Introduction

UCLA Voicemail 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 Voicemail features and functions. Voicemail is easy to use, with voice prompts to guide you through the steps of every function.

The Information Technology Services (IT Services) Training Center offers a variety of classes, user guides, and reference materials to assist UCLA employees with the communications products and services available through IT Services. We can help answer your questions related to the use of IT Services products and services.

If you need disability auxiliary aids or services in using training materials or during a training class, please notify the IT Services Training Center. Please allow ten business days to process your request.

Information Technology Services (IT Services)
741 Charles E. Young Drive South
(CSB 1, 2nd floor, Mail Code: 951363)
Box 951363, Los Angeles, CA 90095-1363
Voice: 310-825-6285 Fax: 310-206-8460
Web: <http://www.it.ucla.edu>

IT Services Client Support
Voice: 310-825-8000
Email: clientsupport@it.ucla.edu

IT Services Training Center
Email: training@it.ucla.edu
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Introduction
Basic Mailbox

Answers your calls when you are on the line or away from your desk. A Basic Mailbox can hold an unlimited number of messages and each message can record up to five minutes in length. After 99 days, read and unread messages are automatically deleted by the Voicemail system.

For Basic mailbox users, the mailbox number is the same as the associated five-digit campus telephone number. A new or reassigned mailbox is set to the system default Security Code, UCLA (8252). It is required for first-time users to record a Personal Greeting, Name Verification, and change their Security Code in order to retrieve messages.

Basic Mailbox with Remote Notification

Provides Basic Mailbox features and also alerts you by calling and/or paging the numbers listed in your Personal Call List whenever a new message is received in your Voicemail mailbox. Remote notification can be set to alert you when any new message is received, only when the new message is tagged urgent, or other parameters such as time of day, day of week, or message sender.

Remote Notification is not a standard feature and must be ordered by calling IT Services Client Support at 310-825-8000.

Group Mailbox

Group Mailbox allows multiple users to share a common phone number that provides a menu of up to five individual users. Each individual mailbox user has Basic Mailbox functionality. When a Voicemail Group Mailbox receives a call, a system announcement directs the caller to select the subscriber they wish to leave a message for. Each mailbox within the group can have a unique security code, mailbox name identification, and personal greeting. As with all Voicemail products, Group Mailbox Service can be accessed from any touch-tone telephone in the world.

Contact IT Services Client Support at 310-825-8000 to activate a Group Mailbox.

Announcement Only Mailbox

A mailbox used to play an outgoing announcement for informational purposes only. Announcement Only Mailboxes cannot receive incoming messages. IT Services Client Support at 310-825-8000 to activate an Announcement Only Mailbox.
First-Time Users

Mailbox Setup

When logging into Voicemail for the first time, you will be prompted to complete a First Time User Set Up (the system will continue to prompt you to set up your mailbox at each login until setup is complete). Complete the setup in its entirety without hanging up. You will not be able to retrieve messages until the setup is complete. An incoming caller will hear a generic greeting if your mailbox is not set up. Setup consists of changing the Security Code, and recording a Personal Greeting and Name Verification.

1. Dial Voicemail Access Number
2. Enter your mailbox number followed by #

SET UP SECURITY CODE

3. Enter Default Security Code, UCLA (8252), then press #
4. Enter a new Security Code whose length is between 4-15 digits, then press #
5. Re-enter the new Security Code, then press #

RECORD NAME

6. Press 2 to record your name
7. When you are finished recording your name, press 2 to stop recording
8. Press 5 to save, 6 to review, or 4 to discard and rerecord the name

RECORD PERSONAL GREETING

9. Press 2 to record a Personal Greeting
10. When you are finished recording your Personal Greeting, Press 2 to stop recording
11. Press 5 to save, 6 to review, or 4 to discard and rerecord the Personal Greeting
12. Messages automatically start playing

Default Security Code

The default Security Code for a new or reassigned mailbox is UCLA (8252). It is recommended that you change your Security Code from the default setting to maintain the security of your mailbox. Instructions to change your Security Code are located on page 12.

Entering an incorrect Security Code more than three times consecutively will result in the Voicemail system disabling your mailbox. If you are locked out of your mailbox, or forget your Security Code, contact IT Services Client Support at 310-825-8000 to have your Security Code reset to the default code.

Mailbox Commands

All mailbox commands apply after you have accessed your voice mailbox.

* provides general help
7* plays the list of message commands
8* plays the list of mailbox commands
72 plays the message envelope, which includes the date, time, and message tag
83 exits the Voicemail session, except when in the Mailbox Options Menu
80 Mailbox Options

Message Notification

A telephone message-waiting indicator is activated when new messages are received in your Mailbox. For Electronic Business Set (EBS) users, a triangle-icon appears adjacent to a message-waiting key. For Voice Over Internet Protocol (VoIP) users, an envelope icon will display next to the line display. For other telephone set users, an audible indicator, broken dial tone, is heard when the telephone line is accessed.
Accessing Your Mailbox

To access your mailbox, dial the Voicemail access telephone number that applies to your calling area. Listen for the Voicemail system prompt to enter your mailbox number, followed by # and your Security Code followed by #. After accessing your mailbox, the system announces the number of new messages in your mailbox waiting.

General Campus Access Numbers
- On Campus: 222 or 5-2222
- Off Campus: 310-825-2222 or 800-223-5322

MAILBOX ACCESS
1. Dial Voicemail access number; listen for “UCLA Voicemail”
2. Enter mailbox number then press #
3. Enter Security Code, then press #; new messages play

Message Commands

Message commands allow you to navigate through your messages; for example, slow down or speed up message play. Message commands are used while, or immediately after, a message plays.
#  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 + (message number) + # skips to that specific message

* Feature unavailable to VoIP users located in the Ronald Reagan Medical Center

Delete/Recover Messages

Messages are automatically saved for 99 days unless you delete them. After 99 days, read and unread messages are automatically deleted by the system. Important messages should be transposed for safekeeping. Individual messages can be deleted, during or immediately after message playback. Listen carefully to ensure that the desired message is selected before deleting. Deleted messages can be played and restored prior to ending your Voicemail 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 “This message has been deleted”

RECOVERING MESSAGE
1. Before ending the Voicemail session, navigate to deleted message
2. Press 7 6; listen for “The message has been recovered”
Call Message Sender

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

**CALL SENDER**
1. Play a message
2. Press 9; listen for ringing

Replying

You can reply to the sender of a message when the sender is a Voicemail subscriber. To use this service, the subscriber must have called from his/her extension number with Voicemail or sent the message using the Voicemail service. To verify the sender is a Voicemail Subscriber, press 7 2 to hear the message envelope and listen for a Name Verification recording.

Important Notice: If you end the Voicemail session prior to sending your message (7 9) your message will not be sent and will be automatically deleted by the system.

**REPLY TO SENDER**
1. Play a message
2. Press 7 1 to reply; listen for Name Verification to verify recipient
3. Press 5 to record; listen for record tone, then speak
4. Press # to stop recording
5. Press 2 to review the message
   -or-
   Press 7 9 to send; listen for “Reply sent”
6. Press 8 3 to exit

Forwarding to Another Mailbox

You can forward a message to another Voicemail subscriber’s mailbox or to multiple Voicemail subscribers with a recorded introduction. The original message will remain in your mailbox until deleted.

Important Notice: If you end the Voicemail session prior to sending your message (7 9) your message will not be sent and will be automatically deleted by the system.

**FORWARD A MESSAGE TO ANOTHER MAILBOX**
1. Play a message
2. Press 7 3 to forward; listen for “Forwarding message”
3. Enter a mailbox or Distribution Mailbox number, then press #; listen for Name Verification 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 introduction; listen for record tone, then speak
7. Press # to stop recording
8. Press 2 to review the message introduction
   -or-
   Press 7 9 to send; listen for “Message sent”
9. Press 8 3 to exit
Send A Message

Compose and Send

You can compose and send a message to other Voicemail subscribers without ringing their extension. Your message can extend up to five minutes in length.

Important Notice: If you end the Voicemail session prior to sending your message (7 9) your message will not be sent and will be automatically deleted by the system.

COMPOSE AND SEND A MESSAGE
1. Access mailbox
2. Press 7 5 to compose
3. Enter mailbox or Distribution Mailbox number, then press #
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 2 to review message
   - or -
   Press 7 9 to send message; listen for “Message sent”
9. Press 8 3 to exit

Express Messaging

Allows you to leave a message for a Voicemail subscriber without accessing your own mailbox or ringing the subscriber’s extension. Express messaging also lets you transfer a call to a subscriber’s mailbox without ringing the extension number.

EXPRESS MESSAGING ACCESS NUMBER
- On Campus: 4-6666
- Off Campus: 310-794-6666

SEND EXPRESS MESSAGE
1. Dial Express Messaging access number; listen for Express Messaging greeting
2. Enter mailbox number of the person you wish to leave a message for then press #; press 2 to start recording, then speak. Press any key to stop recording.
3. Hang up to end recording and send message
   - or -
   Press # to stop recording and then press:
   6 to Review
   4 to Discard
   5 to Send
   7 to tag the message Urgent
   8 to leave a Call Back Number

TRANSFER CALL TO EXPRESS MESSAGE
1. Press key used to transfer a call
2. Dial express messaging access number
3. Enter mailbox number (do NOT press #)
4. Complete transfer, then hang up

Names Directory

Helps you find a Voicemail subscriber’s mailbox number to send a message by spelling out their name using the telephone keypad. For example press 7 for Q and 9 for Z. Used when composing or forwarding a message.

FIND A NAME
1. Press 1 1 when prompted for a mailbox number; listen for Names Directory inquiry
2. Enter last name; listen for a match.
Send A Message

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 Voice-mail subscriber’s mailbox after dialing his/her extension number, when Express Messaging, or when Composing and Sending a message. The Message Tag is played in the Message Envelope. There are five Tagging options:

- **Urgent** - announces the message as urgent. If you wish to play Urgent messages first, see the Presentation Order feature.
- **Normal** - 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.
- **Return Receipt** - 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. Once a message is tagged for future delivery and sent, it cannot be cancelled.

If the message is tagged with Return Receipt and the recipient listens to the message, the sender will receive a new voice message whose envelope will state, “This message was received by (Name of recipient) (date/time)” and the original message will follow.

**TAG MESSAGE**

1. After recording a message, press # to stop recording
2. Press 7 0 for message options
3. Press tag option:
   - 1 for Urgent
   - 2 for Normal
   - 4 for Private
   - 5 for Return Receipt
   - 6 for Future Delivery
4. Press 7 9 to send; listen for “Message sent”
   - or -
   Follow remaining steps for timed delivery
5. Enter delivery month, day, and year in MMDDYY format
6. Enter delivery time in HHMM format; then press #
7. Press 1 for a.m. or 9 for p.m.
8. Press 7 9 to send; listen for “Message sent”

**REMOVE A TAG**

Enter removal code BEFORE SENDING:

- Press 7 0 2 to remove urgent
- Press 7 0 4 to remove private
- Press 7 0 5 to remove return receipt
- Press 7 0 6 to remove timed delivery

**Incoming Caller’s Options**

Provides all incoming callers who leave a message the ability to review, re-record, delete, send, tag a message, and/or leave a call back number.

After leaving a message, you have the option to login to your mailbox by pressing 8 1.

**OPTIONS AFTER RECORDING A MESSAGE WHEN CALLING A SUBSCRIBER MAILBOX**

1. Dial subscriber mailbox number from any phone
2. After greeting, speak your message. Or press # to bypass recipient’s greeting.
3. Press #; listen for options
4. Press 2 to Review your message
   - Press 5 to continue Recording your message
   - Press 7 6 to Delete your message
   - Press 7 9 to Send your message
   - Press 7 0 1 to tag as Urgent delivery
   - Press 7 0 2 to tag as Normal delivery
   - Press 7 0 4 to tag as Private delivery
   - Press * for Help
5. Hang up
   - or -
   Press 8 1 to login to your own mailbox
Greetings

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

There are three types of Greetings available:
- Personal
- Busy Greeting (Available by request only. See Page 18)
- Out-of-Office

Each greeting may extend up to five minutes in length. Sample greetings are provided on page 11. If no greeting is recorded, a generic system greeting will play.

Shortcuts are also available for users who frequently change their Voicemail greetings to help minimize the steps involved.

PERSONAL GREETING
Will play for incoming callers any time Voicemail answers your phone.
1. Access mailbox
2. Press 8 0 for Mailbox Options
3. Press 1 for Personal Options
4. Press 3 For Personal Greetings
5. Press 2 to record; listen for record tone, then speak
   - or -
   Press 4 to delete your Personal Greeting
6. Press 2 to stop recording
7. Press 5 to save, 6 to review, or 4 to discard and re-record the Personal Greeting
8. Hang up or continue to press * until you return to a desired menu

PERSONAL GREETING SHORTCUT
1. Access mailbox
2. Press 8 0 for Mailbox Options
3. Press 4 for Personal Greeting
4. Listen for record tone, then speak
5. Press any key to stop recording
6. Press 5 to save or * to exit without saving
   Hang up or continue to press * until you return to a desired menu

OUT-OF-OFFICE GREETING
Overrides the Personal Greeting to notify callers of special, temporary circumstances such as vacation, an extended meeting, or illness. It allows you to keep your Personal Greeting unchanged and will play until you turn it off. When the temporary greeting is turned off, Voicemail automatically reverts back to the Personal Greeting.

TURN OUT-OF-OFFICE GREETING ON
1. Access mailbox
2. Press 8 0 for Mailbox Options
3. Press 1 for Personal Options
4. Press 3 For Personal Greetings
5. Press 3 For Out-of-Office Greeting
6. Press 2 to record; listen for record tone, then speak
7. Press 2 to stop recording
8. Press 5 to save, 6 to review, or 4 to discard and re-record
9. Hang up or continue to press * until you return to a desired menu

OUT-OF-OFFICE GREETING SHORTCUT
1. Access mailbox
2. Press 8 0 for Mailbox Options
3. Press 6 for Out-of-Office Greeting
4. Listen for record tone, then speak
5. Press any key to stop recording
6. Press 5 to save or * to exit without saving
7. Hang up or continue to press * until you return to a desired menu

TURN OUT-OF-OFFICE GREETING OFF
1. Access mailbox; listen for “Your Out-of-Office Greeting is on.”
2. Press 4 to turn Off; listen for, “Out-of-Office is Off”
   - or -
   Press 5 to leave Out-of-Office on
3. Messages play
Customize Your Mailbox

SAMPLE GREETINGS

Out of Office—External Greeting
“You have reached (name) from (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
“You have reached (name) from (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
“You have reached (name) from (department). I am on vacation from (date) to (date). If you need immediate assistance, please contact (name) at (extension). If you would like to leave me a message, please do so at the sound of the tone. Thank you.”

Conference/Seminar—Temporary Greeting
“You have reached (name) from (department). I am attending a conference from (date) to (date). If you need immediate assistance, please contact (name) at (extension). 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.”

Name Verification
A recording of your name that lets other Voicemail subscribers know they have entered the correct mailbox when they address a message or create a Distribution List. Name verification is also heard in the message envelope. Name verification is not a greeting.

SAMPLE NAME VERIFICATIONS
• “Mary Smith, Engineering Department”
• “David Jones”
• “Library”
• “Dr. Jones, Biology Lab”

RECORD NAME
1. Access mailbox
2. Press 8 0 for Mailbox Options
3. Press 1 for Personal Options
4. Press 5 to Record Name
5. Press 2 to begin recording; listen for record tone, then speak
6. Press 2 to stop recording
7. Press 5 to save, 6 to review, or 4 to discard and re-record the Name
8. Hang up or continue to press * until you return to a desired menu
Customize Your Mailbox

Security Code

To ensure the security of your Voicemail mailbox, it is recommended that you change your Security Code from the default setting. Your Security Code may be 4 to 15 digits in length and can be changed as often as you wish. Do not use the * or # symbols in your Security Code. Select a Security Code that is convenient for you to remember. The default Security Code for a new or reassigned mailbox is UCLA (8252).

If you become locked out of your mailbox or forget your Security Code, call IT Services Client Support at 310-825-8000.

CHANGE YOUR SECURITY CODE
1. Access mailbox
2. Press 80 for Mailbox Options
3. Press 1 for Personal Options
4. Press 4 to change Security Code
5. Enter new Security Code, then press #
6. Re-enter new Security Code, then press #
7. Listen for “Your Security Code has been changed”
8. Hang up or continue to press * until you return to a desired menu

Presentation Order

The Presentation Order setting determines which messages play first when retrieving messages. Two options are available: First In First Out (FIFO) or Last In First Out (LIFO). FIFO will play the oldest messages first, while LIFO will play the newest messages first when retrieving messages. In addition, there are options to play messages that are tagged Urgent first and to play messages of the same Type (e.g. voice, email, fax) together.

PRESENTATION ORDER SETTING
1. Access mailbox
2. Press 80 for Mailbox Options
3. Press 2 for Message Options
4. Press 5 for Message Presentation Order
5. Press 1 to choose the FIFO order
   - or -
   Press 2 to choose the LIFO order
6. Press 1 to play all messages tagged Urgent first or press 9 to ignore this option
7. Press 1 to play all messages with the same type together (e.g. voice, email, fax) or press 9 to ignore this option
8. Hang up or continue to press * until you return to a desired menu

Envelope Setting

The Envelope Setting feature is not supported by IT Services at this time. Accessing this feature by pressing 80, 2, and then 6 will not change your settings. The message envelope will always play first, followed by the message.
Automatic Message Forwarding (Auto-Copy)

Message Forwarding (Auto Copy) will automatically copy new incoming messages to a designated mailbox. You can limit which messages are forwarded by type, mailbox number, days of the week, and hours. By default, this feature is disabled. If this is your first time using Auto-Copy, first edit the Auto-Copy settings then select the option to enable Auto-Copy.

REQUEST THE AUTO-COPY FEATURE
Contact IT Services at (310) 825-3775

ENABLE OR DISABLE AUTO-COPY
Access mailbox
1. Press 8 0 for Mailbox Options
2. Press 2 for Message Options
3. Press 4 to Change Message Forwarding
4. Press 1 to turn Forwarding On
   - or -
   Press 2 to turn Forwarding Off
5. Hang up or continue to press * until you return to a desired menu

EDIT AUTO-COPY SETTINGS
1. Access mailbox
2. Press 8 0 for Mailbox Options
3. Press 2 for Message Options
4. Press 4 to Change Message Forwarding
5. Press 3 to edit Message Forwarding Options
6. Enter mailbox number of the recipient; listen for “Messages will automatically be forwarded to (Name Verification)”
7. Press 1 to limit forwarding to messages tagged Urgent or press 9 to forward all messages; listen for confirmation
8. Press 1 to limit forwarding from a specific mailbox only or press 9 to ignore this option. If this option is selected, only messages received from the specific mailbox will automatically be copied
   8a. If 1 is selected, enter the mailbox number from which you want to forward messages. Listen for “Messages will be forwarded from (Name Verification)”
9. Press 1 to limit forwarding to messages with a specific type (e.g. voice, fax) or press 9 to ignore this option
   9a. If 1 is selected, press 1 for voice messages or 2 for fax messages
   9b. Repeat 9a to include all desired message types to forward
   9c. Press 9 to finish; listen for confirmation
10. Press 1 to limit forwarding to messages received during specific hours of the day or press 9 to ignore this option
10a. If 1 is selected, enter start time followed by #
10b. Press 1 for a.m. or 2 for p.m.
10c. Enter end time followed by #
10d. Press 1 for a.m. or 2 for p.m.; listen for confirmation
11. Press 1 to limit forwarding to messages received during specific days of the week or press 9 to ignore this option.
11a. If 1 is selected, press 1 for Monday, 2 for Tuesday... 7 for Sunday.
11b. Repeat 11a until all desired days are selected
11c. Press 9 to finish; listen for confirmation
Distribution Mailbox

Offers a way to save time when sending messages to a group of recipients. When composing or forwarding a message, you can enter the five-digit Distribution Mailbox number instead of entering several mailbox numbers.

A Personal Distribution Mailbox can be created with a maximum of 200 mailbox numbers. Each Distribution Mailbox can be modified by adding or deleting mailboxes as needed. Distribution Mailboxes are identified by the Mailbox Number and associated recorded name.

REQUEST OR REMOVE A DISTRIBUTION MAILBOX
Contact IT Services Client Support at (310) 825-8000. Once your Distribution Mailbox is created you will be notified with a Distribution Mailbox Number. You will be responsible for adding and removing members from your mailbox.

RECORD A NAME FOR THE DISTRIBUTION MAILBOX YOU SPONSOR
You are able to record a name for your Distribution Mailbox to help you identify which mailbox contains which members. This recording will play whenever you enter the Distribution Mailbox number into the Voicemail system so that you know you have entered the correct Distribution Mailbox.

1. Access mailbox
2. Press 80 for Mailbox Options
3. Press 2 for Message Options
4. Press 3 to Change Personal Distribution List
5. Enter the Distribution Mailbox Number; listen for the Distribution Mailbox Name Recording
   - or -
   Press # to hear a list of Distribution Mailboxes you sponsor
6. Press 3 to hear a List of Current Members
7. Listen for Name Verifications
   • Press 9 to skip ahead or
   • Press 3 to skip back
8. Hang up or continue to press * until you return to a desired menu

(Options below are active only if members exist in the Distribution Mailbox you selected)

ADD MAILBOX TO DISTRIBUTION MAILBOX
1. Access mailbox
2. Press 80 for Mailbox Options
3. Press 2 for Message Options
4. Press 3 to Change Personal Distribution List
5. Enter the Distribution Mailbox Number; listen for the Distribution Mailbox Name Recording
   - or -
   Press # to hear a list of Distribution Mailboxes you sponsor
6. Press 3 to hear a List of Current Members
7. Listen for Name Verifications. Press 9 to skip ahead or Press 3 to skip back
8. Hang up or continue to press * until you return to a desired menu

REVIEW DISTRIBUTION MAILBOX
1. Access mailbox
2. Press 80 for Mailbox Options
3. Press 2 for Message Options
4. Press 3 to Change Personal Distribution List
5. Enter the Distribution Mailbox Number; listen for the Distribution Mailbox Name Recording
   - or -
   Press # to hear a list of Distribution Mailboxes that you sponsor
6. Press 3 to hear a List of Current Members
7. Listen for Name Verification. Press 9 to skip ahead or Press 3 to skip back
8. Hang up or continue to press * until you return to a desired menu
DELETE MAILBOX FROM DISTRIBUTION MAILBOX
1. Access mailbox
2. Press 80 for Mailbox Options
3. Press 2 for Message Options
4. Press 3 to Change Personal Distribution List
5. Enter the Distribution Mailbox Number; listen for the Distribution Mailbox Name Recording
   - or -
   Press # to hear a list of Distribution Mailboxes that you sponsor
6. Press 2 to remove Members
7. Enter mailbox number; listen for “(name recording) has been removed”
8. Repeat step 7 to remove additional members
9. Hang up or continue to press * until you return to a desired menu

Announcement Only Mailbox
A mailbox used to play an outgoing announcement for informational purposes only. For example, announce your department’s office hours or directions. Announcement Only Mailbox cannot receive messages.

The announcement you record will only play once. If you wish to have your announcement play twice, speak your announcement twice when recording.

REQUEST ANNOUNCEMENT ONLY MAILBOX
• Contact Client Support at (310) 825-8000

RECORD ANNOUNCEMENT
1. Access mailbox
2. Press 80 for Mailbox Options
3. Press 1 for Personal Options
4. Press 3 for Personal Greetings
5. Press 2 to record; listen for record tone, then speak
6. Press 2 to stop recording
7. Press 5 to save, 6 to review, or 4 to discard and re-record the announcement
8. Hang up or continue to press * until you return to a desired menu

Daily Message Reminder
Alerts you daily by calling one telephone number, at a set time, if any messages exist in your mailbox. The Daily Message Reminder feature is disabled by default. Daily Reminder cannot notify you at a long distance number. When entering the notification number, only enter the 7-digit number.

REQUEST THE DAILY MESSAGE REMINDER FEATURE
• Contact IT Services at (310) 825-3775

EDIT DAILY MESSAGE REMINDER SETTINGS
1. Access mailbox
2. Press 80 for Mailbox Options
3. Press 1 for Personal Options
4. Press 2 for Daily Message Reminder
5. Press 3 for settings
6. Enter the time you wish to be alerted of new messages, then press #
7. Press 1 to indicate a.m. or 9 for p.m.
8. Enter the telephone number you want Voicemail to call then press #; listen for the system to repeat the number
9. Press 1 if the telephone number is correct or 9 if it is incorrect
10. Listen for the system to repeat the Daily Reminder Settings

TURN DAILY MESSAGE REMINDER ON OR OFF
1. Access mailbox
2. Press 80 for Mailbox Options
3. Press 1 for Personal Options
4. Press 2 for Daily Message Reminder
5. Press 1 to turn on; listen for confirmation
   - or -
   Press 2 to turn off; listen for confirmation

Additional Features Available
Remote Notification

When you receive new messages, the system will alert you by calling/paging up to 5 numbers in your Personal Call List. You can set the number of times the system will traverse your Call List numbers when trying to notify you of new messages. Remote notification can be set to alert you when any new message is received, only when the new messages are tagged urgent, or other parameters such as time of day, day of week, or message sender.

You can enter local or long distance numbers in your Personal Call List. Be sure to follow UCLA dialing instructions.

Remote Notification is not a standard feature and must be ordered by calling IT Services Client Support at 310-825-8000.

REQUEST REMOTE NOTIFICATION FEATURE

IT Services Client Support at 310-825-8000.

TURN REMOTE NOTIFICATION ON OR OFF

1. Access mailbox
2. Press 8 0 for Mailbox Options
3. Press 1 for Personal Options
4. Press 1 for Immediate Message Notification
5. Press 1 to turn on; listen for confirmation
   - or -
   Press 2 to turn off; listen for confirmation
6. Hang up or continue to press * until you return to a desired menu

EDIT REMOTE NOTIFICATION SETTINGS

1. Access mailbox
2. Press 8 0 for Mailbox Options
3. Press 1 for Personal Options
4. Press 1 for Immediate Message Notification
5. Press 3 for settings
6. Enter time you wish to be alerted of new messages, then press #
7. Press 1 to limit the notification to messages tagged Urgent, or press 9 to be notified of all messages regardless of the tag
8. Press 1 to limit the notification for a specific mailbox, or press 9 to be notified of new messages regardless of the sender
   8a. If 1 is selected, enter mailbox number; listen for
9. Press 1 to limit the notification for a specific message type, or press 9 to be notified of new messages regardless of the message type
   9a. If 1 is selected, press 1 to be notified of new voice messages, 2 for fax, or 3 for email
   9b. Repeat step 9a for all desired message types or press 9 when you are finished
10. Press 1 to limit the notification to specific hours of the day, or press 9 to be notified of new messages regardless of the time of day
    10a. If 1 is selected, enter the desired notification start time then press #
    10b. Press 1 to indicate a.m. or 9 for p.m.
    10c. Enter the desired notification end time then press #
    10d. Press 1 to indicate a.m. or 9 for p.m.
11. Press 1 to limit the notification to specific days of the week, or press 9 to be notified of new messages regardless of the day
    11a. If 1 is selected, press 1 to be notified of new voice messages on Mondays only, 2 for Tuesdays, 3 for Wednesdays, etc.
    11b. Repeat step 11a for all desired days or press 9 when you are finished
12. Enter the maximum number of times you wish the system to traverse your Call List then press #
13. Press 1 to add numbers to your Call List, 2 to modify, 4 to delete, or 5 to review numbers in your Call List.

ADD NUMBERS TO CALL LIST
13a. If 1 is selected, enter the telephone number you wish to be alerted at, then press #.
13b. Press 1 if the number is a Radio Pager, 2 for a Digital Radio Pager, 3 for a Ten Based Radio Pager, or 9 if the number is neither.
13c. Enter the number of minutes to wait before the system dials the next number in your Call List, then press #.

MODIFY NUMBER IN CALL LIST
13a. If 2 is selected, enter Call List entry number you wish to modify; listen for confirmation.
13b. Enter the new telephone number you wish to be alerted at, then press #.
13c. Press 1 if the number is a Radio Pager, 2 for a Digital Radio Pager, 3 for a Ten Based Radio Pager, or 9 if the number is neither.
13d. Enter the number of minutes to wait before the system dials the next number in your Call List, then press #.

DELETE NUMBER FROM CALL LIST
13a. If 4 is selected, enter Call List entry number you wish to delete; listen for confirmation.
13b. Press 1 to confirm deletion or 9 to cancel.

Operator Assistance

Allows the caller to 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 this feature is activated, modify your greetings to instruct callers to press zero (0) to be redirected to your Operator Assistant or to remain on the line to leave a message. Operator assistance is not available after the caller hears the message tone.

If you wish to change the number of your Operator Assistance, you must contact IT Services to request the change.

REQUEST/CHANGE OPERATOR ASSISTANCE FEATURE
Contact Client Support at (310) 825-8000

Busy Greeting

Will play for a caller in lieu of a busy tone. By default, this feature is disabled and the Personal Greeting will play in lieu of a busy tone.

REQUEST BUSY GREETING FEATURE
Contact Client Support at (310) 825-8000

RECORD BUSY GREETING
1. Access mailbox
2. Press 8 0 for Mailbox Options
3. Press 1 for Personal Options
4. Press 3 for Personal Greetings
5. Press 1 for Busy Greeting; listen to current recording
6. Press 2 to record; listen for record tone, then speak
   - or -
   Press 4 to delete your Busy Greeting
7. Press 2 to stop recording
8. Press 5 to save, 6 to review, or 4 to discard and re-record the name
9. Hang up or continue to press * until you return to a desired menu

BUSY GREETING SHORTCUT
1. Access mailbox
2. Press 8 0 for Mailbox Options
3. Press 5 for Busy Greeting
4. Listen for record tone, then speak
5. Press any key to stop recording
6. Press 5 to save or * to exit without saving
7. Hang up or continue to press * until you return to a desired menu
Group Mailbox

Group Mailbox allows multiple users to share a common campus phone number that provides a main greeting and offers a menu for up to 5 individual mailboxes. Each member has a Basic Mailbox.

When a Group Mailbox receives a call, a system announcement instructs the caller to select the subscriber they wish to leave a message for. Each mailbox within the group can have a customized Security Code, mailbox Name Verification, and Personal Greeting.

Once your Group Mailbox is active, IT Services will provide you with a main menu greeting mailbox number (campus extension), and one mailbox number for each individual member (maximum of 5). The first member mailbox will also serve as the administrator for the main menu greeting mailbox.

MAILBOX NUMBERS
Main Menu Greeting Mailbox
*Administrator/Member 1:_________________
   Member 2:_________________
   Member 3:_________________
   Member 4:_________________
   Member 5:_________________

*Member 1 is the Group Mailbox administrator and is responsible for recording the main menu greeting.

REQUEST GROUP MAILBOX
● Contact Client Support at (310) 825-8000

CLIENT SUPPORT
● Contact IT Services Client Support at (310) 206-0008
  or x. 114 (campus), or send an email to <clientsupport@it.ucla.edu>.

SET UP GROUP MAILBOX
Each member must first set up their own individual mailbox by following the steps in this guide to record their Personal Greeting (pg. 10), Name (pg. 12), and change their Security Code (pg. 12). The system will not allow a caller to leave a message in mailboxes that are not set up.

RECORD MAIN MENU GREETING
The administrator must record a greeting for the main menu greeting mailbox. This announcement plays prior to the system announcement for each individual group member. After the main menu greeting plays, the system will automatically announce instructions to press one for (Name of member 1), two for (Name of member 2), etc. These instructions should not be included in the main menu greeting.

1. Member 1/Administrator must access their own member mailbox
2. Press 8 o for Mailbox Options
3. Press 1 for Personal Options
4. Press 6 to record announcement for the mailbox you sponsor
5. Enter main menu greeting mailbox number
6. Press 2 to record; listen for record tone, then speak
7. Press 2 to stop recording
8. Press 5 to save
9. Hang up

SAMPLE GREETING
“You have reached (department name). To leave a message, please listen to the following menu options.”

RETRIEVE MESSAGES
To retrieve messages, members must access Voicemail using their own mailbox number. Refer to the Table of Contents on page 2 for Mailbox Access, Mailbox Setup, Message Navigation, Responding, and Sending instructions.
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.