

## LIP-9020 Button Layout



### Button Guide

- Menu:** access the settings for your phone, such as changing the font and display or changing the configuration.
- Transfer:** transfer the current active call or access the Program menu while the phone is idle.
- Directory:** accesses the private, public and internal phone books.
- Speed:** assign or use assigned speed dial numbers.
- 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.
- Message:** access your voicemail box.
- Hold:** place a call on hold – the caller will receive on-hold music or comfort tones.
- Headset:** if a headset is plugged in this button allows you to toggle between the headset and handset.
- Mute:** mute the call so that the caller cannot hear your voice.
- Speakerphone:** toggle the speakerphone On and Off during a call.
- Volume control:** adjust the Ring, Headset, Handset, and Speaker volume.
- Soft keys:** these buttons are interactive and have a changing function based on the phone's status
- 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:  
 Enter a minimum of **3 characters** using the phone keypad (A = 2 + 1, B = 2 + 2 etc.)  
 Use the navigation key to select a number or a name and press **OK**  
 Press **Send**  
 Speed Dial (ALL):  
 Press the **Speaker** button  
 Dial the desired **Speed Dial** number or \* to call the last dialled number

## Voicemail

### Accessing your Voicemail

- Press the **Voicemail** softkey (if programmed) or press the **Message** button  
 Select **option 3** (Voicemail)  
 Enter **Station Number** followed by your **Password**

Once you have accessed your voice mail box the following options are available;

Main Menu:

- Press 1: New Messages
- Press 2: Saved Messages
- Press 8: Set personal greeting & password
- Press #: Disconnect
- Press 0: Operator
- Press 9: Repeat options

### Listening to Voicemail (Options)

- New Message Menu (Based on pressing 1 from Main Menu)
- Press 1: New Messages (Press 1 to replay message)
  - Press 2: Skip to next message
  - Press 3: Delete current message
  - Press 4: Forward message to another user
  - Press 5: Call back the person who left the message
  - Press 6: Skip the current message

## Changing System Date and Time (only at the system attendant phone)

### Locate your System attendant phone:

Press 0 (Zero) on any Phone, the ringing Phone is the System attendant Phone. If the Phone you dialled 0 from says Invalid, this is the System Attendant Phone. You will need to use this Phone to make the change.

- Press TRANS/PGM button
- Dial 0 4 1
- Prompts for date entry (MM/DD/YY)
- Dial date eg: 102818 (28th October 2018)
- Press HOLD/SAVE or OK button
- Prompts time entry (HH:MM)
- Dial time eg: 1315 (01:15pm)
- Press HOLD/SAVE or OK button

## Dealing with calls

### Answering an Incoming Call

Lift the handset or press the **PICKUP** soft key. To answer a call on another extension that is programmed to one of the phones 10 flex keys, press the flashing flex key *before* lifting the handset.

### 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 return to idle. To retrieve a parked call, lift the 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 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 to return to the caller.

## Redialling a number

### Call Log

List of phone numbers called and received

Press the **LOG** soft key. Scroll through the list using the **Navigation** buttons.

To redial a number press the **SEND** soft key.

To find out information on the call press the **DETAIL** soft key. Press **BACK** to exit.

## 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.

### 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.

Press Speaker button

Press Forward soft key

Press 1: Unconditional

Press 2: Busy

Press 3: No-Answer

Press 5: Off-Net Call Forward

Press 0: Remote Forward

Dial the Extension/Group/Speed Dial/Phone Number

Disable a forward by pressing the Speaker button then pressing the Forward soft key, following by pressing the # key