





FireSwitch Hosted PBX 2.2 - YEALINK W73P – QUICK START GUIDE

Making a call

- Pick up the handset and then enter the internal extension or full external telephone number.
- Press  or to make the call
- To end the call, press 
- 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  to make the call

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 the **TRAN** key.
- 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.

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


Unsupervised Transfer

- Place the caller on hold by pressing the **Options, Transfer, OK**.
- Dial the extension or the telephone number that you wish to transfer the call to.
- Press the **TRAN** 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 and press 
- Call should now 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 option 5 for the advanced menu, then option 1 to record a greeting and follow the prompts.

Listening to Voicemail messages

- Press  or dial 5555 then press 
- 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 and press 
- Enter Destination number, then #
- To cancel, dial *74 and press 

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

020 7501 3030 or support@spitfire.co.uk