

**Guilford County Schools
Technology Services
BETTER TOGETHER**

If you have questions or concerns regarding your newly updated Telephone System, please do not hesitate to contact us at **336-379-2300** or simply dial our extension at **725210**. While we have updated our Telephone System for the District, we will continue to provide quality Customer Support. If you ever need technical assistance and we're unavailable, please call Technology's Customer Service Desk at **336-370-8179** or **725500** to create a Ticket. You can also go to www.gcsnc.com under Technology Services and put in a ticket with Freshservice. We will resolve your issues as soon as we can.

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This image shows a blank sheet of white paper designed for handwriting practice. It features ten identical rows of horizontal dashed lines, evenly spaced from top to bottom. Each row consists of three parallel dashed lines, providing a guide for letter height and placement. The paper is otherwise completely empty, with no margins, text, or other markings.

Technology Services
425 Prescott Street
Greensboro, NC 27401
Voice Communications
Phone: 336-379-2300
Fax: 336-378-8812
Department Ext: 725210

Technology Customer Service: 336-370-8179
Department Ext. 725500
[https://gcstcs.gcsnc.com/support/
home#](https://gcstcs.gcsnc.com/support/home#)

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*Quick Reference
Guide
Yealink
T58W & T33G*

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Basic Phone Functions

Placing a Call:

- Lift handset and dial number
- Press **Call** or **Send** button
- Press the **Speaker** button and dial number



Answer a Call:

- Lift handset
- Press the **Answer** softkey
- Press the **Speaker** button
- Press flashing amber line button

Ending a Call:

- Hang up handset
- Press the **End Call** softkey
- Press the **Speaker** button

Ringer Volume:

While phone is idle, press the **Plus/Minus** volume keys to desired volume level.



Handset, Speakerphone Volume:

During a call press the **Plus/Minus** volume keys to control the volume of the device in use. Once the desired volume level is reached, press the **Save** softkey.

Mute:

Press **Mute** button to activate Muting.



Press **Mute** again to cancel.

Redial:

Press the **Redial** softkey once to bring up the call list. You can scroll through your call history.



While the phone is idle, press the **Redial** key twice to redial your last call.



Additional Phone Functions

Transferring a Calls

Blind Transfer:

- While on the phone, press **Transfer** button
- Dial the extension or telephone number you'd like to transfer
- Press the **Transfer** button again and hang up the phone.



Announced Transfer:

- While on the phone, press **Transfer** button
- Dial the extension or telephone number you'd like to transfer
- The phone will begin ringing after a few seconds. Wait for the person to answer, and explain the situation (i.e. Mr. Smith called for you, I will transfer him to you now.)



Transfer to voicemail:

- While on the phone, press **Transfer** button
- Dial 03 followed by the extension whose voicemail you'd like to transfer the call to (i.e. 03XXX210 to transfer to the voicemail of extension XXX210).
- Press the **Transfer** button again and hang up the phone.

Place a call on hold:

- Press the **Hold** key or **Hold/Resume** button

Retrieve a call on hold:

- Press the **Resume** key or **Hold/Resume** button

Voicemail Functions

Voicemail

- **All Voicemails will be sent to your email**

Voicemail Personal Greeting

- Lift the handset and listen for the dial tone
- Press 5001. This will connect you to your Voicemail.
- Enter your password/pin (**2016 is the default**)
- Press 6 to access greetings.
- Press 1 to record your personal greeting.
To edit your personal greeting
- Repeat steps 1 - 4
- Press 3 to erase your previous message.
- Press 1 to record a new message.

Common Yealink Buttons



Headset



Press once for call list. When idle press twice for redial



After dialing your number, press Send to complete your call



Transfer



Hold/Resume



Voicemail



Mute



Speaker



Volume Control (controls ringer and call volume)