

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 <i>At a Glance</i>		
CALLING FROM	CALLING TO	DIAL
Any Campus	Local	XXX-XXXX
	Long Distance*	1 + area code + XXX-XXXX
	International*	** + country code + number
	University Operator	645-2000
North/South Campus	University Police <i>Emergency</i>	645-2222
	University Police <i>Non-Emergency</i>	645-2227
Downtown Campus	<i>Emergency</i>	911

*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

Phone Quick Reference

7800 Series



8800 Series






Cisco 7800 Series pictured, 8800 Series button locations may vary.

- | | |
|--------------------------|------------------|
| 1. Handset Light | 9. Speaker |
| 2. Phone Line/Speed Dial | 10. Headset |
| 3. Screen | 11. Mute |
| 4. Softkey | 12. Keypad |
| 5. Navigation/Select | 13. Volume |
| 6. Hold/Resume | 14. Directories |
| 7. Conference | 15. Applications |
| 8. Transfer | 16. Messages |

Voice Mail

SETTING UP VOICE MAIL

1. Press the **Messages** button. 
2. Enter voice mail **PIN** followed by **#**.
Note: Forgot PIN or new customers need to contact the UBIT Help Center at 716-645-3542.
3. From Set Up Options, record your **name** and **greeting**, and change your voicemail **PIN**.

Note: The system will not allow a voicemail PIN to be:

- your telephone number
 - the same digits (e.g. 44444)
 - a sequence of digits (e.g. 12345)
4. Follow all the prompts to completion.

ACCESSING VOICE MAIL


1. Press the **Messages** button.
2. Enter your voicemail **PIN** followed by **#**.
3. Follow the prompts to access your messages.

ACCESSING VOICE MAIL REMOTELY

1. Dial **+17166453333**.
2. When connected, press *****.
3. Enter your **ID** (7 digit xxx-xxxx) followed by **#**.
4. Enter your phone **PIN** followed by **#**.

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 **UBITName**.
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 New Phone PIN and Confirm Phone PIN 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**.