Speed Dials

**ADDING A SPEED DIAL ENTRY**
1. Log into the [Self-Care Portal](#) (See Self-Care Portal Login).
2. Click Phones on the top menu bar.
3. Select Phone Settings from the left hand column.
4. Click on Speed Dial Numbers.
5. Click on + Add New Speed Dial.
6. Enter a number in the Number field, text in the Label field (e.g., Home).
7. Repeat step 3 for as many Speed Dials as you want to program.
8. Click Save.

**DIALING SPEED DIALS**
1. Without picking up the handset, press the Speed Dial number (e.g. 1) on the phone keypad for the desired Speed Dial.
2. Press the AbbrDial soft key.

**Fast Dials**

**ACCESSING FAST DIALS FROM YOUR PHONE**
Note: When accessing fast dials you may be asked for your User ID (7-digit number xxx-xxxx).
1. Press the Directories button.
2. Use the Navigation button to scroll down, highlight Personal Directory, press the Select soft key.
3. Use the Navigation button to highlight Personal Fast Dials, press the Select soft key.
4. Use the Navigation button to highlight the desired number, press the Select soft key.
5. Press the Dial soft key.
6. Press the OK soft key.

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**Dialing Instructions At a Glance**

<table>
<thead>
<tr>
<th>CALLING FROM</th>
<th>CALLING TO</th>
<th>DIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>xxx-xxxxx</td>
<td></td>
</tr>
<tr>
<td>Any Campus</td>
<td>Long Distance*</td>
<td>1 + area code + xxx-xxxxxx</td>
</tr>
<tr>
<td></td>
<td>International†</td>
<td>**+ country code + number</td>
</tr>
<tr>
<td></td>
<td>University Operator</td>
<td>645-2000</td>
</tr>
<tr>
<td>North/South Campus</td>
<td>University Police Emergency</td>
<td>645-2222</td>
</tr>
<tr>
<td></td>
<td>University Police Non-Emergency</td>
<td>645-2227</td>
</tr>
<tr>
<td>Downtown Campus</td>
<td>Emergency</td>
<td>911</td>
</tr>
</tbody>
</table>

*UB pays for and closely monitors long distance and international calling usage.
**Older phones may need to dial 011 before country code and number.

**UB Phone Support**
Contact the UBIT Help Center
716-645-3542
buffalo.edu/ubit/help
ubithelp@buffalo.edu
Find Answers and Phone Service Requests
buffalo.edu/ubit/phones

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**UB Phone Quick Reference**

7800 Series

8800 Series

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PROVIDED BY UB INFORMATION TECHNOLOGY
Performing Basic Call Functions

PLACING A CALL
1. Pick up the handset or press the New Call Soft Key or the Speaker button.
2. Dial the telephone number.

ANSWERING A CALL
Pick up the handset or press the Answer Soft Key or press the Speaker button.

MANAGING MULTIPLE INCOMING CALLS
1. To answer an incoming call while on another call, press the Answer soft key (this automatically places the first caller on hold).
2. Use the Function button to return to the first caller, then press the Resume soft key.

PLACING A CALL ON HOLD
While on a call, press the Hold key or resume one that is held.

TRANSFERRING A CALL
1. While on a call, press the Transfer key, dial the third party’s number.
2. When the third party answers, announce the call, press the Transfer key again, then hang up.
3. If the third party is busy or unavailable, press the EndCall soft key, then press the Resume soft key to return to the first party.

TRANSFERRING A CALL DIRECTLY TO VOICE MAIL
1. Press the Transfer key.
2. Dial *98 followed by the 7-digit number. When you hear the mailbox greeting, press the Transfer key again.

MAKING A CONFERENCE CALL
1. While on a call, press the Conference key to start a conference call.
2. Dial the second party’s number. When the party answers, press the Conference key again. Repeat to establish up to six callers.

JOINING CALLS TO CONFERENCE
1. While active on a call, press the Conference key.
2. Choose the Active Calls soft key and select from other calls on the line to merge to the conference.

PARKING A CALL
1. While on a call, press the Park soft key.
2. Note the call park number on the LCD and hang up.
3. To retrieve a parked call on another UB phone, pick up the handset and type * followed by the call park number.
Note: A call will remain parked for 120 seconds. If not retrieved, the call will ring back to the phone it originated from.

SENDING A CALL DIRECTLY TO YOUR VOICE MAIL
Press the Decline soft key.

FORWARDING PHONE CALLS FROM YOUR PHONE
1. Press the Forward All soft key and dial the forwarding number.
2. To cancel call forwarding: Press the Forward All soft key.

Self-Care Portal
Self-Care Portal provides additional phone options via a Web browser.

SELF-CARE PORTAL LOGIN
1. Go to buffalo.edu/ubit/scp
2. Enter your username (7-digit number xxx-xxxx).
3. Enter your password.
4. Click Login.

SELF-CARE PORTAL LOGOUT
Click your user ID displayed in the top right of the window, and choose Sign out.

CHANGING PORTAL PASSWORD
1. Click General Settings on the top menu bar.
2. Fill in both password fields to confirm.

CHANGING PHONE SERVICES PIN
The phone PIN is used to access some phone services.
1. Click General Settings on the top menu bar.
2. Enter a PIN in to both fields to confirm.

FORWARDING PHONE CALLS FROM SELF-CARE PORTAL
1. Click Phones on the top menu bar.
2. Select Call Forwarding from the left hand column.
3. Click the box next to Forward all calls to:
4. In the pull-down menu, select Add a new number.
5. Enter the desired forwarding 10-digit number.
6. Click Save.