VoiceNet

**VoiceNet** is a voicemail system used in nearly every UCLA environment to help faculty, staff, and students stay in touch. There are over 14,000 VoiceNet subscribers using the service to support call answering and message taking. CTS maintains and monitors the VoiceNet system, 24 hours a day, 7 days a week.

VoiceNet subscribers have the ability to receive messages from campus and non-campus callers, compose and receive messages from other voicemail subscribers, reply to or call message senders, and forward messages. Subscribers may create personal distribution lists for outbound messaging and customize outgoing greetings to keep incoming callers informed about their availability.

**Benefits**
- Eliminates busy signals or endless ringing
- Multiple messages can be received simultaneously so you never miss an important call
- Password protection ensures mailbox security; callers can feel confident about leaving you a detailed, private message
- Messages can be accessed from any touch-tone telephone in the world
- An 800 number is available for mailbox access when calling from outside the local calling area

**Features**
- A telephone message-waiting indicator informs you when new messages have been received
- Incoming messages include VoiceNet caller identification and a system date and time stamp
- Message playback may be controlled using message commands that pause, fast-forward, back up, rewind to, or skip to the end of a message; you may instantly save, replay, or erase your messages
- Standard and temporary outgoing greetings can be alternated to inform callers about temporary extended absences without modifying your standard greeting
- Outbound messages can be sent to other VoiceNet subscribers and tagged for timed delivery, acknowledgement, privacy or urgency
- Express Messaging is available to send messages to subscribers quickly and without having to actually dial the subscribers telephone extension

**VoiceNet Access**

On Campus **222**
Local with in 310 Area Code **825-2222**
Outside 310 Area Code **310-825-2222**
800 Number* **800-223-5322**

*Usage charges of $0.45/per minute are applied to the mailbox number and will appear on the monthly CTS phone bill.
Mailbox Types

Announcement Only Mailbox
A VoiceNet mailbox that is used to only provide information to incoming callers. Callers are not able to leave a message.

Basic Mailbox
The Basic VoiceNet mailbox allows subscribers to store messages for up to 14 days. The mailbox can hold up to 30 minutes of message storage and permits a three-minute recording duration for incoming messages and outgoing greetings.

Group Mailbox
Provides one main mailbox and up to four sub-mailboxes that are associated with one departmental telephone number. Each mailbox within the group can have a customized password, mailbox identifier, and personalized outgoing greeting. The group mailbox can store up to 60 minutes of message storage (combined total) and permits a 30-second recording duration for outgoing greetings. Group mailbox service cannot communicate with Basic or Virtual mailbox products.

Virtual Mailbox
A VoiceNet mailbox for permanent users who do not have a UCLA directory number but require voicemail service. Offers the same capabilities as the Basic Mailbox. Requires the assignment of a fictitious, non-dialable seven-digit telephone number at the additional rate of $5.00 per month.

Additional Features

Busy Line Notification
An optional system announcement that alters callers when you are on the phone before playing your outgoing greeting. Lets your callers make an informed decision of either leaving a message or calling back at a later time.

Remote Notification
An optional feature that notifies you when new messages are waiting by way of your UCLA pager (in addition to message waiting indication on your telephone). The feature can be turned off and on and set to notify you when any new or only urgent messages are received. This feature is ideal for those professionals who are frequently away from their desk and wish to be informed when new messages are waiting.

Extension DN
Allows up to six additional directory numbers to be routed to a single mailbox service in order to consolidate message storage and retrieval.

For additional product information and literature, please visit www.cts.ucla.edu.

How to Order

EXpress Ordering Service
Small orders for certain basic voice services (single lines, certain software, instruments, and equipment) may be placed over the telephone by authorized contacts.
Call: 67337

ONLINE TSR
For larger orders, submit an online TSR form detailing your request for new or changed service and equipment. Attachments can be faxed to CTS at 70116.
Go to: https://secure.cts.ucla.edu/onlineTSR/

CTS Consultants
A campus Consultant or Medical Center Representative will help you design and plan new communication systems, move offices, or make complex changes to your department's existing system. Go to: http://www.cts.ucla.edu/ordering/consulting.htm