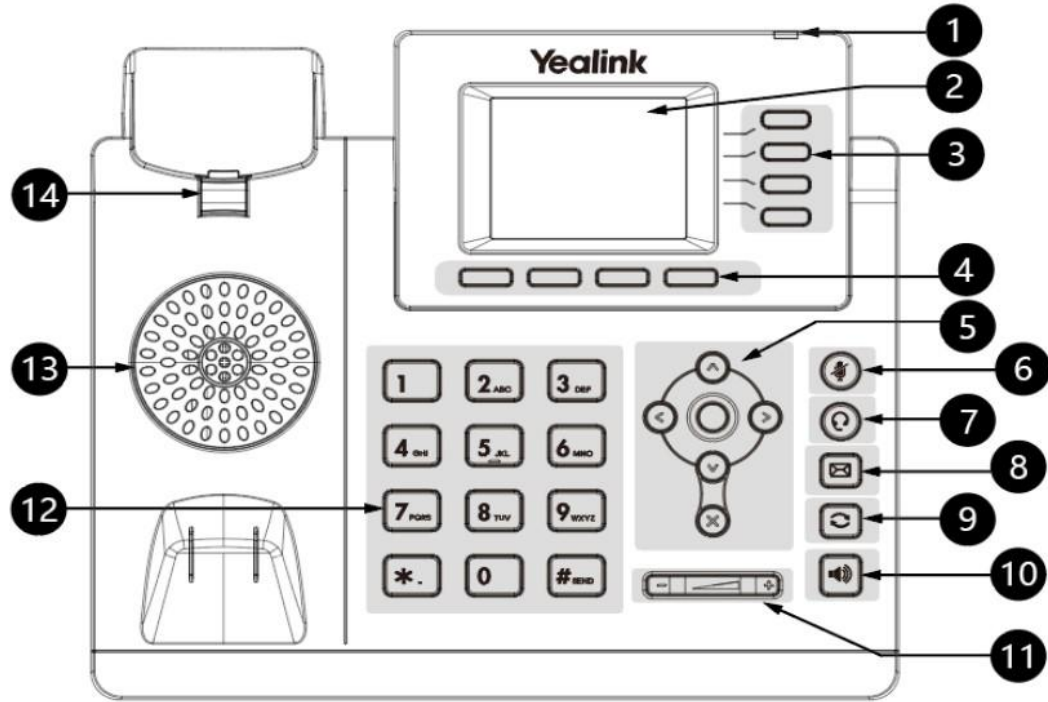





















# Yealink T33G/T34W












NO.	Item	Description
1	Power LED Indicator	Indicates call status, message status and phone's system status.
2	Phone Screen	Shows information about your phone, such as calls, messages, soft keys, time and date.
3	Line Keys	Access your phone lines and features.
4	Soft Keys	Access the function displayed on the screen above the soft keys. The soft keys

NO.	Item	Description
		change depending on what you are doing at the time.
5	Navigation Keys	<ul style="list-style-type: none"> <li>• Scroll through information or options displayed on the screen.</li> <li>• Access History and Directory respectively.</li> </ul>
	OK Key	Confirms actions or answers incoming calls.
	Cancel Key	Cancels actions or rejects incoming calls.
6	MUTE Key	Toggles the microphone on or off.
7	HEADSET Key	Toggles the headset mode on or off.
8	MESSAGE Key	Accesses your voice messages.
9	REDIAL Key	Redials a previously dialed number.
10	Speakerphone Key	Toggles the speakerphone (hands-free) mode or not.
11	Volume Key	Adjust the volume of handset, headset, speaker.
12	Keypad keys	Allow you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad key to select the item.
13	Speaker	Provides ringer and speakerphone audio output.
14	Reversible Tab	Secures the handset in the handset cradle when the phone is mounted vertically.

# Status Indicator Icons

Icons	Description	Icons	Description
	Wired network is unavailable		Phone Lock
	Wired network is unreachable		Missed Calls
	Speakerphone (hands-free) mode		Always Forward
	Busy Forward		No Answer Forward
	Handset mode		Do Not Disturb (DND)
	Headset mode		Phone Warning
	Voice Mail		Keep Mute
	Text Message		Silent Mode
	Auto Answer		

Icons	Description	Icons	Description
	Wired network is unreachable		Phone Warning
	Speakerphone (hands-free) mode		Keep Mute
	Handset mode		Ringer volume is 0
	Headset mode		Phone Lock
	Voice Mail		Missed Calls
	Text Message		Call Forward
	Auto Answer		

Icons	Description	Icons	Description
	Hold		DND
	Voice Mail		SMS
	Direct Pickup		Group Pickup
	Conference		Forward
	Transfer		Recall
	Record		Recording in process (Record)
	Multicast Paging Paging List		Hot Desking
	Phone Lock		Directory
	Speed Dial		

# DeskPhone Button Functions

**Softkeys** are the main action keys displaying available options depending on the current function you are performing. These keys are shown in the lower section of the screen, with 4 available options.



**BLFs** or Busy Lamp Fields are keys on the phone which are typically used for displaying other handsets in the office and their status. For example, if a BLF/handset is on a call, the BLF will be red instead of green indicating the phone is in use. They are also used when transferring calls or calling internally.



*If you have a lot of users in the firm, you will be able to “scroll” through the list of BLF keys by pressing the last button (bottom right) of the BLF keys, switching to different “pages” on the handset.*

# DeskPhone Button Functions

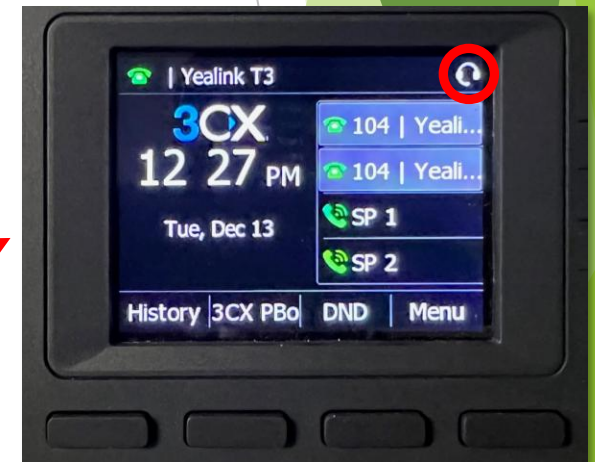
## Voicemail Status Indicator

The top righthand section of the phone screen will display the status of voicemail. The LED lamp will light red when a message is left in your voicemail box.



# Call Functions - Making a call

- Pick up the **Handset** or press the **Speakerphone** button, then dial the number. *No need to press a “line” button or dial an access code for an outside line.*
- After dialing, the phone will briefly pause, giving you time to delete and reenter a number if needed.
- To place the call immediately, press the “Call” softkey or the # key.
- The process for making a call using a Headset is the same, however make sure you press the Headset button.



# Call Functions - Holding & Transferring Calls

## Call Hold

- Press the **Hold** button or the “**Hold**” softkey to place a caller on hold.
- To resume the call, press the **Hold** button or the “**Hold**” softkey again.

***NOTE:** The **Hold** feature is for temporarily holding **your call only**. It is **not intended** for moving a call to another phone or location. For that, use the **Park** feature (see next page).*

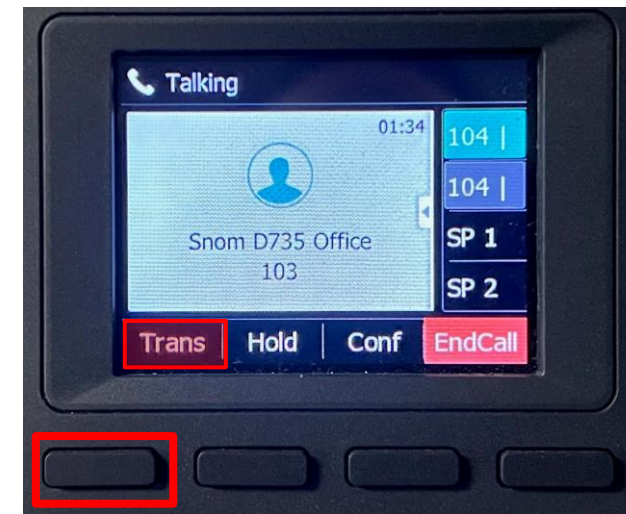
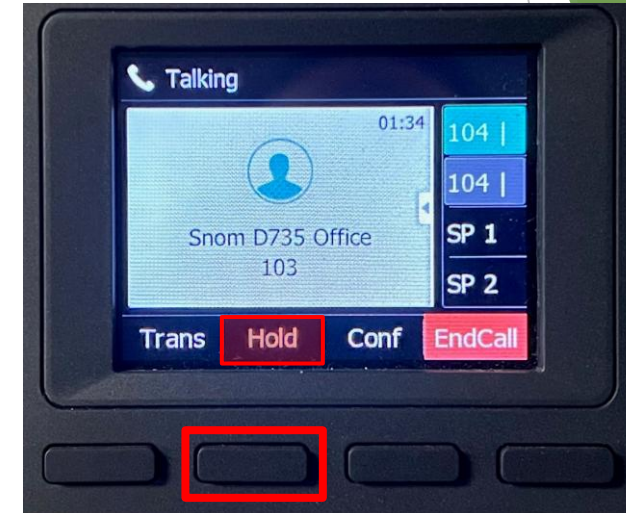
## Call Transfers

### Blind Transfer (no introduction)

- Press the **Transfer** button or softkey.
- Dial the extension number.
- Press **Transfer** again or simply hang up to complete.

### Attended Transfer (with introduction)

- Press the **Transfer** button or softkey.
- Dial the extension number.
- Wait for the person to answer, then announce the caller.
- If they accept the call, press **Transfer** or hang up to complete.
- If they decline, press the **flashing green line button** to return to the original caller.



# Call Functions – Park & UnPark

## Using Shared Park (SP1 / SP2)

The **Shared Park** feature allows you to place a call on *system hold* so it can be retrieved from **any phone** in the system.

- **Steps to Park a Call:**

- While on the call, press the **SP1** button.

The button will change from **green** to **red**, indicating the call is parked.

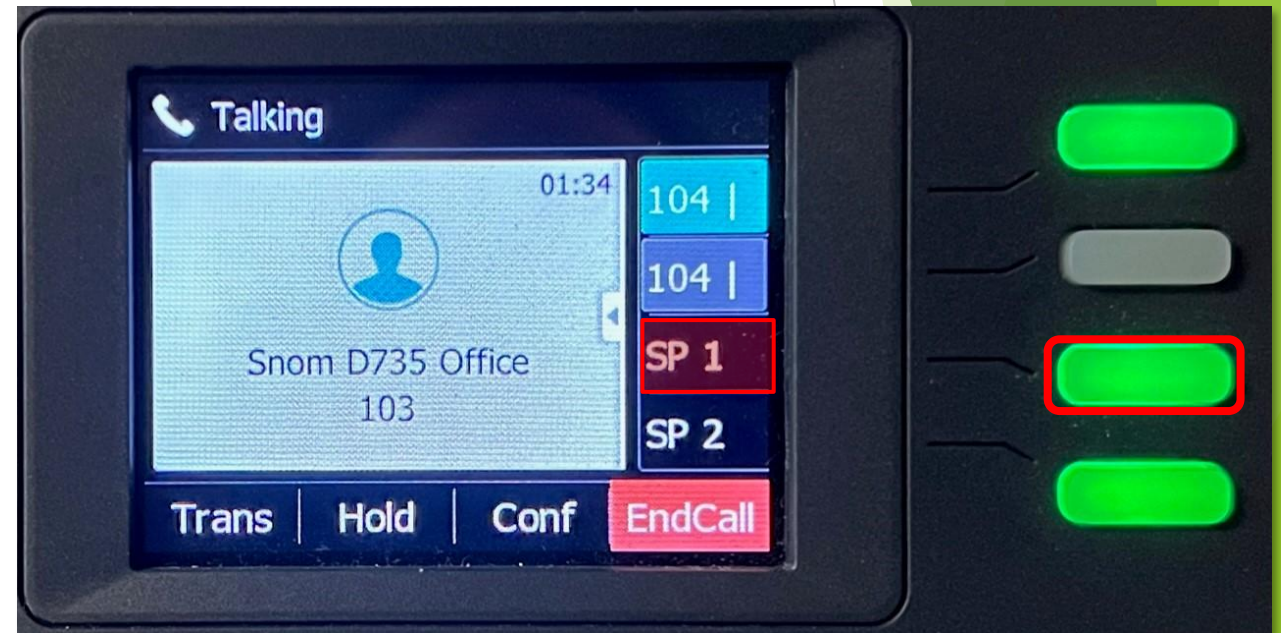
⚠ *All phones with the **SP1** button will also light up red.*

- Page or call the intended recipient to notify them of the parked call (e.g., “Call parked on SP1”).

- To retrieve the call, press the **red SP1** button.

The button will turn back to **green**, meaning the call is picked up and the park location is free again.

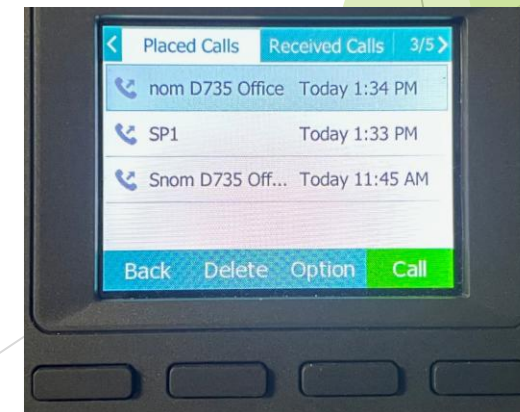
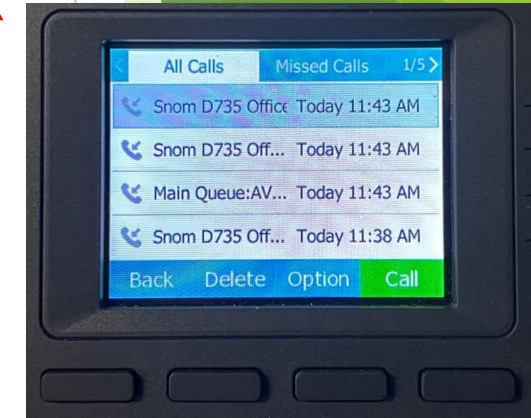
⚠ *Use **SP2** in the same way if **SP1** is already in use.*



# Other Functions - Call History & Redial

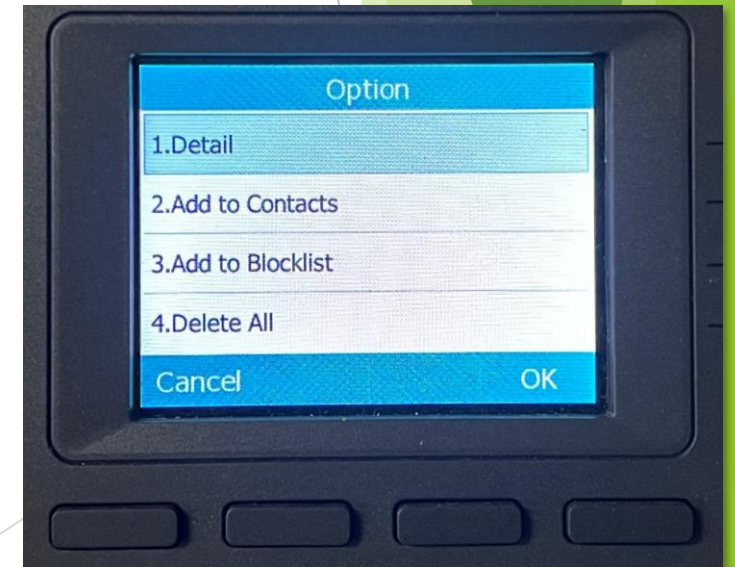
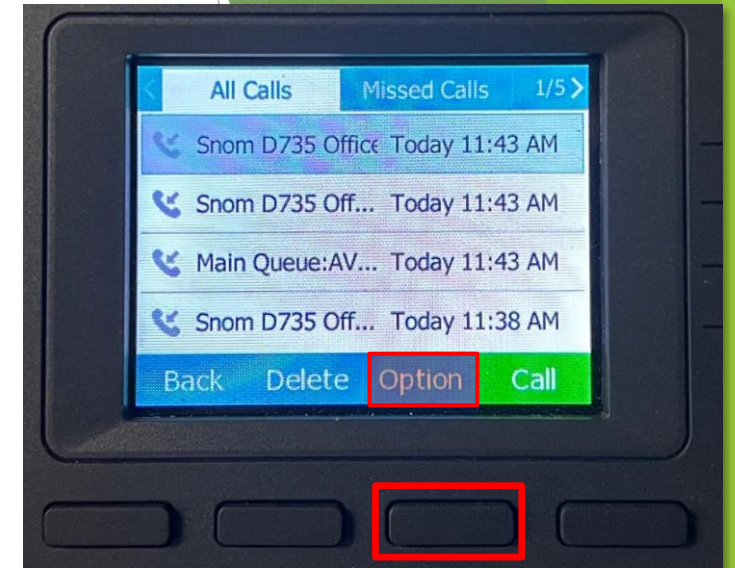
The History softkey gives you access to all calls that reached your extension as well as calls that were made from your phone. There are 5 categories accessible by pressing the left/right Navigation buttons.

- All Calls - *All calls made or received from the phone*
- Missed Calls - *A filtered list of calls unanswered on the phone*
- Placed Calls - *A filtered list of calls made from the phone. This can also be accessed by pressing the Redial button.*
- Received Calls - *A filtered list of all calls received and answered on the phone*
- Forwarded Calls - *A filtered list of all calls received and forwarded to another destination. This field will only be populated when call forwarding is active on the extension.*
- Use the up/down navigation buttons to select an entry and press the “Call” softkey to place the call.



# Other Functions - Call History & Redial

- To delete an entry in any log, select the call and press the “Delete” softkey, then press “OK” to confirm.
- Pressing the “Option” softkey reveals the following categories:
  - Detail- *Reveals all caller ID information received from the call, the time of the call and the duration of the call.*
  - Add to Contacts- *Allows you to add the caller entry to your local contacts. You can edit the name and add additional numbers to the contact. Press the “Save” softkey to complete.*
  - Add to Blocklist- *Allows you to add the caller entry to your blocklist. You can edit the name and add additional numbers to the contact. Press the “Save” softkey to complete.*
  - Delete All- *This will delete all entries in all 5 history parameters.*



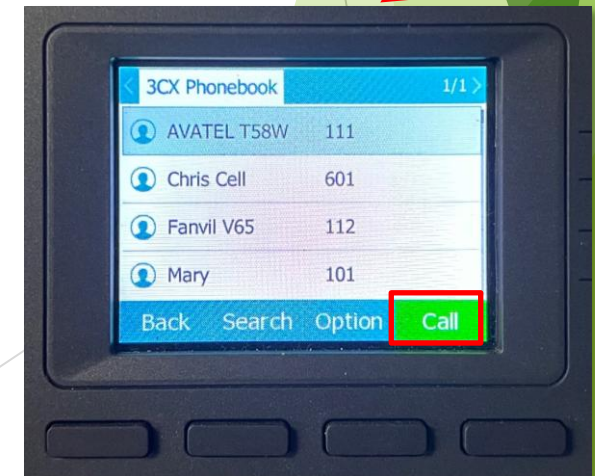
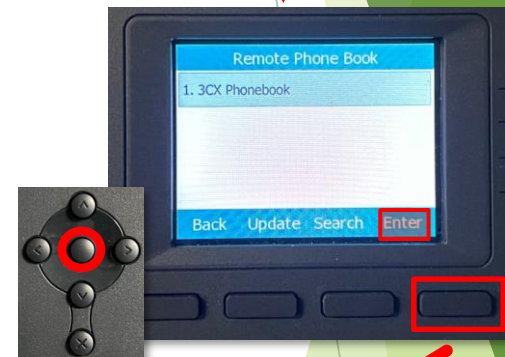
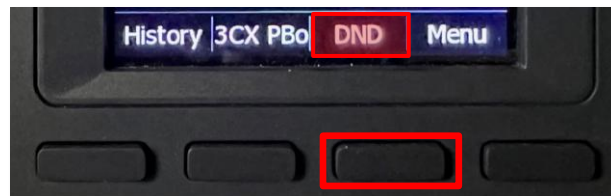
# Other Functions - 3CX Pbook & DND

- The “3CX Pbook” (phone book) ONLY displays the internal directory of all extensions registered to the 3CX system. This can be used for calling other extensions in your office.
- Select the “3CX Phonebook” and press “Enter” or “OK” on the navigation buttons. Select the extension you wish to call and press the “Call” softkey.

*Note: To add entries in the 3CX Pbook you will need to use 3CX WebClient.*

*TIP: When newly added contacts are added in the Webclient, press 3CX Pbook -> Options -> UPDATE. This will ensure you have the latest updated directory.*

- The “DND” (do not disturb) softkey is an on/off button that changes your phone status to do not disturb. When turned on, all calls will go directly to your voicemail by default. Calls can also be redirected to another destination but requires customized programming on the 3CX system. *Please see your phone administrator for enabling this feature.*



# Other Functions - Phone Directory

- Press the “Menu” softkey.
- Use the navigation buttons to select “Directory” and press the “Enter” softkey.

## Directory reveals the following 3 categories:

- **Local Directory** - This selection gives you access to all personal contacts saved on your phone. Example...entries saved from your call history will be displayed in this section.
- **Remote Phonebook** - This selection gives you access to 3CX Phone book. This is the same destination as the 3CX Pbook softkey reviewed in the previous page.
- **Blocklist** - This selection gives you access to all blocklist entries added from your call history. You can add or delete contacts in this section.

**⚠ Note:** Contacts saved in the **local directory** exist only on your individual phone and are **not stored in the 3CX system**. If your phone is replaced, notify the service team so your personal contacts can be transferred.

**Best Practice:** Use the **3CX Web Client** to enter company contacts. These are synced and accessible across all phones.



# Other Functions - Voicemail

- Pressing the “Voicemail” button or dialing the *voicemail access code* (see below) will give you access to your mailbox and the voicemail system. If you have voicemail, the system will begin playing your messages automatically. You can control and access different parameters of the voicemail by pressing the following digits at any time:

***NOTE: The voicemail system will prompt additional options once you select a section. Please follow the prompts after selection.***

- Press \* to play messages
- Press 1 to change profile status
- Press 4 to delete all read messages
- Press 5 to record name for the mailbox
- Press 6 to play mailbox information
- Press 7 to change mailbox pin
- Press 8 to record your greeting
- Press 9 to replay menu prompts
- Press # to exit voicemail

## Greetings

- “0” Save
- “1” Re-Record
- “2” Verify

## Play Sub-Menu

- “0” Plays next message
- “1” Plays previous message
- “2” Repeats message
- “3” Deletes message
- “4” Calls back the number
- “5” Forwards the message
- “9” Back to voicemail options
- “#” Exit Voicemail



***Voicemail Access Code:*** Dial the appropriate code that matches your system extension setup.  
2 digit ext. “99”    3 digit ext. “999”    4 digit ext. “9999”