

SIMPLE FIBER

Yealink W73P Bundle

Setup Guide & User Manual



Best For: Office Users / Retail Shops

1.8" Color Screen | Noise Cancellation | 35 hour Talk Time

Buy: \$175 | Rent: \$13/mo

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

Quick Start

Unbox and Connect the Base Station

1. Remove the base station (W70B), cordless handset (W73H), charging cradle, Ethernet cable, and power adapter from the box.
2. Connect the Ethernet cable from the base station to your wall jack or network switch.
3. Plug the power adapter into the base station. The LED on the base will turn solid green when ready.
4. The base station auto-provisions from Simple Fiber's server (1-2 minutes).

Pair the Handset

1. Place the handset on the charging cradle to charge it (initial charge: ~3 hours).
2. The handset should auto-pair with the base station. If not, press and hold the pairing button on the base for 5 seconds.
3. On the handset, go to Settings > Registration > Register Handset.
4. Once paired, your extension and name will appear on the handset screen.

Test Your Phone

1. Pick up the handset and press the Talk button to get a dial tone.
2. Dial another extension or your cell phone to test audio quality.
3. Walk around your office to test range — the W73P covers up to 164ft indoors / 984ft outdoors.

Key Features

1.8" Color Screen

- Navigate menus using the directional pad on the handset.
- The home screen shows your line status, signal strength, and battery level.
- Adjust display settings: Menu > Settings > Display.

Noise Cancellation

- Built-in noise cancellation reduces background noise during calls.
- Works automatically — no configuration needed.
- Ideal for retail shops, open offices, and other noisy environments.

35-Hour Talk Time

- The W73H handset provides up to 35 hours of talk time on a single charge.
- Standby time is up to 400 hours.

- Place the handset in the charging cradle when not in use to keep it topped off.
- The battery icon on screen shows current charge level.

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 says 'Searching' or won't pair with base

Press and hold the pairing button on the base station for 5 seconds until the LED blinks. On the handset, go to Settings > Registration > Register Handset. Make sure you're within range of the base (164ft indoors). If it still won't pair, power cycle both the base and handset.

Poor range / signal drops

Move the base station to a central location, away from metal objects and other electronics. The W70B base supports up to 164ft indoors. If you need more range, you can add Yealink DECT repeaters (RT30) — contact us for details.

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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