LINE ONE™

WE MAKE BUSINESS PHONE SYSTEMS EASY

For Support:
Dial 611 or
337-417-9020

Yealink T7 & T8 Quick Reference Guide

To Make a Call

1. Dial the telephone number.
2. Press **Call** or lift the handset.

Note: *When connected, you can switch between handset and speakerphone by pressing the* [🔊] *button.*

To Transfer a Call

1. While on a call, press **Transfer** (*in screen*) or [◖◖] (*fixed key*).
2. Dial the extension number or press the 1-touch button. You can announce the call once answered.

Note: *During call transfer, you can reconnect to the original caller by pressing **End** (in screen) or* [✕] *button. Then press **Resume** (in screen).*

Voicemail Transfer

1. While on a call, press **Transfer** *(in screen)* or [◖◖] *(fixed key)*.
2. Press the **To VM** button or press **7**.
3. Dial the extension number or press the 1-touch button.

Call Park

The Park button lets you place a call on hold and pick it up on another phone in the system.

1. While on a call, press the **Park** *x* button.
2. Hang up.

To retrieve a parked call:
1. Press the **Park** *x*.

Place a Call On Hold

1. Press **Hold** *(in screen)* or [❚❚] button *(fixed key)*.
2. Press **Resume** *(in screen)* or [❚❚] button *(fixed key)* to retrieve the call.

Note: *A held call can only be retrieved from the phone that placed it on hold. The call cannot be picked up from another phone.*

Call Pickup

Call Pickup allows you to answer a call that is ringing on another phone.

1. While another phone is ringing, press the **Pickup** button or dial ***35**.
2. Press the blinking 1-touch of the ringing phone or enter the extension.

Conference Calls

1. While on a call, press the **Conference** button in the display.
2. Dial another station or outside number.
3. After the called party answers, press the **Conference** button.
4. Repeat Steps 1-3 to add more lines.

Note: *If the party is unavailable to join the call, press **Cancel** (in screen) or* ⊗ *button. Then press **Resume** (in screen).*

Call History

You can access your call lists with the **History** button or by pressing up

1. Use left and right to choose a Call List *(All, Missed, Placed, Received)*
2. Use up and down to scroll through the list.
3. Press **Call** to call the number.

Note: *To save a contact while viewing **History**, select **Option** (in screen). Then scroll and select **Add to Contact**. You can make changes and **Save.***

Local Phone Directory

You can access your phone's directory by pressing down. Contacts saved in the local directory are stored per phone.

1. Use up and down to scroll through your contact list.
2. Press **Call** to call the number.

Redial

1. Press the ⟳ button once to see a list of recently dialed numbers.
2. Press the ⟳ button a second time to call the last number dialed.

Paging

The paging feature requires a button and configuration programed by LineOne Support.

Email-to-Fax

To send an outbound fax directly from your email:
1. Compose a new email. In the "To" bar, enter the 11-digit destination fax number @instant-fax.com (all lowercase). Do not include any dashes/hyphens (example: 13373621555@instant-fax.com)
2. Attach the file you would like to fax. Neither the subject line nor the body of the email will be sent; only the attachment will.

Voicemail

How to initially set up voicemail:

1. Press the ✉ bezel or dial **5001#**
2. Enter default password (**159753**) then **#**
3. Follow the computer tutorial to change your name, greeting, and password.

Sample Greeting: *"Hi, this is <u>First Name</u>. I am currently unavailable to take your call. Please leave a message, including your telephone number, and I will return your call as soon as possible."*

How to change your name or password after initial setup:

1. Press the ✉ bezel or dial **5001#**
2. Enter password, then **#**
3. Press **5** (Control Options)
4. Follow prompts…i.e.-
    - Press **1** (to Change Password)
    - Press **2** (to Record Name)

Note: *Changing your voicemail box password will also change your Personal Admin Portal password.*

If you need to reset your password, contact your on-site administrator or LineOne Support by dialing 611.

How to change your greeting after initial setup:

1. Press the ✉ bezel or dial **5001#**
2. Enter password, then **#**
3. Press **6** (Greetings)
4. Follow prompts…i.e.-
   - Press **1** (to Record Greetings)
   - Press **2** (to Review Greetings)
   - Press **3** (to Select Greetings)
5. Enter **1** to record the default greeting.

How to check voicemail messages (from your phone):

1. Press the ✉ bezel key or dial **5001#**
2. Enter your password, then **#**
3. Follow prompts…

How to check voicemail messages (from another extension):

1. Dial **5000#**
2. Enter your extension, then **#**
3. Enter your password, then **#**

How to forward a copy of the message after listening to it:

1. Press **3, 1**
2. Record introduction to the message (optional) then **#**
3. To confirm, press **2**
4. Enter the recipient's extension number
5. Press **1** to change your entry or **2** to send

Mailbox control features (while reviewing a message):

Press **1** – Save Message
Press **2** – Replay Message
Press **3** – Forward Message (See Forwarding Instructions)
Press **4** – Delete Message
Press **5 –** Skip Message
Press **6 –** Reply (Can only reply to internal callers)
Press **7** – Rewind (in increments of 15 secs)
Press **8** – Pause / Continue
Press **9** – Fast Forward (in increments of 15 secs)

Personal Admin Portal

Use the Personal Admin Portal to view other users' statuses and set up Answering Rules, Speed Dial, Call Recording, and more.
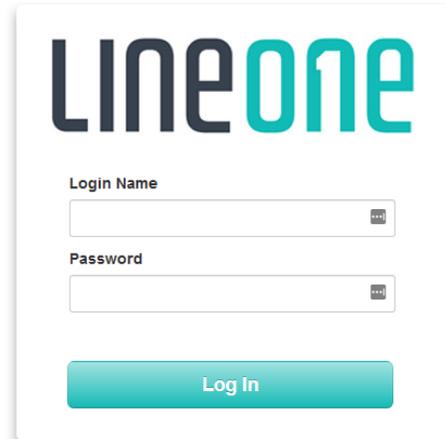
Note: *Only Advanced Users have access to the portal. To find out if you have access, contact your on-site administrator or LineOne Support by dialing 611.*
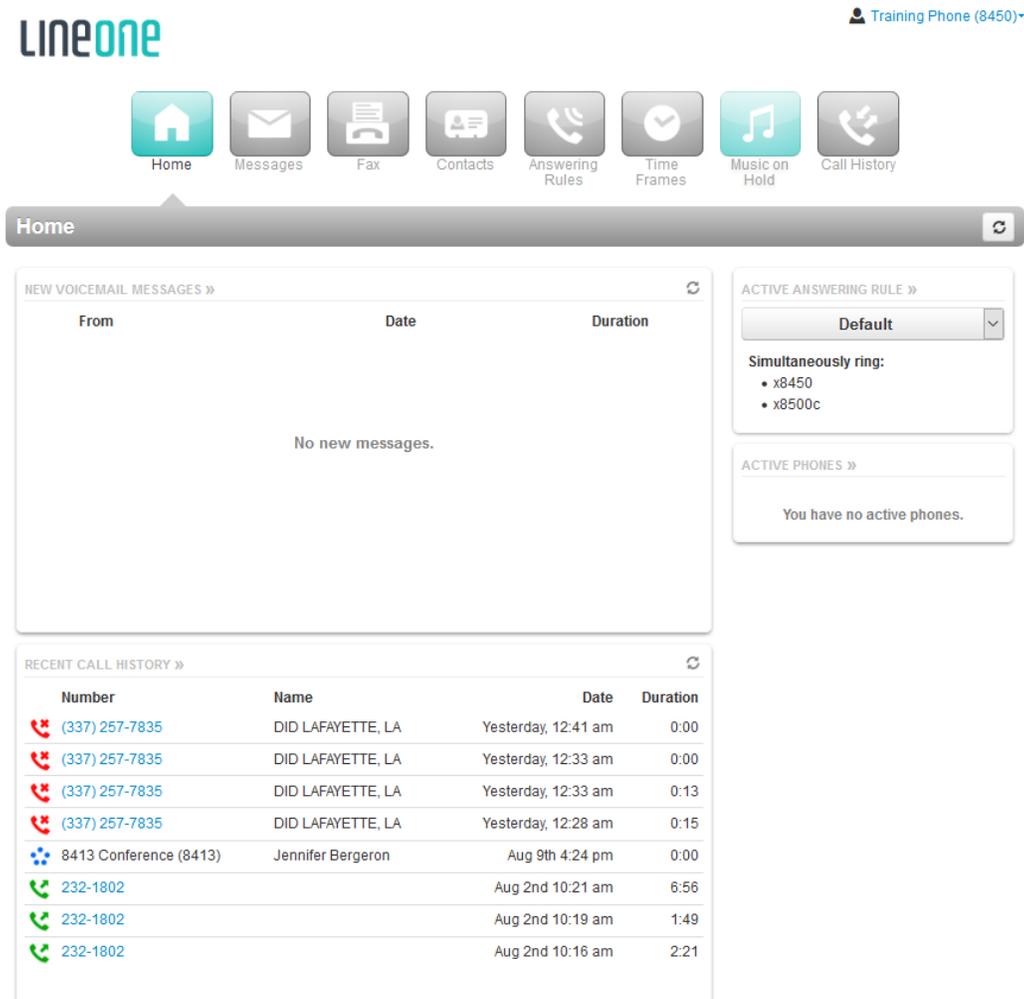
1. Go to https://portal.line.one

2. Enter the following:
   Login Name: *extension@*domain
   (*ex: 1234@customerdomain*)
   (Your domain will be provided by LineOne)

   Password: Enter your portal password
   (Provided by LineOne in the welcome email)

2. Click Log In.

To Change Your Password:
1. Click your name at the top right of the page.
2. Select Profile.
3. Enter a password in the New Login Password field and confirm it.
4. Click Save.

Note: *Changing your portal password will also change your voicemail box password.*

Messages:
The Messages tab allows you to manage your voicemail box from your computer.
Message Management: Listen, Save, and Delete Messages
Greeting Management: Record, Review, and Select Greetings
Operator Forward: Sets destination for zero-out option

Contacts:
You can see a list of your internal and external contacts with a presence indicator of users in your organization.

Note: *Contacts in this section are separate from those in your phone's local directory.*

Answering Rules:
Answering Rules determine how your phone rings. You can specify what your phone should do during different times/situations. This section is where you can control Call Forwarding.

Call History:
View all of your calls in Call History. Use the filter to specify dates, telephone number, and call type.

Call Record:
If Call Record is enabled, your recording will be found next to the call entry. You can download or listen to the recording.

Note: *To enable Call Record, contact your on-site administrator or LineOne Support by dialing 611.*

LINEONE™

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Need Help?

Dial 611 from your desk phone
or
337-417-9020

support@line.one

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911 Disclaimers

Phones installed with LineOne service may NOT be able to contact emergency personnel by dialing 911. An alternate service (fax line or cell phone) is recommended in the event of an emergency and ALWAYS make sure to provide the 911 dispatcher the physical address of where they need to dispatch!

Neither LineOne nor its officers or employees will be liable for any damages, expenses, liabilities, risks, or harms arising out of or related to the LineOne service provided through this equipment.