

iPECS

LIP-9000 Series

User Guide

Please read this user guide carefully before operating your set. Retain it for future reference.

iPECS is an Ericsson-LG Brand



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Before Use

About this Guide

This guide is intended for the LIP-9000 Series users, and provides user-related information.

Introduction of the Document

This guide explains how to install and correctly use LIP-9010, LIP-9020, LIP-9030 and LIP-9040.

Product figures and screen images used in this guide could be changed without notice for quality improvement.

Explanation of Symbol or Word

The following is symbols used in this guide. Information presented with these symbols must be observed for the correct use of the application.



CAUTION

This mark warns a situation in which light injury or product damage (hardware, software or data damage) could occur if the instructions have been violated.

NOTE

This word provides additional explanation, emphasis on important information or reference for related information which is required for the correct use of the phone.

1. Introduction

1.1 General

Your telephone is connected to an advanced-technology, highly-versatile, fully-featured telecom system designed to make office communications easy and productive. Employing state-of-the-art Voice over Internet Protocol (VoIP) technology, voice and data converge on a single IP packet network. Because each iPECS Phone is an IP appliance, it can be moved easily throughout the office LAN and maintain normal operation.

1.2 Feature Information

We have taken every effort to make this user guide simple and straightforward. The guide starts with the simpler operations of the iPECS Phone Speakerphone, moves on to receiving and placing calls, and then to more advanced features. Each section includes a brief and basic description of each feature and step-by-step operation instructions.

The operations shown in this guide use the System's base default Numbering Plan. Your specific Numbering Plan may be different. Some features may not be available for you to access or may be subject to certain limitations based on the set-up of the System (refer to your System Administrator, or the iPECS Technical Manuals for further information).

NOTE

Under certain operating conditions, this equipment may not be able to make emergency calls. Alternative arrangements should be made for access to emergency services.

1.3 Feature Groupings

Every effort has been taken to divide the features into a logical and consistent sequence so that features can be quickly located.

Features have been divided into groups, *Receiving Calls*, *Placing Calls*, etc. Within each group, features are arranged according to the difficulty of operation and frequency of use.

1.4 iPECS LIP-9000 Phone Description

The iPECS LIP-9000 series phones (shown) incorporate the latest in VoIP technology and user interface to provide you with a cost effective, simple to use, productive communications tool.

- The LIP-9010 includes a 3-line 320 by 48 dot graphic LCD.
- The LIP-9020 includes a 4-line 320 by 80 dot graphic LCD.
- The LIP-9030 includes a 6-line 320 by 112 dot graphic LCD.
- The LIP-9040 includes an 8-line 320 by 144 dot graphic LCD. (Refer to *1.4.1.1 Phone Layout*)

LIP-9020, LIP-9030 and LIP-9040 has the bottom line of the display incorporates an interactive menu accessed with the 3 Soft buttons just below the display.

The Navigation button in the right lower end of the Phone allows you to move through the menu choices when more than three selections are available.

Features and functions of your iPECS are accessed using the Fixed or Flexible buttons, dial pad buttons, or dial codes entered from the dial pad. And, it also possible by selecting a menu item using the Soft buttons in case of LIP-9020, LIP-9030 and LIP-9040.

In the remainder of this User Guide, the Fixed or Flexible buttons are shown with a box surrounding the **BUTTON** designation while Soft button menu selections are shown with a Double Underline.

1.4.1 Phone Layout and Functions

1.4.1.1 Phone Layout

Below is the Layout of each LIP-Phone based on the front view. This layout may be a bit different among LIP-9010, LIP-9020, LIP-9030 and LIP-9040.



Figure 1: LIP-9010 Front (above)

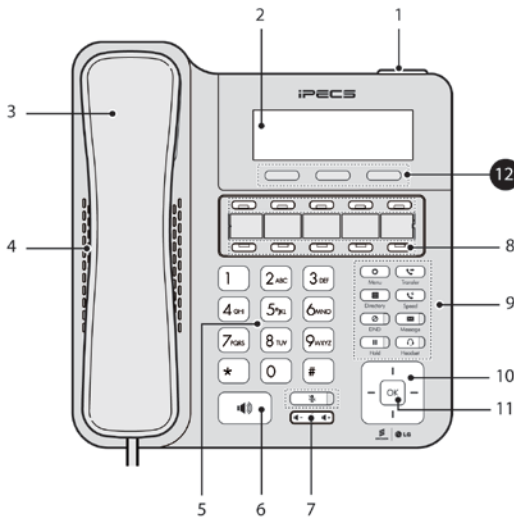


Figure 2: LIP-9020 Front (above)

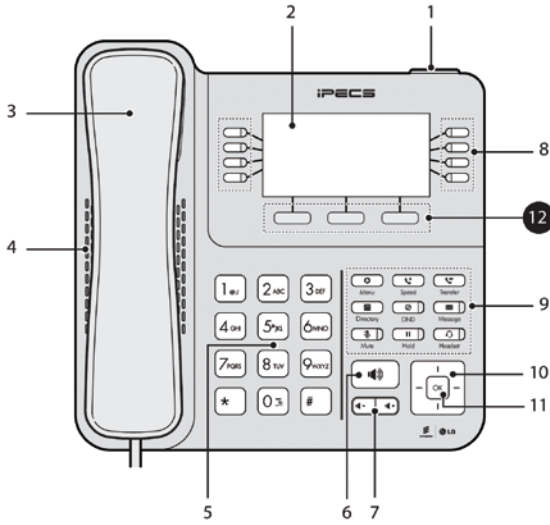


Figure 3: LIP-9030 Front (above)

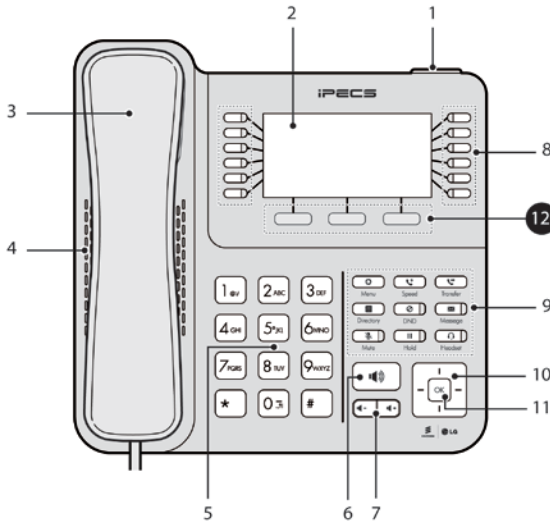










Figure 4: LIP-9040 Front (above)

1.4.1.2 Functions

Below gives a brief description of each control buttons or keys on the LIP-Phone.

1. **Ring/Message Indicator:** Illuminates when ringing, or message waiting.
2. **LCD Display:** Phone interface for status, dialing directories, and text message information.
3. **Handset:** Use to answer a call using the handset.
4. **Speaker:** Let you 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. **Speakerphone button:** Toggle the IP phone speakerphone On and Off. And, it illuminates also when phone is in menu mode.
7. **Volume control button:** Use to adjust Ring, Headset, Handset, and Speaker volume.
8. **Flexible buttons:** Assigns as Line or feature in Phone configuration.
 - LIP-9010 has 5-flexible buttons.
 - LIP-9020 has 10-flexible buttons.
 - LIP-9030 has 8-flexible buttons with maximum 3 pages.
 - LIP-9040 has 12-flexible buttons with maximum 3 pages.
9. **Fixed buttons**
 -  **Menu button:** Accesses the menu for display and changes to the IP Phone configuration.
 -  **Transfer (PGM) button:** Transfers the current active call. And, accesses the Program menu in idle state or it switches the dial pad input mode in input screen. The dial pad mode displays in the upper-right corner.
 -  **Directory button:** Accesses the private or public directory.
 -  **Speed button:** Assigns the speed number.
 -  **Message button:** When the MWI LED indicates you have a message use to access Voice Mail server.
 -  **DND (Do Not Disturb):** Activates DND so that extension will not ring. And it deletes a last letter in input screen.

-  **Headset button:** When using a headset, this button toggles the headset state. When the headset is active, the button LED illuminates red.
- **|| Hold (Save) button:** Use to place a call on Hold. Also, use to access a held call. In menu mode, it saves the user input.
-  **Mute button:** Toggles audio from the microphone to the connected party On and Off.

10. Navigation key

- **Left:** In LIP-9020, 30, and 40 models, use to select the previous group of softkeys when ◀ appears in the bottom-left of the LCD. In LIP-9010, use to go to previous step or select 'no' when user has to choose 'yes' or 'no'.
- **Right:** In LIP-9020, 30 and 40 models, use to select the next group of softkeys when ▶ appears in the bottom-right of the LCD. In LIP-9010, use to activate Call Log function in standby mode.
- **Up:** Scrolls through the phone's menu options upward.
- **Down:** Scrolls through the phone's menu options downward.

11. OK Key: Selects the highlighted choice when navigates through a menu.

12. Softkeys: Softkeys are interactive, changing function based on the IP Phone status of LIP-9020, 30, and 40. LIP-9010 does not support.

1.5 LIP-9000 Phone Installation

The phone handset is attached as shown (A). The LIP-9000 has 2 RJ-45 and 10/100 Base-T LAN connection ports (shown). One port is for connecting to the LAN (D), and the other can be connected to a desktop data device or PC (B), or another LAN interface terminal.

NOTE

Please read "1.5.2 Information about compatibility headset" before connecting your headset to ensure safe and proper use.

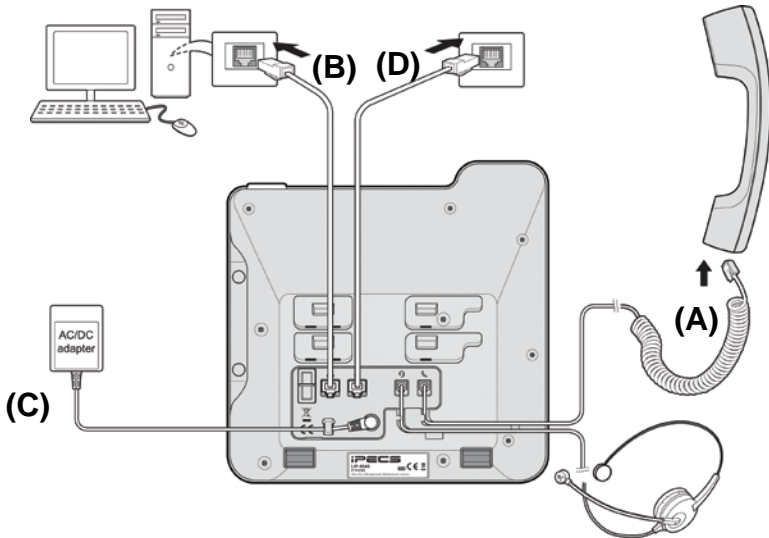


Figure 5: LIP-Phone Connections

1.5.1 Power

All LIP-9000 series phones can be powered by the AC/DC Adapter shown '(C)' in **Figure 5** or over the LAN cable using the POE8 or other 802.3af compliant switch.

If using the AC/DC Adapter, after connecting the Phone to the LAN, the Adapter's DC voltage plug is inserted into the power-input jack in the underside of the Phone.

To use AC power, use only the Ericsson-LG Enterprise Approved AC power adaptor (P/N: TKTN9019XXX, See **Table 1** on page 9 for details), which you can order separately.



CAUTION

Use either PoE or AC adaptor, not both, for power supply of your LIP Phone.

1.5.1.1 The country-specific Adaptor

Code	Function
TKTN9019901	Korea
TKTN9019902	Europe
TKTN9019903	North America (USA/Canada)
TKTN9019904	Australia
TKTN9019905	UK
TKTN9019906	China
TKTN9019907	South Africa/India
TKTN9019908	Brazil
TKTN9019909	Japan
TKTN9019910	Plus Star

Table 1: LIP-9000 Series country-specific Adaptor

1.5.1.2 PoE Class

PoE Class	LIP Phone
Class 1	LIP-9010
Class 2	LIP-9020, LIP-9030, LIP-9040

Table 2: LIP-9000 Series PoE Class

1.5.2 Information about compatibility headset

- We can't guarantee other headsets except the headset list posted on the web site.
- Regarding Headset compatibility, refer to "Headset list for IP phone" on the web site.
- We will update the compatibility list if we finish testing the new one anytime.

1.5.3 Wall Mount

The LIP-9000 series phones can be wall mounted as needed. The following instructions describe how to perform a wall mount installation.

1. Align the wall-mount bracket (not included) over the back of the phone, then press the bracket forward applying steady pressure until it clicks into place.
2. Mark and drill two 7mm holes for plastic wall anchors (not included).
3. Insert the two anchors into the holes and insert and tighten the two screws (not included) leaving about 2.5 mm (1/8-inch) exposed.
4. Slide the LIP-9000 phone over the screws and assure the phone is secure.
5. Reverse the handset hook and re-install in the phone so that the hook catches the groove in the handset receiver,
6. Hang the handset up on the handset hook.

NOTE

It may be necessary to remove the phone and tighten or loosen the screws for a secure mounting.

1.6 Button Kit

The button kit for the LIP-9000 Series phone provides 12 or 24 additional line/programmable feature keys. You can place the phone and button kit on your desktop or you can wall-mount them.

Up to three different types of button kits are supported on a single phone. The button kits work with the LIP-9020, LIP-9030, and LIP-9040.

Connect power to the phone. The phone and button kit will power up. The button kit uses the electrical connection of the phone for power.

The available button kit is as follows:

- **LIP-9012 DSS:** 12 flexible button with 3 color LED
- **LIP-9024 DSS:** 24 flexible button with 3 color LED
- **LIP-9024 LSS:** 12 flexible button with 3 color LED and 2 page button

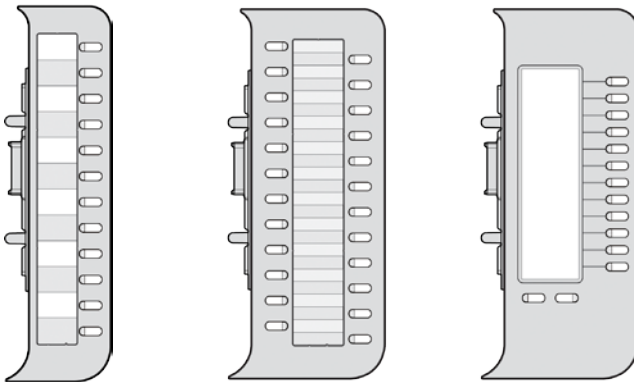


Figure 6: Button kit for LIP-9000 Series













See *Button kit for the LIP-9000 Series Quick Installation Guide* for more detailed instruction.

2. LCD, Speakerphone & Related Features

2.1 Using the LCD






The LIP-9030 and LIP-9040 each has 6-line and 8-line Liquid Crystal Display (LCD) which is divided into 3 sections. The upper section, which consists of a single line, displays station number, various icons, time and flexible button page number. The middle section displays the string of flex button or a monthly calendar (LIP-9040 Only). The user can select by pressing CALENDR Soft button of next page in idle state. It will also provide called/calling name/number display, feature status and etc.

The lower section, which consists of a single line, is an interactive menu to guide you through feature access and *User Program selections*. The Navigation button is used to move through Display Menu items.









1004	12:41	1
 CO 001	CO 007	
 CO 002	CO 008	
 CO 003	CO 009	
 CO 004	CO 010	
 CO 005	CO 011	
 CO 006	CO 012	
PICKUP	CONF	LOG ►

Below is a list of icons and their meaning.

Upper line icons

Icon	Meaning
	Message icon, indicates one or more messages.
	Forward icon, indicates calls to the extension are forwarded.
	Wake Up icon, indicates one or more alarms are saved.
	Missed call icon, indicates one or more missed calls.
	LAN icon, indicates the status of the LAN connection to the IP Phone. (LIP-9010/20 Only)

Flexible button icons (LIP-9030/40 only)

Icon	Meaning
-	NOT Assigned
	CO Button
	Station Button
	Function Button
	On-Line Presence of UCS Client
	Off-Line Presence of UCS Client
	Away Presence of UCS Client
	Busy Presence of UCS Client
	DND Presence of UCS Client

2.2 Display Menu

With the Display Menu, you can access the Network Configuration menu as well as other phone features through simple menu trees. The Display Menu is activated using the Menu button.

To activate the Display Menu:

- Press the **MENU** button,
- Press the Navigation up/down buttons and press the **OK** button to select. (**OK** Soft button also works in LIP-9020/LIP-9030/LIP-9040),

OR

- Dial the associated digit (Menu selections shown):

<ol style="list-style-type: none">1. PHONE SETTING2. CONFERENCE ROOM PGM3. ICM SMS4. NETWORK CONFIG5. BUTTON PROGRAM0. ATTENDANT

NOTE

The '0. Attendant' selection will only display on the System Attendant phone.

2.2.1 Phone Setting

To configure the Phone:

Press the **MENU** button and 1 (Phone Setting),

- The following menu displays:

<ol style="list-style-type: none">1. STATION NAME PROGRAM2. ICM RING3. CO RING4. PASSWORD PROGRAM5. LANGUAGE PROGRAM6. STA RING DOWNLOAD7. BACKLIGHT8. FONT PROGRAM9. LCD DIMMING

- **Station Name Program**—Input up to 20 length using the keypad, then press the **OK** button. (**OK** Soft button also works in LIP-9020/LIP-9030/LIP-9040). To input characters:
 - Press the **DND** button to delete a character. (**DELETE** Soft button also works in LIP-9020/LIP-9030/LIP-9040)
 - Press the **TRANSFER(PGM)** button to change the input mode. (**MODE** Soft button also works in LIP-9020/LIP-9030/LIP-9040)
 - To input the first character of a button, press the button 1 time (ex., for 'a', press 2 button once).
 - To input the second character of a button, press the button 2 times (ex., for 'b', press the 2 button twice).
 - To input the third character of a button, press the button 3 times (ex., for 'f', press the 3 button three times).
- **ICM Ring/CO Ring**—Use Navigation up/down buttons to move through list of ring types (**NEXT** Soft button also works in LIP-9020/LIP-9030/LIP-9040), and press **OK** button. (**OK** Soft button also works in LIP-9020/LIP-9030/LIP-9040)
- **Password Program**—Enter the current password and press the **OK** button, then enter the new password and press the **OK** button. (**OK** Soft button also works in LIP-9020/LIP-9030/LIP-9040)
- **Language Program**—Use Navigation up/down buttons to highlight available languages supported, and press the **OK** button to select. (**OK** Soft button also works in LIP-9020/LIP-9030/LIP-9040)
- **Station Ring Download**—Select the ring position (5-8) and select the ring file; press the **HOLD(SAVE)** button or **SAVE** Soft button to select. (**SAVE** Soft button also works in LIP-9020/LIP-9030/LIP-9040)
- **Backlight**—Use Navigation up/down buttons to select the operation of the backlight, and press the **OK** button to select. (**OK** Soft button also works in LIP-9020/LIP-9030/LIP-9040)
- **Font Program**— Use Navigation up/down buttons to select the LCD Font, and press the **OK** button to select. (**OK** Soft button also works in LIP-9020/LIP-9030/LIP-9040)

2.2.2 Conference Room

The User can create and delete Conference rooms.

To configure a Conference Room:

- Press the **MENU** button and 2 (Conference Room Pgm),

- The following menu list displays:

<p>1. CREATE CONF ROOM</p> <p>2. DELETE CONF ROOM</p>

- Press the Navigation up/down keys to highlight and then press the **OK** button. (OK Soft button also works in LIP-9020/LIP-9030/LIP-9040)

OR

- Dial the number associated to the selection,
- Enter the room number and dial the password,
- Press the **OK** button. (OK Soft button also works in LIP-9020/LIP-9030/LIP-9040)

2.2.3 ICM SMS

The user can send SMS messages to other stations and retrieve received SMS messages.

To send a SMS message:

- Press the **MENU** button and 3 (ICM SMS),
- The following menu list displays:

<p>1. SEND MESSAGE</p> <p>2. IN BOX(03)</p>

- Press the Navigation up/down keys to highlight and then press the **OK** button. (OK Soft button also works in LIP-9020/LIP-9030/LIP-9040)

OR

- Dial 1 to send a message,
- Dial 1 if resending, or 2 to send a new message (edit),
- Enter the Station number or range and write message,
- The message can be saved up to 80 characters,
- Press the **OK** button. (OK Soft button also works in LIP-9020/LIP-9030/LIP-9040).

To retrieve a SMS message:

- Press the **MENU** button and 3 (ICM SMS),
- The following menu list displays:

<p>1. SEND MESSAGE 2. IN BOX(03)</p>
--

- Press the Navigation up/down keys to highlight and then press the **OK** button. (**OK** Soft button also works in LIP-9020/LIP-9030/LIP-9040)

OR

- Dial 2 to retrieve a message.

2.2.4 Network Configuration

The User can review the current network configuration or modify a new phone network configuration.

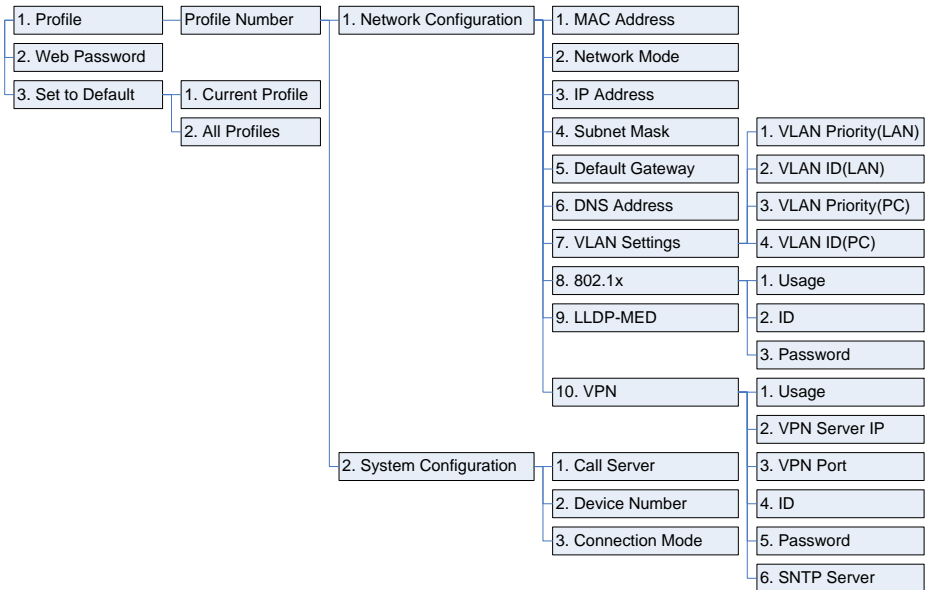
To access Network Config. settings:

- Press the **MENU** button and 4 (Network Configuration).
- Enter the password (default=147*); the following list will display:

<p>1.Profile 2.Web Password 3.Set to Default</p>

- Select the desired menu item using one of the following methods:
 - Use the dial pad to input the menu item number that displayed in front of the item or
 - Navigate with Navigation up/down keys to highlight the item and select with the **OK** button.
 - To return to a previous branch in the menu, press the **BACK** Soft button in LIP-9020/LIP-9030/LIP-9040 and press the Navigation Left key in LIP-9010.
- Press the **OK** or **HOLD(SAVE)** button to save each setting. (**OK** Soft button also works in LIP-9020/LIP-9030/LIP-9040).

- The structure of the menu is like the following.



2.2.5 Button Program (LIP-9030/9040 Only)

A User can save or change a feature to flexible button, also can label a flexible button.

To configure a Button Program:

- Press MENU button and 5 (Button Program),
- The following menu list displays:



- Press the Navigation up/down keys to highlight and then press the button.

OR

- Dial the number associated to the selection,
- When BUTTON FEATURE is chosen, press the desired button.

- Current feature is shown in the LCD.
- New feature can be entered.
- When BUTTON LABEL is chosen, press the desired button.
- Current label is shown in the LCD.
- New label can be entered.
- Press the **OK** button.

2.2.6 Attendant menu

The Attendant menu is only available on the System Attendant phone.

To access the Attendant menu:

- From the Attendant Station phone, press the **MENU** button,
- Press 0 (Attendant); the following will display:

1. DATE/TIME SET	
2. SET ICM ONLY MODE	
3. RESTORE COS	
4. MONITOR CONF ROOM	
5. DELETE CONF ROOM	
SELECT (1 - 5)	
BACK	OK

- **Date/Time Set**—Enter mm/dd/yy, and press **OK** Navi button or press the **HOLD(SAVE)** button; enter hh/mm, and press **OK** Navi button or press the **HOLD(SAVE)** button.
- **Set ICM Only Mode**—Dial the Station Range for ICM only calls (ex., 103-108=103108), press **OK** Navi button or press the **HOLD(SAVE)** button.
- **Restore COS**—Dial the Station Range for COS restoring (ex., 103-108=103108), and press **OK** Navi button or press the **HOLD(SAVE)** button.
- **Monitor Conference Room**—Enter the Conference Room number to view the number of attendees in the Conference Room.
- **Delete Conference Room**—Enter the Conference Room number and press **OK** Navi button or press the **HOLD(SAVE)** button to delete.

2.3 Using the Speakerphone

Activate the iPECS Speakerphone at any time (except for Paging) in place of lifting the handset to receive or place calls.

Additionally, you may switch between the handset and Speakerphone during a call. By keeping the handset Off-hook, the **Group Listen** feature is activated, which provides incoming audio over the speaker with outgoing audio from the handset. This permits a local 'group' to listen to both sides of the conversation without interfering with the conversation.

While in a conversation using the Speakerphone, **Mute** the microphone using the **MUTE** button. When Mute is active, the **MUTE** button LED will be illuminated. To turn off Mute, press the **MUTE** button again.

With **Auto Speaker Select**, activating or accessing a feature by pressing its button will activate the Speakerphone automatically.

When using a Headset, the **SPEAKER** button controls the ON/OFF-hook state for the phone.

To use the Speakerphone to answer or place a call:

- Press the **SPEAKER**, the phone goes off-hook and sends audio to the speaker and the microphone.

To control the volume of the Speakerphone or handset:

- Press the **VOL▲▼** button.

To mute the microphone:

- Select the **MUTE** button.

To turn off Mute (turn the microphone ON):

- Press the **MUTE** button.

To activate Group Listen while on an active handset call:

- Press the **SPEAKER** button.

To use a button kit:

- Verify the Station has button kit Usage authority
Web Admin: Terminal Attributes – Serial DSS Usage.
- Power-OFF the phone,
- Connect the button kit to the phone,
- Power-ON the phone
- Program the DSS/LSS button using Web Admin - Station Data– Flexible Buttons.
- The default label is provided from iPECS-UCP.

To initialize button kit Database:

- In Web Admin - Station Data – Terminal Attribute, choose Serial DSS Usage.
- Choose Disable, and Save.

3. Receiving Calls

3.1 Answering a Call While Idle

There are 3 basic types of incoming calls; internal/external ringing calls, **Intercom Voice Announce calls**, and *Hold* recalls.

Your phone may be assigned **Ring Line Preference**; in this case, calls that ring are answered by lifting the handset. Otherwise, you must press the flashing Flex button. External calls to an iPECS Phone will appear under the CO/IP line or a **LOOP** button. External calls are from CO lines or VoIP channels that are programmed to ring at your phone. For external calls, **Delay Ring** may be assigned allowing others to answer the call before the call rings at your phone.

Calls can be forwarded in some manner from another user; if providing call coverage for other users, you may also receive **Station Call Coverage** calls.

Calls placed on **Hold**, including Transfers, parked calls, etc. will recall if left on hold for too long.

ICM Voice Announce calls are answered based on the ICM Signaling mode at the receiving phone; in Hands-free (HF) mode, after the splash tone and announcement, speak normally into the microphone. In the Privacy (PV) mode, lift the handset to respond. The **ICM Signaling mode** can be assigned in *Station Programming*.

The LCD will display the calling number or, if available, the name of the station or CO/VoIP line, **CO Line Name Display**.

To answer a call ringing at your phone:

- Lift the handset or press the flashing Flex button (as needed), the call will be connected.

To respond to an Intercom Voice Announce call:

- In **HF** mode, simply speak as normal into the microphone,
OR
- In **PV** mode, lift the handset to respond.

3.2 Responding to a Call While Busy

While you are busy on another call, you may receive a Muted Ring, Camp-On tones, or Voice-Over announcements. Muted Ring is provided over the speaker of your Phone indicating a **Call Waiting**. You also may receive **Camp On** tones, a burst of tones on top of the existing call, as an indication of another call waiting.

While busy, certain stations can activate **Voice-Over** to your phone. In this case, audio is received from both the active call and the **Voice Over** announcement at the same time.

Respond to any of these **Off-hook Signals** in one of several ways; place the existing call on **Hold** and respond to the new incoming call, activate *One-time DND*, send a *Silent Text Message*, or ignore the new call.

Silent Text Message requires a **TEXT MESSAGE** button (not available on a SLT or other non-display terminal).

The Attendant or Secretary may use **Intrusion** to announce a call while you are busy.

3.3 Using Answering Machine Emulation (AME)

When a call is connected to your voice mail, you can screen the call as if using a normal Answering Machine. The caller's voice is played over your speaker while the message is being recorded. There are two methods of notification and call screening provided, Ring or Speaker mode.

Ring mode — the Answering Machine Emulation (AME) Flex button will flash to notify you of a call. You may press the Flex button to hear the caller as the voice message is stored.

Speaker mode — when the call is sent to the voice mailbox, the caller's voice is automatically broadcast over the speaker of your iPECS Phone.

You may terminate screening, leaving the caller in voice mail to record a message, talk with the caller and record the conversation in the mailbox, or answer the call and disconnect the Voicemail. The AME feature is only available when using the iPECS UVM/UVMU Voice Mail; a **MUTE** and **AME** button should be programmed (refer to iPECS-UCP Manual).

3.4 Differential Ring Signals

When multiple phones in a small area ring, it can be difficult to tell which are ringing. The iPECS Phone has 16 **Ring Tones** available for differentiating one phone's ringing from another.

- A. **1 - 4:** System Ring.
- B. **5 - 8:** Download Ring from System.
- C. **9-16:** Phone Self Ring.

To download a Ring Tone from System memory:

- Press the **TRANSFER(PGM)**,
- Dial 1 for Ring Tones,
- Dial 5 for Ring Tone download,
- Dial the phone's memory location to receive the tone (5-8),
- Dial 0-9 for the desired tone number; a confirmation tone is heard,
- Press the **HOLD(SAVE)** to download.

To select a Ring Tone from phone memory:

- Press the **TRANSFER(PGM)** button,
- Dial 1 for Ring Tones,
- Dial 1 or 2 for Internal or External ring,
- Dial 1-16 for the desired tone number; a confirmation tone is heard,
- Press the **HOLD(SAVE)** to make the selection

To screen a call in Ring mode:

- Press the flashing **AME** button, the caller's voice is broadcast over the station speaker and stored in the voice mailbox (in the Speaker mode, broadcast is automatic).

To stop the voice broadcast and leave the caller in Voice Mail:

- Press the illuminated **SPEAKER** button.

To talk with the caller and record the conversation in Voice Mail:

- Press the **MUTE** button.

To answer the call and cancel the voice message recording:

- Press the illuminated **AME** button, the caller is connected and the Voice Mail disconnected.

3.5 Answering Calls at Night

In the Night mode, **Loud Bell Control** may be used to send ring signals to external bells. You may answer these calls with **Universal Night Answer (UNA)**.

To answer a call ringing during night mode:

- Lift the handset,
- Dial **567** (UNA code).
- Code value might be different by Nation code.

3.6 Answering Calls to Other Stations

When nearby stations are ringing, you may pick-up (answer) the call. Select to answer a call ringing at a specific station (**Directed Call Pick-Up**) or you may choose to answer the oldest call ringing to your station group (**Group Call Pick-Up**). Assign a Flex button with the Group Call Pick-Up code (**) for one-touch access.

NOTE

Pick-Up will not answer calls on the ringing station Private Line unless the line appears on your phone.

To answer a call ringing at another station:

- Lift the handset,
- Dial **77** (Directed Call Pick-Up code),
- Dial the Intercom Number of the ringing station; the call will be connected.

To answer a call ringing at a station in your group:

- Lift the handset,
- Dial ****** (Group Call Pick-Up code), the call is connected.
- The Code value might be different by Nation Code.

3.7 Using Do-Not-Disturb (DND) to Block Incoming Calls

Activate Do-Not-Disturb when you wish to not be interrupted; the phone will block incoming calls. Internal callers will receive a fast busy tone and the display will show the DND status. Activate Do-Not-Disturb while ringing(One-Time DND); Ringing terminates and the caller will get a fast busy tone and it requires a DND button.

When an Executive activates DND, calls are forwarded to the paired Secretary automatically.

The Attendants and Secretary may be able to activate **DND Override** and **Intrude** on an active call. The Attendants may also cancel DND at other stations.

To toggle DND ON and OFF:

- Press the **DND** button.

3.8 Forwarding Calls

3.8.1 Forwarding calls to another Station or Voice Mail

Incoming calls may be diverted to other resources of the system. Resources include other stations, **VMIM/VSF Voice Mail** and **External Voice Mail**. Your LCD and the LCD of the forward receiver will both indicate the forward status.

Call Forward can be activated from your phone or from a different station (**Call Forward, Remote**). You may define the conditions or 'type of forward' as below:

- 0: Remote** – My station forward setting is possible at another person's station. In this case, my station authorization code should be entered.
- 1: Unconditional** - all calls to the station, except recalls, are forwarded.
- 2: Busy** - Immediately forwards all calls, except recalls, when the station is busy.
- 3: No Answer** - forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 4: Busy/No Answer** - forwards calls if the station is busy or does not answer within the No Answer timer.

Calls on a Private Line will not forward except to a station with an appearance of the Private Line or to Voice Mail.

To activate Call Forward from your phone to another phone or internal system resource:

- Lift the handset,
- Press the FORWARD Soft button or the **DND** button,
- Dial the type of forward code 0-5,
- Dial the destination number.

To deactivate Call Forward from your phone:

- Lift the handset,
- Press the FORWARD Soft button or the **DND** button,
- Press the # key.

To activate Call Forward for your phone from a different phone within the System (Call Forward, Remote):

- Lift the handset,
- Press the FORWARD Soft button or the **DND** button,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization code (Station number & Password),
- Dial the 'type of forward' code 0-5,
- Dial the destination number.

To deactivate Call Forward, Remote:

- Lift the handset,
- Press the FORWARD Soft button or the **DND** button,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization code (Station number & Password),
- Press the # key.

3.8.2 Forwarding calls to an external number

Forward calls to an external destination; calls can be forwarded from an internal station or a remote location. You may define the conditions or 'type of forward' as listed below:

- 5: **Remote** – My station forward setting is possible at another person's station. In this case, my station authorization code should be entered.
- 6: **Unconditional** – all calls to the station, except recalls, are forwarded.
- 7: **Busy** – Immediately forwards all calls, except recalls, when the station is busy.
- 8: **No Answer** – forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 9: **Busy/No Answer** – forwards all calls to the station, except recalls, when the station does not answer within the No Answer timer.
- 10: **Incoming CO Off-Net** – A certain CO incoming call can be forwarded to a SPEED number. This setting is allowed in only Attendant station.

When you forward calls from a different station or a remote location, enter your *Authorization Code*. In addition, from a remote location, you must access the system through a *DISA* enabled CO line.

To activate Call Forward, Off Premise (forward to an external number) from your phone:

- Lift the handset,
- Press the FORWARD Soft button or the **DND** button,
- Dial the type of Forward code (0-5),
- Press the **SPEED** button,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

To activate Call Forward, Off Premise (forward to an external number) from a different phone within the System:

- Lift the handset,
- Press the FORWARD Soft button or the **DND** button,
- Dial 0 (Remote Call Forward code),
- Dial your Authorization code (your Station number + Password),
- Dial the type of Forward code (1-4),
- Press the **SPEED** button,
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

To activate Call Forward, Off Premise (forward to an external number) from a remote location:

- Lift the handset,
- Dial the telephone number of a DISA assigned CO line,
- While receiving dial-tone, dial 554 (Call Forward feature code),
- Dial your Authorization Code (your Station number + Password),
- Dial the type of Forward code (6-9),
- Dial Speed Dial bin number,
- Replace the handset, return to idle.

3.8.3 Forwarding callers to a Text Message

Using an iPECS Phone, the system can be setup to return a 'Text Message' to internal callers. When calling your Station, internal callers will automatically receive the selected message or you can send a text message you select in response to an internal call, **Silent Text Message**.

There are 11 **Custom Display Messages** each up to 24 characters. Ten can be assigned by the Attendant and one assigned by you.

In addition, there are ten fix Pre-Defined Text Messages; some allow auxiliary input for time, date, etc. (as shown in message list).

Message 01: LUNCH RETURN AT hh:mm

Message 02: ON VACATION AT DATE mm:dd

Message 03: OUT OF OFFICE RETURN AT TIME hh:mm

Message 04: OUT OF OFFICE RETURN AT DATE mm:dd

Message 05: OUT OF OFFICE RETURN UNKNOWN

Message 06: CALL (enter up to 17 digits)

Message 07: IN OFFICE STA xxxx

Message 08: IN MEETING RETURN AT TIME hh:mm

Message 09: AT HOME

Message 10: AT BRANCH OFFICE

To activate Custom or Pre-Defined Message Forward:

- Press the **TRANSFER(PGM)**,
- Dial User Program feature code 51,
- Dial the two-digit text Message code (00-20),
- Dial any auxiliary input for messages 01-04 and 06-08,
- Press the **HOLD(SAVE)**, forward confirmed.

To cancel activated Message:

- Press the **FORWARD** Soft button or the **DND** button,
- Press the # key.

To program the Station Custom Message (00) at your station:

- Press the **TRANSFER(PGM)**,
- Dial User Program feature code 52,
- Enter Message contents, up to 24 characters, using the following Character Entry Chart:

Digit	Dial Pad Mode		
	Upper Case ABC	Lower Case abc	Symbols □
1	@ : /	@ : /	@ : /
2	A B C	a b c	\$ %
3	D E F	d e f	^ & _
4	G H I	g h i	() ?
5	J K L	j k l	- + /
6	M N O	m n o	< > =
7	P Q R S	p q r s	; :
8	T U V	t u v	' " `
9	W X Y Z	w x y z	{ }
0	. , ? !	. , ? !	. , ? !
*	. *	. *	. *
#	Space (' ')	Space (' ')	# []

- Press HOLD/SAVE, to save the message.

Table 3: Character Entry Chart

4. Placing Calls

4.1 Internal Calls

You can place calls to other stations in the system over the Intercom. The call will ring, or for an **ICM Voice Announce** call, a splash tone will be heard. Ring or Voice Announce is normally determined by settings at the called station but you may change this by dialing '#' after placing the call. By changing the mode, a Voice Announce call will ring or a ringing ICM call will allow Voice Announce (toggle).

You can assign a Flex button for **Direct Station Selection/Busy Lamp Field (DSS/BLF)**. The **DSS/BLF** button allows you to call another station with the single touch of a button. The button LED will display the other station's status (ON=busy, OFF=idle).

When you go off-hook, you may connect to another station or system resource automatically. This Prime Line Preference may be immediate or delayed allowing you to take other actions during the delay. Otherwise, you may press another Flex button before going off-hook to override **Prime Line Preference**.

If you go off-hook and take no action, Intercom dial-tone will time-out, and after the **Howler tone** is received, your phone will be placed out-of-service in Intercom **Lock-Out**; you then must hang-up to return the phone to an idle state.

To place an Intercom call:

- Lift the handset,
- Dial the Intercom number of the desired station,
- When the call is answered or the Splash tone is heard, begin speaking with the called party.

4.1.1 Using Camp-On when calling a busy station

If the called party is busy, you may activate **Camp-On**, **Callback** or **Voice Over** at the station.

Camp-On allows you to wait off-hook for the called station to answer.

Callback allows you to hang-up, and when the busy station returns to an idle state, the system will call your Station; after you answer the callback, the system will call the previously busy station.

If you are the Attendant or Secretary, you may activate **Intrusion**. You may also use **Step Call**; dial the next station by dialing the last digit of the Intercom number.

To Camp-On (wait off-hook) for a busy station:

- Press * and await an answer.

To request a Callback (wait on-hook) for a busy station:

- Press the **MSG** button and hang-up.

To make a Voice Over announcement to a busy station:

- Dial #,
- After the Splash tone is heard, begin speaking.

4.1.2 Leaving a Message Wait

If the called user does not answer or is in DND mode, you may leave a Message Wait. The called user will receive a **Message Wait** indication; the message icon will be displayed. If the ring/message LED is set to Message Wait Indication, the ring/message LED will flash.

To activate Message Waiting:

- When calling a number that is busy or in DND mode, press the **MSG** button and hang-up.

4.2 External Calls

4.2.1 Placing external CO/VoIP calls

External calls are placed on CO/IP lines. These 'lines' are accessed either using a button on the iPECS Phone assigned as a CO/IP line or using dial codes. **The CO/IP lines** are grouped for different types of calls, local, long distance, etc. Using the **CO/IP line group** code, you will be able to access any line from the group.

A Flex button on the iPECS Phone assigned as a **LOOP** button lets you access a line from a group. Dial codes for access to CO/IP lines are:

- Individual CO/IP line access: 88 + Line number
- CO/IP Group access: 8 + Group number
- Any CO/IP Line access: 9

When dialing on a CO line which uses pulse style signals, you may activate **Dial Pulse to Tone Switchover** changing to DTMF style dialing (for banking services, etc.).

When placing an IP call, you must dial an IP address using the “*” key in place of the dot.

If **Least Cost Routing** is set-up, the number you dial will be analyzed and the system will place the call on the least expensive route.

You may be assigned **Dialing** and/or **CO/IP Line Access Restrictions**, in which case you will receive error tone if you attempt to dial or access a restricted number/CO/IP line. **CO/IP line** and **Station Class Of Service (COS)**, which establish dialing restrictions, may vary during Day and Night operation (**Day/Night COS**).

You may need to enter an *Authorization code* before placing calls, in which case you will receive a second dial tone.

Your external calls may be subject to **Call Time Restrictions**, you will receive a **Call Warning Tone** prior to disconnect.

NOTE

In the event of an emergency, assigned Emergency numbers (ex., a 911 call) may be dialed from any station in the System, regardless of a Station's dialing restrictions (COS).

To place an external call:

- Lift the handset,
- Dial the CO/IP line/group,
- Dial the desired number.

4.2.2 Waiting for the next available CO/IP line

If all the lines connected to your system are busy, you will receive an All Co line or Co Group Busy signal. You may request to be notified when a line is available for use.

To activate a queue if the selected/dialed line is busy:

- Select the desired CO/IP line button; when the busy notification is returned, press the **MSG** button,
- Return to an idle state by going on-hook; when the line is available, the Station will be notified (ringing).

4.2.3 Account Codes: Tracking External calls for billing

In some cases, you or your company may desire to track calls for billing or other purposes. You may enter an **Account Code**, which is output from the system to a printer in the **SMDR** report. You may have an **Account Code Flex** button (refer to *9.2 Assigning Features to Flex Buttons*).

To enter an Account Code before the call:

- Lift the handset,
- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Press *, Intercom dial tone is heard,
- Place the CO/IP call as normal.

To enter an Account Code during a call:

- Press the assigned **ACCOUNT CODE** button,
- Dial the Account Code (1-12 digits),
- Press *.

4.2.4 Disable dialing from your phone

You can temporarily 'Lock' your phone by activating **Temporary COS**, which will disable all dialing from the phone. To deactivate **Temporary COS** you must enter the station's Authorization code.

To activate Temporary COS:

- Press the **TRANSFER(PGM)**,
- Dial 21 (User Program code),
- Press the **HOLD(SAVE)**.

To deactivate Temporary COS:

- Press the **TRANSFER(PGM)**,
- Dial 22 (User Program code),
- Dial your Authorization code,
- Press the **HOLD(SAVE)**.

4.2.5 Temporarily override dialing restrictions at a phone

Override the dialing restrictions at any phone by activating **Walking COS**. The **Walking COS** dialing restriction levels are applied for a single call only. For multiple calls, you will need to reactivate **Walking**.

To activate Walking COS:

- Press the **TRANSFER(PGM)**,
- Dial 23 (User Program code),
- Dial your Authorization Code (station number and password),
- Place call as normal.

4.3 Using Directory

4.3.1 Using Last Number Redial (LNR)

The last number dialed on an external call is automatically saved in the **Last Number Redial (LNR)** buffer. The iPECS-UCP system will store the numbers dialed on the last 15 calls.

To dial the Last Number for an external call:

- Press the **SPEED** button,
- Dial *,
- Press the Navigation up and down buttons to select from the last 15 numbers dialed,
- Press the **SEND** Soft button or **HOLD(SAVE)**.

4.3.2 Using and Entering Saved Number Dial

You may store the last number dialed on an external call to the **Saved Number Dial** buffer for convenient dialing at a later time. The Saved number is stored until a new number is saved.

To place a call using Save Number Dial:

- Press the **SPEED** button,
- Dial #.

To store a number in the Save Number Dial:

- While on an outgoing external call, press the **SAVE** Soft button, or press **SPEED** button twice.

4.3.3 Using System Speed Dial Numbers

The iPECS-UCP system has memory allocated for 12000 **System Speed Dial** numbers (bins 20000-31999).

In some cases, these numbers are divided into groups called **System Speed Zone Groups**.

In this case, you may access some numbers and not others and your dialing restrictions may be invoked.

Only an Attendant can assign **System Speed Dial** numbers.

To place a call using System Speed Dial:

- Lift the handset,
- Press the **SPEED** button
- Dial the desired System Speed Dial bin number (20000-31999)

4.3.4 Using Station Speed Dial Numbers

The iPECS-UCP 100 **Station Speed Dial** numbers (bins 000-099). These numbers are entered at the user's station and may include several 'special' instructions.

Special instructions and the corresponding button are:

- **PAUSE** will momentarily stop dialing.
- **FLASH** as 1st digit - Activate dial tone detect.
- **FLASH** not as 1st digit - The system will generate a flash on the CO line.
- **MSG** as 1st digit - Send digits as ISDN Keypad Facility message.
- ****** as 1st digit - **Display Security**, the stored number will not be displayed when used.
- ****** not as 1st digit - **Dial Pulse to Tone Switchover**, the system will switch from pulse to tone dialing.

When entering a **Speed Dial**, a 16-character name may be associated with the number for Dial by Name. (Refer to the [2.2.1Phone Setting](#) -Station Name Program about the way to enter the Speed Name.)

To place a call using Station Speed Dial:

- Press the **SPEED** button.
- Dial the desired Station Speed Dial bin number (000-099).

Or

- Press the **DIR** button.
- Choose 1 for Private Directory.
- Select from the list, or Dial by Name.

To enter a Station Speed Dial number with CO Line and Name:

- Press the **SPEED** button.
- Dial the desired Station Speed Dial number,
- Select/dial the CO/IP line/group
- Dial the desired number to be stored,
- Press the **HOLD(SAVE)**,
- Enter the associated name if desired.
- Press the **HOLD(SAVE)**.

To assign a Station Speed Dial number directly to a Flex button(9020/9030/9040 Only):

- Press the **TRANSFER(PGM)**,
- Press the desired Flex button,
- Select the **TEL_NUM** Soft button,
- Select/dial the CO/IP line/group,
- Dial the desired number,
- Press the **HOLD(SAVE)**,
- Enter the associated name if desired,
- Press the **HOLD(SAVE)**.

4.3.5 Using Dial by Name and Entering Your Name

Dial by Name employs three different Directories: Private directory (Station Speed dial), Public Directory (System Speed dial), or View Station Name (Intercom directory).

NOTE

To allow others to contact you via the Intercom directory, you must enter a name for your station (up to 20 characters).

To place a call using Dial by Name:

- Press the **DIR** button or Press the **SPEED** button twice,
- Dial the desired directory,
- 1: Private directory,
- 2: Public directory,
- 3: View Station Name(Intercom Directory),
- The LCD will display the names in alphabetical order,
- Scroll using the Navigation up/down keys, or enter search characters (refer to the Character Entry Chart in 3.8.3).
- Press the **HOLD(SAVE)** to place the call.

To enter your station user name:

- Press the **TRANSFER(PGM)** button,
- Dial 74 (Station User Name code),
- Enter the Name, up to 20 characters (press the **DND** button to backspace/delete a character)
- Refer to the [2.2.1Phone Setting](#) -Station Name Program about how to input the station name.

4.3.6 Using Automatic Called Number Redial (ACNR)

When making an external call and a busy signal is received, the system can be set to retry the number until the call is connected, the feature is cancelled, or the maximum number of retries is attempted—this is Automatic Called Number Redial (ACNR).

For each retry, the system will activate your speaker then place the call with the microphone muted. When the remote end answers, you must select the **MUTE** button, or lift the handset.

Either of these actions will cancel the ACNR request as well as connect you to the remote party.

To set up ACNR, while on an outgoing call:

- Use the Navigation button to display the next menu and select the ACNR Soft button, (In case of LIP-9010, use the programmed REDIAL Flex button instead of the ACNR Soft button.)
- Hang-up handset.

To cancel the ACNR request:

- Press the ACNR_STOP Soft button. (In case of LIP-9010, use the programmed REDIAL Flex button instead of the ACNR_STOP Soft button.)

5. Call Handling

5.1 Call Transfer: Sending a call to a different destination

You can send an active call to another station or other resource of the system, **Call Transfer**. You can screen the transfer with the receiving party (**Screened Call Transfer**) or complete the transfer without screening (**Unscreened Call Transfer**).

Transferred calls, internal or external, are placed in **Transfer Hold**. These calls will receive Music on Hold (*MOH*) and will recall if not answered in a timely manner.

If an **Unscreened Transfer** call encounters an error or DND, it may immediately recall at your Station.

DSS/BLF buttons may be employed to transfer calls.

To Transfer an active call:

- Press the **TRANSFER(PGM)**,
- Call the transfer party,
- Unscreened Call Transfer- Hang-up,
- Screened Call Transfer– When call is answered or Splash tone is heard, announce the call then hang-up.

5.2 Call Hold: Placing a call in a waiting state

You may place an active Internal or External call in one of several holding states. In System Hold, other non-restricted stations may pick-up the call. In Exclusive Hold, only the holding station may pick-up the call.

The system is assigned a preferred hold type (System or Exclusive). You may override this **Hold Preference** by pressing the **HOLD(SAVE)** button twice.

The LEDs for CO/IP line buttons flash at distinctive rates for the holding station and other iPECS Phone users.

There are also user operations such as pressing a **DSS/BLF** button that will place a call in Automatic Hold.

Calls will remain in the held state for a period and then recall the user. This **Hold Recall** is provided with a different ring signal. If not answered in a timely manner, the Attendant will receive **Attendant Hold Recall**.

To place a call on Hold:

- Press the **HOLD(SAVE)**.

5.3 Broker Call: Switching between two calls

You may switch between the active call and a call on *Hold*, placing the active call on Hold acting as a broker between two or more parties (**Broker Call**). iPECS Phone users may 'broker' for multiple calls up to the number of **CO/IP line** buttons.

To switch between two calls (Broker Call):

- Press the desired **CO/IP line** button.

5.4 Joining Multiple People in a Conference

You can establish a **Conference** with up to 3 parties, or 32 parties when using a Multi-Party Conference Interface Module (MCIM). The other parties in the **Conference** may be internal or external.

A **Conference** can be placed on Hold and is subject to *Hold Recall*.

You may also use the Conference operation to join 2 external parties in a private conversation. This is an **Unsupervised Conference**, which is not subject to the normal **Hold Recall** operation.

To establish a Conference:

- Establish call with one of the desired conference parties,
- Select the **CONF** Soft button, (in case of LIP-9010, use the programmed **CONF** Flex button instead of the **CONF** Soft button)
- Establish call with the other conference party,
- Select the **CONF** Soft button,
- Select the **CONF** Soft button again to establish the conference.

To place a Conference on Hold:

- Press the **HOLD(SAVE)** button.

To retrieve the Conference from Hold:

- Select the **CONF** Soft button.

To establish an Unsupervised Conference:

- Establish conference with two external parties,
- Select the **CONF** Soft button,
- Hang-up the handset.

To retrieve an Unsupervised Conference:

- Lift the handset,
- Select the **CONF** Soft button.

5.4.1 Setting up a Conference Room

In addition to establishing a Conference, up to 9 **Conference Rooms** can be set up, letting up to 32 parties converse when using a MCIM. When setting up a Conference Room, a password can be designated for invited parties (internal and external parties) to use for accessing the established Conference Room.

To set-up a Conference Room:

- Press the **TRANSFER(PGM)** button,
- Dial 53 to create a Conference Room,
- Dial the desired Conference Room number (1-9),
- If the Conference Room have a password, enter the password (up to 5 digits),
- Press the **HOLD(SAVE)** to establish the Room.

To join a Conference Room:

- Lift the handset,
- Dial 59 (Conference Room entry code),
- Dial the Conference Room Number,
- Dial the Conference Room password.

To delete a Conference Room:

- Press the **TRANSFER(PGM)** button,
- Dial 54 (Conference Room delete code),

- Dial the Conference Room number (1-9),
- Dial the Conference Room password,
- Press the **HOLD(SAVE)** to delete the Conference Room.

5.5 Call Park: Placing a call on Hold to Page

A user may transfer an active CO/IP call to a special holding location (Park Orbit), which can be accessed easily from any station in the system. Typically, this feature is used with *Paging* to notify the desired user of a parked call.

Parked calls are subject to *Hold Recall* after the Call Park timer.

To park an active external call:

- Press the **TRANSFER(PGM)**,
- Dial the Park Orbit (601-800),
- Return to idle.

To retrieve a parked call:

- Lift the handset,
- Dial the Park Orbit.

5.6 Two-Way Record: Recording a call

You may record an active external conversation in your *Voice Mail Box*.

To activate Two-Way Record while on a CO/IP call:

- Use the Navigation button to display the next Menu and select the **RECORD** Soft button, record warning tone is heard and recording starts. (in case of LIP-9010, use the programmed **RECORD** Flex button instead of the **RECORD** Soft button)

To stop Two-Way Record while on a CO/IP call:

- Use the Navigation button to display the next menu, and select the **RECORD** Soft button or,
- Hang-up, return to idle.

6. Send & Retrieve Messages

6.1 Responding to a Station Message Waiting Indication

Another station can leave a Station **Message Waiting** indication (MWI) when you do not answer or your phone is in *DND* mode. The message icon will be displayed on the LCD screen. If programmed, a flashing MSG LED on the iPECS Phone also will indicate when there is a Message Waiting. As a further notification, a **Message Wait Reminder Tone** can be provided. You may review and delete messages as well as respond with a call back.

To review your Station messages:

- Press the **MSG** button, the LCD shows the Message Summary display:

1. ICM MWI(002)	
2. CLI MSG(000)	
3. VSF MSG(002)	
4. VMS MSG(001)	
5. UMS MSG(003)	
6. SMS(00)	
BACK	OK

- Dial 1 to view Station messages,
- Press the navigation up/down button to scroll through the messages.

To return a call from the list of Intercom (MWI):

- Press the navigation up/down buttons to scroll through the Intercom messages,
- Press the **OK** Soft button or **OK** button to select and place the return call.

To delete a Station MWI:

- Press the navigation up/down buttons to scroll through the Station messages,
- Press the DELETE Soft button or press the # key,
- Dial 1 (Delete MWI).

To delete all Station MWIs:

- Press the DELETE Soft button or press the # key,
- Press 3 (Delete All MWIs).

6.2 Getting Voice Mail Messages

When callers are forwarded or recall to your Voice Mail Box, they can leave a voice message, as part of the integrated **UVM/UVMU** module, the **iPECS Feature Server** or an external Voice Mail system.

The Voice Mail system allows access to and management of received voice messages. While in your Mail Box, you have control your password and Mail Box greeting. In addition, you can remotely control Call Forward for your station from the VMIM/VSF. You need to register an *Authorization Code* for your station to access the VSF Voice messages.

To retrieve Voice Mail locally using a Flex button:

- Press the programmed VOICE MAIL Flex button,
- Dial your Mail Box number and corresponding password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

To retrieve Voice Mail locally using the MSG button:

- Press the flashing MSG button, the LCD shows the Message Summary display:

1. ICM MWI(002)
2. CLI MSG(000)
3. VSF MSG(002)
4. VMS MSG(001)
5. UMS MSG(003)
6. SMS(02)
BACK OK

- Dial 3 for VSF, 4 for external VM, 5 for Feature Server Voice Mail, etc.
- After the prompt enter your station number and password,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.
- Press the programmed **VOICE MAIL** Flex button,
- Dial your Mail Box number and corresponding password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up to return to idle.

To access your Voice Mail Box from a Remote Location:

- Lift the handset,
- Dial the telephone number of a DISA CO line answered by the VMIM/VSF Auto Attendant,
- At answer, dial # to receive the 'Mail Box & Password' prompt
- Dial the Mail Box and password to receive the 'Number of Messages' prompt,
- Dial desired option codes,
- At completion of session, hang-up.

6.3 Sending and Receiving Short Text Messages

You can exchange short text messages (up to 80 alphanumeric characters) with other iPECS display phone users. If there are messages, the message button will be flashing. If the ring/message LED is set to MWI(Message Wait Indication – In Web Admin – Station Data – Terminal Attributes – LCD Display LED option), the ring/message LED will flash.

To send an SMS message to another iPECS display Phone:

- Press the **TRANSFER(PGM)** button,
- Dial 36 (SMS send code),
- Dial 1 to resend an existing message, or 2 to send a new or edit an existing message,
- Enter the station range to receive the message, to send to a single station enter the station number twice,

- Dial your message using 2 key strokes for each character (refer to *2.2.1Phone Setting*).
- Press the **HOLD(SAVE)** to send your message.

To view your received Short text messages:

- Press the **MSG** button, the LCD will display the Message Summary display:

1. ICM MWI(002)	
2. CLI MSG(000)	
3. VSF MSG(002)	
4. VMS MSG(001)	
5. UMS MSG(003)	
6. SMS(02)	
BACK	OK

- Dial 6; the first few SMS messages are shown in brief,
- Dial the Message number to view the entire SMS message.

To delete received Short text messages:

- Press the **DELETE** Soft button or press the # key,
- Dial 1 to delete the message, 2 to cancel, or 3 to delete all received Short text messages.
- In case of 9010, NAVI OK button is Send, NAVI Right button is SMS Reply, NAVI Left button is going to Upper Menu.

7. Remote System Access

7.1 Direct Inward System Access (DISA)

DISA (Direct Inward System Access) allows remote users to gain access to the system's resources (remote users may be required to enter an *Authorization Code*). The system will recognize remote user dialed inputs (call other stations, place calls over CO/IP lines, review voice mails, etc).

To call to the station remotely:

- Call the telephone number of a CO line assigned for answer by a VSF auto attendant,
- Upon answer, dial station number.

To access system resources remotely:

- Call the system's DISA facility,
- Await answer and dial your authorization code (station number and password) – It is optional,
- Dial as needed for the desired system resource.

7.2 Mobile Phone Extension

When away from your desk or office you can place and receive iPECS calls on a registered mobile phone. You may need to activate the Mobile Phone Extension feature and assign the Mobile Phone number.

If you want to know more about Mobile Extension feature, refer to the iPECS-UCP F&O (Feature & Operation) Manual.

To register a mobile phone number:

- Press the **TRANSFER(PGM)** button,
- Dial 37,
- Dial the mobile phone number,
- Press the **HOLD(SAVE)** button.

To activate a registered mobile phone:

- Press the **TRANSFER(PGM)** button,
- Dial 38,
- 1 to activate, 0 to deactivate,
- Press the **HOLD(SAVE)** button.

To place a call from the mobile extension using the iPECS System:

- Dial the ISDN DID number of the station; the system will check the Caller ID and answer the call. The user then will receive intercom dial tone,
- Place internal or external iPECS call as normal.

To Transfer a call from the mobile extension using the iPECS:

- Dial "*" while on an iPECS call,
- Dial the desired extension, the call is transferred and the mobile phone returns to idle.
- Reconnect to the transfer by pressing the # key.

NOTE

This feature is only effective with an ISDN CO line.

8. Misc. Features

8.1 Call Log

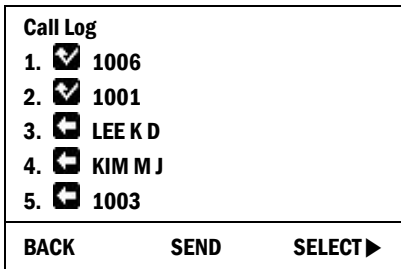
Users can view a log of incoming, outgoing and missed calls on the display (up to 100 records). In case of LIP-9020, LIP-9030 and LIP-9040, a LOG Soft button provides simple access to incoming (called), outgoing (dialed) and missed (lost) calls. In case of LIP-9010, user can access it by the Navigation right key.

NOTE

If a call is missed, the missed call icon will appear on the LCD. And the LOG Soft button will be displayed as LOG(M) in case of LIP-9020, LIP-9030 and LIP-9040.

To access the Call Log menu:

- Press the LOG Soft button for LIP-9020, LIP-9030 and LIP-9040 or press the Navigation right key for LIP-9010,
- Use the Navigation up/down keys, to view items (Called, Dialed, or Lost),



- Call Log include:
 - [Missed call icon] - Incoming call
 - [Outgoing call icon] - Outgoing call
 - [Missed call icon] - Missed call

To place a call using numbers stored in the Call Log:

- From the Call Log, use the Navigation up/down keys, to view items (Called, Dialed, or Lost),

Call Log		
1. ✓	1006	
2. ✓	1001	
3. ◀	LEE K D	
4. ◀	KIM M J	
5. ◀	1003	
BACK	SEND	SELECT▶

- Highlight the desired item, and press the **OK** button to place a call. (Except for LIP-9010, SEND Soft button also works)

To save an external call to the Station Speed dial:

- Use Navigation up/down buttons to highlight the desired external call item,
- Press the **HOLD(SAVE)** button. (In case of LIP-9020, LIP-9030 and LIP-9040, user can save by pressing SELECT and SAVE Soft button in order.)

The CO code in a log item is used to seize the co line when placing an external call using the call log. Up to 5 CO codes can be saved.

The first CO code is sent from the system in the saved call log. Normally the first CO code is '9', but if the telephone number is equal to a number in the Speed Dial list, the first CO code will be the access code of the saved CO line of the speed dial. Therefore the first CO code of each call log can be different and is not be editable.

CO Codes 2 - 5 are the user-defined codes. If a code 2 - is selected, the selected code will be used in placing all of the external calls in the call log.

To select a CO Code (LIP-9010 doesn't support):

- From the Call Log, use the right Navigation key, to advance to the next 3 Soft button items,

Call Log
1. <input checked="" type="checkbox"/> 1006
2. <input checked="" type="checkbox"/> 1001
3. <input type="checkbox"/> LEE K D
4. <input type="checkbox"/> KIM M J
5. <input type="checkbox"/> 1003
◀DELETE CO CODE

- Press the CO CODE Soft button (code displaying the + symbol is the currently selected item),

CO CODE
1. +88006
2.
3.
4.
5.
BACK EDIT SELECT

To edit the CO code (positions 2-5 only):

- Use Navigation up/down buttons to highlight the desired item,
- Press the EDIT Soft button to modify selection.

To select the CO code:

- Use Navigation up/down buttons to highlight the desired item,
- Press the SELECT Soft button.

8.2 Contrast

LCD contrast can be adjusted to enhance viewing ability.

To change the LCD Contrast:

- While in an idle state, press the **VOL ▲▼** button to adjust the brightness.
 - ▲- increase (darker), ▼- decrease (brighter)

8.3 Background Music and Music on Hold

Two audio sources can be connected to the system. These sources or an internal source provide input for Background Music (BGM) and Music On Hold (MOH). In addition, a recorded message from the VMIM can be used. BGM is played over the speakers of the iPECS Phone when the station is idle. MOH is played to callers placed on *Hold*.

There are eleven possible selections for BGM and MOH:

- **00:** Off
- **01:** Internal / External Music 1
- **02:** External Music 2
- **03:** VSF MOH 1
- **04:** SLT MOH 1
- **05:** SLT MOH 2
- **06:** SLT MOH 3
- **07:** SLT MOH 4
- **08:** SLT MOH 5
- **09:** VSF MOH 2
- **10:** VSF MOH 3

To turn on Background Music:

- Press the **HOLD(SAVE)** to cycle through the BGM selections.

8.4 Using Internal, External and Meet-Me Paging

The User can broadcast announcements to other stations and/or external speakers. Stations are assigned to one or more of the **Internal Page Zones**. The system has two **External Page Zones** that can be connected to external speakers.

In iPECS-UCP, Page Zone codes are:

- **Internal Page Zones** 301-400
- **Internal All Call Page** 543
- **External Page Zones** 545-546
- **External All Call Page** 548
- **All Call Page** 549

If the desired Page Zone is busy, the User can elect to be recalled when their turn comes in the queue. Users can also request a paged party answer the Page using **Meet-Me Paging**. In this case, the paged party may answer the page from any phone in the system by dialing the Meet-Me code.

To make a page:

- Lift the handset,
- Dial the desired Page zone,
- If assigned, after page warning tone, make announcement.

To queue for a page when busy is received:

- Press the **MSG** button,
- Replace the handset returning to idle.

To answer a Meet-me-Page:

- Lift the handset.
- Dial **544** (Meet-Me-Page code).

8.5 Push-To-Talk (PTT) Page

iPECS Phones can be assigned as a member of one or more of the system's nine Push-To-Talk (PTT) page groups. Users separately log-in or log-out of any one or all PTT groups to which the phone is assigned. Once logged in, place or receive one-way page announcements to/from other users who are logged in to the same PTT group.

To log-in to a PTT group:

- Dial #0
- Dial the desired PTT group number (1-9 or 0 for all groups),

To log-out of the PTT group(s):

- Dial #0, the PTT Log-in/out code,
- Press the * key.

To place a page announcement to the active PTT group:

- Press and hold the **PTT** Flex button,
- After confirmation tone, make page announcement.

8.6 Wake-Up Alarm

iPECS-UCP supports an Alarm clock for each station in the system. The alarm clock can be set to repeat daily or as a one-time alarm.

When responding to the alarm by lifting the handset, BGM will be provided.

In Web admin – System Data – System Attributes – New 5 Wake Up Usage is set to ON, each station can have 5 Wake Up Setting value.

To set the Wake Up Alarm clock:

- Press the **TRANSFER(PGM)**,
- Dial 41,
- Dial properly by indicating LCD message.
- Press the **HOLD(SAVE)**.

To erase Wake-Up:

- Press the **TRANSFER(PGM)**,
- Dial 42,
- Dial properly by indicating LCD message.
- Press the **HOLD(SAVE)**.

8.7 Alarm/Door Bell

The system can monitor external **Alarm** or **Door Bell** contacts:

Alarm Monitor—should the external contact activate, a unique Alarm Ring signal and LCD display may be received. To restart the monitor circuit, the external contacts must be deactivated and the Alarm Ring signal terminated.

Door Bell—a unique Door Bell Ring (single tone burst) may be received each time the external contact is activated. A system contact also can be assigned to act as a **Door Open** contact.

To terminate the Alarm signal:

- Dial 565 (Alarm Stop code).

To activate the Door Open contacts:

- Lift the handset,
- Dial Door Open code, #* and contact number 1-4.

8.8 System Voice Memo

The integrated Voice Mail modules incorporate several **Voice Memos** to provide Station Users with general information such as station number, date, time, and feature status. Voice Memos are heard over the iPECS Phone speaker and over the handset for SLTs.

For the **Station Status Memo**, the following items are reported:

- ICM Signaling Mode (Handsfree/Tone/Privacy)
- Station IP Address
- Station Mac Address
- Number of messages x (x: number of all message waiting)
- Wake-Up Time (hh:mm)
- Do Not Disturb
- Forwarded to station xxx
- Forwarded to speed bin xxx
- Queued CO/IP line xxx
- Locked (Temporary COS)
- COS x

To hear Date & Time memo:

- Dial the Voice Memo code (661 or *661),
- Date and Time memo is heard, "Date is May 2nd.Time is xx:xx pm".

To hear Station Number Prompt:

- Dial Voice Memo code (662 or *662),
- The Station Number memo is heard, "This is station 150".

To hear Station Settings:

- Dial Voice Memo code (663 or *663),
- Station Status Memo is heard.

NOTE

Only activated features are announced.

8.9 Hot Desk

iPECS phones in the system may be assigned for **Hot Desk** operation. These Hot Desk phones let you log-on and use the Hot Desk phone as if it were your station.

Once logged-on, the Hot Desk station will take on the attributes assigned to your station number and you can make calls as normal.

When logged-out, the Hot Desk User can choose the forward destination for the Hot Desk number. After logged-out, the Hot Desk User can receive call or check the left messages.

To Log on to a Hot Desk station:

- Press the **TRANSFER(PGM)** button,
- Dial *0,
- Dial your Authorization Code (Station Number and Password).

To Log out of the Hot Desk station:

- Press the **TRANSFER(PGM)** button,
- Dial * twice,
- Use the **VOL ▲ ▼** button to select a call forward destination for your calls, speed dial, joined mobile phone, VMIM/VSF, or VM group,
- Press the **HOLD(SAVE)** button.

9. Features & Flex Buttons

9.1 Entering Station Program Data

A special code set is available for iPECS Phone users to assign certain attributes such as Authorization Codes (Passwords). After entering the **User Program** mode, dial the codes to select the attribute and setting. Once selected, the setting is saved. A list of the User Program codes, the feature/function and any input required are given in iPECS-UCP Manual.

In some cases, you enter these codes as part of Flex button assignments.

To assign user programmable attributes to your station:

- Press the **TRANSFER(PGM)**,
- Dial desired User Program codes,
- Press the **HOLD(SAVE)**.

9.2 Assigning Features to Flex Buttons

You may assign features and functions to the Flex buttons on your iPECS Phone (possibly CO/IP lines).

Flex buttons may be assigned for most features providing One-Touch feature activation (ex., a Flex button may be assigned to access the *Account Code* feature and may include the Account code digits).

Features that may be assigned to a Flex button include:

DSS/BLF—Enter station number.

Speed Dial—Enter Station/System Speed dial bin.

Flex Numbering Plan—Enter Flex Numbering Plan code (refer to iPECS-UCP Manual).

User Program Code—Press the **TRANSFER(PGM)** and enter a User Program code (refer to iPECS-UCP Manual).

CO/IP Line—Enter the CO/IP line or group number.

To assign a feature to a Flex button:

- Press the **TRANSFER(PGM)**,
- Press the desired Flex button,
 - In case of Station number, Co line, Co group, just enter the number, and press the **HOLD(SAVE)**.
 - In case of Flexible Numbering Plan Code, just enter the numbering plan code, and press the **HOLD(SAVE)**.
 - In case of User Program Code, Press the **TRANSFER(PGM)** and enter the Program Code and press the **HOLD(SAVE)**.

Useful Information



Disposal of your old appliance

1. When the crossed-out wheeled bin symbol is attached to a product, it means the product is covered by the European Directive 2012/19/EU.
2. All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by government or the local authorities.
3. The correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health.
4. For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service or the shop where you purchased the product.

Important Safety Information

To prevent unexpected danger or damage please read this information before installing or attempting to repair you phone. Warning and Caution information is provided to alert the consumer of known dangers:



Warning: To reduce the possibility of electric shock, do not expose your phone to high humidity areas, such as a bathroom, swimming area, etc.




Caution: Use only Ericsson-LG Enterprise approved batteries and desktop chargers to avoid the damage to the phone. Using other batteries or chargers voids your warranty and may cause an explosion.



Warning

1. Only trained and qualified service personnel shall install, replace or service the phone.
2. Do not spill liquid life water on the phone. If so, call the service center as this may result in fire or electric shock.
3. If you see smoke or smell something during use, unplug the power cord and the phone line. Call the service center immediately.

4. If the power adapter is used, do not touch the plug with wet hands. This may result in a fire or an electric shock or equipment damage.
5. Do not use the phone during a thunderstorm. Lightning strike may result in fire, severe electrical or acoustic shock.
6. Do not use the power adapter if the power cord or wall outlet is damaged. This may result in fire or an electric shock.

 **Caution**

1. Ensure that children do not pull on phone cords. This may injure children or result in equipment damage.
2. The ear-piece houses a magnetic device which may attract pins or small metal objects. Keep headset clear of such objects and check before use.
3. Avoid placing the phone in an area that is excessively dusty, damp or subject to vibration.
4. Choose a site for the phone that is well-ventilated and dry.
5. Do not plug multiple plug-packs into one power outlet. This may result in the plug overheating and may result in a fire or plug pack failure.
6. Do not put heavy things on the phone.
7. Do not drop or throw the phone.
8. Static electricity discharge will damage electronic components.
9. Keep out of direct sunlight and away from heat.
10. No user-serviceable parts inside. Do not insert a screwdriver or any metal objects into the phone. This may cause electric shock or damage the equipment and will render the warranty void.
11. Clean the phone with a soft, dry cloth only. Do not use volatile liquids such as petrol, alcohol, or acetone as this may cause a fire or result in discoloration or damage to plastics. Do not clean with wax or silicon products as these may enter the equipment and cause operation to become unstable.

Regulatory Information

[EU]

European Union Declarations of Conformity

Ericsson-LG Enterprise Co., Ltd. declare that the equipment specified in this document bearing the “CE” mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive(R&TTE 1999/5/EC), including the Electromagnetic Compatibility Directive(2004/108/EC) and Low Voltage Directive(2006/95/EC).

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative.

[USA/CSA]

FCC/IC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 /RSS-GEN of the FCC/IC rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

The use of this device in a system operating either partially or completely outdoors may require the user to obtain a license for the system according to the Canadian regulations.

CAUTION: Any changes or modifications in construction of this device which are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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You can obtain a copy of the GPL licenses from Ericsson-LG Enterprise Web Site (www.ericssonlg-enterprise.com).

GPL License:

Used Open Source	Applied Function or application	License (GPL, LGPL, MPL, BSD-style)
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wpa_supplicant		
OpenLLDP		
OpenVPN		
pjmedia/pjlib		

Ericsson-LG Enterprise offers to provide source code to you on CD-ROM for a charge covering the cost of performing such distribution, such as the cost of media, shipping and handling upon e-mail request to Ericsson-LG at.: opensource@ericssonlg.com.

This offer is valid for a period of three (3) years from the date of the distribution of this product by Ericsson-LG Enterprise.

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