Wildix

PACKING LIST

Note: WorkForce support starts from WMS v. 4.03.44817.03.

- 1 x WorkForce phone
- 1 x handset
- 1 x handset RJ9 cord
- 1 x stand

SAFETY INFORMATION

https://www.wildix.com/safety-information/

MOUNTING INSTRUCTIONS

Attach the stand to the phone (desk mounting); for wall mounting, use wall mount bracket (article can be purchased separately, WMP code: WorkForce-WallMount).

CONNECTION

The ports are situated on the rear panel of the phone

- Connect the handset to the port using the handset cord
- Connect the phone to the network PoE switch using RJ-45 cable
- (Optional) Connect the port to the PC using RJ-45 cable
- (Optional, this is a PoE device) Connect the phone to the power supply (power adapter can be purchased separately, WMP code: PS-5V2A)
- (Optional) Connect the headset to the port (headsets can be purchased separately, we recommend Wildix Headsets, WMP codes: WHS-MONO, WHS-DUO)
- (Optional, 2 ports) Connect the USB headset (headsets can be purchased separately, we recommend Mono/ DuoLED, WMP codes: MonoLED, DuoLED) and WorkForce WiFi Dongle (dongle can be purchased separately, WMP code: WiFiDongle) to 1 of the ports

LOGIN

1. Lift the receiver and dial 99
2. Enter your extension number
3. Enter the first five characters of your password
4. Press 1 when prompted

To enter your password from the phone's keypad: press once an alphanumeric key corresponding to a letter which you need to enter; press the star button (*) to enter any special character.

Example: Password: 4Ag7$ZI@

Enter: 4247*

BLF / FUNCTION KEYS

Function keys must be set up in Collaboration *Settings -> Function keys* or by the PBX administrator.

This phone supports up to 16 Function keys distributed over 2 pages. Use **Navigation keys** to move between pages.

CALL FEATURES

Press **Featur.** Soft key from idle to set the following call features for each call type (Internal, External, Blacklist, Whitelist), based on user status (Available, DND, Away): Call reject, Call forwarding, Call Waiting, Mobility, Ring Tone.

Features can be also set up in Collaboration *Settings -> Features.*

PHONE OVERVIEW

LED Indicator
Flashing: Incoming call / Missed call / New Voicemail
Off: In the standby mode

BLF / Function keys
Note: set up Function keys in Collaboration Settings; these keys can be used to place a call / pickup / transfer a call

Soft keys
Confirm operations indicated on the screen
Select options indicated on the screen

Navigations keys
Navigate the menu
Confirm different options by pressing the central Key
Move between the pages of BLF Keys

Transfer key
Redial key
Headset key
Quick DND key
Long press to set Do not Disturb

Voicemail key
Phonebook key
Speaker key
Mute key
Volume key

PLACE A CALL

Manually: Enter the number and press **Send** Soft key.

*To switch between speaker mode and handset mode during a call: press **Speaker** key. To switch between speaker mode and headset mode during a call: press **Headset** key.*

Dial a user for whom you have assigned a *Colleague* Function key: press the corresponding **Function key**.

Call from call history: press **History** Soft key from idle and select the number using **Navigation keys**, then press **Dial** Soft key.

Call from Phonebooks:

1. Press **Phonebook key**.
2. Press **Filter** Soft key and select the phonebook
3. Press **Search** Soft key to search this phonebook and enter the name or phone number
4. Press **Enter** Soft key and select the contact using **Navigation keys**
5. Press **Dial** Soft key

Phonebooks must be set up by user via Collaboration or by the PBX administrator.

MUTE, SPEAKER, VOLUME CONTROL

Press **Mute** key to mute / unmute the microphone.

Press **Volume Up** / **Down** keys to adjust the volume.

Press **Speaker** key to turn on the Speaker mode.

HOLD / SECOND CALL

1. Press **Hold** Soft key during a call to put a call on hold
2. Press **New** Soft key to make a second call, then enter the number manually or press **Select** Soft key to search for the contact in call history / in phonebooks

CONFERENCE

1. Press **New** Soft key during a call (the call is put on hold)
2. Make a second call to the contact you would like to invite to the conference call
3. When the third party answers, press **Conference** Soft key

ACCESS VOICEMAIL

1. Press **Voicemail key**
2. If requested, enter the first five characters of your password
3. Select the message and press **Play** Soft key to listen to it; press **Info** Soft Key for more information or to delete the message

Full guide online:

www.wildix.com

CALL TRANSFER

Blind transfer (the desired party/extension is not notified of the impending transfer)

1. Press **Transfer key** during a call (the call is put on hold)
2. Dial the desired party/extension
3. Hang up

Blind transfer via *Colleague* BLF / Function key: make sure *Direct transfer* option is enabled for this Function key in Collaboration:

| Colleague | 👁 🔊 ➔ | Dimitri |

1. Press the corresponding **Function key** during a call

Attended transfer (the desired party/extension is notified)

1. Press **Transfer key** during a call (the call is put on hold)
2. Dial the desired party/extension
3. Notify the third party of the impending transfer
4. Hang up to transfer the call

Attended transfer via *Colleague* BLF / Function key: make sure *Direct transfer* option is disabled for this Function key in Collaboration:

| Colleague | 👁 🔊 ➔ | Dimitri |

1. Press the corresponding **Function key** during a call (the current call is put on hold)
2. Notify the third party of the impending transfer
3. Hang up to transfer the call

STATUSES AND NOTIFICATION ICONS OVERVIEW

Icon	Description
	IP obtaining is in progress
loginX	Under provisioning
loginX	Provisioned and ready to be assigned
	Online
	Away
	DND (Do Not Disturb)
	Incoming call
	Call in progress
	Missed call
	Outgoing call
	Call on hold
	Muted microphone
	Speaker activated
HD	Call is established via Opus codec
	Call is established via SRTP
	Voicemail
	Silent mode activated
	CFN:destination number/ voicemail -> Call Forwarding activated