








## FireSwitch Hosted PBX 2.2 YEALINK T54W – 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 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 .
- 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 .
- 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 .
- 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 .
- Dial Destination number, then #
- To Cancel, Dial \*74 Then press **Send** or press .

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

020 7501 3030 or [support@spitfire.co.uk](mailto:support@spitfire.co.uk)