



Yealink

Yealink SIP-T33G Desktop Telephone Quick User Guide

This guide covers the basic features and operation of the Yealink model T-33G desktop phone.

For more information including a video tutorial on how to use your phone, please visit the Brookdale OIT KnowledgeBase at: <https://www.brookdalecc.edu/oit/>

About Your Phone:

Your phone contains many single-purpose buttons called *keys* that allow quick, one-button operations. There are four keys to the right and four keys below the display screen as shown here:



The keys on the side of the screen are programmable, and change depending on the configuration of your phone. In this example, there are two line keys on the top two buttons.


The four keys along the bottom of the screen are labeled History, Directory, DND, and Menu. We'll explain these keys in a later section.

There are 13 keys on the lower section of the phone, to the right of the numeric dial pad.





The four-way keypad is used to navigate the phone's menu system, and the four keys also double as shortcuts. Pressing UP displays the call history, and pressing DOWN displays the number directory, LEFT and RIGHT select the line appearance key to use for making an outgoing call.

The + and - buttons below the 4-way keypad adjust the volume. Pressing these keys when you are not engaged in a call adjusts the ringer volume. Pressing them while you are in a call adjusts the volume of the handset, speaker, or headset.

There are five keys to the right of the numeric keypad. The bottom key  is the speakerphone key. Press this key to make or answer a call using the built-in speakerphone.

The other keys are:

-  Activates a headset (if connected)
-  Mutes the microphone
-  Listen to your voice messages
-  Redial the last call

Placing a Call:

Using the Handset:

- Pick up the handset
- Enter the number on the dial pad
- Press the Send softkey

Using the speakerphone:


- Press the Speakerphone key
- Enter the number on the dial pad
- Press the Send soft key.

Using the headset:

- Press the Headset key
- Enter the number on the dial pad
- Press the Send soft key.

Answering Incoming Calls:

Using the handset: Pick up the handset.



Using the speakerphone: Press  .

Using the headset: press 

Ending a Call:

Using the Handset: Replace the handset on the cradle.

Using the speakerphone or headset: Press the

 or  key, or Press the End Call soft key.

Conference Calling:

You can conduct conference calls with up to three parties (including yourself) directly on your phone. If you need to set up a conference call with four or more parties, you can use Zoom meeting platform system. Ask your system administrator for details.

To set up a three-party Conference Call

1. Press the **Conference** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key.
3. Press the **Conference** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **End Call** soft key to disconnect all parties.

Transferring Incoming Calls:

There are three methods you can use to transfer a call to another phone:

- A *Blind Transfer* sends a call directly and immediately to another party without consulting.
- A *Semi-Attended Transfer* sends a call while the destination phone is ringing.
- An *Attended Transfer* allows you to speak with the destination phone before transferring the call.

Blind Transfer

1. Press the Transfer softkey during an active call. The call is placed on hold.
2. Enter the number you want to transfer the call to.
3. Press Transfer softkey again.

Semi-Attended Transfer

1. Press the Transfer softkey during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the Send soft key.
3. Press the Transfer softkey again when you hear the ring-back tone.

Attended Transfer

1. Press the Transfer softkey during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the Send soft key.
3. Press the Transfer softkey again when the second party answers.

Forwarding Incoming Calls:

To enable call forwarding:

1. Press the Menu soft key when the phone is idle, and then select Features->Call Forward.
2. Select the desired forward type:
 - Always Forward: Incoming calls are forwarded unconditionally.
 - Busy Forward: Incoming calls are forwarded when the phone is busy.
 - No Answer Forward: Incoming calls are forwarded if not answered after a period of time.
3. Enter the number you want to forward to. For No Answer Forward, press or to select the desired ring time to wait before forwarding from the After Ring Time field.
4. Press the Save soft key to accept the change.

We recommend that you use your extension's Find Me - Follow Me settings instead of the phone's Call Forwarding feature.

Muting a Call:

You can disable the phone's microphone to consult privately with others in the room while listening to the other party on the phone through the speaker or the handset.

To mute the call, press the mute key. The button will turn red and the screen will indicate that the microphone is muted. Press mute again to resume the call.

Using Speed Dial:

Speed Dial keys let you dial a number by pressing a single key on your phone. To configure a speed dial key:

1. Press the Menu soft key when the phone is idle, and then select Features->DSS Keys.
2. Select the desired DSS key, and then press the Enter soft key.
3. Select *SpeedDial* from the Type field, select the desired line from the Account ID field, enter a label in the Label field and then enter the number in the Value field.
4. Press the Save soft key to accept the change.


To use the speed dial key:

Press the speed dial key to dial out the preset number.

Voicemail:

The message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

To listen to voice messages:

1. Press  or the Connect soft key.
2. Follow the voice prompts to listen to your voice messages.