Wildix

PACKING LIST

- 1 x WelcomeConsole phone
- 1 x handset
- 1 x handset cord
- 1 x BJ12 cord
- 1 x stand

SAFETY INFORMATION

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

MOUNTING INSTRUCTIONS

Attach the stand to the phone (desk mounting).

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
- Connect a keypad extension module using RJ12 cord (up to 2 additional modules can be connected, code: WelcomeConsole-EXT)
- (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)
- (Optional) Connect the USB headset to the port (headsets can be purchased separately)

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@

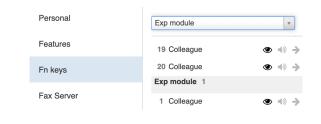
Enter: 4247*



BLF / FUNCTION KEYS

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

This phone supports up to 60 Function keys including keypad extension. To use the keypad extension, add "Exp module" Function key after having added 20 keys.



CALL FEATURES

DCSV

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



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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
- 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



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



- 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

X	IP obtaining is in progress
× loginX	Under provisioning
loginX	Provisioned and ready to be assigned
	Online
	Away
	DND (Do Not Disturb)
K	Incoming call
Č	Call in progress
¥	Missed call
7	Outgoing call
	Call on hold
<u> </u>	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

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