Welcome To UCLA VoiceNet Voicemail

UCLA's VoiceNet voicemail system provides you and your roommate(s) with a private, password-protected voice messaging service accessible from any touch-tone telephone in the world. VoiceNet answers calls when your residence telephone line is in use or not answered.

VoiceNet requires no additional telephone equipment. VoiceNet offers two types of service: Basic and Private Mailbox.

Basic Service offers one private mailbox per residence room. As a result, all messages are obtained when accessing the mailbox.

Private Mailbox service offers up to three private mailboxes per telephone line. Each roommate may have his or her own private mailbox and password for the same telephone number. As a result, messages are separated and remain private for each roommate.

This user guide explains how to use UCLA VoiceNet Basic and Private Mailbox service and includes all VoiceNet features and functions. A Quick Reference Card accompanies this booklet; place it near your telephone for you and your roommates to share.

If you have questions regarding how to use UCLA VoiceNet, or if you are having difficulties, contact Residence Telephone Services (RTS) at 65000 or rts@cts.ucla.edu.
SETTING UP YOUR MAILBOX

As a VoiceNet subscriber, it is important to properly configure your mailbox according to the type of service (Basic or Private Mailbox) you requested. To make changes to any mailbox, you must first access the mailbox (page 4). Once your service is activated, you should:

- Assign a personal password
- Record a personal greeting
- Record the mailbox name identification

Helpful Commands

Press 0 for online help
Press * for the Main Menu, or to start again if you have made an error

ACCESSING YOUR MAILBOX

Once your VoiceNet mailbox is activated, you are assigned a mailbox number and the default password required to access your mailbox. The mailbox number and default password are defined by the type of mailbox service (Basic or Private Mailbox) you requested. Before you access your mailbox, identify your mailbox number and default password.

Basic Service Mailbox Number and Password
Your mailbox number is the same as your five-digit campus residence telephone number. For example, if your telephone number is 77006, your mailbox number is 77006.

Your default password is 1 + your mailbox number + 1. For example, if your mailbox number is 77006, your default password is 1770061.

Private Mailbox Service Mailbox Number and Password
The mailbox number and default password are unique to each private mailbox.

Private Mailbox 1
Your mailbox number is the same as your five-digit campus residence telephone number. For example, if your telephone number is 77006, your mailbox number is 77006. Your default password is 1 + your mailbox number + 1. For example, if your mailbox number is 77006, your default password is 1770061.

Private Mailbox 2
Your mailbox number is 2 and your default password is 2222.

Private Mailbox 3
Your mailbox number is 3 and your default password is 3333.

For more information contact RTS at 310.206.5000
Access Your Mailbox
1. Dial your residence telephone number (five digits if calling from on campus, or ten digits if calling from off campus)
2. When VoiceNet answers, press ✱
3. Enter your password, then press #; the password identifies your mailbox number

Note: If you make a mistake when entering your password, press ✱ and start again. Use the default password until you assign your own personal password.

CHANGING YOUR PASSWORD
It is important to change your password from the default to avoid tampering. The password can be four to sixteen digits long. Do not use ✱ or # symbols in your customized password.

Do not forget your password! Forgetting your password will prevent you from retrieving messages until your password is reset by RTS. Only the Line Service Account Holder (LSAH) can authorize a password reset. To reset your password, call RTS at 65000.

Basic Service
Your password is used to access all messages and features. If you share your mailbox with roommate(s), you also share your password.

Private Mailbox Service
The password is customized for each mailbox. For mailbox 1, the password must begin with the number 1; the mailbox 2 password must begin with the number 2; and the mailbox 3 password must begin with the number 3.

Change Password
1. Dial your residence telephone number (five digits if calling from on campus, or ten digits if calling from off campus)
2. When VoiceNet answers, press ✱
3. Enter your current password, then press #
4. If you are not already at the Main Menu, press ✱
5. From the Main Menu, press 9 for Mailbox Set-up
6. Press 2 to change your password
7. Enter your new password, then press #
8. Re-enter your new password to confirm, then press #
9. When the password has been successfully changed, VoiceNet automatically returns to Mailbox Set-up; to exit, press ✱ and hang up

For more information contact RTS at 310.206.5000
RECORDING A PERSONAL GREETING
Like any answering machine, VoiceNet plays your personal greeting to all incoming callers. Your greeting can be up to 30 seconds long.

Basic Service
One greeting is played to all incoming callers. Meet with your roommates to create your personal greeting.

Private Mailbox Service
An incoming caller is able to select the mailbox in which he or she wishes to leave a message by pressing 1, 2, or 3. The selected mailbox plays a personal greeting. Each private mailbox owner should record a personal greeting for his or her mailbox.

Record Personal Greeting
1. Dial your residence telephone number (five digits if calling from on campus, or ten digits if calling from off campus)
2. When VoiceNet answers, press *
3. Enter your password, then press #
4. If you are not already at the Main Menu, press *
5. From the Main Menu, press 9 for Mailbox Set-up
6. Press 1 for greeting
7. Press 4 to record your greeting
8. Record your greeting after the tone, then press # to stop recording
9. To review your greeting, press 1
10. To keep your greeting, press 2
11. To delete your greeting, press 3
12. To re-record your greeting, press 4
13. Hang up to exit

RECORDING YOUR MAILBOX NAME IDENTIFICATION
The Name Identification is a recording of your name to identify your mailbox within the VoiceNet system. This recording precedes any messages you leave in another resident's VoiceNet mailbox.

Private Mailbox Service
The Name Identification plays to incoming callers, announcing the owner of each private mailbox. The caller is able to select the mailbox in which he or she wishes to leave a message by pressing 1, 2, or 3. For example, the VoiceNet system would prompt the incoming caller to press 1 for <your name>, press 2 for <your roommate's name>. Each private mailbox owner should record his or her own name identification.

For more information contact RTS at 310.206.5000
**Record Name Identification**

1. Dial your residence telephone number (five digits if calling from on campus, or ten digits if calling from off campus)
2. When VoiceNet answers, press ✱
3. Enter your password, then press #
4. If you are not already at the Main Menu, press ✱
5. From the Main Menu, press 9 for Mailbox Set-up
6. Press 3 for name identification
7. Press 4 to record your name identification
8. Record your name after the tone, then press # to stop recording
9. To review the name identification, press 1
10. To keep the name identification, press 2
11. To re-record the name identification, press 4
12. When satisfied with your recording, press ✱ to save your name identification
13. Hang up to exit

**NEW MESSAGE INDICATION**

If new messages are in your mailbox, VoiceNet alerts you with a message-waiting tone (continuous broken dial tone) when you lift the telephone handset.

**RETRIEVING MESSAGES**

To retrieve messages, access your VoiceNet mailbox. Messages automatically play in chronological order. When all messages have played, VoiceNet prompts “end of mailbox.” If you have any saved messages, VoiceNet will prompt “start of mailbox” and begin to play saved messages, oldest message first. Messages are automatically saved until you delete them.

**Message Commands**

- Press 1 to replay message
- Press 2 to keep message
- Press 3 to delete message
- Press 4 then press 1 to save message as new
- Press 4 then press 2 to call the message sender (Private Mailbox only)
- Press 4 then 3 to reply to the message sender (Private Mailbox only)
- Press 4 then press 5 to send a copy of the message to someone else
- Press 7 to rewind five seconds
- Press 8 to pause or resume play
- Press 9 to fast forward five seconds
- Press 51 to play date and time stamp
- Press 0 for online help
- Press ✱ for the Main Menu, or to start again if you have made an error

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REDIRECTING MESSAGES FOR PRIVATE MAILBOX SERVICE

You can redirect messages from one private mailbox to another, forwarding messages to the correct resident. You cannot redirect a message to mailboxes outside your private mailbox service.

Redirect Message

1. Dial your residence telephone number (five digits if calling from on campus, or ten digits if calling from off campus)
2. When VoiceNet answers, press *
3. Enter your password, then press #
4. After hearing a message you wish to redirect, press 4 then press 6
5. Enter mailbox number (1, 2, or 3), then press # (for example, 1#)
6. The message will be sent to the private mailbox number entered; you will then advance to the next new message in your mailbox.

For more information contact RTS at 310.206.5000