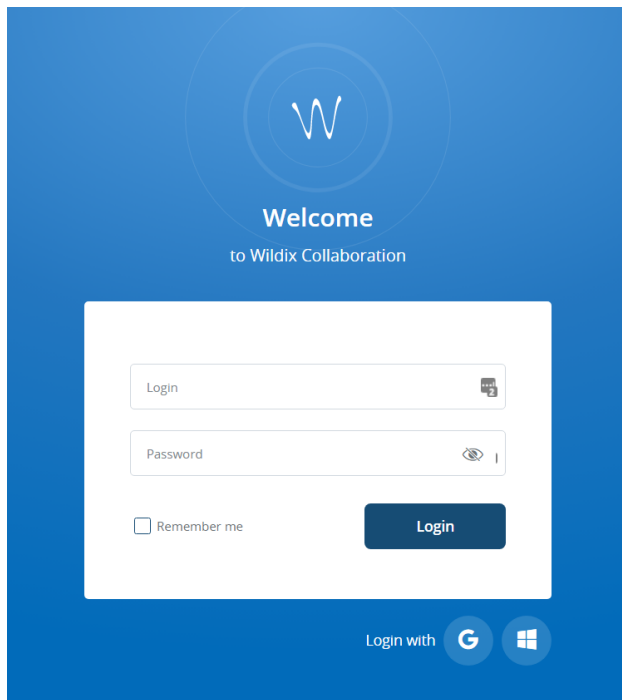


Set Active Device on Wildix

Logging Into Collaboration

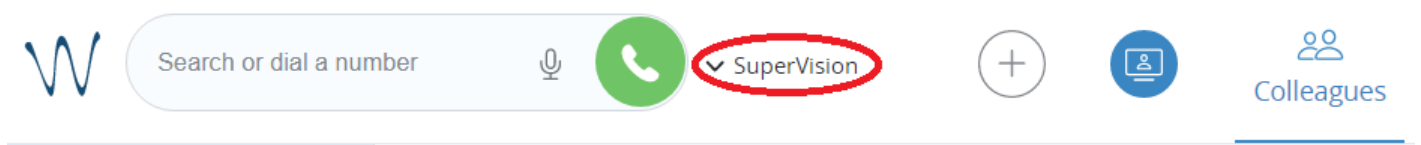
Head over to your Wildix Domain to login to collaboration. This will usually be

<https://companyname.wildixin.com/>



Setting your active device

You can select your active device by clicking the drop down next to the call button, followed by the device you wish to set as active.



Once selected, that selected device will be the device where calls are sent from and to.

Ringling Only Active Device

Should you wish to only ring your active, you can go into settings and check to make sure that the 'Ring only active device' option is selected on your personal account settings. You can do this by going to the Settings tab, the Personal side tab and then turning on 'Ring only active device', then pressing save.

The screenshot shows a web interface for personal settings. At the top, there is a navigation bar with a 'W' logo, a search bar, and several icons including a phone, a plus sign, a person icon, and a 'Settings' icon which is circled in red. Below the navigation bar, on the left, is a sidebar with a 'Personal' tab circled in red. The main content area lists various settings: Password, Two-factor authentication, Web Push (with a green toggle), E-Mail, Mobile, Language (set to English), Picture (with an 'Edit' link), Date format (set to dd/mm/yyyy), 'Ring only active device' (with a green toggle circled in red), and Popup URL / App. At the bottom of the settings list is a 'SAVE' button.

Setting the Collaboration App as your active device

Due to a feature with the mobile apps to save battery life, upon selecting the drop down for active devices, your mobile app may not appear. To do this, first open the mobile app on your phone. This will connect back up to the phone system and should then should be able to be selected in the active device dropdown list.

Revision #3

Created 18 October 2022 11:38:49 by Neil Tancock

Updated 7 February 2025 12:09:46 by Neil Tancock