

## LIP-9002 Button Layout



### Button Guide

1. **Transfer:** transfer the current active call or access the Program menu while the phone is idle.
2. **Speed/directory:** assign or use assigned station speed dial numbers.
3. **Message:** accesses message boxes
4. **Headset:** if a headset is plugged in this button allows you to toggle between the headset and handset.
5. **Hold:** place a call on hold – the caller will receive on-hold music or comfort tones.
6. **Mute:** mute the call so that the caller cannot hear your voice.
7. **DND (Do-Not-Disturb):** blocks incoming calls. You can also activate Do-Not-Disturb while the phone is ringing - this terminates the call and the caller will get a busy tone.
8. **Volume control:** adjust the Ring, Headset, Handset, and Speaker volume.
9. **Speakerphone:** toggle the speakerphone On and Off during a call. The button will automatically illuminate when the phone is in menu mode.
10. **Flex keys:** a line or feature can be assigned to these buttons.
11. **LCD screen:** phone interface for status, dialing directories, and text message information.

## Dealing with calls

<b>Answering an Incoming Call</b>	Lift the handset. To answer a call on another extension, press the flashing flex key and <i>then</i> lift the handset.
<b>Making an External Call</b>	Lift the handset and press a free flex key allocated to a line, or the 9 key to pick up an outside line. Once you have the outside line, dial your number.
<b>Making an Internal Call</b>	Lift the handset. Dial the extension number or press the flex key assigned to the contact.
<b>Rejecting a Call</b>	Press the <b>DND</b> button when a call comes in.
<b>Call Pick Up</b>	Lift the handset and dial 566 to pick up any handset in your group, or dial *77 and the station number to pick up a handset that's not in your group.
<b>Placing a call on hold</b>	Press the <b>HOLD</b> button. To reconnect the call, press the Green flashing flex key.

## Quick access call tools

<b>Speed Dial/Directory</b>	Lift the handset Press the <b>Speed</b> button Dial the desired station speed dial number <i>Please note group speed dial search on the LIP-9002 is not supported</i>
<b>Last Number Redial (LNR)</b>	Press your assigned flex key for redial

## Voicemail

### Accessing your Voicemail

Press the Message button followed by one of the following options:

- 1 – accesses **messages** to give an internal user a call back
- 2 – to access your **voicemail**
- 3 – to access **SMS messages**

If you do not know your password, contact your system administrator

### Listening to Voicemail (Options)

If you do not know your password, contact your system administrator

Once you have accessed your voicemail inbox here are the options available to you:

- Dial 1 – New messages**
- Dial 2 – Set a greeting**
- Dial 3 – Change password**
- Dial 0 – Return to main menu**

## Parking a call

### Parking a call

To park an active external call, press **Transfer**, dial the park code (i.e. 512 for Park 1)

Or press your assigned park key, and hang up to return to idle.

To retrieve a parked call, lift the handset and dial the park code or press your assigned park key.

### Camp On

When dialing an extension that is engaged, the Camp On feature allows the station to be notified that there is a call waiting. Press your assigned flex key to initiate camp on.

## Transferring a call

### Transferring a Call

Press the **Transfer** button, dial the extension number, external number or press the programmed flex key, then either speak to the recipient to announce the call or simply hang up.

### Returning to Caller from a Transfer

If you are unable to transfer the call, press the **Green flashing key** or the transfer key again to return to the caller.

## Features

### Do-Not-Disturb

Makes your extension unavailable for calls

Press **DND** button to activate.

Press **DND** button again to deactivate.

**Please note that this is not available on the attendant handset.**

### Ad Hoc Conference Calls

3 way calling

To call the first party, follow "Making an External/internal Call" above for instructions.

Once connected press the **assigned flex key**

Call the second party (as above).

Once connected, press the **assigned flex key** twice to connect the calls.

**\*To program a flex key, press Transfer then the key you wish to assign, dial 91 and then press OK.**

### Programming Call Forward

Routes your calls to another extension/group/speed dial - this will override your voice mail functions.

Dial 501 (or assigned feature code) then select one of the following options:

1. Unconditional Forward (forwards all calls instantly)
2. Busy Call Forward (only forward calls when you are on the phone)
- 3 - No Answer Call Forward (only forwards calls if you don't answer)
- 4 - Busy / No Answer Call Forward (Mix of 2 & 3)

Dial the extension number

To disable all call forwarding, dial 502 (or assigned feature code)

If you require assistance please call our Support Desk on 0800 092 8161