PACKING LIST

- 1 x WorkForce phone
- 1 x handset
- 1 x handset 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, code: WallMount24).

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, code: PS-5V2A)
- (Optional, 2 ports) Connect the USB headset (headsets can be purchased separately, 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 -> Fn keys / x-bees -> Favorites*, or by the PBX administrator.

This phone supports up to 21 Function keys distributed over 3 pages. Use **Navigation keys** to move between pages.

CALL FEATURES

Press **Feature** 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 / x-bees / WMS/ iOS/ Android / x-bees app.

PHONE OVERVIEW

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

BLF/ Function keys
Note: Set up BLF keys in Collaboration / x-bees
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

Navigation keys
Navigate the menu;
Confirm different options by pressing the central key
Move between the pages of BLF keys

Return key

Headset key

Mute key

Redial key

Speaker key

Home key

Phonebook key

Voicemail key

Volume keys

Quick DND key
Long press to set
Do not disturb

PLACE A CALL

Manually: Liftthe handset, enter the 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 themicrophone.

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

Press **Manage** Soft key to mute all participants, mute and hold a particular participant

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:

CALL TRANSFER

Blindtransfer(the desired party/extension is not notified of the impending transfer)
1. Press **Transfer** Soft 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 / x-bees:

| Colleague | 👁 🔊 ➜ | Dimitri |

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

Attended transfer (the desired party/extension is notified)
1. Press **Transfer** Soft 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 / x-bees.

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
	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
	Wi-Fi connected
	Bluetooth activated