ELECTRONIC BUSINESS SET

User Guide
Introduction

The Electronic Business Set (EBS) offers single- and multi-line capability and works directly with the CTS telephone system. The different EBS models allow the telephone to be tailored to meet your business communications needs.

This guide covers the basic features for the 5008, 5208, 5216, and 5316 Electronic Business Set and the add-on module. Some of the features described in the guide may not apply to your specific telephone set but are offered by CTS.

The CTS Training Center offers a variety of classes, user guides, and reference materials to assist UCLA employees with the communications products and services available from CTS. We can answer any questions you may have about the use of CTS products and services.

If you need disability auxiliary aids or services in using training materials or during a training class, please notify the CTS Training Center ten business days in advance.
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BASIC OPERATION

Keys and Indicators

Alerter Lamp
The Alerter Lamp is the red triangle located in the upper right-hand corner above the telephone keys on the 5208, 5216 and 5316 telephone sets. It flashes when the telephone rings.

Display
If your set is equipped with a display, you can view information about the features you activate, calls you place, and on-campus calls you receive.

Handset/Mute Key
Used in conjunction with a headset on the 5216 telephone set. It is automatically activated when the handset is removed from the cradle and the headset is in use. The key is useful when training new operators or agents. You can toggle the feature on and off by repeatedly pressing the key.

Handsfree Key
Activates the built-in microphone on the 5316 telephone set to conduct a two-way speakerphone conversation while keeping the handset on the cradle.

Hold Key
Allows you to place calls on hold and return the handset on the cradle.

Mute Key
Mutes the telephone microphone on the handset or on the telephone set when using the Handsfree feature.

Program Key
Offered on the 16-key 5216 and 5316 telephone sets. Controls programming and enables local set features such as Alerter Volume, Call Timer, Predial, Time and Date Format, and Time and Date Set.

RIs (Release) Key
Disconnects a call or ends an activity.

Visual Indicators
Indicators appear in the LCD next to the telephone line keys. A steady indicator means that the line is active. A slow flashing indicator means that the line is ringing. A blinking (fast flashing) indicator means that the line is on hold.

Volume Control Rocker Bar
The volume control rocker bar is located below the numeric keypad. It is used when modifying local set features via the PROGRAM key and also controls four types of volume:

- **Handset** (16-key 5216 and 5316 telephone sets only)
- **Headset** (16-key 5216 and 5316 telephone sets only)
- **Ringer**
- **Speaker**

Increase the volume level
Press the larger arrows on the right side of the bar

Decrease the volume level
Press the smaller arrows on the left side of the bar
Telephone Administration

Automatic Hold
Allows you to automatically place a call on hold when pressing another line key, without pressing HOLD.

Class of Service (COS)
Determines the access privileges and dialing range assigned to a telephone line and can help control abuse.

Listen on Hold
Allows EBS users who do not have the Handsfree feature to listen to a call through the speaker. To activate Listen on Hold, press HOLD and place the handset on the cradle. Press the telephone line key that was placed on hold and listen. To respond to the caller, lift the handset and speak.

Line Equipment Number (LEN)
The Line Equipment Number is located on the cradle label beneath the handset and identifies your telephone set. It should be provided to CTS Repair if your telephone requires service.

Multiple Appearance Directory Number (MADN)
A number that appears on more than one EBS telephone set. When an incoming call rings on a MADN, all appearances ring simultaneously and can be answered from any EBS telephone set. If a MADN call is placed on hold, the held call can be accessed from any MADN location. A MADN can be programmed as a private line or as a non-private line. If private, only one user can access the line at a time. If non-private, up to two users can access the line simultaneously.

Primary Directory Number (PDN)
The UCLA number that is located on key 1 (bottom right-hand corner) of your EBS telephone. Calls ringing on the PDN are automatically answered when you pick up the handset or press HANDSFREE. Some features described in this guide can be used only in conjunction with the PDN.

Telephone Tones

Confirmation Tone
Two short beep tones that indicate a feature has been activated or deactivated.

Distinctive Ringing
Different ring patterns indicating a specific type of incoming call.

- **UCLA Campus Call** – Two rings (one long ring, one short ring) in quick succession. Indicates an incoming call from another UCLA campus number, including the Santa Monica-UCLA Medical Center.

- **Non-UCLA Campus Call** – Two long rings (one long ring, one long ring) approximately five seconds apart. Indicates an incoming call from a non-UCLA campus number or Extended Campus Service (ECS) number.

Overflow Busy Tone
Fast busy tone (120 tones per minute) heard after dialing a number. Indicates that the called number is invalid or could not be processed.

Special Dial Tone
Broken dial tone followed by a regular dial tone. Indicates that a feature has been accessed.

Standard Busy Tone
Regular intermittent tone (60 tones per minute) heard after dialing a number. Indicates that the called number is busy.
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 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 + 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
Authorization Code

A CTS Authorization Code allows UCLA telephone users to place non-campus calls from any campus telephone, regardless of the assigned class of service. Calling charges are billed to the authorization code account holder’s telephone number.

1. Lift handset or press \texttt{HANDSFREE}
2. Dial access code 765; listen for special dial tone
3. Dial your ten-digit authorization code (shown on authorization code card); listen for dial tone
4. Dial 8 + number (follow dialing instructions)

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 or her telephone is equipped with a display or display unit.

There are three types of UCLA Outbound Caller ID service:

- **Standard Block** – displays UCLA’s main telephone number (310-825-4321) to non-campus recipients
- **Line Unblock** – displays the caller’s individual telephone number to non-campus recipients
- **Complete Block** – prevents any information from being displayed

Business and residential telephone numbers can automatically reject incoming calls that have blocked the receipt of Outbound Caller ID. If Standard Block or Line Unblock applies to your telephone line, you don’t have to unblock Outbound Caller ID. If Complete Block applies to your telephone line, and you are calling a number that rejects blocked incoming calls, you must unblock Outbound Caller ID using the feature code \texttt{✱82}. Outbound Caller ID blocking does not apply to toll-free numbers or to emergency 911 calls.

Block Caller ID

1. Press \texttt{✱67} to block Outbound Caller ID for duration of call; listen for special dial tone
2. Dial 8 + number (follow dialing instructions)

Unblock Caller ID

1. Press \texttt{✱82} to unblock Outbound Caller ID for duration of call; listen for special dial tone
2. Dial 8 + number (follow dialing instructions)
Emergency Services

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

**UCLA ECS Emergency – UCPD**
1. Dial 9 + 911 if your prefix is 312
   -or-
   Dial 8 + 911 if your prefix is 794
2. Provide your name, location, and telephone number to dispatcher
3. Do not hang up until instructed to do so

Santa Monica-UCLA Medical Center Emergency
1. Dial 74
2. Provide details to attendant

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

**UCLA Emergency Radio**
AM 810

Operator Assistance

**UCLA Campus Information Operator**
Dial #33

**UCLA Medical Center Page Operator**
Dial 56301

**Local Area Operator (Verizon)**
Dial 234

**Long Distance Operator**
Dial 230

**Meet-Me Conference**
1. Dial 53333 to obtain Meet-Me Conference reservation and number
2. Follow representative’s instructions
ANSWERING & PLACING CALLS

Answering Calls

Using Handset
Lift handset; press ringing line key, if necessary

Using Handsfree
1. Press HANDSFREE; press ringing line key if necessary
2. Lift handset to speak privately

Using Handsfree During Call
1. Press HANDSFREE
2. Replace handset on cradle and speak
3. Lift handset to speak privately

Using Headset
Press ringing line key or press headset adapter button

Placing Calls

Using Handset
1. Lift handset
2. Dial number (follow dialing instructions)

Using Handsfree
1. Press HANDSFREE
2. Dial number (follow dialing instructions)
3. Lift handset to speak privately

Using Headset
1. Press line key or press headset adapter button
2. Dial number (follow dialing instructions)

Group Intercom Calls

Allows you to communicate with colleagues in your intercom group. When using Group Intercom, your campus number remains available to receive incoming calls.

Place Group Intercom Call
1. Lift handset or press HANDSFREE
2. Press ICL
3. Dial two- or three-digit Group Intercom number of the person you wish to reach
Group Intercom Individual Paging

Allows you to make an announcement to another Group Intercom member over the speaker of the EBS telephone. You can page only one member of your Group Intercom group at a time.

Place Individual Page

1. Lift handset or press \textcolor{red}{\textit{HANDSFREE}}
2. Press \textcolor{red}{\textit{ICL}}
3. Dial Group Intercom number of the person you wish to page; person's intercom line rings
4. Press \textcolor{red}{\textit{ICL}} again to page
5. Make announcement
6. Press \textcolor{red}{\textit{RLS}} to end page

Reply to Individual Page

Lift handset or press \textcolor{red}{\textit{HANDSFREE}}

Group Intercom All Call Paging

Allows you to make an announcement to a group of predefined Group Intercom members through the speaker of the EBS telephone.

Place All Call Page

1. Lift handset or press \textcolor{red}{\textit{HANDSFREE}}
2. Press \textcolor{red}{\textit{ICL}}
3. Press \textcolor{red}{\textit{#}\#}; group member's intercom line rings
4. Press \textcolor{red}{\textit{ICL}} again to page
5. Make announcement
6. Press \textcolor{red}{\textit{RLS}} to end page

Intercom Calls

Makes a direct connection with a pre-assigned EBS telephone via \textcolor{red}{\textit{INTERCOM}}. After one ring, the intercom call is automatically connected if the recipient is not on another line.

Place Intercom Call

1. Lift handset or press \textcolor{red}{\textit{HANDSFREE}}
2. Press \textcolor{red}{\textit{INTERCOM}}
3. After one ring, the call is connected

Reply to Intercom Call

Lift handset or press \textcolor{red}{\textit{HANDSFREE}}
TELEPHONE FEATURES

Feature Assignment

Most EBS telephone features are assigned to a key. However, some features can be programmed to a campus number and are therefore, activated by a feature code. For instructions on how to activate features using feature codes, refer to the UCLA Telephone Features User Guide.

Some of the features described in this section may not apply to your specific telephone set but are offered by CTS.

Alerter Volume

Available only with the 16-key 5216 and 5316 telephone sets. Allows you to adjust the telephone ring volume when your EBS telephone is not in use. When adjusting the Alerter Volume, the handset remains on the cradle.

Adjust Alerter Volume

1. Press PROGRAM; indicator is on
2. Press volume control rocker bar until Alerter Volume is displayed
3. Press HOLD to select
4. Press volume control rocker bar to adjust volume level; bars indicate level of volume
5. Press HOLD to save new setting
6. Press PROGRAM to exit programming mode; indicator is off

Automatic Dial

Allows you to program a campus or non-campus number up to 24 digits in length for one-touch memory dialing. Only one number can be programmed per key. When programming Automatic Dial, the handset remains on the cradle. To make a change, program the new number over the existing one.

Program Automatic Dial

1. Press AUTO DIAL; indicator flashes
2. Enter number to be stored (include 8 for non-campus numbers)
3. Press AUTO DIAL again; indicator is on, then goes off

Erase Automatic Dial

1. Press AUTO DIAL; indicator flashes and programmed number displays
2. Press 1 to erase; indicator is off and display clears

Use Automatic Dial

1. Lift handset or press HANDSFREE
2. Press AUTO DIAL
Call Forward

Redirects all incoming calls to another telephone number. The Call Forward feature can be associated with one or more campus numbers appearing on your EBS telephone set. When Call Forward is activated, you can still place outgoing calls. When activating or deactivating Call Forward, the handset remains on the cradle. Two call forwarding options are offered:

- **Call Forward Intragroup** – on campus only
- **Call Forward Universal** – campus and non-campus

**Activate Call Forward**

1. Press [CALL FORWARD]; indicator flashes
2. Enter number to which calls will be forwarded (include 8 if forwarding to non-campus number)
3. Press [CALL FORWARD] again; indicator is on and feature is activated

**Deactivate Call Forward**

Press [CALL FORWARD] indicator is off and feature is deactivated

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Call Forward Remote Access (CFRA)

Call Forward Remote Access (CFRA) redirects all calls to another telephone number and can be activated/deactivated from any telephone, on or off-campus.

Before using CFRA for the first time, you must change your default PIN to a personal PIN and identify which Call Forward Remote Access Number is assigned to your telephone extension. You must dial into the appropriate CFRA Access Number to use the CFRA feature. The correct CFRA access number will be provided to you by CTS staff.

**CFRA Access Numbers:**
- Circle Drive Access Number: (310) 206-2488
- Westwood Access Number: (310) 267-2488

Customers can request the CFRA feature by submitting a Customer Service Request (CSR) by visiting www.cts.ucla.edu.

**Setting up personal PIN**

1. Dial *767 from your campus telephone
2. Enter *766#
3. Enter your current PIN (default PIN is your 5 digit campus extension number plus 1), then press #
4. Enter your desired PIN number. PIN must be between 2 to 10 digits, then press #
5. Re-enter your desired PIN number and press #

**Activate Call Forward Remote Access**

1. From any phone dial your assigned Access Number
   - Circle Drive: (310) 206-2488
   - Westwood: (310) 267-2488
2. Enter the 5 digit telephone extension of the telephone set that is being forwarded, PIN, and#. For example if your extension is 12345 and your password is 6666, dial 123456666#
3. Enter *42 to activate call forwarding
4. Enter the number you wish calls to be forwarded to. Remember to follow UCLA dialing instructions
5. Press 1 to confirm. A busy tone will then be heard confirming that the call forwarding has been activated.

**Deactivate Call Forward Remote Access**

1. From any phone dial your assigned Access Number
   - Circle Drive: (310) 206-2488
   - Westwood: (310) 267-2488
2. Enter the 5 digit telephone extension of the telephone set that is being forwarded, PIN, and #. For example if your extension is 12345 and your password is 6666, dial 123456666#
3. Enter *43 to deactivate call forwarding.
   A busy tone will be heard, signaling that the forwarding has been deactivated.
Call Forward Per Key

Allows you to redirect all incoming calls for each campus number appearing on your EBS telephone set. You have the ability to forward each campus line to a unique telephone number or forward all lines to the same number. The Call Forward indicator will remain on as long as a number is in the Call Forward state. When activating or deactivating Call Forward Per Key, the handset remains on the cradle.

Activate Call Forward Per Line
1. Press FWD P/KEY; indicator flashes
2. Press line key of campus number you wish to forward
3. Enter number to which calls will be forwarded (include 8 if forwarding to non-campus number)
4. Press FWD P/KEY again; indicator is on and feature is activated
5. Repeat for each campus number you wish to forward

Deactivate Call Forward Per Line
1. Press FWD P/KEY; indicator flashes
2. Press line key of campus number for which you wish to deactivate call forward
3. Press * *
4. Press FWD P/KEY again; indicator is off if no lines are in Call Forward state and feature is deactivated
5. Repeat for each campus number for which you wish to deactivate Call Forward

Activate Call Forward For All Lines
1. Press FWD P/KEY; indicator flashes
2. Enter number to which calls will be forwarded (include 8 if forwarding to non-campus number)
3. Press FWD P/KEY again; indicator is on and feature is activated

Deactivate Call Forward For All Lines
1. Press FWD P/KEY; indicator flashes
2. Press *
3. Press FWD P/KEY again; indicator is off
Call Park

Allows you to park a call against a campus number, then retrieve the call from another telephone. While the call is parked, the caller will hear ringing. You may park only one call at a time, for up to 60 seconds. If the parked call is not retrieved after 60 seconds, it will ring at the originating campus number.

**Park Call**

Press [CALL PARK] during call; listen for confirmation tone; indicator is on, then goes off.

**Retrieve Parked Call**

1. Lift handset or press [HANDFREE]
2. Press [CALL PK]; listen for special dial tone
3. Enter five-digit campus number of the line where the call was parked to reconnect

Call Pickup Group

Involves a group of campus numbers that are linked together by the assignment of the Call Pickup feature. Allows you to answer an incoming call that is ringing at a colleague’s EBS telephone set within your group. Calls are picked up in the order that they entered the group. You cannot select a specific call to pick up.

**Pick Up Call**

1. You hear a ringing telephone within your pickup group
2. Lift handset or press [HANDFREE]
3. Press [CALL PARK] and speak; caller’s information is displayed if equipped with a telephone display

Call Timer

Available only with the 16-key 5216 and 5316 telephone sets. Displays the time that has elapsed since the start of a call, appearing five seconds after the call starts and remaining on display five seconds after the call ends. Call Timer works only with the PDN (key 1). When enabling or disabling Call Timer, the handset remains on the cradle.

**Enable or Disable Call Timer**

1. Press [PROGRAM]; indicator is on
2. Press volume control rocker bar until Call Timer? is displayed
3. Press [HOLD] to select
4. Press volume control rocker bar until desired setting is displayed (Enabled or Disabled)
5. Press [HOLD] to save new setting
6. Press [PROGRAM] to exit programming mode; indicator is off
**Call Waiting**

Informs you that a second call is waiting. The Call Waiting indicator flashes and you hear a call waiting tone. You may choose to answer the new call or ignore it. You can toggle between calls. Call Waiting can be deactivated on a per-call basis (prior to placing a call).

**Answer Call Waiting**
1. Press \[\text{CALL WAIT}\]; original call is placed on hold
2. Speak with new caller
3. Press flashing line key to return to original call
4. You can toggle between calls by repeatedly pressing \[\text{CALL WAIT}\] and original line key

**Deactivate Call Waiting**
1. Press line key with Call Waiting feature
2. Press \[*\] 9 9 to deactivate; listen for confirmation tone, then dial tone
3. Dial number (follow dialing instructions)

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**Inspect**

Allows you to display information on an incoming call. Used with features such as Call Waiting or Group Intercom to display call information before answering.

**Inspect Call**
1. Press \[\text{INSPECT}\]; indicator flashes
2. Press feature or line key you wish to inspect

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**Last Number Redial**

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

**Redial Last Number Called**
1. Lift handset or press \[\text{HANDSFREE}\]
2. Press \[\text{P}\] \[\text{P}\]
**Make Set Busy**

Allows you to make your campus number appear busy to all incoming calls, sending a busy signal to the calling party. You are unable to receive incoming calls when activated. The Make Set Busy feature can be associated with one or more campus numbers appearing on your EBS telephone set. When Make Set Busy is activated against a MADN, only audible ringing is suppressed and incoming calls can still be answered. The MADN will ring at other EBS locations where Make Set Busy is not activated.

**Activate Make Set Busy**

Press \textcolor{red}{\texttt{MAKE BUSy}}; indicator is on and feature is activated

**Deactivate Make Set Busy**

Press \textcolor{red}{\texttt{MAKE BUSy}}; indicator is off and feature is deactivated

**Memory**

Available only with the 16-key 5216 and 5316 telephone sets. Provides memory dialing for up to three numbers that are programmed on one key. The Memory feature works only with the PDN (key 1). The \textcolor{red}{\texttt{PAUSE}} key can be used to insert a one-second pause into the dialing sequence. When programming Memory, the handset remains on the cradle. To make a change, program the new number over the existing one.

**Program Memory**

1. Press \textcolor{red}{\texttt{PROGRAM}}; indicator is on
2. Press volume control rocker bar until Memory? is displayed
3. Press \textcolor{red}{\texttt{HOLD}} to select
4. Press volume control rocker bar until desired memory position is displayed (M1, M2, M3)
5. Enter number you wish to store (include 8 for non-campus numbers)
6. Press \textcolor{red}{\texttt{HOLD}} to save new setting
7. Repeat steps 4 through 6 to program other memory positions
8. Press \textcolor{red}{\texttt{PROGRAM}} to exit programming mode; indicator is off

**Place Memory Call**

1. Press \textcolor{red}{\texttt{MEMORY}} until desired number is displayed
2. Lift handset or press \textcolor{red}{\texttt{HANSDFREE}}
Message Waiting

The message waiting indicator is activated when you have new messages waiting in your VoiceNet mailbox. When the indicator is on, you can use the Message Waiting key to access VoiceNet from your PDN (key 1). Follow the instructions for mailbox access in your VoiceNet User Guide available online at <www.cts.ucla.edu/support/training.htm>.

Access VoiceNet Using Message Waiting

1. MSG WAIT indicator is on
2. Lift handset or press HANDSFREE
3. Press MSG WAIT; UCLA VoiceNet is dialed
4. Follow VoiceNet prompts; indicator is off when all new messages have played

Multiple Station Message Waiting Indicator

Allows message waiting indication to appear on multiple EBS telephone sets for one VoiceNet mailbox. The indicator is on when new messages are waiting. The feature key cannot be used to dial the VoiceNet system. To retrieve messages, follow the instructions in the online VoiceNet User Guide on how to access VoiceNet.

Predial

Available only with the 16-key 5216 and 5316 telephone sets. Predial displays your dialed number before a connection is made. The Predial feature works only with the PDN (key 1). When enabling or disabling Predial, the handset remains on the cradle.

Enable or Disable Predial

1. Press PROGRAM; indicator is on
2. Press volume control rocker bar until Predial? is displayed
3. Press HOLD to select
4. Press volume control rocker bar until desired option is displayed (Enabled or Disabled)
5. Press HOLD to save new setting
6. Press PROGRAM exit programming mode; indicator is off

Place Predial Call

1. Dial number and view display
2. Lift handset or press HANDSFREE
**Privacy**

Changes a non-private MADN to private during a conversation. Once activated, the MADN is secured and your call cannot be interrupted. Privacy is activated on a per-call basis. To deactivate, press PRIVACY again or end your call.

**Activate Privacy**

Press PRIVACY during call; listen for confirmation tone

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**Privacy Release**

Changes a private MADN to non-private during a conversation. When activated, the MADN key indicator flashes at all locations and one EBS user can join the call. Privacy Release is activated on a per-call basis.

**Activate Privacy Release**

1. Press PRIVACY RLS during call; MADN line key indicator flashes at all MADN locations
2. Notify another EBS MADN user to join your call; user presses flashing MADN line key to join
3. Brief ringing indicates EBS user has joined call; MADN line key indicator is on

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**Query Time & Date**

Used with the 8-key 5208 telephone set. Displays the current time and date for fifteen seconds or until another key or feature is activated.

**Display Time and Date**

Press TIME/DATA current time and date are displayed
Ring Again

When you encounter a busy campus number, you can activate the Ring Again feature to be notified when that number becomes available (idle). Only one Ring Again request can be active at a time. Ring Again notification will automatically deactivate after twelve seconds (three to four rings) if not answered. Ring Again is restricted in some campus calling areas. Ring Again does not apply to non-campus numbers.

Activate Ring Again

1. You hear campus busy signal
2. Press \texttt{RING AGAIN}; indicator is on and feature is activated

Accept Ring Again Notification

1. When campus number is available, Ring Again indicator flashes and your telephone tones
2. Lift handset or press \texttt{HANDSFREE}
3. Press \texttt{RING AGAIN}; indicator is off and your call is connected

Deactivate Ring Again

Press \texttt{RING AGAIN}; indicator is off and feature is deactivated

Saved Number Redial

Available only with the 16-key 5216 and 5316 telephone sets. Stores a number dialed for one touch redialing. Saved Number Redial works only with the PDN (key 1).

Store Number

1. Place call
2. Press \texttt{SAVED NO.}; indicator is on, then goes off

Redial Saved Number

1. Press \texttt{SAVED NO.}; saved number is displayed
2. Lift handset or press \texttt{SAVED NO.}
**Speed Calling**

Allows you to program a list of frequently-called numbers and access them by dialing a one- or two-digit code. When programming Speed Calling, the handset remains on the cradle. To make a change, program the new number over the existing one. There are three types of speed calling: Speed Calling Short, Speed Calling Long, and Speed Calling Group.

**Speed Calling Short**

Allows you to store up to 10 frequently called numbers, which are identified by a one-digit code (0-9).

**Program Speed Calling Short**

1. Press SPD CALL; indicator flashes
2. Enter one-digit code (0-9)
3. Enter number to be stored (include 8 for non-campus numbers)
4. Press SPD CALL again; indicator is off and display is clear
5. Repeat steps 1 through 4 for each code you wish to program
6. Create a speed calling list for reference

**Erase Speed Calling Short**

1. Press SPD CALL; indicator flashes
2. Enter one-digit code (0-9) you wish to erase
3. Press # to erase; indicator is off and display is clear

**Place Speed Calling Call**

1. Lift handset or press HANDSFREE
2. Press SPD CALL; indicator is on
3. Enter speed calling code (0-9) for number you wish to dial; indicator is off
**Speed Calling Long**
Allows you to store up to 30 or 50 frequently-called numbers, identified by a two-digit code. The 30-number list uses codes 00-29. The 50-number list uses codes 00-30/50-59 (skipping codes 40-49). The list can be private or shared with a group of users. If the list is shared, only the controller of the list may program or make changes to it.

**Program Speed Calling Long**
1. Press SPD CALL; indicator flashes
2. Enter two-digit code (00-29 or 00-39/50-59)
3. Enter number to be stored (include 8 for non-campus numbers)
4. Press SPD CALL again; indicator is off and display is clear
5. Repeat steps 1 through 4 for each code you wish to program
6. Create a speed calling list for reference; if shared, publish the list

**Erase Speed Calling Long**
1. Press SPD CALL; indicator flashes
2. Enter two-digit code you wish to erase (00-29 or 00-39/50-59)
3. Press # to erase; indicator is off and display is clear

**Place Speed Calling Call**
1. Lift handset or press HANDSFREE
2. Press SPD CALL; indicator is on
3. Enter speed calling code for number you wish to dial (00-29 or 00-39/50-59); indicator is off

**Speed Calling Group**
A Speed Calling Group is a Speed Calling Long list shared with a group of users. Only the controller of the list, who is assigned Speed Calling Long, may program or make changes to the list. Those sharing the speed calling list may use the list once it is programmed by the controller.

**Place Speed Calling Call**
1. Lift handset or press HANDSFREE
2. Press SPD CALL; indicator is on
3. Enter speed calling code for number you wish to dial (00-29 or 00-39/50-59); indicator is off
Three-Way Calling

Three-Way Calling offers you three options:

- **Call Transfer** – allows you to transfer calls
- **Three-Way Conference** – allows you to establish a three-way conference call
- **Consultation Hold** – allows you to hold an established call and consult privately with another party using the same line

**Call Transfer**

Allows you to transfer calls to campus or non-campus numbers. When a busy signal or no answer is received, you can cancel the transfer and return to the original call. 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

1. Advise caller that you are going to transfer his or her call
2. Press CONF/TRANS; listen for special dial tone; indicator is on and call is placed on hold
3. Dial number (include 8 if dialing non-campus number)
4. Wait for second party to answer then announce call
5. Press CONF/TRANS again; indicator is off and three-way call established
6. Press RLS to complete transfer

**Cancel Call Transfer**

1. Listen for busy signal or no answer
2. Press RLS
3. Press flashing line key to return to original call

**Three-Way Conference**

Allows you to establish a three-way conference call with campus or non-campus parties. The destination to which you may place the three-way 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 three parties, call Meet-Me Conference Services at 310-825-3333.

### Place Three-Way Conference Call

1. Place or receive initial call
2. Press CONF/TRANS; listen for special dial tone; indicator is on and call is placed on hold
3. Dial third party’s number (include 8 if dialing non-campus number)
4. Wait for third party to answer then announce conference call
5. Press CONF/TRANS again to establish three-way conference; indicator is off

**Consultation Hold**

Allows you to hold an established call, consult privately with another party and return to the original call, all using the same campus number. Toll charges will be billed to the originating number.

### Use Consultation Hold

1. Press CONF/TRANS during call; listen for special dial tone; indicator is on and call is placed on hold
2. Dial third party’s number (include 8 if dialing non-campus number)
3. Wait for third party to answer then consult privately
4. Press flashing line key to return to original call; second party is placed on hold
5. You may toggle between calls by repeatedly pressing CONF/TRANS and original line key
Time and Date Format

Available only with the 16-key 5216 and 5316 telephone sets. Allows you to enable or disable and modify the format of the time and date displayed on your EBS telephone set. When enabling, modifying, or disabling Time and Date, the handset remains on the cradle.

Enable or Modify Time and Date

1. Press \texttt{PROGRAM}; indicator is on
2. Press volume control rocker bar until \textit{Time and Date Format?} is displayed
3. Press \texttt{HOLD} to select
4. Press volume control rocker bar until desired format is displayed
5. Press \texttt{HOLD} to save new setting
6. Press \texttt{PROGRAM} to exit programming mode; indicator is off

Disable Time and Date

1. Press \texttt{PROGRAM}; indicator is on
2. Press volume control rocker bar until \textit{Time and Date Format?} is displayed
3. Press \texttt{HOLD} to select
4. Press volume control rocker bar until display is clear
5. Press \texttt{HOLD} to save new setting
6. Press \texttt{PROGRAM} to exit programming mode; indicator is off

Time and Date Set

Available only with the 16-key 5216 and 5316 telephone sets. Allows you to set the displayed time and date. To avoid interfering with the Time and Date Format, program the new time using a 24-hour clock. When setting Time and Date, the handset remains on the cradle.

Set Time and Date

1. Press \texttt{PROGRAM}; indicator is on
2. Press volume control rocker bar until \textit{Time and Date Set?} is displayed
3. Press \texttt{HOLD} to select
4. Enter day (DD)
5. Enter month (MM)
6. Enter year (YY)
7. Enter hour followed by minutes (hh:mm)
8. Press \texttt{HOLD} to save new settings
9. Press \texttt{PROGRAM} to exit programming mode; indicator is off
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.