



# Yealink T32G/T38G IP Telephone Quick Reference Guide

This article explains the basic operation of the Yealink T32G and T38G IP telephone.



Yealink Model T38G

## Soft Keys

- The four buttons immediately below the LCD display are **soft keys**.
- Each soft key performs the action displayed immediately above it.
- Soft key behavior is context sensitive - the associated soft key action changes according to current phone state.

## Place a Call

- Lift the handset, press the speakerphone button or headset button.
- Dial the number, then press the **Send** soft key.

## Redial

- To redial the last number, press the **RD** button twice.
- To view previously dialed numbers, press the **RD** button once and then use the up and down arrow keys to scroll through the list. Press the **Send** soft key to dial the highlighted phone number.

## Voicemail Access

- To access voicemail messages, press the **Message** button.
- Depending on your system configuration, you may be prompted for a voicemail PIN number.

## Call Hold

- To place an existing call on hold, press the **Hold** button or the **Hold** soft key.
- To retrieve a call on hold, press the **Resume** soft key.  
If multiple calls are on hold, press the appropriate line key before pressing **Resume**.

## Call Transfer

- To transfer a call in progress, press the **Tran** or **Transfer** soft key.
- Dial the destination number, then press the **#** key.
- When the destination party answers, announce the caller, then press the **Tran** or **Transfer** soft key to complete the transfer.
- If there is no answer, press the **Cancel** soft key and then the **Resume** soft key to return to the original caller.



## 3-Way Calling

- Place (or receive) a call.
- To add another party to the call, press the **Conf** soft key, dial the destination number, then press the **#** key.
- When the destination party answers, press the **Conf** button again.
- If there is no answer, press the **Cancel** soft key and then the **Resume** soft key to resume the call.

## Call Forwarding

- When your phone is idle, press the **Menu** soft key, then select **Features > Call Forward**.
- Select **Always Forward**, enter the destination, then press the **Save** soft key.
- To cancel call forwarding, select **Always Forward** and the **Switch** soft key.

## Volume Control

- When your phone is idle, press the volume up or down volume keys to adjust the ring volume.
- During an active call, volume control button changes the volume of the handset, speakerphone or headset, whichever is active.

## Call History

- To view missed, received, or placed calls, press the **History** soft key.
- Use the left and right arrow keys to choose between **All Calls**, **Dialed Calls**, **Received Calls**, **Missed Calls**, and **Forwarded Calls**.
- Use the up and down arrow keys to scroll through the list.
- To dial a number, highlight it and press the **Send** soft key.
- To delete a number, highlight it and press the **Delete** soft key.

