



fuze

Yealink W60 Series

Fuze for Yealink

Conference Calls

This module is best viewed as 'fit to page' via Google Chrome or Microsoft Edge.

Click Start to begin.

Start

Conference Calls

Call Options

This module will cover starting and managing a conference call from the Yealink W60 Series device.

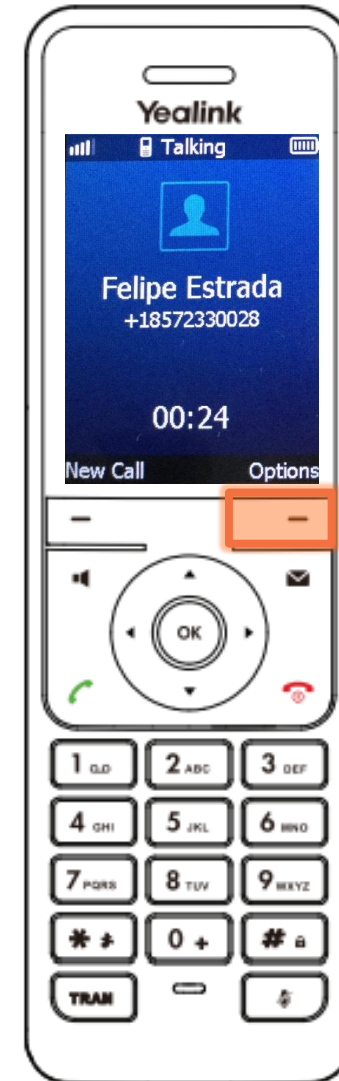
Use the 'Next' button to navigate through this interactive guide or click a section title to jump to that portion of the training.



Conference Calls

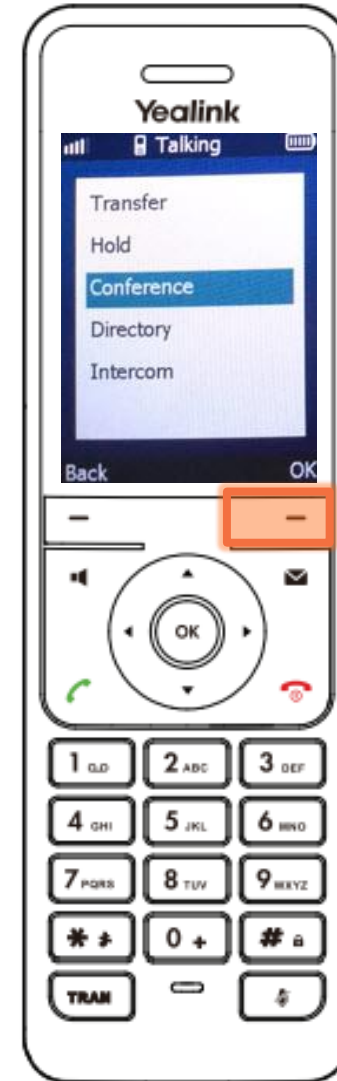
Conference calls can be initiated with two other people.

- While on the active call with Felipe, press the **Options** soft key



Conference Calls

- Highlight **Conference** using  and 
- Press the **OK** soft key



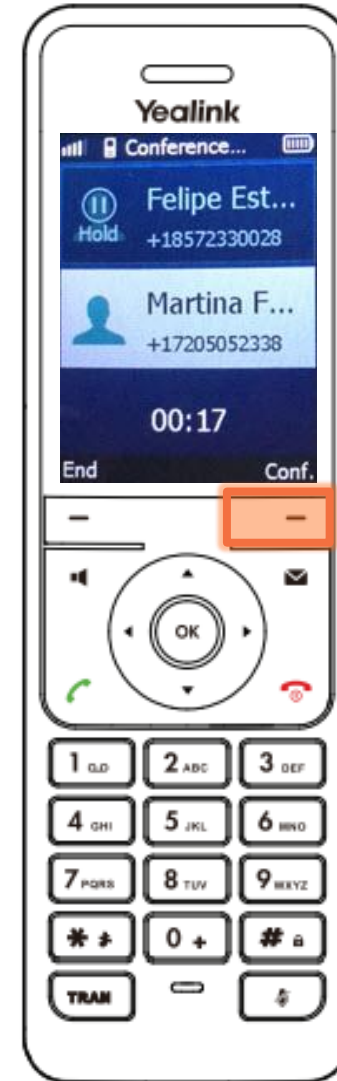
Conference Calls

- Enter the number of the second party, then press the **Conf** soft key to dial



Conference Calls

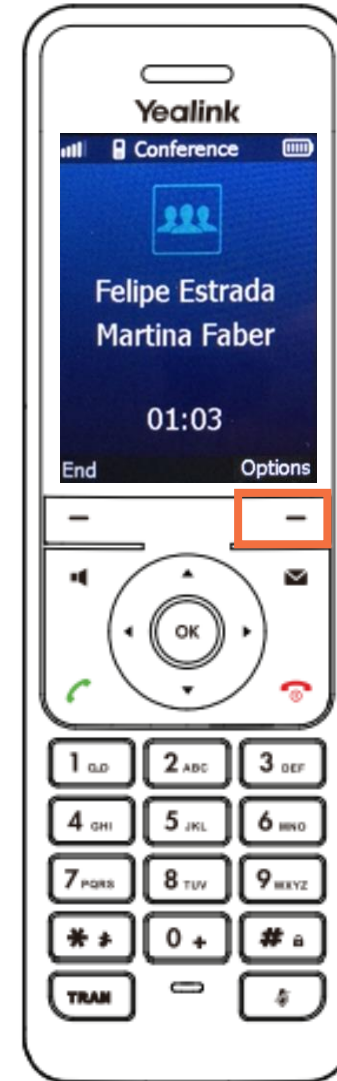
- When the second party answers, press the **Conf** soft key again to join all parties



Holding Conference Calls

Once the conference call has begun, the call may need to be placed on hold.

- Press the **Options** soft key



Holding Conference Calls

- Highlight **Hold** using  and 
- Press the **OK** soft key



When a conference call is on hold, the party will only place themselves on hold. Other parties can continue the conference call normally.



Holding Conference Calls

- Follow the same procedure to **Resume**



Muting a Conference Call

Muting a conference call will mute the local microphone and allow the other participants to continue as normal:

- Press  to toggle mute/unmute



Ending the Conference Call

As the host, to end the conference call:

- Press the **End** soft key to terminate the conference call
 - Ending the conference call will terminate the call for all parties



If any other party in the conference call ends the call, the remaining participants remain connected to each other.



Knowledge Check

An ungraded knowledge check will be presented to determine understanding of this module.

Click Next to begin the knowledge check.

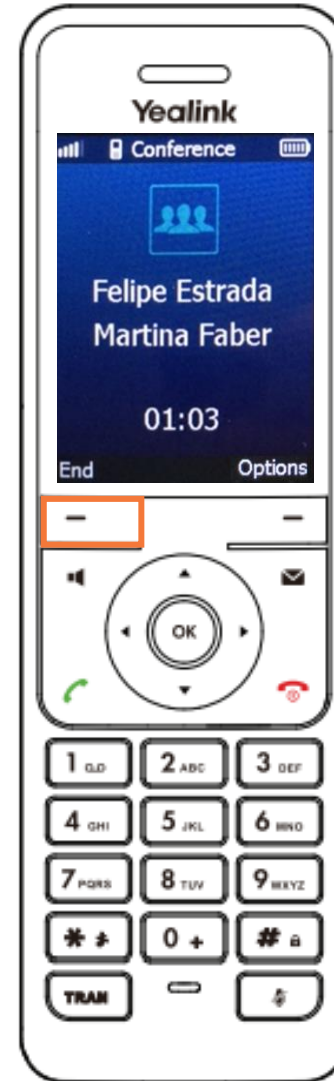


Knowledge Check 1 of 4

True or False. If a participant presses the **End** soft key during a conference call, all parties will be disconnected.

True

False

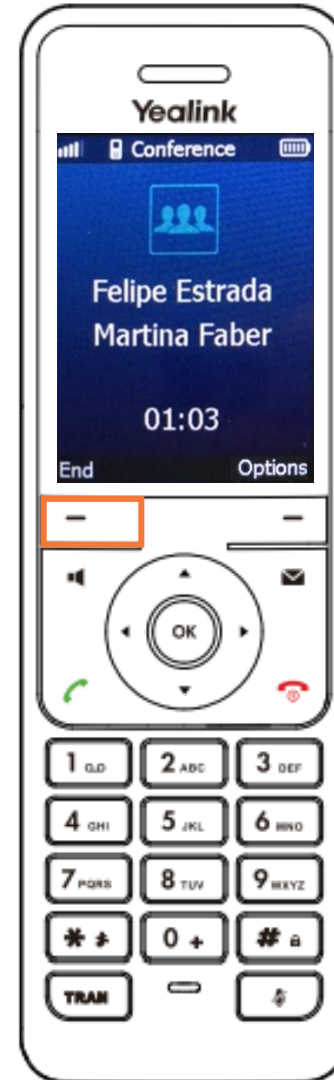


Knowledge Check 1 of 4

That is correct!

All parties will only be disconnected when the host presses **End**.

If another party chooses to end the call, all remaining participants will remain on the line.

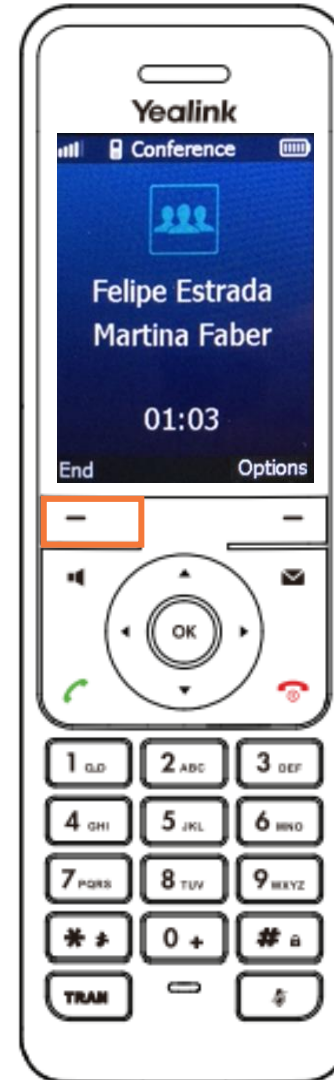


Knowledge Check 1 of 4

Sorry, that is incorrect.

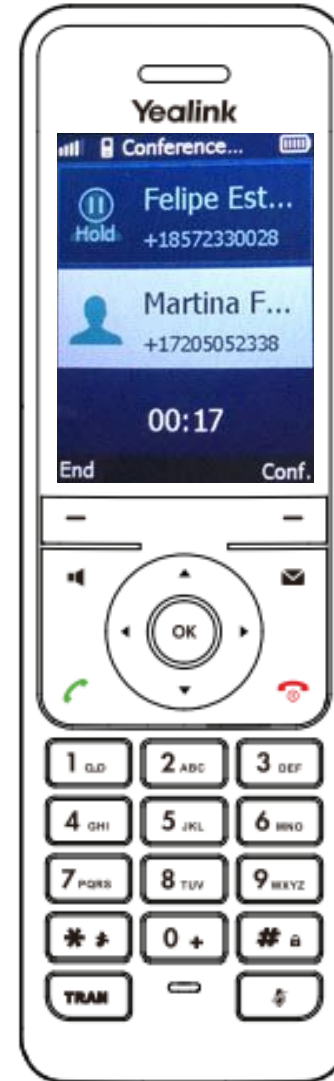
All parties will only be disconnected when the host presses **End**.

If another party chooses to end the call, all remaining participants will remain on the line.



Knowledge Check 2 of 4

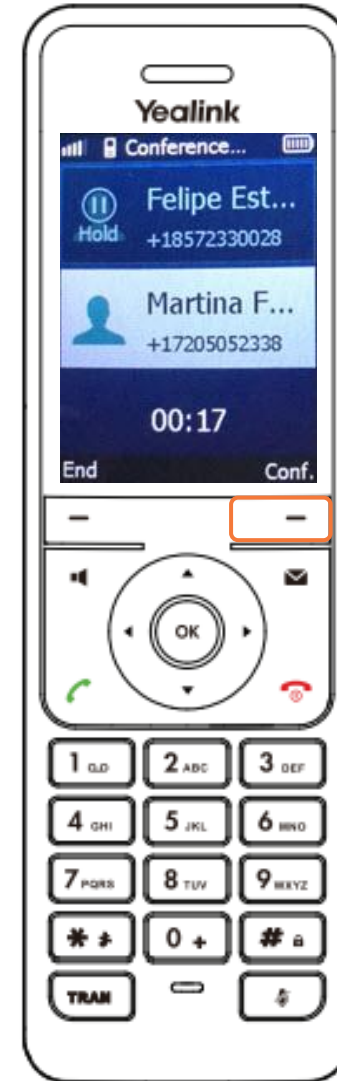
Click on-screen to select the soft key that will join the two calls to create a conference call.



Knowledge Check 2 of 4

That is correct!

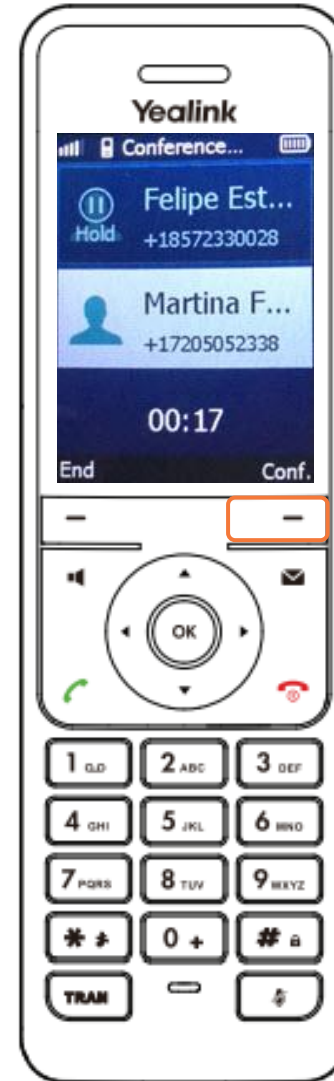
The **Conf** soft key will join the parties to create a conference call.



Knowledge Check 2 of 4

Sorry, that is incorrect.

The **Conf** soft key will join the parties to create a conference call.



Knowledge Check 3 of 4

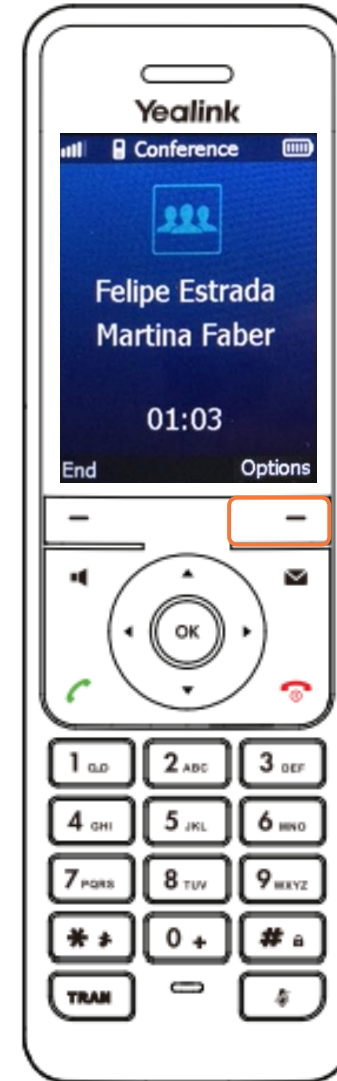
Click on-screen to select the soft key that begin the process of placing the conference call on hold.



Knowledge Check 3 of 4

That is correct!

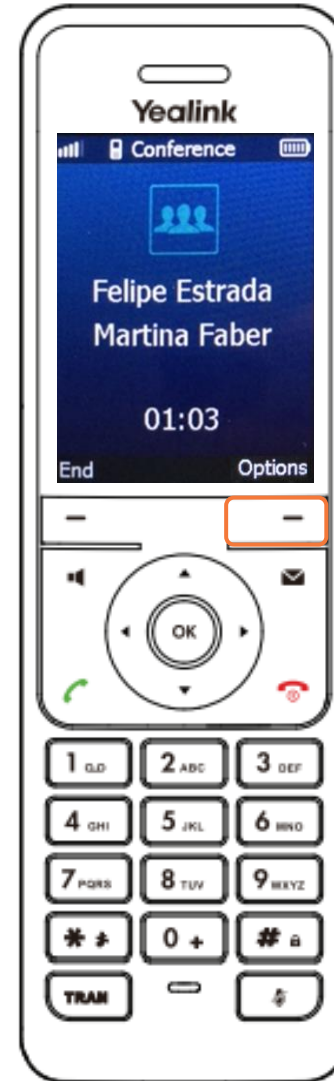
The conference call can be placed on hold through the **Options** soft key.



Knowledge Check 3 of 4

Sorry, that is incorrect.

The conference call can be placed on hold through the **Options** soft key.



Knowledge Check 4 of 4

True or False. By pressing the **Mute** key during a conference call, each participant is muted.

True

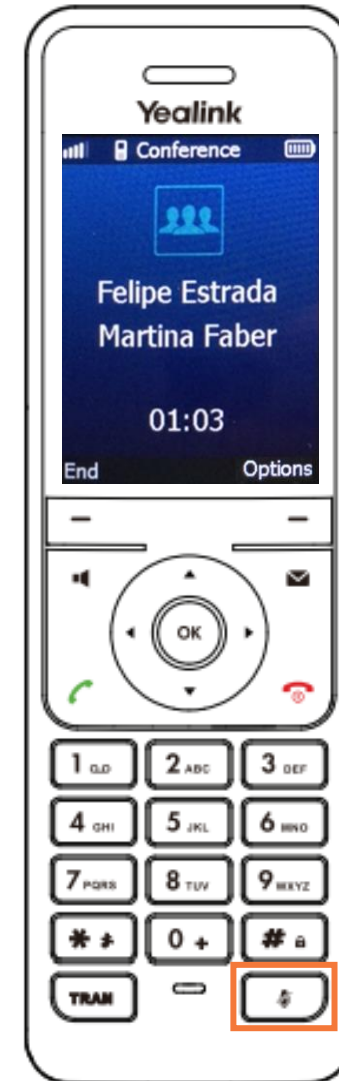
False



Knowledge Check 4 of 4

That is correct!

Only the party to press **Mute** will be muted.



Knowledge Check 4 of 4

Sorry, that is incorrect.

Only the party to press **Mute** will be muted.



Conference Calls Complete

The Conference Call module is now complete.

Click a section title to review that section or click Restart to review this module.



Restart