## **VPOLLO CLOUD**

### QUICK USER GUIDE

### YEALINK T33G HANDSET



#### To place a call:

Using the handset

- 1. Pick up the handset.
- 2. Dial the number using the keypad.

Using the speakerphone

- 1. With the handset on-hook, press the speakerphone button.
- 2. Enter the number and press the green CALL soft key.

Using the headset

- 1. With the headset connected, press the headset button.
- 2. Enter the number and press the green CALL soft key.



#### To Place a Call on Hold:

- 1. When on an active call, press the Hold soft key.
- 2. To resume the call, press the Resume soft key.

# APOLLO CLOUD



#### To Transfer a call:

- 1. When on an active call, press the Transfer soft key.
- 2. Enter the destination you wish to transfer the call.
- 3. Then press the Transfer soft key.



#### Conducting a blind transfer:

A blind (or unannounced) transfer takes place when you transfer a call to someone else without announcing the call first.

#### Conducting a blind transfer while on an active call:

- 1. Press the Transfer soft key.
- 2. Enter the destination to which you wish to transfer the call.
- 3. Then, press the Blind Transfer soft key.

#### Conducting an attended transfer:

An attended transfer is performed when you announce the call to the recipient prior to transferring the call.

#### To conduct an attended transfer, while on an active call:

- 1. Press the Transfer soft key. The caller is automatically placed on hold.
- Dial the receiving party.
  Press the Send soft key.

- Once the receiving party answers, announce the call.
  To complete the transfer, press the Transfer soft key again.