



# fuze

## Yealink T53W 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.*

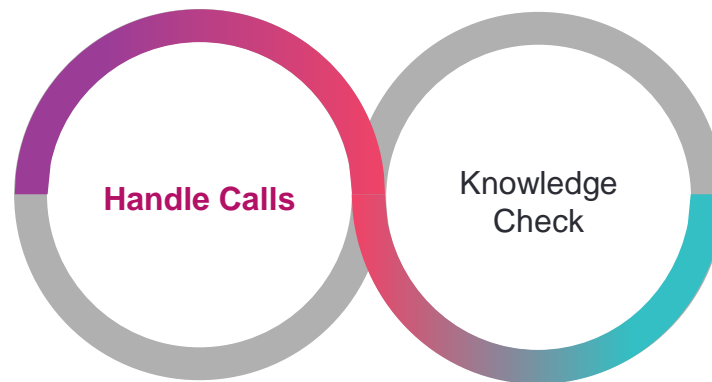
Start

# Handle Calls

## Call Options



After getting comfortable with the layout of the Yealink T53 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:

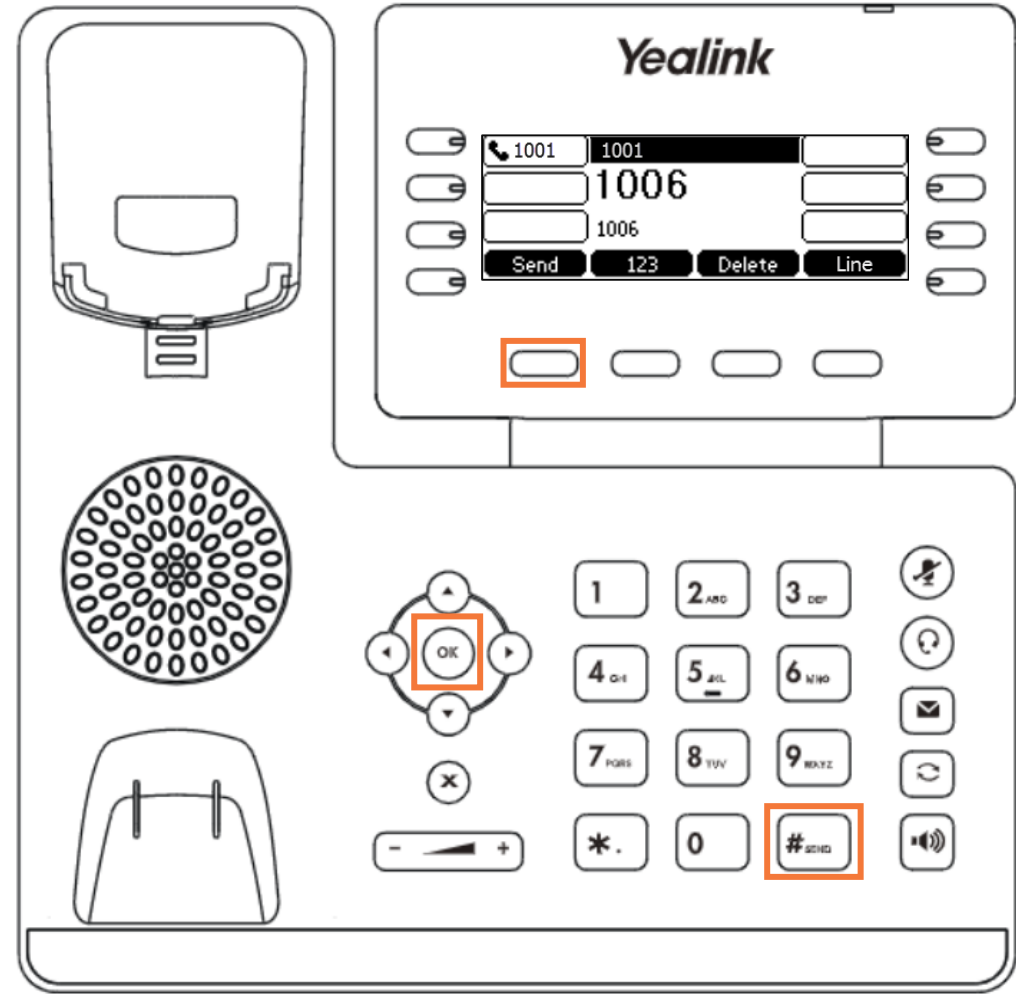
- Pick up the handset
- Press the  key, then press the line key
- Press the Speakerphone key 

After each method, enter the number via the keypad and press , , or the **Send** soft 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.



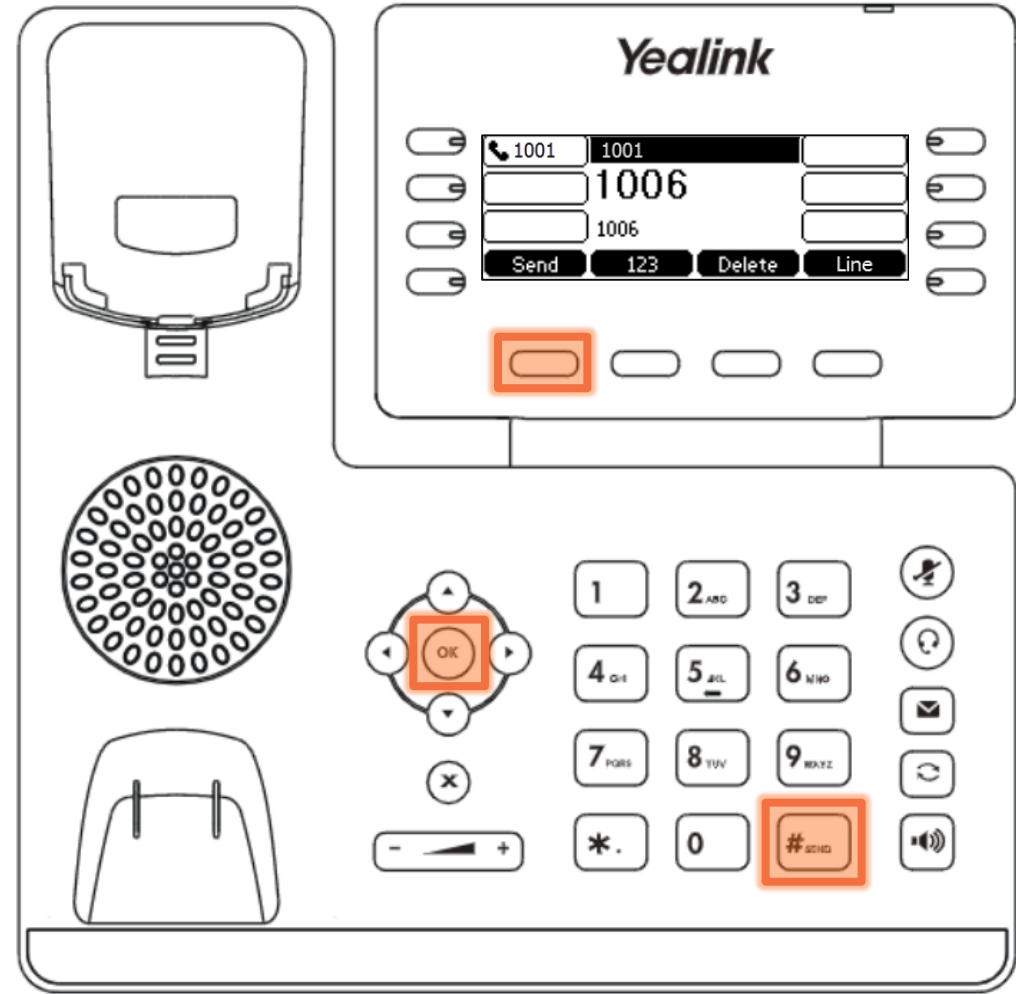
Lift the handset after entering the number to initiate the call.



# Placing Calls Practice

Upon picking up the handset and entering James' extension, the call can be placed.

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

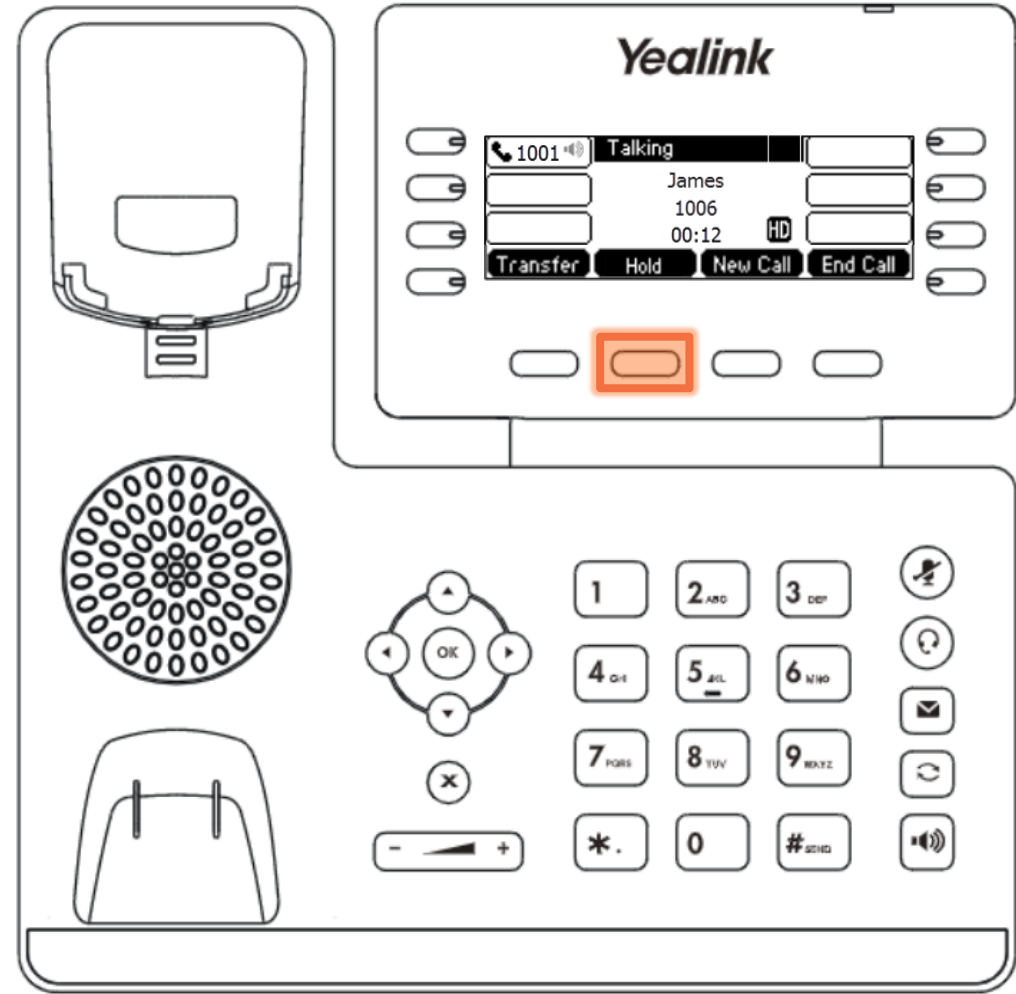


# Holding and Muting

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

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

- Press the **Hold** soft key

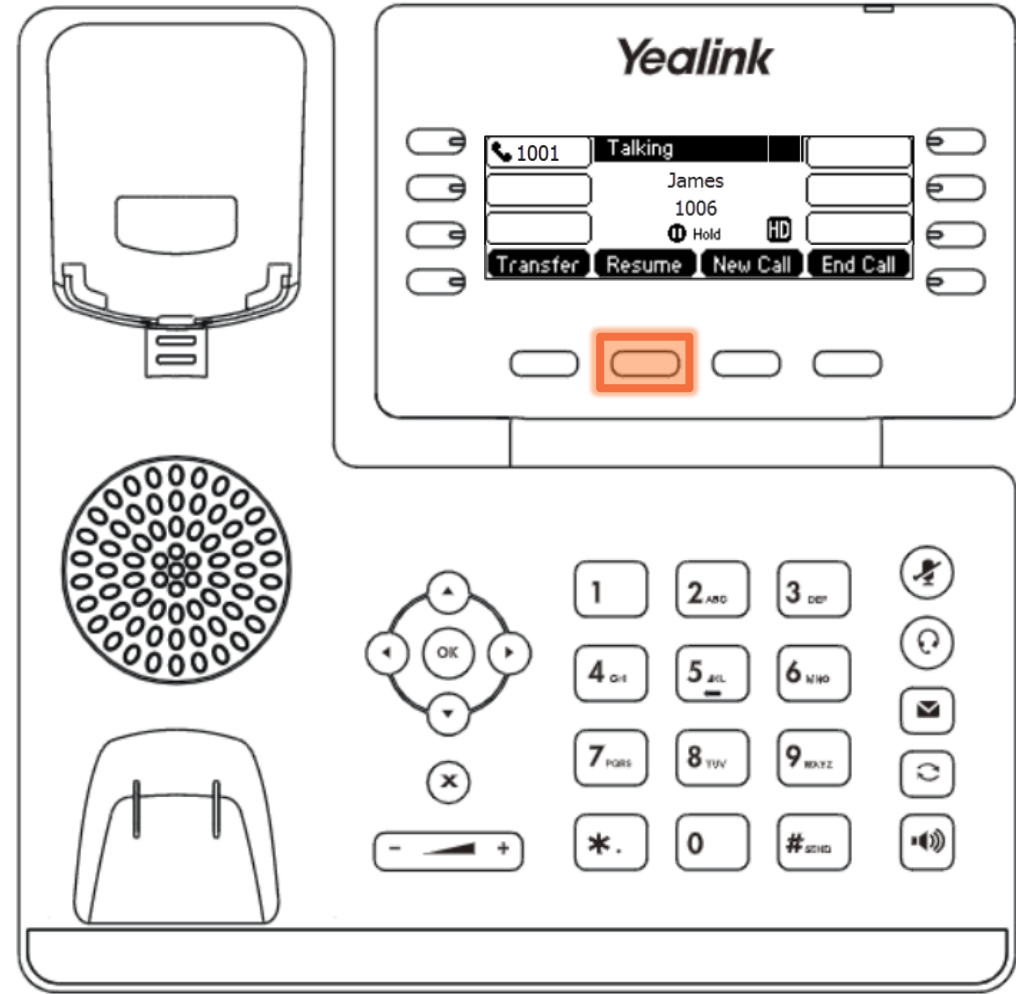


# Holding and Muting

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

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

- Press the **Resume** soft key

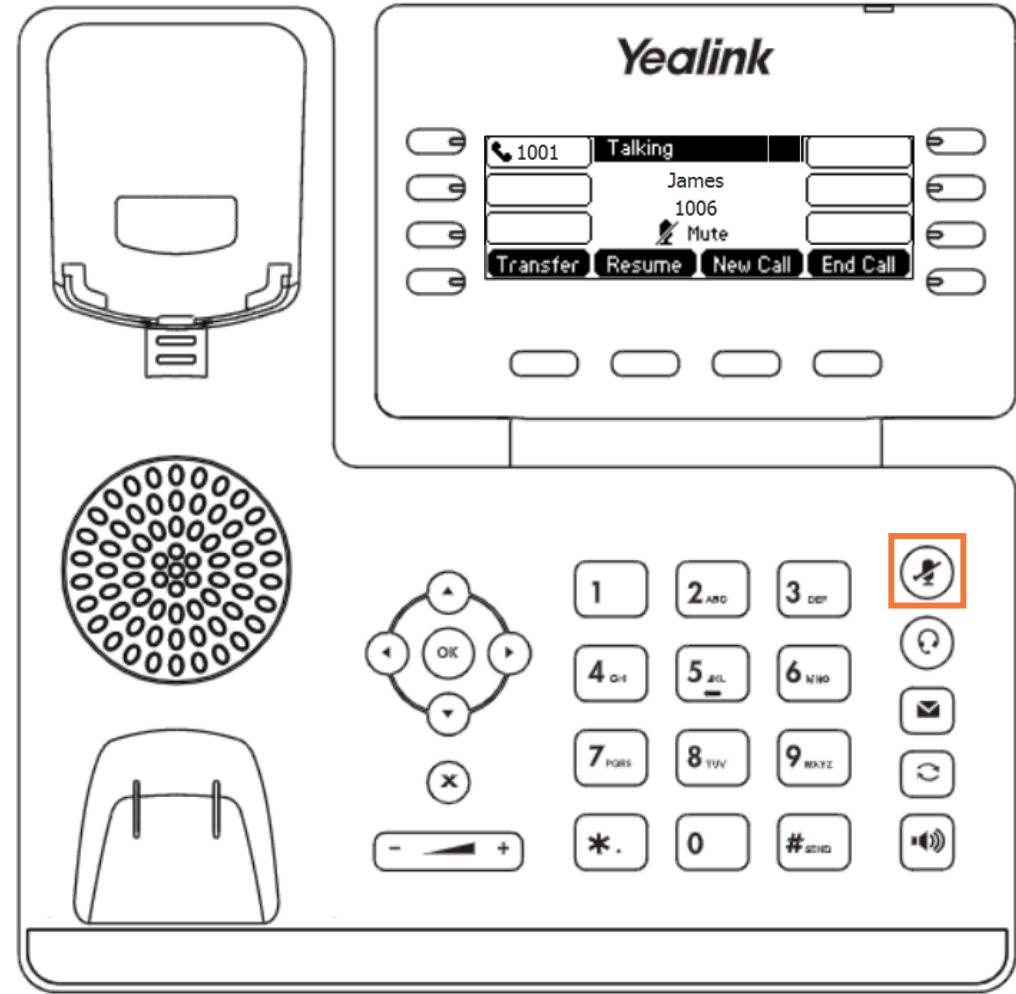


# Holding and Muting

While on the call with James 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.



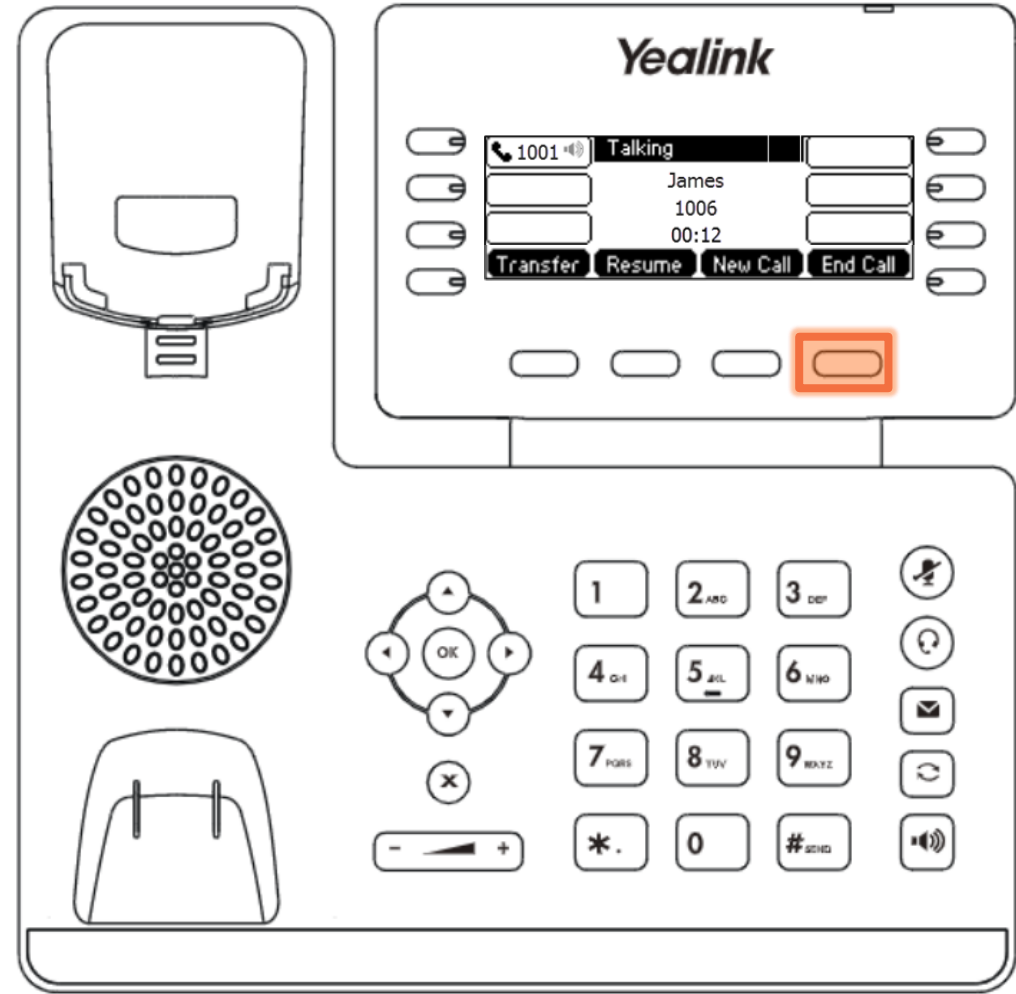
# Ending Calls

Upon completion of the call:

- Press the **End Call** soft key

OR

- Hang-up the receiver/handset







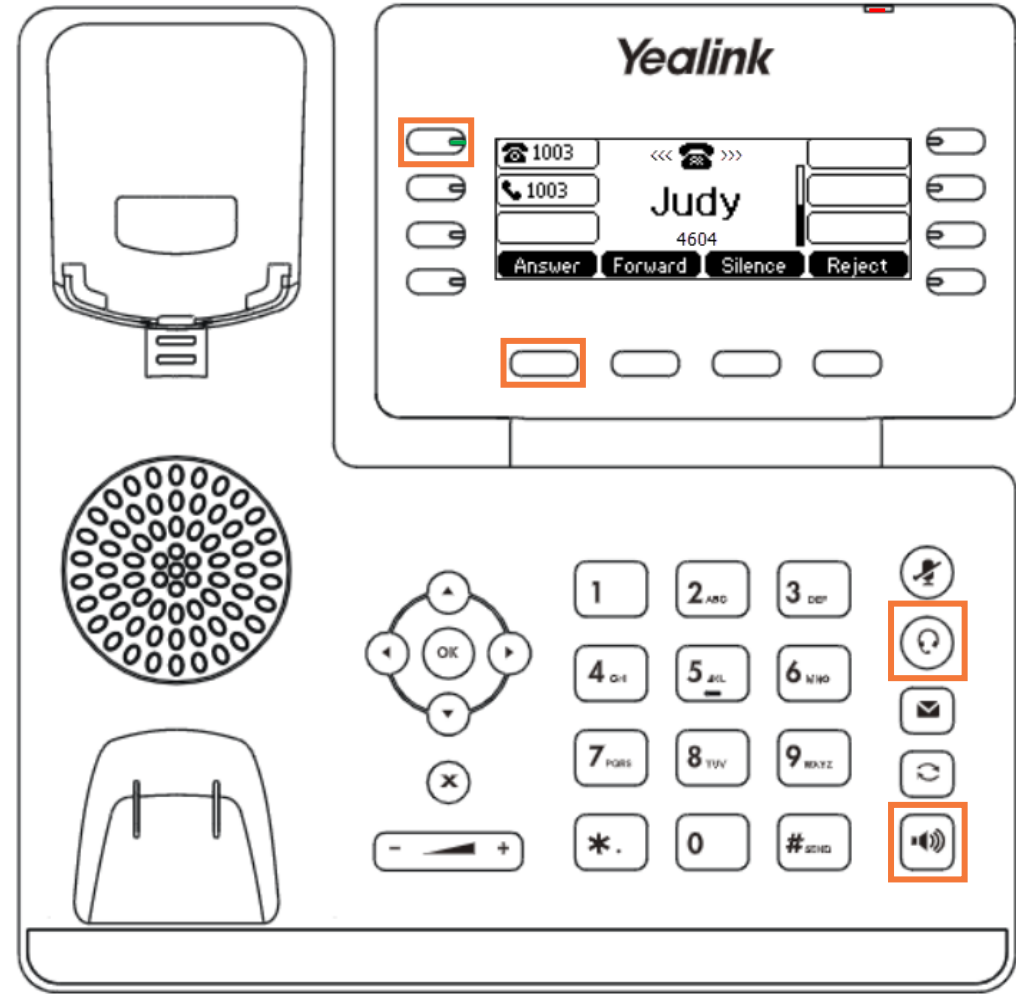
# Answering Incoming Calls

When receiving an incoming call, the LED light will fast flash red.

The caller ID will be displayed on the LCD screen.

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

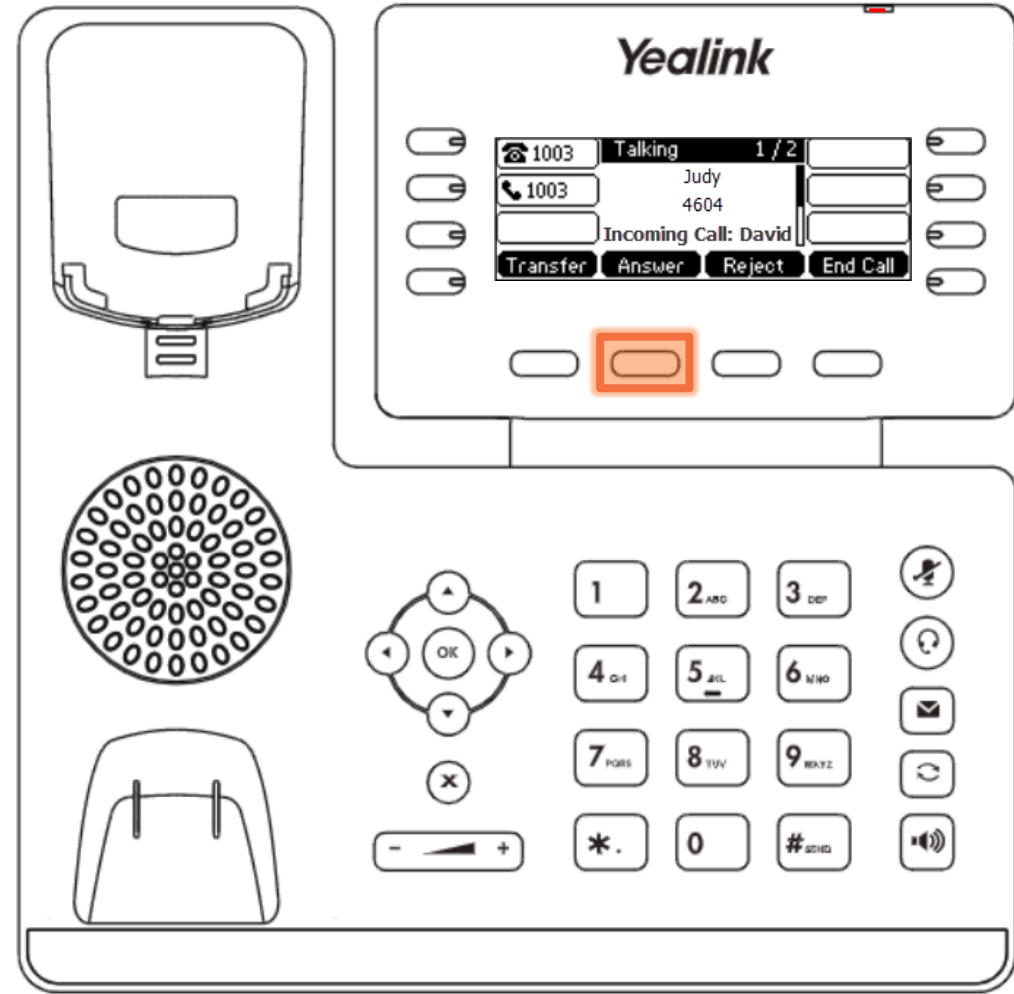
- Pick up the handset
- Press the flashing green line key next to the line being called
- Press the **Answer** soft key
- Press the **Headset** key 
- Press the **Speakerphone** key 



# Answering Additional Incoming Calls

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

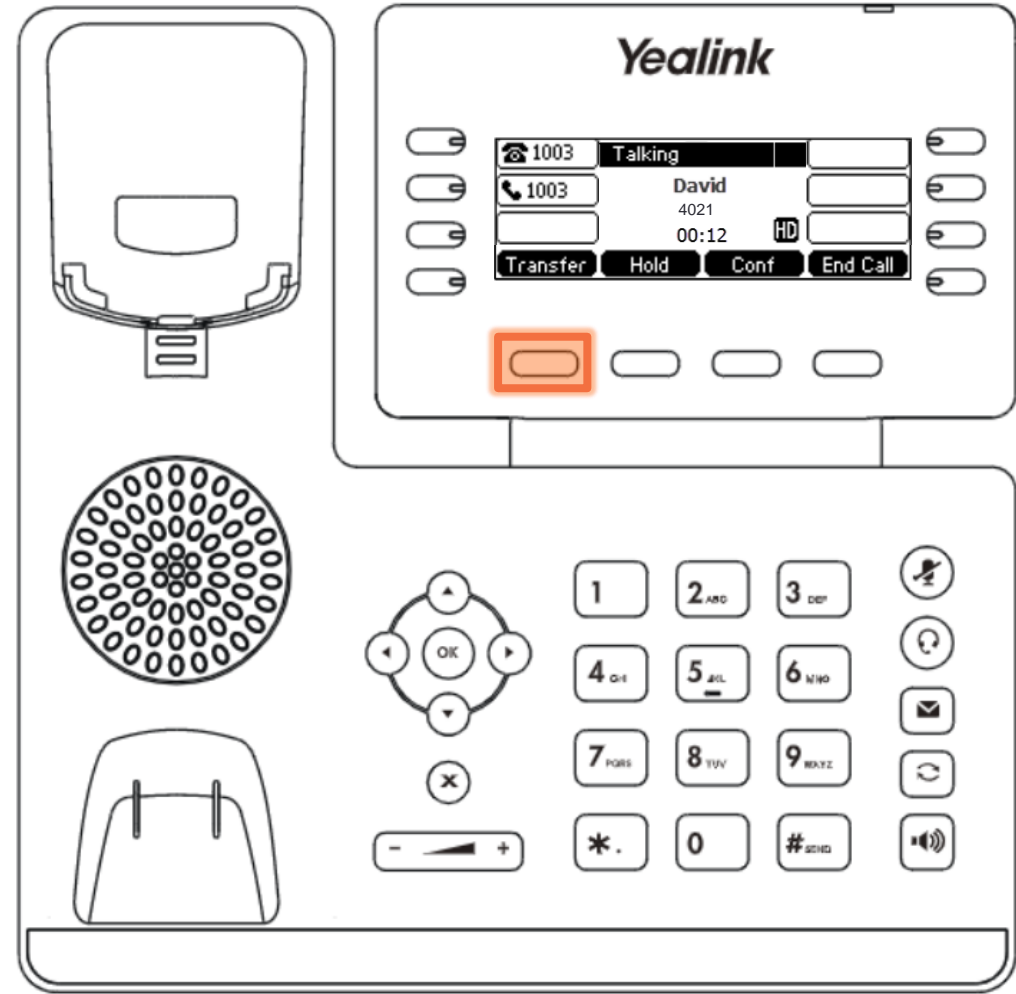
To answer David's call and place Judy on hold, press the **Answer** soft key.



# Transfer Calls Unattended

Upon answering David's call, it is determined his call should be transferred to a colleague. To transfer David and return to Judy's call without interruption:

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

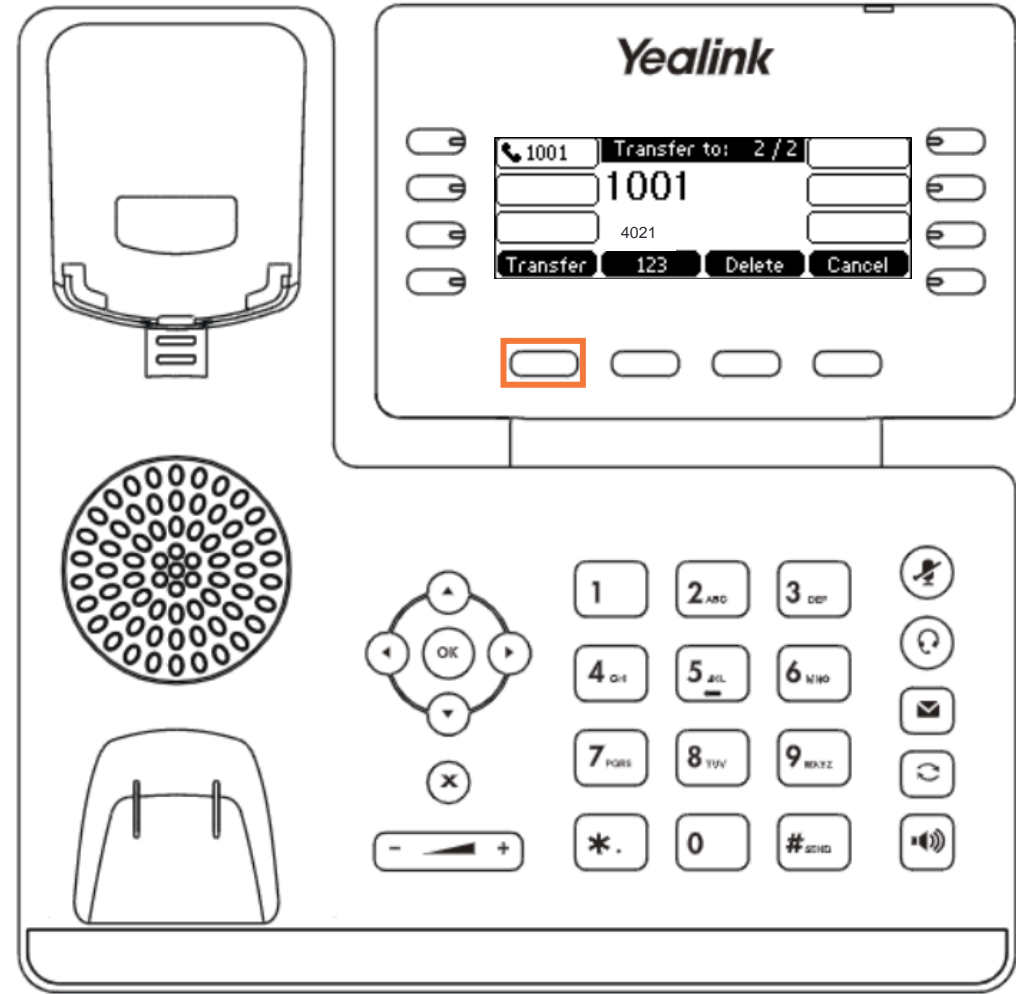


# Transfer Calls Unattended

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



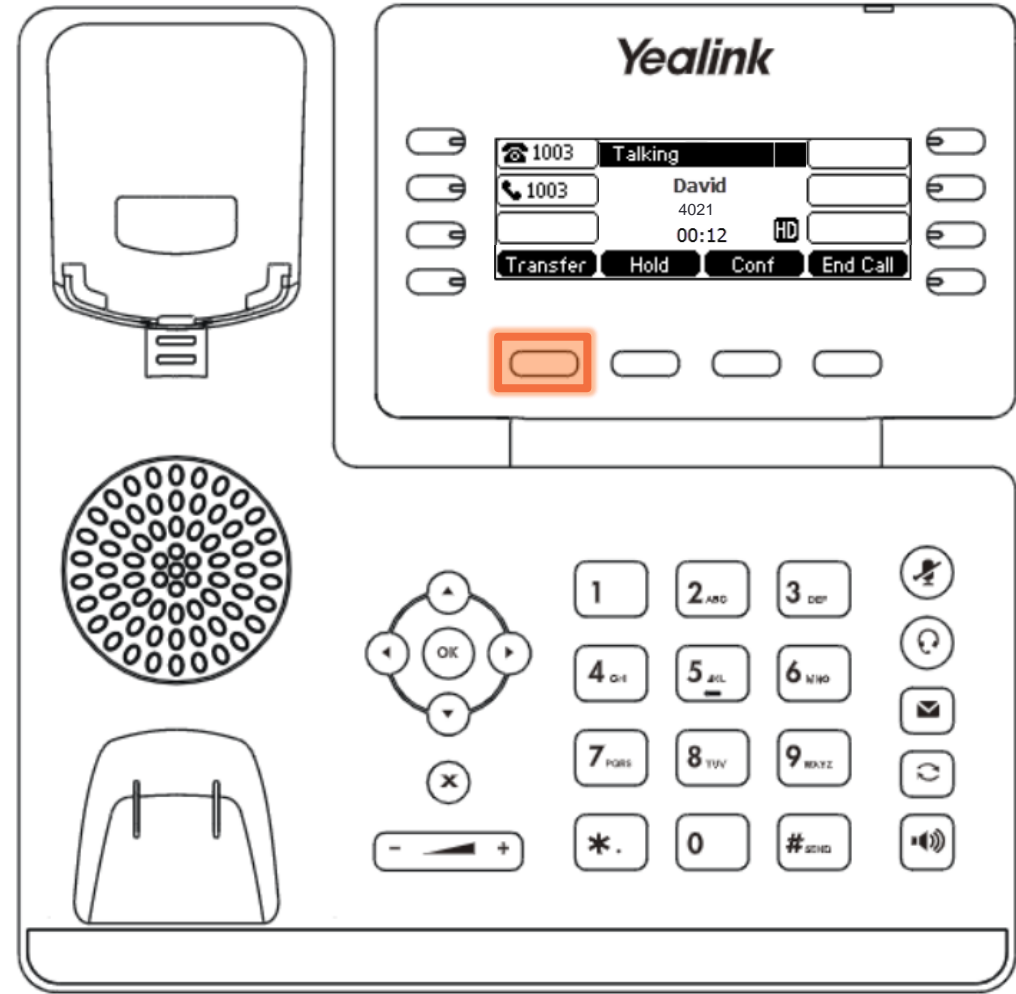
With an unattended transfer, the original caller ID will pass through to the person receiving the transferred call.





# Transfer Calls Attended

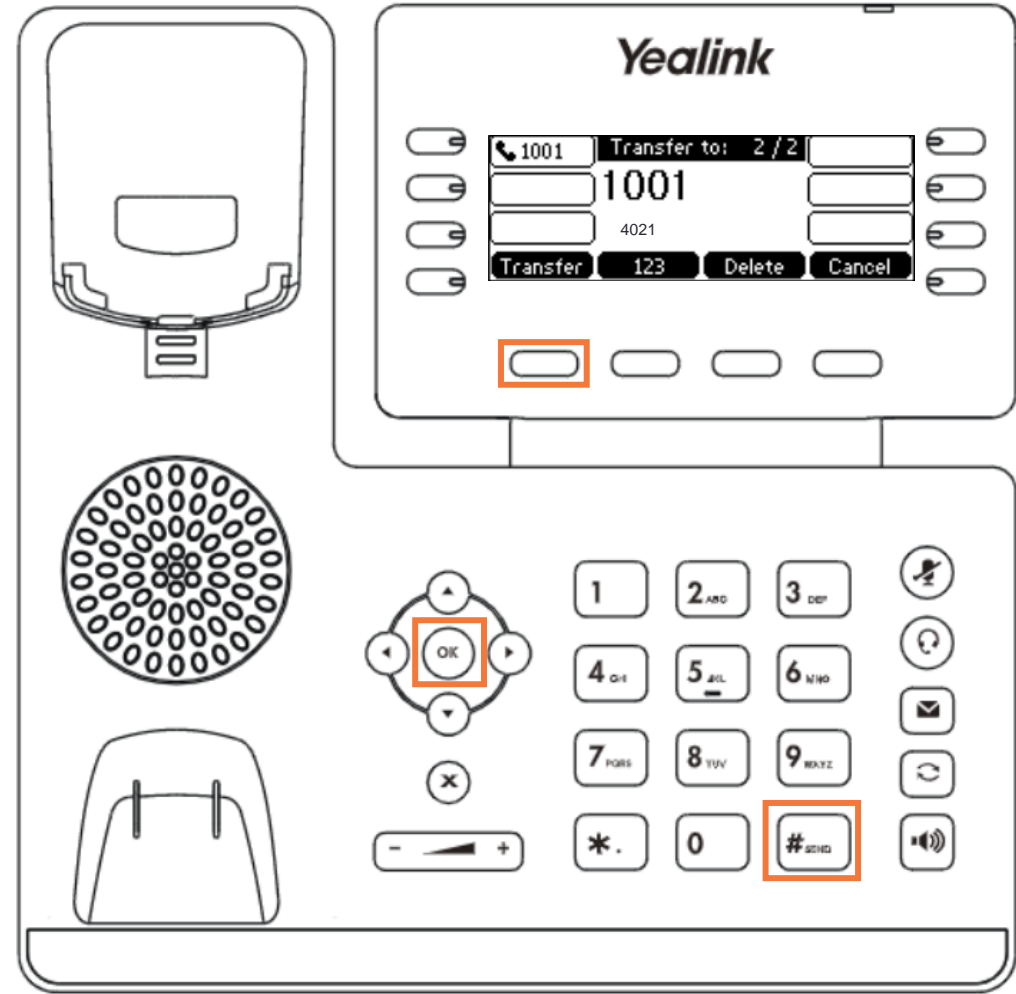
Alternatively, to speak with the receiving line before transferring:

- Press the **Transfer** soft 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 , or 
- 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

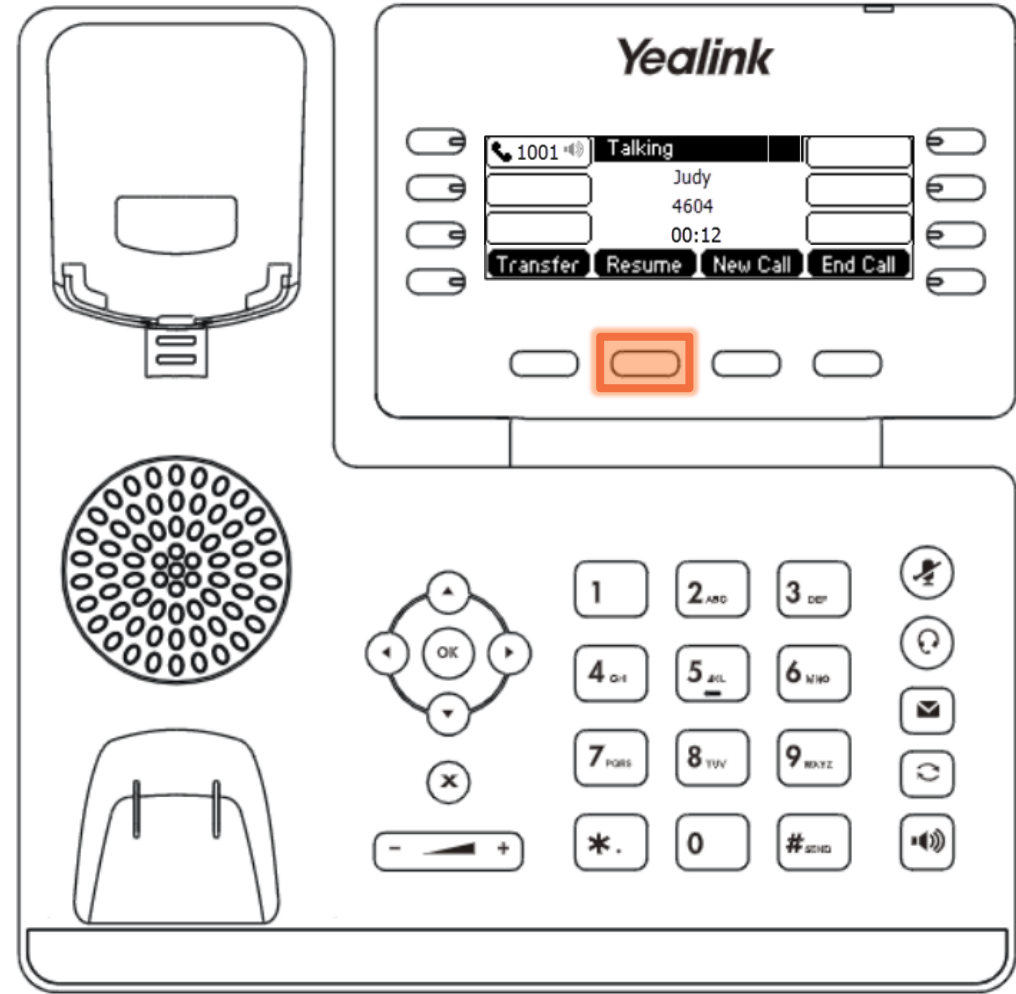


There is the option of speaking with the party to which the call will be transferred or to transfer after hearing the ring-back tone.

# Resume Your Call

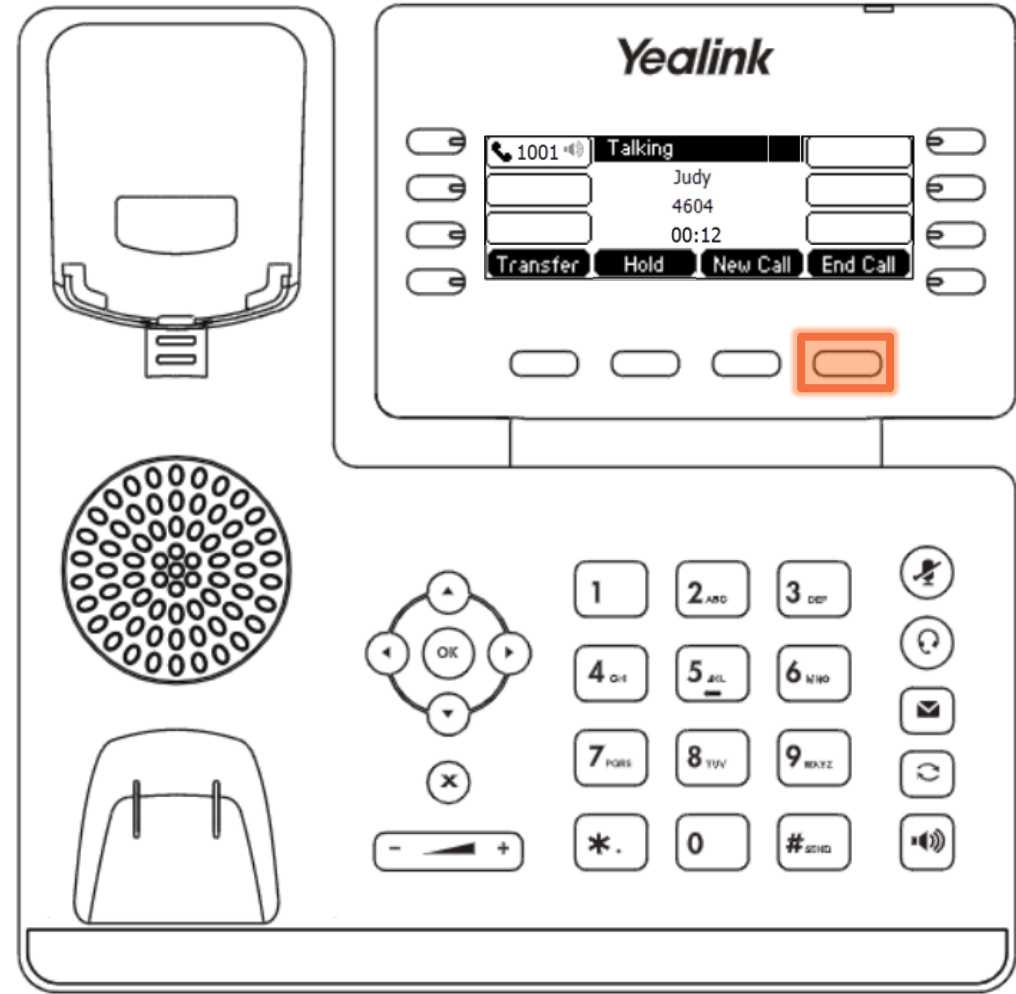
David has been successfully transferred to a co-worker. To resume the call with Judy:

- Press the **Resume** soft key



# Ending Calls

After returning to the call with Judy and completing the conversation, use the appropriate **End Call** soft key to end the call.



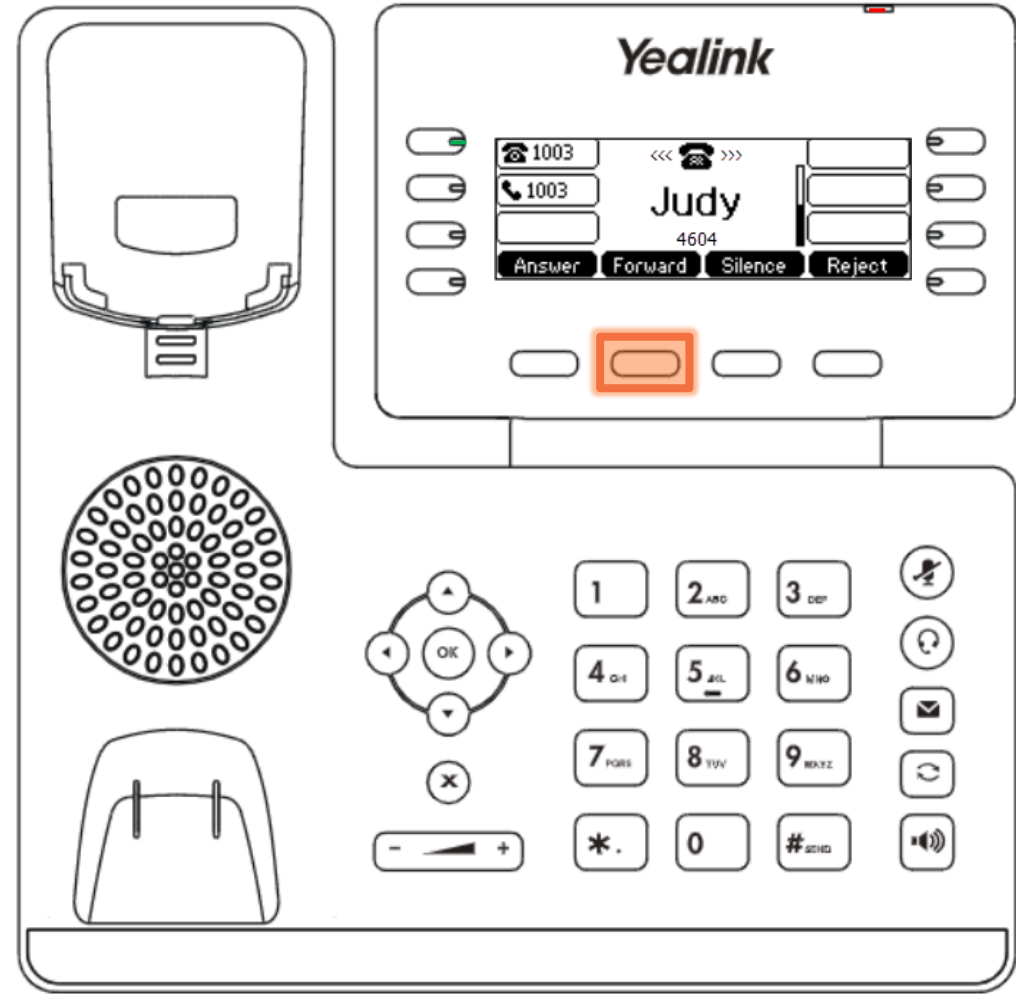


# Forward Incoming Calls

Right before heading to lunch, an incoming call is displayed on the LCD screen. For the caller to be dealt with in a timely manner, their call may be forwarded to a co-worker.



**Forward** allows the passing along of an incoming call to a number or extension without answering the call.

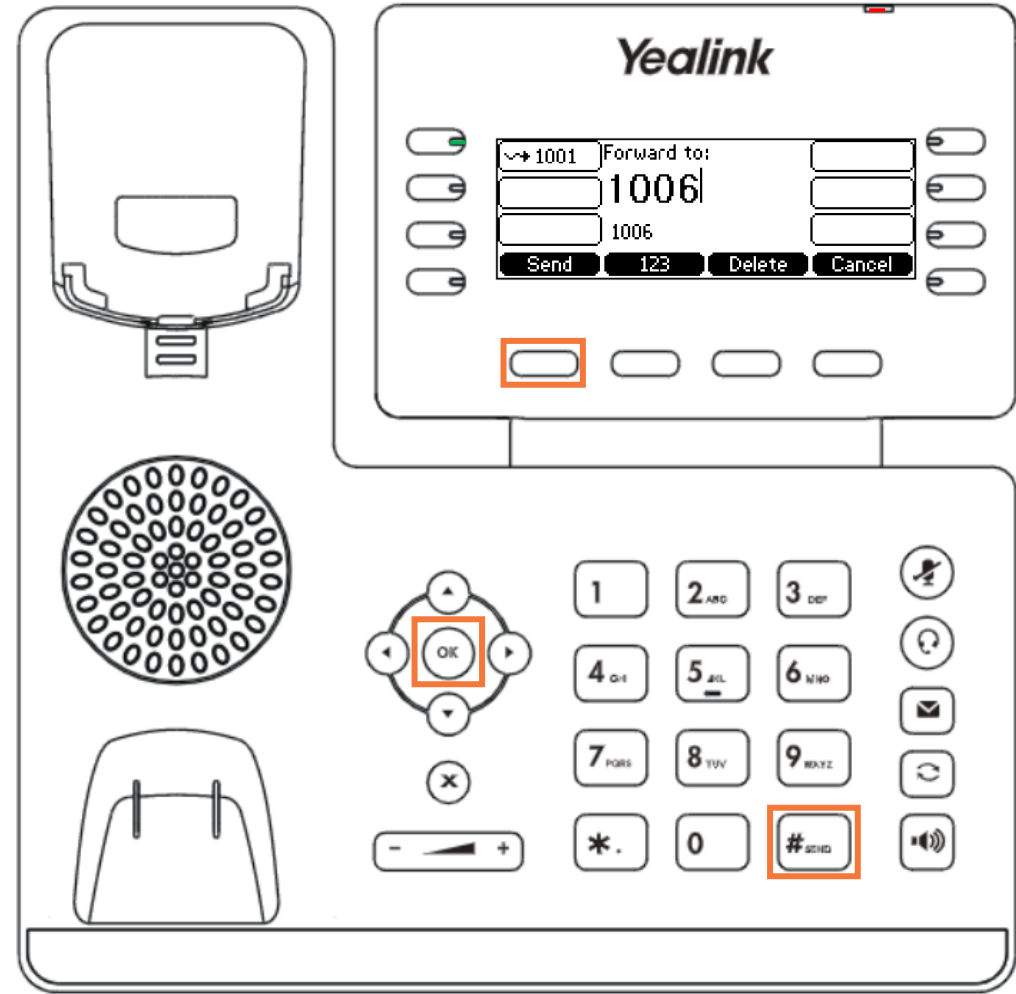
- When the phone is ringing, press the **Forward** soft key



# Forward Incoming Calls

There is a limited amount of time to enter the forwarding number.

- Enter the number to forward the call to, then press , , or the **Send** soft key

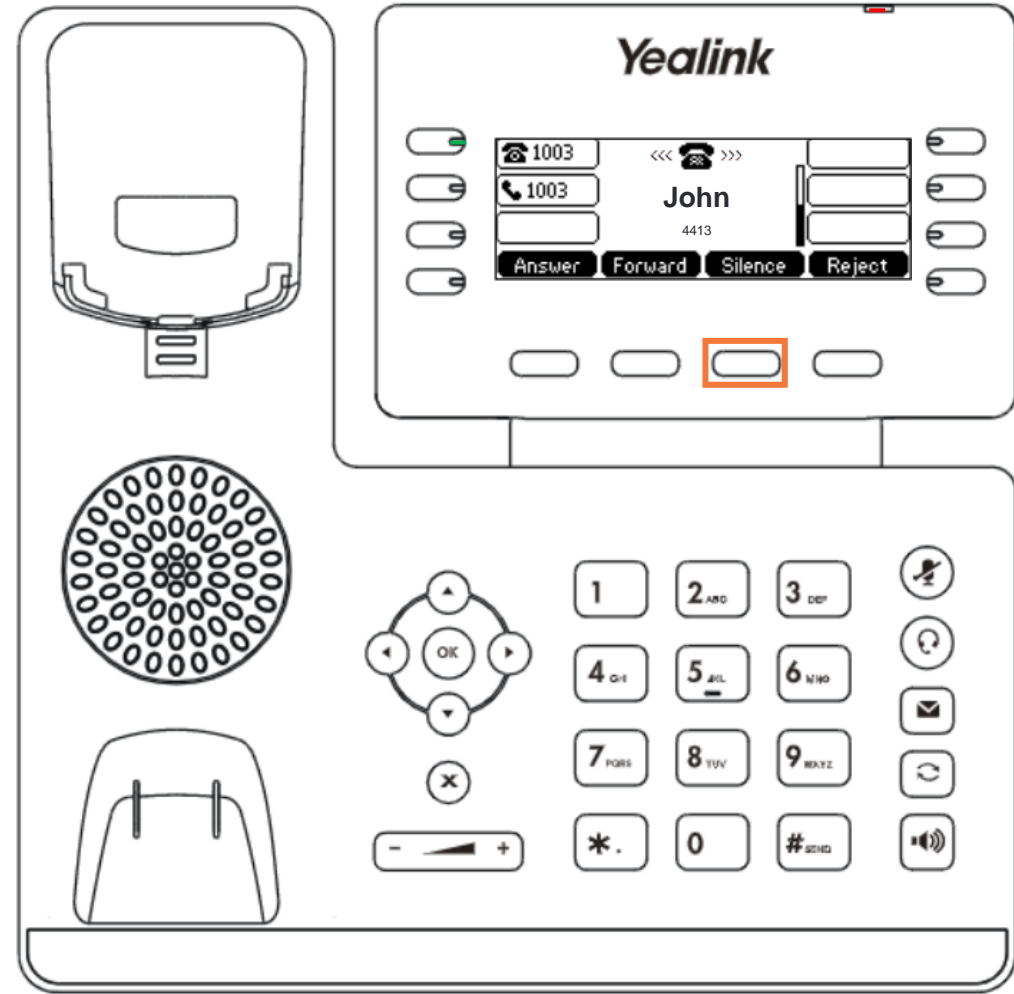


# Silence Incoming Calls

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.

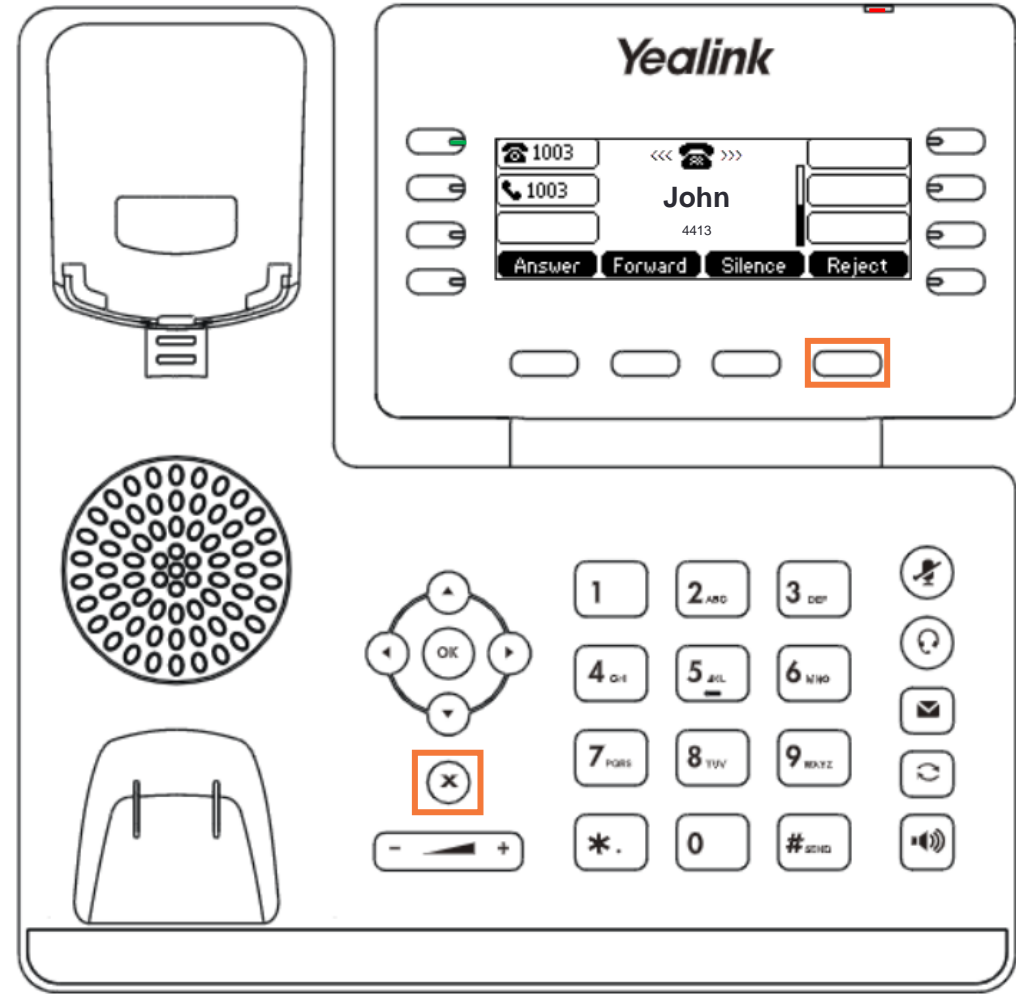
To reject an incoming call:

- Press the **Reject** soft key

**OR**

- Press the Cancel Key 

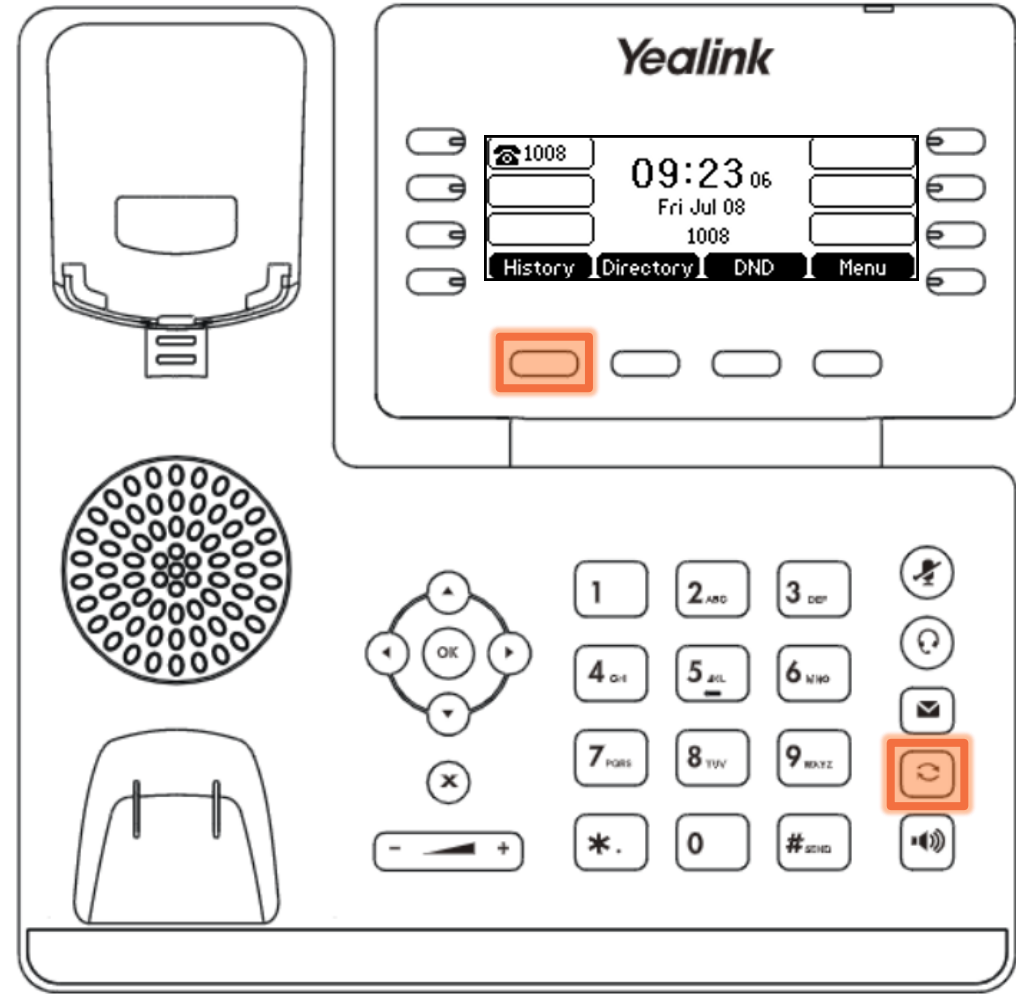
Rejected calls are sent directly to voicemail and will be displayed in **History** accessed from the Idle Screen Display.



# Viewing Call History


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

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



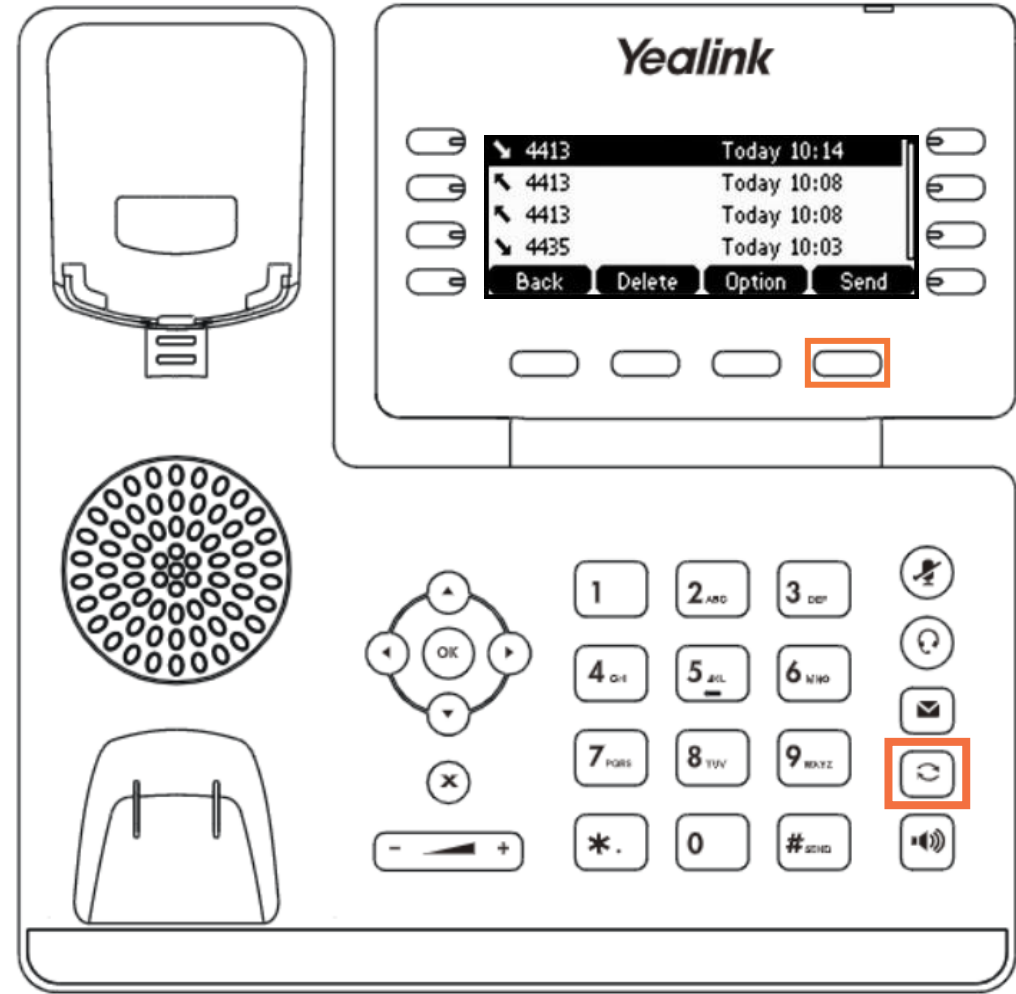
# Viewing Call History

Once in the call history, locate John'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 **Send** soft key or press  to redial the highlighted number



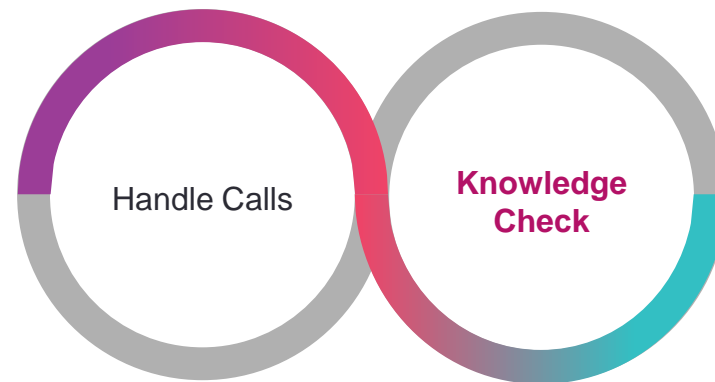
Pressing ▲ from the home screen will also display call history.



# Knowledge Check

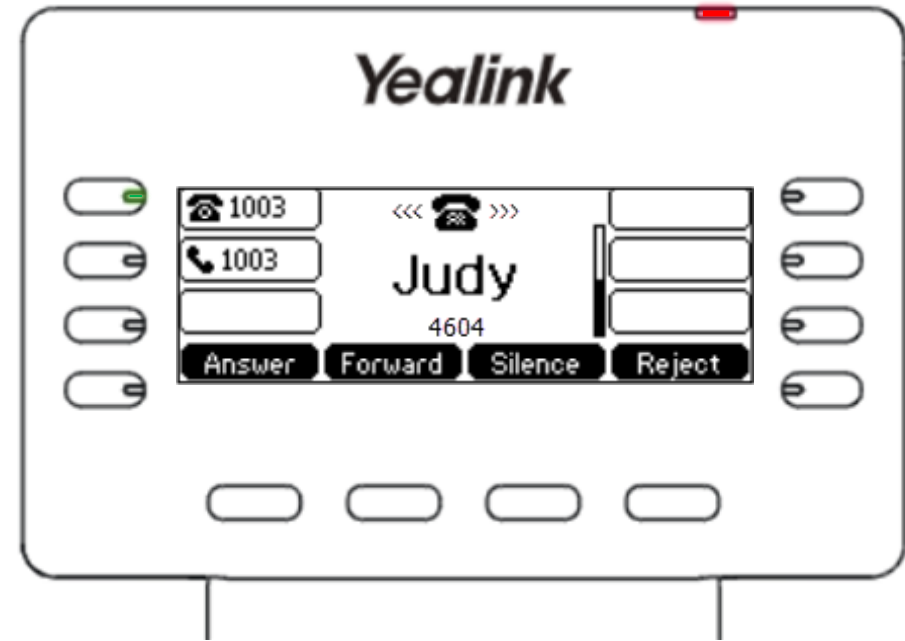
An ungraded knowledge check will be presented to determine understanding of this module.

*Click Next to begin the knowledge check.*



# Knowledge Check 1 of 4

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



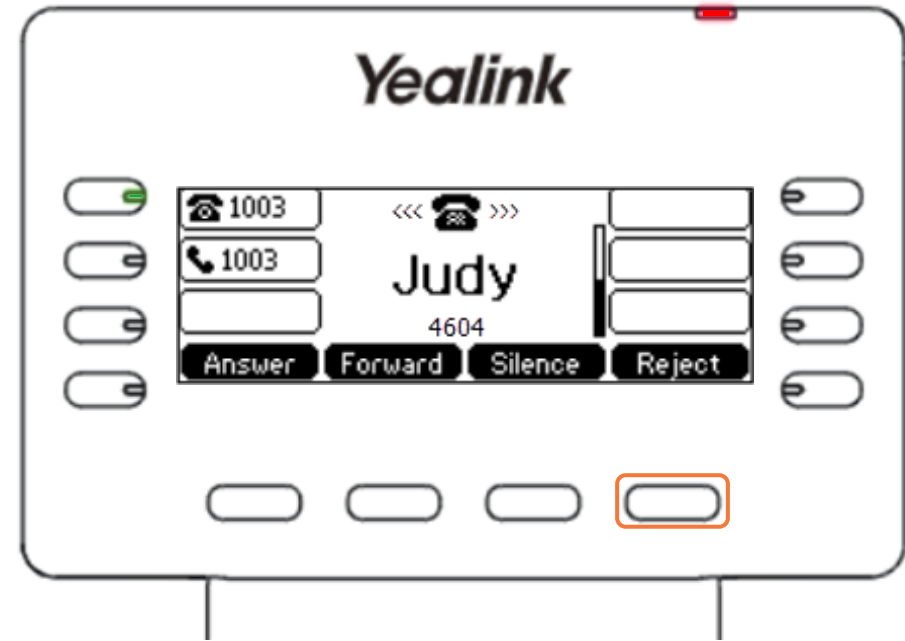


# Knowledge Check 1 of 4

## That is correct!

Use the soft key aligned with **Reject** on the screen display.

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

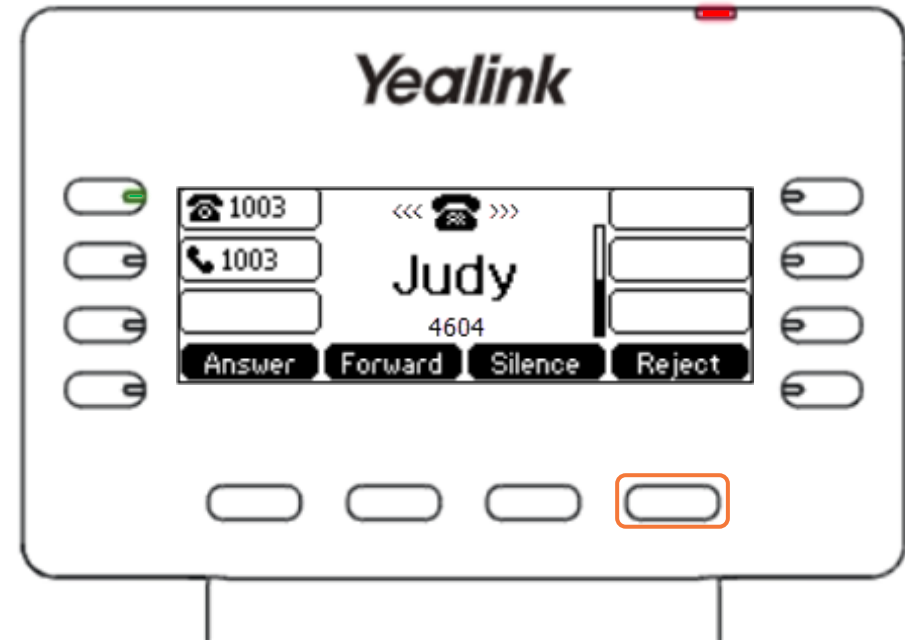


# Knowledge Check 1 of 4

## Sorry, that is incorrect.

Use the soft key aligned with **Reject** on the screen display.

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

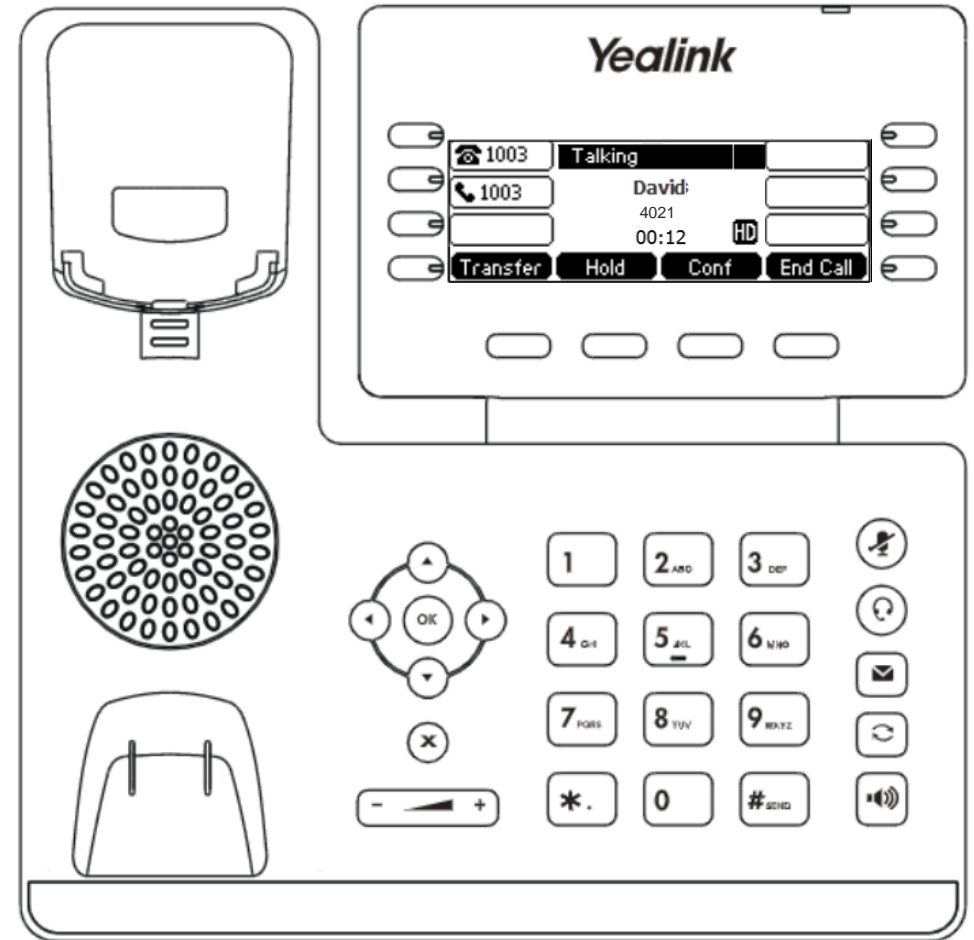


# Knowledge Check 2 of 4

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

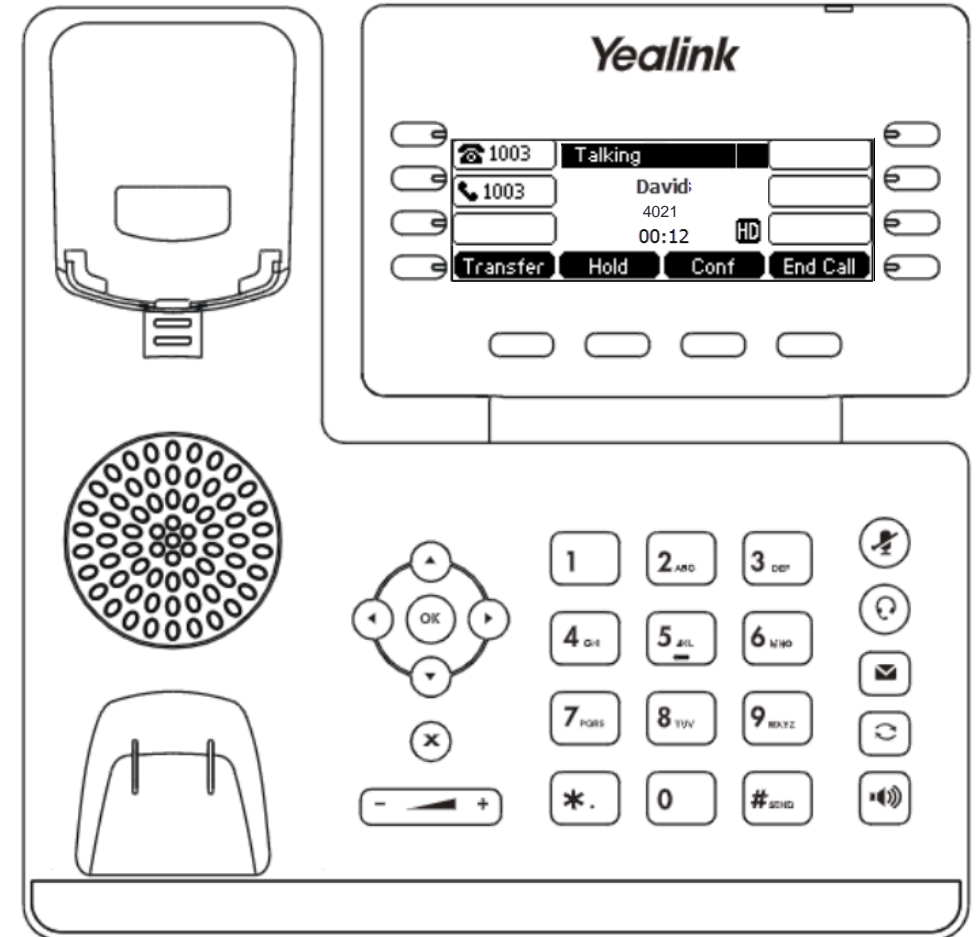


# Knowledge Check 2 of 4

## 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.

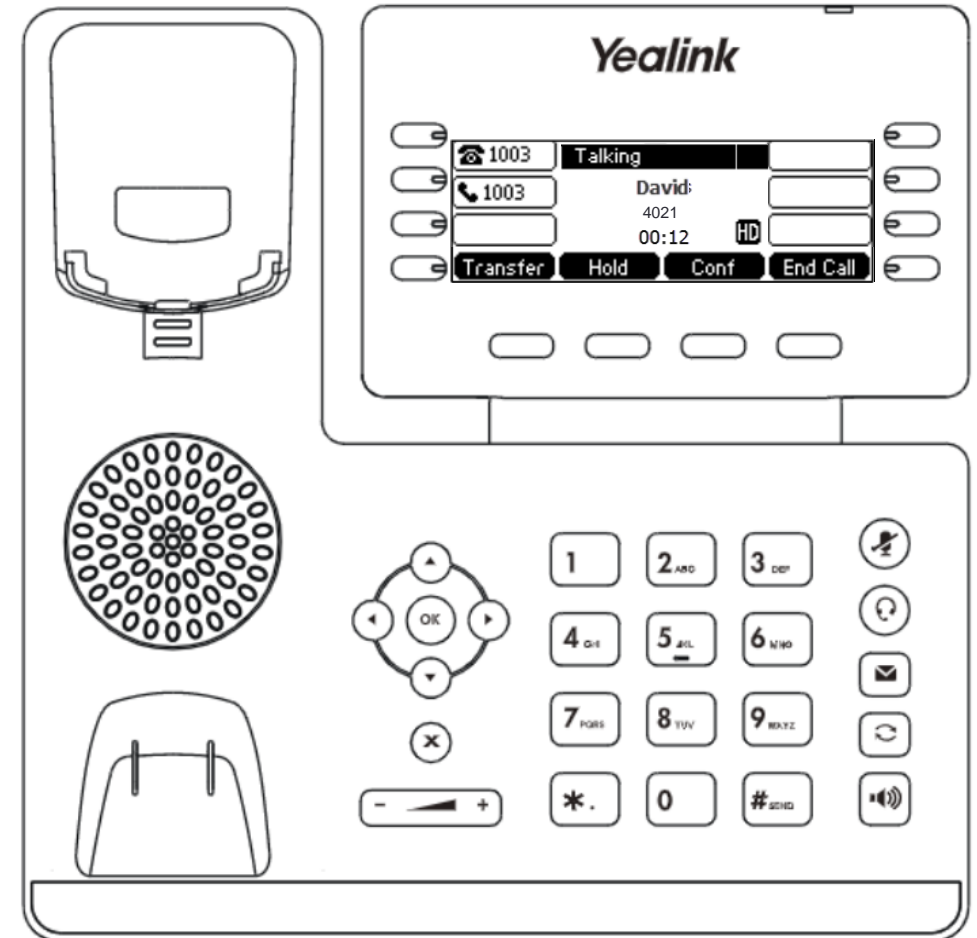


# Knowledge Check 2 of 4


## 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.

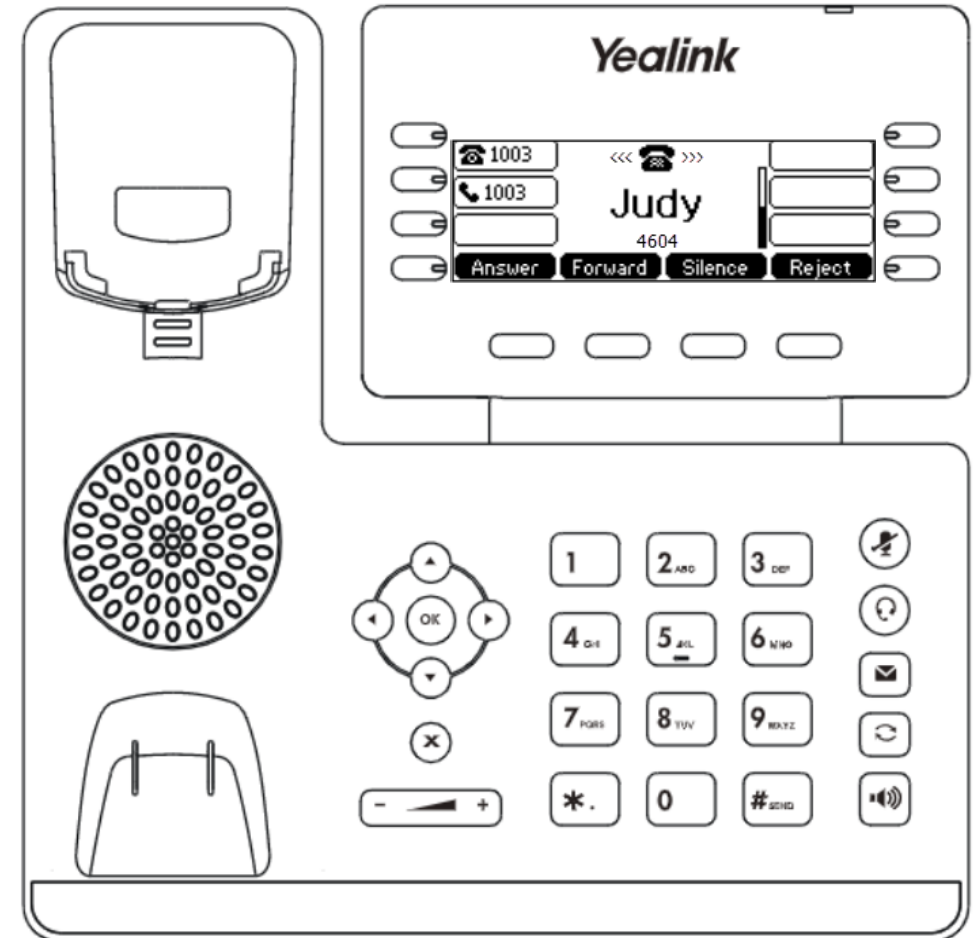


# Knowledge Check 3 of 4

*True or False.* Upon clicking the  key during an incoming call, the caller will be sent directly to voicemail.


True

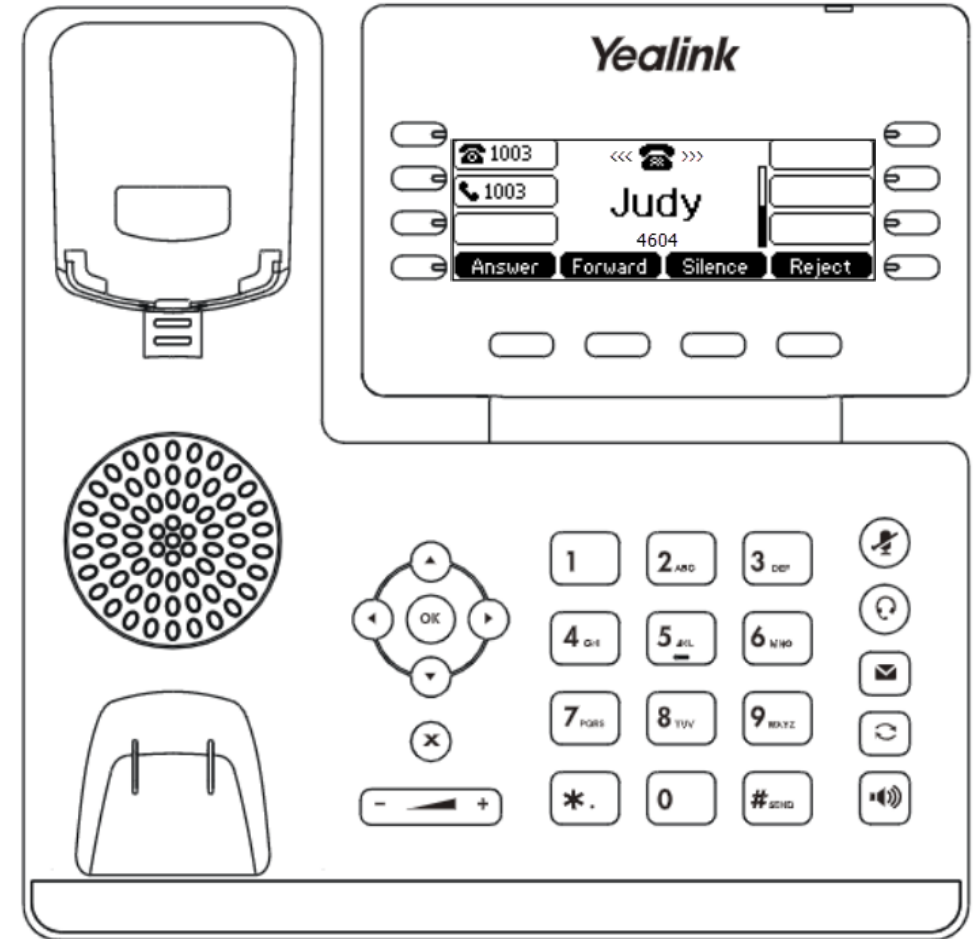
False



# Knowledge Check 3 of 4


## That is correct!

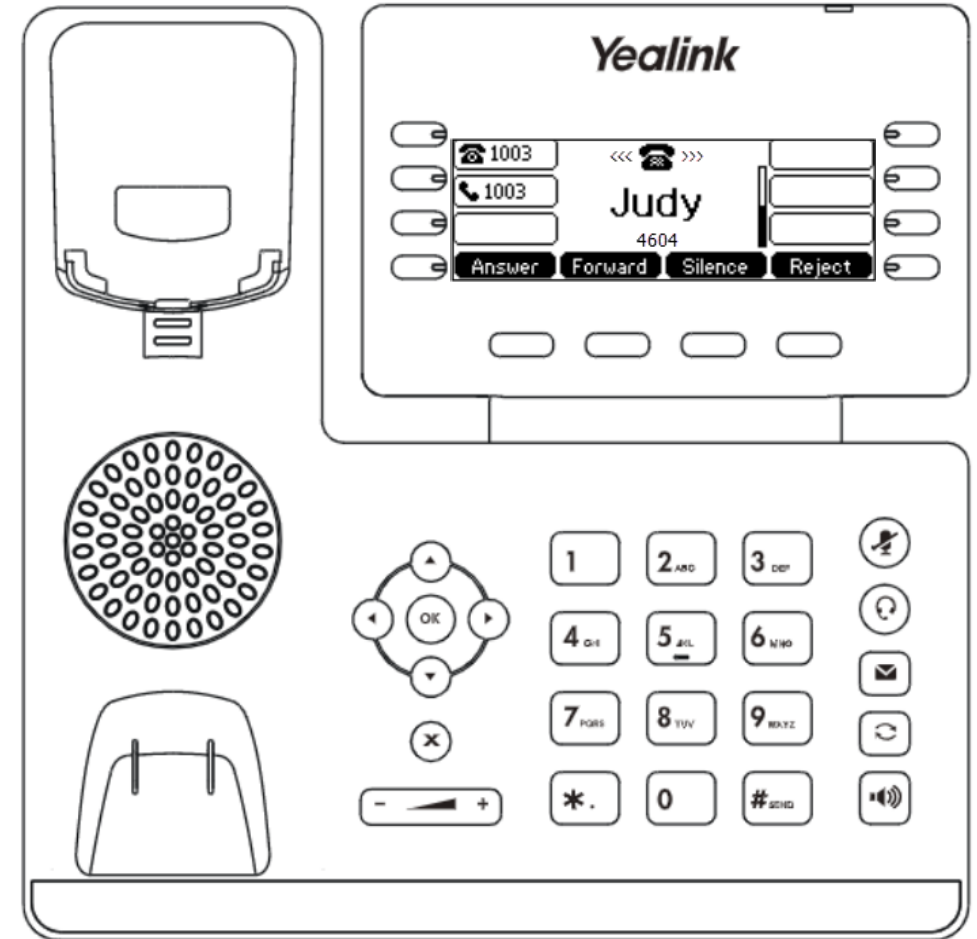
The  key will reject the incoming call and send the caller directly to voicemail.



# Knowledge Check 3 of 4

**Sorry, that is incorrect.**

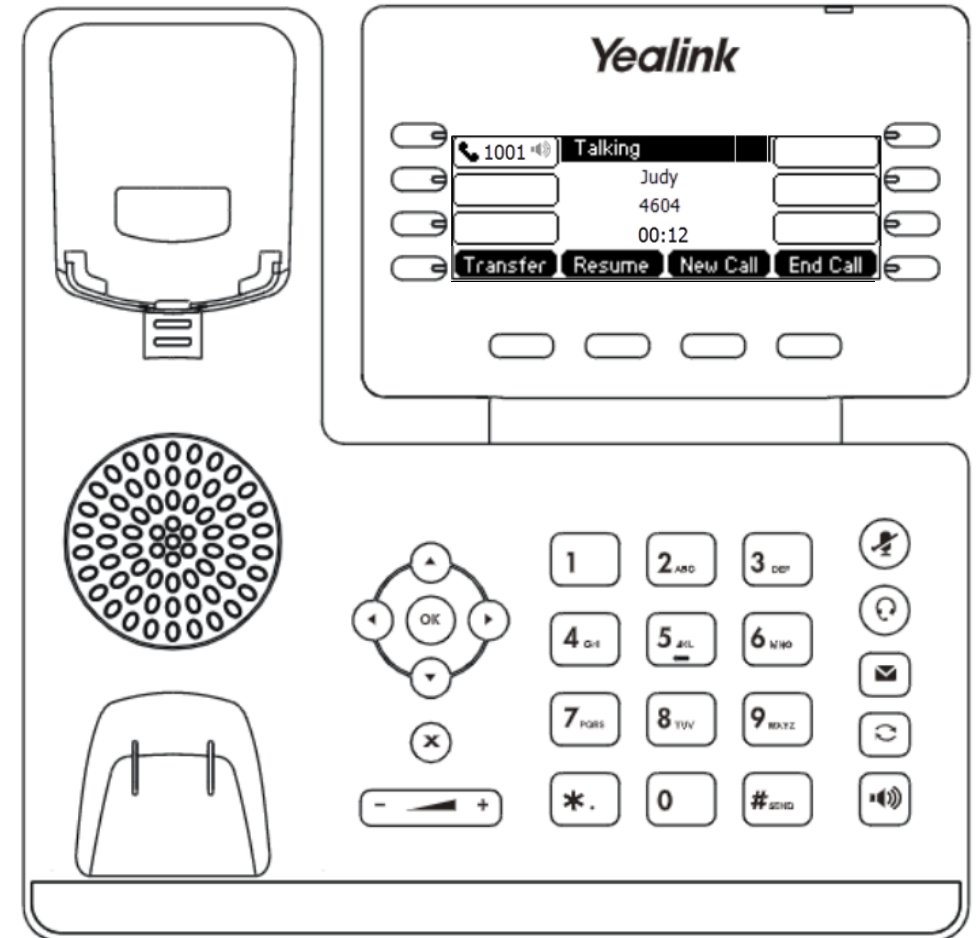
The  key will reject the incoming call and send the caller directly to voicemail.





# Knowledge Check 4 of 4

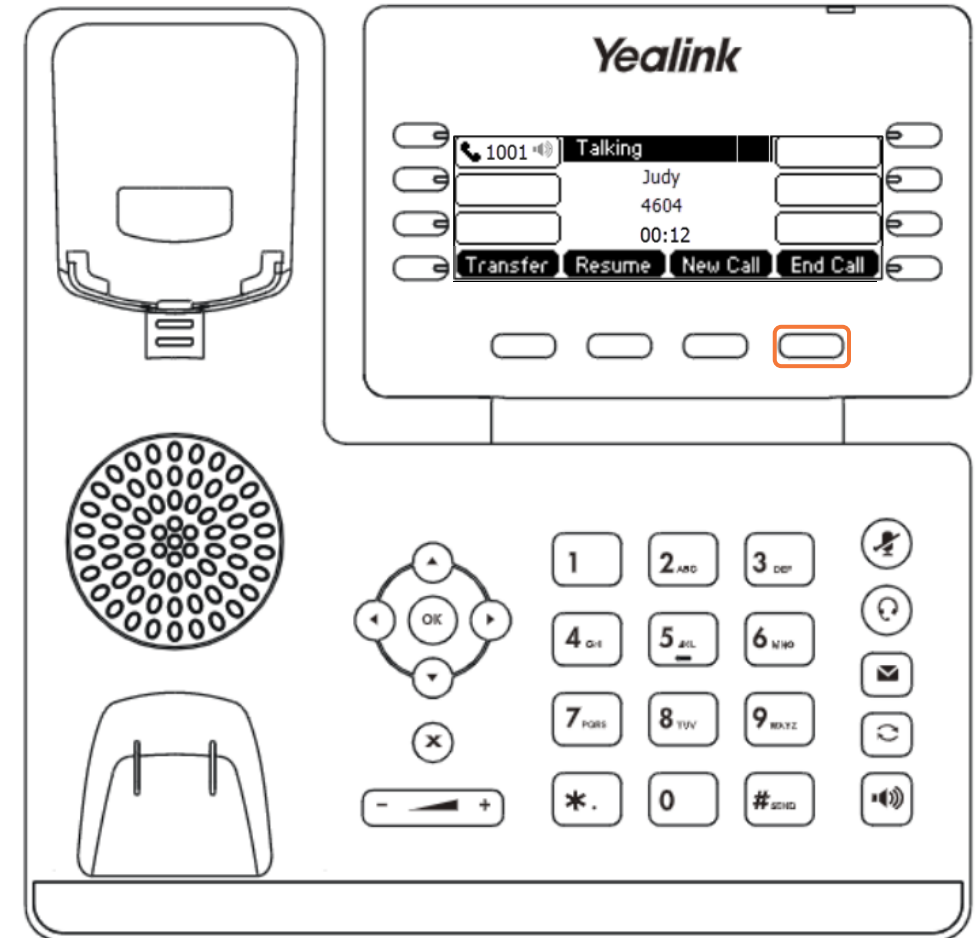
Click on-screen to select the soft key that will end the current call.



# Knowledge Check 4 of 4

**That is correct!**

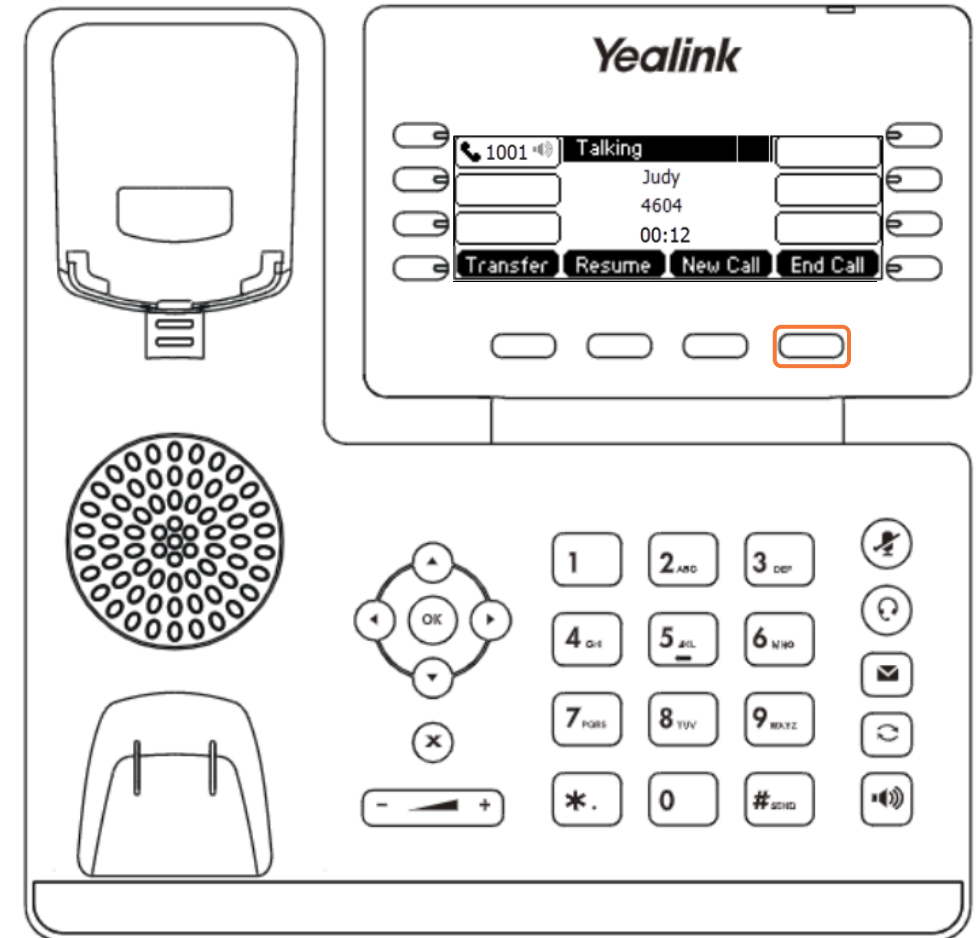
Use the **End Call** soft key to end the current call.



# Knowledge Check 4 of 4

Sorry, that is incorrect.

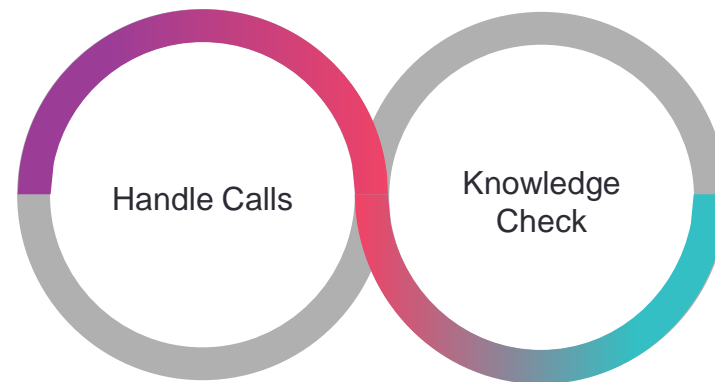
Use the **End Call** soft key to end the current call.



# Handling Calls Complete

Handling calls on the Yealink T53 Series is now complete.

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



Restart