Electronic Business Set

User Guide

UCLA INFORMATION TECHNOLOGY SERVICES
This guide covers the features that are available for the Electric Business Set models 5008, 5208, 5216, and 5316. Some of the features described in the guide may not apply to your specific telephone set but are offered by IT Services. Contact IT Services Client Support for consultation, or for any questions you may have about the use of IT Services products and services.

The IT Services Training Center offers a variety of classes, user guides, reference materials, and online tutorials to assist UCLA employees with the communications products and services available from IT Services.

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Table of Contents

BASIC OPERATION
Keys and Indicators ...................................................... 3
Telephone Administration ........................................... 4
Telephone Tones ......................................................... 4

DIALING INSTRUCTIONS
Authorization Code .................................................... 5
Dialing UCLA Campus and Non-Campus Numbers ........ 5
Outbound Caller ID .................................................... 6
Emergency Services ................................................... 6
Operator Assistance .................................................. 6

ANSWERING AND PLACING CALLS
Answering Calls .......................................................... 7
Placing Calls ............................................................... 7
Group Intercom Calls .................................................. 8
Group Intercom Individual Paging ............................... 8
Group Intercom All Call Paging .................................... 8
Intercom Calls ............................................................ 8

TELEPHONE FEATURES
Alerter Volume .......................................................... 9
Automatic Dial ........................................................... 9
Call Forward ............................................................. 9
Call Forward Remote Access ...................................... 10
Call Forward Per Key .................................................. 11
Call Park ................................................................. 11
Call Pickup Group ..................................................... 11
Call Timer ............................................................... 12
Call Waiting ............................................................. 12
Inspect ................................................................. 12
Last Number Redial ................................................... 12
Make Set Busy .......................................................... 12
Memory ................................................................. 13
Message Waiting ....................................................... 13
Multiple Station Message Waiting Indicator ................ 13
Predial ................................................................. 13
Privacy ................................................................. 14
Privacy Release ........................................................ 14
Query Time and Date ................................................ 14
Ring Again ............................................................. 14
Saved Number Redial .............................................. 14
Speed Calling .......................................................... 15
Conference/Transfer ............................................... 16
Conference ............................................................ 16
Time and Date Format ............................................... 17
Time and Date Set .................................................... 18
Acceptable Use Statements ....................................... 19
**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. Press the key to toggle the feature on or off.

**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 additional features such as Alerter Volume, Call Timer, Predial, Time and Date Format, and Time and Date Set.

**RLS (RELEASE) KEY**

Disconnects a call or ends an activity.

**VISUAL INDICATORS**

Indicator arrows appear in the display 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**

To increase the volume level, press the larger arrows on the right side of the bar.

To decrease the volume level, press the smaller arrows on the left side of the bar.
Basic Operation

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 the call. You are not able to respond to the caller, unless you 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 IT Services Repair if your telephone requires service.

MULTIPLE APPEARANCE DIRECTORY NUMBER (MADN)
A shared departmental workgroup 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 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 activated.

STANDARD BUSY TONE
Regular intermittent tone heard after dialing a number. Indicates that the number dialed is busy.
Authorization Code

An IT Services 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 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 UCLA Dialing Instructions)

Dialing UCLA Campus and Non-Campus Numbers

IT Services 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. IT Services also provides campus-dialing service to Santa Monica-UCLA Medical Center. However, numbers ranging from 92000 to 93999 and from 95200 to 95999 cannot be dialed directly using the 319 prefix. These five-digit numbers can only be dialed from another UCLA campus number or via Santa Monica-UCLA Medical Center Hospital Communications.

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+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+01+ country code + city code (if necessary) + number

INTERNATIONAL COLLECT AND CREDIT CARD CALLS

1. Dial 8+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+01+ country code + city code (if necessary) + number
2. Wait for telephone operator to answer, then provide necessary billing information
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 *82. Outbound Caller ID blocking does not apply to toll-free numbers or to emergency 911 calls.

**BLOCK CALLER ID**

1. Press *67 to block Outbound Caller ID for duration of call; listen for special dial tone
2. Dial 8 + number (follow UCLA Dialing Instructions)

**UNBLOCK CALLER ID**

1. Press *82 to unblock Outbound Caller ID for duration of call; listen for special dial tone
2. Dial 8 + number (follow UCLA Dialing Instructions)

Emergency Services

**UCLA CAMPUS EMERGENCY - UCPD**

1. Dial 911 (from prefixes) 206, 267, 794, or 825 or 8-911 (from prefixes) 312, 411, or 7940 or 9-911
2. Do not hang up until instructed to do so

Visit UCLA Campus Safety Website for more information.

Operator Assistance

**UCLA CAMPUS INFORMATION OPERATOR**

- Dial #33

**UCLA MEDICAL CENTER PAGING SYSTEM**

- Dial 231

**UCLA MEDICAL CENTER PAGE OPERATOR**

- Dial 56301

**LOCAL AREA OPERATOR (VERIZON)**

- Dial 234

**LONG DISTANCE OPERATOR**

- Dial 230
Answering Calls

**USING HANDSET**
Lift handset; press ringing line key, if necessary

**USING HANDSFREE**
1. Press **HANSDFREE**; press ringing line key if necessary
2. Lift handset to speak privately

**USING HANDSFREE DURING CALL**
1. Press **HANSDFREE**
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 **HANSDFREE**
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)


**Answering and Placing Calls**

### 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 **HANDSFREE**
2. Press **ICL**
3. Dial Group Intercom number of the person you wish to page; person's intercom line rings
4. Press **ICL** again to page
5. Make announcement
6. Press **RLS** to end page

### Intercom Calls

Makes a direct connection with a pre-assigned EBS telephone via 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 **HANDSFREE**
2. Press **INTERCOM**
3. After one ring, the call is connected

**REPLY TO INTERCOM CALL**

- Lift handset or press **HANDSFREE**
Telephone Features

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 # 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 on your primary line to another telephone number. To forward calls on other lines from your telephone, see Call Forward Per Key instructions. 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 (Follow UCLA Dialing Instructions)
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
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 the Call Forward Remote Access Number assigned to your telephone extension. You must dial into the appropriate Access Number to use this feature. The correct access number will be provided to you by IT Services 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 Telecommunication Service Request (TSR) by submitting a service request through the Web Center: <webcenter.it.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 Access Number: (310) 206-2488
   - Westwood Access Number: (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. (Follow UCLA dialing instructions)
5. Press 1 to confirm. A busy tone confirms call forwarding has been activated.
6. Press 0# to exit system

DEACTIVATE CALL FORWARD REMOTE ACCESS
1. From any phone dial your assigned Access Number
   - Circle Drive Access Number: (310) 206-2488
   - Westwood Access Number: (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 confirms forwarding has been deactivated
Telephone Features

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 (Follow UCLA Dialing Instructions)
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 the line key of the campus number you wish to deactivate
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 calls will be forwarded (Follow UCLA Dialing Instructions)
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 hold a call on a campus number, and retrieve the call from another telephone line. 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**
Lift handset or press **HANDSFREE**
Press **CALL PARK;** listen for special dial tone
Enter five-digit campus number of the line where the call was parked to reconnect

Call Pickup Group

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 **HANDSFREE**
3. Press **CALL PICKUP** and speak; caller’s information is displayed if equipped with a telephone display

Forced Announcements
**Telephone Features**

**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. Timer appears five seconds after the call starts and remains on display five seconds after the call ends. Call Timer works only with the Primary Directory Number (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

**Inspect**

Displays caller ID and your telephone feature assignments. Used with Call Waiting or Group Intercom features to display call information before answering.

**INSPECT CALL**

1. Press **INSPECT**; indicator flashes
2. Press feature or line key you wish to inspect

**Last Number Redial**

Allows you to redial the last number called from your EBS telephone set, regardless of the line used to place the call. Last Number Redial will not redial authorization codes, feature codes, or calling card numbers; however, the last twenty-four digits will appear in the display. It will redial Automatic Dial and Speed Calling numbers.

**REDIAL LAST NUMBER CALLED**

1. Lift handset or press **HANDSFREE**
2. Press **##**

**Make Set Busy**

When activated, all incoming calls receive a busy signal. You are unable to receive incoming calls once 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 Multiple Appearance Directory Number (MADN), you will only see a visual indication of incoming calls: these 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 **MAKE BUSY**; indicator is on and feature is activated

**DEACTIVATE MAKE SET BUSY**

- Press **MAKE BUSY**; indicator is off and feature is deactivated

**Call Waiting**

The Call Waiting indicator flashes and a beep tone informs you of a second incoming call. 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. Once your call has ended, call waiting is automatically reactivated.

**ANSWER CALL WAITING**

1. Press **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 **CALL WAIT** and original line key

**DEACTIVATE CALL WAITING**

1. Press line key with Call Waiting feature
2. Press *99 to deactivate; listen for confirmation tone, then dial tone
3. Dial number (Follow UCLA Dialing Instructions)
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 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 **PROGRAM**, indicator is on
2. Press volume control rocker bar until Memory? is displayed
3. Press **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 **HOLD** to save new setting
7. Repeat steps 4 through 6 to program other memory positions
8. Press **PROGRAM** to exit programming mode; indicator is off

**PLACE MEMORY CALL**
1. Press **MEMORY** until desired number is displayed
2. Lift handset or press **HANDSFREE**

Multiple Station Message Waiting Indicator

Allows message waiting indication to appear on multiple EBS telephone sets for one Voicemail mailbox. The indicator is on when new messages are waiting. The feature key cannot be used to dial the Voicemail system. To retrieve messages, follow the instructions for mailbox access in your Voicemail User Guide available online at <www.it.ucla.edu/>

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 Primary Directory Number (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** to exit programming mode; indicator is off

**PLACE PREDIAL CALL**
1. Dial number and view display
2. Lift handset or press **HANDSFREE**

Message Waiting

The message waiting indicator is activated when you have new messages in your mailbox. When the indicator is on, you can use the Message Waiting key to access Voicemail from your Primary Directory Number (PDN - key 1).

**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 Voicemail prompts; indicator is off when all new messages have played
Privacy

Used with telephone numbers that appear on two or more EBS telephone sets. This feature changes a non-private telephone line to private during a conversation. Once Privacy is activated, you will hear a double alert tone and the telephone line is secured; your call cannot be interrupted. The privacy setting will reset once you end your call.

**ACTIVATE PRIVACY**
1. Press PRIVACY during call; listen for confirmation tone

Privacy Release

Used with telephone numbers that appear on two or more EBS telephone sets. This feature changes a private telephone line to non-private during a conversation. Once activated, one EBS user can join the call. A double alert tone is heard once the second EBS user has joined the call. The privacy release setting will reset at the end of your call.

**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

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**
1. Press TIME/DATE; 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 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 HANDSFREE
3. Press RING AGAIN; indicator is off and your call is connected

**DEACTIVATE RING AGAIN**
1. Press 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 Primary Directory Number (PDN key 1).

**STORE NUMBER**
1. Place call
2. Press SAVED NO.; indicator is on, then goes off

**REDIAL SAVED NUMBER**
1. Press SAVED NO.; saved number is displayed
2. Lift handset or press 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 (Follow UCLA Dialing Instructions)
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). It is recommended that you create a speed calling list for your reference.

**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.

**PROGRAM SPEED CALLING LONG/GROUP**

1. Press SPD CALL; indicator flashes
2. Enter two-digit code (00-29 or 00-39/50-59)
3. Enter number to be stored (Follow UCLA Dialing Instructions)
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/GROUP**

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/GROUP**

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
Telephone Features

Conference/Transfer

Three-Way Calling offers you three options:
1. **Call Transfer** – allows you to transfer calls
2. **Three-Way Conference** – allows you to establish a three-way conference call
3. **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 (Follow UCLA Dialing Instructions)
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

Conference

**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.

**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 (Follow UCLA Dialing Instructions)
4. Wait for third party to answer then announce conference call
5. Press **CONF/TRANS** again to establish three-way conference; indicator is off

**MEET-ME CONFERENCE**
For conference calls that exceed three parties, call Meet-Me Conference Services at 310-825-3333.

**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 (Follow UCLA Dialing Instructions)
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. Toggle between calls by repeatedly pressing **CONF/TRANS** and original line key
**Telephone Features**

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

**DISABLE TIME AND DATE**

1. Press **PROGRAM**; indicator is on
2. Press volume control rocker bar until Time and Date Format? is displayed
3. Press **HOLD** to select
4. Press volume control rocker bar until display is clear
5. Press **HOLD** to save new setting
6. Press **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 **PROGRAM**; indicator is on
2. Press volume control rocker bar until Time and Date Set? is displayed
3. Press **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 **HOLD** to save new settings
9. Press **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 IT Services Authorization Codes, or misuse of telephone services is strictly prohibited. IT Services 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 Information Technology Services is strictly prohibited.