



## 5G 1030i Handset Key User Guide

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**5G 1030i Handset Key**



## 1030i Handset Key Features Guide



## 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: Allows you to search the directories using alpha dialing
- 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.

## Phone Directory

- Using the Phone Book Directory
- Access the stored
- telephone numbers in your system
- 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

## Voicemail

### Accessing your Voicemail

- Press the Message button followed by one of the following options:
  1. to give an internal user a call back
  2. to access your missed calls
  3. to access your voicemail
  4. to access your SMS (internal message)

### 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

## **Dealing with calls**

### **Answering an Incoming Call**

- Lift the handset or press the speaker key.
- To answer a call on another extension us the PICKUP soft key.

### **Making an External Call**

Lift the handset and dial a 9 for an outside line, followed by the number that you require. If you don't lift the handset you can dial a 9 to activate the hands-free mode. Alternatively, select the 'Line' key that is programmed in your Flex keys.

### **Making an Internal Call key assigned to the contact.**

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

## **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 use the Park key if it's been programmed as a Flex key, 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 dialing an extension that is engaged, the Camp On feature that there is a call waiting. Press \* to wait for an off-hook or Message to request a callback.

### **Transferring a Call**

During an active call, press either the Transfer button or the TRANS soft key. Dial the extension announce the call, or simply hang up to complete the call transfer.

Returning to Caller from a Transfer Transfer button.

## **Redialling a number**

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

DETAIL soft key. Press BACK to exit

## **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

Group calling (3 or more callers) Call the second party (as above). calls.

Programming Call Forward

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

## All these features will override your voicemail functions.

Press the Right arrow on the navigation key until you see FWD in the Soft keys and select it. Then choose from 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)
5. To disable call forwarding, access the FWD soft key and press #


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## Documents / Resources

	<p><b><a href="#">5G 1030i Handset Key</a></b> [pdf] User Guide 1030i Handset Key, 1030i, Handset Key</p>
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## References

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