

SIMPLEFIBER

INTERNET & VOICE MADE SIMPLE



PHONE FEATURES

USER GUIDE

Desk Phone (Yealink T73W)

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 Desk Phone (Yealink T73W). 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 Lift the handset off the hook to answer.
- 2 Or press the **Speaker** button to answer hands-free.
- 3 Or press the **Headset** key to answer on a connected headset.

Place a Call

- 1 Dial the number including area code, or dial an internal extension.
- 2 Then lift the handset, press **Speaker**, or press the **Send** key to use your headset.

Hold a Call

- 1 Press the **Hold** button to place a caller on private hold (held on your phone only).
- 2 Pressing another line key automatically places your current call on hold.
- 3 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. To cancel, press **Cancel** then the flashing line key to return to your caller.
- 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 at one phone can be picked up from any phone in your office.
- 2 **To park:** press one of the **Park** keys (the line keys showing a green light) to place the call in a parking spot.
- 3 **To pick up:** press that same **Park** key from any phone in the office.

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.

Paging & Intercom

- 1 **Paging (1-way):** press the **Page** button, then lift the handset and speak — your message plays through the speaker on every phone in your local office.
- 2 **Intercom (2-way):** dial **08** followed by the extension, then press **Send** or lift the handset. Both phones beep and the call connects.

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.