iPECS LIP-9020 Handset Key Features Guide

DIAMOND Communications

LIP-9020 Button Layout

12. **Soft keys**

13. **Flex keys**

1. 2.
3. 4.
5. 6.
7. 8.

9.

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 Program menu while the phone is idle.
3. **Directory:** accesses the private, public and internal phone books.
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:** access your voicemail box.
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. **Soft keys:** these buttons are interactive and have a changing function based on the phone's status
13. **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**

Listening to Voicemail (Options)

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
New Message Menu (Based on pressing 1 from Main Menu)
Press 1: Mew 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

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

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