



## Extension - Reception

A Reception Extension is tailored to staff taking the most patient calls, usually the main appointments queue.

The Reception Extension is ideal for a smaller surgery, or where an on phone indication of the availability of other extensions is not essential.

The package includes a Yealink T27P phone, backup mobile and a wired headset.



## Choose Your Features

We understand that different roles within your surgery will often have distinct requirements from a telephone. The Reception Extension has 12 configurable keys allowing each handset to be finely tuned to the user's needs.

Whether the requirement is to broadcast to a PA system in Reception, to speed dial a commonly called telephone number or to set yourself into Do Not Disturb (DND) mode, having the ability to self configure each handset to benefit the working environment increases efficiency and usability.

Below are the configurable button options you are able to set.

Feature	Description
Busy Lamp(s)	Shows busy status of other extensions, users or distribution groups and allows single key dial or transfer
Login	Allows single key log in to reception group or hot desk login from a list of staff names
Switch Device	Swap between your desk phone and your mobile phone with a single press of a button.
Group Step In	Activate yourself in a distribution group with a single press of a button.
Pickup	Allows pickup of a call ringing on another extension in the group
Speed dial(s)	Single key dialling of one or more frequently used numbers
DND	Put phone into Do Not Disturb (do not ring) to allow the completion of tasks or to make outbound calls without being targeted by inbound calls.
Page	Broadcast to other phones or via Tannoy system in reception (if available)
Record on/off	Suspend or resume call recording if configured for this user.
Directory	Allow access to the central directory via the telephone.

SS.SC201.0



### Headset Included

The Reception Extension comes with a wired headset for hands free convenience when booking appointments on a computer.



### Backup Mobile

Continuity of service is built into every aspect of Surgery Connect. If the broadband lines into your practice fail or if there is a powercut, patient calls can still be answered on the supplied backup mobile.

## High Definition Audio

Where available on both phones in the call, the phone uses the latest in Hi Fi phone audio, for maximum call quality and intelligibility.



## Reception Extension Full Specification

Phone	Yealink T27P
<b>Fixed Keys</b>	Last Number Redial Hold & Transfer On Hook Dial (Speakerphone) Volume Control Headset Activate Message Retrieval 3 Way Conference
<b>Soft Keys</b>	4 context sensitive keys showing relevant functionality when idle, on a call or on hold.
<b>Function Keys</b>	8 programmable function keys for handset optimisation.
<b>Display Options</b>	Phone name, logged in user name, user status and date and time
<b>Login Options</b>	Can either be a personal extension with optional login/out for a single user or a hotdesk extension where the login process offers a list of hotdesk users to be selected from.
<b>Web Control</b>	Logged in user has access to the Surgery Connect Console or Configuration Console according to their role. Allows access to call recordings, history and preferences.
<b>Page</b>	Broadcast to other phones or via Tannoy system in reception (if available)
<b>General Features</b>	Distinctive ringing for internal, external or group calls. Desk or wall mounted