### Dialing Instructions At a Glance

<table>
<thead>
<tr>
<th>CALLING FROM</th>
<th>CALLING TO</th>
<th>DIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any Campus</td>
<td>Off-Campus</td>
<td>seven digit phone number</td>
</tr>
<tr>
<td></td>
<td>Local</td>
<td>seven digit phone number</td>
</tr>
<tr>
<td></td>
<td>Off-Campus</td>
<td>1 + area code + number</td>
</tr>
<tr>
<td></td>
<td>Long Distance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Toll Free</td>
<td>1 + 800 + number</td>
</tr>
<tr>
<td></td>
<td>International</td>
<td>0 + 11 + country code + city code + number</td>
</tr>
<tr>
<td>University</td>
<td>Operator</td>
<td>645-2000</td>
</tr>
<tr>
<td>Operator</td>
<td>Long Distance</td>
<td></td>
</tr>
<tr>
<td>Facilities</td>
<td>645-2025</td>
<td></td>
</tr>
<tr>
<td>Instructional Technology Support Services</td>
<td>645-2803</td>
<td></td>
</tr>
</tbody>
</table>

### 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.

### 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
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 hand corner of the window.
3. Enter the desired forwarding 10-digit number.
4. Click Save.
To cancel call forwarding: Log in to CallManager.
4. Click Save.
2. Uncheck the box next to Forward all calls.
3. Click Save.

Contacts

ADDDING 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.