

INSTRUCTIONS FOR CAMPUS TELEPHONE USE

(Additional information is available online at <http://blink.ucsd.edu/go/phones>)

IMPORTANT

Campus Telephones are for the purpose of conducting University business (PPM 555-1). Personal calls are to be completed from pay telephones except in emergency situations.

Fraudulent Calls

For your protection, new testing equipment and procedures enable UCSD Telecommunications Services to detect and investigate fraudulent calls. Unauthorized persons using TELEPHONE COMPANY CREDIT CARDS and UCSD AUTHORIZATION CODES to avoid charges or in any fraudulent manner, will be prosecuted under California Penal Code Section 502.7, and may be subject to fines up to \$500 and imprisonment not to exceed six (6) months, or both, and in certain cases may be subject to fines up to \$5,000, and imprisonment not to exceed (1) year.

To Prevent Fraudulent Calls Made At Your Expense:

If you are contacted by a person identifying themselves as an AT&T employee asking for your assistance in phone line testing, please refer them to ITS Service Desk, X64357 or servicedesk@ucsd.edu.

General Information

Always give your full 10-digit telephone number when informing outside callers, i.e. (858)534-XXXX, (858)822-XXXX or (858) 246-XXXX.

Please note that many of the features of the digital system require the dialing of the asterisk (*) and the number sign (#). Therefore, when you see # in this directory, you are instructed to dial # on your dial pad. The symbol # will never be used as an indicator for a number.

Directory Assistance/Information*

Campus Directory Assistance

Dial '0'

San Diego Directory Assistance

Dial 8 + 411

Long Distance Directory Assistance (see page 3)

Dial Auth Code Sequence + 8 + Area Code + 555-1212

- Domestic (within U.S.) call is now part of the monthly NGN Communication User fee.
- Canada, Puerto Rico, US Virgin Islands, & Guam: \$2.25
- International call: \$7.94

UCSD Medical Center Information

Dial 15 + '0'

VA Medical Center Information

Dial 133 + '0' (No audible ring)

Toll Free Numbers

Dial 8 + 800 + 555-1212

Dial 8 + 8XX + 555-1212

*From campus only

Dialing Feature for Visitors or other Non-Official Operator-Assisted & Long Distance Calls

A feature called '0+' dialing for operator-assisted or long distance dialing for personal, nonofficial, or visitors' calls, has been added to the campus telephone system. This service can be accessed from any campus telephone that presently allows off campus calling.

To activate this service, the following procedure should be followed:

1. Dialing calls using an area code (including the local area code):

- Dial 1-2-0, the area code, and telephone number of the party you are calling.
- You will hear a tone. (If calling from a digital telephone, press the Enable Touch-Tone/ETE button.) Then dial your calling card or credit card number for billing purposes.

2. Placing International calls:

- Dial 1-2-0, then furnish the operator with requested information.

3. If you need operator assistance, dial 1-2-0 and the operator will come on the line to assist you.

The purpose of this new service is to provide greater flexibility when making long distance calls and the ability to have direct operator access. Most AT&T, and other Calling Cards, and most major credit cards including VISA, Master Card, American Express, etc., can be used for billing purposes. All official long distance calls can be placed by using the UCSD authorization code assigned to you. You can continue to use 950-XXXX and 800-numbers for long distance carrier credit cards such as Sprint, ATT, Verizon, etc.

OUTGOING CALLS

Local and Nearby Area Code Calling

(Dialing within 619, 858, and 760 Area Codes)

You may not need an authorization code.

What to dial:

- 8 + Area Code + XXX-XXXX

Toll-Free Dialing

What to dial:

- 8 + 8XX + XXX-XXXX

Long Distance Dialing With Authorization Code

What to dial for Domestic Direct Distance Dialing:
five-digit authorization code, add 1 before your code:

- * 6 * 1 XXXXX
- # 8 (Area code) XXX-XXXX

seven-digit authorization code, enter seven digits:

- * 6 * XXXXXXX
- # 8 (Area code) XXX-XXXX

What to dial for Long Distance Directory Assistance calls:

five-digit authorization code, add 1 before your code:

- * 6 * 1 XXXXX
- # 8 (Area code) 555-1212

seven-digit authorization code, enter seven digits:

- * 6 * XXXXXXX
- # 8 (Area code) 555-1212

What to dial for International Operator/Directory Assistance: (\$ 7.94/call)

five-digit authorization code, add 1 before your code:

- * 6 * 1 XXXXX
- # 8 + '00'

seven-digit authorization code, enter seven digits:

- * 6 * XXXXXXX
- # 8 + '00'

Dialing Instructions for International Direct Distance Dialing (IDDD) With Authorization Code

1. Write down the full number before you dial.
2. Dial each digit carefully without long pauses (especially the last few digits).
3. Be prepared to wait up to a minute before you can be connected. IDDD calls require additional switching and more time for completion.
4. Remember that tones used in other countries are usually different from those used in the United States.
5. When telephone numbers in other countries are shown on letterhead or business cards, they are usually preceded by a national access digit '0' and the routing code. Omit the first '0' as this is used only when dialing within that country.

What to Dial:

- * 6 *
- authorization code
- # 16 + Country Code + City Code + Number

five-digit authorization code, add 1 before your code:

- * 6 * 1 XXXXX
- # 16 + Country Code + City Code +
- Local Number

seven-digit authorization code, enter seven digits:

- * 6 * XXXXXXX
- # 16 + Country Code + City Code +
- Local Number

NOTE: You need not enter International Access Code. This is done automatically.

Video and Web Conferencing

Zoom, UC San Diego's video and web conferencing tool is now available to faculty and staff. Zoom allows for video, audio, and screen sharing between participants. It can be used from any computer, laptop, tablet, or phone, and it works on PC, Mac, Android and IOS devices. For detailed instructions published on the web, please access <https://blink.ucsd.edu/technology/file-sharing/zoom/index.html>

Conference Calling on Campus

Conference/Analog Phones

With party on line:

- Press **Lightning Bolt/R** button or hook switch.
- Listen for recall dial tone (three beeps and dial tone).
- Dial second party. (Include access code if number is external.)
- After answer, dial 3. Conference tone (long beep) is heard, all parties are connected.

NOTE: If next party is busy or does not answer, press Lightning Bolt/R button once, listen for recall dial tone. Press Lightning Bolt/R button again to return to first party or rejoin conference. Repeat these steps to connect up to eight parties; maximum of two external calls. To include more than two external calls, see "MAKE A TELECONFERENCE CALL" instructions above.

Conference/Digital Phones

With party on line:

- Press idle line button (**ACCESS 1 or 2**).
- Dial second party. (Include access code if number is external).
- After answer, dial 3. Conference tone (long beep) is heard, all parties are connected.

NOTE: If second party is busy or does not answer, disconnect by hanging up. Return to first party by pressing the line button holding the first call. Repeat these steps to connect up to eight parties; maximum of two external calls. To include more than two external calls, see "MAKE A TELECONFERENCE CALL" instructions above.

Automated Attendant Services

The Campus Telecommunications Department offers a permanent solution to telecommunications bottlenecks through a variety of advanced Automated Attendant Services. Automated Attendant will perform the following tasks twenty-four hours a day, seven days a week:

- Answers all incoming calls on the first ring.
- Through a simple menu, callers are routed to the appropriate telephone or recorded information without any personnel assistance. Recorded information can be updated at any time from any telephone, passcode protected.
- By providing the answers to common questions via the Automated Attendant, some departments will reduce call traffic by as much as 50%.
- Callers can hold for a specific extension when it rings busy.

Traffic reports are not available with this program/feature. For more information about these cost saving services, please call Telecommunications, Customer Service Supervisor, Veronica Garcia at (858) 822-1904 or email veronica@ucsd.edu.

Paging Service

To Access a UCSD Campus Pager:

Off Campus

- Dial (858) 616-XXXX
- UCSD prompt will ask you to "Enter call back number and press #"
- Hang up.

On Campus

- Press available line button
- Dial 135 on key pad
- At dial tone, key in last four digits of pager number
- UCSD prompt will ask you to "Enter call back number and press #"

- Hang up.

NOTE: When using the Aastra system, 135 is referred to as "abbreviated dialing".

To Send a Text Message to an American Messaging Pager

- Log on to <http://www.myairmail.com> and follow directions, or
- Send email to (ten digit phone number) @MyAirMail.com

Paging Service from the Veterans Administration Medical Center

To Access a UCSD Health System Pager:

Numeric Paging

- Dial 68 (dial tone).
- Dial access 137 (after tone stops).
- Dial four-digit pager number (after tone stops).
- Dial telephone number to be called.
- Hang up.

To Access a UCSD Campus Pager:

- Dial 68 (dial tone).
- Dial 135.
- At dial tone, key in last four digits and hang up.

To Send a Text Message to an American Messaging Pager:

- Log on to <http://www.myairmail.com> and follow directions, or
- Send email to (ten digit phone number) @MyAirMail.com

Call Diversion

The Telecommunications Department must program the termination point for this feature. The termination point is the same extension number for all three types. The station use activates the desired feature by following instructions below.

1. All Calls

(all calls will divert to a pre-programmed answering point)

- Dial *2#.
- After special (pulsating) dial tone, hang up.
- To **Cancel**, dial #2#.
- After confirmation tone, hang up.

2. Busy

(calls divert only if your extension is busy)

- Dial *22#.
- After tone, hang up.
- To **Cancel**, dial #22#.
- After tone, hang up.

3. No Answer

(calls divert after ringing several times)

- Dial *21#.
- After tone, hang up.
- To **Cancel**, dial #21#.
- After tone, hang up.

4. No Answer and Busy

(calls divert if phone is either busy or unanswered)

- Dial *21#
- After tone, press CLEAR
- Dial *22#.
- After tone, hang up.
- To **Cancel**, dial #21#.
- After dial tone, press CLEAR.
- Dial #22#
- After tone, hang up.

NOTE: Diversion Busy and No Answer can be active at the same time.

Voice Mail

On Campus:

Voice mail is a service allowing you to send and receive recorded messages using your telephone. It may be used as an answering machine for your campus telephone, and it enrolls you in a verbal electronic mail system connecting all voice mail users. Voice Mail is easy to learn and offers immediate and significant benefits to your telephone communications.

Voice Mail is also available at a remarkably low cost. A high pitched dial tone will be heard on all phones whenever a new message is waiting. The Voice Mail function key will speed dial Voice Mail **Only** when new messages are waiting/light is flashing.

Voice Mail Access Instructions:

If a message is waiting:

1. Press the flashing Voice Mail function key or dial 46245 or 48000.
2. Enter the requested digits.

NOTE: The Enable Touch-Tone/ETE function is automatically activated when Voice Mail is dialed.

If no messages are waiting:

1. Dial the Voice Mail access number 46245 or 48000.
2. Enter the requested digits.

From off campus, dial (858) 534-6245 or (858) 534-8000 and continue as above. See additional Voice Mail Instructions available on Blink at <http://blink.ucsd.edu/go/voicemail>

Feature Package #1

On Campus:

Automatic Call Back

- If dialed extension is busy or does not answer;
- Dial 6 on keypad.
- Listen for confirmation tone (three beeps).
- Hang up.
- When called extension is available, system will ring you back (eight seconds of fast ringing). You must answer before ringing stops.
- Lift handset. Called extension will start ringing.

NOTE: Several CALL-BACKS can be active at the same time. Automatic Call-Back will not work on pilot numbers or extensions with data protection or the UCSD Medical Center (Intercept Tone).

To Cancel a Single Call-Back:

- Lift handset.
- Dial #6*, extension number, plus #, hang up.

To Cancel All Call-Backs:

- Lift handset.
- Dial #6#, hang up.

Trunk Queuing

If all external trunks are busy:

- Dial 6 on keypad.
- Listen for confirmation tone (three beeps), hang up
- When an external trunk becomes available, system will ring you back (eight seconds of fast ringing). You must answer before ringing stops.
- Lift handset (Number is automatically redialed).

Call Forward/Follow-Me

All calls will forward to a chosen answer point:

- Lift handset; dial *2*, dial extension you want your calls forwarded to, plus #. After special (pulsating) dial tone,

hang up.

- To CANCEL, lift handset; dial #2#. After dial tone, hang up.

To redirect FOLLOW-ME from answering point after feature is activated:

- Lift handset at answering point; dial *2*, dial original extension number, *, dial new answering point number, plus #. After dial tone, hang up.

To cancel FOLLOW-ME from answering point after feature is activated:

- Lift handset at answering point; dial #2*, dial original extension number, plus #. After dial tone, hang up.

Feature Package #2

On Campus:

Individual Abbreviated Dialing

To Program Numbers:

- Lift handset; dial *51*.
- Enter one digit (0-9) to represent dialed number.
- Dial * plus number. (Include '8' + Area Code if external call.)
- Dial #, hang up.

To Dial Abbreviated Numbers:

- Lift handset; dial **, plus digit (0-9) programmed to represent number to be dialed.

To Cancel A Single Abbreviated Numbers:

- Lift handset; dial #51*, the digit (0-9) that represents number to be canceled, plus #.

To Cancel All Abbreviated Numbers:

- Lift handset; dial #51#, hang up.

Feature Package #3

External Call Forwarding

To Program

- Lift handset and dial;
- *23#8 + Area Code + XXX-XXXX #.
- Hang up.

To Cancel:

- Dial #23#.
- Hang up.

NOTE: All Feature Packages must be initiated/programmed by Telecommunications personnel

System Features

Call Pick-Up Group

Within your pre-programmed pickup group:

- Dial 14 to connect to incoming call.

Directed Call Pick-Up

To answer any ringing extension:

- Dial ringing extension number, listen for busy tone.
- Dial 8 to connect to incoming call.

Call Waiting (Campus Only)

Send Call Waiting to busy extension:

- Dial 5 (busy tone changes to ring tone if CALL WAITING is accepted).
- Wait for party to answer. If they do not answer, hang up.

Answer Call Waiting Tone (Analog Phone)

(Campus Only):

(One or two beeps during a call)

- Hang up first call; second call rings through. **Or**
- Dial 2 to connect to second call (first call is automatically placed on hold).
- Dial 2 again to return to first call, etc.

Answer Call Waiting (Digital Phone)

(Campus Only):

(Access 2 button will ring)

- Press Access 2 button. (Access 1 call is automatically placed on hold.)
- Press Access 1 button to return to first call, etc.

Last Number Redial

To redial last number (External calls only):

- Dial *** on dial pad.

System Tones

Recall Dial Tone

Three short beeps followed by dial tone

Conference Tone

Long beep; confirms conference connection

Confirmation Tone

Three short beeps; feature accepted and confirmed

Special Dial Tone

Pulsating dial tone; extension has diversion invoked (ALL CALLS or FOLLOW-ME)

Call Waiting Tone

One beep; internal call
Two beeps; external call

Intercept Tone

Alternating high and low tone; feature denied or dialing error

Reorder Tone

Fast busy; call blocked or vacant number

Distinctive Rings:

Internal Single ring
External Double ring

Automatic Call-Back or Trunk Queuing

Fast ringing for eight seconds

Services for the Hearing and Speech Impaired

California Relay Service

The California Relay Service provides full telephone accessibility to people who are deaf, hard of hearing, or speech disabled. Specially trained California Relay Service Agents complete all calls and stay on-line to relay messages either electronically over a Telecommunications Device for the Deaf (TDD) or verbally to hearing parties. The service is available 24 hours a day, 365 days a year.

This is a valuable communications tool to give all individuals who are deaf, hard of hearing, or speech disabled the opportunity to make personal and business calls within the United States just like any other telephone user.

Both TDD and voice users may initiate calls through California Relay Service.

- **TDD Users 800-735-2929**
- **Voice Users 800-735-2922**
- **Or 711**

California Relay Service will refer all directory assistance calls to Operator Services for the Deaf (OSD) or callers may dial that number directly. The number is 800-855-1155.

TDD Pay Telephones

Some of the payphones on campus are equipped with a Telecommunications Device for the Deaf (TDD). They can be found at the following locations:

- Argo Hall
- Birch Aquarium
- Cancer Center, Rebecca & John Moores
- Canyonview Pool
- Geisel Library
- Pines/Stewart Commons
- RIMAC
- Scholander Hall at SIO
- Warren Lecture Hall

If any campus location requires the use of a temporary TDD, please contact the Help Desk at X(858) 246-4357.

UCSD Courtesy Telephones

Some of the courtesy telephones on campus are equipped with a TDD device. They can be found at the following locations:

- Che Cafe
- Humanities & Social Sciences Building
- Mandell Weiss Theatre
- Media Center/Communication Building
- Pacific Hall
- Peterson Hall
- Scripps Institution of Oceanography Library
- Social Sciences Building

Service Desk

X64357

Information Technology Services Repair and Service Desk Support:

1. If the problem is with the campus provided telephone:
 - Try unplugging and re-plugging the phone line from the wall and phone.
 - If this does not solve the problem, call the Service Desk at X64357.
2. If the problem is with the internet connection with your computer:
 - Try unplugging and re-plugging the internet cable from the wall and computer (when possible).
3. Try re-starting your computer:
 - If this does not work, contact your IT department support.
 - If your IT department support is unable to fix it or you do not have one, call the ITS Service Desk at X64357.

Customer Service Request (CSR)

Status Inquiry

Have questions about a CSR? Need to make changes or need status on a CSR? Call 44CSR (44277).