














## 3CX YEALINK W52 – QUICK START GUIDE

### Making a call

- Alternatively, pick up the handset and then enter the internal extension or full external telephone number. Press  or  button to dial out.
- To end the call, hang up the handset or press the  key.
- 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  or .



### Transferring calls

#### Supervised Transfer

- Place the caller on hold by pressing , or press the Options soft key and select transfer. .
- 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  or the Transfer soft key to connect the call.
- 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 anyway.

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


#### Unsupervised Transfer

- Place the caller on hold by pressing , or press the Options soft key and select transfer.
- Dial the extension or the telephone number that you wish to transfer the call to, then press  or the Transfer soft key.


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

### Call Pick-Up



#### To pick up any phone when ringing

- Dial \*20\* and then press .
- Call should pick up.



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

- Dial \*20\* and then the extension number followed by .
- Call should pick up call to specific extension


### Setting up personal Voicemail

- Press  or dial 5555 then press .
- To record your outgoing message, choose option 9, then 8 from the main menu and follow the prompts

### Listening to Voicemail messages

- Press  or dial 5555 then press .
- Enter your PIN.
- Press \* to play.
- Press 9 for advanced voicemail options.

### Call Forwarding (All calls)

- Press the  button when phone is idle and select Features, Call Forward and then your extension name.
- Select Always Forward and then enter then select 'Enabled', then enter the number you want to forward to. Press the Save soft key to confirm.
- To cancel the forward go back to Always Forward and select 'Disabled'.

Further options are available for busy/On timeout from; Menu -> Features -> Call Forward.

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

020 7501 3030

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