## Ericsson-LG Enterprise iPECS LIP-9020 Handset Key Features Guide

# II REDCARE5G

### LIP-9020 Button Layout



#### **Button Guide**

- 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.
- 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 onhold 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 <b>Directory</b> button followed by one of the following options: Enter a minimum of <b>3 characters</b> using the phone keypad (A = 2 + 1, B = 2 + 2 etc.) Use the navigation key to select a number or a name and press <b>OK</b> Press <b>Send</b> Speed Dial (ALL): Press the <b>Speaker</b> button Dial the desired <b>Speed Dial</b> number or * to call the last dialled number
Voicemail	
Accessing your Voicemail	Press the <b>Voicemail</b> softkey (if programmed) or press the <b>Message</b> button Select <b>option 3</b> (Voicemail) Enter <b>Station Number</b> followed by your <b>Password</b>
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 8: Set personal greeting & password Press 9: 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

Answering an Incoming Call	Lift the handset or press the <b>PICKUP</b> 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 <i>before</i> 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 <b>DND</b> button when a call comes in.
Placing a Call on Hold	Press the <b>Hold</b> button. To reconnect the call, press the Green flashing flex key.
Parking a call	
Parking a Call	To park an active external call, press <b>Transfer</b> , 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 <b>Message</b> to request a call back.
Transferring a call	
Transferring a Call	During an active call, press either the <b>Transfer</b> button or the <b>TRANS</b> 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	Press the LOG soft key. Scroll through the list using the Navigation buttons.
List of phone numbers called and received	To redial a number press the <b>SEND</b> soft key. To find out information on the call press the <b>DETAIL</b> soft key. Press <b>BACK</b> to exit.
and received	
and received Features Do-Not-Disturb	To find out information on the call press the <b>DETAIL</b> soft key. Press <b>BACK</b> to exit. Press the <b>DND</b> key to activate. Press the <b>DND</b> key again to deactivate.

pressing the # key

# III REDCARE5G