USING TELEPHONE FEATURES

CALL FORWARD
Call Forward allows you to forward all incoming calls to another campus telephone number. When Call Forward is activated, you can still place outgoing calls from your telephone.

Activate Call Forward
1. Access campus line; listen for dial tone
2. Press *42 to activate Call Forward feature; listen for special dial tone
3. Enter number to which calls are to be forwarded; listen for confirmation tone
4. Hang up

Deactivate Call Forward
1. Access campus line; listen for dial tone
2. Press *43 to deactivate Call Forward feature; listen for confirmation tone
3. Hang up

CALL WAITING
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.

Answer a Waiting Call
1. Press switchhook once momentarily, then release
2. Converse with the new caller
3. To return to original call or to toggle between calls, repeat steps 1 and 2

Temporarily Deactivate Call Waiting
To avoid interruption, you may deactivate the Call Waiting feature on a per call basis prior to placing a call.
1. Access campus line; listen for dial tone
2. Press *99 to deactivate Call Waiting feature; listen for confirmation tone, then dial tone
3. Proceed with applicable dialing instructions
4. After call is completed, Call Waiting will automatically reactivate
OUTBOUND CALLER ID
Outbound Caller ID is a calling service that sends the digits of a caller’s telephone number to the recipient. The recipient is able to view the caller’s telephone number using a telephone display or display unit. Business and residential telephone numbers that automatically reject incoming calls that have blocked the transmission of Outbound Caller ID require UCLA residence telephone users to unblock Outbound Caller ID in order to reach them (applies to Complete Block service on a per call basis). Outbound Caller ID blocking does not apply to toll-free numbers or to Emergency 911 calls.

Temporarily Block Outbound Caller ID
1. Access campus line; listen for dial tone
2. Press *67 to block Outbound Caller ID; listen for special dial tone
3. Proceed with applicable dialing instructions
4. After call is completed, line will revert to Outbound Caller ID Line Unblock

Temporarily Unblock Outbound Caller ID
1. Access campus line; listen for dial tone
2. Press *82 to unblock Outbound Caller ID; listen for special dial tone
3. Proceed with applicable dialing instructions
4. After call is completed, line will revert to Outbound Caller ID Complete Block

Note: *67 and *82 do not apply to Standard Block.

SPEED CALLING
Speed Calling allows you to program a list of frequently called numbers by dialing a one-digit code. You can store up to ten numbers using codes ranging from 0 to 9.

Program Speed Calling List
1. Access campus line; listen for dial tone
2. Press *40 to program list; listen for special dial tone
3. Enter one-digit Speed Calling code (0-9)
4. Enter telephone number to be stored; include 8 for off campus speed calling
5. Press * to store information; listen for confirmation tone
6. Hang up
7. Repeat steps 1 through 6 for each code to be programmed
8. To change a number in the list, program a new number over an existing one
9. To delete a number, follow steps 1 through 3; press # and hang up

Use Speed Calling List
1. Access campus line; listen for dial tone
2. Press * to access list
3. Enter one-digit Speed Calling code (0-9) for the number to be dialed
4. Press # to speed call

Note: To ensure the security of your code and account, do not program your CTS Authorization Code in a Speed Calling list.

For more information contact RTS at 310.206.5000
THREE-WAY CONFERENCE
You can establish a Three-Way Conference call with campus or non-UCLA parties from a residence room. To conference a toll or long-distance party, use either a CTS Authorization Code or a commercial calling card.

Place a Three-Way Conference Call
1. Place or receive initial call
2. Press switchhook once momentarily and then release, listen for special dial tone
3. Dial the third party's number (follow appropriate dialing instructions)
4. Wait for third party to answer, then announce conference call
5. Press switchhook again, then release; Three-Way Conference call is established

Note: If there is no answer or the destination is busy, press the switchhook twice to return to the original call.