SPITFIRE®

3CX YEALINK T19 – QUICK START GUIDE

Making a call

- Enter the internal extension or full external telephone number and then pick up the receiver to send the call.
- Alternatively, pick up the handset and then enter the internal extension or full external telephone number. Press the Send soft key or ✔ button to dial out.
- To end the call, hang up the handset or press the End Call soft key.
- To redial a number press ⊙ to open recent calls, then press ⊙ or ⊙ to find the desired entry, and then press ✔ or the Send soft key.

Transferring calls

Supervised Transfer

- Place the caller on hold by pressing 📞 or the Tran soft key.
- Dial the extension or the telephone number that you wish to transfer the call to, then press ✔ .
- When the person picks up the phone, announce the caller then press 📞 to connect the call.
- If you wish to come back to your caller on hold without transferring them, press Resume soft key.

(Please note, call charges apply to calls transferred externally)

Unsupervised Transfer

- Place the caller on hold by pressing 📞 or the Tran soft key.
- Dial the extension or the telephone number that you wish to transfer the call to, then press Send or   .
- Press 📞 or Tran soft key to complete transfer.

(Please note, call charges apply to calls transferred externally)

Call Pick-Up

To pick up any phone when ringing

- Dial *20* and then press Send or ✔ .
- Lift handset and talk.

To pick up a certain phone when ringing

- Dial *20* and then the extension number followed by Send or ✔ .
- Lift handset and talk.

Setting up personal Voicemail

- Press ✉ or dial 5555 then press Send or ✔ .
- To record your outgoing message, choose option 9, then 8 from the main menu and follow the prompts.

Listening to Voicemail messages

- Press ✉ or dial 5555 then press Send or ✔ .
- Enter your PIN.
- Press * to play.
- Press 9 for advanced voicemail options.

Call Forwarding (All calls)

- Press the Menu soft key when phone is idle and select Call Control then Call Forward.
- Select Always Forward and then enter the number you want to forward to. Press the Save soft key to confirm.
- To cancel the forward by pressing the 📞 button.

Further options are available for busy/On timeout from; Menu -> Call Control -> Call Forward.

If you have any handset queries, you can contact Spitfire Support on:
020 7501 3030
support@spitfire.co.uk