

# Lineone™

TECHNOLOGY WITH A HUMAN TOUCH




**For Support:**  
Dial 611 or  
337-417-9020


**Yealink  
Quick Reference Guide**


## To Make a Call

1. Dial the telephone number.
2. Press **Send** 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 DSS 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 **To VM** button or press 7.
3. Dial the extension number or press the DSS button.

## Call Park


The Park button enables you to put a call on hold and pick it up at a different phone on 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) 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 DSS button of the ringing phone or dial 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)  button. Then press **Resume** (in screen).

## Call History

You can access your call lists with a **History** button or by pressing ▲.

1. Use ◀ or ▶ to choose a Call List (*All, Missed, Placed, Received*)
2. Use ▲ or ▼ to scroll through list.
3. Press **Send** 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 ▼. Contacts saved in the local directory are stored per phone.

1. Use ▲ or ▼ to scroll through your contact list.
2. Press **Send** 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 programmed 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 10- digit destination fax number @instant-fax.com (all lowercase). Do not include any dashes/hyphens (example: 3373621555@instant-fax.com)
2. Attach the file you would like to fax. Neither the subject line nor the body of email will be sent, only the attachment.


## Voicemail

### How to initially set up voicemail:

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

**Sample Greeting:** “Hi, this is First Name, I am currently unavailable to take your call at this time. 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  button 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  button 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 default greeting.

### **How to check voicemail messages (from your phone):**

1. Press the  button 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.
3. Enter your password.

### **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 see the presence of other users and set up Answering Rules, Speed Dial, Call Recording, etc.

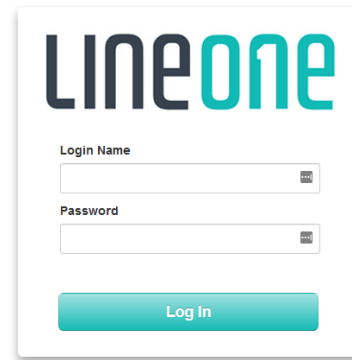
**Note:** Only Standard Users have access to the portal. To find out if you have access, contact your on-site administrator or LineOne Support by dialing 611.

1. Go to <https://portal.line.one>

2. Enter the following:

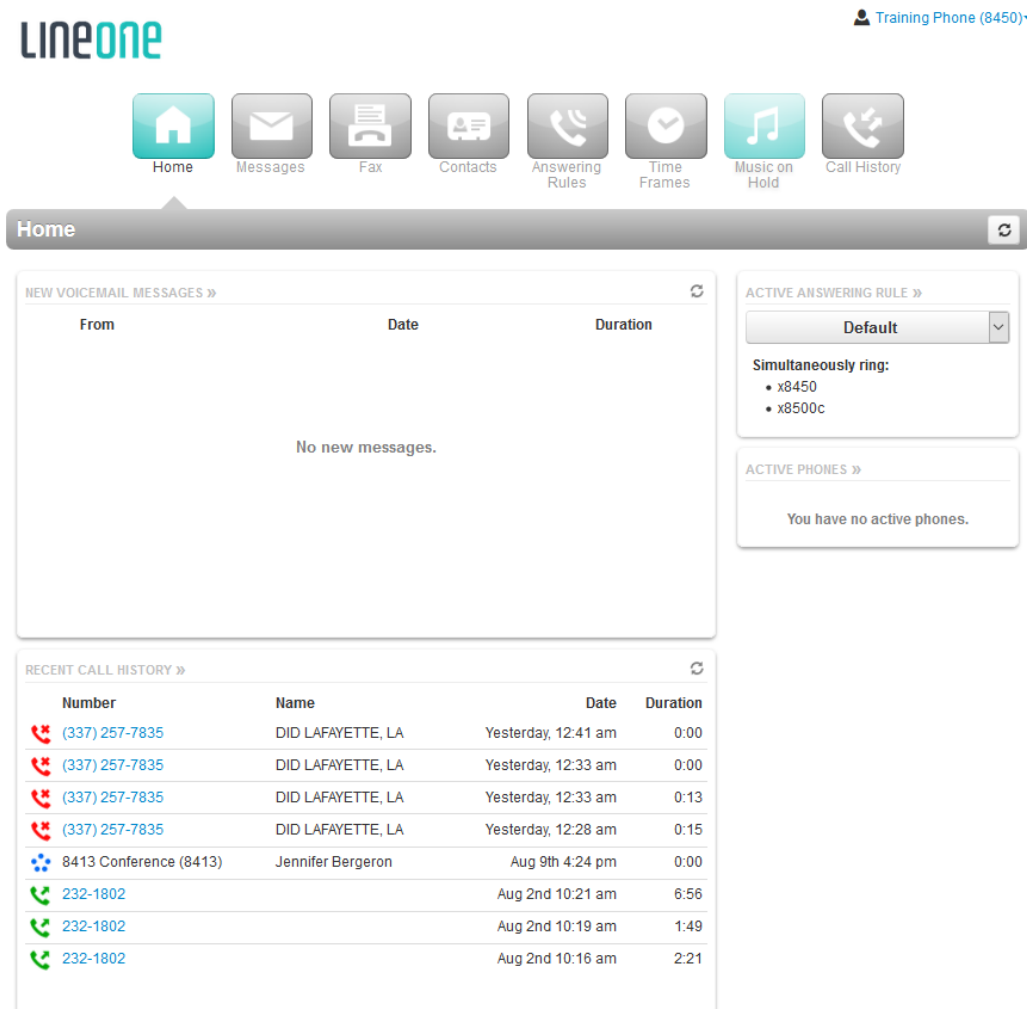
**Login Name:** *extension@domain*  
(ex: 1234@customerdomain)  
(Your domain will be provided by LineOne)

**Password:** 159753 (default) or your voicemail password

A login form for LineOne. It features the LineOne logo at the top. Below the logo are two input fields: "Login Name" and "Password". Each field has a small icon on the right side. At the bottom of the form is a teal "Log In" button.

new

2. Click Log In.

The LineOne dashboard interface. At the top is the LineOne logo and a user profile icon labeled "Training Phone (8450)". Below this is a row of icons for Home, Messages, Fax, Contacts, Answering Rules, Time Frames, Music on Hold, and Call History. The main content area is divided into three sections. The top section is "NEW VOICEMAIL MESSAGES" with a table showing no new messages. The middle section is "RECENT CALL HISTORY" with a table of recent calls. The right section is "ACTIVE ANSWERING RULE" showing a default rule and "ACTIVE PHONES" showing no active phones.

| From             | Date | Duration |
|------------------|------|----------|
| No new messages. |      |          |

| Number                 | Name              | Date                | Duration |
|------------------------|-------------------|---------------------|----------|
| (337) 257-7835         | DID LAFAYETTE, LA | Yesterday, 12:41 am | 0:00     |
| (337) 257-7835         | DID LAFAYETTE, LA | Yesterday, 12:33 am | 0:00     |
| (337) 257-7835         | DID LAFAYETTE, LA | Yesterday, 12:33 am | 0:13     |
| (337) 257-7835         | DID LAFAYETTE, LA | Yesterday, 12:28 am | 0:15     |
| 8413 Conference (8413) | Jennifer Bergeron | Aug 9th 4:24 pm     | 0:00     |
| 232-1802               |                   | Aug 2nd 10:21 am    | 6:56     |
| 232-1802               |                   | Aug 2nd 10:19 am    | 1:49     |
| 232-1802               |                   | Aug 2nd 10:16 am    | 2:21     |

ACTIVE ANSWERING RULE »

Default

Simultaneously ring:

- x8450
- x8500c

ACTIVE PHONES »

You have no active phones.

## **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 you 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 the contacts in the local directory of your phone.*

## **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 entry of that call. You can download or listen to the recording.

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



*206 Rue Louis XIV  
Lafayette, LA 70508*

*Dial 611 from your desk phone  
OR  
337-417-9020  
[support@line.one](mailto:support@line.one)*

**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.