Configuring Yealink Phones for Multi-Line Operation

Rev 1.0 (2016-10-28)

Overview

Having multiple extensions on the same phone provides a means of having multiple identities. For example if you want to:
- Make calls with different outbound caller IDs to service different parts of the country and then have people returning these calls ring different lines on your phone.
- Support two or more different companies from the same location.
- Have one line for private calls and another for public.
- Etc …

With the rev 3.1.0 release of the Web Configuration Server and associated backend compilers you can now implement multiples lines on Yealink phones. A similar facility for Polycom phones will be release in the near future.

The additional lines behave as completely independent phones and the approach to configuring them treats them as such. The next section walks you through the details of how to implement them.

Implementation

Multi-line phones are implemented with the aid of a new phone type called "YLine", you will find it in the "Others" column of the "New Phone" menu. Using this device to implement a multi-lined phone do this:
- Create a Yealink phone in the usual way. Make sure this phone will have the LOWEST extension number of the group of extensions you plan to support on this phone. The lowest extension will always be assumed to be the primary line.
- Once you have created and saved this phone add a YLine phone. IMPORTANT
  - Give this the same MAC address as the primary phone *(this is how the compiler associates them into a single device)*
  - Make sure this has a higher extension than the primary line.
  - Lines are ordered by their extension number. For example if I allocated extensions 2305, 2306,2307 to a phone then 2305 will be the primary line, 2306 will be Line2 and 2307 will be line 3.

Figure1 - An example Yealink SIP-T28 with 3 lines programmed

Placing a call from a Specific Line

To place a call from a particular line we first need to program a button to have access to that line. Figure 2 illustrates how we do this:
1) On the primary phone click the "Keys" button to get the key assignment pop-up.
2) From the drop-down in the "Exten" column choose from line 1/2/3 for some number of the Line keys. (Note you cannot use the "Key" keys for this)
3) Label the line in some manner - usually the extension allocation to the line is a good choice.

What is a Line?

On the surface this seems pretty obvious but what is meant in the VoIP world by a "Line", is probably better described as an "Account". Multiple calls can be placed or received on a Line.

In the example shown here ANY GROUP of calls that was placed or received on extension 2305 would be said to be on Line 1.
ANY GROUP of calls that was placed or received on extension 2306 would be said to be on Line 2. And so on …

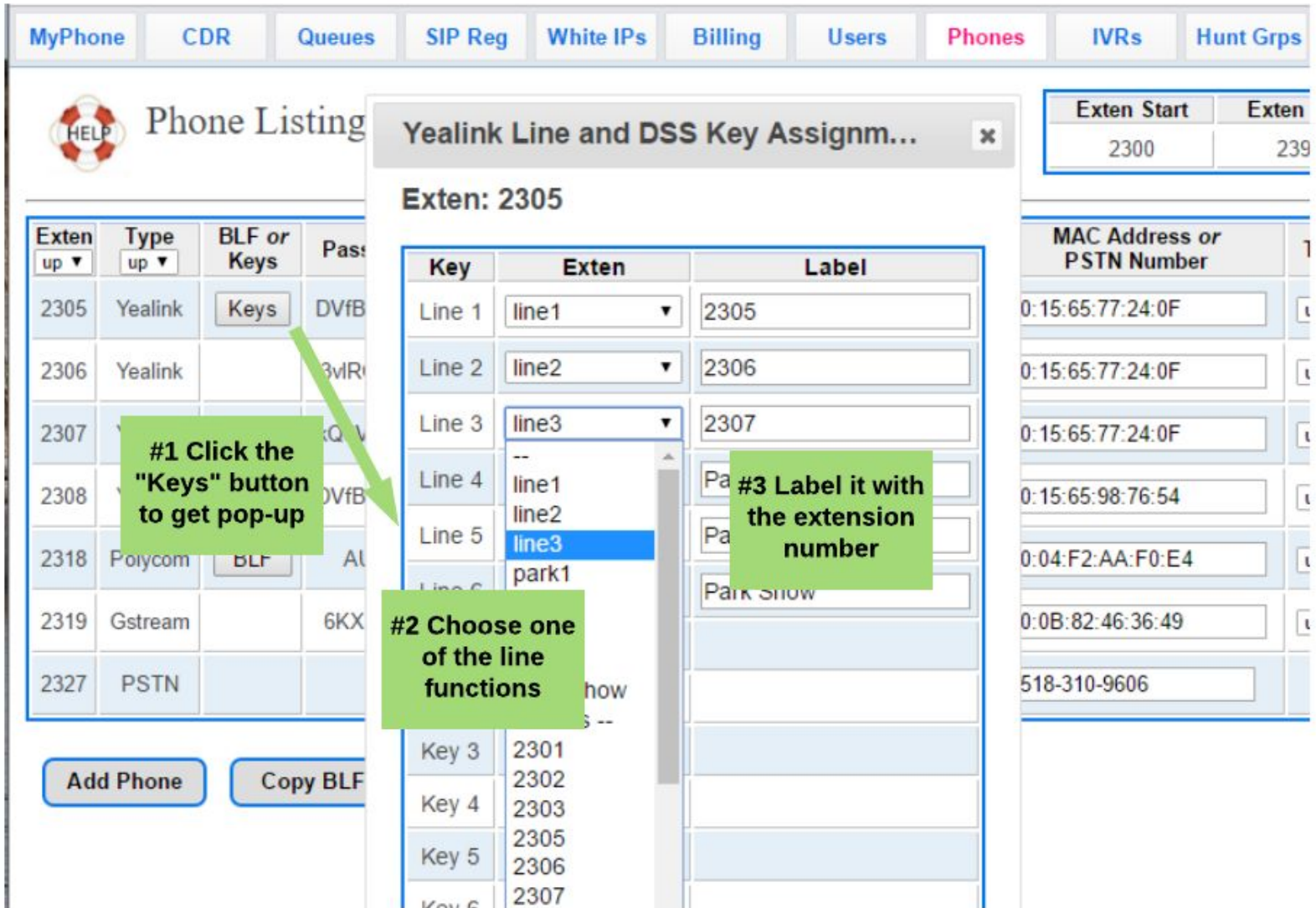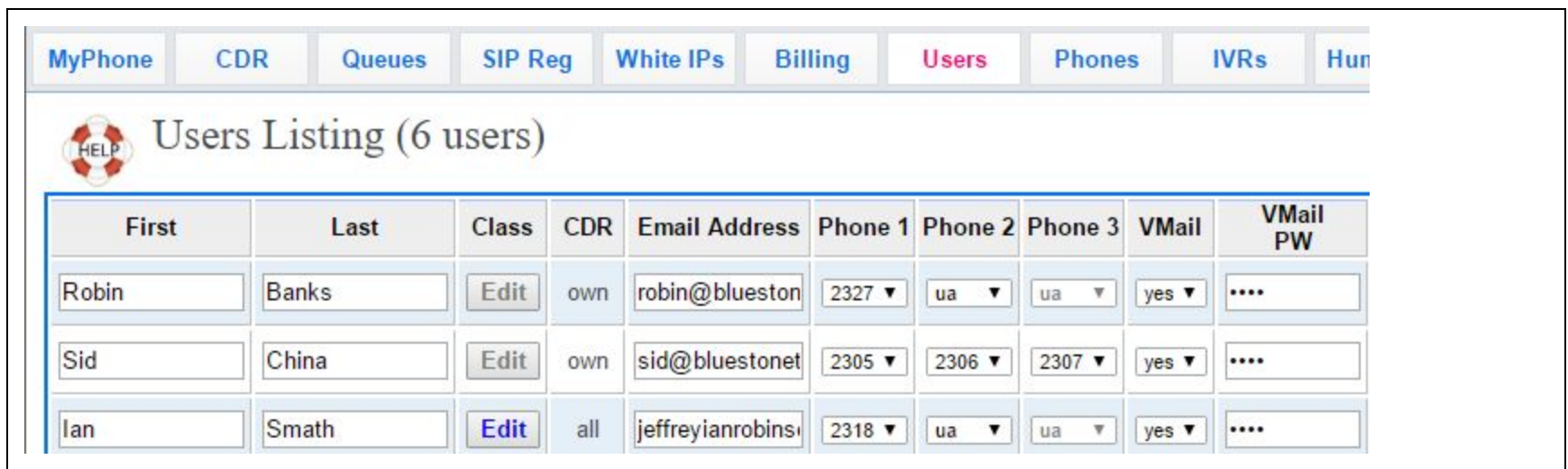This is not very intuitive and initially confuses many people.

Figure 2 - Illustration of the process of allocation Lines to keys of the phone

Configuring Voice Mail

To ensure that calls coming on Line2,3 etc have voice mail - just as the primary line does - you need to allocate the lines to the user of the primary phone. If this is not done then the phones will appear as Public phones and will have no voice mail services. Continuing our example you can see on the "User" tab below that the primary line as well as lines 2 and 3 have all been assigned to the user "Sid China". Now anyone calling in on any of those lines will leave voice mail in the same mailbox making it much is easier to check.

Wrapping Up

When the lines have been created, phone keys programmed and assignments made to the user, you are ready to build the new configuration by going to the "Exec" tab and pressing the "Update" button. Give the system 5 minutes or so to implement the new configuration and the restart the phone(s) so it will receive the new configuration files. Once the phone is back up it is ready to use with multi-line capabilities.