



**ADVANCED  
GLOBAL  
COMMUNICATIONS**

# VoIP Phone User Guide

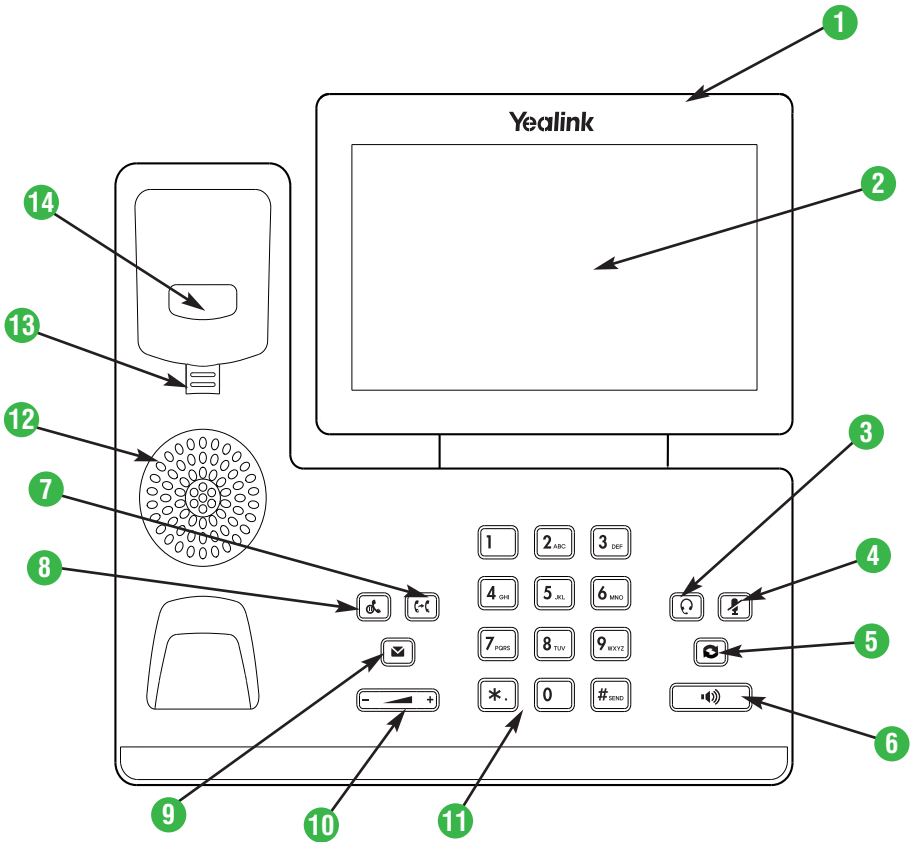
---

## T57W





# Hard Keys



1. **LED call indicator** - indicates in-bound call, call statuses and phone power
2. **Touchscreen** - shows details such as messages, time and date and relevant in-call info
3. **Headset key** - toggles and indicates headset mode (when headset plugged in)
4. **Mute key** - turns microphone on/off
5. **Redial key** - dials last number called or to view call history
6. **Speakerphone key** - turns speakerphone on/off
7. **Transfer key** - transfers call to another extension or outside number
8. **Hold key** - places call on hold or resume held call
9. **Voicemail key** - indicates and accesses voicemail
10. **Volume key** - adjusts volume of speaker, handset, headset and ringer
11. **Keypad** - for alphanumeric and special characters as needed
12. **Speaker**
13. **Reversible tab**
14. **Hook switch**
15. **(On back side USB2.0 port)**

## Basic Call Functions

### Placing a Call

#### Using the Handset

1. Pick up handset.
2. Enter number. Tap **Send**.

#### Using the Speakerphone

1. With the handset on-hook, press  .
2. Enter number. Tap **Send**.

#### Using the Headset\*

1. With headset connected, press  to activate headset mode.
2. Enter number. Tap **Send**.

During call, you can alternate among the headset, speakerphone and handset modes by pressing Headset or Speakerphone keys or by picking up the handset.

### Answering a Call

#### Using the Handset

1. Pick up handset.

#### Using the Speakerphone

1. Press  .

#### Using the Headset

1. Press  .
2. Tap **Answer**.


You can reject incoming calls by pressing Reject.

### Ending a Call

#### Using the Handset

1. Hang up the handset or tap **End Call**.

#### Using the Speakerphone



1. Press  or **End Call**.

#### Using the Headset



1. Tap **End Call**.

\*Headset steps may vary depending upon type of headset used.

### Redialing a Call

- Press  to enter **Placed Calls** list and tap desired entry.
- Press  twice when phone is idle to dial out last dialed number.

### Mute and Un-mute

- Press  to mute microphone during call.
- Press  to un-mute call.

### Hold and Resume Call

#### **To Hold**

Press  or **Hold** during active call.



#### **To Resume Call**

- If only one call on hold, press  or **Resume**.
- If more than one call on hold, select desired call, press  or **Resume**.



### Transferring a Call

Transfer calls using the following steps:



#### Blind Transfer

1. Press  or **Transfer** during an active call. The call is on hold.
2. Enter the number to which you want to transfer.
3. Press  or **B Transfer**.

#### Perform Single-Ring Transfer

1. Press  or **Transfer** during active call. The call is placed on hold.
2. Enter the number to which you want to transfer.
3. Press  or **Transfer** when you hear the ring-back tone.

#### Perform Introduced Transfer

1. Press  or **Transfer** during active call. The call is placed on hold.
2. Enter the number to which you want to transfer.
3. Press  or **Transfer** when second party answers.

## Call Forwarding

1. Go to **Menu > Features > Call Forward**.
2. Select desired forward type.
  - **Always Forward** – Incoming calls are forwarded unconditionally.
  - **Busy Forward** – Incoming calls are forwarded when phone is busy.
  - **No Answer Forward** – Incoming calls are forwarded if not answered after a period of time.
3. Enter number you want to forward to. For **No Answer Forward**, select desired ring time to wait before forwarding from the **After Ring Time** field.
4. Tap **Save** to accept change.

## Initiate Conference Call

1. Tap **Conference** during an active call. The call is placed on hold.
2. Enter number of second party. Tap **Conference**.
3. Tap **Conference** again when second party answers. Three parties now joined in conference.

You can split the conference call into two individual calls by tapping **Split**.

## Configuring and Using Speed Dial

### To Configure a Speed Dial Key

1. Go to **Menu > Features > Dsskey**.
2. Select the desired DSS key.
3. Select **SpeedDial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field and enter the number in the **Value** field.
4. Tap **Save** to accept the change.

### To Use the Speed Dial Key

Press speed dial key to dial out the preset number.

## Listen to Voicemails

Message waiting indicator on idle screen indicates one or more voicemail messages are waiting in the message center. The power indicator LED slowly flashes red.

1. Press  or **Connect**.
2. Follow voice prompts to listen to voicemail messages.

## Customizing Your Phone

### Managing Call History from Touchscreen\*

1. Tap **Menu**.
2. Tap **History**.
3. Select an entry from list.
4. Tap **!** after the desired entry to do following:
  - Tap **Send** to call the entry.
  - Tap **Delete** to delete entry from list.
  - Tap **Edit** to edit entry before calling.
  - Tap **Add** to add entry to local directory.
  - Tap **Blacklist** to add entry to blacklist.

### Managing Contact Directory

#### **Adding a Contact**

1. Tap **Directory**.
2. Tap **Add** to add contact.
3. Enter unique contact name in **Name** field and contact numbers in corresponding fields.
4. Tap **Save** to accept change.

#### **Editing a Contact**

1. Tap **Directory**.
2. Tap **!** after desired entry.
3. Edit contact information.
4. Tap **Save** to accept change.

#### **Deleting a Contact**

1. Tap **Directory**.
2. Tap **!** after desired entry, then tap **Delete**.
3. Tap **OK** when LCD screen prompts “Delete selected item?”

#### **Adjusting Volume**

Press  to adjust volume.

#### **Setting Ring Tones**

1. Go to **Menu > Basic > Sound > Ring Tones**.
2. Select **Common** or desired account.
3. Select desired ring tone.
4. Tap **Save** to accept change.

\*The number of missed calls appears inside a red circle at the top of the screen. Tap **Menu > History** to access.



***ADVANCED  
GLOBAL  
COMMUNICATIONS***

**[www.agcworld.com](http://www.agcworld.com)**

**502.583.6000 | Fax: 502.582.1914 | P.O. Box 177 | Louisville, KY 40059**