UserGuide For your Drexel YealinkT33 phone

VONAGE

Quick ReferenceGuide

Basic Functions

Making a Phone Call

For all calls, dial the area code and number (i.e. 215-895-2000).
Do not dial 9 or 1 in front of the 10 digit telephone number.

Dialing

Dial the number and either:
- Press #
- Press Send soft key
- Pick up the handset.
- Press the Speakerphone button.
- Press the Headset button.

Placing a Call on Hold

1. Press 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 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 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.

TIP: To transfer a call directly to another extension's voicemail, blind transfer the call and dial ** before the the other extension's telephone number.

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.

Feature Keys

Name and Ten Digit Phone Number

Line Keys
Page Navigation
Soft Keys
Mute
Headset
VM
Redial
Speaker

Volume

Display and Sound Adjustments
For Display, press left arrow. For Sound, press right arrow.

TIP: The ten digit phone number of your phone should appear in the scrolling text on the top of the display.

DND - Do No Disturb Feature

DND - Do Not Disturb
The Do Not Disturb feature is prevents calls from ringing on this device. Calls will still ring on other devices and soft phones according to their settings.

To Enable DND
- Press the DND soft key.
  The Do Not Disturb icon appears on the home screen indicating that the feature has been enabled.

To disable this feature, Press the DND soft key again. The DND icon will disappear from the screen.

TIP: To transfer an incoming call directly to your extension's voicemail, without anwering the call, while the call is ringing, press the FWD soft key located directly below the bottom of the screen, and then dial *100#

Feature Codes

Common Features

Code	Description
*23	Dial-in to Vonage Meetings
*40	Hoteling - Log in to device, use VM password when prompted
*41	Hoteling - Log out of device
*44	Call flip (transfer a call answered on your mobile phone back to your desk phone, or vice versa)
*90	Call Queue - Log in to Call Queue, follow prompts
*91	Call Queue - Log out of Call Queue
*100	Connects to voice mail for current extension
*101	Connects to another extension's voicemail
**	Sends a call directly to another extension's voicemail. To use this code, you must use the blind transfer option. For example, to send a call directly to extension **123**'s voicemail, blind transfer the call and then press **123.

Optional Features

Code	Description
*7	Start recording (On Demand Call Recording only)
*8	Stop recording (On Demand Call Recording only)
*67	Blocks your caller ID (current call only).
*82	Unblocks your caller ID (current call only).
*105	MWB - Monitor an extension

Not Recommended for Drexel

Code	Description
*102	Lets you use the dial-by-name directory
*103	Call Park - Park a call
*104	Call Park - Retrieve a call