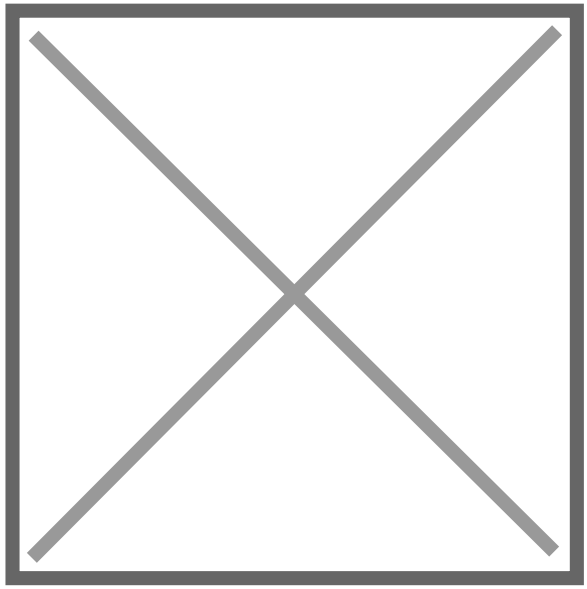
65.042 The Workforce handset



Docs

Document Control

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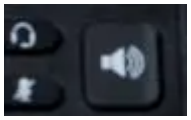
Workforce User Guide



Call Management

Placing a Call

Lift the handset, dial the number and press the **send** softkey, or press the speaker key



without lifting the receiver.

If placing a call using a headset ensure the the speaker key has been pressed, then follow the steps above.

Call from Phonebook:

1. Press **Phoneb** Softkey or **Phonebook** key.
2. Press **Filter** Softkey and select a phonebook.
3. Press **Search** Softkey then type the name / number.
4. Press **Enter** Softkey to confirm.
5. Press **Dial** Softkey.

Call from History:

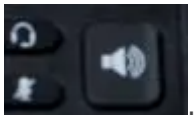
1. Press **History** Softkey.
2. Select a colleague from the list.
3. Press **Dial** Softkey
4. Lift the handset.

Call via BLF Keys.

1. Lift the handset.
2. Press a BLF key assigned to a colleague / group you would like to call.

Answering Incoming Calls

To answer an incoming call lift the receiver, or press the **Answer** Softkey, or the speaker key



Muting the Ring of an Incoming Call Without Answering.

Press **Silence** Softkey.

Decline a Call

Press **Reject** Softkey.

Holding Calls

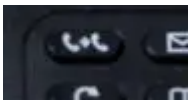
To place a call on hold press the **Hold** softkey during an active call, to return to the call press the **Resume** softkey.

If you have several calls on hold: use **Navigation** keys to select the call, then press Resume

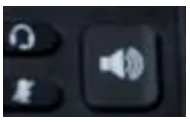
Make a second call: press **New** Softkey, dial a number or press **Select** Softkey to search for a contact in History or in Phonebook.

Call Transfer (Blind)

1. Whilst on an active call press the call transfer key

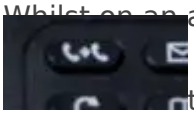

to place the call on hold.

2. Dial the extension / external number required
3. To transfer the call replace the receiver on hook, or press the speaker key.

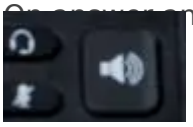


Call transfer (Announced)

1. Whilst on an active call press the call transfer key


to place the call on hold.

2. Dial the extension / external number required.
3. On answer announce the call and replace the receiver or press the speaker key


to complete the transfer.

Conference Call

1. Whilst on an active call press the **New** softkey to place the call on hold.
2. Make a second call to the contact you wish to invite to the conference call.
3. On answer press the **Conf** softkey to enter the party into the conference.

Press **Split** Softkey to split the two calls or hang up to end the conference.

Recording a call

Press *1 during a call to start / stop call recording.

Note: Only users with certain permissions can record calls.

Pick up a ringing call / see who is calling

Press a BLF key "Colleague" / "Call group" assigned to a colleague or a call group who is receiving an incoming call.

Note: Only users with certain permissions can see who is calling other users.

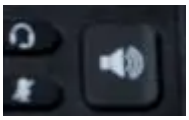
You see who is calling and receive an audio notification when there is an incoming call:

See who is calling: View calls (eye icon) option must be enabled in Collaboration for this function key.

Get audio notification when there is an incoming call: Audio notification (speakerphone icon) option must be enabled in Collaboration for this function key.

Ending Calls

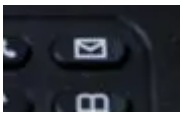
To end an active call replace the receiver on the rest, if on speaker / headset press the speaker key



, or press the **Hangup** softkey.

Voicemail

To access your voicemail press the voicemail key



You may be prompted to enter the first 5 characters of your password.

Use the navigation keys to select a message and press the **Play** softkey to listen to the message. Press the **Info** softkey to see more information or to delete the message.

Presence status monitoring.

Presence statuses of colleagues can be monitored directly via BLF keys. *(Essential license or higher required)*

The following colleagues statuses can be monitored:

- "available" (green circle icon)
- "away" (clock icon)
- "dnd" (brick icon)

Note: if a colleague does not have a registered device, no icon is displayed.

You can also monitor full presence status of users in *Phonebook* (available only for users with *Essential license or higher):*

- Press **Phoneb** Softkey or **Phonebook** key.
- Press **Filter** Softkey and select a phonebook.
- Press **Search** Softkey then type the name / number.
- Press **Enter** Softkey to confirm.

It is also possible to monitor the following colleague statuses via Phonebook:

- "available" (green circle icon)
- "offline" (no icon)

- "busy" (handset icon)
- "incoming" (arrow icon)
- "away" (clock icon)
- "dnd" (brick icon)

BLF keys.

16 BLF keys (2 pages) for Workforce handsets (use **Navigation** keys to move between the pages)

Call features.

Press **Featur.** Softkey from the standby mode to access the menu. This menu allows you to change call features for each type of call (*Internal / External / Whitelist / Blacklist (available / DND / away):*

Note: call features are synched between all devices of a user and can also be set from Collaboration / WMS / Vision / Supervision / iOS / Android app.

- Status: Available / DND / Away

Note: all features below are applied only for the selected user status.

1. Until (only for DND / Away): Time / Date - set expiry time and date for DND / Away user status
2. Activate (only for DND / Away): On / Off - when disabled, call features for DND / Away status's cannot be changed.

- Call type: Internal / External / Blacklist / Whitelist

Note: all the features below are applied only for the selected call class.

1. Call reject: On / Off - if enabled, all calls are rejected.
2. Call forwarding - call forwarding settings
3. forced: On / Off - enable / disable forwarding of all calls

Note: When Call forwarding is activated for all calls for internal or external call class, CFN label (Call Forwarding Numner) indicating the destination (extension number / Voicemail) and the arrow icon is displayed on the screen; in case call forwarding of both internal and external call class is activated, call forwarding number for internal calls is displated on the screen.

You can set the destination for each type of call forwarding: enter the phone number or the value VOICEMAIL.

- Call waiting: On / Off - enable call waiting to be able to receive more than one call at a time.
- Mobile: On / Off - if enabled, after a timeout, incoming calls are routed also to your Mobile extension number: phone number and timeout can be specified in

Collaboration Settings.
- Ring Tone: select the ringtone.

Phone Settings

To access Phone settings , press **Menu** softkey from idle:

- Status: view IP, Mac, Firmware of your phone.
- Backlight settings: set the backlight level of the screen and select the timeout (min - 20 sec, max - 1 hour or always On) after which the phone's screen should turn off.
-
- Audio settings: adjust Talk, Tone, Mic, Key, Ring volume.
  - Headset Ring Mode: allows you to decide whether ringtone should be played via Headset or via Handsfree when a Headset is connected.
  - Handsfree: sound input: allows you to select the active microphone in handsfree mode when the handset is lifted (either the handset's mic or the phone's mic)
- Network: access to this menu is recommended for the the PBX administrator.
- Autoprovision: access to the menu is recommended only for the administrator.

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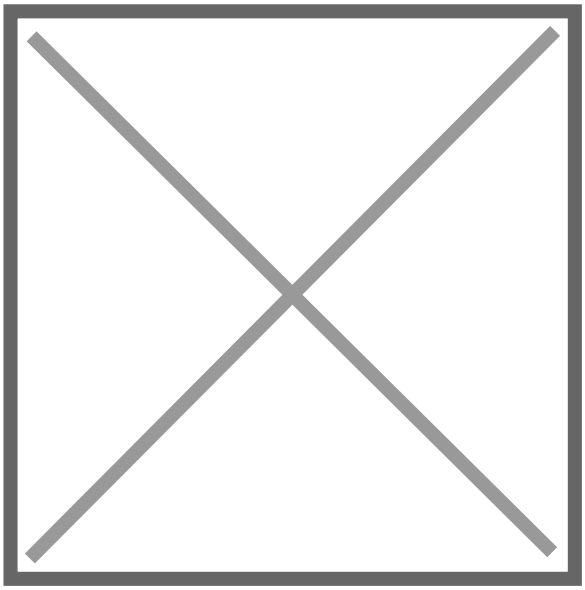
Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000



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