

## LIP-9020 Button Layout



### 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
- 3. Directory:** accesses the station, system 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:** accesses message boxes
- 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. Flex keys:** a line, feature or quick dial can be assigned to these 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 STATION saved numbers
- 2 - for the SYSTEM 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 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 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 2 – Set a greeting
  - Dial 3 – Change password
  - Dial 0 – Return to main menu
- 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 set flex keys for call pick-up and group call pick-up.

### Making an External Call

Lift the handset then 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, transfer and then dial 512 (Feature code) followed by 601 (Park Bin number)

### 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 your assigned flex key to initiate camp on.

## Transferring a call

### Transferring a Call

During an active call, press either the **Transfer** button or the **TRANS** soft key. 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 or the transfer key again to return to the caller.

## Redialling a number

### Call Redial

You can assign a flex key to be a redial key. This will redial the last called number.

## 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 assigned flex key  
Call the second party (as above).  
Once connected, press the assigned flex key twice to connect the calls.

### Programming Call Forward (Routes your calls to another extension/group/speed dial)

All these features will override your voicemail 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