



Telephone Operation Guide For

LIP-9008G



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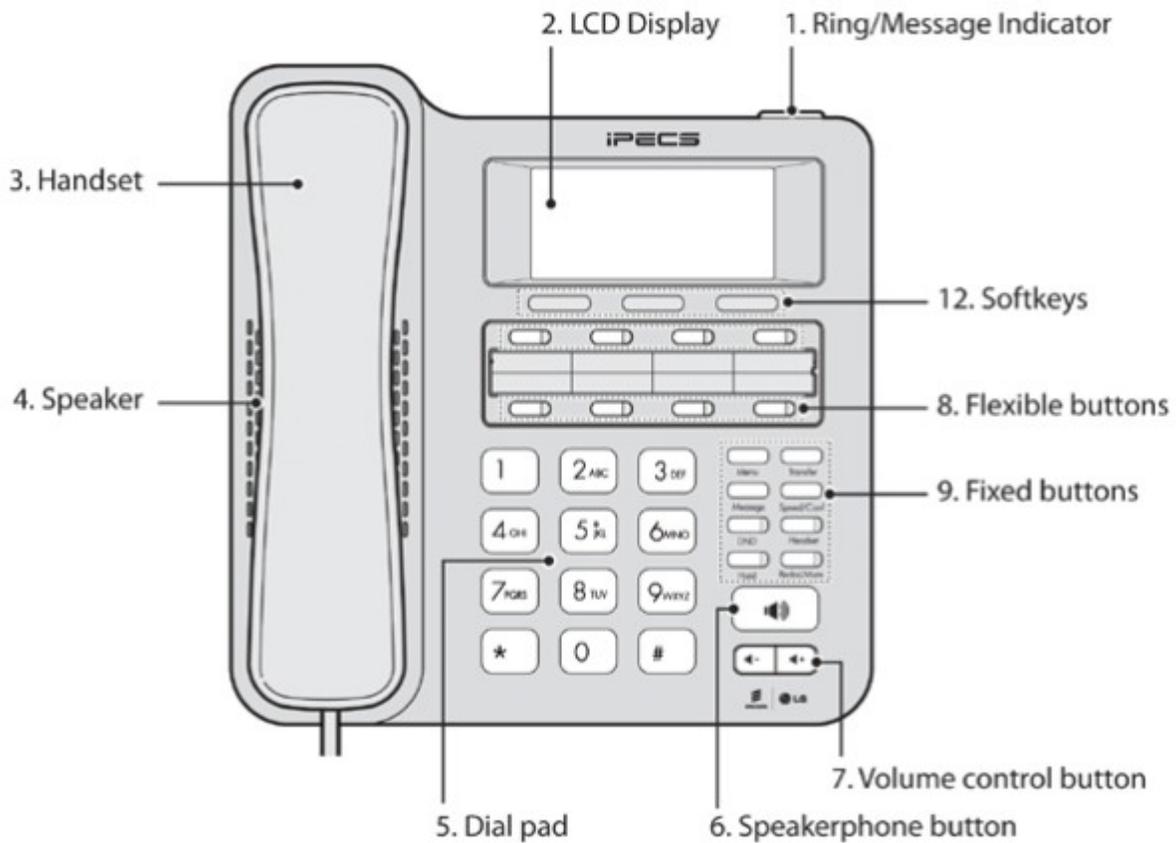
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Table of Contents

Button Overview.....	1
Making, Receiving, and Managing Calls.....	2
Making an external call.....	2
Calling another station.....	2
Calling another station using the directory.....	2
Answering a call ringing your station.....	2
Answering a second call ringing your station.....	3
Switching between handset and hands-free.....	3
Group listening.....	3
Muting your microphone.....	3
Silencing ringing while on a call.....	3
Placing a call on hold.....	3
Placing a call on exclusive hold.....	3
Retrieving a call from hold.....	4
Transferring a call to another extension.....	4
Transferring a call directly to a voice mailbox.....	4
Transferring a call to a group.....	4
Parking a call.....	4
Retrieving a parked call.....	4
Instant Redial.....	5
Reviewing the Call log.....	5
Conference Calling.....	5
Personal conference calling.....	5
Starting a personal conference with new calls.....	5
Forwarding Calls.....	5
Forwarding Types.....	5
Forwarding your calls immediately to voice mail.....	6
Programming your station to forward calls to another extension.....	6
Canceling call forwarding.....	6
Additional Features.....	7
Voice Mail.....	7
Volume buttons and their multiple functions.....	7
Ring tones.....	7
Character Entry.....	8

Button Overview



1. Ring/Message Indicator: Flashes when receiving a new call or you have a new message waiting.
2. LCD Display: Displays your phone status, dialing directories, and message information.
3. Handset: Use to answer calls.
4. Speaker: Delivers ringing and other audible signals, also lets your hear the caller's voice in speakerphone mode.
5. Dial pad buttons: Use to dial a number, select a menu item, or input a value.
6. [Speaker] button: Toggles the IP phone speakerphone on and off. The button illuminates when the speakerphone is active or the phone is in menu mode.
7. Volume control button: Use to adjust ring, headset, handset, and speaker volume.
8. Flexible buttons: Assigned as line or feature access button.
9. Fixed buttons.
 - (a) [Menu]: Accesses the menu for display and changes to the IP phone configuration.
 - (b) [Transfer]: Transfers the current active call. The button also accesses the User Program (PGM) menu or switches the dial pad input mode (ABC, abc, or 123). The dial pad mode displays in the

upper-right corner.

- (c) [Speed/Conf]: Used to assign your speed dial numbers. When on a call it acts as a conference button.
- (d) [Message]: Use to access your voice mailbox.
- (e) [DND] (Do Not Disturb): Use to activate DND so that your phone will not ring. This button also deletes the last character of an input when in menu mode.
- (f) [Headset]: Toggles use of the headset port on or off. When enabled a headset is used in place of the speakerphone.
- (g) [Hold]: Use to place a call on hold. Can also be used to access a held call. In menu mode, it saves your inputs.
- (h) [Redial/Mute]: Toggles audio from the microphone to the connected party on and off. When in an idle state it is used as a redial button.

12. Softkeys: These buttons are interactive, changing function based on the status of the phone. The current function of each softkey is displayed on the screen directly above the softkey.

Making, Receiving, and Managing Calls

Making an external call

1. Press one of the Line buttons or press 7 to reach an outside line.
2. Dial your phone number.

Calling another station

1. Dial the extension of the station you wish to reach or, if programmed, press the flexible button labeled for the extension.

Calling another station using the directory

1. Press [Speed/Conf] twice.
2. Press [3].
3. Use the volume buttons to scroll through the directory listing.
4. When you have highlighted your selection press the [Send] soft key, your station will call your selection.

Answering a call ringing your station

1. Lift the handset to answer normally or press [Speaker] to answer hands-free.

Answering a second call ringing your station

1. Press the blinking [Line] button to automatically place the first call on hold and answer the second.
2. Switch between calls by pressing the blinking [Line] button of the caller you wish to speak to.

Switching between handset and hands-free

1. Press [Speaker] and hang up the handset to switch to hands-free.
2. Lift the handset to switch from hands-free to handset, the speakerphone will automatically disable.

Group listening

1. While on the call and already using the handset, press [Speaker]
 - (a) The call will continue to use the handset as usual but the caller will also be heard over the speakerphone. This is useful if additional people need to monitor the call.

Muting your microphone

1. While on a call, press [Redial/Mute], it will light red.
2. To disable mute, press [Redial/Mute], it will no longer be lit.

Silencing ringing while on a call

1. If you find your phone ringing while you are on a call, press [DND] to silence the second ringing call.
 - (a) If the second call was routed directly to your station, the caller will be sent to voice mail.
 - (b) If the second call was ringing your station because it was routed to a station group of which you are a member, the call will continue ringing the other station group members.

Placing a call on hold

1. Press [Hold] once, the call will hold for a short time before recalling.
 - (a) Your [Hold] button and a [Line] flexible button will both begin blinking.

Placing a call on exclusive hold

1. Press [Hold] twice, the call will hold for much longer (than if you had pressed [Hold] once) before recalling and the call cannot be retrieved by another station manually picking up that line.
 - (a) Your [Hold] button and a [Line] flexible button will both begin blinking.
 - (b) You may place one call on hold for each [Line] flexible button you have programmed.

Retrieving a call from hold

1. Press the flashing [Line] flexible button that is associated with the call you wish to pick up.
 - (a) If only one call was placed on hold, you may press the flashing [Line] or [Hold] button to retrieve the call.

Transferring a call to another extension

1. While on the call press [Transfer] and your caller will automatically be put on transfer-hold.
2. Dial the extension of the party you wish to transfer the call to.
3. To transfer the call immediately, hang up. Otherwise wait for your call to be answered before announcing the transfer and hanging up to complete the transfer.
4. If unable to reach your party or you otherwise need to retrieve the party on transfer-hold press [Transfer] to pick them back up.

Transferring a call directly to a voice mailbox

1. While on the call press [Transfer] your caller will automatically be put on transfer-hold.
2. Press [Message]
3. Enter the extension of the voice mailbox to transfer the caller to.
4. Complete the transfer by hanging up.

Transferring a call to a group

1. While on the call press [Transfer] and your caller will automatically be put on transfer-hold.
2. Dial the group number you wish to transfer to.
3. Hang up to complete the transfer.

Parking a call

1. While on the call press a park flexible button or do the following
 - (a) While on the call press [Transfer]
 - (b) Dial a park bin.
 - i. Park bin numbers begin at [#601]. The total number of park bins depends on system model.

Retrieving a parked call

1. Press a flashing park flexible button, if programmed, or dial the park bin manually.

Instant Redial

1. Dial [*552] to redial the most recently dialed external call.

Reviewing the Call log

1. Press your [Log] soft key.
2. The call log lists all calls involving this station and uses icons on the left side of each entry to differentiate between call types.
 - (a) ► indicates a call made by the station.
 - (b) ◀ indicates a call answered by the station.
 - (c) ? indicates a missed call.
3. The date and time that an entry is created can be viewed: Highlight the line item and press the [Detail] soft key.
4. Once an item is open, it can be deleted using the [Delete] soft key
5. If the user wishes to call a line item found in the call log. Highlight the item and press the [✓] soft key to have the phone automatically dial.

Conference Calling

Personal conference calling

Each station can create conference calls on their own without using a conference room. Follow these instructions to do so.

Starting a personal conference with new calls

1. With your first party on the line press the [Conf] soft key under your screen.
 - (a) Your first party will be placed on conference-hold and you will hear intercom dial tone.
2. Dial the next party you wish to conference into the call.
 - (a) Dial as you would normally, press [Line] for an outside call or dial an extension for internal call.
3. Once you have your second party, press [Conf] soft key twice to join all parties together.

Forwarding Calls

Forwarding Types

1. The forwarding program is reached by pressing [DND] while off-hook (lifting the handset or pressing [Speaker]).

2. The forward types presented are 0 through 5 and #. These are their definitions.

- (a) Forward type [0] is not used in your iPECS implementation.
- (b) [1] forwards all calls immediately and unconditionally.
- (c) [2] forwards all calls when the forwarded station is busy.
- (d) [3] forwards all calls when the forwarded station does not answer.
- (e) [4] forwards all calls when the forwarded station is busy or does not answer.
- (f) Forward type [5] is not used in your iPECS implementation.
- (g) [#] cancels forwarding.

Forwarding your calls immediately to voice mail

Please note that all stations are already configured to forward to voice mail when not answered, DND, or an internal call reaches a busy station. Using the forwarding feature to manually forward calls to voice mail is not required.

1. While on-hook press [DND]
2. The [DND] button will now be lit and the station screen will indicate the do not disturb state.
3. To disable, press [DND] again.

Programming your station to forward calls to another extension

1. Go off-hook and press [DND].
2. Dial a forwarding type, each type is defined in the “Forwarding Types” section.
3. Dial the extension you wish to forward your calls to.
4. If accepted the station will sound a confirmation tone.
5. Hang up.
6. The station screen will now indicate the current call forwarding state.

Canceling call forwarding

1. Go off-hook and press [DND].
2. Press [#]
3. The station will sound a confirmation tone.
4. Hang up.
5. The station screen will no longer indicate the station is forwarded.

Additional Features

Voice Mail

Please refer to the Voice Mail add on packet that should accompany this document.

Volume buttons and their multiple functions

The volume buttons perform multiple operations depending on the state of the station.

1. When the station is idle the volume buttons control the contrast of the screen.
2. When on a call or ringing the volume buttons raise or lower the volume of the station feature currently being used.
 - (a) Handset, speakerphone, ringing, and paging all have their own volume levels and can be altered individually.
3. When a menu is shown on the screen, the volume buttons are used to scroll or otherwise navigate up and down through said menu.
4. intercom answering mode.

Ring tones

Eight ring tones are built into the LIP-9008 and LIP-9008G stations.

1. Dial [Transfer] [11] to alter your standard ring tone.
 - (a) To alter your DID/external call ring tone dial [Transfer] [12]
2. Select a ring tone by dialing [1] through [8], once dialed your selection will begin to play a preview.
3. Press [Hold] to save your selection or [Speaker] to exit.

Character Entry

<u>Dial Pad Button</u>	<u>Function</u>			
	Followed by 1	Followed by 2	Followed by 3	Followed by 0
1	Q	Z	.	1
2	A	B	C	2
3	D	E	F	3
4	G	H	I	4
5	J	K	L	5
6	M	N	O	6
7	P	Q	R	7
8	T	U	V	8
9	W	X	Y	9
0				0
*	Space	:	,	
#	()	-	
Speed	Backspace / Delete			
Volume Up	Move cursor right, adds space if already at end of line.			
Volume Down	Move cursor left, does not delete.			