

1030i IP Phone Cloud User Guide



1030i Button Layout



The 1030i has 18 programmable keys across 3 pages

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.

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 to toggle mute on or off. The caller will not be able to hear you but you will be able to hear them.

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 pressing 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.

If the display is showing the current call details you can press the OK button to change the display to show all your buttons. Use the up and down arrows around the OK button to move between the 3 pages of buttons.

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 button 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 the conference will be connected
- Repeat the process for any additional parties

Headset

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

Calendar

To remove the calendar from the LCD press the OK button. If your phone resets you will need to press OK again to remove it.

Configuring your Phone

Change Ring Tone or Volume

- To change the internal ring tone press Menu 2 1 1 then dial the one digit ring tone 1 – 8 then press Hold
- To change the external ring tone press Menu 2 2 1 then dial the one digit ring tone 1 – 8 then press Hold
- To change the ringing volume press the volume up or down buttons whilst the phone is ringing

Programming Buttons

Use the up and down arrows around the OK button to move between the 3 pages of buttons

- Scroll to the page of buttons you want to change using the up/down button around the OK button
- To change your programmable buttons leave the handset down and press Menu
- Press the button you wish to program
- Then dial 2
- Enter the telephone number, extension number or group number.
- Then press OK
- Press Label
- Enter a name to store using the keypad i.e. press 2 three times for C. The # key inserts a space
- Press OK

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

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

- Then press OK
- Press Label
- Enter a name to store using the keypad i.e. press 2 three times for C. The # key inserts a space
- Press OK

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 access your voicemail, either:

1. Press the Message button then dial 2 then enter your passcode (default passcode is your extension number)
- or
1. Dial 801 then enter your extension number and passcode

To change your voicemail greeting:

Access your voicemail then:

1. Dial 4 to manage greeting
2. Follow the prompts to listen (1), re-record (2), delete (3) when recording make sure you save your greeting.

To change your passcode:

Access your voicemail then:

1. Dial 5 for preferences
2. Dial 2 to manage your passcode.

To listen to a message received:

Access your voicemail then:

1. Dial 1 for new messages
2. At the end of the message, delete (1), replay (2), previous messages (3), next message (4)

To listen to saved messages:

Access your voicemail then:

1. Dial 2 for saved messages
2. At the end of the message, delete (1), replay (2), previous messages (3), next message (4)