

Reception Extension

Yealink T27

User Guide



1. Introduction

The Surgery Connect Reception Extension offers all of the functionality essential for staff that are answering the bulk of incoming patient calls but can also be user configured to best suit any role in your surgery.

This guide takes you through all of the standard and configurable features available on the extension.

2. The Telephone Extension

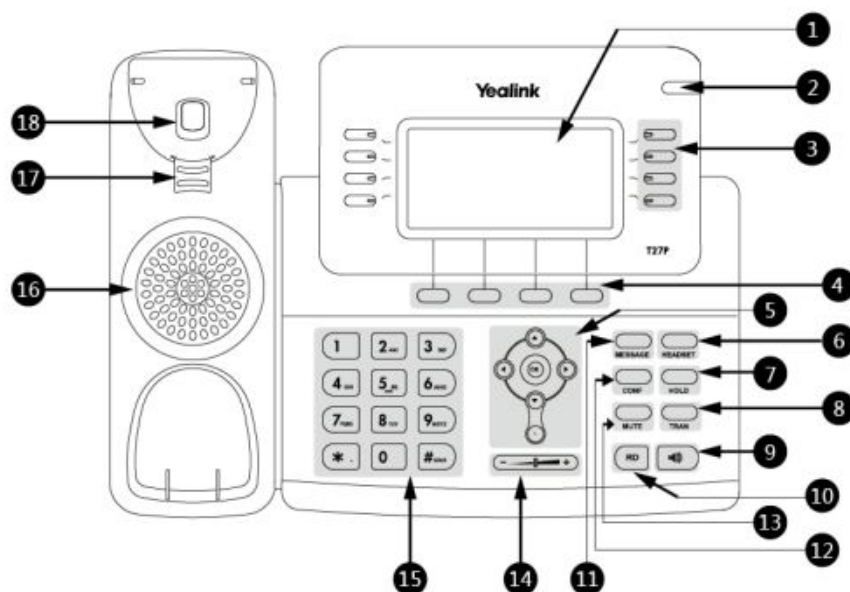
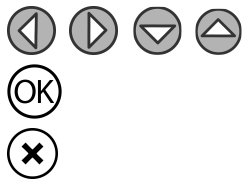




Fig 1. The main components of the Reception Extension individually numbered, there is more detail in the following table.

No	Item	Description
1	LCD Screen	Shows - <ul style="list-style-type: none"> Information about calls, including missed. Feature information and button labels. The user associated with the extension and their current status. The Date & Time. General information messages.
2	Activity Indicator	Flashes when - <ul style="list-style-type: none"> The phone is ringing. Calls have been missed. The phone is rebooted and is starting up.
3	Configurable Feature Keys	Can be configured with various features that are explained in section 3 of this guide.
4	Context Sensitive Soft Keys	Linked to various features and functionality, some of which are configurable. These keys can change label depending on the current user activity (such as in call or transferring a call).
5		Arrows navigate through displayed information. “OK” confirms actions or answers incoming calls. “X” cancels actions or rejects incoming calls.
6	HEADSET Key	Toggles and indicates headset mode.
7	HOLD Key	Places a call on hold and resumes a held call.
8	TRAN Key	Initiates and finalises the transfer process.
9		Toggles the handsfree speakerphone mode.
10	RD Key	Brings up a recently dialled numbers list and initiates redial of selected item.
11	MESSAGE Key	Calls the Surgery Connect access system for personal or group voicemails.
12	CONF Key	Conducts a conference call with other parties.
13	MUTE Key	Mutes or un-mutes an active call
14		Adjusts the volume of the handset, speaker or ringer. The handset and speaker volume is changed whilst at the dial tone or in a call. The ringer volume is changed whilst the extension is idle.

No	Item	Description
15	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
16	Speaker	Provides ringer and hands-free (speakerphone) audio output
17	Hookswitch Tab	Secures the handset in the handset cradle when the phone is mounted vertically.
18	Hookswitch	Connects and disconnects the phone to the line when the handset is placed and lifted from the hookswitch.

3. Configurable Feature Keys

Each extension can be configured to include the features best suited to the role(s) of the person or people using it. The Reception Extension has 8 programmable feature keys (No.4 on Fig 1 diagram - 4 each found the the left and right of the LCD screen) which can be configured by a Manager via the **Extensions** section of the Surgery Connect Configuration Console.

The current features available are described below -

Feature	Description	Usage and Comments
DND	Toggles the user between Available and DND (Do Not Disturb).	<p>When Available the button label shows "Go DND" and the associated light is green.</p> <p>When in DND the button label shows "Go Avail" and the associated light is red.</p> <p>When in DND no calls will target the extension, except for DDI calls. The extension will show as DND on all other views and consoles throughout the Surgery Connect system.</p>
DND & Outbound Calls	A 3 way toggle between Available , DND and Outbound Calls	<p>When Available the behaviour and button labels will be as above.</p> <p>When in DND the button label shows "Go OBC" and the associated light is red.</p> <p>When in Outbound Calls the button label shows "Go Avail" and the associated light is orange.</p> <p>When in Outbound Calls no calls will target the extension (including DDI calls) but the user can make outbound calls. All views and consoles across the service will show the extension in Outbound Calls status.</p>

Feature	Description	Usage and Comments
Login/Logout	Toggle between logging in and logging out the extension from the service entirely.	<p>When logged in the associated button light will be green and the button label will show "Logout".</p> <p>When logged out the associated button light will be red and the button label will show "Login"</p> <p>When logged out no calls will target the extension at all and the extension will not appear on views and consoles.</p>
Switch Device	Switches the user to be active on their desk phone or their mobile phone.	<p>NOTE - The user must have a mobile phone associated with them in order to make use of this feature - mobiles can be added via the User section on the Configuration Console.</p> <p>When active on the desk phone the button label will show "Go Mob" and the associated button light will be green.</p> <p>When active on the mobile the button label will show "Go Desk" and the associated button light will be red. All other feature buttons will be removed when in mobile mode until the "Go Desk" button is pressed.</p>
Extension BLFs	The button will be linked to another extension in your Surgery Connect service	<p>The associated button light will show any call activity on the BLF extension or if it is not contactable so you can establish when to call.</p> <p>The extension can also be contacted simply by pressing the key and Surgery Connect will call it.</p>
Group Step In/Out	Perfect for when the inbound call queue is too long, one key activation of the extension into call answering groups.	You can specify an individual distribution group or, if you prefer, you can step in and out of all of the distribution groups. In order to use this feature the user must already be a member of the distribution group to perform the step in and out functionality.

4. Context Sensitive Soft Keys

The context sensitive soft keys are the 4 below the LCD screen (No.4 on Fig 1 diagram), as the name suggests, the functionality of these changes depending on the the current activity, this next table describes what the buttons allow when the phone has **no call activity on it** -

Key	Description & Comments
Cen Dir	The key to access the Central Directory which is centrally managed via the Configuration Console. It can be used from and added to via the Surgery Connect Console. The contacts can then be accessed through all extension handsets through the Cen Dir button
History	Shows in and outbound call history on the extension. You can scroll down the list with the arrow keys. You have the option to call back or delete the call record from your extension's records.
Details	Important information about the extension - this will be mainly used for identification purposes when contacting the Support Department - they will talk you through the information they need.

Next, here is an overview of the functionality when the extension is **in dial mode** - this is when the handset has been lifted or the speakerphone or headset keys have been pressed but no number has been dialled.

Key	Description & Comments
GPickup	The Group Pickup key can be pressed in order to answer a call that is ringing on another extension that is part of the same distribution group. For example, a telephone that's part of the Appointments Group can be answered by any other extension in the Appointments Group by using the GPickup button.
Send	Simply sends any numbers you have entered to be dialled.
End Call	Ceases the current call whether it has been dialled or not and returns to the idle screen.

Finally, here is an overview of the soft key buttons whilst **a call is active**.

Key	Description & Comments
P.Rec	Pause Recording button which toggles whether the call is being recorded or not - an audible announcement is played to the extension when this is toggled.
Hold	A traditional hold key, pressing this will put the caller on hold, the key will then turn to Resume which will retrieve the caller.

5. Fixed Function Keys

The fixed function keys are the 8 keys to the right of the main keypad area, these have static functionality that you would expect on most telephone extensions, a brief overview of these is below.

Key	Description & Comments
Message	Calls the Surgery Connect voicemail access service where you can login to manage your voicemail (if applicable to your service)
Headset	Toggles between using a connected headset/handset/Speaker - the light displays green if the headset is active.
Conf	Whilst talking to somebody you are able to conference in another party using this button - this process is explained in more detail in Section 7 of this guide.
Hold	Another way of putting the caller on hold, pressing it again retrieves the call..
Mute	Allows you to listen to the other party but mutes your side of the call, press again to resume normal call.
Tran	Initiates and finalises the transfer process.
RD	Redial - brings up a list of the most recent dialled calls
Speakerphone	Conversation is played through the telephone speaker.

6. Hold & Transfer

As described in the button descriptions section, both the **Hold** softkey and fixed function key will put the caller on hold (both inbound and outbound calls) in the expected manner, pressing the fixed **Hold** key again or the **Resume** soft key will bring the call back.

If you decide that you would like to transfer the call you can press the **TRAN** key whilst the call is on hold to enter the transfer process. You will hear a dial tone where you are able to enter either a 3 digit short dial, press an extension key of a colleague or, if you would prefer, dial a full external number to transfer the call out of your organisation. **Note** if you know straight away you want to transfer the call, you can skip the hold stage and just press the **TRAN** key straight away.

Once you have dialled the desired transfer number, you can speak to the recipient before finalising the transfer with the **TRAN** key. Should at any point during the transfer process you wish to resume the call with the original caller you may press the **EndCall** button to cancel the transfer process and then press the **Resume** key to get the caller back from hold.

7. Conference

The **CONF** key allows you to join three participants together in a conference call by following the steps below :

- Whilst in a call with a second party press the **CONF** key
- This puts the second party on hold and presents you with a dial tone
- Enter the 3 digit short dial of a colleague or a full external number to dial out to the third party.
- When they answer you have the chance to talk to them
- Pressing the **EndCall** soft key will release the third party if they are not able to join the call.
- Pressing the **CONF** key will confirm the conference and join all three parties together.

8. Central Directory

The **CenDir** soft key gives you access to your organisation's Central Directory of contacts which is managed by the Administrators of the service but can be populated through the Surgery Connect Console.

Upon pressing the **CenDir** soft key you will be presented by the latest 50 entries in alphabetical order, as it is likely your Central Directory has more than this number your most effective method of finding the contact number you want is to use the search facility.

You may search by either name or number, the search is reactive so as you enter characters into the search box the contacts list is updated to show the entries matching the current search criteria. To alter the search entry method you can press the central soft key, this will either display -

- **abc/ABC/Abc** - Letters only, (case is not important in the search)
- **2aB** - Combination of numbers and letters
- **123** - Numbers only

Depending on your selection each key will have numbers and letters associated with it, cycle through the numbers and letters by pressing the keys multiple times and pausing when you get to the desired character.

Once the contacts list is filtered down as per your search you can use the arrow keys and the ok button to select and call the chosen contact.