



Basic call functions


Placing a call on hold

While on a call, press the **Hold** key. 
To resume, press **Hold** again.

Transferring a call

1. While on a call, press the **Transfer** key. 
Then dial the third party's number.
2. When the third party answers, announce the call, press **Transfer** again, then hang up.
3. If the third party is busy or unavailable, press the **End Call** 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 **Conference** key. 
2. Dial the second party's number. When they answer, press **Conference** again. Repeat to establish up to six callers.

Accessing voicemail

Press the **Messages** button. 

Returning calls

Use the **Recents** action button  to review history and return missed calls.

Application

Press the **Application** button and select **Settings** to customize various settings such as ring tone and wallpaper.

Dialing speed dials (if programmed)

1. Press the desired Speed Dial line button.
2. The speaker phone will be used to complete the call.

Self Care Portal: buffalo.edu/ubit/scp

The Self Care Portal provides additional phone options via a Web browser. Log in with your UBITName and password to forward calls to a different number, update your speed dials, ringer settings, change your voicemail and more.

Local -----> xxx-xxxx

Long Distance*-----> 1+ area code + xxx-xxxx

International* -----> 011+ country code + number

University Operator-----> 645-2000

University Police Emergency -----> 645-2222

University Police Non-emergency -----> 645-2227

*UB closely monitors long distance and international calls

Need help?

Contact the UBIT Help Center: buffalo.edu/ubit/help
(716-645-3542) or visit the Lockwood 2nd Fl. Cybrary
(North) or Abbott Health Sciences Library (South)

For: Faculty + staff

UB Phones

Learn how to check your voicemail, transfer calls, make conference calls and more.



 Learn more: buffalo.edu/ubit/phones

 Self Care Portal: buffalo.edu/ubit/scp

 Get help: buffalo.edu/ubit/help

 University at Buffalo
Information Technology