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.

**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-XXXX</td>
<td></td>
</tr>
<tr>
<td>Long Distance*</td>
<td>1 + area code + XXX-XXXX</td>
<td></td>
</tr>
<tr>
<td>International*</td>
<td>** + country code + number</td>
<td></td>
</tr>
<tr>
<td>University Operator</td>
<td>645-2000</td>
<td></td>
</tr>
<tr>
<td>University Police Emergency</td>
<td>645-2222</td>
<td></td>
</tr>
<tr>
<td>University Police Non-Emergency</td>
<td>645-2227</td>
<td></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
**ACCESSING VOICE MAIL REMOTELY**

1. **ACCESSING VOICE MAIL**
   - Enter your telephone number.
   - Press the New Call key.
   - Use the Speaker button or the * key.
   - Dial the telephone number.

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

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

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

5. **TRANSFERRING A CALL**
   - While on a call, press the Transfer key, dial the third party’s number.
   - When the third party answers, announce the call, press the Transfer key again, then hang up.
   - 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.

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

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

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

9. **PARKING A CALL**
   - While on a call, press the Park soft key.
   - Note the call park number on the LCD and hang up.
   - 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.

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

11. **FORWARDING PHONE CALLS FROM YOUR PHONE**
    - Press the Forward All soft key and dial the forwarding number.
    - To cancel calling forwarding: Press the Forward All soft key.

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

13. **SELF-CARE PORTAL LOGIN**
    - Go to buffalo.edu/ubit/scp
    - Enter your UBITName.
    - Enter your password.
    - Click Login.

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

15. **CHANGING PORTAL PASSWORD**
    - Click General Settings on the top menu bar.
    - Fill in both password fields to confirm.

16. **CHANGING PHONE SERVICES PIN**
    - The phone PIN is used to access some phone services.
    - Click General Settings on the top menu bar.
    - Enter a PIN in to both New Phone PIN and Confirm Phone PIN fields to confirm.

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