

## LIP-9010 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 speed dials.
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 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 STATION saved numbers
- 2 - for the SYSTEM saved numbers
- 3 - for all INTERNAL extension numbers

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

## 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 or 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).

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

## 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 or 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).