VOICE NET
User Guide
Introduction

UCLA VoiceNet is a dynamic communications tool that provides you with a personal voice mailbox accessible from any touch-tone telephone in the world.

This guide provides explanations and procedures for VoiceNet features and functions. VoiceNet is easy to use, with voice prompts to guide you through each step of every function.

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 Mailbox Service**
Answers your calls when you are on the line or away from your desk. A basic mailbox can hold up to 30-minutes of incoming messages and each message can extend up to three minutes in length. Played messages are saved for up to 14 days. After 14 days, saved messages are automatically deleted by the VoiceNet system.

The mailbox number is the same as the associated five-digit campus extension number. A new or reassigned mailbox has default system settings for the outgoing greeting, name verification, and password. It is recommended that you customize these features to personalize the service.

**Busy Notification**
Lets callers know when you are busy on the phone. After VoiceNet answers your call, your name verification is played followed by a system recording that states, “is on the phone.” Your outgoing greeting will play after the busy notification recording. This feature is activated automatically when assigned to your mailbox.

**Default Password**
The default password for a new or reassigned mailbox is the mailbox number plus the number 1. It is recommended that you change your password from the default setting to maintain the security of your mailbox. Instructions to change your password are located on page 11.

Entering an incorrect password more than three times consecutively will result in the VoiceNet system disabling your mailbox. If you are locked out of your mailbox or forget your password, contact CTS Customer Service at 310-825-3775 to have your password reset back to the default.

**Mailbox Commands**
All mailbox commands apply after you have accessed your voice mailbox.

- # signals VoiceNet to move on to the next step or complete a step
- * provides general help
- 7* plays the list of message commands
- 8* plays the list of mailbox commands
- 72 plays the message envelope that identifies the mailbox address of both sent and received messages
- 4 exits the current VoiceNet function
- 83 exits the VoiceNet session

**Message Notification**
A telephone message-waiting indicator is activated when new messages are received in your VoiceNet Basic mailbox. For Electronic Business Set (EBS) users, a lamp appears adjacent to a message-waiting key. For other telephone set users, an audible indicator (broken dial tone) is heard when the telephone line is accessed.

**Remote Notification**
Pages you when a new message is received in your VoiceNet Basic or Virtual mailbox. Remote notification can be set to page you when any new message is received or only when the new message is tagged urgent. Please consult the Remote Notification User Guide for additional information.

**Virtual Mailbox Service**
Offers all of the features of VoiceNet Basic (excluding Call Sender and Through Dialing) but is not tied to a telephone set or active number. It allows field staff or those without regular workstations to enjoy the benefits of VoiceNet service. The mailbox number is a unique seven-digit number that begins with 923.
Virtual Mailbox Service (continued)

Messages are received by way of Express Messaging or sent from other VoiceNet subscribers (by Composing and Sending, Forwarding, or Replying). Message notification is not available but remote notification can apply. A virtual mailbox number cannot be dialed as a telephone number.

A new or reassigned mailbox has default system settings for the outgoing greeting, name verification, and password. It is recommended that the user customize these features to personalize the service.
MAILBOX ACCESS
& MESSAGE RETRIEVAL

Accessing Your Mailbox and Messages

To access your mailbox, dial the VoiceNet access telephone number that applies to your calling area. Listen for the VoiceNet system prompt to enter your mailbox number and then your current password; press # after each entry. After accessing your mailbox, a mailbox summary discloses how many new messages are waiting. New messages play automatically followed by saved messages. Saved messages are stored up to 14 days unless you delete them. After 14 days, saved messages are deleted by the VoiceNet system.

Message commands allow you to navigate through your messages and slow down or speed up message play. Message commands are used while or immediately after a message plays.

VoiceNet Access

<table>
<thead>
<tr>
<th>Access</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Campus</td>
<td>222</td>
</tr>
<tr>
<td>Local within 310 Area Code</td>
<td>825-2222</td>
</tr>
<tr>
<td>Outside 310 Area Code</td>
<td>310-825-2222</td>
</tr>
<tr>
<td>800 Number*</td>
<td>800-223-5322</td>
</tr>
</tbody>
</table>

Mailbox Access

1. Dial VoiceNet access number; listen for “Meridian Mail. Mailbox?”
2. Enter mailbox number, then press #; listen for “Password?”
3. Enter password, then press #; listen for message announcement

Mailbox Access During A VoiceNet Session

1. Press 8 1; listen for “Mailbox?”
2. Enter mailbox number, then press #; listen for “Password?”
3. Enter password, then press #; listen for message announcement

Message Commands

#  pause message playback
1  go back 5 seconds within a message
2  play message or resume message playback
3  advance 5 seconds within a message
4  go back to previous message
6  advance to next message
21 decrease message playback speed
23 increase message playback speed
86 go to a message (enter message number + #)

*Usage charges are applied to the mailbox number accessed and will appear on the monthly CTS phone bill.
Deleting or Restoring Messages

Messages are automatically saved up to 14 days unless you delete them. It is important to delete played messages to avoid having mailbox restrictions imposed. Important messages should be transposed for safekeeping.

Messages can only be deleted individually, during or immediately after message playback. VoiceNet will advance you to the next message after you enter the delete command. Listen carefully to ensure that the desired message is selected before deleting. Deleted messages can be played and restored prior to ending your VoiceNet session. Once you end your session, by hanging up or pressing the exit command, deleted messages cannot be retrieved and are permanently removed from your mailbox.

Delete Message

Press 7 6 to delete; listen for “Message (number) deleted”

Restore Message

1. Navigate to deleted message using message commands:
   - Press 4 to go back to previous message
   - Press 6 to advance to next message

2. Press 7 6 to restore message; listen for “Message (number) restored”
CUS T O M I Z E Y O U R M A I L B O X

D i s t r i b u t i o n L i s t s

O f f e r s a w a y t o s a v e t i m e w h e n s e n d i n g m e s s a g e s t o a g r o u p o f r e c i e p t s. W h e n c o m p o s i n g o r f o r w a r d i n g a m e s s a g e , y o u c a n e n t e r t h e o n e - d i g i t d i s t r i b u t i o n l i s t n u m b e r i n s t e a d o f e n t e r i n g s e v e r a l m a i l b o x n u m b e r s.

U p t o n i n e p e r s o n a l d i s t r i b u t i o n l i s t s c a n b e c r e a t e d w i t h a m a x i m u m o f 99 m a i l b o x n u m b e r s p e r l i s t. E a c h l i s t c a n b e m o d i f i e d b y a d d i n g o r d e l e t i n g m a i l b o x e s a s n e e d e d. D i s t r i b u t i o n l i s t s a r e i d e n t i f i e d b y t h e l i s t n u m b e r (1-9) a n d c a n n o t b e n a m e d.

C r e a t e D i s t r i b u t i o n L i s t

1. A c c e s s m a i l b o x
2. P r e s s 8 5 f o r d i s t r i b u t i o n l i s t s
3. E n t e r d i s t r i b u t i o n l i s t n u m b e r (1-9), t h e n p r e s s 8
4. P r e s s 5 t o c o m p o s e n e w l i s t
5. E n t e r m a i l b o x n u m b e r , t h e n p r e s s 8 ; l i s t e n f o r n a m e v e r i f i c a t i o n o r m a i l b o x n u m b e r t o v e r i f y e n t r y
6. R e p e a t s t e p 5 f o r e a c h a d d i t i o n a l m a i l b o x
   - O r -
   P r e s s 0 8 t o d e l e t e l a s t e n t r y
7. P r e s s 8 t o c o m p l e t e d i s t r i b u t i o n l i s t ; l i s t e n f o r “E n d o f l i s t”
8. P r e s s 2 t o r e v i e w l i s t
9. P r e s s 4 t o e x i t f u n c t i o n o r 8 3 t o e x i t V o i c e N e t

R e v i e w D i s t r i b u t i o n L i s t

1. A c c e s s m a i l b o x
2. P r e s s 8 5 f o r d i s t r i b u t i o n l i s t s
3. E n t e r d i s t r i b u t i o n l i s t n u m b e r (1-9), t h e n p r e s s 8
4. P r e s s 2 t o r e v i e w l i s t
5. P r e s s 4 t o e x i t f u n c t i o n o r 8 3 t o e x i t V o i c e N e t

A d d M a i l b o x t o D i s t r i b u t i o n L i s t

1. A c c e s s m a i l b o x
2. P r e s s 8 5 f o r d i s t r i b u t i o n l i s t s
3. E n t e r d i s t r i b u t i o n l i s t n u m b e r (1-9), t h e n p r e s s 8
4. P r e s s 5 t o a d d m a i l b o x
5. E n t e r m a i l b o x n u m b e r , t h e n p r e s s 8 ; l i s t e n f o r n a m e v e r i f i c a t i o n o r m a i l b o x n u m b e r t o v e r i f y e n t r y
6. R e p e a t s t e p 5 f o r e a c h a d d i t i o n a l m a i l b o x
   - O r -
   P r e s s 0 8 t o d e l e t e l a s t e n t r y
7. P r e s s 8 t o c o m p l e t e d i s t r i b u t i o n l i s t ; l i s t e n f o r “E n d o f l i s t”
8. P r e s s 2 t o r e v i e w l i s t
9. P r e s s 4 t o e x i t f u n c t i o n o r 8 3 t o e x i t V o i c e N e t

D e l e t e M a i l b o x f r o m D i s t r i b u t i o n L i s t

1. A c c e s s m a i l b o x
2. P r e s s 8 5 f o r d i s t r i b u t i o n l i s t s
3. E n t e r d i s t r i b u t i o n l i s t n u m b e r (1-9), t h e n p r e s s 8
4. P r e s s 6 t o f i n d m a i l b o x n u m b e r y o u w i s h t o d e l e t e
5. E n t e r m a i l b o x n u m b e r , t h e n p r e s s 8 ; l i s t e n f o r n a m e v e r i f i c a t i o n o r m a i l b o x n u m b e r t o v e r i f y e n t r y
6. P r e s s 7 6 t o d e l e t e f r o m l i s t ; l i s t e n f o r “A d d r e s s ( m a i l b o x n u m b e r ) d e l e t e d”
   - O r -
   P r e s s 8 t o c o n t i n u e a n d l e a v e l i s t u n c h a n g e d ; l i s t e n f o r “C o m m a n d c a n c e l l e d”
7. R e p e a t s t e p s 4-6 f o r e a c h m a i l b o x n u m b e r y o u w i s h t o d e l e t e
8. P r e s s 2 t o r e v i e w t h e l i s t
9. P r e s s 4 t o e x i t f u n c t i o n o r 8 3 t o e x i t V o i c e N e t
Name Verification

A recording of your name and other information such as your title or extension number that lets other VoiceNet subscribers know that they have entered the correct mailbox when addressing a message or creating a distribution list. The name verification is also heard in the message envelope or when busy notification plays. The name verification is not an outgoing greeting.

Sample Name Verifications

“Mary Smith, Engineering Department, Mailbox 12345”
“David Jones, Extension 23456”
“Library”
“Dr. Jones, Biology Lab”

Record Name Verification

1. Access mailbox
2. Press 8 9 for name verification; listen for recording playback of current name verification
3. Press 5 to record; listen for record tone, then speak
4. Press 8 to stop recording; listen for recording playback of new name verification
5. Repeat steps 3 and 4 to re-record
6. Press 4 to exit function or 8 3 to exit VoiceNet

Operator Assistance

Lets the caller choose between leaving a message or being transferred to another campus extension. This feature is useful when you need to redirect calls to an alternative resource such as a colleague, receptionist, or assistant.

After you set the operator assistance, modify your outgoing external greeting or temporary greeting. Instruct callers to press zero to be redirected or remain on the line to leave a message. Operator assistance is not available after the message tone.

To deactivate, set operator assistance to your own extension number and update your outgoing greeting.

Set Operator Assistance

1. Access mailbox
2. Press 8 0 for mailbox options
3. Press 1 for operator assistance
4. Enter five-digit extension number of the person who will handle your operator assistance calls, then press #; listen for entered mailbox number
5. Press 4 to exit function
6. Press 8 2 to select outgoing greeting or press 8 3 to exit VoiceNet
Outgoing Greetings

Lets incoming callers know whom they have reached when VoiceNet answers your phone. It allows you to provide personalized information regarding your area of responsibility and availability.

There are three types of outgoing greetings provisioned with VoiceNet service:

- **External**
- **Internal** - not recommended
- **Temporary**

Only the external and temporary greetings are used on campus and recommended by CTS. If an internal greeting has been recorded inadvertently, it should be deleted.

Each outgoing greeting may extend up to three minutes in length. Sample greetings are provided on page 10. If no outgoing greeting is recorded, a generic system greeting will play.

**External Greeting**
Will play for incoming callers any time VoiceNet answers your phone. The external greeting is also heard when Express Messaging is used and a name verification is not recorded.

**Record Greeting**
1. Access mailbox
2. Press 82 for outgoing greeting
3. Press 1 for external greeting
4. Press 5 to record; listen for record tone, then speak
5. Press # to stop recording
6. Press 2 to review greeting
7. Press 4 to exit function or 83 to exit VoiceNet

**Internal Greeting**
While available through the VoiceNet system, the internal greeting is not an option that is used in a campus environment. If an internal greeting has been inadvertently recorded, it should be deleted.

**Delete Greeting**
1. Access mailbox
2. Press 82 for outgoing greeting
3. Press 2 for internal greeting
4. Press 76 to delete; listen for "You have no internal greeting, your external greeting will be used"
5. Press 4 to exit function or 83 to exit VoiceNet

**Temporary Greeting**
Overides the external greeting to notify callers of special temporary circumstances such as vacation, an extended meeting, or illness. It allows you to leave your standard, external greeting unchanged. The temporary greeting will play until you delete it or it expires. An expiration date may be specified. When the temporary greeting expires or is deleted, VoiceNet automatically reverts back to the external greeting for incoming calls.

**Record Greeting with No Expiration Date**
1. Access mailbox
2. Press 82 for outgoing greeting
3. Press 3 for temporary greeting
4. Press 5 to record; listen for record tone, then speak
5. Press # to stop recording
6. Press 2 to review greeting
7. Press 4 to exit function or 83 to exit VoiceNet

**-or-**
Press 76 to delete, then repeat steps 4 and 5 to re-record
Outgoing Greetings (continued)

Record Greeting with Expiration Date
1. Access mailbox
2. Press 82 for outgoing greeting
3. Press 3 for temporary greeting
4. Press 5 to record; listen for record tone, then speak
5. Press # to stop recording
6. Press 2 to review greeting
7. Press 9 to set expiration date
   -or-
   Press 76 to delete, then repeat steps 4 and 5 to re-record
8. Enter month (1-12) greeting will expire, then press #
9. Enter day (1-31) greeting will expire, then press #
10. Enter time (hh:mm) greeting will expire, then press #
11. Press 1 for a.m. or 2 for p.m.; listen for “Your greeting will expire (month, day of month, time)”
12. Press 4 to exit function or 83 to exit VoiceNet

Delete Greeting
1. Access mailbox
2. Press 82 for outgoing greeting
3. Press 3 for temporary greeting
4. Press 76 to delete; listen for “Temporary greeting deleted”
5. Press 4 to exit function or 83 to exit VoiceNet

Sample Outgoing Greetings

Out of Office—External Greeting
Hello, you have reached (name) of (department). I am out of the office or on another call. Please leave your name, number, and message at the sound of the tone and I will return your call as soon as possible. Thank you.

Out of Office—External Greeting with Operator Assistance
Hello, you have reached (name) of (department). I am not available to answer your call. If you need to speak with someone immediately, please press zero now and your call will be directed to (location/person). Otherwise, please leave your name, number, and message at the sound of the tone and I will return your call as soon as possible. Thank you.

Vacation—Temporary Greeting with Operator Assistance
Hello, you have reached (name) of (department). I am on vacation from (date) to (date). If you need to speak with someone in the office, please press zero now. If you would like to leave me a message, please do so at the sound of the tone. Thank you.

Conference/Seminar—Temporary Greeting
Hello, you have reached (name) of (department). I am attending a conference from (date) to (date). Please leave your name, number, and message at the sound of the tone and I will return your call as soon as possible. Thank you.
Password

To ensure the security of your VoiceNet mailbox, it is recommended that you change your password from the default setting. Your password may be 4 to 16 digits in length and can be changed as often as you wish. Do not use the * or # symbols in your password. Select a password that is convenient for you to remember. The default password for a new or reassigned mailbox is the mailbox number plus the number 1. For example, if the mailbox number is 12345, the default password is 123451.

If you become locked out of your mailbox or forget your password, call CTS Customer Service at 310-825-3775.

Change Your Password

1. Access mailbox
2. Press 8 4 for password change
3. Enter new password, then press #
4. Re-enter new password, then press #
5. Enter old password, then press #; listen for “Your password has been changed”
6. Press 8 3 to exit VoiceNet
RESPOND TO A MESSAGE

Calling Message Sender

After listening to a message, you can automatically call the message sender if they are a campus VoiceNet subscriber. To use this feature, the subscriber must have called from his or her extension number with VoiceNet or sent the message using VoiceNet service. This feature is not available when the VoiceNet system has been accessed using the 800 number.

**Call Sender**

1. Play a message
2. Press 9; listen for name verification to verify recipient, then ringing

Forwarding

You can forward a message to another VoiceNet subscriber’s mailbox or to multiple VoiceNet subscribers with a recorded introduction. When you forward a message, the original date and time is replaced with the current date and time. The original message will remain in your mailbox until deleted.

**Forward A Message**

1. Play a message
2. Press 7 to forward; listen for “Forwarding message (number)”
3. Enter a mailbox or distribution list number, then press 8; listen for name verification or list number to verify entry
4. Repeat step 3 for each additional mailbox or distribution list
5. Press 4 to end address list
6. Press 5 to record introduction; listen for record tone, then speak
7. Press 4 to stop recording
8. Press 7 to send; listen for “Message sent”
9. Press 8 to exit VoiceNet
Replying

You can reply to the sender of a message when the sender is a campus VoiceNet subscriber. To use this service, the subscriber must have called from his or her extension number with VoiceNet or sent the message using VoiceNet service. If the message sender composed or forwarded the message to multiple subscribers you may reply to all recipients. To verify, press 7 2 to hear the message envelope.

Reply To Sender

1. Play a message
2. Press 7 1 to reply; listen for name verification to verify recipient
3. Press 8 to record; listen for record tone, then speak
4. Press 8 to stop recording
5. Press 7 9 to send; listen for “Message sent”
   -or-
   Press 7 8 to delete reply message; listen for “Message deleted”
6. Press 8 3 to exit VoiceNet

Reply To All Recipients

1. Play a message
2. Press 7 4 for reply all; listen for list of recipients
3. Press 5 to record; listen for record tone, then speak
4. Press 8 to stop recording
5. Press 7 9 to send; listen for “Message sent”
   -or-
   Press 7 8 to delete reply message; listen for “Message deleted”
6. Press 8 3 to exit VoiceNet

Through Dialing

Lets you transfer to a campus extension directly, ending your VoiceNet session. This feature can be used with the VoiceNet Names Directory but is not available when the VoiceNet system has been accessed using the 800 number.

Dial Through

Press 0 + five-digit campus phone number, then press #; listen for ringing

Dial Through Using Names Directory

1. Press 0 + 1 1; listen for names directory system prompt
2. Enter last name of the person you want to call, then the first name, using the telephone keypad; listen for a match
SEND A MESSAGE

Composing and Sending

You can compose and send a message to another VoiceNet subscriber or to several subscribers. One or more distribution lists may be used as part of the address list. To verify the address list, press 7 2 to hear the message envelope. Your message can extend up to three minutes in length.

Compose and Send A Message
1. Access mailbox
2. Press 7 5 to compose; listen for prompt to enter mailbox address list
3. Enter mailbox or distribution list number, then press #; listen for name verification or list number to verify entry
4. Repeat step 3 for each additional mailbox or distribution list
5. Press 6 to end address list
6. Press 5 to record; listen for record tone, then speak
7. Press 8 to stop recording
8. Press 2 to review message
9. Press 7 6 to delete message
   -or-
   Press 7 9 to send message; listen for “Message sent”
10. Press 8 3 to exit VoiceNet

Express Messaging

Lets you leave a message for a VoiceNet subscriber without accessing your own mailbox. Used by non-VoiceNet subscribers to send messages to virtual or basic mailbox users. Express messaging also lets you transfer a call to a subscriber’s mailbox without ringing the extension number.

Express Messaging Access Number
On Campus 46666
Local within 310 Area Code 794-6666
Outside 310 Area Code 310-794-6666

Send Express Message
1. Dial express messaging access number; listen for “Express Messaging. To mailbox?”
2. Enter mailbox number, then press 8; listen for name verification and record tone, then speak
3. Hang up to end recording and send message

Transfer Call To Express Message
1. Press key used to transfer a call; listen for special dial tone
2. Dial express messaging access number
3. Enter mailbox number, then press 8
4. Complete transfer, then hang up
Message Tagging

After an outgoing message is recorded, you can tag it to indicate special handling before the message is sent. A message tag can be used when reaching a VoiceNet subscriber’s mailbox after dialing his or her extension number, when Express Messaging, or when Composing and Sending a message. There are five tagging options.

• **Urgent** - announces the message as urgent as soon as the subscriber accesses his or her mailbox.

• **Standard** - changes a previously tagged urgent message back to standard delivery.

• **Private** - announces the message as private when played and will not allow the message to be forwarded.

• **Acknowledge** - announces that an acknowledgement was issued and sends a confirmation notification when the recipient has played your message.

• **Time Delivery** - sends the message at a specific future date and time, up to one year in advance. Once a message is tagged for future delivery and sent, it cannot be cancelled.

Remove A Tag

Enter removal code before sending:

- Press **702** to remove urgent
- Press **704** to remove private
- Press **705** to remove acknowledge
- Press **706** to remove timed delivery

Tag Message After Dialing Extension Number

1. State message after tone
2. Press **#** to stop recording
3. Press **70** for message options
4. Press tag option:
   - **1** for urgent
   - **2** for standard
   - **4** for private
   - **5** for acknowledge
5. Hang up to send message

Tag Message When Express Messaging

1. Dial express messaging access number; listen for “Express messaging. To mailbox?”
2. Enter mailbox number, then press **#**; listen for name verification and record tone, then speak
3. Press **#** to stop recording
4. Press **70** for message options
5. Press tag option:
   - **1** for urgent
   - **2** for standard
   - **4** for private
   - **5** for acknowledge
6. Hang up to send message
**Message Tagging** (continued)

**Tag Message When Composing and Sending**

1. Access mailbox
2. Press 75 for compose; listen for system prompt to enter mailbox address list
3. Enter mailbox or distribution list number, then press 8; listen for name verification or list number to verify entry
4. Repeat step 3 for each additional mailbox or distribution list
5. Press # to end address list
6. Press 5 to record; listen for record tone, then speak
7. Press # to stop recording
8. Press 70 for message options
9. Press tag option:
   - 1 for urgent
   - 2 for standard
   - 4 for private
   - 5 for acknowledge
   - 6 for timed delivery
10. Press 79 to send; listen for “Message sent”
    - or -
    Follow remaining steps for timed delivery
11. Enter delivery month (1 – 12), then press #
12. Enter delivery day (1 – 31), then press #
13. Enter delivery time (hh:mm), then press #
14. Press 1 for a.m. or 2 for p.m.
15. Press 79 to send; listen for “Message sent”
Names Directory

Helps you find a VoiceNet subscriber’s mailbox number to send a message by spelling out their name using the telephone keypad. Used when composing a message, forwarding a message, creating a distribution list, express messaging, or when through dialing. For Q press 7 and for Z press 9.

Find A Name

1. Press 11 when prompted for a mailbox number; listen for names directory inquiry
2. Enter last name, then first name of a VoiceNet subscriber; listen for a match
ACCEPTABLE USE STATEMENTS

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.