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*

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 *Emergency*	645-2222
	University Police *Non-Emergency*	645-2227
Downtown Campus	*Emergency*	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
Find Answers and Phone Service Requests
   buffalo.edu/ubit/phones

UB University at Buffalo

Phone Quick Reference

7941 Series

7945 Series

PROVIDED BY UB INFORMATION TECHNOLOGY

Cisco 7945 Series pictured

1. Phone Line/Speed Dial
2. Footstand adjustment
3. Display button
4. Messages
5. Directories
6. Help
7. Settings
8. Services
9. Volume
10. Speaker
11. Mute
12. Headset
13. Navigation
14. Keypad
15. Softkeys*
16. Handset Light
17. Phone screen

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 *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 *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 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.*