LIP-9020 Button Layout

12. Soft Keys

13. Flex Keys

1. — Menu
2. — Transfer
3. — Directory
4. — Speed
5. — DND
6. — Message
7. — Hold
8. — Headset
9. — Mute

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 PGM menu while the phone is in idle state.
3. **Directory:** accesses the private, public and internal phone books.
4. **Speed:** assign or use assigned speed 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 fast busy tone.
6. **Message:** access your voicemail box.
7. **Hold:** place a call on hold – the caller will receive on-hold music.
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. The button will automatically illuminate when the phone is in menu mode.
11. **Volume control:** adjust the Ring, Headset, Handset, and Speaker volume.
12. **Softkeys:** these buttons are interactive and have a changing function based on the phone's status
13. **Flexkeys:** a line or feature can be assigned to these buttons.

Phone Directory

Using the Phone Book Directory (How to 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 and when you find the number you wish to dial press the **SEND** Softkey to dial the number.

Voicemail

Accessing your Voicemail
If you do not know your pin, contact your system administrator

Select the **Voice Mail** Softkey (if configured) or press the **Message** button. Enter your password: this is is your extension number followed by your pin number.

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 – To skip the message

Dial 8 – Record/ re-record message

Hang up when finished.

Dealing with calls

Answering an Incoming Call	Lift the handset or press the **PICKUP** Softkey. To answer a call on another extension, press the flashing Softkey and then lift the handset.
Making an External Call	Press a free **Loop/Line** Flexkey or the 9 key to pick up an outside line. Once you have the outside line, dial your number.
Making an Internal Call	Dial the extension Number or press the Flexkey assigned to the contact.
Rejecting a Call	Press the **DND** button when a call comes in.
Call Pick Up	Press the **PICKUP** Softkey *before* lifting the handset to answer a call to another extension.

Holding a call

Placing a call on hold	Press the **HOLD** button. To reconnect the call, press the Green flashing **Loop/Line** Flexkey.

Parking a call

Parking a call	To park an active external call, press **Transfer**, dial the park code, and hang up to return to idle. To retrieve a parked call, lift the handset and dial the park code.
Camp On	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	Press either the **Transfer** button or the **TRANS** Softkey. Dial the extension number, external number or press the programmed Flexkey. 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** Flexkey.

Redialling a number

Call Log (List of phone numbers called and received)	Press the **LOG** Softkey. Scroll through the list. To redial a number press the **SEND** Softkey. To find out information on the call press the **SELECT** Softkey.

Features

Do-Not-Disturb (Makes your extension unavailable for calls)	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 **CONF** Softkey once. Call the second party (as above). Once connected, press the **CONF** Softkey twice to connect the calls.
Programming Call Forward (Routes your calls to another extension/group/speed dial) All these features will override your voice mail functions.	Dial 554 Select your option: 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#