

PACKING LIST

- 1 x WorkForce phone
- 1 x handset
- 2 x handset cords, 2,5 m and 3,5 m
- 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, WMP codes: WHS-MONO, WHS-DUO)
- (Optional, 2 ports) Connect the USB headset (headsets can be purchased separately, WMP codes: MonoLED, DuoLED) and WorkForce WiFi Dongle (dongle can be purchased separately as a HWaaS item)



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\$Zl@

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



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:



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:



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

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