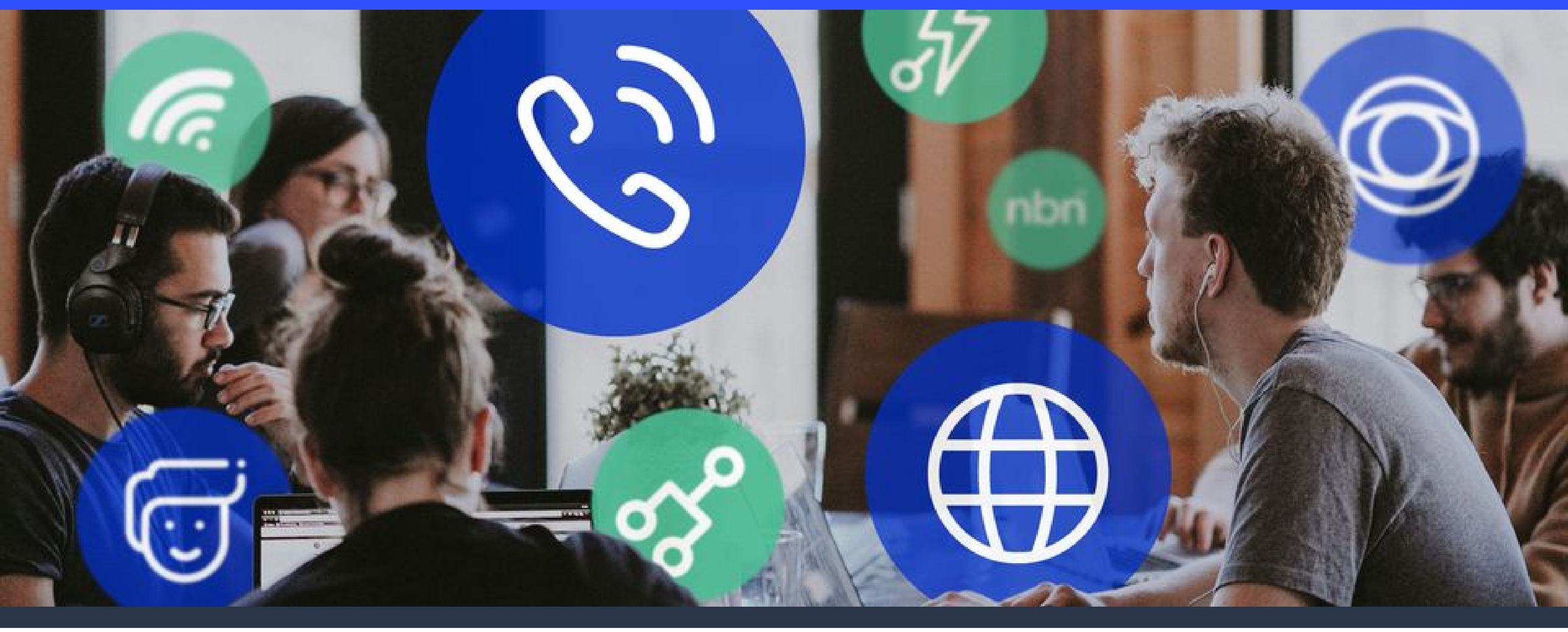

Databox Solutions

Training Guide For Ericosson-LG UCP

DataBox Solutions is here to help you work smarter, not harder.

Databox Solutions is passionate about cutting-edge solutions and the newest technology, Providing your business ongoing support with local managed IT services that is more personal than a big name brand. Not only will it benefit your businesses to use our services, but it will also receive:

- Personally devoted account and project managements Experts who understand your business
- VIP accessibility on a local dedicated phone line 1300 603 404, not a call centre
- Cutting edge hardware, accessories and up to date telecommunication advise
- routine account reviewals to provide guarantee competitive rates

To allow ongoing support, save the following training guide to your desktops to ensure your staff are assisted in your new phone system's essential functions.

For support, please contact us at 1300 603 404
support@databox.net.au

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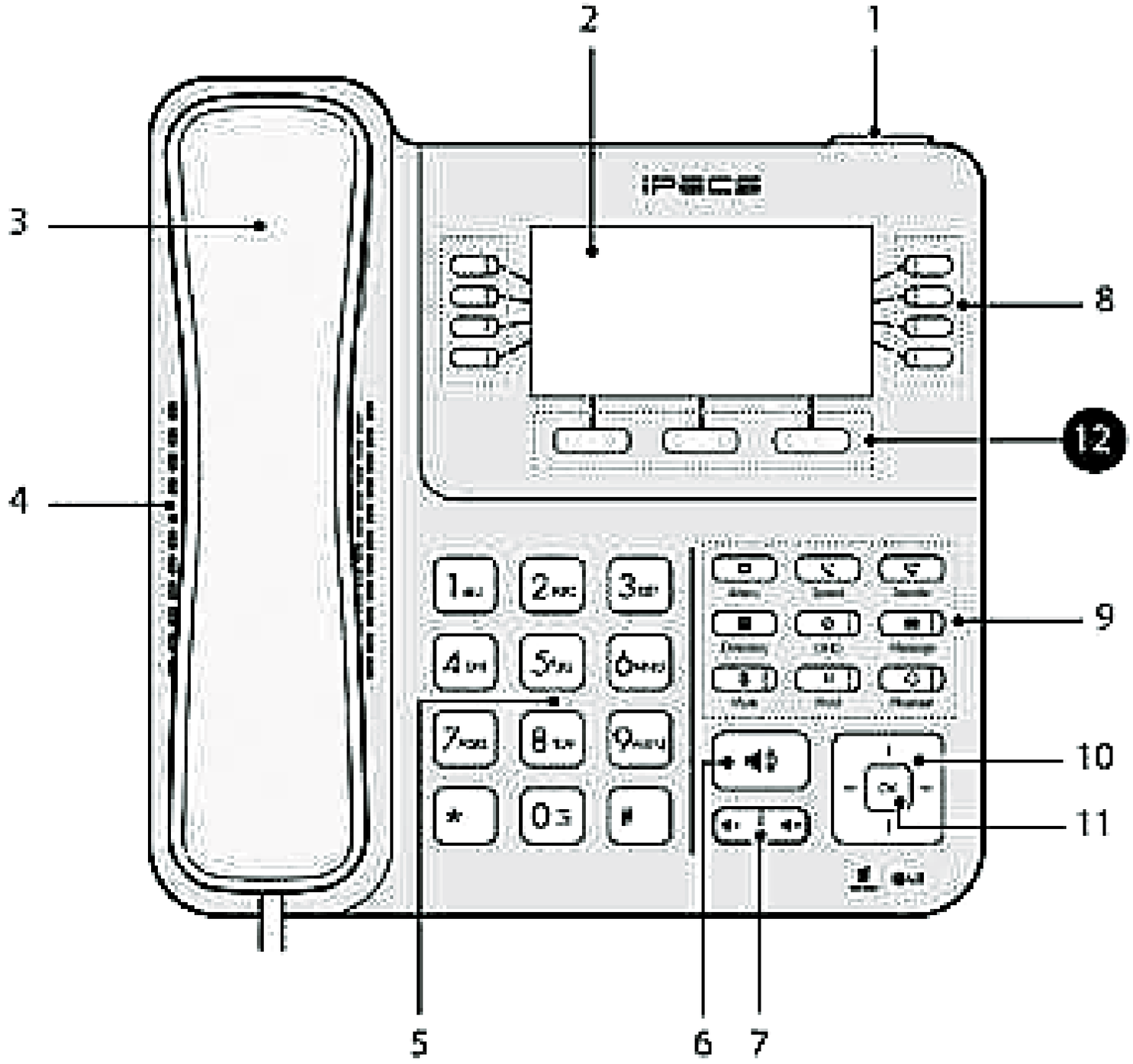
Handset Functions



Demo Purposes only: 9030 Handset

Below is a brief description of the above elements labelled out for the LIP-9000 series Phone demo diagram.

1. **Message/Ring Indicator:** The indicator flashes when it receives a new call or if there is a new message waiting.
2. **LCD Display:** Displays the status of your phone, dialling directories, and text message information.
3. **Handset:** This is used to answer a call when using the handset.
4. **Speaker:** This delivers ringing/other signals. This allows you to hear the caller's voice in speakerphone mode.
5. **Dial pad buttons:** This is used to dial numbers, select a menu feature, or input a value.
6. **Speakerphone button:** The button switches the speakerphone on and off. It lightens up when the speakerphone is either on active or is in menu mode.
7. **Volume control button:** This can be used to adjust the Ring, Headset, Speaker volume and Handset.
8. **Flexible buttons:** This is assigned as either a line or feature access button.
    - LIP-9010 has 5-flexible buttons.
    - LIP-9020 has 10-flexible buttons.
    - LIP-9030 has 8-flexible buttons with 3 pages, a total of 24 buttons.
    - LIP-9040 has 12-flexible buttons with 3 pages, a total of 36 buttons.
9. **Fixed buttons:**
    - Menu button: This accesses the menu option for display and changes to your IP Phone configuration.
    - Transfer (PGM) button: This button transfers the currently active call. It also allows access to the User Program Menu, or it allows you to switch the dial pad input mode (e.g. ABC, abc, or 123). The dial pad mode is also featured in the upper-right corner.
    - Directory button: This button allows access to both your private or public directory to allow speed dialling.
    - Speed button: This is used to allow you to designate your speed dial numbers.
    - Message button: You can access your Voice Mailbox when the MWI LED indicates that you have received a message.
    - DND (Do Not Disturb) button: This button can be used to activate the do not disturb to ensure your phone does not ring. It also deletes the last input or character from in the menu mode.
    - Headset button: While using a headset, this button switches the state of the headset. While active, the button LED will illuminate red.
    - Hold (Save) button: Used to transfer a call to on Hold. It also can access a held call. While in the menu mode, it will save your inputs.
    - Mute button: This switches the audio coming from the microphone to the connected party on or off.
10. **Navigation key**
    - Right Key: In the LIP-9020, LIP-9030, and LIP-9040 models, select the next group of softkeys when ► it appears in the LCD's bottom right. In LIP-9010, use it to access the Call Log function in idle mode.
    - Left Key: In LIP-9020, LIP-9030, and LIP-9040 models, select the previous group of softkeys when ◄ it appears in the LCD's bottom-left. In LIP-9010, use to go to the previous step or select 'no' when you have a 'yes' or 'no' choice.
    - Up Key: Scrolls through the phone's menu options upward.
    - Down Key: Scrolls through the phone's menu options downward.
11. **OK Key:** This key selects your highlighted choice while navigating through the menu. In the LIP-9030 and LIP-9040, the Pop-up display and call information can be switched using the "OK" button during a call. Pop-up disappear and call information display in the top bar.
12. **Softkeys:** Softkeys are interactive, which change function based on the status of your LIP-9020, LIP-9030, and LIP-9040. Models that do not incorporate Softkeys: The LIP-9010.

ANSWERING AN INCOMING CALL

How to Answer an Incoming Call

- Press on the Speaker key (for Hands-free), or lift the Handpiece
- Hang up the handset to end the call, or press the Speaker Button

PLACING AN OUTSIDE CALL

How To Make an External Call

- Press Speaker key (for Hands-free), or lift Handpiece
- Dial zero for an outside line followed by the telephone number

How To Make an Internal Call

- Press Speaker key (for Hands-free), or lift Handpiece
- Press a programmed flexible button or dial the extension number.

LAST NUMBER-REDIAL

(The system retains the last ten numbers dialled which can be viewed and dialled)

- Leave Handpiece down
- Press Speed, then dial*
- Then scroll through the numbers using the up and down keys on the Navigation Pad
- When the desired number is displayed, press the ‘SEND’ softkey or ‘Hold(Save)’ button

TRANSFER

How To Transfer a Call Off-Site (if applicable) or to Another Extension

- Whilst on a call, press Transfer(PGM)
- Dial-in the extension number or dial Zero; Follow this step by an external number or press the one-touch key.
- When the line is picked up, announce the caller and hang up.
- Alternatively, if the extension number does not pick up or does not want to take the call, you can press the Line Key to get the caller back.

HOLD

- While on a call, press Hold (Save) (a line key displays a slow green flash while on hold)
- To retrieve calls on hold, press the flashing green line key

AUTOMATIC CALLBACK (CAMPON)

How To Request a Call Back (wait for on-hook)

- Press Speaker key (for Hands-free), or lift Handpiece
- Then Dial the extension number or press the programmed flexible key
- Dial ‘MSG’ when a busy tone is heard and hang up
- Once the busy caller finishes their call, the system will call your station, and once you pick up, it will call the busy station.

CONFERENCE CALL

How To Establish a Conference Call

- While on a call, press the SoftKey: CONF (the first caller is placed on hold)
- Dial the extension or external number
- When the called party answers
- Press the CONF Softkey (the second caller is put on hold)
- Press the CONF Softkey to establish the conference call.
- Once finished, hang up to exit the conference.

CALL FORWARD

How To set Call Forwarding

- Press Speaker then press ‘Forward’ Softkey or the ‘DND’ Button
- Dial the forward code:
- 1 – Unconditional
- 2 – Busy
- 3 – No Answer
- 4 – Busy/No Answer
- 5 – Incoming CO Off-Net
- Dial the Destination Number (625 for voicemail, 100 for the reception, ‘Speed’ for External)
- Lastly, Press Speaker

How To Cancel Call Forwarding

- Press Speaker
- Press ‘Forward’ Softkey or the ‘DND’ Button
- Press #
- Press Speaker

DO NOT DISTURB (DND)

How To activate or deactivate Do Not Disturb (DND)

- Press DND

This is a switch that will change between on/off. The reception has different features.

CALL PICKUP

Group Call Pick Up (picks up another phone that is ringing in your group)

- Press Speaker, or lift handset
- Dial **

Direct Call Pick Up (picks up a call that is ringing outside your group, if applicable)

- Press Speaker, or lift handset
- Dial *77 followed by the extension number of whose call you want to intercept

PROGRAMMING A FLEXIBLE BUTTON

- Press Transfer (PGM)
- Press Desired Flexible Button
- For Stations, Enter Station No.
- For External Numbers, 0<Number>
- Press ‘Hold (Save)’

ENTERING TEXT

To switch between Entry Mode’s, press the Transfer (PGM) button.

Dial Pad Digit	Entry Mode			
	Upper Case ABC	Lower Case abc	Symbols ✳	Numeric 123
1	@ : /	@ : /	@ : /	1
2	A B C	a b c	| $ %	2
3	D E F	d e f	^ & _	3
4	G H I	g h i	( ) ?	4
5	J K L	j k l	- + /	5
6	M N O	m n o	< > =	6
7	P Q R S	p q r s	; :	7
8	T U V	t u v	' " `	8
9	W X Y Z	w x y z	{ }	9
0	. , ? !	. , ? !	. , ? !	0
*	. *	. *	. *	*
#	Space (‘ ‘)	Space (‘ ‘)	# [ ]	

The Do Not Disturb (DND) button deletes your last character entered.

PROGRAMMING SYSTEM (COMPANY) SPEED DIAL

The phone can store up to 1000 company numbers.

PROGRAMMING SYSTEM (PERSONAL) SPEED DIAL

You can store up to 100 personal numbers on the phone.

- Press Transfer (PGM)
- Press Speed
- Dial the station speed dial number (00-99)
- Dial zero for the line out followed by the telephone number you want to store (up to 24 digits)
- Press Hold (Save)
- Proceed to enter the name that is associated with the speed dial number (up to 20 letters)
- Press Hold (Save)
- Press Speaker

Using Station (Personal) Speed Dials

- Press Speed followed by the station speed dial buffer number (00-99) or
- Using the LCD Options, press DIR or Speed twice
- Select Private Directory from the list
- Enter the desired name
- Scroll through the numbers by using the navigation pad
- Press the Hold (Save) key to commence the call.

PROGRAM NAMES INTO HANDSETS

- Press MENU Key
- Dial 1
- Enter the Name of your phone using the Extension Keypad
- Press the OK button or Softkey

PAGING

Using All Call Paging

- Dial #3
- Pickup the Handset and start speaking
- Hang Up Handset to finish the page

NIGHT MESSAGE (COMPANY)

To record a new night message

- Press Transfer (PGM)
- Dial 0
- Enter Administrator password (if required)
- Dial 6
- Enter Message Number 001 – Day Greeting, 002 – Night Greeting, 003 – Timed Ring Greeting
- Enter Message Type 1
- Follow the prompts; Once you have finished recording, Press Hold (Save)

Please include ‘Press 1 to leave a message if you would like your clients to leave messages.

SWITCHING SYSTEM BETWEEN MODES

To switch system Modes

- Press DND
- Dial 2
- Press Hold (Save)

You can store up to 1000 company numbers in the phone system.

TO RECORD VOICE MAIL (PERSONAL ONLY)

Press the MSG button.

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