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-XXXX</td>
<td></td>
</tr>
<tr>
<td>Any Campus</td>
<td>Long Distance*</td>
<td>1 + area code + XXX-XXXX</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**

7941 Series

7945 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 **Navigation** 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** soft key or **Resume** soft key for one that is held.

TRANSFERRING A CALL
1. While on a call, press the **Transfer** soft key, dial the third party’s number.
2. When the third party answers, announce the call, press the **Transfer** soft 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** soft key.
2. Dial **98** followed by the 7-digit number. When you hear the mailbox greeting, press the **Transfer** soft key again.

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

JOINING CALLS TO CONFERENCE
1. While active on a call, highlight another call you want to join and press the **Select** soft key.
2. Press the **More** soft key and then the **Join** soft key. 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 **idivert** soft key.

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