










## 3CX YEALINK T29 – 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 **Cancel** 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 phone is idle to call the last dialled number.




### 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 **Send** or .
- 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  Alternatively, press the Pickup button from DSS keys (if configured).
- 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 980 from the main menu and follow the prompts.

### Listening to Voicemail messages

- Press  or dial 5555 then press **Send** or .
- New messages will automatically be played, and the  key LED will be lit.
- To listen to old messages, press \*.
- During playback you can press 9 for advanced voicemail options.

### Call Forwarding (All calls)

- To Change Status to away Dial \*61 (or programmed feature key). The destination number can be configured using the softphone, in your webclient or by contacting your system administrator.
- To return back to available Dial \*60 (or programmed feature key).

Further options are available from your softphone, webclient or by contacting your system administrator.

**If you have any handset queries, you can contact Spitfire Support on:**

**020 7501 3030**

[support@spitfire.co.uk](mailto:support@spitfire.co.uk)