## EBS Instructions

### Log On
- Press [UCD LG]; indicator is on
  - or-
  - Select UCD member number; listen for dial tone
  - Press [* 7 0]; listen for special dial tone
  - Enter 5-digit UCD pilot number; listen for confirmation tone

### Log Off
- Press [UCD LG]; indicator is off
  - or-
  - Select UCD member number; listen for dial tone
  - Press [* 7 1]; listen for confirmation tone

### Log Off During Call
- Press [UCD LG]; indicator is off
  - or-
  - Ask caller to hold a moment
  - Press [CONF/TRANS]; listen for special dial tone
  - Press [* 7 1]; listen for confirmation tone
  - Listen for reconnection with call, then speak

## Norstar Instructions

### Log On
- Select UCD member number; listen for dial tone
  - Press [* 7 0]; listen for special dial tone
  - Enter 5-digit UCD pilot number; listen for confirmation tone

### Log Off
- Select UCD member number; listen for dial tone
  - Press [* 7 1]; listen for confirmation tone

### Log Off During Call
- Ask caller to hold a moment
  - Press [TRANSFER]; listen for special dial tone
  - Press [* 7 1]; listen for confirmation tone
  - Listen for reconnection with call, then speak
## ECS NORSTAR INSTRUCTIONS

### Log On
- Select UCD member number; listen for dial tone
- Press \(*\) 8 4; listen for special dial tone
- Enter 5-digit UCD pilot number; listen for confirmation tone

### Log Off
- Select UCD member number; listen for dial tone
- Press \(*\) 8 5; listen for confirmation tone

### Log Off During Call
- Ask caller to hold a moment
- Press \(\text{TRANSFER}\); listen for special dial tone
- Press \(*\) 8 5; listen for confirmation tone
- Listen for reconnection with call, then speak

For more information contact CTS at [www.cts.ucla.edu/training](http://www.cts.ucla.edu/training)