

## **3CX YEALINK T46G – 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 ox button to dial out.
- To end the call, hang up the handset or press the **EndCall** soft key.
- To redial a number press to enter the Placed calls list. Press or to find the desired entry, and then press or the **Send** soft key.
- Press twice when the phone is idle to dial out the last dialled number.

## **Transferring calls**

#### **Supervised Transfer**

- Place the caller on hold by pressing the (c) button.
- Dial the extension or the telephone number that you wish to transfer the call to, then press **Send** or **OK**).
- 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 the [64] button.
- Dial the extension or the telephone number that you wish to transfer the call to.
- Press the [6] button to complete transfer.

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

#### Call Pick-Up

#### To pick up any phone when ringing

- Dial \*20\* (or programmed feature key).
- Lift handset and talk.

#### To pick up a certain phone when ringing

- Dial \*20\* and then the extension number.
- Lift handset and talk.

## **Setting up personal Voicemail**

- Press or dial 5555 then press Send or ox.
- To record your outgoing message, choose option 8 from the main menu and follow the prompts.
- The first time you call your mailbox you might be played a tutorial. To cancel this press 2 during playback.

## **Listening to Voicemail messages**

- Press 🖾 or dial 5555 then press **Send** or **OK**).
- New messages will automatically be played, and the symbol will be displayed on the screen.
- To listen to old messages, press \*
- During playback you can press 9 for advanced voicemail options.

### **Call Forwarding** (All calls)

- Press the Menu soft key when phone is idle and select Call Features then Call Forward.
- Change **Always Forward** to **Enabled** using then press and enter the number you want to forward to. Press **Save** soft key to confirm.
- To cancel, press the button or go to **Menu** then **Features** and **Call Forward.** Use or to select the forwarding type and then use or to select **Disabled.**

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

# If you have any handset queries, you can contact Spitfire Support on: 020 7501 3030

support@spitfire.co.uk

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