

SIMPLE FIBER

Yealink W59R

Setup Guide & User Manual



Best For: Industrial / Warehouse Spaces

Rugged IP67 Rating | Waterproof & Dustproof | Built in Bluetooth

Buy: \$220 | Rent: \$16/mo

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

Quick Start

About the W59R

1. The W59R is a rugged additional handset — it does NOT include a base station.
2. You need an existing W70B base station (included with W73P or W79P bundles).
3. Each base supports up to 10 handsets.

Pair to Your Base Station

1. Charge the handset fully using the included charging cradle.
2. Press and hold the pairing button on your W70B base for 5 seconds.
3. On the W59R: Settings > Registration > Register Handset.
4. Your extension appears on screen once provisioned.

Key Features

IP67 Rugged Rating

- Waterproof and dustproof — designed for harsh environments.
- Shock-resistant housing for warehouses, kitchens, and outdoor use.

Built-in Bluetooth

- Pair wireless headsets via Bluetooth for hands-free use.
- Go to Settings > Bluetooth > turn on > scan for devices.

Common Tasks

Set Up Voicemail

1. Press and hold the 1 key (or the voicemail key if available).
2. Follow the voice prompts to set your PIN and record your greeting.
3. Voicemail-to-email is configured by your admin — contact us to enable it.

Transfer a Call

1. During a call, press the Options key and select Transfer.
2. Dial the extension or number you want to transfer to.
3. Press Transfer again to complete (blind) or wait for the person to answer first (attended).

Set Up Call Forwarding

1. Press the OK/Menu key on the handset.
2. Navigate to Features > Call Forward.
3. Select Always, Busy, or No Answer forwarding.
4. Enter the destination number and save.
5. You can also manage forwarding rules at talk.simplefiber.com.

Use Do Not Disturb (DND)

1. Press OK/Menu > Features > DND and toggle it on.
2. All incoming calls will go directly to voicemail.
3. Toggle it off from the same menu when you're ready to take calls again.

Make a Conference Call

1. While on a call, press the Options key and select Conference.
2. Dial the second participant's number.
3. Once they answer, press Conference to merge the calls.

Park and Retrieve a Call

1. To park: Press Transfer, dial *70, then press Transfer. Note the parking slot number.
2. To retrieve: Dial *71 followed by the slot number from any phone.

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.

Handset won't pair with base

The W59R requires a W70B base station (not included). Press the base pairing button for 5 seconds, then register from the handset.

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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