Ericsson-LG Enterprise iPECS
1010i Cloud Handset Key Features Guide

1010i Button Layout

Soft Keys
LCD Display
Ring/Message Indicator
Flexible Buttons
Handset
Menu Button
Navigation Key
OK Key
Speaker
Fixed Buttons
Volume Button
Dial Pad Buttons
Speaker Button
Fixed Buttons

Phone Guide

- **Fixed Buttons**
  - **MSG:** Accesses message boxes
  - **Mute:** Mute the call so that the caller cannot hear your voice.
  - **Headset (icon):** If a headset is plugged in this button allows you to toggle between the headset and handset.
  - **Dir:** Assign or use assigned station speed dial numbers.
  - **Trans:** Transfer the current active call or access the Program menu while the phone is idle.
  - **DND (Do-Not-Disturb):** Blocks incoming calls. You can also activate Do-Not-Disturb while the phone is ringing - this terminates the call and the caller will get a busy tone.
  - **Hold:** Place a call on hold – the caller will receive on-hold music or comfort tones.
- **Menu button:** Access the settings for your phone, such as changing the font and display or changing configuration.
- **Volume button:** Adjust the Ring, Headset, Handset, and Speaker volume.
- **Speaker button:** Toggle the speakerphone On and Off during a call. The button will automatically illuminate when the phone is in menu mode.
- **Flexible buttons:** A line or feature can be assigned to these buttons.
- **LCD screen:** Phone interface for status, dialing directories, and text message information.
- **Soft Keys:** These buttons are interactive and have a changing function based on the phone's status.

The 1010i has 4 programmable Flex keys

Dealing with calls

Answering an Incoming Call
Lift the handset. To answer a call on another extension, press the flashing flex key and then lift the handset.

Making an External Call
Lift the handset and press a free flex key allocated to a line, or the 9 key to pick up an outside line. Once you have the outside line, dial your number.

Making an Internal Call
Lift the handset. Dial the extension number or press the flex key assigned to the contact.

Rejecting a Call
Press the **DND** button when a call comes in.

Call Pick Up
Lift the handset and dial 566 to pick up any handset in your group, or dial *77 and the station number to pick up a handset that's not in your group.

Placing a call on hold
Press the **HOLD** button. To reconnect the call, press the Green flashing flex key.

Quick access call tools

Speed Dial/Directory
Lift the handset
Press the **Dir** button
Select; *(1)* **Station Speed** --> *(2)* **Group Speed** --> *(3)* **Station Name**
For options *1* & *2*, follow the on-screen instructions.
For option *3*, scroll through names or search using the key pad.

Last Number Redial (LNR)
Use the middle soft key to scroll through the soft key options until soft key shows **Redial**.

Voicemail

Accessing your Voicemail

Press the Message button followed by one of the following options:.
1 – accesses **messages** to give an internal user a call back
2 – to access your **voicemail**
3 – to sort **internal messages**

If you do not know your password, contact your system administrator

Listening to Voicemail (Options)

Once you have accessed your voicemail inbox here are the options available to you:
Dial 1 - New messages
Dial 2 - Saved messages
Dial 3 - Send messages
Dial 4 - Manage greetings
Dial 5 - Preferences
Dial 0 - Return to main menu

Parking a call

Parking a call

To park an active external call, press **Transfer**, dial the park code (i.e. 512 for Park 1)
Or press your assigned park key, and hang up to return to idle.
To retrieve a parked call, lift the handset and dial the park code or press your assigned park key.

Camp On

When dialing an extension that is engaged, the Camp On feature allows the station to be notified that there is a call waiting. Press your assigned flex key to initiate camp on.

Transferring a call

Transferring a Call

Press the **Transfer** button, dial the extension number, external number or press the programmed flex key, then either speak to the recipient to announce the call or simply hang up.

Returning to Caller from a Transfer

If you are unable to transfer the call, press the **Green flashing ke**y or the transfer key again to return to the caller.

Features

Do-Not-Disturb
Makes your extension unavailable for calls

Press **DND** button to activate.
Press **DND** button again to deactivate.
Please note that this is not available on the attendant handset.

Ad Hoc Conference Calls
3 way calling

To call the first party, follow "Making an External/internal Call" above for instructions.
Once connected press the **assigned flex key**
Call the second party (as above).
Once connected, press the **assigned flex key** twice to connect the calls.

*To program a flex key, press **Transfer** then the key you wish to assign, dial 91 and then press **OK**.

Programming Call Forward
Routes your calls to another extension/ group/speed dial - this will override your voice mail functions.

Dial 501 (or assigned feature code) then select one of the following options:
1. Unconditional Forward (forwards all calls instantly)
2. Busy Call Forward (only forward calls when you are on the phone)
3 - No Answer Call Forward (only forwards calls if you don't answer)
4 - Busy / No Answer Call Forward (Mix of 2 & 3)
Dial the extension number
To disable all call forwarding, dial 502 (or assigned feature code)

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