



## Desktop / Laptop User Guide

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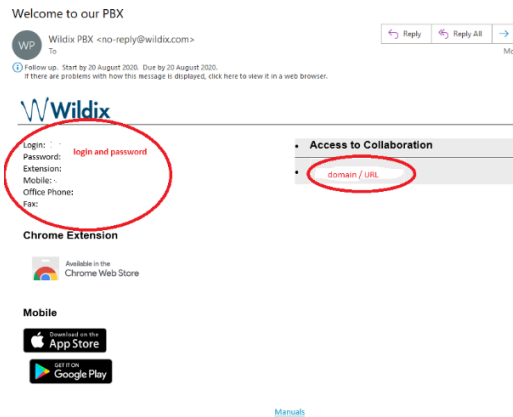
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### Logging In:

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](mailto:no-reply@wildix.com). (please check your spam folder if not received)

URL: As specified on the welcome email under the “Access to Collaboration” section.

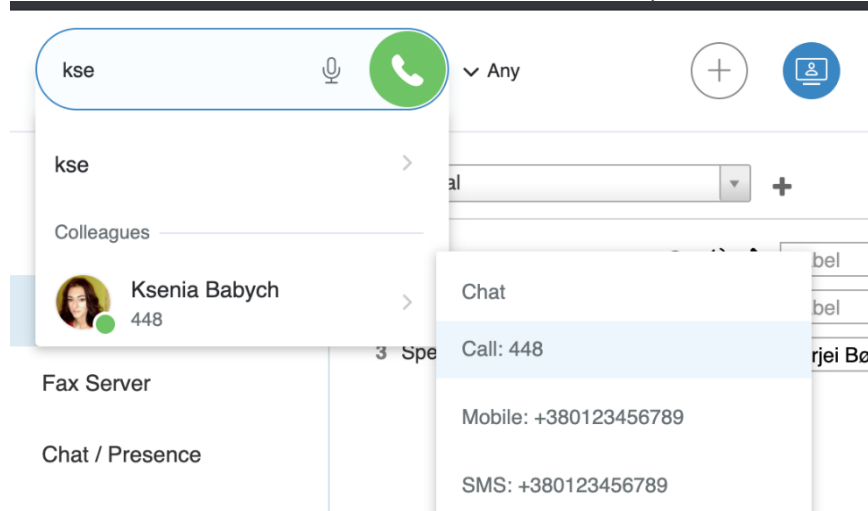
Login and Password: As specified in the user credentials on the welcome email.



## Placing a call

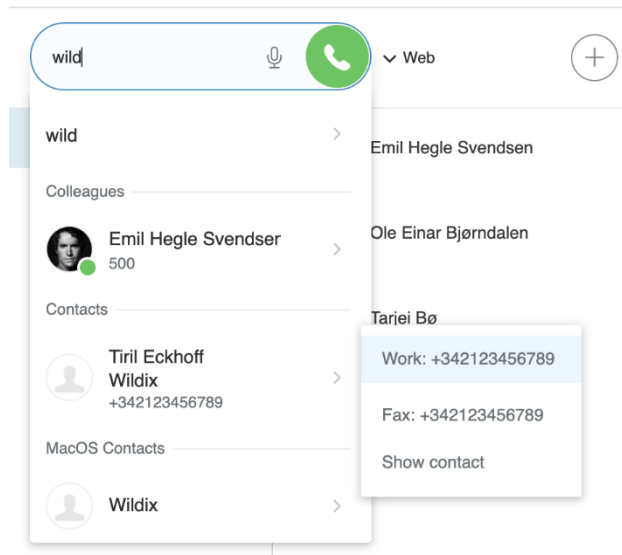
### From search field:

- Enter the name or number and select **Call: [number]** from the drop-down menu:



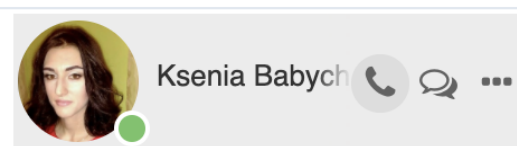
In case you would like to call a number from your contacts:

- Enter the name/ number/ company name and select a number you'd like to call:



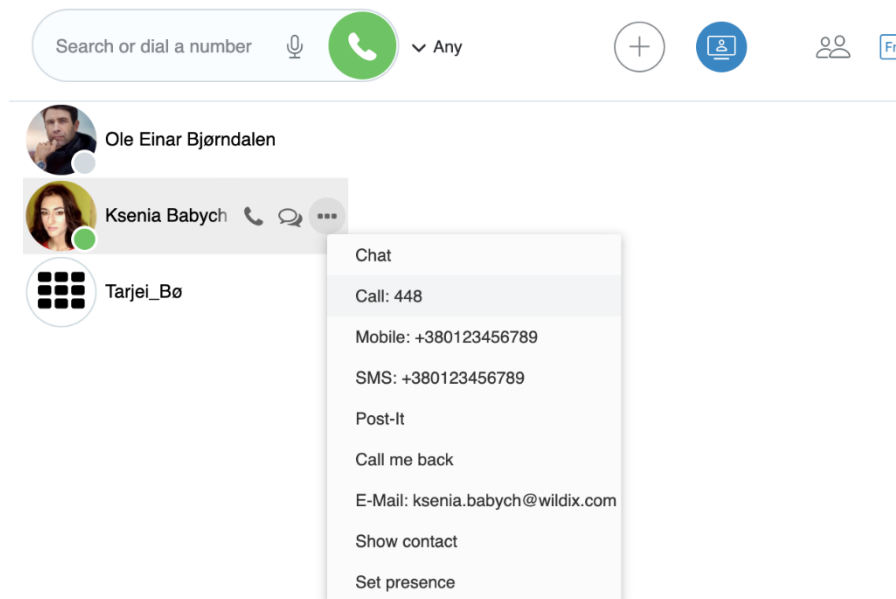
### From Colleagues:

- Mouse over a colleague and click on the **Handset** icon
- Or mouse over a colleague, click on **Options** button (three dots) and select **Call**
- Or right-click on a colleague and select **Call**



### From Fn keys:

- Mouse over a colleague and click on the **Handset** icon
- Or mouse over a colleague, click on **Options** button (three dots) and select **Call**
- Or right-click on a colleague and select **Call**

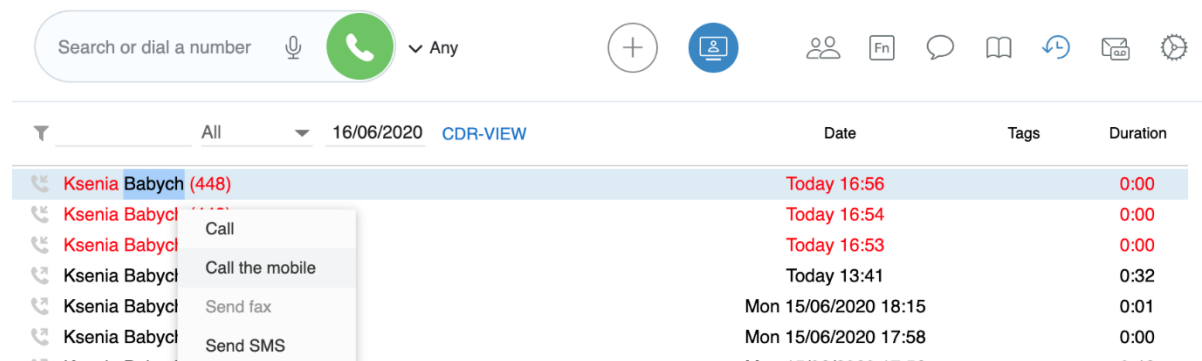


### From Messaging:

- Click on the **Handset** icon in the upper right part of the chat session window
- Or mouse over a colleague, click on **Options** button (three dots) and select **Call**
- Or right-click on a colleague and select **Call**

### From History:

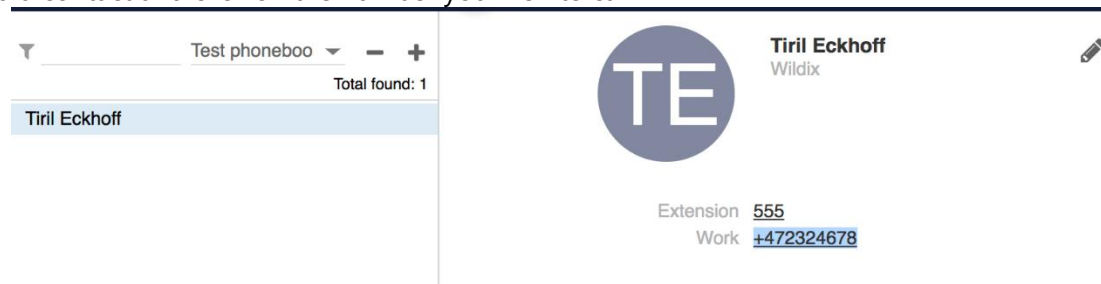
- Right-click on an entry and select **Call / Call the mobile**



|                     | Date                 | Tags | Duration |
|---------------------|----------------------|------|----------|
| Ksenia Babych (448) | Today 16:56          |      | 0:00     |
| Ksenia Babych       | Today 16:54          |      | 0:00     |
| Ksenia Babych       | Today 16:53          |      | 0:00     |
| Ksenia Babych       | Today 13:41          |      | 0:32     |
| Ksenia Babych       | Mon 15/06/2020 18:15 |      | 0:01     |
| Ksenia Babych       | Mon 15/06/2020 17:58 |      | 0:00     |

### From Phonebook:

- Find a contact and click on the number you wish to call



Test phoneboo - +

Total found: 1

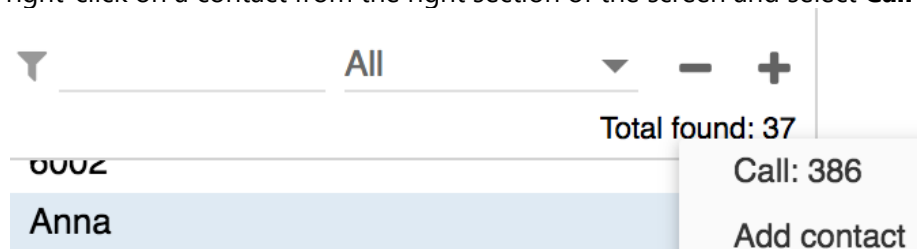
Tiril Eckhoff

TE

Tiril Eckhoff  
Wildix

Extension 555  
Work +472324678

- Otherwise right-click on a contact from the right section of the screen and select **Call**



All - +

Total found: 37

0002

Anna

Call: 386  
Add contact

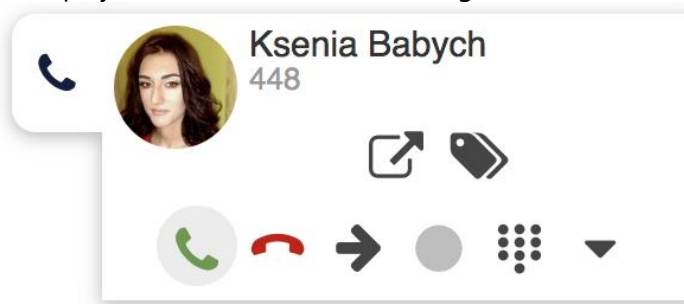
### From Voicemail:

- Right-click on an entry and select **Call**

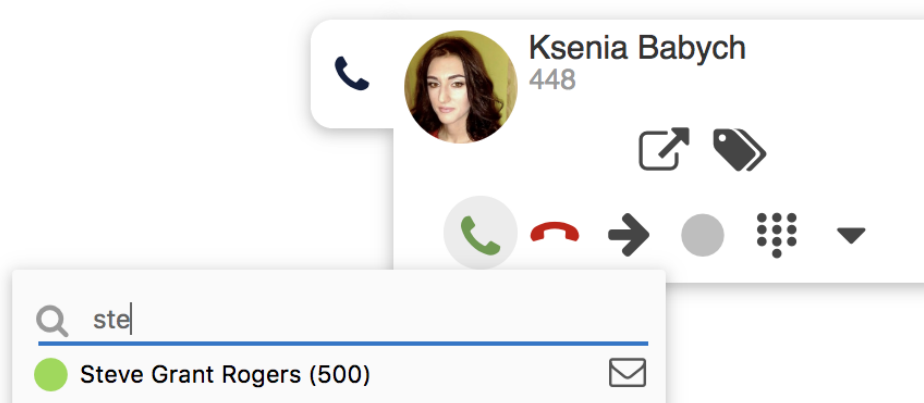
## Answering a call

In case you have several devices registered to your account, you can decide whether all your devices must ring, or only the active one. See chapter: [Active device for calls](#).

A call dialog window is displayed when there is an incoming call:



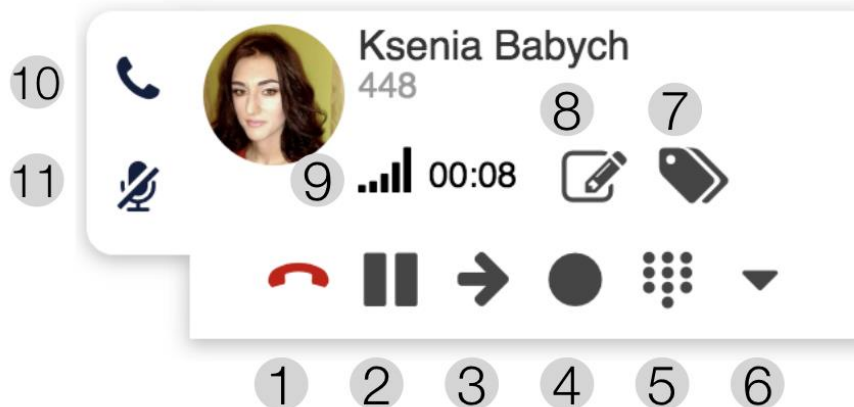
- To answer a call: click the green **Handset** icon
- To decline a call: click the **Hang up** (red) icon
- To forward a call without answering: click **Arrow** icon, select the contact to forward a call to (using search)/ or transfer a call to Voicemail:



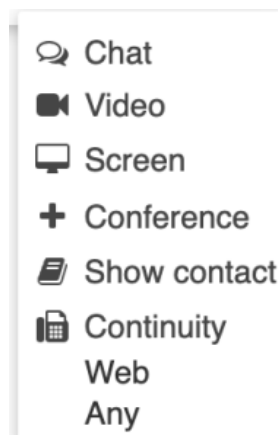
You can set up automatic call forwarding based on user status (available, DND, away) and call type (internal, external, whitelist, blacklist).

## Call management

You can manage a call directly from call dialog window:



- 1 - Hang up
- 2 - Hold/ resume
- 3 - Transfer
- 4 - Call recording
- 5 - Dialpad / Send DTMFs
- 6 - Other (expanded):



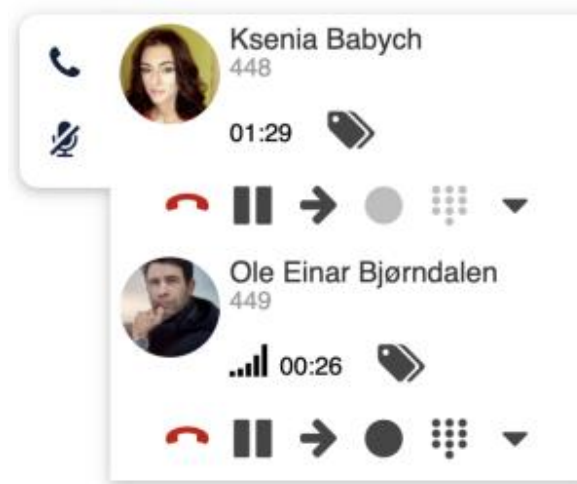
- 7 - Add tags (See chapter: Setting tags)
- 8 - Add notes, not available for calls between colleagues (See chapter: Contact notes)
- 9 - Call quality
- 10 - Hide/ display a call dialog window.
- 11 - Mute/ unmute your microphone. Mute icon is crossed out by default (flashing when muted)

## In – Call options (hold/transfer/switch calls)

Click on the **Hold** icon during a call to put a call on hold/ to resume a call. The second party hears music on hold (set up on the WMS side).

When you make / answer a second call, the current call is automatically put on hold.

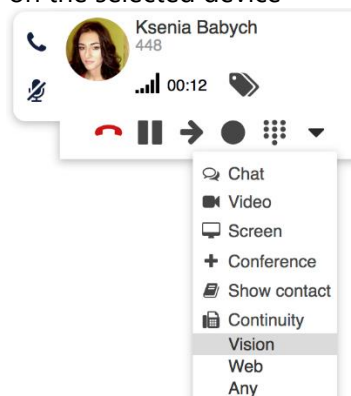
It is possible to swap between an active call and a call on hold by pressing the **Hold** icon (*Hold* icon is blinking in for the call which is currently on hold):



## Switch active device during a call

In case you have more than one device registered to your account, you can switch them during a call using Continuity option in a call dialog window:

- Click **Other** -> **Continuity** and select the device you want to continue the call on
- The call is automatically picked up on the selected device

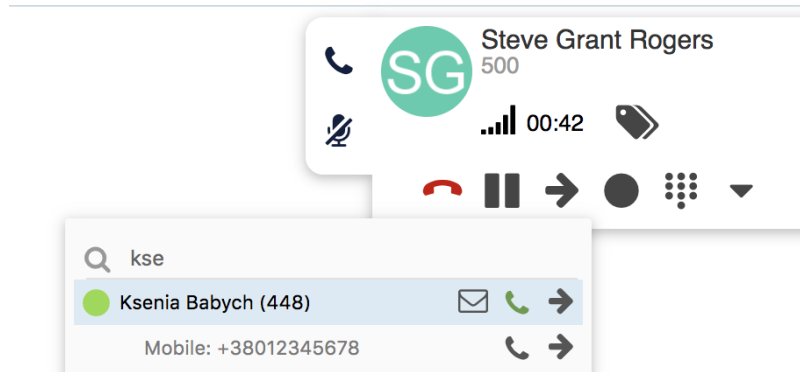


- To switch the device back to Web, dial Continuity Feature Code \*5 (refer to [Feature Codes](#) Instruction for more information)

## Call transfer

To transfer a call to another user:

1. During a call, click on the **Transfer** icon
2. Enter the contact name/ number (user status and additional phone numbers are displayed)
3. Click on the **Envelope** icon to transfer a call to Voicemail, the **Handset** icon for attended transfer and **Arrow** for blind transfer, in front of the number you wish to dial:



## Drag&Drop Call transfer

Drag the Caller Name from the call dialog window and drop it onto the desired user in **Colleagues/ Messaging** tab.

## 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

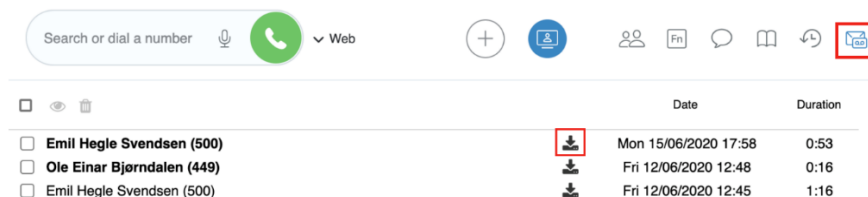
If busy, route inbound calls to voicemail.

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



## Listen to Voicemails

- Click the **Download** icon:

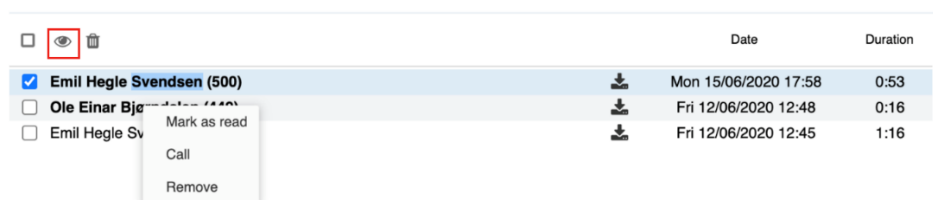


|   | Date                 | Duration |
|---|----------------------|----------|
| <input type="checkbox"/> Emil Hegle Svendsen (500)  | Mon 15/06/2020 17:58 | 0:53     |
| <input type="checkbox"/> Ole Einar Bjørndalen (449) | Fri 12/06/2020 12:48 | 0:16     |
| <input type="checkbox"/> Emil Hegle Svendsen (500)  | Fri 12/06/2020 12:45 | 1:16     |

(You can also dial \*97 to listen to voicemails)

## Mark Voicemail as read

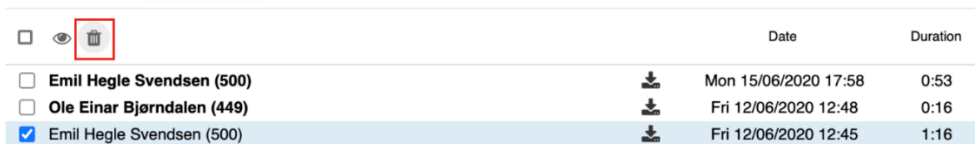
- Select one or multiple Voicemails
- Click **Mark as read** icon in the upper part of the screen or Right-click on selected entry/ entries and click **Mark as read**



|   | Date                 | Duration |
|---|----------------------|----------|
| <input checked="" type="checkbox"/> Emil Hegle Svendsen (500) | Mon 15/06/2020 17:58 | 0:53     |
| <input type="checkbox"/> Ole Einar Bjørndalen (449)           | Fri 12/06/2020 12:48 | 0:16     |
| <input type="checkbox"/> Emil Hegle Svendsen (500)            | Fri 12/06/2020 12:45 | 1:16     |

## Delete Voicemails

- Select one or multiple Voicemails
- Click **Remove** icon in the upper part of the screen or Right-click on selected entry/ entries and click **Remove**:



|   | Date                 | Duration |
|---|----------------------|----------|
| <input type="checkbox"/> Emil Hegle Svendsen (500)            | Mon 15/06/2020 17:58 | 0:53     |
| <input type="checkbox"/> Ole Einar Bjørndalen (449)           | Fri 12/06/2020 12:48 | 0:16     |
| <input checked="" type="checkbox"/> Emil Hegle Svendsen (500) | Fri 12/06/2020 12:45 | 1:16     |

## Personalising voicemail Greetings

Dial \*97

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
- 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).

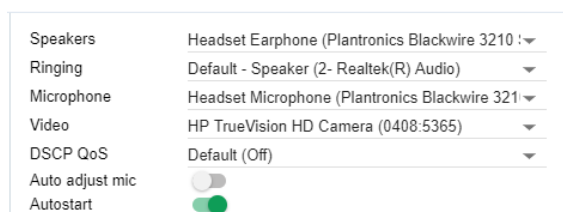
## Personalise user picture

1. Click the down arrow at the top right of the screen next to your existing picture (or the default initials).
2. Click on edit picture from the drop down.
3. You can then either click the camera icon to take a new picture (if you have a camera on your PC/laptop), or select "Choose file" to upload an image from your PC.

## Personalise Audio Settings

From the collaboration page you can define which microphone and speakers to use if you also have a headset. You can access these options by entering the settings menu by clicking on the cog at the top of the page, then select the submenu option of "Web Phone" on the left hand side.

You can then define the required hardware from the drop down list for "Speakers", "Ringing" and Microphone. For example, it would be common for settings to such that a call coming in rings on your PC speakers, but once on a call your audio is configured to be your headset



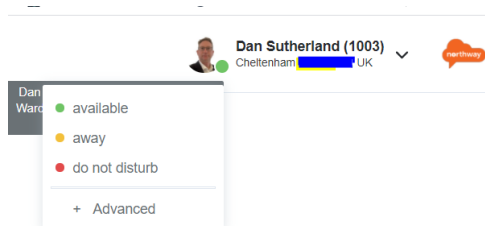
## Changing user status

There are 3 pre-defined user statuses that a user can select for themselves:

- Available
- Away
- DND (Do Not disturb)

When you are on a call other users will see that you are on a call, but the status that you see for yourselves at the top right of the screen will not change.

To change your status, click on your image (or default initials) at the top right of the screen.



Then select the status you require.