Hosted PBX 2.1 YEALINK T27G – 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 OK 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 **Tran** soft key.
- 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 **Tran** soft key 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 **Tran** soft key.
- Dial the extension or the telephone number that you wish to transfer the call to.
- Press the **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 *8 (or programmed feature key).
- Lift handset and talk.

Setting up personal Voicemail

- Press ✉ or dial *97 then press **Send** or OK.
- To record your outgoing message, choose option 5 for the advanced menu, then option 1 to record a greeting and follow the prompts.

Listening to Voicemail messages

- Press ✉ or dial *97 then press **Send** or OK
- To listen to new messages, press 1. To listen to saved messages, press 2.
- For the advanced menu, press 5.

Call Forwarding (All calls)

- Dial *74 then press Send **or press** OK
- Dial Destination number, then #
- To Cancel, Dial *74 Then press Send or press OK

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