

# LG 9020 IP Phone Cloud User Guide



### Button Guide

- 1. Menu:** access the settings for your phone, such as changing the font and display or changing the configuration.
- 2. Transfer:** transfer the current active call
- 3. Directory:** accesses the station, system and internal phone books.
- 4. Speed:** assign or use assigned speed dial numbers.
- 5. 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.
- 6. Message:** accesses message boxes
- 7. Hold:** place a call on hold – the caller will receive on-hold music or comfort tones.
- 8. Headset:** if a headset is plugged in this button allows you to toggle between the headset and handset.
- 9. Mute:** mute the call so that the caller cannot hear your voice.
- 10. Speakerphone:** toggle the speakerphone On and Off during a call.
- 11. Volume control:** adjust the Ring, Headset, Handset, and Speaker volume.
- 12. Flex keys:** a line, feature or quick dial can be assigned to these buttons.

**All feature codes mentioned in this guide are system default. If you have issues with any of the codes then they may have changed, please contact our support team for assistance.**



## Handling Calls

### Make A Call

- Lift the handset (or leave handset in the cradle to dial handsfree)
- External Call – Either dial the telephone number with or without 9 first
- Internal Call – Dial the internal extension number or press a pre-programmed button
- To end the call, replace the handset (or if handsfree press the speaker button).

**With external calls you must dial the full telephone number even for local numbers**

### Answer A Call

- Lift the handset (or press the speaker button to answer handsfree or if using a headset).

### Place a Call on Hold

- Whilst on a call press the Hold button, you can then replace the handset into the cradle
- To return to the call press the Hold button or the flashing Call button.

### Mute

- Press the Mute button (above the volume keys), it will light up to indicate the call is muted. Press the button again to unmute.

### Transfer a call

- Whilst on a call press the Transfer button then you can either:
  - Transfer internally by dialling the extension number
  - Transfer externally by dialling the telephone number with or without 9 first
  - Transfer a call to someone's mailbox by press Transfer then Message then the extension number
- Connect the call to the recipient by replacing the handset either before or after they have answered the call.
- If you need to return to the call you are transferring, before hanging up, press the Transfer button again.

If you have a pre-programmed button for an extension you do not have to press the transfer button first you can simply press the button.

### To Pick up a call ringing elsewhere

- Either press the button assigned as Pick up or dial 510 to pickup calls in your group
- If you have a button programmed for the extension that is ringing you can just press that button to pick up the call
- If you don't have a button programmed for an extension you can dial 511 followed by the extension number

### Redial

- Press the Redial button which is located under the display



## Features

### Do Not Disturb

- Press the DND button or dial 504 to enable or disable

### Call Logs

- Press the Log button under the display or dial 537
- To scroll through the list of calls you can press the volume up and down buttons
- Press Hold to dial the number currently selected in the display

### Conferencing

- With a caller on the line press the Conf button under the display
- Call the next party in usual way for either an internal or external number.
- When the next call is answered you the conference will be connected
- Repeat the process for adding any additional parties

### Headset

- Press the Headset button to enable and disable (the headset button will light up to indicate its in headset mode)

## Configuring your Phone

### Change Ring Tone or Volume

- To change the internal ring tone Press Menu 2 1 1 then dial the two digit ring tone 01 – 16 then press Hold
- To change the external ring tone Press Menu 2 2 1 then dial the two digit ring tone 01 – 16 then press Hold
- To change the ringing volume press the volume up or down buttons whilst the phone is ringing

### Programming Buttons

- To change your programmable buttons leave the handset down and press Menu
- Press the button you wish to program.
- Then dial 2
- Enter the extension number or group number.
- Then press Hold

To store a feature under a button press Transfer then press the button you wish to program then dial 2 followed by one of the codes below then Hold:

- 537 – Call Logs
- 533 – Record Call
- 504 – DND
- 510 – Group Pickup
- 501 – Forward calls

If you want to clear a programmed button press Menu then press the button you want to clear then dial 0

## Forward All calls to another number

- Lift the handset and press DND button or dial 501 then press 1
- Enter the forward destination:
  - Internal Number—enter the extension or group number or press one of your pre-programmed buttons
  - Voicemail—Enter 801
  - External Number—enter the telephone number with or without 9 first
- Then press Hold
- To cancel the forward lift the handset and press DND button or dial 501 then #

## Voicemail

To change your voicemail greeting:

- Either:
  - Press the Message button then dial 2 then enter your passcode (default passcode is your extension number)
  - Dial 801 then enter your extension number and passcode
- Dial 2 to set greeting
- Follow the prompts to listen, re-record and save your greeting.

To change your passcode:

- Either:
  - Press the Message button then dial 2 then enter your passcode (default passcode is your extension number)
  - Dial 801 then enter your extension number and passcode
- Dial 3 to change your passcode
- Follow prompts to change your passcode

To listen to a message received:

- The Message button on your phone will be flashing to indicate a new message
- Then either:
  - Press the Message button then dial 2 then enter your passcode (default passcode is your extension number)
  - Dial 801 then enter your extension number and passcode
- Press 1 to listen to the new messages
- Follow prompts to listen, replay (option 2), delete (option 1) etc. If you don't delete the message it will save.
- The message notification will remain on the phone until the voicemail is deleted.

To listen to saved messages:

- Either:
  - Press the Message button then dial 2 then enter your passcode (default passcode is your extension number)
  - Dial 801 then enter your extension number and passcode
- Press 1 to listen to new messages then 1 again for saved
- Follow prompts to listen, replay (option 2), delete (option 1) etc.