LIP-9010 Button Layout

13. Flex keys

1. **2.**
3. **4.**
5. **6.**
7. **8.**

12. Call log

9.

10. Speaker

11. Volume

Navigation

Button Guide

1. **Menu:** access the settings for your phone, such as changing the font and display or changing the configuration.
2. **Transfer:** transfer the current active call or access the Program menu while the phone is idle.
3. **Directory:** accesses the private, public and internal phone books.
4. **Speed:** assign or use assigned speed dial numbers.
5. **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.
6. **Message:** access your voicemail box.
7. **Hold:** place a call on hold – the caller will receive on-hold music or comfort tones.
8. **Headset:** if a headset is plugged in this button allows you to toggle between the headset and handset.
9. **Mute:** mute the call so that the caller cannot hear your voice.
10. **Speakerphone:** toggle the speakerphone On and Off during a call.
11. **Volume control:** adjust the Ring, Headset, Handset, and Speaker volume.
12. **Call log:** a list of calls received, dialed and missed.
13. **Flex keys:** A line, feature or quick dial can be assigned to these 5 programmable buttons.

Phone Directory

Using the Phone Book Directory
Access the stored
telephone numbers in your system

Press the **Directory** button followed by one of the following options:
1 - for your PRIVATE saved numbers
2 - for the PUBLIC saved numbers
3 - for all INTERNAL extension numbers
Once selected you can then use the navigation keys to scroll through the list. To alpha dial, first press the button showing the letter you wish to dial – e.g. press 2 for the letter B. Then, press 1, 2 or 3 depending on whether it is the first, second, or third letter on the button - e.g for the letter B, press 2, then 2 again. For letter C, press 2 and then 3. Press **OK** to dial the number.

Voicemail

Accessing your Voicemail

Press the **Message** button. Scroll down to the voicemail box (**VSF MSG**) and press **OK**. Enter your password: this is is your extension number followed by your pin number.
If you do not know your pin, contact your system administrator

Listening to Voicemail (Options)

Once you have accessed your voicemail inbox here are the options available to you:
Dial 1 – New messages (Dial 1 again to Replay Message)
Dial 2 – Next Message
Dial 3 – Delete Message (Confirm with #)
Dial 4 – Forward message to someone else
Dial 5 – Call back the person who left the message
Dial 6 – Skip the message
Dial 8 – Record/ re-record message
Hang up when finished.

Dealing with calls

Answering an Incoming Call	Lift the handset. To answer a call on another extension that is programmed to one of the phones 5 flex keys, press the flashing flex key *before* lifting the handset. You can also 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.
Making an External Call	Lift the handset and press a free flex key allocated to a line, or dial 9 to pick up an outside line. Once you have an outside line, dial your number.
Making an Internal Call	Lift the handset. Dial the extension Number or press the flex key assigned to the contact.
Rejecting a Call	Press the **DND** button when a call comes in.
Placing a call on hold	Press the **Hold** button. To reconnect the call, press the Green flashing flex key.

Parking a call

Parking a call	To park an active external call, press **Transfer**, dial the park code (i.e. #601 for Park 1), and hang up. To retrieve a parked call, lift the handset from any handset and dial the park code.
Camp On (Call Waiting)	When dialling an extension that is engaged, the Camp On feature allows the station to be notified that there is a call waiting. Press * to wait off-hook or **Message** to request a call back.

Transferring a call

Transferring a Call	During an active call, press the **Transfer** button. Dial the extension number, external number or press the programmed flex key. Either speak to the recipient to announce the call, or simply hang up to complete the call transfer.
Returning to Caller from a Transfer	If you are unable to transfer the call, press the Green flashing flex key to return to the caller.

Redialling a number

Call Log	Press the **right** navigation button. Scroll through the list using the **Navigation** buttons. To redial a number press the **OK** button.

Features

Do-Not-Disturb Makes your extension unavailable	Press the **DND** key to activate. Press the **DND** key 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 pre-programmed **CONF** flex key* once. Call the second party (as above). Once connected, press the **CONF** 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) All these features will override your voicemail functions.	Dial 554 then select one of the following options: 1 - Immediate Call 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 554.

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