UserGuide Yealink T33

VONAGE

Quick ReferenceGuide

Please Note: These codes should be used prior to dialing a number or extension.

***67** - Block Caller ID (for single call)
***82** - Unblock Caller ID (for single call)
***90** - Extension Login (Call Queue)
***91** - Extension Logout (Call Queue)
***99/*100** - Access Extension Voicemail Box (must be dialed from extension user is trying to access)

** + Extension Number | Blind transfer a call straight into an extension's voicemail

***101** - Access Virtual Mailbox (dial this code when listening to any message on your Vonage Business Solutions system to access any extension's voicemail box)
***102** - Internal Dial by Last Name Directory
***103** – Park a call
***104** – Pick up a parked call
911 - Emergency Services (availability based on location)
411 - Directory Assistance ($1.50 per-call)
8 + Extension Number | Two-Way Paging

Voicemail

Entering your Mailbox for the first time
To set up your mailbox for the first time, follow these steps:

1. Press *99 or *100 and then the "Dial" button.
2. Press 1234 (default password).
3. Press 1 for "New Messages". Press 2 for "Saved Messages". For "Mailbox Options" press 4.

Voicemail Greetings

After entering your mailbox options (call *99 or *100 from your phone and choose option 4):

Unavailable Greeting (greeting that plays if you are on a call, away from your desk, or unable to answer the call)
1. Press 1 to record your unavailable greeting.
2. After the tone record your desired unavailable greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Busy Greeting (greeting callers hear if your phone is on Do Not

Disturb, not connected to the internet, or when all line appearances are busy)
1. Press 2 to record your busy message.
2. After the tone record your desired busy greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Name Greeting (used for company directory)
1. Press 3 to record your name.
2. After the tone record your desired name greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Record Temporary Greeting (Vacation) (overrides all greetings)
1. Press 4 to record your temporary greeting.
2. After the tone record your desired temporary greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

To Remove Temporary Greeting
1. Press 4 to access the temporary greeting.
2. If you have a temporary greeting set, press 2 to delete the recording.

Listening to Messages

1. Press *99 or *100 then the "Dial" button.
2. Enter your password followed by the # (pound) key.
3. Press 1 for "New Messages". Press 2 for "Saved Messages".

Options while listening to voicemail:

5	Repeats voicemail from the beginning
6	Go to next message
7	Deletes voicemail
8	Forward voicemail to another extension
9	Saves voicemail
*	Skips call information
#	Back to voicemail menu

Making a Phone Call

1. For local calls and long distance: dial the area code and number (i.e. 404-555-1212).
2. For international calls: dial 011 + country code + number (i.e. 011-xx-xxx-xxxxx).

Using the Handset
1. Pick up the handset, dial desired number, then press the # (pound) button.
2. Alternatively, dial the desired number, then pick up the handset and the phone will begin dialing immediately.

Using Speakerphone
1. Press the Speakerphone button (on the lower right side of the phone), dial the desired number (or extension number), and press the # (pound) button.

Using a Headset
1. Plug an approved headset into the headset port on the left side of the phone. This port is labeled with a picture of a headset.
2. To set the phone to use the headset to place and receive calls, press the button labeled headset on the front of the phone This button will turn green when activated. Once activated you can select one of the 10 line keys and dial the desired number.

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Basic Functions (Continued)

Switching between the Handset/Headset/Speakerphone During a Call

Note: only one function at a time can be used.

1. From Handset to Speakerphone, press the Speakerphone button (lower right corner) and hang up the handset.
2. From Handset to Headset, press the Headset button (right side of phone) and hang up the handset.
3. From Speakerphone to Handset, pick up the handset.
4. From Speakerphone to Headset, press the Headset button.
5. From Headset to Handset, pick up the handset.
6. From Headset to Speakerphone, press the Speakerphone button.

Dialing an Extension

1. Dial the 2 to 6 digit extension number and either:
   - Pick up the handset.
   - Press the Speakerphone button.
   - Press the Headset button.

Placing a Call on Hold

1. Press the "Hold" button on the right side of the phone. Or the hold soft key located directly below the bottom of the screen.
   - To retrieve the call, either press the resume soft key located below the bottom of the screen. or press the line appearance button the call is on (light should be red and blinking).

Transferring a Call (Attended Transfer)

Talk to the person before transferring the call to them

1. While on a call, press the "Transfer" button (on the right side of the phone) or the Transfer soft key located directly below the bottom of the screen.
2. Press the # (pound) button (or wait a few seconds) and when the other person picks up, announce the call.
3. When you are ready to complete the transfer, press the transfer soft key again and the call will be transferred.

Transferring a Call (Blind)

Transfer the call to someone without speaking to them

1. During a call, press the transfer button on the right or the transfer soft key located directly below the bottom of the screen.
2. Dial the desired extension or telephone number.
3. Press the transfer button or soft key again to complete your transfer.

Conference Calling

1. While on a call, press the Conference soft key located directly below the bottom of the screen and the caller will be put on hold.
2. Dial the third party's number or extension and press the # (pound) button (or wait a few seconds).
3. When the third party answers, press the conference soft key again and the first caller will be connected. All parties should be connected at this point.

Call Park

1. While on a call, press the **Transfer** button on your phone and then dial ***103**
2. Jot down the parking spot number when it is announced and then press **Transfer** to complete the park

Retrieve a Parked Call

1. Dial ***104** when prompted, enter the parking spot the call is parked on

Call History

1. Press the up arrow key:
   - Continuing to press up will scroll through all calls, beginning with the most recent.
   - Arrow to the right or left and it will take you through the icons for Inbound Calls (arrow pointing down), Outbound Calls (arrow pointing up), Missed Calls (arrow comes down and bounces to right) and Forwarded Calls (arrow goes left and then up and then directly right).
   - Arrow down to go through the calls once making a selection from above.

Hoteling

Sign In

1. Dial *40#
2. Enter your Extension Number
3. Enter your Voicemail Pin

Once signed in, the phone downloads the profile and re-registers within 30-60 seconds.

Sign Out

1. Dial *41#

Advanced Functions

Cell Phone Integration

When calls are being forwarded from your extension to your cell phone, you can reroute the call back to an office extension or another outside number. On your cell phone, press ##, enter the extension (or outside) number you want to transfer to, and # again to complete the transfer.

Online Management

Logging into your Account Online

1. Visit https://app.vonage.com.
2. Log into your account with your username and password.

Voicemail to Email

1. Click the "Phone System" tab and click on an extension.
2. Scroll down to the "Voicemail PIN and Greetings" section and check the box for "Send Voicemail to Email".
3. Enter the desired email address. Only one email may be entered.
4. Click save in the top or bottom right-hand side of the screen.

Searching Call Logs

1. Click the "Reports" tab at the top of the screen. Click "Call Log Reports".
2. Select a date range by clicking the small calendars.
3. *Optional*: Enter the "Number Dialed" or "Caller ID" to narrow search.
4. Click "Run Report". Your results will populate below.

Please Note: The above instructions are for Vonage Business Cloud Super Users and Administrators.