VOICE NET REMOTE NOTIFICATION

User Guide
Introduction

UCLA VoiceNet Remote Notification allows you to be paged when a new message is received in your VoiceNet Basic or Virtual mailbox. You can set Remote Notification to page you when any new message is received or only when a new message is tagged as urgent. This service is available for use with on-campus or off-campus pagers.

This guide explains the initial mailbox settings for the remote notification feature and provides explanations and procedures for setting up your Remote Notification service. All commands, steps, and techniques apply after you have accessed your VoiceNet mailbox.

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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Getting Started
Remote Notification alerts your pager once a new message is left in your VoiceNet basic or virtual mailbox. This service is not available for subscribers with VoiceNet executive mailboxes.

There are three features that define how remote notification functions and when you receive a notification page:
- **Schedule**
- **Time Period**
- **Message Type**

Remote Notification utilizes schedules and time periods in order to allow you to customize when you receive remote notification messages. There are three different time periods within the business day and temporary schedules that you can configure based on your needs.

Two message options can activate your remote notification: Any or Urgent. When you select Any, you will be notified of all messages left on your VoiceNet mailbox. When you select Urgent, you will be notified only if messages are tagged as urgent. The message type can be changed at any time. Refer to p. 10 for instructions on how to change the message type.

When your Remote Notification is first set up, you are notified of Urgent messages from 6:00 a.m. to 6:00 p.m. Monday through Sunday. To change your business day schedule time periods, refer to p. 4

Paging Source
Remote Notification can support both on-campus and off-campus pagers. On-campus pager numbers are provided by MCCS and are accessed by dialing 800-233-7231 (800-BEEP-231). Off-campus pagers (such as Verizon) are accessed by dialing the pager number directly, or dialing a local or 800 access number.

Mailbox Commands
All mailbox commands apply after you have accessed your voice mailbox.
- `*` provides general help
- `76` turns a schedule off (disabled) or on (enabled)
- `0#` deletes campus paging system access number 800-233-7231 (800-BEEP-231) in a schedule time period; entire time period is deleted from the schedule when campus paging system access number is deleted
- `4` exits remote notification and returns you to your messages
- `83` exits the VoiceNet session

Message Notification
Once Remote Notification is activated on your VoiceNet mailbox it is enabled to receive urgent message notification Monday through Sunday from 6:00 a.m. to 6:00 p.m. You may change the time period when you receive remote notification of messages, but not the days.
Schedules and Time Periods

Remote Notification has three schedule categories:

- **Business Day Schedule**
- **Temporary Schedule**
- **Non-Business Day Schedule**

Only the Business Day and Temporary schedules are used on campus and recommended by CTS. If the Non-Business Day schedule is set up or used inadvertently, it should be deleted.

**Business Day Schedule**

On the first day of service, the Business Day Schedule is set for Monday through Sunday from 6:00 a.m. to 6:00 p.m. If this standard schedule suits your needs you may simply leave the settings as they are.

You may change the hours, known as time periods, for your business day schedule but you cannot change the days within the schedule. You are able to turn the remote notification off and on at any time. If you turn remote notification off, there will be no notification of when new messages are deposited in your mailbox until you turn remote notification back on.

There are three different time periods with the Business Day Schedule that indicate when you will be paged within each business day. Multiple time periods may not overlap and must start and end within the same business day (i.e. Time Period 1 would be 7:00 a.m. to 12:00 p.m. and Time Period 2 would be from 1:00 p.m. to 5:00 p.m.)

VoiceNet will send one reminder page ten minutes after you receive the initial notification of a new message if you don’t access your mailbox.

When using non-campus paging services, it is possible that you will receive additional page reminders until you retrieve your messages.

**Review Business Day Schedule**

1. Access mailbox
2. Press [8] for mailbox options
5. Press [2] to review business day schedule; if more than one time period is enabled, time period settings play

**Change Business Day Schedule Time Period**

1. Access mailbox
2. Press [8] [0] for mailbox options
5. Press [2] to make changes to schedule
6. Select time period you wish to change
8. Press [2] to change start time
   - or -
   Proceed to step 11
9. Enter new start time, then press [#]
11. Press [2] to change the end time
    - or -
    Proceed to step 14
12. Enter new end time, the press [#]
14. Press [8] to continue
15. Press [8] again to exit remote notification menu
Add Time Period to Business Day Schedule

1. Access mailbox
2. Press 8 0 for mailbox options
3. Press 2 for mailbox options
4. Press 2 for business day schedule
5. Press 5 to make changes to schedule
6. Listen to system prompt; press appropriate number to add a time period
7. Press # to bypass phone number change
8. Press 1 to change start time
   -or-
   Proceed to step 11
9. Enter new start time, then press #
10. Press 1 for a.m. or 2 for p.m.
11. Press 2 to change the end time
   -or-
   Proceed to step 14
12. Enter new end time, the press #
13. Press 1 for a.m. or 2 for p.m.
14. Press # to continue
15. Press # again to exit remote notification menu
16. Press 8 3 to exit VoiceNet

Delete Time Period from Business Day Schedule

To delete a time period, the paging system access number needs to be deleted. Within the business day schedule, one time period must be activated in order to receive notification. If all time periods in the business day schedule are deleted, remote notification is disabled.

1. Access mailbox
2. Press 8 0 for mailbox options
3. Press 2 for mailbox options
4. Press 2 for business day schedule
5. Press 5 to make changes to schedule
6. Select time period you wish to delete
7. Press 1 to change phone number
8. Press 0 # to delete paging system access number
9. Press 2 to review schedule
   -or-
   Press 4 to exit remote notification menu
10. Press 8 3 to exit VoiceNet

Non-Business Day Schedule

While available through Remote Notification, the Non-Business Day Schedule is not an option that is used in a campus environment. If a non-business day schedule has been inadvertently set up, it should be deleted.

Delete Non-Business Day Schedule

2. Press 8 0 for mailbox options
3. Press 2 for mailbox options
4. Press 3 for non-business day schedule
5. Press 5 to make changes to schedule
6. Select time period you wish to delete
7. Press 1 to change phone number
8. Press 0 # to delete paging system access number
9. Press 2 to review schedule
   -or-
   Press 4 to exit remote notification menu
10. Press 8 3 to exit VoiceNet
Temporary Schedule
The temporary schedule overrides the business day schedule for your remote notification once it is enabled. There are three available time periods within the temporary schedule. Multiple time periods may not overlap and must start and end within the same business day.

By default, the temporary schedule is automatically discontinued after one day. However, you are able to specify how long you want the temporary schedule to continue. When the end date is reached, the schedule is automatically turned off. It is also possible to turn the temporary schedule off and on with the given time period and date(s) you have assigned. The temporary schedule is enabled until midnight of the assigned day.

Review Temporary Schedule
1. Access mailbox
2. Press [8] for distribution lists
4. Press [1] for temporary schedule
5. Press [2] to review temporary schedule
6. Select appropriate notification period number, listen for temporary schedule

Set Up Temporary Schedule
1. Access mailbox
2. Press [8] [0] for distribution lists
4. Press [1] for temporary schedule
5. Press [5] to set up schedule
6. Enter new pager number, then press [#]; listen for system prompt "remote telephone type"
7. Select remote telephone type:
   1 touch tone telephone
   2 tone only pager
   3 tone and voice pager
   4 digital or numeric pager
   5 paging service
8. Press [#] when selecting option 1, 2, or 3
   -or-
   Enter 52222 (five digit pager ID number), then [#] when selecting 4 or 5
10. Press [1] to change start time
    -or-
    Proceed to step 13
11. Enter new stat time, then press [#]
13. Press [2] to change end time
    -or-
    Proceed to step 16
14. Enter new end time, then press [#]
15. Press [1] for a.m. or [2] for p.m.
17. Press [3] to change the duration
18. Enter number of days (1-364) that schedule will be active, then press [#]
19. Press [#] to exit remote notification menu
**Change Existing Time Period**
1. Access mailbox
2. Press **8** for distribution lists
3. Press **2** for remote notification
4. Press **1** for temporary schedule
5. Press **5** to review temporary schedule
6. Select notification period you wish to change; then press **#**
7. Press **1** to change start time
   - or -
   Proceed to step 10
8. Enter new start time, then press **#**
9. Press **1** for a.m. or **2** for p.m.
10. Press **2** to change end time
    - or -
    Proceed to step 13
11. Enter new end time, then press **#**
12. Press **1** for a.m. or **2** for p.m.
13. Press **#** to continue
14. Press **#** to exit remote notification menu
15. Press **8 3** to exit VoiceNet

**Add New Time Period**
1. Access mailbox
2. Press **8 0** for distribution lists
3. Press **2** for remote notification
4. Press **1** for temporary schedule
5. Press **5** to review temporary schedule
6. Listen to system prompts and press appropriate number to add a time period
7. Press **#** to continue
8. Press **1** to change start time
   - or -
   Proceed to step 11
9. Enter new start time, then press **#**
10. Press **1** for a.m. or **2** for p.m.
11. Press **2** to change end time
    - or -
    Proceed to step 14
12. Enter new end time, then press **#**
13. Press **1** for a.m. or **2** for p.m.
14. Press **#** to continue
15. Press **4** to change duration
16. Enter number of days (1-364) that schedule will be active
17. Press **#** to exit remote notification menu
18. Press **8 3** to exit VoiceNet

**Delete Time Period**
1. Access mailbox
2. Press **8 0** for distribution lists
3. Press **2** for remote notification
4. Press **1** for temporary schedule
5. Press **5** to review temporary schedule
6. Select time period you wish to delete
7. Press **1** to change phone number
8. Press **9 #** to delete paging system access number
9. Press **2** to review schedule
   - or -
   Press **4** to exit function or **8 3** to exit VoiceNet
Remote notification can support both on-campus and off-campus pagers. On-campus pager numbers are provided by MCCS and accessed by dialing **800-233-7231 (800-BEEP-231)** and entering the page ID number of the individual you want to reach. Off-campus pagers (i.e., Verizon, Airtouch) are accessed by dialing the pager number directly, or dialing a common local or 800 access number.

The steps for changing a pager number are the same; whether you are programming an on-campus or off-campus pager number.

### Change Pager Number

1. Access mailbox
2. Press **80** for distribution lists
3. Press **2** for remote notification
4. Press **2** for business day schedule
5. Press **5** to make changes to schedule
6. Press **1** to change time period settings
7. Press **1** to change campus pager number
8. Enter new pager number, then press #; listen for system prompt "remote telephone type"
9. Select remote telephone type:
   - 1 touch tone telephone
   - 2 tone only pager
   - 3 tone and voice pager
   - 4 digital or numeric pager
   - 5 paging service
10. Press # when selecting option 1, 2, or 3
    - or-
    Enter **52222** (five digit pager ID number), then # when selecting 4 or 5
11. Press # to continue
12. Press # to exit time period selection
13. Press # to exit remote notification menu
14. Press **83** to exit VoiceNet
Activating Business Day Schedule

Your business day schedule is automatically on. You can turn the business day schedule off at any time. When the schedule is turned off, you will not receive any remote notification of new messages.

**Turn Schedule Off**

1. Access mailbox
2. Press 8 0 for mailbox options
3. Press 2 for remote notification
4. Press 2 for business day schedule
5. Press 7 6 to turn schedule off
6. Press 0 to turn off all time periods
   - or -
   Select timer period number you wish to turn off
7. Press 4 to exit function or 8 3 to exit VoiceNet

**Turn Schedule On**

1. Access mailbox
2. Press 8 0 for mailbox options
3. Press 2 for remote notification
4. Press 2 for business day schedule
5. Press 7 6 to turn schedule on
6. Press 0 to turn on all time periods
   - or -
   Select timer period number you wish to turn on
7. Press 4 to exit function or 8 3 to exit VoiceNet
MESSAGE TYPES

Message Types

There are two message types that can activate your remote notification:

- Urgent
- Any

By default, remote notification is set to page you only for new messages tagged as urgent during the enabled schedule and time period(s). You may change the remote notification type to any, notifying you of all new messages left in your mailbox. You can change the notification message type at any time.

Change Message Type

1. Access mailbox
2. Press 80 for mailbox options
3. Press 2 for remote notification
4. Press 4 to specify the message type
5. Press 1 to change notification type; listen for system prompt "Notification will be sent for (all/urgent) messages"
6. Press 8 to exit remote notification menu
7. Press 83 to exit VoiceNet

Sending An Urgent Message

To send an urgent message, callers must tag it as urgent. This is done when messages are left within the VoiceNet system.

As part of your outgoing greeting, you should instruct your callers that they will need to tag the message as urgent. Doing this will insure that you receive those messages via remote notification.

Tag A Message as Urgent

1. State message after tone
2. Press # to stop recording
3. Press 70 for message options
4. Press 1 to tag message as urgent
5. Hang up to send message
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.