



Ericsson-LG Enterprise iPECS 1020i Cloud Handset Key Features Guide

1020i 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 1020i has 12 programmable keys across 3 pages

Phone Directory

Using the Phone Book Directory

Access the stored telephone numbers in your system

Press the **Directory** button followed by one of the following options:

- 1 - **Station Speed**
- 2 - **Group Speed**
- 3 - **Station Name**

Once selected you can then use the navigation keys to scroll through the list. To alpha dial, press the button showing the letter you wish to dial – e.g. press 2 for the letter B. Then, press the button with the second letter. The system will show all matches. Then press **OK** to dial the number.

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 pin, 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

Dealing with calls

Answering an Incoming Call

Lift the handset. To answer a call on another extension that is programmed to one of the phones 5 flex keys, press the flashing flex key before lifting the handset. You can also set flex keys for call pick-up and group call pick-up.

Making an External Call

Lift the handset then press a free flex key allocated to a line, or dial 9 to pick up an outside line. Once you have an 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.

Placing a call on hold

Press the **Hold** button. To reconnect the call, press the Green flashing flex key.

Parking a call

Parking a call

To park an active external call, press **Transfer**, dial the park code (i.e. #601 for Park 1), and hang up to return to idle. To retrieve a parked call, lift the handset and dial the park code.

Camp On (Call Waiting)

When dialling 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

During an active call, press either the **Transfer** button or the **TRANS** soft key. Dial the extension number, external number or press the programmed flex key. Either speak to the recipient to announce the call, or simply hang up to complete the call transfer.

Returning to Caller from a Transfer

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

Redialling a number

Call Redial

Press the **Redial** soft key.

Features

Do-Not-Disturb

Makes your extension unavailable

Press the **DND** key to activate. Press the **DND** key 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.

Programming Call Forward (Routes your calls to another extension/group/speed dial)

All these features will override your voicemail 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)