SPITFIRE
VOICE • INTERNET • WAN

3CX W73 – QUICK START GUIDE

Making a call

- Pick up the handset and then enter the internal extension or full external telephone number.
- Press button **(OK)** or
- To end the call, hang up the handset or press the key.
- To redial a number press the **History** soft key to enter the Placed calls list. Press or to find the desired entry, and then press

Transferring calls

Supervised Transfer

- Place the caller on hold by pressing New Call,
- 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 **Options** then **Call Transfer,** select held call then press **Transfer**.
- If you wish to come back to your caller on hold without transferring them, press or to select the call. If the second person disconnects you will go back to the original call anyway.

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

Unsupervised Transfer

- Place the caller on hold by pressing **Options**, **Transfer**, **OK**.
- Dial the extension number then press **Transfer**.

Call Pick-Up

To pick up any phone when ringing

- Dial *20* and then press .
- Call should pick up and you can talk into the handset.

Setting up personal Voicemail

- Press or dial 5555 then press .
- To record your outgoing message, choose options 980, to record a greeting and follow the prompts.

Listening to Voicemail messages

- Press or dial 5555 then press .
- To listen to new messages, enter pin the press #.
- For the advanced menu, press 9.

Call Forwarding (All calls)

- Dial *31 Away status will be set. (Destination can be set in Web client, mobile app, or by your system administrator.

- To Cancel, Dial *30 Avaiable status will be set.

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