



Telephone Operation Guide For

LIP-9040



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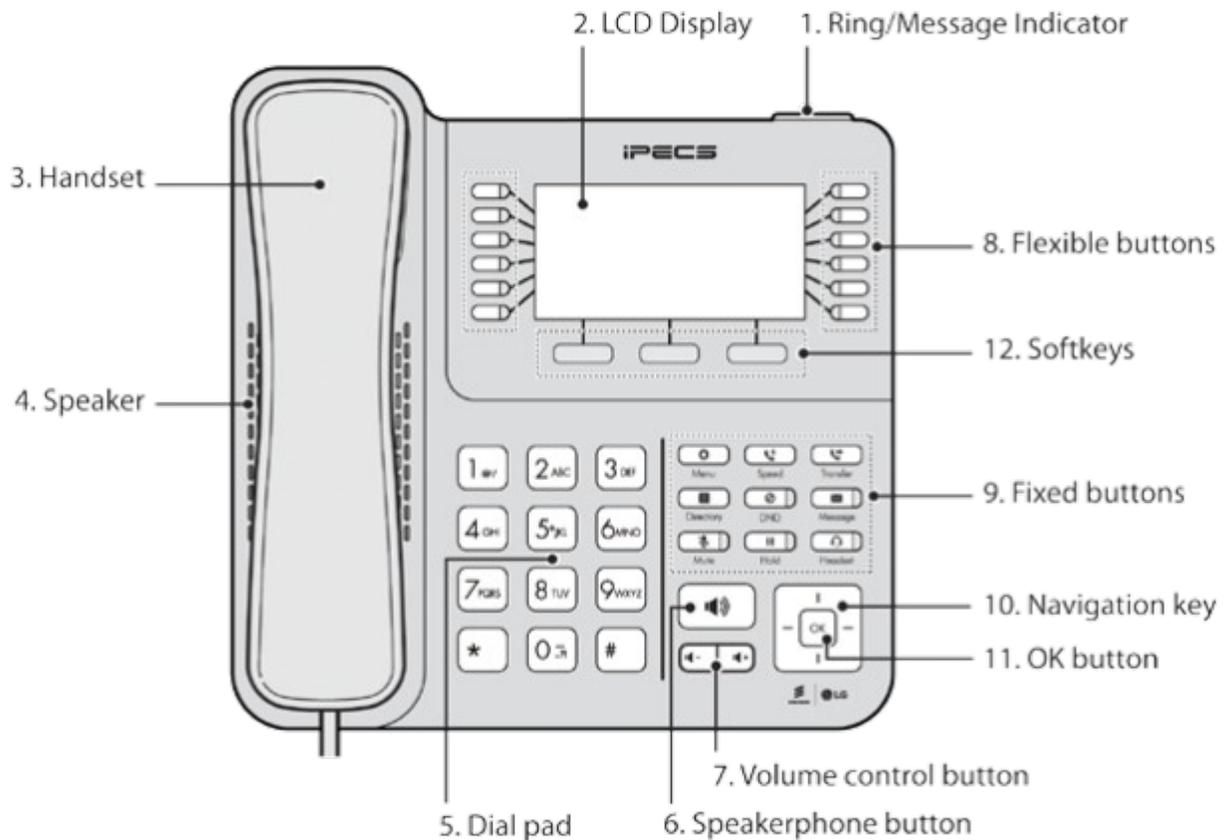
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Button Overview



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]: Used to assign your speed dial numbers.
- (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) [Mute]: Toggles audio from the microphone to the connected party on and off.

10. Navigation key

- (a) Left: Use to select the previous group of softkeys when ◀ appears in the bottom-left of the display.
- (b) Right: Use to select the previous group of softkeys when ▶ appears in the bottom-right of the display.
- (c) Up: Scrolls upward through the phone's menu options.
- (d) Down: Scrolls downward through the phone's menu options.

11. OK key: Selects the highlighted choice when navigating through a menu. During a call pop-up display of call information can be toggled on and off. When off the call information will show at the top of the display.

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

- 13. Press one of your Line buttons to reach an outside line.
- 14. 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 [Directory].
2. Press [3].
3. Use the directional buttons surrounding [OK] to browse the directory listing, or dial the first few characters of a name.
 - (a) A chart displaying how to dial letters can be found on page 15.
4. When you have highlighted your selection press [OK], your station will call that extension automatically.

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.

Answering a call to another station without call coverage

Call coverage is detailed beginning on page Error: Reference source not found.

1. If programmed, press the flashing flexible button that was pre-programmed with the extension that is ringing.
2. If no such button is programmed dial [*77] followed by the extension that is ringing.

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 [Mute], it will light red.
2. To disable mute press [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.

Intercom calling with forced hands-free

This feature must be enabled for the calling station.

1. When calling from your station directly to another and the called station is ringing press [#]
 - (a) A tone will sound on both stations and the call will connect, the called station will automatically use speakerphone.

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.
 - (b) You may place one call on hold for each [Line] flexible button you have programmed.

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 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 to a phone number

1. While on the call press [Transfer] and your caller will automatically be put on transfer-hold.
2. Press a Line button to reach an outside line.
3. Dial the phone number of the party you wish to transfer the call to.
4. 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.
5. 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] and 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 or, if programmed, press the flexible button for that mailboxes extension.
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

1. While on the call press [Transfer]
2. Dial a park bin.
 - (a) 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

1. 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) An arrow pointing right is a call made by the station.
 - (b) An arrow pointing left is a call answered by the station.
 - (c) A bouncing arrow is a missed call.
3. The date and time that an entry is created can be viewed: highlight the line item and press the [Select] soft key.
4. Once an item is open, it can be deleted or saved as a speed dial by pressing the related soft key.
5. If the user wishes to call a line item found in the call log. Highlight the item and press [OK] 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, for outside call or extension for internal call.
3. Once you have your second party, press [Conf] soft key once to place them on conference-hold, you will hear intercom dial tone again.
4. Repeat steps 2 and 3 for additional parties.
5. Once you wish to join the conference press [Conf] soft key again while off-hook and listening to internal dial tone.
6. When completed, each user can exit the conference by hanging up or the station that begin the conference may disconnect all parties by pressing their [Conf] soft key while on-hook.

Conferencing a held call into your existing call.

This applies when you were already on the phone and another party calls your station. Follow these instructions to talk to both your existing call and the new caller at the same time.

1. This guide assumes you are speaking to one caller and have another caller on hold.
2. 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.
3. Press the blinking [Line] key to pickup your held party.
4. Press the [Conf] soft key once to place them on conference-hold, you will hear intercom dial tone again.
5. Press [Conf] soft key again while off-hook and listening to internal dial tone, you will connect all parties and join the conference.
6. When completed, each user can exit the conference by hanging up or the station that begin the conference may disconnect all parties by pressing their [Conf] soft key while on-hook.

Managing the your personal conference call

1. The station that began the personal conference call may use the [View] soft key under their screen to review, add, and delete members from the conference call.
2. With the view menu open, use the volume buttons to browse through the conference call member list.
 - (a) Press the [Delete] soft key to disconnect a member from the conference.

- (b) Press [Add] soft key to receive internal dial tone, dial the party you wish to add to the conference.
 - i. Remember to dial [7] for an outside line if the party is not another extension.
 - ii. Once reached, press [Conf] soft key to return to the conference and bring the new party into the conference with you.
 - A. If no party is reached hang up and the station will return to an idle state.
 - B. To rejoin the conference go off-hook and press the [Conf] soft key.
 - If the [Conf] soft key is pressed while idle (not off-hook) the conference call will end and all parties will be disconnected.
-

Flexible Button Programming

The LIP-9040 display their flexible buttons to the left and right of the LCD screen. While only 8 or 12 physical buttons exist each button can save three functions by using the directional pad to scroll (up or down) through the three pages of stored flexible button functions.

Viewing what a flexible button is currently programmed for

Flexible buttons can be checked without making changes.

1. Press [Transfer]
 - (a) Press the flexible button you wish to view the programming of.
 - (b) A tone will sound and the programming of the selected button will be displayed on the screen.
2. Continue pressing flexible buttons until you have checked all that you wish to.
3. Press [Speaker] to exit programming.

Program a flexible button with an extension

1. Press [Transfer]
2. Press the flexible button you wish to program.
 - (a) A tone will sound and the programming of the selected button will be displayed on the screen.
3. Enter the extension number you want programmed on the selected flexible button.
4. Press [Hold]
5. Repeat steps 2 through 5 if additional flexible buttons require programming.

6. Press [Speaker] to exit programming.

Program a flexible button with a feature code

1. Press [Transfer]
2. Press the flexible button you wish to program.
 - (a) A tone will sound and the programming of the selected button will be displayed on the screen.
3. Enter the feature code you want programmed on the selected button.
 - (a) Page 16 lists feature codes detailed in this document.
 - i. If any code shows a [Transfer] in the feature code column it must be pressed along with the shown digits.
4. Press [Hold]
5. Repeat steps 2 through 5 if additional flexible buttons require programming.
6. Press [Speaker] to exit programming.

Program a flexible button with a phone number

1. Press [Transfer]
2. Press the flexible button you wish to program.
 - (a) A tone will sound and the programming of the selected button will be displayed on the screen.
3. Dial [7] followed by your phone number.
4. Press [Hold]
5. Repeat steps 2 through 5 if any additional flexible buttons require programming.
6. Press [Speaker] to exit programming.

Program a flexible button with a speed dial

1. Press [Transfer]
2. Press the flexible button you wish to program.
 - (a) A tone will sound and the programming of the selected button will be displayed on the screen.
3. Press [Speed].
4. Enter the speed bin number.
5. Press [Hold]
6. Repeat steps 2 through 5 if any additional flexible buttons require programming.

7. Press [Speaker] to exit programming.

Deleting the programming of a flexible button

A flexible button may be reprogrammed with a new feature without clearing the programming first.

1. Press [Transfer]
2. Press the flexible button you wish to delete.
 - (a) A tone will sound and the programming of the selected button will be displayed on the screen.
3. Press [Hold]
4. Repeat steps 2 and 3 if any additional flexible buttons require deletion.
5. Press [Speaker] to exit programming.

Speed Dials

Note: The Program a flexible button with a phone number section on page 9 could be better suited for personal use instead of this Speed Dials section.

Note: Speed bin and speed dial are interchangeable terms.

Program a speed bin

1. Press [Transfer].
2. Press [Speed].
3. Enter a bin number.
 - (a) The screen will display “Enter Speed Bin No (XXX)”, XXX being the first empty station speed bin.
 - i. The complete range of station speed bins is 000-099, every station has its own set.
 - ii. System-wide speed bin numbers range from 2000 to 9999 but can only be programmed from the system attendant station.
 - (b) To edit an existing speed bin enter that bin number.
 - (c) Station speed bins can only be accessed from the station that programmed them.
4. Dial [7] as you normally would to reach an outside line.
 - (a) Optional: Add [*] before your dialed number. This will enable “Display Security” and hide the dialed number from anyone using the speed bin number. If your speed dial requires [*] at the beginning of its number, such as *72, lead your dialed number with two [*].
5. Dial your phone number.

- (a) Optional: Add [#] at the end of your dialed number. This will skip an internal timer and make the call complete sooner.
- 6. Press [Hold]
- 7. Enter the name for the speed bin.
 - (a) Type up to 16 characters for the speed bin name.
 - i. A chart on page 15 shows how each character that can be entered, how to toggle lowercase characters, numeric characters, and how to enter a space.
- 8. Press [Hold]
- 9. Repeat steps 4 through 8 if additional speed bins require programming.
- 10. Press [Speaker] to exit programming.

Dial a speed bin by bin number

- 1. Press [Speed].
- 2. Dial the bin number. The station will automatically choose the programmed line and dial the stored number.

Dial a station speed bin by name

- 1. Press [Speed] twice.
- 2. Press 1 to choose to dial by station speed name.
- 3. Dial the first few digits of the speed bin name.
 - (a) A chart on page 15 shows how each character that can be entered, how to toggle lowercase characters, numeric characters, and how to enter a space.
 - (b) The list of speed bins can also be browsed manually without dialing by using the up/down buttons.
- 4. Press [Hold] or the [Send] soft key. The station will automatically choose the programmed line and dial the stored number.

Program a flexible button with a speed dial

The speed bin must be created first, see section “Using Speed Dials” for more details.

- 1. Press [Transfer]
- 2. Press the flexible button you wish to program.
 - (a) A tone will sound and the programming of the selected button will be displayed on the screen.
- 3. Press [Speed]

4. Enter the bin number containing the phone number you want programmed on the selected flexible button.
5. Press [Hold]
6. Repeat steps 2 through 5 if any additional flexible buttons require programming.
7. Press [Speaker] to exit programming.

Forwarding Calls

Forwarding Types

1. The forwarding program is reached by selecting the [Forward] soft key. Press right once (next to the [OK] button) to reveal the [Forward] soft key while not on a call.
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 end user 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 such 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. Press the [Forward] soft key.
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. Press the [Forward] soft key.
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.

Intercom answering options

The iPECS system offers three answering modes for intercom calls.

1. Press [Transfer] [13] then choose one of the following.
 - (a) [1] Hands-free: Intercom calls will automatically connect using the speakerphone allowing both parties to hear and speak to each other without additional button presses.
 - (b) [2] Tone: Intercom calls will ring the station. This mode is selected by default.

- (c) [3] Privacy: Intercom calls will automatically connect using the speakerphone however the called station will also be muted. The [Speak] soft key in the screen must be pressed to communicate to the caller using the speakerphone unless the called party lifts their handset to continue the call.
- 2. Press [Hold] to confirm your selection.
- 3. (H) (T) or (P) will display in the screen next to the extension number to indicate the current intercom answering mode.

Ring tones

16 ring tones are built into the LIP-9040 stations.

- 1. Dial [Trans/PGM] [11] to alter your standard ring tone.
 - (a) To alter your DID/external call ring tone dial [Trans/PGM] [12]
- 2. Select a ring tone by dialing [0] [1] through [1] [6], once dialed your selection will begin to play a preview.
- 3. Press [Hold] to save your selection or [Speaker] to exit.

Headset management

- 1. Multiple different headset manufacturers and models can be connected to your station.
 - (a) Headsets or their associated base must use an RJ10 headset style connector.
- 2. The station offers a headset port on the back of the station to which the headset may be connected. Otherwise follow the directions for wiring your headset and base that came packaged with your headset.
 - (a) Using the headset port will enable the headset but disable the speakerphone.
 - i. The benefit to using the headset port is the station can control headset volume and present ringing to the headset if configured.
 - (b) To enable or disable the headset port:
 - i. Press the [Headset] button. It will light red.
 - (c) To control whether your station or headset rings for new calls
 - i. Dial [Trans/PGM] [62]
 - ii. The screen will display options for headset ring type
 - A. Dial [1] for normal ringing at the station.
 - B. Dial [2] to ring only your headset.
 - C. Dial [3] to ring both your station and headset.
 - iii. Press [Hold] to save your selection.

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.			

