

SIMPLE FIBER

Yealink T87W

Setup Guide & User Manual



Best For: Executives and Secretaries

7" Color Touchscreen | Dual USB (A&C;) | 10 Way Audio Conferencing

Buy: \$250 | Rent: \$20/mo

Simple Fiber Communications
1-888-455-0151 | support@simplefiber.com
talk.simplefiber.com

Quick Start

Unbox and Connect

1. Remove the phone, handset, handset cord, USB-C cable, Ethernet cable, and stand from the box.
2. Attach the handset cord to the handset jack on the back.
3. Attach the stand to the back of the phone.
4. Connect the Ethernet cable from the LAN port to your wall jack or switch.
5. The phone powers on via PoE or the included power adapter.

Initial Setup

1. The 7" color touchscreen will display the Yealink logo during boot.
2. Auto-provisioning from Simple Fiber takes 1-2 minutes.
3. Your name and extension appear on the home screen when registered.
4. Tap the screen to navigate — this is a full touchscreen, no physical navigation keys needed.
5. Make a test call to confirm audio works.

Key Features

7" Color Touchscreen

- Navigate by tapping, swiping, and scrolling — similar to a tablet.
- The home screen shows your lines, favorites, call history, and status.
- Swipe left/right to switch between home screen pages.
- Long-press a contact to access quick actions (call, transfer, message).

Dual USB (A & C)

- USB-A and USB-C ports on the side for charging devices or connecting USB headsets.
- Plug in a USB headset for an alternative audio option.
- USB ports can also be used for call recording to a USB drive (if enabled by admin).

10-Way Audio Conferencing

- Start a call, tap the Conference button on screen.
- Dial the next participant and tap Conference to merge.
- Repeat to add up to 10 participants in a single conference.
- Tap a participant to mute or remove them individually.

Common Tasks

Set Up Voicemail

1. Press and hold the voicemail key (envelope icon) or dial *97 from your phone.
2. Follow the voice prompts to set your PIN (default is usually your extension number).
3. Record your name and personal greeting when prompted.
4. Voicemail-to-email is configured by your admin — ask us if you want voicemails sent to your inbox.

Transfer a Call

1. Blind transfer: During a call, press the Transfer key, dial the extension, then press Transfer again.
2. Attended transfer: During a call, press the Transfer key, dial the extension, wait for them to answer, then press Transfer.
3. If the other party doesn't answer, press the Resume key to return to the original caller.

Set Up Call Forwarding

1. Go to Menu > Features > Call Forward (or press the Forward soft key).
2. Choose Always, Busy, or No Answer forwarding.
3. Enter the destination number (extension or external number).
4. Press Save to confirm. A forwarding icon will appear on screen.
5. To remove: Go back to the same menu and disable the rule, or log into talk.simplefiber.com to manage forwarding rules.

Use Do Not Disturb (DND)

1. Press the DND soft key on the screen, or go to Menu > Features > DND.
2. When DND is on, a DND icon appears on screen and all calls go straight to voicemail.
3. Press the DND key again to turn it off.
4. Note: DND only affects this phone. To set DND for all your devices, use the answering rules in talk.simplefiber.com.

Make a Conference Call

1. While on an active call, press the Conference soft key.
2. Dial the second participant's number and press Send.
3. When they answer, press Conference again to merge all parties.
4. Repeat to add more participants (up to the phone's limit).
5. To drop the last participant, press the Split key.

Park and Retrieve a Call

1. To park: During a call, press the Transfer key, dial *70, then press Transfer. The system will announce a parking slot number.
2. To retrieve: From any phone, dial *71 followed by the slot number (e.g., *711).
3. Parked calls that aren't picked up within 60 seconds will ring back to you.

Troubleshooting

No dial tone / phone won't register

Check that the Ethernet cable is firmly connected to the LAN port on the phone and the wall jack or switch. Verify the phone has power (screen should be lit). Try rebooting the phone by unplugging the Ethernet cable for 10 seconds and reconnecting. If the phone still shows 'No Service' or fails to register, contact Simple Fiber support — we may need to re-provision your phone.

Poor call quality / choppy audio

First, run a speed test at fast.com on a computer connected to the same network. If speeds are low, the issue may be your internet connection. Make sure the phone is connected via Ethernet (not WiFi) for best quality. Check that no one is running large downloads or uploads during calls. If the issue persists, contact us — we can prioritize voice traffic on your connection.

Can't hear the other party / one-way audio

Reboot the phone by unplugging the Ethernet cable for 10 seconds. Check that you're not on mute (mute icon on screen). If using a headset, make sure it's properly connected and the audio path is set to headset. If the problem continues, contact support — it may be a network or firewall issue.

Phone keeps rebooting or restarting

Check your Ethernet cable — a loose or damaged cable can cause power cycling on PoE phones. If using a power adapter, make sure it's the original Yealink adapter (third-party adapters can cause issues). If connected through a PoE switch, verify the switch provides enough power. Contact support if reboots continue.

Voicemail not working

Try dialing *97 directly to access voicemail. Make sure your voicemail PIN is set up (default is usually your extension number). If calls aren't going to voicemail, check your call forwarding and answering rules at talk.simplefiber.com. Contact support if you need your voicemail box reset.

Need More Help?

Phone: 1-888-455-0151

Email: support@simplefiber.com

Voice Portal: talk.simplefiber.com

Mon-Fri 8AM-5PM Central | After Hours: techsupport@simplefiber.com

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