

Fast Dials

ACCESSING FAST DIALS FROM YOUR PHONE

NOTE: When accessing fast dials you may be asked for your User ID (7 digit telephone number, XXXXXXX) and PIN (default PIN is 12345678, see CHANGING PHONE PIN to change PIN).

1. Press the Directories button.
2. Use the Navigation button to scroll down, highlight Personal Directory, then press the Select soft key.
3. Use the Navigation button to highlight Personal Fast Dials, then press the Select soft key.
4. Use the Navigation button to highlight the desired number, then press the Select soft key.
5. Press the Dial soft key.
6. Press the OK soft key.

Speed Dials

ADDING A SPEED DIAL ENTRY

1. Log into *CallManager*.
2. Select **Phone Settings** from the **User Options** menu.
3. Enter a number in the **Number** field, text in the **Label** field (e.g., Home).
4. Repeat step 3 for as many Speed Dials as you want to program.
5. 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.

Updated 2/19/14

Dialing Instructions At a Glance

CALLING FROM	CALLING TO	DIAL
Any Campus	Any Campus	seven digit phone number
	Off-Campus Local	seven digit phone number
	Off-Campus Long Distance*	1 + area code + number
	Toll Free	1 + 800 + number
	International*	0 + 11 + country code + city code + number
	University Operator	645-2000
	Off-Campus Operator Long Distance	0
	Facilities	645-2025
	Instructional Technology Support Services	645-2803
North/South Campus	University Police Emergency	645-2222
	University Police Non-Emergency	645-2227
Center of Excellence Only	Roswell Security (Life/Safety) Emergency	845-3333
	Roswell Security Escort	845-3069
All Other Downtown Campus Locations	Municipal 911 Emergency	911

* UB pays for and closely monitors long distance and international VoIP calling usage.

VoIP Support

VoIP Customer Service and Repair
Call the CIT Help Desk at 645-3542
buffalo.edu/ubit/get-help/cit-help-desk.html

Phone Service Requests
buffalo.edu/ubit/forms/request-telephone-service.html

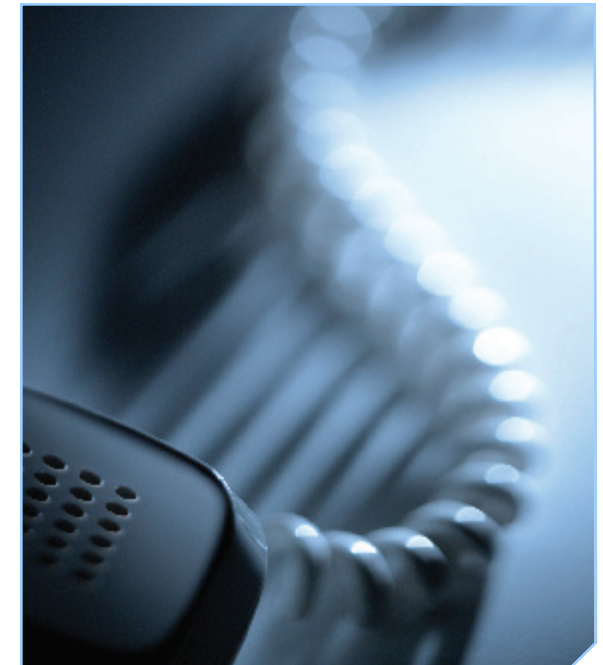
Find Answers to Your Questions
buffalo.edu/ubit/service-guides/phones/find-answers.html

Tutorial and User Guide
buffalo.edu/ubit/service-guides/phones/telephone-services-for-university-offices.html

Comments: cit-feedback@buffalo.edu

VoIP Phone Quick Reference

Voice Over Internet Protocol
(VoIP)



UB 2020 A collaborative future in progress.

Dialing from a University VoIP Phone

CAMPUS TO CAMPUS

- Dial all seven digits: XXX-XXXX.

CAMPUS TO OFF-CAMPUS

- Dial all seven digits: XXX-XXXX.
- Long Distance: 1 + area code + number.
- International: 0 + 11 + country code + city code + number.

NOTE: UB pays for and closely monitors long distance and international VoIP calling usage.

Voice Mail

SETTING UP VOICE MAIL

1. Press the **Messages** button.
2. Enter initial voicemail PIN: 828648986 followed by #.
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 prompts to complete the process.

ACCESSING VOICE MAIL

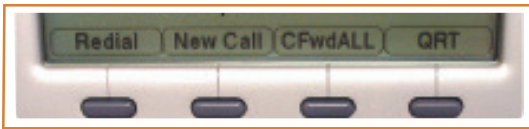
1. Press the **Messages** button.
2. Enter your phone password followed by #.
3. Follow the prompts to access your messages.

ACCESSING VOICE MAIL REMOTELY

1. Dial 645-3333.
2. When connected, press *.
3. Enter your ID (7 digit telephone number) followed by #.
4. Enter your phone password followed by #.

Soft Keys

Soft keys are the four (4) buttons at the bottom of the display. Soft key options change with phone functions.



Performing Basic Call Functions

PLACING A CALL

1. Pick up the handset or press the **Speaker** button.
2. Dial the telephone number.

ANSWERING A CALL

Pick up the handset 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.

To retrieve a call, press the **Resume** soft key.



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. 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.

MAKING A CONFERENCE CALL

1. While on a call, press the **More** soft key and then the **Confrn** soft key.
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.
- NOTE: Repeat until all calls are joined to 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 VoIP 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

Press the **CFwdALL** soft key and dial the forwarding number.

To cancel call forwarding: Press the **CFwdALL** soft key.

CallManager

CallManager provides additional phone options via a Web browser.

CALLMANAGER LOGIN

1. Go to **CallManager**:
<https://callmanager.cit.buffalo.edu/ccmuser>
 2. Enter your username: 7 digit telephone number, XXXXXXX.
 3. Enter your password.
- NOTE: Your default browser password is 12345. To change your default password, see CHANGING

BROWSER PASSWORD.

4. Click **Login**.

CALLMANAGER LOGOUT

Click **Log Out**, located in the upper right corner of the window.

CHANGING PASSWORD

The CallManager password is used to log in to **CallManager**.

1. Log into **CallManager**.
2. Click on your telephone number in the upper right hand corner of the window and select **Change Password** from the drop-down menu.
3. Enter a new password in the two fields.
4. Click **OK**.

CHANGING PHONE PIN

The phone PIN is used to access some phone services.

NOTE: Your default phone PIN is 12345678.

1. Log into **CallManager**.
2. Click on your telephone number in the upper right corner of the window and select **Change Phone PIN** from the drop-down menu.
3. Enter a new PIN in the two fields.
4. Click **OK**.

FORWARDING PHONE CALLS FROM CALLMANAGER

1. Log into **CallManager**.
2. Select your line in the left hand column.
3. Click the box next to **Forward all calls...**
4. Enter the desired forwarding 10-digit number.
5. Click **Save**.

To cancel call forwarding:

1. Log in to **CallManager**.
2. Uncheck the box next to **Forward all calls...**
3. Click **Save**.

Contacts

ADDING A CONTACT ENTRY

1. Log into **CallManager**.
2. Select the **Contacts** tab from the **User Options** menu.
3. Click **Add New**.
4. Enter contact information in the desired fields under **Contact Information**.
5. Click **OK**.
6. To add additional entries, repeat steps 3-5.