



# User's Guide

This user's guide is to be used for  
**LIP-9020 & LIP-9030 IP Phones**  
**Configured on UCP-100 System**



For more info, contact us at:

**Normandeau Technologies**

[INFO@NTILINK.COM](mailto:INFO@NTILINK.COM)

**413.584.3131**

## MAKE AN OUTSIDE CALL

- 1) Lift handset and dial **9** for next available line then dial number
- 2) Or press a **LOOP** button for outside dial tone then dial number

## ANSWER A CALL RINGING AT YOUR STATION

- 1) Lift handset or press **SPEAKER** button for hands free

## ANSWER A CALL RINGING AT ANOTHER STATION

- 1) Lift handset or press **PICKUP** soft key button

## TRANSFER CALL TO EXTENSION

- 1) While on Call press **TRANSFER** button
- 2) Dial the **Station** number or press pre-programmed flexible button
- 3) Announce Call (supervised transfer only)
- 4) Hang up

## TRANSFER CALL TO VOICEMAIL

- 1) While on Call press **TRANSFER** button
- 2) Press **MESSAGE** button
- 3) Dial the **Station** number or press pre-programmed flexible button
- 4) Hang up

## MAKE AN INTERCOM CALL

- 1) Lift handset or press **SPEAKER** button
- 2) Dial the **Station** number or press pre-programmed flexible button

## PLACE A CALL ON HOLD

Press the **HOLD/SAVE** button to retain call at your station

## RETRIEVE CALL ON HOLD

Press flashing **LOOP** key on the phone to retrieve your held call

## PARK A CALL (System wide hold for others to access call)

- 1) Press **PARK** key
- 2) OR Press **TRANS/PGM** button (or **TRANS** soft key) then dial parking bin location number (#601~#610)
- 3) Hang up or press **SPEAKER** button

## RETRIEVE PARKED CALL

- 1) Press flashing **PARK** button
- 2) OR Lift handset on any Station (or press **SPEAKER** button)
- 3) Dial Parking location number (#601~#610)

## PAGE (ALL CALL)

- 1) Lift handset
- 2) Press Page to call all system phones and overhead speakers - wait for tone then speak
- 3) Hang up

# ADVANCED FEATURES

## MAKING A CONFERENCE CALL

- 1) Dial first party
- 2) Press **CONF** button or soft key
- 3) Dial 9 followed by phone # or dial another extension
- 4) Continue above steps until all parties are connected
- 5) Press **CONF** button twice to commence conference

*The number of external members is limited to the number of lines on the system. All lines are in use for the duration of the Conference call.*

## CHANGE HEADSET/SPEAKER MODE

- 1) Press **HEADSET** button to toggle between headset and handset.
- 2) *Speakerphone is disabled while phone is in headset mode; the speaker key becomes an ON/OFF toggle button for the headset.*

## CALL FORWARD TO STATION OR OUTSIDE LINE

- 1) Lift handset
- 2) Press **FORWARD** soft key or **DND** button
- 3) Select **1** for Unconditional All Calls, **2** for Busy, **3** for No Answer, **4** for Busy/No Answer.
- 4) After selection dial *Station* number (e.g. 1000), or dial 9 followed by outside phone number

## CANCEL CALL FORWARD

- 1) Lift handset
- 2) Press **FORWARD** soft key or **DND** button
- 3) Press #

**MUTE:** Press **MUTE** button to switch ON/OFF the microphone

## DO NOT DISTURB (DND) –Not available Attendant station

Press **DND** button

# VOICEMAIL

## ACCESS VOICEMAIL ON-SITE

- Press **VM Access button** **OR** dial preconfigured Group number for Voice Mail (Typically **\*401**)
- Enter password (Default is extension number followed by a 9). System password is looking for extension followed by password. For example: extension 100 with a password of 9 will be entered as **1009** when prompted for password
- Follow the voice prompts to navigate through voice mail, mail box configuration, voice mail greeting, or password

## REMOTE ACCESS TO VOICE MAIL

- Once your Voice Mail has answered your call and during your greeting Dial the # key
- Enter password (Default is extension number then 9, i.e. 100 9)
- Follow the voice prompts to navigate through voice mail, mail box Configuration, voice mail greeting, or password .