

Yealink T32G



Description:

This article contains all the basic features for the Yealink T32G. (This model has been discontinued, please see Yealink T23g for new purchases)

Phone Articles:

Placing Calls

To dial a number, you may pick up the handset, press the speaker-phone button, or press the headset button if you have a headset, and dial the number or extension you are trying to call. You may also type in the number and press the green "Send" softkey just below the screen, which will automatically dial the number and turn on the speaker phone. An alternative way of dialing is to dial the number first, and then pick up the handset.



To dial a number, you do NOT need to dial a 1, 9 or any other number prior to entering your number. Just dial the 10 digit phone number you wish to call. There is not need to dial a "1" when dialing 800 numbers.

Receiving Calls

To answer a call, Simply hit the "answer" softkey just below the screen, press the speaker-phone button, the headset button, or pick up the handset. You may also press the "ignore" or "reject" soft key to send the caller to voicemail.

Before you can use your **voicemail**, you will need to set your **password** and an **unavailable message**.

1. To access your **voicemail**, press the **"Message"** button with the picture of the **envelope** on the right hand side of the phone
2. You will be prompted to enter your **password**.
 - a. Your initial password is set to **1234** and you will be asked to change it to something else.
3. Follow all of the prompts to set up your greeting.

Voicemail Options:

There are a few ways to retrieve voicemail based on how your system was originally set up with. If you are unsure, please contact Audian or your phone administrator.

Our options for voicemail delivery range from Email Notifications, Phone, or Web Portal.

Email Notifications:

To setup email notifications you can call Audian's tech support or login to the Audian portal to set it up.

Check Voicemail On The Phone:

1. Press the **MESSAGE** button on the right side of the phone.
2. Enter your **voicemail PIN number**.

Web Portal:

- Follow the steps for [Audian User Portal - Voicemail](#)

1. Press the **message** key and pick up the handset.
2. Type in your **password**.
3. Press the number **5**.
4. The system will walk you through changing the greeting.

Basic Instructions:

1. Press the soft key labeled **Transfer**.
2. Dial the **extension or 10 digit phone number**.
3. Press the **Dial** key.

Warm Transfer:

Warm transfers are transfers where you speak with the person you are trying to transfer a call to before you transfer.

1. Press the **Transfer** soft key
2. **Dial the number** you wish to transfer
3. **Wait** for the person to receive the call.
4. Press the **Transfer** soft key when you are ready.

Cold Transfer:

Cold transfers are when you transfer a call without speaking to that person.

1. Press the **Transfer** soft key
2. **Dial the number** you wish to transfer
3. Press the **Transfer** soft key again.

1. Press the **Park** key or ***3** on the phone while you are on a call.
 - a. This will place the person you were speaking to on a "**Global Hold**" which can be picked up by any other phone.
2. You can then call over to another phone, and advise them "They have a call waiting on Park 1."
3. The other user can then press the **Park** button or ***5** to retrieve the call.

You can set up Call Forwarding for all calls, calls that are not answered, or for incoming calls when you are already on the phone.

1. Press the **"Menu"** button, navigate to **Features**
2. Press the **Enter** soft key
3. Press the **Enter** soft key again
 - a. **Call forward** is already selected in the features menu.
4. You will be presented with **3 options**.
 - a. **Always Forward**
 - b. **Busy Forward**
 - c. **No Answer Forward**
5. **Scroll Up or Down** to select the forwarding you want.
6. You will then need to **fill in the following**.
 - a. **Scroll left or right** to set the status to **enable** then scroll down
 - b. **Set Forward To** the number you wish to forward to.
7. **Press the Save** soft key on the right to save changes.
8. To **DISABLE** the forwarding follow **steps 1-6a** and set the status to Disabled then press save.

1. **Dial the first party** as normal (or be on an existing call)
2. Press the **Conf** soft key.
3. Dial the new **extension or 10 digit phone number**.
4. Press the **Dial** soft key (10 digit numbers will dial normally).
5. Once the new party is on the line, press the **Conf** button to join the calls.

Do not disturb will prevent your phone from ringing on incoming calls. It will send calls to your extension directly to voicemail.

1. Press the **DND** soft key button.
 - a. You will notice a red circle with a white line in it at the top right of your phones screen.
2. Press the **DND** soft key again to disable it.

1. Press and hold down one of the number buttons.
2. A menu will pop up, and you'll want to select the following:
 - a. **Type:** Speed Dial
 - b. **Account ID:** Line 1
 - c. **Label:** (The label for your speed dial entry, Such as First or Last name)
 - d. **Value:** (The number for your speed dial entry, such as 8446116110)

1. Press the **RD** button on the phone just below the TRAN button.
2. Use the **arrows buttons left and right** to toggle between the menus.