allows you to hold an established call and consult privately with another party using the same line

Three-Way Calling is accessed via the transfer key according to the type of telephone set used. Refer to page 7 of this guide to review the different telephone transfer keys by telephone types.

Call Transfer

Allows you to transfer calls to campus or non-campus numbers. When a busy signal or no answer is received, you can cancel the transfer and return to the original call. If transferring a call to a non-campus number, toll charges will be billed to the originating number (transferring telephone). Non-campus calls cannot be transferred to non-campus numbers.

Transfer Call

1. Advise caller that you are going to transfer his or her call
2. Press transfer key (caller is placed on hold); listen for special dial tone
3. Dial number (include **8** if dialing non-campus number)
4. Wait for second party to answer then announce call
5. Complete transfer by hanging up or pressing transfer key again*

Cancel Call Transfer

1. Listen for busy signal or no answer
2. Press transfer key twice*
3. Listen for reconnection with original call

Three-Way Conference

Allows you to establish a three-way conference call with campus or non-campus parties. The destination to which you may place the three-way conference call is based on your telephone line's class of service. Toll charges will be billed to the originating campus number. For conference calls that exceed three parties, call Meet-Me Conference Services at 310-825-3333.

Place Three-Way Conference Call

1. Place or receive initial call
2. Press transfer key (caller is placed on hold); listen for special dial tone
3. Dial third party's number (include **8** if dialing non-campus number)
4. Wait for third party to answer then announce conference call
5. Press transfer key again to establish three-way conference

Consultation Hold

Allows you to hold an established call, consult privately with another party and return to the original call, all while using the same campus number. Toll charges will be billed to the originating number.

Use Consultation Hold

1. Press transfer key during call (caller is placed on hold); listen for special dial tone
2. Dial third party's number (include **8** if dialing non-campus number)
3. Wait for third party to answer then consult privately
4. To re-join original call, press transfer key; a three-way conference call is established
5. To end third party call, wait for third party to hang up or press transfer key twice; you are reconnected to original call

* Instructions may vary according to telephone equipment. Please refer to your specific telephone user guide for complete instructions.

ACCEPTABLE USE STATEMENTS

Call Harassment

Annoying or threatening telephone calls are illegal under Section 653m of the California Penal Code. As a victim, you have the right to file a formal complaint. The UCLA Police Department (UCPD), which can be contacted at 310-825-1491, will investigate complaints regarding any calls that are in violation of the law.

Fraud

The UCLA telephone system tracks all outgoing calls. Tampering with telephone equipment, the false use of CTS Authorization Codes, or misuse of telephone services is strictly prohibited. CTS will investigate any fraudulent calls that may be reported. Upon completion of a fraud investigation, a Fraud Investigation/Rebilling fee, as well as the rebilling of unauthorized calls, will be charged to the actual caller.

Compliance with Policies, Laws, and Regulations

As a user of UCLA's telephone services, you are required to comply with all applicable state and federal laws and regulations as well as applicable University policy. The misuse of telephone services and equipment provided by UCLA Communications Technology Services (CTS) is strictly prohibited.