



5G 1010i Handset Key User Guide

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**Ericsson-LG Enterprise iPECS
1010i Handset Key Features Guide
1010i Button Layout**



The 1010i has 4 programmable Flex keys

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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 currently 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
- 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.

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 HOLD button again to reconnect the call.

Quick access call tools

Speed Dial/Directory

Press the Directory key with the letter you require 1-4 times e.g. for the letter K press 5 twice (1 press = J, 2 =K, 3=L).

Press OK and then use the navigation key to scroll to the entry you require. Press OK to dial the number or 'Send' from the appropriate Soft key.

Redialling a number

Call Log

List of phone numbers called and received

Press the LOG soft key. Scroll through the list using the Navigation buttons.

To redial a number press the SEND soft key

To find out information on the call press the DETAIL soft key. Press BACK to exit.

Voicemail

Accessing your Voicemail

Press the Message button followed by one of the following options:.

1. to give an internal user a callback
2. to access your missed calls
3. to access your voicemail
4. to access your SMS (internal message)

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 – Urgent messages

Dial 4 – Send messages Manage greetings

Dial 5 – Personal options

Dial 8 – Set greeting or password

Dial 0 – To disconnect

Parking a call

Parking a call

To park an active external call, press Transfer, dial the park code (i.e. #601 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, or 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 Transfer button again to return to the caller.

Features

Do-Not-Disturb	Press the DND button to activate.
Makes your extension	Press the DND button again to deactivate.
unavailable for calls	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 the assigned feature code)


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Documents / Resources

	<p>5G 1010i Handset Key [pdf] User Guide 1010i Handset Key, 1010i, Handset Key</p>
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References

- [5G Communications | Telephone Systems & Broadband | Business Telecoms](#)