YOUR YEALINK T33G DESK PHONE
Solutions Made Easy.

Northland COMMUNICATIONS

Key Descriptions

Softkeys - Accesses the feature/function that appears on the display above them. Softkeys change based on the state of the phone: idle, on a call, in a menu, etc.

History	Contact	DND	Menu

Mute Key - Tap to mute or unmute the speaker, handset or headset.

Headset Key - Toggles the headset on/off. LED glows green when headset is in use.

Message Key - Use to access your voicemail.

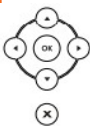**Redial Key -** Displays a list of recently called numbers and allows you to redial from the list.

Speaker Key - Toggles the speaker on/off. LED glows green when speaker is active.

Transfer Key - Transfers a call to another number (internal or external).

Volume Key - Tap to adjust ringer, speaker, handset or headset volume.

Navigation Key - Use to scroll through menus and lists on the display.
X - Use to exit from menus and lists on the display.

Call Handling

Blind Transfer
1. Press TRANSFER Softkey.
2. Enter the number you want to transfer to and press the B TRANSFER Softkey.

Announced Transfer
1. Press the TRANSFER Softkey.
2. Enter the number you want to transfer to and press the SEND Softkey. Wait for the person to answer.
3. Announce the call and press the TRANSFER Softkey again.

Transfer to Voicemail
1. With the caller on the line, press the TRANSFER Softkey.
2. Dial *99 and the extension number.
3. Press the TRANSFER Softkey again immediately.

Conference Call
1. With the caller on the line, press the CONFERENCE Softkey.
2. Enter the second number and press the SEND Softkey.
3. Wait for the person to answer and announce the conference.
4. Press the CONFERENCE Softkey again.
5. Repeat to add additional parties.

Park a Call
1. To place a call on Park, with the caller on the line, scroll to the second screen and press an available PARK key. Key flashes red.
2. To retrieve a parked call, scroll to second screen and press the applicable PARK Key.

Do Not Disturb (DND)
1. To activate Do Not Disturb, press the DND Softkey.
2. The telephone screen will display a DND Icon in the Status Bar. 🚫
3. To deactivate DND, press the DND Softkey again.

Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Training Representative

YOUR VOICEMAIL
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LOG IN TO VOICEMAIL
From any internal extension:

+ Dial *99   (Pressing the MESSAGE Key, logs you in to VISUAL VOICE for that account).
+ Enter your 10-digit telephone number and press the # key.
+ Enter your password (temporary password provided by your System Administrator) and press the # key.
+ Follow the voice prompts.

NOTES: If Fast Login has been enabled, you will not be asked to enter your telephone number. From your own phone, enter your password and press # when prompted.
If logging in from another account phone that has Fast Login enabled, press * and enter your 10-digit telephone number, press #, enter your password and press #.
Pressing the MESSAGE Key on any phone, logs you in to VISUAL VOICE for that account.

From any external telephone:

+ Dial: 315-671-0031 (Syracuse) or 315-624-9994 (Utica).
+ Enter your 10 digit telephone number and press the # key.
+ Enter your password (temporary password provided by your System Administrator) and press the # key.
+ Follow the voice prompts.

COMMON VOICEMAIL COMMANDS

From the Main Menu

Listen to messages	1
Leave a message for another user	2
Work with personal greetings	3
Mailbox settings	4
Get Deleted Messages	6
Switch Account (log into another account)	7
Help menu	0

While Listening to Messages

Repeat	1
Save	2
Erase	3
Reply	4
Increase Message Volume	6
Next Message	#
Back Up 5 seconds	77
Forward 5 seconds	99

NOTES: Star (*) will always back you up to the previous menu.
When listening to a greeting, pound (#) will bypass the user's personal greeting.

CommPortal for Web

CommPortal is an interactive web page that allows you to access and manage your call service, settings and voicemail for your account phone. Your system administrator will provide you with a temporary password.
To log into CommPortal, go to: https://bucommportal.northland.net

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