

## 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\$Z!@

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 4 Function keys distributed over 2 pages. Use **Navigation keys** to move between pages.

## Make a call

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 the microphone during a call

Press **Mute** key to mute / unmute the microphone.

## Hold / Second call

Press **Hold** Soft key during a call to put a call on hold.

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.

## Call transfer

Blind transfer (the desired party/extension is not notified of the impending transfer)

1. Press **Transfer** Soft 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:



- Press the corresponding **Function key** during a call

Attended transfer (the desired party/extension is notified)

1. Press **Transfer** Soft 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:



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

## 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
3. Select the message and press **Play** Soft key to listen to it; press **Info** Soft Key for more information or to delete the message.

## Call Features

Press **Features** 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.



## Packing list

- 1 x WP410 phone
- 1 x handset
- 1 x handset cord
- 1 x stand

## Safety information

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

## Mounting instructions

Attach the stand to the phone (desk mounting) or hang the phone on the wall (without attaching the stand)

## Keypad instruction



### LED indicator

Flashing: Incoming call / Missed call / New Voicemail  
Off: In the standby mode

### Soft keys

confirm operations indicated on the screen  
select options indicated on the screen

### Navigation keys

navigate the menu  
confirm different options by pressing the central Key  
move between the pages of BLF keys

### BLF / function keys

**Note:** set up Feature keys in Collaboration Settings;  
these keys can be used to place a call / pickup / transfer a call

### Phonebook key

### Headset key

### Speaker key

### Mute key

### Volume keys

## 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
- (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)



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full guide online:



[www.wildix.com](http://www.wildix.com)