



## **Yealink 3CX Desk Phone Quick Reference Guide**



## Table of Contents

<b>About Sunco Communication.....</b>	<b>1</b>
HOW TO PLACE A SERVICE TICKET.....	1
<b>Guide for Buttons.....</b>	<b>2</b>
YEALINK T54W.....	2
YEALINK T41S.....	4
<b>Calling &amp; Programming.....</b>	<b>6</b>
BASIC CALL HANDLING.....	6
ADVANCED CALL HANDLING.....	7
APPENDIX.....	8

# Sunco is your **trusted independent** business telecom and managed IT systems integrator

At Sunco, our passion is to make business communication **easier** for our clients.

We are your trusted independent business telecom and managed IT systems integrator, with more than 20 years of experience helping companies get more from their telecommunications and IT services. Our focus on becoming a long-term strategic partner to each of our clients is second to none.

We help clients of all sizes find areas of cost savings, increased protection and improved performance. Our experience with both the fundamental and cutting-edge of business communications and managed IT services allow us to work with businesses to determine the best solutions to support their ongoing success and provide added peace of mind.

From everyday business telecom services to implementing fully managed, customized cloud, networking and security solutions that can scale as a business grows, we help our clients identify, adopt and implement the secure, flexible, scalable and personalized services they need to succeed. And we deliver high-quality, integrated business communications and managed IT solutions with the employee-level commitment and collaborative approach every client relationship **deserves**.



## Need to reach us? We're ready to help!

**Service:** To enter a service call, please email [service@sunco.ca](mailto:service@sunco.ca) and a ticket will be auto-generated in our system.

**Client Portal:** To receive log-in credentials for our self-service payment and service portal, email [billing@sunco.ca](mailto:billing@sunco.ca) or please call (780) 809-1786 or 1 (888) 782-9357.

**After-hours Emergency Service:** To reach our after-hours on-call technician, please call (780) 809-1786 or 1 (888) 782-9357 and leave a message.

**Accounting:** For questions regarding accounting, please call (780) 809-1786 or email [billing@sunco.ca](mailto:billing@sunco.ca).

# Yealink 3CX Desk Phone Guide

## T54W



Key	Name	Description
1	Phone Screen	Shows a screen with backlight that enables you to view menus and data.
2	Power LED Indicator	Indicates call status, message status and phone's system status.
3	Line Keys with LED Indicator	Access your phone lines and features.
4	Soft Keys	Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.
5	Keypad	Allows you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad keys to select the item.
6	Headset Key with LED Indicator	Toggles the headset mode on or off. The LED indicator glows green when the headset mode is activated.
	Mute Key with LED Indicator	Toggles the microphone on or off. The LED indicator glows red when the mute feature is activated.
	Voicemail Key	Accesses your voicemail.
	Hold Key	Places a call on hold or resumes a held call.
	Redial Key	Redials a previously dialed number.

# Yealink 3CX Desk Phone Guide

Key	Name	Description
	Transfer Key	Transfers a call.
7	Speaker Key with LED indicator	Toggles the speaker (hands-free) mode on or off. The LED indicator glows green when the speaker is activated.
8	Volume Key	Adjusts the volume of handset, headset, and speaker.
9	Navigation Keys	Scroll through information or options displayed on the screen. Access History and Directory respectively.
	OK Key	Confirms actions or answers incoming calls.
	Cancel Key	Cancels actions or rejects incoming calls.
10	Speaker	Provides hands-free audio output.
11	Handset	Provides audio output. Answers or ends calls.

# Yealink 3CX Desk Phone Guide

## T41S



Key	Name	Description
1	Phone Screen	Shows a screen with backlight that enables you to view menus and data.
2	Power LED Indicator	Indicates call status, message status and phone's system status.
3	Line Keys with LED Indicator	Access your phone lines and features.
4	Soft Keys	Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.
5	Keypad	Allows you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad keys to select the item.
6	Mute Key with LED Indicator	Toggles the microphone on or off. The LED indicator glows red when the mute feature is activated.
	Headset Key with LED Indicator	Toggles the headset mode on or off. The LED indicator glows green when the headset mode is activated.
	Voicemail Key	Accesses your voicemail.
	Redial Key	Redials a previously dialed number.
7	Speaker Key	Toggles the speaker (hands-free) mode on or off.
8	Volume Key	Adjusts the volume of handset, headset, and speaker.
9	Navigation Keys	Scroll through information or options displayed on the screen. Access History and Directory respectively.

# Yealink 3CX Desk Phone Guide

Key	Name	Description
	OK Key	Confirms actions or answers incoming calls.
	Cancel Key	Cancels actions or rejects incoming calls.
10	Speaker	Provides hands-free audio output.
11	Handset	Provides audio output. Answers or ends calls.



# Yealink 3CX Desk Phone Guide

## Calling & Programming

### BASIC CALL HANDLING

#### MAKING A CALL

1. Lift the handset or press the speaker/headset key for handsfree.
2. At the dial tone, enter the number you wish to call, or select the desired line key, or select a contact from phonebook.
3. Press **Call** soft key.

#### ENDING A CALL

Place the handset on its cradle or press the **End Call** softkey or **Cancel** key.

#### REDIALING A NUMBER

To access the outgoing calls list in the call history, press the **Redial** key once and press **Call**. To redial the most recently dialed number, press the **Redial** key twice.

#### ANSWERING THE INCOMING CALL

1. Lift the handset for handset operation.
2. For speakerphone operation, press the **Speaker** or **Headset** key.
3. Press **Answer** soft key.

#### HOLDING A CALL

To place a call on hold when on an active call:

- For T54W users, press the **Hold** key, or **Hold** soft key.
- For T41S users, press **Hold** soft key.

#### RESUMING A CALL

To resume a held call:

- For T54W users, press the **Hold** key again, or **Resume** soft key.
- For T41S users, press **Resume** soft key.

#### MUTING THE MICROPHONE

Press the **Mute** key to mute the microphone on the handset, headset, or speakerphone.

#### TRANSFERRING A CALL

To transfer a call:

- For T54W users,
  1. Press the **Transfer** key or **Transfer** soft key.

2. Enter or select the desired number.
3. Press the **Transfer** key or **B Transfer** soft key to complete a blind transfer. Or press **Call** to contact the 3<sup>rd</sup> party, after the contact answers the call, press the **Transfer** key, or **Transfer** soft key to complete an attended transfer.

- For T41S users,
  1. Press the **Tran** soft key.
  2. Enter the desired number to transfer.
  3. Press the **Tran** soft key again to complete a blind transfer. Or, after the contact answers the call, press the **Tran** soft key again to complete an attended transfer.

#### CONFERENCE CALL

To create a conference call when on an active call:

- For T54W users,
  1. Press the **Conference** soft key.
  2. Dial the 3<sup>rd</sup> party.
  3. When the 3<sup>rd</sup> party answers the call, press the **Conference** soft key again to create a conference.
- For T41S users,
  1. Press the **Conf** soft key.
  2. Dial the 3<sup>rd</sup> party.
  3. When the 3<sup>rd</sup> party answers the call, press the **Conf** soft key again to create a conference.

#### FORWARDING A CALL

1. Navigate to **Menu->Features->Call Forward**.
2. Select the desired forwarding type (**Always**, **Busy**, **No Answer**) and select **Enabled** from the corresponding field.
3. Enter the destination number you want to forward incoming calls to in the **Forward to** field.

#### DISABLE CALL FORWARDING

1. Navigate to **Menu->Features->Call Forward**.
2. Select the desired forwarding type and select **Disabled** from the corresponding field.
3. Select **Save**.



# Yealink 3CX Desk Phone Guide

## Calling & Programming

### ADVANCED FEATURES

#### SETUP SPEED DIAL

3. Navigate to **Menu->Features->Dsskey**.
4. Select the desired line key and then press the **Enter** soft key.
5. Select **SpeedDial** from the **Type** field.
6. Enter the name in the **Label** field and phone number or extension number in the **Value** field.
7. Press **Save**.

*\*\*You can also long press the line key to configure it.*

#### SETUP LINE KEY WITH OTHER FEATURES

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key (except the reserved 1<sup>st</sup> line key), and then press the **Enter** soft key.
3. Select the desired features from the **Type** field.
4. Enter the corresponding information in the **Label** field and **Value** field if applicable.
5. Press **Save**.

*\*\*You can also long press the line key to configure it.*

*\*\*T54W Line Key Icons are shown in Appendix.*

*\*\*T41S Line Key Features are listed in Appendix.*

#### SETUP VOICEMAIL CODE

1. Navigate to **Menu->Message->Voice Mail->Set Voice Mail Code**.
2. Enter the voice mail code (for example, \*4) in the desired account field.
3. Select **Save**.

#### LINSENTING TO VOICEMAIL

When a new voicemail is left, press the **Voicemail** key and type in the **voicemail pin** followed by “#” to listen to your voicemail.

*\*\*The default voicemail pin will be provided in the welcome email by your phone system administrator.*

#### CALL HISTORY















The Call History application is a stored log of your placed, received, missed, and forwarded calls. You can view, place a call, add to contact, and delete an entry from the call history list.

1. Press **History** soft key or navigate to **Menu->History**.
2. Select the desired entry,
  - Select **Option->Detail** to view the entry.
  - Select **Call** to place a call.
  - Select **Option->Add to Contact**, then select **Save** to add the contact to local directory.
  - Select **Delete** to delete the entry.



















# Yealink 3CX Desk Phone Guide

## Appendix

### T54W STATUS ICONS

Icons	Description	Icons	Description
	Wired network is unavailable		Phone Lock
	Wired network is unreachable		Missed Calls
	Speakerphone (hands-free) mode		Call Forward
	Handset mode		Recording starts successfully (Using a USB flash drive)
	Headset mode		Recording is paused (Using a USB flash drive)
	Voice Mail		Bluetooth mode is on
	Text Message		Bluetooth headset is both paired and connected

### T54W LINE KEY ICONS

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		DECT Intercom

### T41S LINE KEY FEATURES

- |              |              |                 |                   |                |             |
|--------------|--------------|-----------------|-------------------|----------------|-------------|
| • Line       | • Speed Dial | • Voice Mail    | • Direct Pickup   | • Group Pickup | • Call Park |
| • DTMF       | • Prefix     | • Local Group   | • XML Group       | • XML Browser  | • LDAP      |
| • Conference | • Forward    | • Transfer      | • Hold            | • DND          | • SMS       |
| • Phone Lock | • Zero Touch | • Retrieve Park | • Group Listening | • URL          | • Directory |



## YOUR TRUSTED SYSTEMS INTEGRATOR

We do the right thing  
We embrace change  
We do what it takes  
We are accountable to the outcome  
We bring out the best in each other

[www.sunco.ca](http://www.sunco.ca)