



## MESSAGE:

Indicates and accesses voice mails.



## CONFERENCE:

Conducts a 3-party conference.



## MUTE:

Mutes or un-mutes an active call.



## REDIAL:

Press to access the placed calls list.



## HEADSET:

Toggles and indicates headset mode.



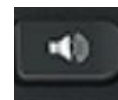
## HOLD:

Places a call on Hold or resumes a held call.



## TRANSFER:

Transfers calls to another party.



## SPEAKERPHONE:

Toggles the hands-free speakerphone mode.



## VOLUME:

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

## 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 Hold key or the Resume key.

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

**MENU:** Accesses the settings on the phone.



# HOSTED PBX YEALINK T27G STATIONS

## 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.

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

**TRANSFER:** Press the TRAN 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 TRAN key a 2nd time to complete the transfer. Or  
B) Press the B-Transfer key a to complete the transfer with no introduction.

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

## 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](mailto:help@gwisupport.net)