Yealink T74W

Quick Reference Guide

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then press the **Send** soft key.

Using the headset:

1. With the headset connected, press to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press

Using the headset:

Press

Ending a Call

Using the handset:

Hang up the handset or press the **End Call** soft key.

Using the speakerphone:

Press or the **End Call** soft key.

Using the headset:

Press the **End Call** soft key.

Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Basic->Sound->Ring Tones.**

2. Press or to select the desired ring tone.

3. Press the **Save** soft key to accept the change.

Volume

Volume Adjustment

- Press during a call to adjust the receiver volume of the handset/ speakerphone/ headset.
- Press when the phone is idle to adjust the ringer volume.

Speed Dial

To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Call Features->DSS Keys**.

2. Select the desired DSS key, and then press the **Enter** soft key.

3. Select **Speed Dial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field and enter the number in the **Value** field.

4. Press the **Save** soft key to accept the change.

To use the speed dial key:

Press the speed dial key to dial out the preset number.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press or the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press or the **Transfer** soft key.

Semi-Attended Transfer

1. Press or the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press
3. Press or the **Transfer** soft key when you hear the ring-back tone.

Attended Transfer

1. Press or the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press
3. Press or the Transfer soft key when the second party answers.

Voicemail

Voice Message

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

To listen to voice messages:

1. Press or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.

Features

Redial

Press to enter the **Placed** call list, press or to select the desired entry, and then press or **Send** softy key.

Press twice when the phone is idle to dial out the last dialed number.

Call Mute and Un-mute

Press to mute the microphone during a call.
Press again to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press or the **Hold** soft key during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press or the **Resume** soft key.
- If there is more than one call on hold, press or to select the desired call, and then press or the **Resume** soft key.

Call Conference

1. Press the **Conference** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key.
3. Press the **Conference** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **End Call** soft key to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing the **Split** soft key.

Common Star Codes

Message Center

*95 - Access the voicemail message center.

Caller ID

*85 - Enable/Disable Outbound CallerID.

Call Parking

#2 will park an active call (wait for the system to announce what slot the call is parked).

#225<spot number> so for example if parked in spot one is #2251, if parked in spot 2 #2252, #2253 is parked in slot 3.

Directed Call Pickup

*97<extension number> - Answer inbound call ringing any desired target extension. (e.g. *973175).

Transfer Call To Another Team Member's Voicemail

#3<extension number> - Transfer an active call to target extension voicemail. (e.g. #33175).