

SIMPLEFIBER

INTERNET & VOICE MADE SIMPLE



PHONE FEATURES

USER GUIDE

Cordless Phone (Yealink W73P)

Welcome to Voice made SIMPLE

At SimpleFiber Communications we pride ourselves on an integrated voice platform that delivers dozens of vital features to businesses of every size. This guide covers the most common features of your Cordless Phone (Yealink W73P). For help with more advanced features, contact SimpleFiber Support at 1-888-455-0151 or support@simplefiber.com.

To access your online portal — call logs, recordings, voicemail and more — visit <https://talk.simplefiber.com>.

Receive a Call

- 1 Press the **Talk/Answer** (green) key on the handset to answer.
- 2 Or press the **Speaker** key to answer hands-free.

Place a Call

- 1 Dial the number including area code, or dial an internal extension.
- 2 Press the **Talk/Send** (green) key to place the call.

Hold a Call

- 1 Press **Options** and select **Hold** to place a caller on private hold.
- 2 For a hold that any phone can pick up, use Park (see below).

Transfer a Call

- 1 **Blind (unannounced):** press **Transfer**, enter the extension or a 10-digit number, then press **Transfer** again or hang up to complete.
- 2 **Attended (announced):** press **Transfer**, enter the number, wait for them to answer so you can announce the call, then press **Transfer** again or hang up.
- 3 **Transfer straight to voicemail:** press **Transfer**, dial **03** followed by the extension, then press **Transfer** again.

Park & Pick Up a Call

- 1 Park is system-wide — a call parked from one phone can be picked up at any phone in your office.
- 2 **To park:** press the * (asterisk) button three times. The system tells you which park queue the call is in.
- 3 **To pick up:** from any phone, dial the park queue extension (**701**, **702**, or **703**) and press **Send**.
- 4 Tip: save the park extensions (701–703) in your handset directory so you can pick up a parked call with one tap.

Check & Set Up Voicemail

- 1 Press the Message button on your phone, or dial **5001**, then follow the voice prompts.
- 2 The default voicemail PIN is **1234** — you will be prompted to change it and record your greeting.
- 3 Check voicemail remotely: call your own extension until it reaches voicemail, press the * key, then enter your PIN followed by the # key.
- 4 Prefer the web? Log into talk.simplefiber.com and open the **Messages** tab to listen, download, delete, or forward messages.

Send Voicemail to Email

- 1 Voicemails can be emailed to you so you can listen on your computer or smartphone.
- 2 Turn it on in the portal at talk.simplefiber.com under **Voicemail > Email Notification**.
- 3 We recommend the "Send w/ attachment, move to trash" option — it emails each voicemail and clears it off the phone so your mailbox does not fill up.

Call Forwarding

- 1 Turn forwarding ON: dial ***72** followed by the extension or remote number (such as a cell phone). You will hear "Forwarding is now active."
- 2 Turn forwarding OFF: dial ***73**. You will hear "Forwarding is now disabled."
- 3 To forward your company's MAIN number (not just your extension), log into talk.simplefiber.com — Manager permissions are required.

Conference / 3-Way Call



- 1 While on an active call, press the **Conference** button.
- 2 Dial the extension or 10-digit number you want to add and wait for them to answer.
- 3 Press **Conference** again to join everyone into one call.

Intercom



- 1 **Intercom (2-way)**: dial **08** followed by the extension, then press **Send**. Both phones beep and connect for a quick two-way conversation.

Additional questions? SimpleFiber offers an advanced suite of features. For advanced configuration and questions, visit www.simplefiber.com/support or call 1-888-455-0151.