



# Yealink T74U/W

## Quick Reference Guide

Blue Platform

**Telesystem**  
IT's About Trust

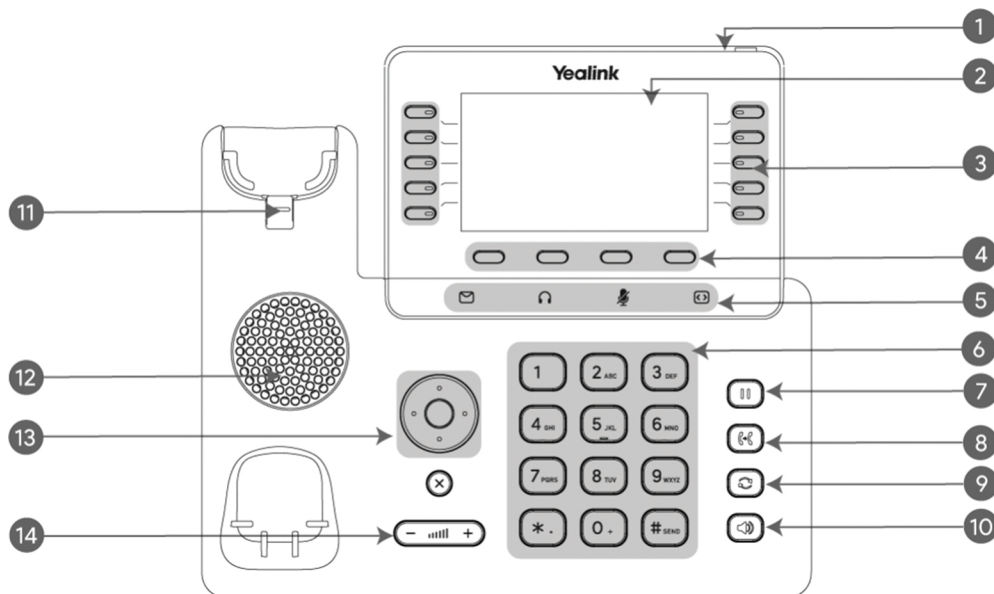
## Layout & features

Numbered keys on the diagram match the legend below. Page 2 walks through every common task step-by-step.

### TWO-PAGE REFERENCE

#### KEY LEGEND

- |                                                                         |                                                                    |
|-------------------------------------------------------------------------|--------------------------------------------------------------------|
| 1 <b>Power LED Indicator</b><br>Indicates call, message & system status | 8 <b>Transfer Key</b><br>Transfer a call to another party          |
| 2 <b>Phone Screen</b><br>Calls, messages, soft keys, time & date        | 9 <b>Redial Key</b><br>Redials a previously dialed number          |
| 3 <b>Line Keys</b><br>Access your phone lines & features                | 10 <b>Speakerphone Key</b><br>Toggles hands-free operation         |
| 4 <b>Soft Keys</b><br>Context-sensitive; labels change with task        | 11 <b>Reversible Tab</b><br>Secures handset when wall-mounted      |
| 5 <b>Feature Keys</b><br>Message · Headset · Mute · Page                | 12 <b>Speaker</b><br>Ringer & speakerphone audio output            |
| 6 <b>Keypad</b><br>Digits, letters & special characters                 | 13 <b>Navigation · OK</b><br>Scroll menus; confirm or answer calls |
| 7 <b>Hold Key</b><br>Place a call on hold or resume                     | 14 <b>Volume Key</b><br>Adjust handset, headset & speaker volume   |





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### A PLACE A CALL

#### Using the handset

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

#### Using a headset

1. Press **Headset** to activate headset mode.
2. Enter the number, then press **Send**.

#### Using the speakerphone

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

### E VOICEMAIL

1. Press the **Voicemail** icon or dial your extension.
2. When prompted, enter your **PIN** and press **#**. Follow the audio prompts to retrieve your voicemail messages. **Note:** If you forget your voicemail passcode, please contact your system administrator to have it reset.

### I VOLUME & MUTE

#### Volume

Use the **- / +** rocker:

- While idle — sets **ringer** volume.
- During a call — sets the active **handset / headset / speaker**.

#### Mute

Press **Mute** to mute or un-mute the active call. The mute key glows red while muted.

### B ANSWER OR END A CALL

**Handset:** lift to answer, replace to end (or press **End Call**).

**Headset:** press **Headset**.

**Speakerphone:** press **Speaker**.

#### Reject an incoming call

Press the **Reject** soft key to send the caller straight to voicemail.

Tip: alternate between handset, headset and speaker mid-call by pressing the matching key.

### F DO NOT DISTURB (DND)

#### Enable DND

1. Press the **DND** soft key when the phone is idle.
2. A **DND** indicator appears in the LCD status bar — incoming direct calls go straight to voicemail if configured.

#### Disable DND

Press **DND** again. The status indicator clears.

### J HEADSET & SPEAKERPHONE

#### Headset mode

With a headset connected, press **Headset**. The key glows green; calls route through the headset.

#### Speakerphone

Press **Speaker** at any point to switch to hands-free.

### C HOLD & RESUME

#### Place on hold

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

#### Resume

Press **Hold** again or the **Resume** soft key.

#### Multiple calls on hold

Use **▲▼** to choose the held call, then press **Resume**.

### G CALL FORWARD

1. Press **Menu**.
2. Select **Features**, then **Call Forward**.
3. Choose **Always**, **Busy**, or **No Answer**.
4. Enter the destination number
5. For **No Answer**, use **▲▼** to set the ring delay.
6. Press **Save**.

Tip: This affects direct calls to the user only — not Ring Groups or Call Queues.

### K ENHANCED CALL PARK

Enhanced call park is used to park and retrieve calls between users within the same organization using the line keys on your desk phone.

1. While on an active call, press the desired line key, then press the Park softkey. This will park the call on one of the call park lines. If done correctly, a parked symbol is shown on the line the call was parked.
2. The call can be retrieved from your phone or any other phone by pressing the associated line key.
3. If the call is not picked up within the configured timeout period, the call will ring back. Press the Answer softkey to retrieve the call park that timed out.

### D TRANSFER A CALL

#### Attended transfer (announce first)

1. Press **Transfer** during the call.
2. Enter the number, then press **Send**.
3. Announce the caller, then press **Transfer** or **Transfer**.

#### Blind transfer (no announcement)

1. Press **Transfer** during the call.
2. Press **B Transfer**.
3. Enter the number, then press **Send**.

### H CALL HISTORY & REDIAL

#### Redial last number

Press **Redial** twice from idle.

#### From the placed-calls list

1. Press **Redial** once.
2. Use **▲▼** to highlight an entry.
3. Press **Redial** or **Send**.

#### All call history

Press **History** to see Placed, Received and Missed.