



3CX YEALINK T46U – 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 **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 c 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 🔀 button.
- 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 [4] 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 🔀 button.
- Dial the extension or the telephone number that you wish to transfer the call to.
- Press the 🔀 button to complete transfer.

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

Call Pick-Up

To pick up any phone when ringing

- Dial *20* (or programmed feature key).
- Lift handset and talk.
- To pick up a certain phone when ringing
 - Dial *20* and then the extension number.
 - Lift handset and talk.

Setting up personal Voicemail

- Press 🖾 or dial 5555 then press **Send** or $\overline{(OK)}$
- 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 🖂 symbol will be displayed on the screen.
- 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 or <u>support@spitfire.co.uk</u>