

Yealink 3CX Desk Phone Quick Reference Guide



Table of Contents

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

Sunco is your Trusted Telecom Systems Integrator

Making business communication *easier* for you

From modest beginnings as a home-based, family-run business, Sunco has grown over the past 20 years into the trusted telecommunications partner for over 1,600 businesses across Canada. We are a proud, Canadian company with the love of business communication at the very core of what we do.

Our team lives, breathes and works with these technologies on a daily basis, and understands how complex they can be. That's why we're committed to making business communication *easier* for your organization. How do we do this? By being an *Integrator*. We fit all the pieces of your voice/data systems together into a unified whole - giving you superior design, support and management all through one point of contact. This strategy ensures you get the technology and services your business needs, delivered in a way that is coordinated, convenient and just *easier*.

No more confusing network service contracts, overseas call centres, long wait times and impersonal service. We promise honest advice and personal support delivered in a way that reflects our core values:

- **We Embrace Change**
- **We Do What It Takes**
- **We are Accountable to the Outcome**
- **We do the Right Thing**
- **We Bring Out the Best in Each Other**

The Sunco team is ready to help. Leverage our Integrator strategy to help make business communication *easier* for your organization. Optimize your time to focus on what matters most - *growing your business*.



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

Service: To enter a service call, please email 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, please call Tammy Klemmer at (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 invoicing, please call Tammy Klemmer at (780) 809-1786 or tammy.klemmer@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 3rd 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 3rd party.
 3. When the 3rd 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 3rd party.
 3. When the 3rd 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 1st 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 telecom 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

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