

WEC Wildix Workforce phone user guide



- 1 – LED indicator
- 2 – Soft keys
- 3 – Navigation keys
- 4 – BLF / function keys
- 5 – Speaker key
- 6 – Volume keys
- 7 – Headset key
- 8 – Mute key
- 9 – Redial key
- 10 – Voicemail key
- 11 – Dialpad
- 12 – Phonebook key
- 13 – Transfer key

Workforce handset

- Your phone has 14 programmable key (1 page of 6 and 1 page of 8)
- Lift the handset (or leave handset in the cradle to dial handsfree)
- you do not need to press 9 for an outside line.
- External Call – Dial the number, with external calls you must dial the full telephone number even for local numbers
- 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).

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.
- 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 turn 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 on 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 continue the call

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.

Away and Available

- Press the Feature key below the display then select Status then choose Available 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.

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