



# **3CX YEALINK T23 – 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 **Cancel** soft key.
- To redial a number press (RD) to enter the Placed calls list. Press (\*) or (\*) to find the desired entry, and then press (RD) or the **Send** soft key. Press (RD) 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.

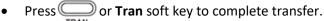
  Dial the extension or the telephone number that you wish to transfer the call to, then press **Send** or OK
- When the person picks up the phone, announce the caller then press to connect the call.
- If you wish to come back to your caller on hold without transferring them, press **Resume** soft key.

(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 K



(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 (OK)
- Lift handset and talk.

#### To pick up a certain phone when ringing

- Dial \*20\* and then the extension number followed by **Send** or (OK)
- Lift handset and talk.

## Setting up personal Voicemail

- Press or dial 5555 then press **Send** or ok
- 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 (OK)
- 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

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