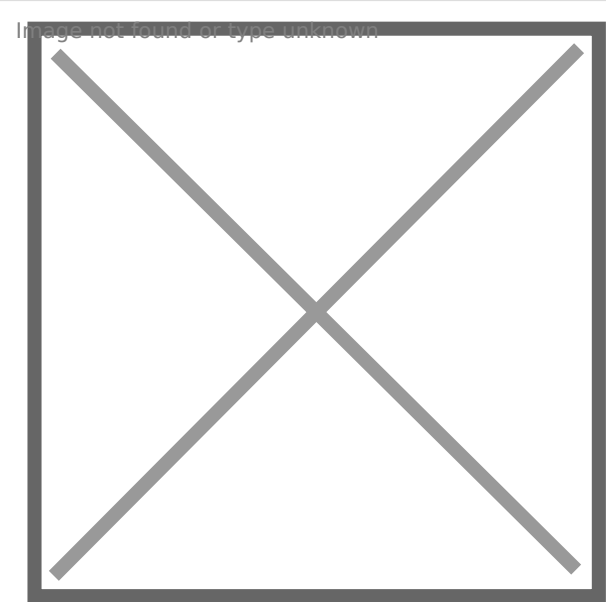


# 65.042 The Workforce handset



## Document Control

Document Name	65.042 The Workforce handset		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	None		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

## Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

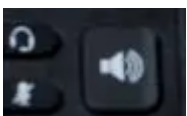
# Workforce User Guide



## 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:

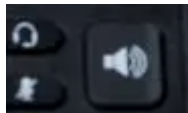
1. Press **History** Softkey.
2. Select a colleague from the list.
3. Press **Dial** Softkey
4. Lift the handset.

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.

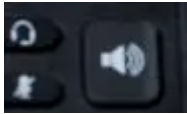
Call Transfer (Blind)

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



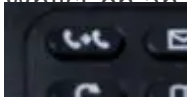
to place the call on hold.

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



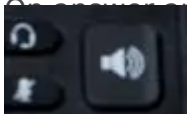
#### Call transfer (Announced)

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.*

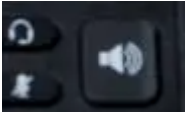
You see who is calling and receive an audio notification when there is an incoming call:

*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

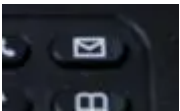
To end an active call replace the receiver on the rest, if on speaker / headset press the speaker key



, 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.

-----<END OF DOCUMENT> -----

### Need help? Get in touch!

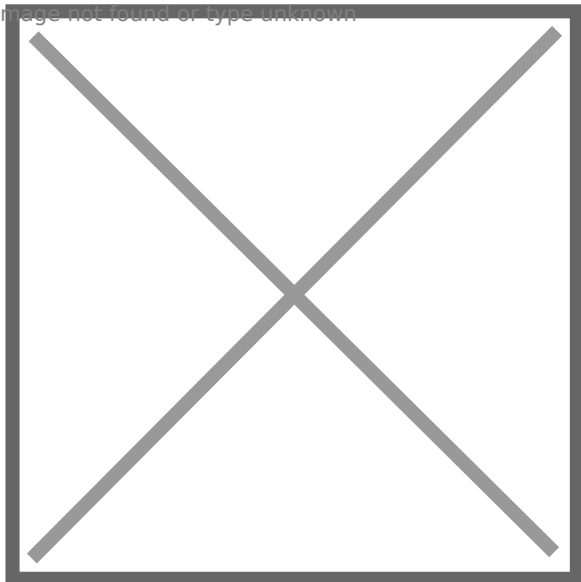
You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at [hub@safeharboursupport.com](mailto: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>

Image not found or type unknown



---

Revision #2

Created 21 February 2025 10:25:30 by Neil Tancock

Updated 21 February 2025 10:41:40 by Neil Tancock