

Using Your Office Phone Guide (T58W / T58W Pro)



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Section 1: Basic Call Management

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Place a Call

Using the handset:

1. Pick up the handset.
2. Enter the number and press **Send**.

Using the speakerphone:

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

Using the headset:

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

During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key, the **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.

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Answering a Call

Using the handset:

- Pick up the handset.

Using the speakerphone:

- Press .

Using the headset:

- Press .
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End Call

Using the handset:

- Hang up the handset or press **EndCall**.

Using the speakerphone:

- Press  or **EndCall**.

Using the headset:

- Press **EndCall**.
-

Redial

- Press  to enter the **Placed Calls** list, select the desired entry and press  or **Send**.
 - Press  twice when the phone is idle to dial out the last dialed number.
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Call Mute/Unmute

- Press  to mute the microphone during a call.
 - Press  again to unmute the call.
-

Call Hold and Resume

To place a call on hold:

- Press  or **Hold** during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press  or **Resume**.
 - If there is more than one call on hold, select the desired call and press or **Resume**.
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Volume Adjustment

- Press  to adjust the volume.
-



Section 2: Transfer and Forward

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Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press or  **Transfer** during a call..
2. Enter the number you want to transfer to.
3. Press  or **Transfer**.

Consultive Transfer

1. Press  or **Transfer** during a call.
2. Enter the number you want to transfer to, and then press **Send**.
3. Press  **Transfer** when the second party answers.

Voicemail Transfer to a 4-Digit Extension

1. Press  or **Transfer** during a call.
2. Enter *90 followed by the extension to which you want to transfer the call.
3. Press  or **Transfer**.

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Voicemail Transfer to a 5 or 6-Digit Extension.

1. Press  or **Transfer** during a call.
 2. Enter * followed by the number to which you want to transfer the call.
 3. Press  or **Transfer**.
-

Call Forward

To enable call forward:

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

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Call Conference

1. Press **Invite** during an active call. This does not call is placed on hold.
2. Enter the number of the second party, and press **Add** and then **Send**.
3. When the other party answers all parties are now joined in the conference.
 - Press **More** and then **Manage** to manage the conference.
4. Press **EndCall** to disconnect all parties.

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

Speed Dial

To configure a speed dial key:

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

To use the speed dial key: Press the **SpeedDial** to dial out the preset number.

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Section 4: Setting Up and Managing Your Voice Mail

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Setting Up Your Voicemail

Creating Your PIN

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter the default **PIN** provided by your organization followed by the **#key**.
3. Press **1** to change your **PIN**.
4. Enter your new 4 - to - 8 - digit **PIN**.
5. Re-enter PIN to confirm.
6. Confirmation - You should hear a message confirming that the PIN has been successfully changed.

Recording Your Name Announcement

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter your voicemail **PIN** followed by the **#key**.
3. On the main menu, press **5** for “**Set Your Current Options**”.
4. Press **2** to **record your name**.
5. At the prompt, **record your name** and then press the **#key**.

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Recording Your Voicemail Greeting

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter your voicemail **PIN** when prompted.
3. On the main menu, press **6** to change the greeting
4. Press **1** to **Record Greeting**.
5. Enter the greeting number you wish to record (Default is 1) or listen to additional options.
6. Wait for the tone, then speak your greeting clearly.
7. Press the **#key** when you are finished.
8. You will be given the following options:
 - Press **1** to select a recorded message as your greeting. The greeting will be played back.
 - Press **0** to keep the previous greeting selection.

Updating Your Voicemail

Changing Your PIN

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter current **PIN** followed by the **# key**.
3. On the main menu, press **5** - "**Set Your Current Options.**"
4. Press **1** to change your password.
5. Enter your new **4 - to - 8 - digit PIN**.
6. Re-enter **PIN** to confirm.

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Re-Recording Your Name Announcement

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter your voicemail **PIN** followed by the **# key**.
3. On the main menu, press **5** - "**Set Your Current Options.**"
4. Press **2** to record your name.
5. At the prompt, record your name and then press the **# key**.

Changing Your Voicemail Greeting

- Dial **5001** or press the **Messages/Voicemail** button on your phone.
 - Enter your voicemail **PIN** when prompted.
 - On the main menu, press **6** to change the greeting.
 - From the **Greeting Menu**:
 - Press **1** to record greetings.
 - Record a new message.
 - Press **2** to review greetings.
 - Allows you to listen to all greetings that may be recorded on multiple numbers.
 - Press **3** to select greetings.
 - Select a greeting of your wish to set as your default greeting if you have multiple greetings recorded.
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Access Voice Message

The message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator **LED** slowly flashes red.

To listen to voice messages:

1. Press  or **Connect**.
 2. Follow the voice prompts to listen to your voice messages.
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Section 5: Managing Call History and Contacts

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Call History

1. Press **Call History** when the phone is idle and scroll through the list.
 2. Select an entry from the list.
 3. Tap  to open the History Details of a particular call.
 4. From History Details, you can:
 - View caller name, caller number, date and time of call, along with call duration.
 - Press the **Number** to call the entry.
 - Press **More** (button with the three dots) to access the following:
 - **Add** to add to the Directory on the phone.
 - **Blocklist** to add the entry to your list of blocked callers.
 - **Delete** soft key to delete the entry from the list.
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Contact Directory

To add a contact:

1. Press .
2. Press .
3. Enter contact information
4. Press **OK** to save.

To edit a contact:

1. Press .
2. Find the contact to edit.
3. Press  to open contact information.
4. Edit contact information.
5. Press  to save.

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To delete a contact:

1. Press .
 2. Press  to open contact information.
 3. Press **Delete**.
 4. Press **OK**.
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