Introduction
This guide covers the features that are available with the VoIP wireless telephone system.

CTS supports the following Cisco VoIP Wireless models: 7920 and 7921. This user guide provides step-by-step instructions for both wireless models by noting the model number in parentheses. Your model number can be found on the lower right hand corner of your VoIP wireless handset.

CTS Repair answers questions about VoIP services and features and can respond to any technical difficulties you might have.

If you require training materials or a training class with disability auxiliary aids or services, please notify the CTS Training Center ten business days in advance.

Table of Contents

Getting Started
Buttons and Keys ........................................... 3
Visual Indicators ............................................ 4
Install Battery .............................................. 5
Power On ..................................................... 5
Lock/Unlock Keypad ................................. 6
Toggle Between Ring and Vibrate ........ 6
Volume (Active Speaker) ......................... 6

Dialing Instructions
Dialing UCLA Campus and Non-Campus Numbers . 7
Emergency Services .................................... 8
Operator Assistance .................................. 8
Outbound Caller ID .................................... 8

Answering and Placing Calls
Answering Calls ......................................... 9
Placing Calls ............................................ 9
End Calls .................................................. 10
Hold and Resume .................................... 10
Toggle Between Calls .............................. 10

Telephone Features
Call Transfer ............................................ 11
Direct Transfer .................................... 11

Call Forward ............................................. 12
Call Conference ...................................... 12
Call Join .................................................. 13
Call Park .................................................. 13
Barge ...................................................... 14

Ring Type .................................................. 14
Ring Method ............................................. 15
Volume (Pre-set Volume) ....................... 15
Screen Brightness ................................... 16

Speed Dialing
Speed Dial ............................................. 16
Call Log ................................................... 17
Online Directory .................................... 17
Personal Dialing Directory ................. 18
Last Number Redial ................................ 19
Message Waiting Indicator ................. 19

Acceptable Use Statements
Call Harassment ..................................... 20
Fraud ................................................... 20
Compliance with Policies, Laws, and Regulations .. 20
TELEPHONE ADMINISTRATION

Buttons and Keys

Indicator Light (LED)
Provides these indications:
• Solid red—Phone is connected to AC power source, and battery is charging
• Solid green—Phone is connected to AC power source, and battery is fully charged
• Fast blinking red—Incoming call (phone can be charging or fully charged)
• Slow blinking red—Voice message (when phone is connected to AC power source, red light blinks longer than when using only the battery)
• Slow blinking green—Phone is using only battery power. Phone is registered with the wireless network and is within service coverage area

Headset port
Port for plugging in a headset or ear bud

Speaker button
Toggles the speaker mode on or off

Right softkey button
Activates the Options menu for access to the list of softkeys (sometimes displays a softkey label)

Navigation button
Accesses these menus and lists from the main screen
Directory ▲
Line View ►
Settings ◄
Services ◄
Allows you to scroll up and down menus to highlight options and to move left and right through phone numbers and text entries

Select button
Activates the Help menu from the main screen. Allows you to select a menu item, a softkey, a call, or an action

Power/End button (red)
Turns the phone on or off, diverts a ringing call to your voice messaging system, or terminates a call. If there is no voice messaging system, then it silences the ring. When using menus, acts as a shortcut to return to the main screen

Asterisk (*) key
Toggles between Ring and Vibrate mode

Keypad
Allows you to dial numbers, enter letters, and choose menu items by number

One (1) key
Enters “1” when dialing a number. Allows you to access the voice messaging system

Answer/Send button (green)
Allows you to answer a ringing call, or, after dialing a number, to place the call

Left softkey button
Activates the softkey option displayed on the screen

Mute button
Toggles the mute feature on or off

Volume button
When the phone is idle, controls the ring volume, vibrate option, or turns off the ring. During a call, controls the speaker volume for the handset, headset, and speaker mode

Applications button
Used with XML applications, such as Push to Talk or Directory Services
Visual Indicators

**Battery icon**
Shows the level of charge in battery

**Signal icon**
Shows the degree of signal strength

**Key Lock icon**
Indicates the keypad is locked

**Speaker icon**
Indicates speaker mode is active

**Mute icon**
Indicates mute is active

**Headset icon**
Indicates headset is plugged in to phone

**Ringer Off icon**
Indicates the phone’s ring alert is silent

**Vibrate icon**
Indicates the phone alert is vibrate only

**Vibrate and Ring icon**
Indicates the phone alert is ring and vibrate

**Desk Top Charger icon**
Indicates the phone is docked in the charger

**Voice Message icon**
Indicates you have a voice message

**Application icon**
Indicates the application (such as Push to Talk) is active

**Display**
Main phone screen displays four menu icons and Help that correspond to the action that will be performed if the navigation button is pressed

**On-hook line**
No call activity on this line

**Off-hook line**
Line in use, but not connected to a call

**Connected call**
You are connected to the other party

**Incoming call**
A call is ringing on one of your lines

**Remote Line in Use**
A shared line is in use remotely

**Call on hold**
You have put this call on hold

**Call Forward Enabled**
You have forwarded your primary line

**Primary Phone line**
Displays the phone number for your primary phone line

**Date and Time line**
Displays time and date information

**Softkey labels**
Displays softkey options and provides access to the Options list of softkey features
Install Battery

Before you can use your phone, you must install the battery and charge it. Depending on the type of battery you have, the fully charged battery provides these hours of service:

- The standard battery provides up to 10 hours of talk time or up to 80 hours of standby time.
- The extended battery provides up to 12 hours of talk time or up to 100 hours of standby time.

Charging times when using the AC Power Supply connected to phone:
- Standard battery - 2 hours
- Extended battery - 3 hours

The indicator light located on the top of the telephone indicates the charging status:
- Red - Battery charging in process
- Green - Battery charging complete

Install the Battery (All Models)
1. Insert the battery until it catches in the slots at the bottom of the phone. Ensure metal contacts on the battery and the phone face each other
2. Press the battery to the phone until it locks into place

Remove the Battery (All Models)
1. Press up on the locking catch with one hand
2. With the other hand, hold the battery at the edges and pull out to remove

Powering On the Phone

After charging the battery, you must power on the phone to place and receive calls.

Power On (All Models)
1. Press and hold the (red button) until the phone powers on
2. The phone displays the main screen and is ready to place or receive calls

Check signal Strength (All Models)
The icon indicates the strength of the signal between the wireless access point and your phone. Your phone must have at least one bar to place or receive calls. When you move the phone out of signal range, you lose connection with the wireless Local Area Network. The status line displays, “Leaving service area.”
Lock and Unlock Keypad

You may lock the keypad to prevent accidental dialing.

Lock Keypad (All Models)
1. Press and hold the Pound key (3 seconds).
The screen displays “Keypad Locked!”, and the icon displays at the top of the Main screen.

Unlock Keypad (7921)
1. Press any key, and the screen displays, “Unlock Keypad?”
2. Press Yes softkey, the icon disappears and the screen displays, “Keypad Unlocked!”

Unlock Keypad (7920)
1. Press and hold the Pound key (3 seconds)
2. Press the OK softkey

Toggle Between Ringing and Vibrating Mode

Quickly change the ring setting to vibrate or audible ringing.

Toggle Between Vibrate and Ringer (All Models)
1. Press and hold the Star Key ( * )

Adjust Volume

Adjust the volume of the active speaker.

Adjust Volume (7921)
1. During a call, or when receiving a call, press the up arrow to increase volume or the down arrow to decrease the active speaker volume.

Adjust Volume (7920)
1. Press the left ◀ and right ▶ arrow keys on the navigation button to decrease or increase the volume.
**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 too 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 provides campus-dialing service to Santa Monica-UCLA Medical Center. Santa Monica – UCLA Medical Center maintains some lines that cannot be dialed directly from off-campus numbers using the entire 7-digits. These numbers can only be dialed from another UCLA campus number or via Santa Monica-UCLA Medical Center Hospital Communications using their five-digit extension.

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 + 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

For more information contact CTS Repair at 310-206-0008 or 114
Emergency Services

**UCLA Campus Emergency - UCPD**
1. Dial 911 from an on-campus telephone
2. Provide your name, location, and telephone number to dispatcher
3. Do not hang up until instructed to do so

**UCLA Emergency Information Line**
800-900-UCLA

**UCLA Emergency Radio**
AM 1630

Operator Assistance

**UCLA Campus Information Operator**
Dial 0

**UCLA Medical Center Page Operator**
Dial 56301

**UCLA Medical Center Paging System**
Dial 68477

**Local Area Operator (Verizon)**
Dial 8 + 0

**Long Distance Operator**
Dial 8 + 0 + 0

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/her telephone is equipped with a display or display unit. You may choose to block your outbound digits on a per call basis by using the Caller ID Block code *67.

Block Caller ID
Press *67, then dial number (include 8 if dialing a non-campus number)

Business and residential telephone numbers can automatically reject incoming calls that have blocked the receipt of Outbound Caller ID. Outbound Caller ID blocking does not apply to toll-free numbers or to emergency 911 calls.

For more information contact CTS Repair at 310-206-0008 or 114
ANSWERING & PLACING CALLS

Answering Calls

Incoming calls can be answered using a variety of methods. When managing multiple lines, the ringing line will automatically be answered.

Answer (All Models)
1. Press (green button)

Answer Call Waiting (7921)
1. Pressing (green button) answers the new call and automatically puts the first call on hold

Answer Call Waiting (7921)
1. Scroll to highlight ringing line.
2. Press (green button)

Placing Calls

You can place outbound calls by applying any of the following methods, while adhering to UCLA dialing instructions. The first line appearing (at top) on your telephone display will be selected to place your call.

Place a Call Using the Handset (All Models)
1. Dial the phone number
2. Press (green button)

Place a Call Using the Speaker Phone (7921)
1. Press button to activate the speaker
2. Dial the phone number
3. Press (green button)

Place a Call While Another Call is Active (7921)
(7920)
(7921)
(7921)

Place a Call While Another Call is Active (7920)
(7921)

Place a Call While Another Call is Active (7920)
(7921)
(7921)
(7921)

Place a Call While Another Call is Active (7920)
(7921)
(7921)
(7921)

Place a Call While Another Call is Active (7920)
(7921)
(7921)
(7921)

1. Press Hold
2. Scroll to switch to NewCall and press
3. Dial

1. Press Hold
2. Scroll down ▼ to a new line
3. Dial a number
4. Press to make the call

1. Press Hold
2. Scroll ▼ (Line View)
3. Scroll to another line and press
4. Dial telephone number
5. Press to place the call

For more information contact CTS Repair at 310-206-0008 or 114
End Call

Terminates or disconnects a call.

End Call (All Models)
1. Press \[\text{End Call}\] (red button)

Disconnect One Call and Preserve Other Calls (7921)
1. Press EndCall, or Options > EndCall (active call will terminate)

Disconnect One Call and Preserve Other Calls (7920)
1. Navigate \[\text{ ◀ ▶} \] to EndCall then press the softkey

Hold and Resume

When you place a call on hold or the phone automatically places a call on hold, the Hold \[\text{Hold}\] icon appears next to the call ID in the call view. To return to the call ID, you must resume the call.

Put a Call on Hold (7920)
1. Press \[\text{Hold}\]

Remove a Call from Hold (7920)
1. Navigate \[\text{ ◀} \] down \[\text{▼}\] to the call you want to resume
2. Press \[\text{Resume}\]

Put a Call on Hold (7921)
1. Navigate \[\text{ ◀} \] to the call ID you want to put on hold
2. Press \[\text{Hold}\]

Remove a Call from Hold on the Current Line (7921)
1. Navigate \[\text{ ◀} \] to the call you want to resume
2. Press \[\text{Resume}\]

Remove a Call from Hold on a Different Line (7921)
1. Press \[\text{ ◀} \] (Line View) and navigate \[\text{ ◀} \] to the line the caller is holding on
2. Press \[\text{Resume}\]

Toggling Between Separate Calls

If you have multiple calls on the same line or calls on different lines, you can toggle between all calls.

Switch Between Connected Calls on the Same Line (7921)
1. Navigate \[\text{ ◀} \] to the call that you want to resume
2. Press \[\text{Resume}\]. Any active call is placed on hold, and the selected call is resumed

Switch Between Connected Calls on Different Lines (7921)
1. Press \[\text{ ◀} \] (Line View) to change to another line
2. If a single call is holding on the line, the call automatically resumes. If another call is holding, navigate \[\text{ ◀} \] to the appropriate call and press \[\text{Resume}\]
Call Transfer

Allows you to transfer calls to campus or non-campus numbers. 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 (7921)
1. From an active call, press Options > Transfer
2. Dial the target number
3. Wait for the transfer recipient to answer
4. Press Options > Transfer again to complete the transfer

Transfer Call (7920)
1. During a call, press ⬅️ ⏯️ to switch to Transfer and press Transfer
2. Enter the target phone number
3. Press ⬅️ ⏯️ to switch to Transfer then press Transfer again

Direct Transfer

Direct Transfer connects two parties who are already connected on the same line and terminates you from the other two callers, leaving them connected. Use this feature when the two parties who wish to be transferred to each other are already connected to you. If you wish to stay on the line with the callers, use the Call Join feature instead.

Direct Transfer (7921)
1. Navigate 🔄 to highlight a call on the same line
2. Press Options > Select
3. Navigate 🔄 to highlight the other call on the same line
4. Press Options > DirTrfr. The two calls connect to each other and drop you from the call

Note: If you want to stay on the line with the callers, use Call Join instead.

Direct Transfer (7920)
1. Navigate 🔄 to highlight a call on the same line
2. Press ⬅️ ⏯️ to switch to Select and press
3. Navigate 🔄 to highlight the other call on the same line
4. Press ⬅️ ⏯️ to switch to Select and press
5. Press ⬅️ ⏯️ to switch to DirTrfr and press
Call Forward

Redirects all incoming calls to another telephone number for your first line appearance (top line on display). Calls can be forwarded to any number your telephone’s calling area allows. When the feature is activated, Call Forward icon appears next to the forwarded line. You are still able to place outgoing calls after feature activation.

Activate Call Forward (7921)
1. Press Options > CFwdAll
2. Enter a target phone number

Deactivate Call Forward (7921)
1. Press Options > CFwdAll

Activate Call Forward (7920)
1. Press ▼▲ to switch to CFwdAll
2. Press CFwdAll
3. Enter a target extension or phone number; screen displays “Forwarded to (target number).”

Deactivate Call Forward (7920)
1. Press ▼▲ to switch to CFwdAll

Call Conference

Allows you to establish a multi-party conference call with up to a total of six campus or non-campus numbers. The destination to which you may place the 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 six parties, call Meet-Me Conference Services at 310-825-3333.

Place Conference Call (7921)
1. From a connected call, press Options > Confrn
2. Enter the participant’s phone number
3. Wait for the call to connect
4. Press Options > Confrn again to add the participant to your call
5. Repeat to add additional participants

Place Conference Call (7920)
1. During a call, press ▼▲ to switch to Confrn
2. Press Confrn
3. Enter the participant’s phone number
4. Press Confrn again to add the party to your conference call
5. Repeat to add additional participants

View a List of Participants (7921)
1. Press ▼▲ (Line View)
2. Press Options > ConfList
   Participants are listed in the order in which they join the conference, with the most recent additions at the top.

View a List of Participants (7920)
1. Press ▼▲ to switch to ConfList and press

Remove a Conference Participant (7921)
1. Navigate ◊ to an active conference
2. Press Options > ConfList
3. Navigate ◊ to the participant’s name
4. Press Options > Remove
   You can remove participants only if you initiated the conference call

Remove a Conference Participant (7920)
1. Press ▼▲ to switch to ConfList and press
2. Scroll ◊ to highlight a name
3. Press ▼▲ to switch to Remove and press
Call Join

Call Join creates a Conference Call by joining calls that are already connected on a line. If you do not wish to continue in the conference call, use the Direct Transfer feature instead.

*Call Join requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.*

**Call Join (7921)**

1. Press ➤ (Line View) to make sure that you have two or more calls on a single line
2. Navigate ☻ to a call that you want to add to the conference
3. Press Options > Select
4. Repeat steps 2-3 for each call you wish to add to the conference
5. From the selected call, press Options > Join

Note: The active call is automatically selected. Be sure that you have selected at least one call in addition to the active call.

**Call Join (7920)**

1. Navigate ☻ to a call that you want to add to the conference
2. Press ◄ ► to switch to Select and press
3. Repeat steps 1-2 for each call you wish to add to the conference
2. Press ◄ ► to switch to Join and press

Call Park

Allows you to hold a call to another number and retrieve the call from another VoIP telephone. While the call is parked, the caller will hear music. If the parked call is not retrieved after 60 seconds, it will ring at the originating campus number.

**Call Park (7921)**

1. During a call, Press Options > Park
2. Note the call park number that displays on your phone screen
3. Press the ☺ (red button)

**Call Park (7920)**

1. During a call, press ◄ ► to switch to Park and press the softkey
2. Note the call park number that displays on your phone screen

**Retrieve a Parked Call (All Models)**

1. Enter the call park number from any Cisco VoIP Phone in your network to connect to the call
**Barge**

Barge is used to join a conversation that is taking place on a shared line. A shared line is one number that appears on multiple VoIP telephone sets. When the feature is activated, a beep tone is heard to warn that a new caller has joined the conversation. When a party leaves the conversation, a double-beep tone is heard. The Barge feature must be activated by CTS. Contact your IT department to request the Barge feature.

**Activate Barge (7921)**

1. Navigate to a remote-in-use call. You may need to use Line View first
2. Press Options > Barge. Other parties hear a beep tone announcing your presence

**Activate Barge (7920)**

1. Navigate to a shared line currently in use
2. Press Barge

---

**Ring Type**

Allows you to personalize the telephone ringer to help differentiate between your telephone and another ringing phone nearby, or to differentiate between different lines appearing on your phone.

**Set Default Ring Type (7921)**

1. Press ▼ (Settings)
2. Navigate to and press Phone Settings > Sound Settings
3. Navigate to and select Ring Tone > Current Settings
4. Press Change to see the current line settings
5. Navigate to a line then press the Change softkey
6. Scroll to a ring tone in the list and press Play to hear a sample of the ring
7. Press to choose ring
8. Press Options > Save

**Set Default Ring Type (7920)**

1. Press Menu, then press ▼ to select Phone Settings
2. Scroll to and select Ring Tones
3. Scroll to and select Select Ring Tones
4. Scroll to and select desired tone. The chosen ring plays as a preview
**Ring Method**

Allows you to select how you will be notified when you receive a call. Options include: Ring only, Vibrate only, Silent (no sound), Vibrate then Ring, or Vibrate and Ring.

**Set Default Ring Type (7921)**
1. Press ▼ (Settings)
2. Navigate to and press Sound Settings
   > Alert Pattern
3. Navigate to and select a ring pattern
4. Press Save

**Volume**

Allows you to change the volume of the ringer, keypad, speaker, and headset.

**Volume (7921)**
1. Press▼ (Settings)
2. Navigate to and press Phone Settings
   > Sound Settings > Volume
3. Navigate to and select either Ring, Speaker, Handset, Headset, Docking Speaker, or Docking Ring to identify which speaker volume to change
4. Press ▲ to increase volume or ▼ to decrease volume and hear a preview
5. Press Save

**Volume (7920)**
1. Press Menu > Profiles > User Profiles, then select the active profile
2. Scroll to Speaker Volume and select
3. Press ▲ to increase the volume or ▼ to decrease the volume
4. Press Back to save the change
Screen Brightness

Allows you to set the brightness level of your telephone screen to improve readability.

Brightness (7921)

1. Navigate to and press ▼ (Settings) > Phone Settings > Display Settings > Display Brightness
2. Press ▲ to increase brightness or ▼ to decrease brightness and to preview brightness display
3. Press Save

Speed Dial

Each speed dial button allows one-touch memory dialing for a campus or non-campus number. Programming information appears on the screen to the left of the speed dial button. Speed dialing for 7921 models are programmed by CTS Administration. Send email requests to voipsupport@cts.ucla.edu, or you can use the beta-test self-provisioning system at <http://voip.cts.ucla.edu>.

The user may experience intermittent disruptions while using the beta-test self-provisioning system.

Use Speed Dial (7921)

1. Press ▶ (Line View)
2. Navigate to a speed-dial number
3. Press (Green button)

Note: The Line View displays your directory numbers, followed by your speed-dial numbers

Use Speed Dial (7920)

Press and hold numbers 2 through 9 to select the speed dial number that you want. The phone displays and dials the number stored for the corresponding key.

Program Speed Dial (7920 Only)

1. Press Menu > Directory > Phone Book > Speed Dial
2. Scroll to an available number and press Detail
3. Press Edit, then use the keypad to enter speed dial information
4. Press OK to save
Call Log

Your VoIP telephone will record incoming and outgoing call history in three directories: Received Calls, Placed Calls, or Missed Calls. You can view call records to place calls using any of the call log directory options. There is a storage limit of 32 call records per directory. When this limit is reached, the newest record replaces the oldest record. If you choose to delete call records, all three directories will be cleared.

Place Call Using Log (7921)

1. Press (Directory) to display call logs
2. Navigate to and select Missed Calls, Received Calls, or Placed Calls
3. Scroll to a phone number
4. Press Dial

Place Call Using Log (7920)

1. Press Menu, then press to select Call History
2. Scroll to and select either Missed, Placed, or Received Calls
3. Scroll to the appropriate number, then press Detail to see information about the call
4. Press to dial selected number

Clear Call Logs (7921)

1. Press (Directory) to display call logs
2. Press Clear. All call logs are erased

Clear Call Logs (7920)

1. Press Menu, then press to select Call History
2. Scroll to Erase Call History
3. Press Select to erase call history

Online Directory

You are able to access the UCLA online campus directory from your VoIP telephone to reference campus numbers and place outbound campus calls. Use the dial pad to enter the name of the person you are searching for. For example, press 2 one time for "a", twice for "b", and three times for "c".

Place Call Using UCLA Directory (7921)

2. Use your keypad to enter search criteria, such as a name
3. Press to submit
4. Scroll to a listing
5. Press Dial

Place Call Using UCLA Directory (7920)

1. Press Menu, then Directory
2. Scroll to Corporate Directory and select
3. Use your keypad to enter search criteria, such as name
4. Press Submit
5. Scroll to a listing
6. Press Dial

For more information contact CTS Repair at 310-206-0008 or 114
Personal Dialing Directory

Allows you to store up to 99 telephone numbers that can be dialed from your personal directory listing.

Add a new Address Book entry (7921)
1. Press ◄ (Services) > Personal Address Book Service (exact name may vary)
2. From the Search page press Options > Submit. (You do not need to input search information)
3. Press Options > New
4. Use the keypad to enter a name
5. Press Phones and use the keypad to enter phone numbers. (Be sure to follow UCLA dialing instructions)
6. Press Submit to add the entry

Dial from the Address Book entry (7921)
1. Press ◄ (Services) > Personal Address Book Service (exact name may vary)
2. From the Search page press Options > Submit to get all addresses, or enter search criteria and press submit to minimize scrolling (You do not need to input search information)
3. Scroll to a listing and press Select
4. Press Dial
5. Scroll to the number that you want to dial and press OK
6. Press OK again to dial the number

Delete an Address Book entry (7921)
1. Press ◄ (Services) > Personal Address Book Service (exact name may vary)
2. From the Search page press Options > Submit to get all addresses, or enter search criteria and press submit to minimize scrolling (You do not need to input search information)
3. Scroll to a listing and press Select
4. Press Options > Delete
5. Press OK to confirm the deletion

Add a new Address Book entry (7920)
1. Press Menu > Directory > Phone Book > Add
2. Scroll ◄ to Name, Cellphone Number, Office Number, or Home Number and press Select
3. Use the keypad to enter the name or phone number. Repeat steps 2-3 to enter all numbers and names
4. When you have finished the entry, press OK, then press Save

Dial from the Address Book entry (7920)
1. Press PhBook and scroll ◄ to highlight an entry
2. Press ◄ dial the number

Delete an Address Book entry (7920)
1. Press Menu > Directory > Phone Book > Names
2. Scroll ◄ to highlight an entry
3. Press ◄ ► to switch to Erase
4. Press Erase and press OK to confirm

For more information contact CTS Repair at 310-206-0008 or 114
**Last Number Redial**

Allows you to redial the last number called from your telephone set, regardless of the campus number used to place the call. Last Number Redial will not redial authorization codes or calling card numbers. It will redial Speed Dialing numbers.

- **Redial Number (7921)**
  - Press 📡 twice

- **Redial Number (7920)**
  - Press ← ▶ until Redial Appears, then press the softkey

---

**Message Waiting Indicator**

The red light on your handset is on and 📷 displays next to the associated line button that has new voicemail messages waiting. For Voicenet commands, follow the instructions in your VoiceNet User Guide, available online at www.cts.ucla.edu/trainingliterature.

- **Access VoiceNet (All Models)**
  1. Press Message, or press and hold the 1 key
  2. Follow VoiceNet prompts. Indicator goes off when all new messages have been played
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.