

# VoIP Reference Guide for Model 7961 & 7962 Phones



## Speaker:

Press the “speaker” button to activate. To disconnect, press it again.  
Or you can press the New Call soft key to activate the speaker.

## Mute:

To turn on the mute (so the other caller cannot hear you), press the microphone button. To turn off the mute, press it again.

## Voicemail/Voicemail Indicator:

The voicemail button is located to the right of your up/down arrows, with an envelope icon on the button. When you have a new message in your voicemail, the red light on your handset will turn on.

## Checking Voicemail Messages:

To access your messages, press the voicemail button (the envelope icon) or you can dial the extension 7000. You will be prompted to enter your password and press #. To save a message, press 2. To delete a message, press 3.

## Forwarding Calls Directly to Voicemail:

You can now forward all calls directly to voicemail. Press the **CFwdALL** soft key and then press the voicemail button. To remove call forwarding, press **CFwdALL** again.

## Transferring a Call:

To transfer a call to another extension, press the **Transfer** soft key, dial the 4-digit extension, then press the **Transfer** soft key again.

To transfer a call directly to voicemail, press the **Transfer** soft key then press the voicemail button. Press #, enter the 4-digit extension, then press # 2, and hang up.

## Missed Calls:

You have the ability to access your missed calls. Press the Menu button (the Globe button to the right of your up/down arrows). Select “Directories” and then select “Missed Calls.”

## Redial:

Press the Menu button (the Globe button). Select “Directories.” Highlight your desired choice using the arrow keys and then press the **Dial** soft key.

If you press the **Redial** soft key on the main screen, you will automatically call the last number dialed.

## Conference Calling:

Conference calling will allow you to connect with up to four different extensions.

After the first caller is on the line, press the **More** soft key. Press the **Confrn** soft key and then the next telephone number. Once this person answers, press **Confrn** again to connect the calls.

## Dialing Instructions:

- To dial off-campus, press 9 and the number.
- For on-campus calls, dial the 4-digit extension of the office or department.

## Dialing with a TAC #

- Local: Press # + 9 + 9 + telephone number + **TAC#**
- Long distance: Press # + 9 + 9 + 1 + area code + telephone number + **TAC#**

IT Services  
700 College Place  
Campus Box 142  
Williamsport, PA 17701  
570-321-4074  
570-321-4051 Fax  
epplem@lycoming.edu