LIP-9002 Button Layout

10. LCD Screen

Input dial number.
100

10. Flex Keys

1.
2.
3.
4.
5.

6. 7.

8. Volume   **9. Speaker**

Button Guide

1. **Transfer:** transfer the current active call or access the Program menu while the phone is idle.
2. **Speed:** assign or use assigned speed dial numbers.
3. **Message:** access your voicemail box.
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

Answering an Incoming Call	Lift the handset. To answer a call on another extension, press the flashing flex key and *then* lift the handset.
Making an External Call	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.
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.
Call Pick Up	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.
Placing a call on hold	Press the **HOLD** button. To reconnect the call, press the Green flashing flex key.

Quick access call tools

Speed Dial	Lift the handset Press the **Speed** button Dial the desired System or Station Speed Dial number
Last Number Redial (LNR)	Press the **Speed** button. Dial * Use the Volume keys to select from the last 15 numbers dialed Press **Hold** to dial

Voicemail

Accessing your Voicemail	Select the **Voice Mail** flex key (if configured) or press the **Message** button. 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.

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	When dialing 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	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	Press the Green flashing **Loop/Line** flex key.

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 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 - this will override your voice mail functions.	Lift the handset Press the **Speaker** button and the **DND** button Dial the type of forward code 0-5 Dial the destination number To deactivate, follow the first two steps then Dial #.

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