

## LIP-9002 Button Layout



### Button Guide

1. **Transfer:** transfer the current active call or access the PGM menu while the phone is in idle state.
2. **Speed:** assign or use assigned speed 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.
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 fast busy tone.
8. **Speakerphone:** toggle the speakerphone On and Off during a call. The button will automatically illuminate when the phone is in menu mode.
9. **Volume control:** adjust the Ring, Headset, Handset, and Speaker volume.
10. **Flexkeys:** a line or feature can be assigned to these buttons.

## Phone Directory

### Speed Dial

Lift the handset  
Press the **Speed** button  
Dial the desired System or Station Speed Dial number

### Last Number Redial (LNR) (stores the last 15 dialed numbers)

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** Flexkey (if configured) or press the **Message** button. Enter your password: this 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 – To skip the message  
Dial 8 – Record/ re-record message  
Hang up when finished.

## Dealing with calls

### Answering an Incoming Call

Lift the handset. To answer a call on another extension, press the flashing Flexkey 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

Lift the handset and dial \*\* to pick up any handset in your group, or dial 77 if not in your group.

## 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 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 Flexkey, 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** Flexkey.

## 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.**

### Conference Calls (3 way calling)

### 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 #.