



fuze

Yealink W60 Series

Fuze for Yealink

Handle Calls

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

Click Start to begin.

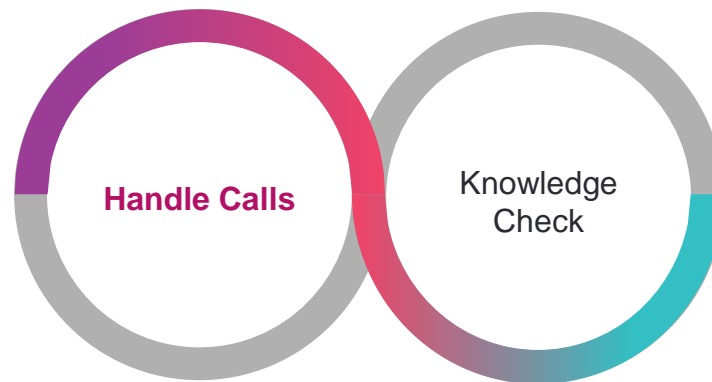
Start

Handle Calls

Call Options



After getting comfortable with the layout of the Yealink W60 Series device, getting to know how to handle phone calls is the next step. Follow along in this module to learn how to place, answer, and forward calls, as well as a few additional call options.




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



Placing Calls

Calls can be placed with one of the following methods:

- Press the Speakerphone key 
- Select Intercom  from the main menu to display all internally registered handset names

After each method, enter the number via the keypad and press , , or the  key.

To make calls within the US, dial the 10-digit number including the area code. *It is not necessary to dial 1 or 9 prior.* For international calls (from the US), dial 011, the country code, Area code, and the number.



Placing Calls Practice

Upon entering Felipe's extension, the call can be placed.

Click on-screen to select one of the appropriate keys to place the call and continue.

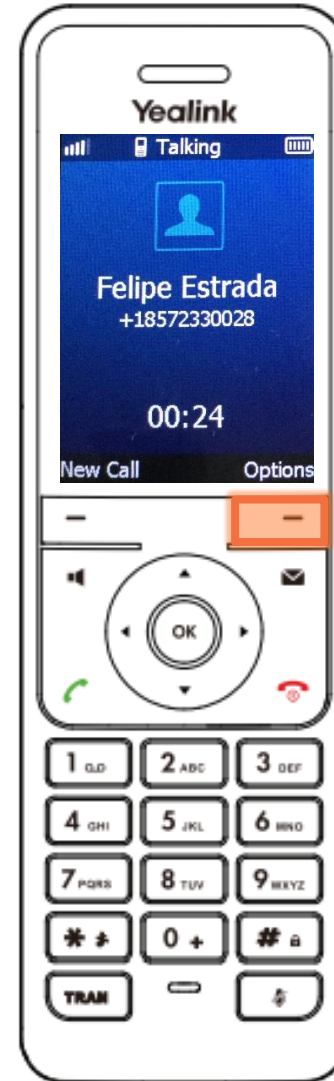


Holding and Muting



While on the call with Felipe, the call duration and destination will be displayed on the LCD screen for the active call.

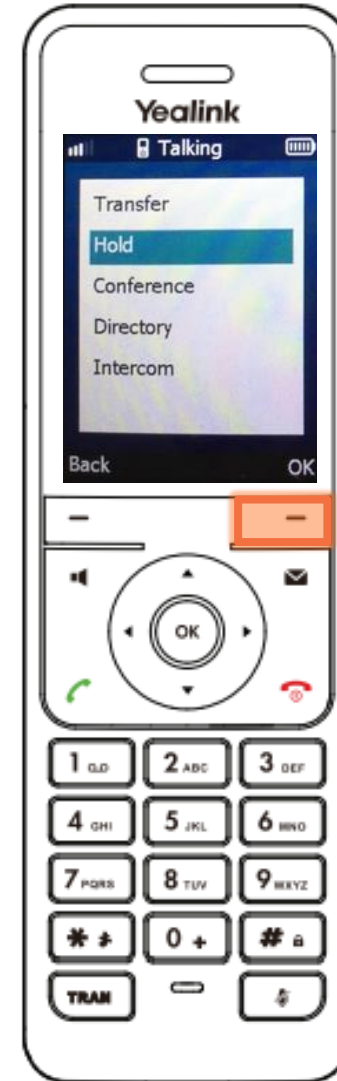
During the call, Felipe asks a question that must be approved by a supervisor. Place the call on hold to receive approval.

- Press the **Options** soft key



Holding and Muting

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

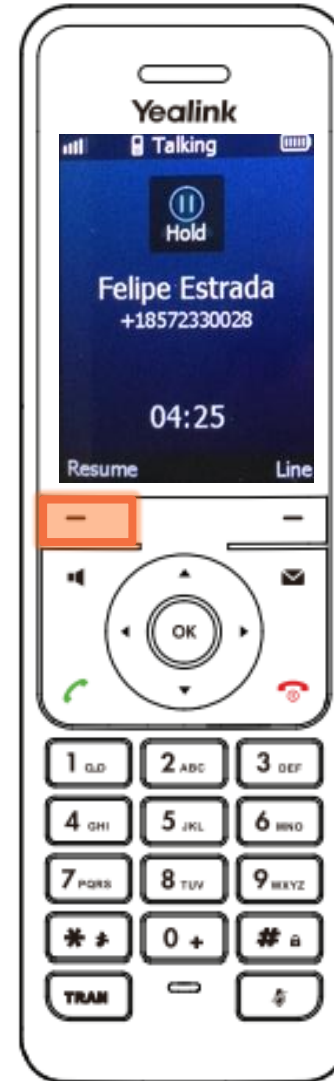


Holding and Muting

The LCD display screen will show that Felipe's call has been placed on hold.

Once approval has been granted, to return to the call:

- Press the **Resume** soft key



Holding and Muting

While on the call with Felipe there is background noise in the office that may be distracting. The Yealink device may be muted to reduce background noise.

Use the  button to **Mute** and **Unmute** the device.

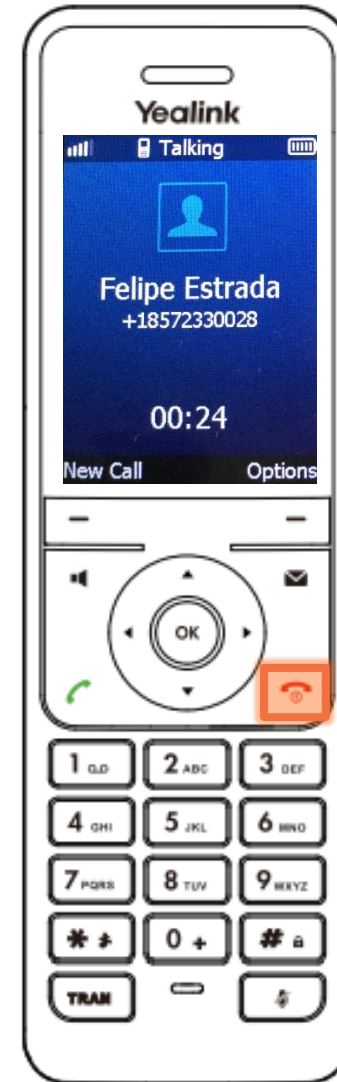
The LCD screen will indicate mute status.



Ending Calls

Upon completion of the call:



- Press the  key



Answering Incoming Calls

When receiving an incoming call, the caller ID will be displayed on the LCD screen.

The call from Felipe may be answered with one of the following methods:

- Press the  key
- Press the **Accept** soft key
- Press the **Speakerphone** key 



Answering Additional Incoming Calls

While on the call with Felipe, another call from Martina comes through. *The caller ID is displayed on the LCD screen.*

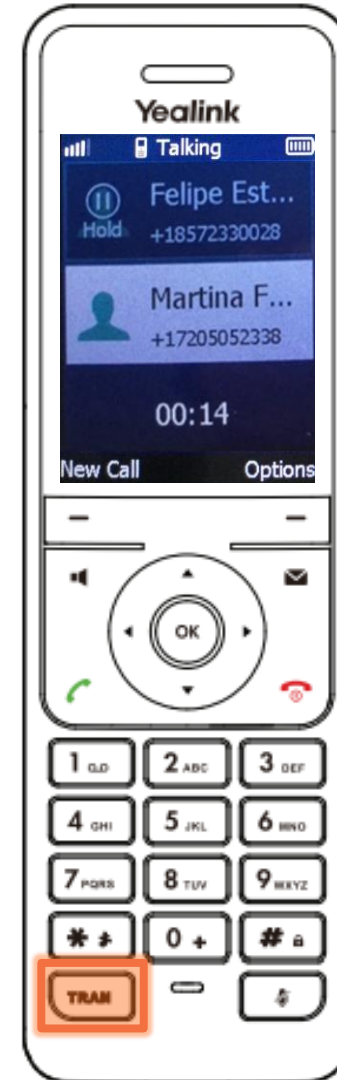
To answer Martina's call and place Felipe on hold, press the **Accept** soft key.



Transfer Calls Unattended

Upon answering Martina's call, it is determined her call should be transferred to a colleague. To transfer Martina and return to Felipe's call without interruption:

- Press the **TRAN** key
 - While performing a transfer the caller will be placed on hold

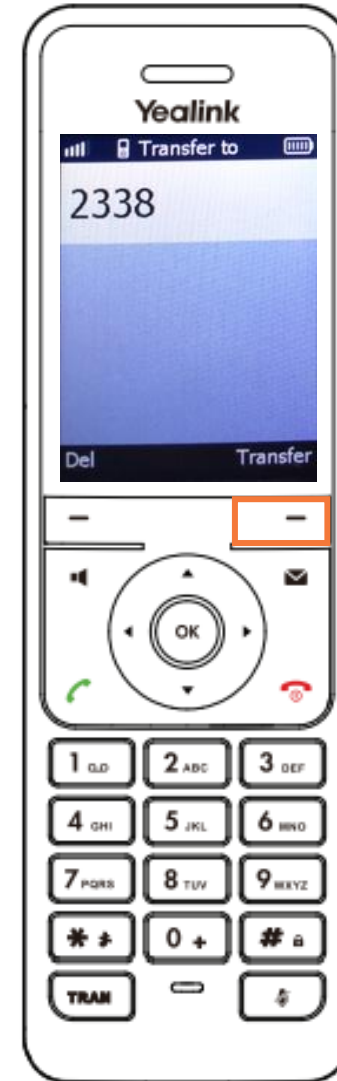


Transfer Calls Unattended

- Enter the number to transfer the call to
- Press the **Transfer** soft key to complete the transfer



With an unattended transfer, the original caller ID will pass through to the person receiving the transferred call.




Transfer Calls Attended

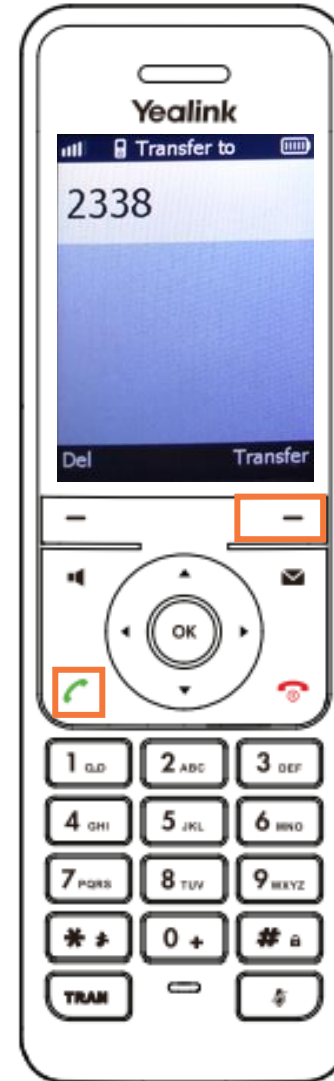
Alternatively, to speak with the receiving line before transferring:

- Press the **TRAN** key
 - While performing a transfer the caller will be placed on hold



Transfer Calls Attended

- Enter the number to transfer the call to, then press 
- When the receiving party answers, confirm the transfer verbally
- Press the **Transfer** soft key to complete the transfer
 - Caller ID follows the call through to the person to which the call is being transferred

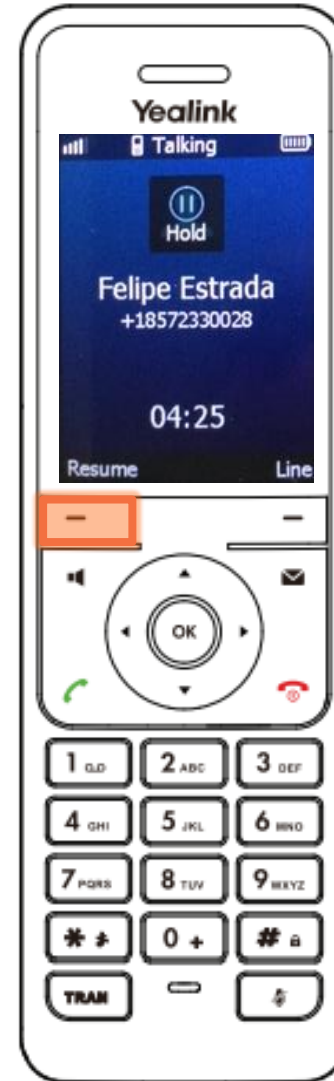


There is the option of speaking with the party to which the call will be transferred or to transfer after hearing the ring-back tone.

Resume Your Call

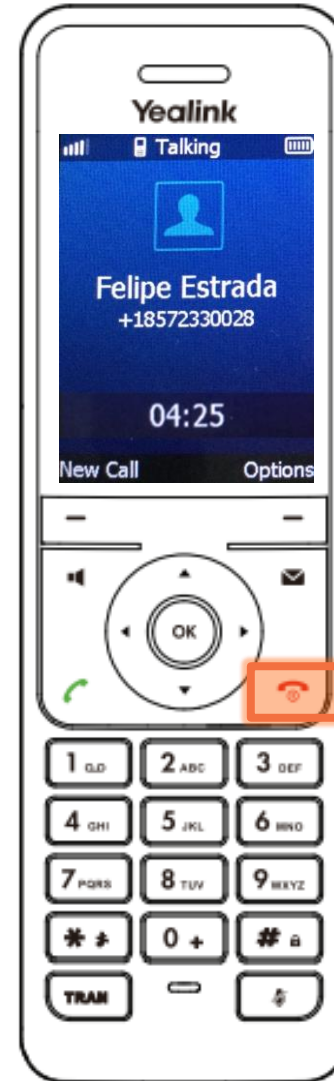
Martina has been successfully transferred to a co-worker. To resume the call with Felipe:

- Press the **Resume** soft key



Ending Calls

After returning to the call with Felipe and completing the conversation, press  to end the call.

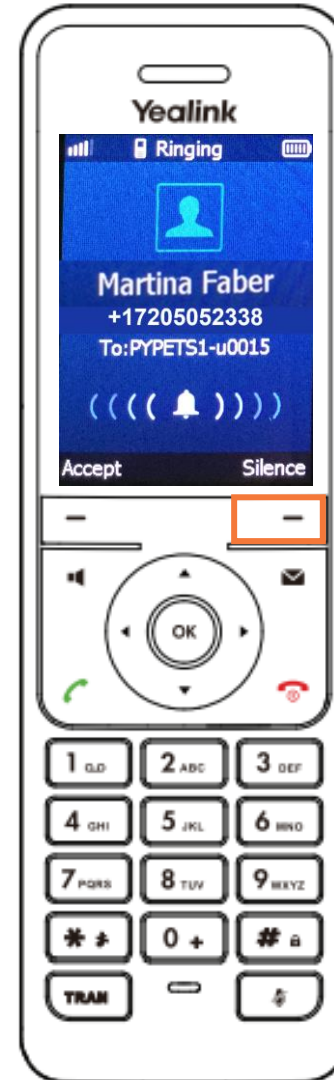


Silence Incoming Calls

Shortly after returning from lunch, another incoming call is displayed on the LCD screen. While unable to field the call immediately, the device may be silenced.

To silence incoming calls:

- During an incoming call, press the **Silence** soft key to silence the ringer
- The phone will still display the incoming call, allowing the call to be answered



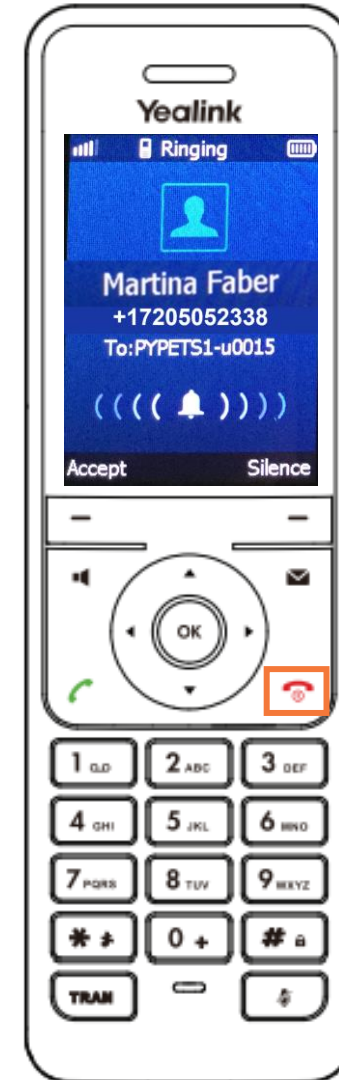
Rejecting Incoming Calls

After a few seconds, it is realized the call will not be able to be answered. However, any questions will be able to be fielded shortly.

To reject an incoming call:

- Press the  key

Rejected calls are sent directly to voicemail and will be displayed in **History** accessed from the Idle Screen Display.



Viewing Call History






Once some time frees up, Martina can be called back. The device allows numbers to be redialed from the call history:

- To view missed, received, placed, or forwarded calls, press the **History** soft key




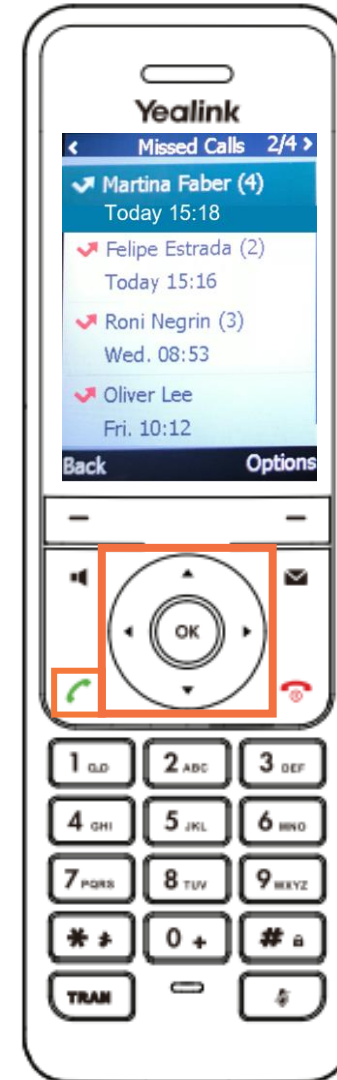
Viewing Call History

Once in the call history, locate Martina's extension.

- Use the  or  keys on the phone to toggle between the type of call
- Use the  or  keys to highlight the desired number
- Press the  key to redial the highlighted number



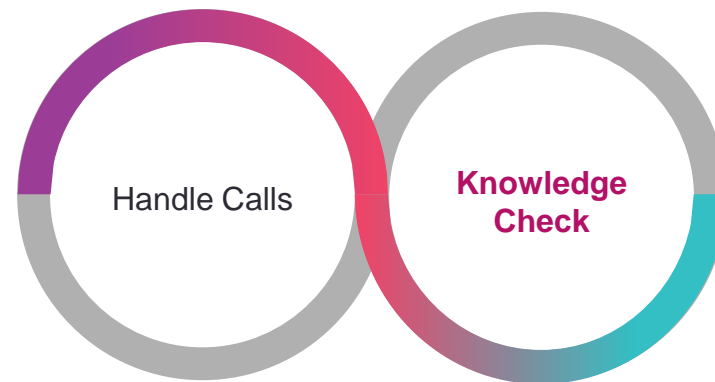
Pressing  from the home screen will also display call history.



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

While busy at work, the device displays an incoming call from Felipe. It is determined that Felipe's call can not be fielded right now. Click the key that will reject the call.



Knowledge Check 1 of 4

That is correct!

Use  to reject a call.

Rejected calls will be displayed in History, accessed from the Idle Screen Display.

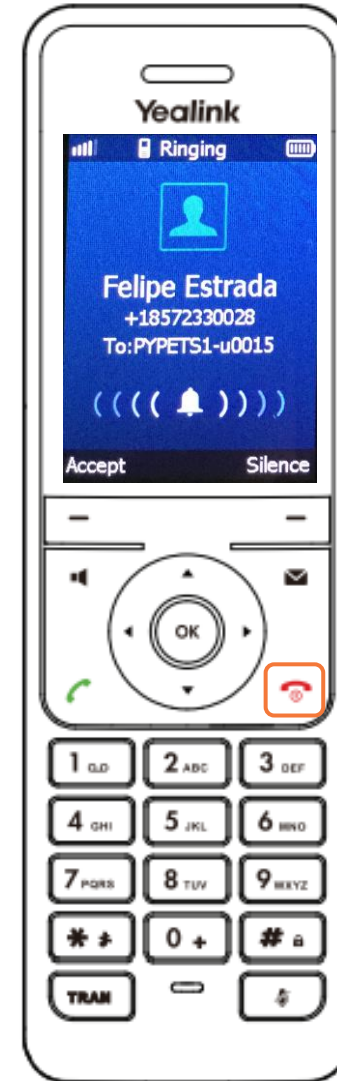


Knowledge Check 1 of 4

Sorry, that is incorrect.

Use  to reject a call.

Rejected calls will be displayed in History, accessed from the Idle Screen Display.



Knowledge Check 2 of 4

While fielding a call from David, he needs to be transferred to a colleague for further assistance. During the transfer, the receiving party is notified why David is calling before the transfer completes. This is known as which type of transfer?

Attended

Unattended



Knowledge Check 2 of 4

That is correct!

Speaking to the receiving line before transferring is known as an Attended Transfer.

This will place the original caller on hold and allow you to speak with the receiving line.



Knowledge Check 2 of 4

Sorry, that is incorrect.

Speaking to the receiving line before transferring is known as an Attended Transfer.

This will place the original caller on hold and allow you to speak with the receiving line.



Knowledge Check 3 of 4

True or False. Upon answering an additional call, the original call will be terminated.

True

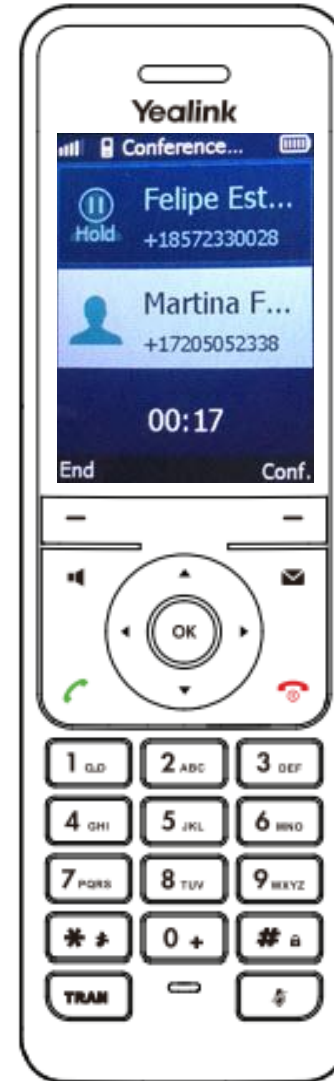
False



Knowledge Check 3 of 4

That is correct!

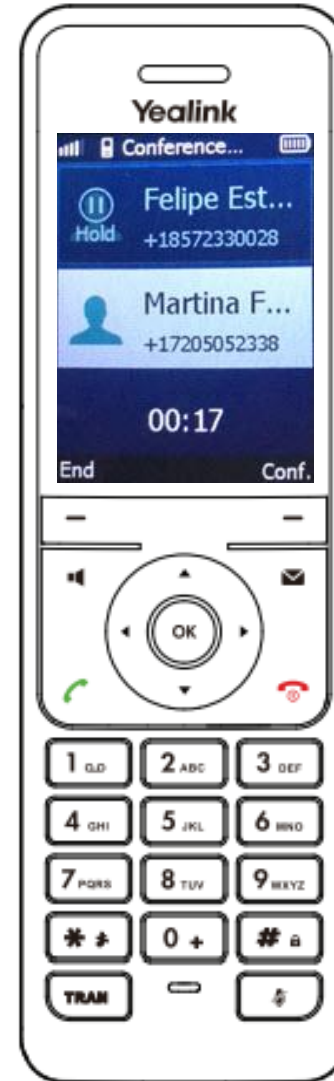
Upon answering an additional call, the original call will be placed on **Hold**.



Knowledge Check 3 of 4

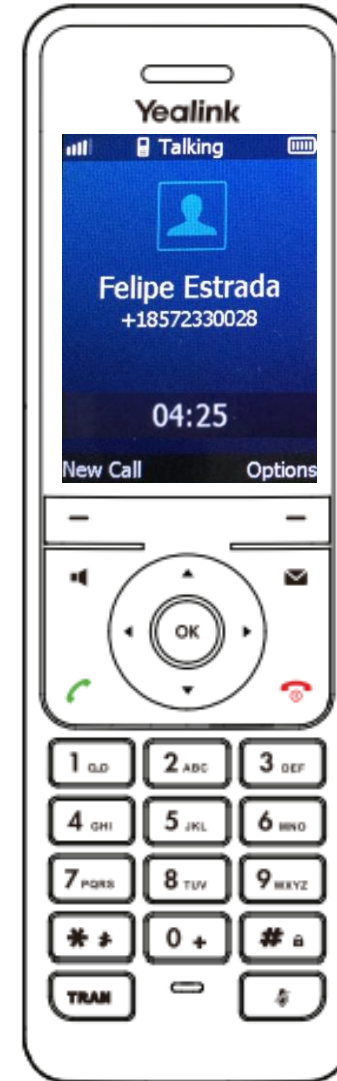
Sorry, that is incorrect.

Upon answering an additional call, the original call will be placed on **Hold**.



Knowledge Check 4 of 4

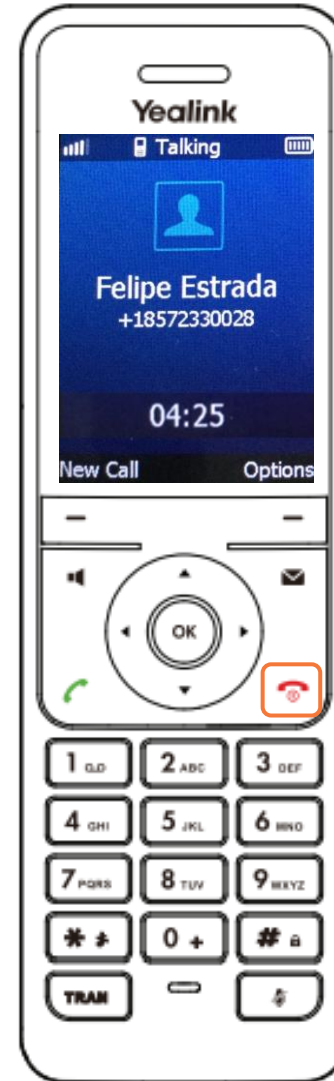
Click on-screen to select the key that will end the current call.



Knowledge Check 4 of 4


That is correct!

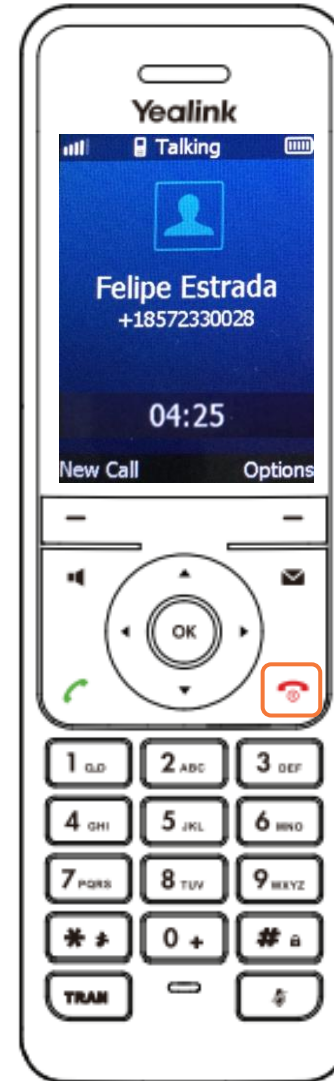
Use  to end a call or hang-up the handset.



Knowledge Check 4 of 4

Sorry, that is incorrect.

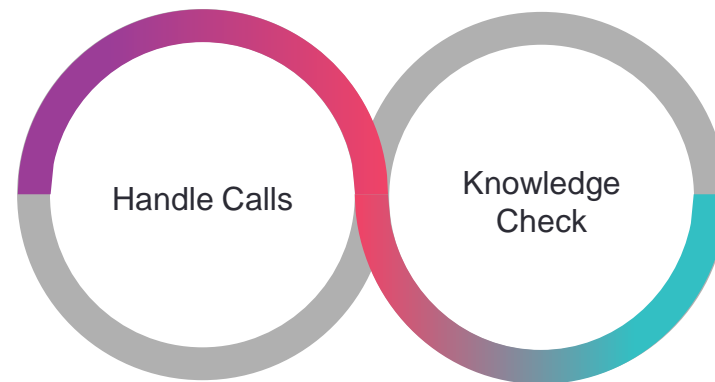
Use  to end a call or hang-up the handset.



Handling Calls Complete

Handling calls on the Yealink W60 Series is now complete.

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



Restart