



Yealink T74W Desk Phone

Quick-Reference Guide — Administrative & Support Personnel (US/Canada Unlimited Plan)

⚠ EMERGENCY PROTOCOL (911)

Dial 911 directly from your physical keypad. Do not dial an outside access prefix (such as 9).

1. Inbound Call Control & Line Routing

- **Answering a Call:** Lift the handset, press the physical **Hands-free** speakerphone key (bottom-right), or press the blinking green **Line Key**.
- **Managing Call Overage (Second Ringing Line):** If you're actively talking and a secondary call rings into your desk:
 1. Press the flashing **Line Key** for the incoming call, or press the **Answer** soft key.
 2. The phone automatically puts your first caller on a secure local **Hold** and connects your audio to the new inbound party.
- **Swapping Lines Manually:** Look at the line keys on your screen. Press the line key representing your held call, then press the physical **Call Hold** function key (below the display) to bring them back.

2. High-Efficiency Call Transfers

For office staff routing external calls to classrooms, administration, or split departments:

Blind Transfer (Immediate Pass-through)

- *When to use:* Direct requests for staff members where a prior introduction isn't necessary.
- *Execution:* Press the physical **Call Transfer** key. Input the target extension or search for their name using the navigation wheel, then press the **B Trans** soft key or the physical **Call Transfer** key again to drop off the line.

Attended / Warm Transfer (Consultative Routing)

- *When to use:* Confirming a principal or counselor is ready and available to accept an external caller.
- *Execution:* Press the physical **Call Transfer** key. Key in the extension and press the **Send** soft key. Speak with your colleague privately when they answer. If they agree to take the call, press the physical **Call Transfer** key once more to connect them.

Transfer Directly to a Teacher's Voicemail

Message-only extensions do not need this shortcut — simply press Transfer and dial the mailbox number.

- *When to use:* Routing non-urgent calls during instructional hours without ringing the classroom wall phone.
- *Execution:* Press the physical **Call Transfer** key, dial the extension, then press the on-screen **To Voicemail** soft key instead of Send/Transfer. No star code needed — this routes the call straight to that extension's voicemail.

3. Advanced Tools & Administrative Features

Three-Way On-The-Fly Conference

1. While speaking with party one, press the **Conf** soft key on your display. This holds the initial call.
2. Input the internal extension or external 10-digit number for party two, and press **Send**.
3. Once they answer, press **Conf** again to stitch all three lines together into a single conversation.



Central Islip School District

Call Parking (System-Wide Orbit Hold)

- While on a live call, press the **Park** soft key. The system announces a rotating park number, e.g. “**your call is on hold at the following park number, *821**” — this number changes with every call parked.
- From any other user-licensed phone, dial that exact number to pick the call back up.

Common Area / classroom phones cannot retrieve a parked call — they'll return “the requested service is not available in your calling plan.” Only user-licensed extensions can pick up a parked call.

Do Not Disturb (DND)

- Press the **DND** soft key while the phone is idle to send all incoming calls directly to voicemail. A DND icon appears at the top of your display. Press the soft key again to resume normal call receiving.

4. Managing Voicemail from the Keypad

- **The Notification Light:** The red Message Waiting Indicator (MWI) LED at the top corner of your phone blinks when a new message is waiting.
- **Accessing Your Mailbox:** Tap the dedicated physical **Message** touch button (below the display, envelope icon). Alternatively, tap the **Voicemail** soft key on the status screen.

Changing Voicemail Greetings via Audio Menu

1. Dial ***86** from the keypad and press the **Send** soft key (or use the dedicated envelope touch button).
2. Enter your secure voicemail PIN followed by the **#** key.

If you do not know your PIN, you can view or reset it by logging into the web portal at zoom.us under Phone > Settings > Desk Phone. The PIN cannot be viewed or reset from the phone keypad itself.

3. Press **2** to enter the greetings menu.
4. Speak your new message clearly into the handset and press any key to stop recording.
5. Press **1** to save and apply the new greeting.



Yealink T74W — key layout reference

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