

## 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



## PLACE A CALL

Manually: Lift the handset, 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 **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 **Voice** 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:

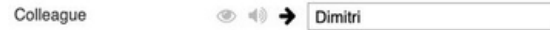


## CALL TRANSFER

Blind transfer (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:



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

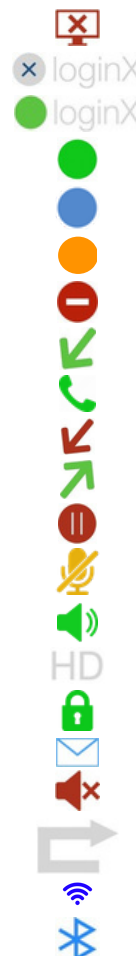
Attended transfer (the desired party/extension is notified)

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



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