

Wildix Workforce User Guide



All feature codes mentioned in this guide are system default. If you have issues with any of the codes then they may have changed, please contact our support team for assistance.

A few things to be aware of before you start:

- To speed up the dialling of any codes or numbers press # or SEND at the end
- Your phone has 16 programmable key (2 pages of 8)
- Your keys can only be programmed through your web collaboration portal access
- If using web collaboration in conjunction with your phone select the correct device from the option below



For a more in-depth user guide visit www.oceantelecom.com then select Support and User Guides and select Wildix.

Handling Calls

Make A Call

- Lift the handset (or leave handset in the cradle to dial handsfree)
- External Call – Dial the number, no need for a prefix of 9
- Internal Call – Dial the internal extension number or press a pre-programmed key
- To end the call, replace the handset (or if handsfree press the speaker key).

With external calls you must dial the full telephone number even for local numbers

Answer A Call

- Lift the handset (or press the speaker key to answer handsfree or if using a headset).

Rejecting Calls

- To mute a ringing call select the Silence soft key below the display whilst the call is ringing
- To reject a call and stop it ringing select the Reject soft key below the display

Place a Call on Hold

- Whilst on a call press the Hold soft key below the display, it will show a red flashing pause icon.
- When you have a call on hold you can press the left and right arrow to navigate through your keys
- Press resume to return to the call or if you have navigated to your keys there will be a flashing blue key on the first page with the name/number of the call which you can press
- You can handle multiple calls at once, if you do you can use the left and right arrows to switch between them.

Mute

- Press the mute key to toggle mute on or off. The caller will not be able to hear you but you will be able to hear them. Mute will be indicated by an orange microphone icon with a line through it at the top of the phone display.

Transfer a call

- Whilst on a call press the transfer key then you can either:
 - Navigate left and right to find your colleague on a key and press their key
 - Dial an extension number of your choice
 - Dial an external number
 - Press the key below the display that says 123 until it shows Abc and then you can search the directory by spelling the name on the keypad i.e. for Dave press 3 once, then 2 once, then 8 three times, then 3 twice.
- Connect the call to the recipient by replacing the handset either before or after they have answered the call depending if you want to blind or announce transfer the call
- If you need to return to the call you are trying to transfer select Cancel and then Resume to take the call off hold

If the display is showing the current call details you can press the right and left arrows to navigate through your keys

To Pick up a call ringing elsewhere

- If you have a key programmed for a colleague you can press the flashing button for them
- If you have a group pickup key you can press that
- Dial *88 then the extension number you want to pickup



Redial

- Press the redial key twice to redial the last number or press once and then use the up and down arrows to select the name/number to dial.

Features

Do Not Disturb, Away and Available

- To quickly set DND you can hold down the * key for about 3 seconds, repeat to turn off.
- Or press the Feature key below the display then select Status then choose Available, DND or Away.

Call Logs

- Select the History soft key below the display or press the redial key to access your call list and navigate using the up and down arrows.
- To view just missed calls select the Missed option at the bottom of the display, to switch back select All

Conferencing

- Press the New soft key during an active call
- Make the next call
- When the next person answers press the Conf soft key

You can split the two calls by selecting the Split soft key or simply hang up to end the conference

Headset

- Press the Headset key to enable or disable, this will be indicated by an orange headset key at the top of the display.

To make calls you can simply start dialling on the keypad. To answer a call select the 'Answer' soft key below the display, to hangup on a call press the 'Cancel' soft key.

If you press the speaker button at any time it will disable headset mode so you will need to enable it again.

Directory

- Press the Phonebook key then either scroll using the up and down arrows or select Filter from the display, then choose the Phonebook by using the up and down arrows and select Search and type in the name of the contact and select Enter. i.e. for Dave press 3 once, then 2 once, then 8 three times, then 3 twice

Configuring your Phone

Change Ring Tone or Volume

- To change the ring tone select Feature from the display then scroll all the way down to the bottom using the down arrow until you see Ring Tone and then you can modify it.
- To change the ring volume simply press the volume up and down whilst your phone is ringing or idle.
- You can also change volumes by selecting Menu from the display then Audio

Programming Keys

- You will need to access the Collaboration web portal to setup the keys on your phone. They are all setup within Function Keys. Within Collaboration select Settings then Fn Keys down the left and you can add/remove/edit your keys as you require. The keys will appear in the order you add them on your phone. Key 1 is the top left and Key 2 is top right and so on down the keys and through to the second page.

Speak to your system administrator for access to the web portal or to get them to setup your keys.

Forward All calls to another number

You need to set the call forward destination before setting the call forward

- Dial *63 then 2 then dial 1 or the phone number to forward to then press # or send
- To set the call forward dial *63 1 then press # or send
- To cancel the call forward dial *63 0 then press # or send

Voicemail

To change your voicemail greeting:

- Dial *81
- Press 0 for mailbox options
 - Press 1 to record your unavailable message
 - Press 2 to record your busy message
 - Press 3 to record your name
 - Follow the prompts to record and save

To listen to a message received:

To indicate you have a new message your phone will beep and a blue envelope icon will appear at the top of the display. Press the voicemail key to load your messages. A * next to the message indicates that it is new.

- Press Play to listen to it
- Press Dial to call it back



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- Press Info for more details (within here is where you can delete the message)

To listen to saved messages:

All messages will remain saved on your phone until you delete them. New messages are indicated by a * next to them so any read/saved messages will not.