Smartphone User Guide (iOS / Android)

Contents
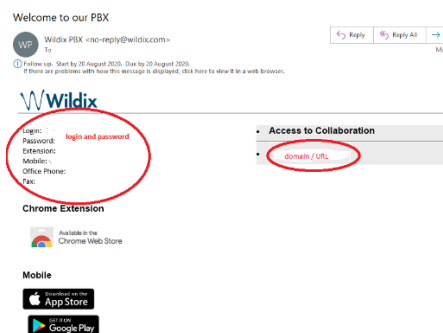
Logging In:

You will receive a welcome email with a subject line of "Welcome to our PBX". The email will come from "Wildix PBX"no-reply@wildix.com. (please check your spam folder if not received)

Domain: As specified on the welcome email under the "Access to Collaboration" section.

Login and Password: As specified in the user credentials on the welcome email.

Menu description
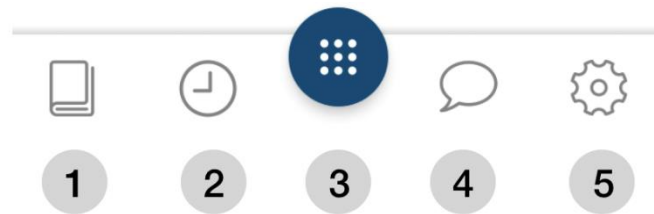
1 - **Contacts**

2 - **Call history**

3 - **Dialpad/ Function Keys/ Active call**

4 - **Chat**

5 - **Settings**

Placing a call

Place a call from Dialpad

1. Tap **Dialpad**
2. Select the mode to place a call (please ensure that "voip" is selected to make a call using the Wildix app).
3. Start entering user's name or number / extension in the Search field to find a user / a contact
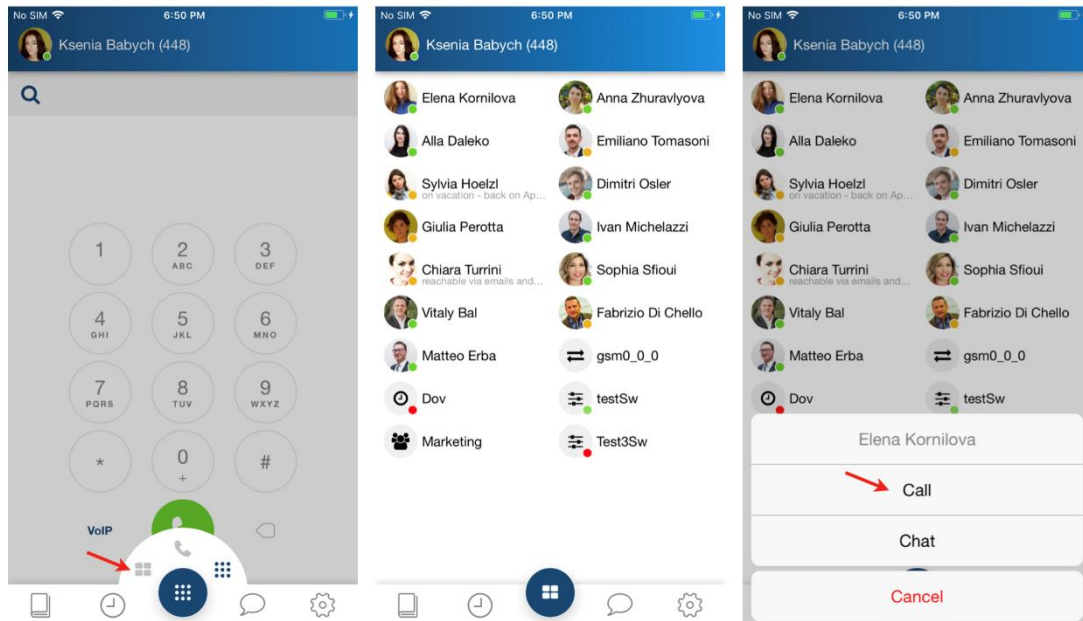4. Tap on a user / a contact you wish to call. Select number/ extension to place a call

   Or

1. Enter the number using Dialpad
2. Tap the green **Handset** button
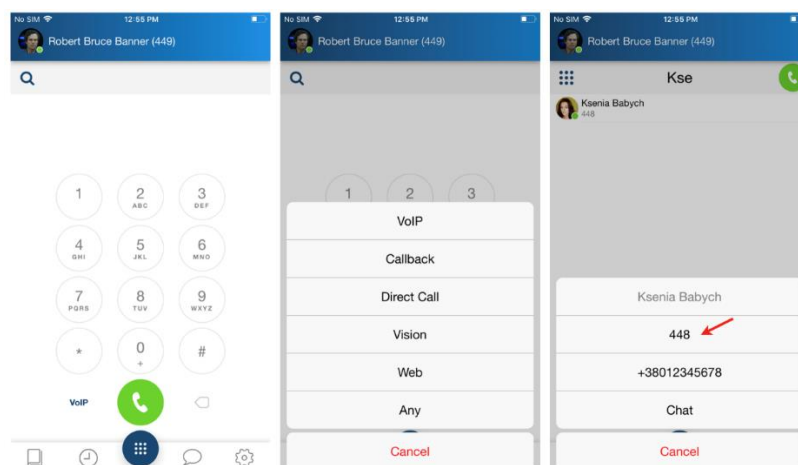
From Function keys

1. Tap **Dialpad** and select **Function keys** to switch to *Function keys* menu
2. Tap on a function key you wish to call
3. Select **Call** from the drop-down list
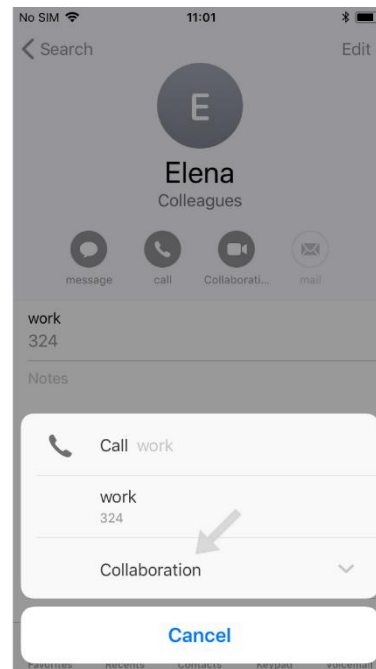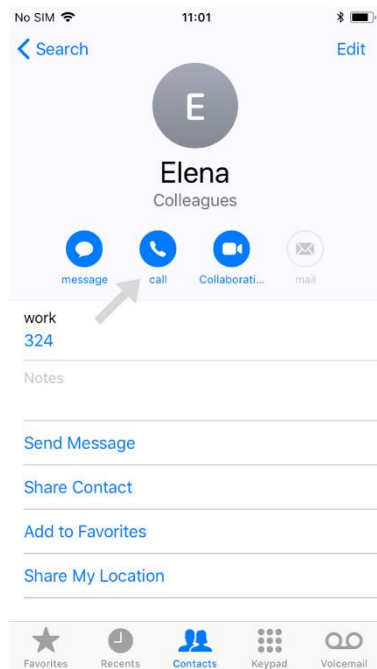

From History

1. Go to **History**
2. Tap on a user
3. A call is placed automatically

From Voicemail

1. Go to **Voicemail**
2. Tap on a voicemail message from a user you'd like to call
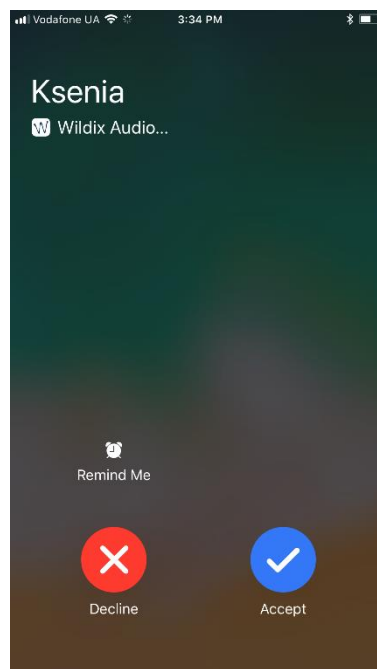3. Select **Call** from the drop-down list

From your device's contacts

1. Tap a contact in your iOS contacts
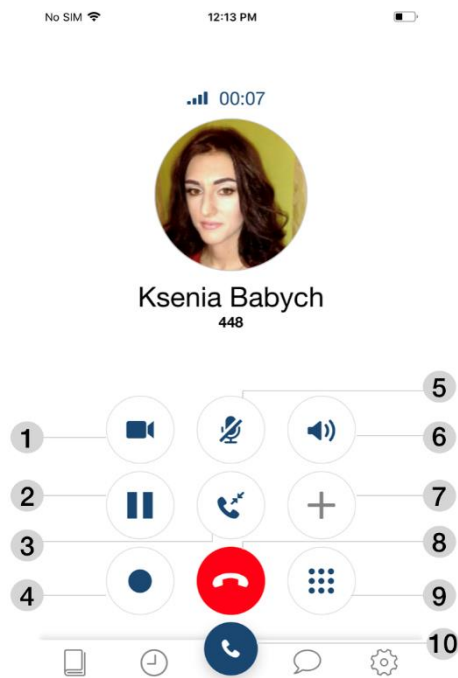2. Tap and **hold** the **Call** button
3. Select **Collaboration**

Answer a call

- Tap the **blue Tick** button to answer
- Tap the **red Crossmark** button to decline

Call Management

During a call you can navigate your device, open the App and tap **Dialpad** to come back to the active call.

1 - **Video**

2 - **Hold**

3 - **Transfer.** Select the needed option for the list: **Contact** (choose a contact from Contacts)/ **Number** (dial a number you wish to call from Dialpad)/ **Device** (select a device where you wish to pass the call)/ **Function key** (select FK to transfer the call)

4 - **Record a call**

5 - **Mute**

6 - **Speakerphone**. Tap to switch between audio sources: Speaker/ Handset (iPhone)/ Headphones

7 - **Conference** (in case there is more than one active call)

8 - **Hang up**

9 - **DTMF**

10 - Switch back to **Dialpad/ Function keys** tabs to make a new call

Switch between audio sources

Note: If you have paired Bluetooth headphones to your iPhone, they are automatically selected as an audio source during incoming/ outgoing calls.

If you have any headphones connected to your iPhone, you can switch to them during an active call:

- Hold **Speakerphone** button for 2 seconds to display the list of available audio modes
- Select the needed mode from the list:
- IPhone (Handset)
- Speaker
- Headphones
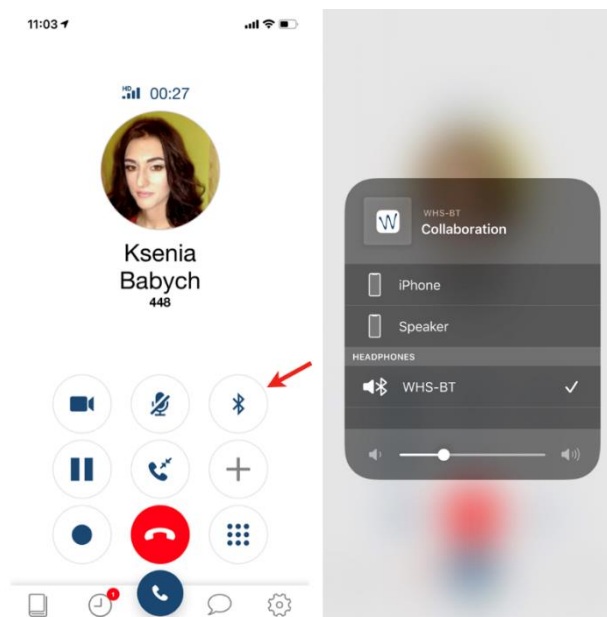
Transfer

Blind transfer:

(*transfer without notification*)

1. Tap **Transfer** button during a call
2. Tap **Contact** to select a number from the phonebook or Number to manually enter the number
3. Select a contact and tap the number / enter the number and tap the green **Handset** button

Attended transfer:

(*transfer with notification*)

1. Tap **New call** button during a call
2. Make a new call (select a contact from *Contacts* or dial the number manually)
3. Wait till the other party answers (the previous call is now on hold)
4. Tap **Transfer** button and select the call on hold to complete the transfer

Transfer via Function keys

Transfer option via Function keys "Colleague", "Park Orbit" and "Speed dial" is available:

1. Tap **Dialpad** and select **Function keys** to switch to *Function keys* menu
2. Select the function key to transfer a call
3. Tap **Transfer** for blind transfer, otherwise tap **Call** to start a call first (attended transfer)
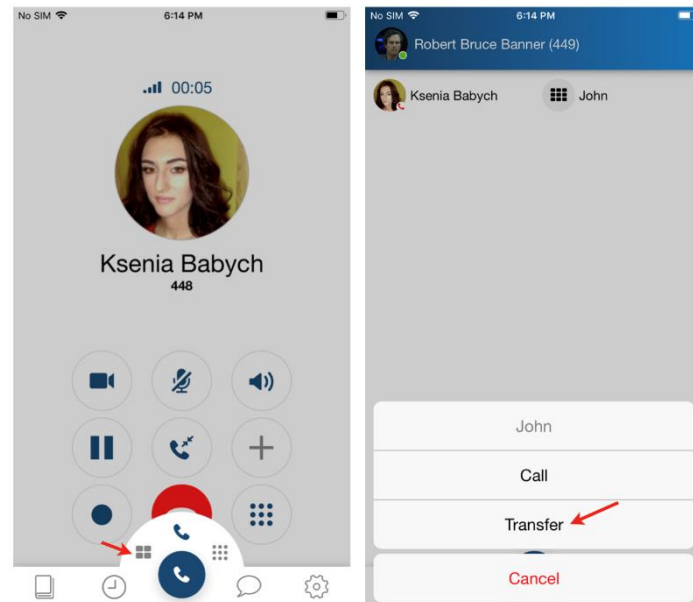
Voicemail

Default voicemail behaviour.

Your voicemail will be configured with voicemail to email by default where the following parameters are set by default.

If no answer after 10 seconds, route inbound calls to voicemail

If unavailable, route inbound calls to voicemail

If busy, route inbound calls to voicemail.

(Note, call waiting is also configured so you can receive more that one call at a time)

Tap **Call History** then the Voicemail tab.

- To download a voicemail message, tap **Arrow** icon
- To play it back, tap **Play** button

- To pause a playback, tap **Pause** button
- Other options: tap on a voicemail message to display the drop-down list: **Call** a user who left a message, **Mark as read** or **Delete** it

Multi-edit of Voicemails:

1. Select one or multiple Voicemails
2. Click **Mark as read** or **Delete** icon
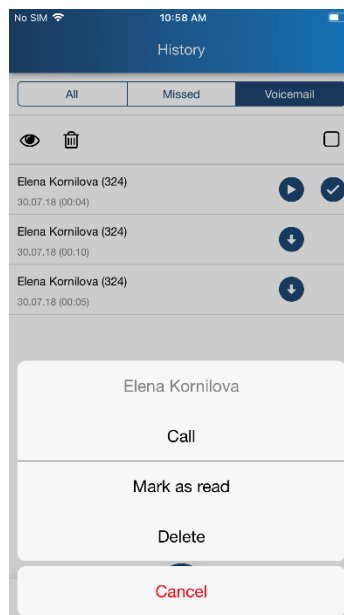
Personalising voicemail Greetings

Dial *97

Press 0 for mailbox options

- o Press 1 to record your UNAVAILABLE message
- o Press 2 to record your BUSY message
- o Press 3 to record your NAME
- o PRESS * TO RETURN TO MAIN MENU

Follow the audio prompts as required.

(Note, if you don't record a personalised greeting, then default messages will be played).