GWi GREAT WORKS INTERNET

HOSTED PBX YEALINK SIP-T54W STATIONS

Navigation:

Used to scroll through options and lists.

X Button:

Used to exit lists or end calls

VOLUME:

Adjusts the volume of the ringer, speaker, handset and headset.

SPEAKERPHONE:

Toggles and indicates the hands-free speakerphone mode.

HEADSET:
Toggles and indicates the headset mode.

MUTE:
Mutes or un-mutes an active call.

MESSAGE:
Access voice mail box.

HOLD:
Places a call on hold and Resumes a held call.

REDIAL:
Press to access the placed calls list.

TRANSFER:
Used to transfer as call.

BASIC PHONE FEATURES

MAKE A CALL: Dial the number from the keypad. To complete the call, lift the handset or press the Send key. Alternatively, press the Speakerphone key after dialing to initiate a hands-free call.

HOLD A CALL: Press the Hold key. To return to the call, press the Resume key or the Hold key again.
Note: Hold is only held on that specific phone.

ANSWER A CALL: Lift the handset or press the Answer key. Alternatively, press the Speakerphone key to initiate a hands-free call.

Ending A Call: Return the handset, press End Call or press the X.

ADVANCED CALL HANDLING

CALL PARK: Call parks are virtual environments that exist to "Hold" a call that is available to be retrieved from any other station in the business. Press an unlit Park key to park a call. Press the appropriate lit Park key to retrieve the call.

TRANSFER: Press the Transfer key and dial a number (or extension). Then either:
A) Press Send and wait for the recipient to answer and introduce the call. Then press the Transfer key a 2nd time to complete the transfer. Or
B) Press the B-Transfer key to complete the transfer with no introduction.

3-WAY CONFERENCE: With a live call established, press the Conference key, dial a number (or extension) and press Send. After the 3rd party answers, press Conference key a 2nd time to join the three calls.

TRANSFER TO VOICEMAIL: Press the Transfer key, dial the number 5, dial the extension, press the B-Transfer key to send the call direct to voicemail.

VOICE MAIL ACCESS

FROM OFFICE PHONE:
1. Press the Message key or dial *99
2. Enter your **PIN*** (followed by pound #)
3. First time enrolment access will prompt you to change your PIN, name and outbound greeting.
4.

FROM ANY OTHER PHONE:
1. Dial 207-699-4000
2. Enter the 10 digit telephone number (followed by pound #)
   Example: 2071234567#
3. Enter your **PIN*** (followed by pound #)
4. First time enrolment access will prompt you to change your PIN, name and outbound greeting.

***NOTE:** The default enrolment PIN is 010203. Your new chosen PIN must contain 6 to 20 digits and no repeating patterns. (no consecutive numbers in groups of 3 or more in a row)*

VOICE MAIL SYSTEM NAVIGATION

GENERAL
Press "1"   to play messages
Press "2"   to send a message
Press "3"   to manage your greetings
Press "4"   to change your mailbox settings
Press "6"   to manage your deleted messages
Press "7"   to log on as another user
Press "0"   to access additional assistance
Press "*"   to exit voicemail

WHILE PLAYING
Press "1"   to repeat
Press "2"   to save
Press "3"   to delete
Press "4"   to reply
Press "5"   to forward copy
Press "#"   to leave as new

BUSINESS TECHNICAL SUPPORT: 866-287-0234   help@gwisupport.net