



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

## 1010i Button Layout



### 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 key** 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)