



BT One Phone

Yealink SIP-T33 phone user guide



What's in this guide

Need help?

If you have any problems setting up or using your Yealink IP Phone, contact the BT One Phone helpdesk on **0345 154 8844** (or **8844** from a BT One Phone).

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1. Getting started

Let's get your new T33 set up

We're here to help you get the very best from your new IP phone.

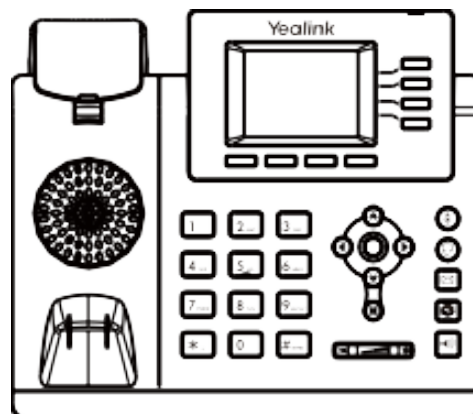
First, speak to your system administrator and check your phone is ready to be set up on our BT One Phone SIP network. Then follow the simple instructions below.

1.1 Got everything?

In the box, you've got:

- IP phone.
- Handset.
- Handset cord.
- Phone stand.
- Ethernet cable.

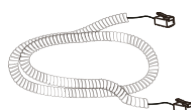
SIP-T33



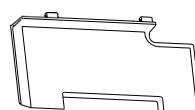
Handset



Handset cord



Phone stand



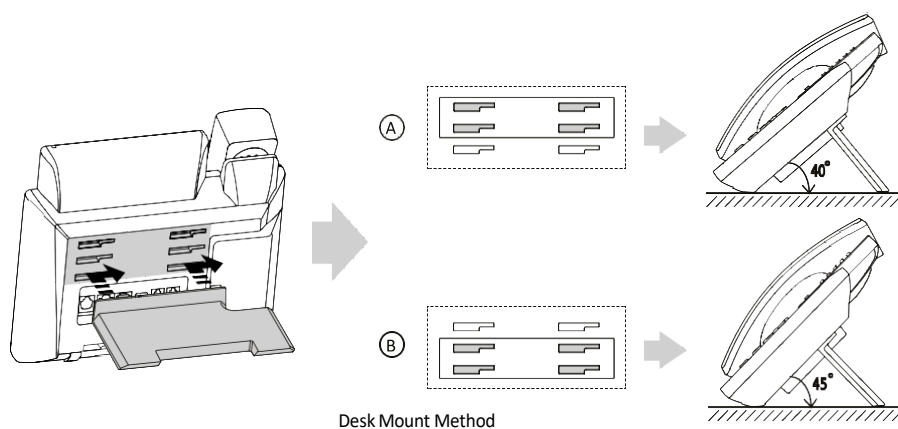
Ethernet cable



1. Getting started

1.2 Set the position of your phone

Click the phone stand into the back of your phone at the angle you'd like.



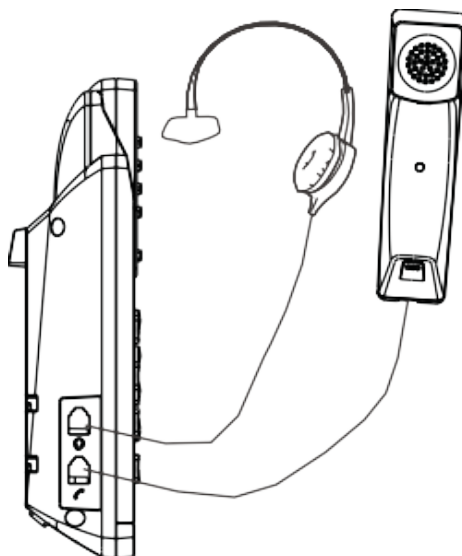
1.3 Get connected

Connect your handset.

There are two ports on the side of your phone. The handset goes in the bottom port.

Connect your headset.

If you're adding a wired headset to your phone, that goes into the top port.



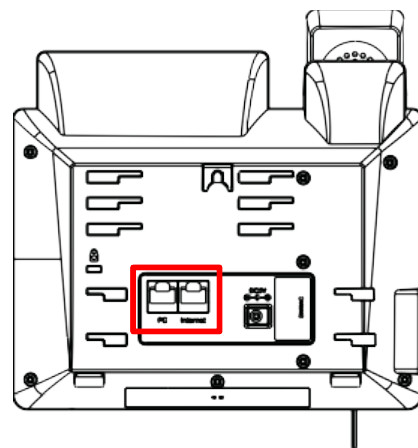
A range of headsets are available from BT.

1. Getting started

Connect the Ethernet cable

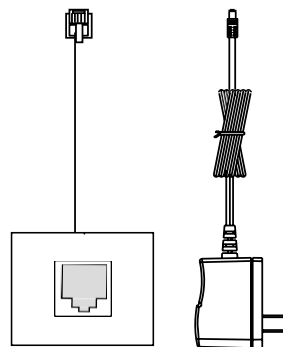
On the back of the phone are 2 network ports. Connect your Ethernet cable in the internet port on the phone and a network port (either on an in-line power switch/hub for power over Ethernet or in your network if you are using a separate power adapter). If you're not sure how to do this, check with your IT administrator.

You may need to provide a local power source to your phone. Your IT administrator can help you with this.



Network lead

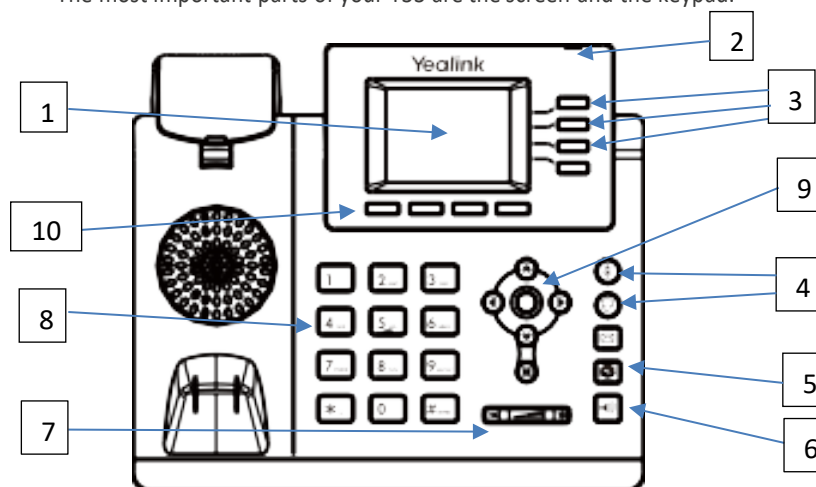
Power adapter DC 5V (not supplied)



2. Getting to know your phone

2.1 Features and keys

The most important parts of your T33 are the screen and the keypad.














Feature		About this feature
1	LCD screen	Tells you about calls, soft keys, time, date and more, including: <ul style="list-style-type: none"> • Call information like caller ID and call length • Icons such as DND or loss of connection • Missed calls or second incoming caller information • Prompt text • Time and date
2	Power LED	Flashes fast when a call comes in
3	BLF	3 Indicators of users being busy or available
4	(Headset key)	Turns headset mode on and off
	(Mute key)	Turns mute on and off
5	(Message key)	Dials voicemail
	(Redial key)	Redials the last number you dialled
6	Speakerphone key	Turns speakerphone on and off
7	Volume key	Changes the handset, headset, speaker or ringer volumes
8	Keypad	Lets you enter numbers, letters and special characters
9		Scroll through your on-screen options Answers calls and confirms actions Rejects calls and cancels actions
10	Menu/Call handling	Access Menus/Transfer/Conference and other call handling functions

2. Getting to know your phone

2.2 Icons

You might see these icons on your phone’s screen. Here’s what they mean:

Icon	Description
	Network is unavailable
	You’re on speakerphone
	Handset mode
	Headset mode
	Do not disturb
	Call mute
	Your phone’s on silent
	Phone lock
	Received calls
	Placed calls
	Missed calls

2.3 LED status

Power LED

LED	What it means
Solid red	Your phone is starting up
Fast flashing red	Your phone is ringing
Off	Your phone is off, idle, busy, on hold or on mute

Line key LED

LED	What it means
Solid green	The line is taken The line is being used
Fast flashing green	There’s a call coming in
Off	The line is inactive A call is on hold

3. Customise your phone

It's easy to set up your phone with the features you want. To turn a feature on or off, just press the menu soft key then follow the instructions for that feature in section 4. Here's a list of the features you can choose from.

Features

Call waiting
Auto redial

Hotline
Do Not Disturb (DND)
Busy Lamp field (BLF)

Basic settings

Time & date (format)
Display (backlight/wallpaper/contrast)
Sound (ring tones and key tone)
Change PIN
Phone Lock

Advanced settings

Password

History

All calls

Directory

All contacts (corporate directory)

4. Features

When navigating through the menu you can use the **Enter** or **OK** buttons to access a feature. If shown, you can also access an option by pressing the number shown for that feature using the dial pad.

This section will help you to set up the features on your T33.

4.1 Call waiting

The call waiting feature lets you know when you're getting a call while you're on another one. You can choose to turn call waiting on or off. To do this, go to **Menu > Features > Call Waiting**. Use the left or right scroll buttons to select **on** or **off**, then press **save** to finish.

4.2 Hotline

The **hotline** feature lets you automatically dial a number when you pick up the handset or press the speaker button.

To set up a **hotline** go to **menu>features>other>hotline** then press **enter** or **OK**.

In the **hotline number** field enter the hotline number you'd like to set. If you want to delay the call, use the up or down scroll buttons to get to **hotline delay**. Enter the delay value from 0 to 10 (0 = no delay, immediate dial; 1 to 10 = a dial delay of one to ten seconds).

4.3 Auto redial

Auto redial lets you automatically redial a number that you called and wasn't answered. To set up **auto redial** go to **menu > features > others > auto redial setting**. Use the left or right scroll buttons to switch this function on or off. To set up a redial interval, press the down scroll button and enter the time you'd like in between calls. This can be from between 1 to 300 seconds. Press the down scroll button again to set the redial times (again from 1 to 300 seconds).

4.4 Do Not Disturb

DND feature offers the Capability to set your phone to Do not disturb which will send by default all calls to Voicemail, DND can be activated via the Desk phone using your DND button on the main display. Your Company Admin can change the call flow for DND in VPBX for more information on setting up DND please go to the Help and support page on the portal and navigate to **User guides> Service guides> Call settings admin guide section 9 SIP** or watch the **How to use Do Not Disturb and Busy Lamp Field** video by going to the portal selecting Help and Support and going to **Videos>Popular Videos** or **Videos>Call Management Videos**

4.5 BLF/Speed Dial

Busy Lamp Field is a light or a coloured indicator next to a named button on a SIP Deskphone that indicates whether another user is available or busy, users can set this up in their VPBX portal. Your BLF key will also act as a speed dial to that user. To learn how to set BLF please go to the Help and support Page on the portal and navigate to **User guides> Service guides> Call settings admin guide section 9 SIP** or watch the **How to use Do Not Disturb and Busy Lamp Field** video by going to the portal selecting Help and Support and going to **Videos>Popular Videos** or **Videos>Call Management Videos**

5. Basic settings

Here's how to set up your phone's basic settings.

5.1 Time and date

To set the date and time format, press **menu > basic > time & date > time & date format**, then press **enter** or **OK**.

Use the **left** & **right** scroll buttons to select the time format you'd like (12 or 24 hour clock).

To set the **Date Format** press the **Down** scroll button again, then use the **Left** and **Right** scroll buttons to select the preferred formats – there's a choice of **DD-MMM-YY**, **YYYY-MM-DD**, **DD/MM/YYYY**; **MM/DD/YY**; **DD MMM YYYY**; **WWW DD MMM** and **WWW MMM DD**. Press **Save** to finish.

5.2 Screen backlight

This option lets you set your screen's backlight time. Go to **menu > basic > display > backlight**, then press **enter** or **OK**.

Using the **left** or **right** scroll buttons, search for the timer you'd like to apply. You can choose between **always on**, **30 mins**, **1h**, **2h**, **4h**, **6h**, **8h**, or **12hours**. After choosing your timer, press **save** to finish.

5.3 Screen wallpaper

To change the screen wallpaper, go to **menu > basic > display > wallpaper**, then use the **left** and **right** scroll buttons to choose a wallpaper. Press **save** to finish.

5.4 Ringtones

To change your ringtone, go to **menu > basic > sound > ringtones**, then press **enter** or **OK**. You'll see your **extension** number. Use the scroll buttons to **highlight** it, then press **enter** or **OK**. You'll see a list of ringtones to choose from. Scroll through the list, highlight the ringtone you'd like and press **save**.

5.5 Key tones

You can turn your key sounds **on** or **off**. To do this, go to **menu > basic > sound > key tone**. Using the **left** or **right** scroll buttons, choose either **enabled** or **disabled** and then press **save**.

5. Basic settings

5.6 Changing the phone unlock PIN

You can set up a lock to protect your phone. You'll need a PIN to unlock it. Before you can set this up, turn on the phone lock in advanced settings you will need an Admin password for this.

The default setting is no PIN set. To set up or change the phone unlock PIN, go to **menu > basic > change PIN** and press **enter** or **OK**. Then enter the Old Pin and scroll down to **new PIN** and choose a four digit PIN. Scroll down again to confirm it, then click **save**.

5.7 Setting the speed dial keys

Navigate to **menu > features > DSS** keys then select the line key you want from 1-4. Using the left and right scroll buttons, select **speed dial**. Scroll to **value** and add the number you want to use as a speed dial. Scroll to **label**, add the **label** or name you want associated with that number and **save**. This will overwrite you BLF if you have selected one. Your BLF also acts as a speed dial so it is easier to set up your BLF in the portal than to set speed dial keys. See section 4.5 to learn how to set up your BLF/speed dial buttons.

6. Advanced settings

To enter names or numbers, press the **abc** button. You'll see options for uppercase (**ABC**), alpha numeric (**2aB**) and numeric (123).

To change your **advanced** settings, you'll need to enter the Admin password, which your local Administrator can give you.

Then press **enter**, **OK** or **1** to go to the phone lock menu. Using the left and right scroll buttons, select **enable** and then press **save**. You can disable your phone lock in the same menu.

To lock your phone when you're not using it, press and hold the # button on your keypad.

7. Call history

To see a list of all calls you've made, received or missed, press the **history** option. Use the **up** or **down** scroll buttons to search for a call. To make a call from the list, just press **#send key** or **press the green Call button** (or **OK** twice). You can also scroll left and right using the arrow keys to select the different types of calls.

You can use the **option** soft key to get to more functions such as **detail**, where you can see more information about a call (like date, time and how long it was) or to add it to your local contacts in the phone (remember these are lost if the device loses power so it is better to have contacts added to the Corporate Directory by you Administrator).

8. Directory

If you'd like to see an updated version of the corporate directory, just restart your phone by pressing and holding the **X** key or unplugging the Ethernet cable, then plugging it back.

To get to the directory, press the **Directory** button. You'll see these soft keys:


- **Back** takes you to the previous screen.
- **Enter** selects the group you've highlighted in the list.
- **Search** you can then search your Directory using the dial pad to input numbers or letters.



9. Basic call features

9.1 Making calls

You can switch call mode during a call by pressing the **headset** or **speakerphone** key or by picking up the handset.

There are three ways to make a call:

Pick up the handset, dial the number and press the green **Call** key or the **#Send** 

With the handset on the hook, press the **speakerphone** key , dial the number and press **#Send** 


With a headset connected, press the headset key , dial the number press **Call** or **#Send**. 


9.2 Answering calls

You can reject an incoming call by pressing the **reject** soft key.

You can answer a call in three ways:

Pick up the handset.

Press the **Answer** key or **speakerphone**  key.

Press the **headset** key with your headset connected. 

9.3 Ending calls




To end a call:

Put the handset down or press **End Call**.


Press **speakerphone**  or **End Call**

Press **End Call** with your headset connected.

9.4 Redialling calls

To redial a number, press **redial**  to get to the **placed calls** list. Then press **up**  or **down**  to find and select the number you want to **redial**. Then press **redial** again or the **Call** key or **#send**. Again you can scroll left and right for the different call types

9.5 Mute

Press **mute key**  during a call so you can hear the other party but they can't hear you. Press it again to unmute.

9.6 Call hold and resume

Press **Trans** during a call to put it on hold. To go back on the call, press **Resume**. You will hear dial tone for a few seconds (in case you do want to Transfer the call) then the **Resume** key will appear or if you press **Cancel** the Resume key will appear instantly. **Once the Resume key has appeared if you press Cancel you will disconnect the caller.**

9. Basic call features

9.7 Transferring a call

It's easy to transfer calls. The way you do it depends on whether you'd like to speak to the person you're transferring to first.

To transfer a call without talking to the person first:

- When you get a call press **Trans** which will put the call on hold
- Dial the number you'd like to transfer to
- Press the **Cancel** soft key or hang up.

To cancel the transfer, you first have to Press "**End Call**" to end the second call then Press "**Resume**" to talk to the first caller".

To transfer a call after talking to the person first:

- When you get a call, press **Transfer**, which will put the call on hold
- Dial the number you'd like to transfer the call to
- Press **Transfer** again or **Call** to ring that number
- When they answer the call, you can speak to them, then hang up to connect the 2 parties.

To cancel the transfer, you first have to Press "**End Call**" to end the second call then Press "**Resume**" to talk to the first caller".


9.8 Conference call

You can also make a conference call with up to three people (including you). To do this:


- During a call, press **Trans** which will put the call on hold
- Enter the number of the person you'd like to join your conference call, and press **Trans** again
- When the person you called answers, press the figure **3**

To end a conference call, press **End Call**. That'll disconnect all parties.

9.9 Handing over calls to another device

If you've got a SIP phone added as a SIP extra to your subscription and want to hand an active call over to another device, press **#Send**  then 0 (zero). The other phone will start ringing. The call will transfer automatically when you answer the other phone.

9.10 Adjusting volume

To change the ringer volume, press **volume**  when you're not using the phone. To adjust the volume on the handset, speakerphone or headset, press the volume during a call.

9.11 Pickup group calls

To pick up a **Pickup group call** dial **8899** this will pick up the longest waiting call in your Pickup group.

10. BT One Phone portal

Our portal helps you manage your phone settings and preferences, making it easy for you work smart on the move. You'll find it at portal.btonephone.com

If you change your portal password, your phone might stop working. If that happens, just reboot it by pressing and holding the **X** key or unplugging the Ethernet cable and then plugging it back in again.

11. Help and support

If you need help, and your administrator is unable to assist you, we have a dedicated helpdesk for orders, billing, faults, general queries and for lost, stolen or replacement SIMs. To contact the helpdesk, call **0345 154 8844** and select the required menu option.

The helpdesk is open Monday to Friday 8am to 6pm. To report lost or stolen SIMs, you can contact us 24/7 using the same number.

Or you could try any of these other sources of help:

You can refer to the FAQs that are available at bt.com/btonephonehelp and on the **BT One Phone portal**.



Offices Worldwide

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