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# WP4X0 – User Guide English | WP410 – WP480G- WP490G 2016-2017

ⓘ This guide provides all the necessary information connecting and using WP410, WP480G, WP490.

**End user brochures in English, Italian, French and German are available at this link: Wildix VoIP Phones - End User Brochures**

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WMS version: 3.88

Permalink: https://confluence.wildix.com/x/BQl8AQ
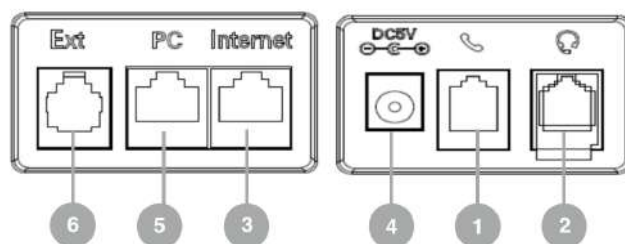
# Packing list

- 1 x WP4X0 Phone

- 1 x handset
- 1 x handset cord
- 1 x stand

Additionally you can purchase handsets, headsets, EHS adapter, keypad extension, power adapter.

# Phone overview

**Connecting the phone**

Rear panel:



1 – handset port

Attach the handset using the handset cord

2 – headset port

Attach the headset (optional; we recommend Wildix Headsets WHS-MONO, WHS-DUO)

3 – Internet port

Connect the phone to the Wildix PoE Switch using Ethernet cable

4 – AC power jack

If Power Over Ethernet is not used: connect the phone to AC power using an External Power Adapter (check WP datasheet for compatible adapters) and connect the phone's Internet port (3) to the Internet using Ethernet cable

5 – PC port

For connection to PC (optional)

6 – Ext port (WP480G/WP490G)

Used to connect wireless headset adapter WPEHS (WP480G/WP490G) / keypad extension module WP490EXT (WP490G); online guide: WHS, WP490EXT, WPEHS – Quick Start Guide

> ⚠ Note: for provisioning of WP4X0, read WMS Start Guide.

## Mounting instructions

**WP410**: attach the stand to the phone (desk mounting) or hang the phone on the wall (without attaching the stand)

**WP480G / WP490G**: attach the stand to the phone (desk mounting); for wall mounting, use wall mount bracket (article can be purchased separately, code: WP480-WM)

## Keypad instruction



WP410 2017          WP480G 2017          WP490G 2017

WP480G 2016          WP490G 2016

⚠ Note: keypad instruction for WP410 sept 2016 is equal to WP410 2017.

1 – LED indicator

- Flashing: Incoming call / Missed call / New VM message
- Off: In the standby mode

⚠ System administrator can control the behavior of the LED indicator using Provisioning Custom Settings.

2 – **Soft** keys

Used to confirm different operations indicated on the screen above the corresponding soft keys.

On the idle screen soft keys provide access to phone's menus: *History*, *Phonebook*, *Features*, *Menu*

- *History*: access call history and call from history
- *Phonebook*: access to shared PBX phonebooks and call from phonebooks
- *Features*: call features, read Appendix 2: Call features for details
- *Menu:* phone settings, read Appendix 3: Menu for details

3 – **Navigation** keys

Use Navigation keys to select and the central key to confirm different menu options; Use Navigation keys to move between the pages of BLF keys

4 – **BLF / function** keys

Monitoring of users and features

5 – **Speaker** key

Press to place a call / answer a call in speaker mode or press during a call to switch between speaker / handset mode

6 – **Volume** keys

Use to adjust the audio volume (during a call), the ringer volume (in the standby mode or while receiving an incoming call), the speaker volume (in the speaker mode)

7 – **Headset** key

Press to place a call / answer a call in headset mode (when headset is connected) or press during a call to switch between speaker / headset / handset mode

8 – **Mute** key

Press during a call to disable / enable the microphone

9 – **Redial** key

Press twice to redial the last called number

10 – **Voicemail** key

Access Voicemail graphical menu (long press on WP410 / WP480G 2016)

11 – **Quick DND** key

Long press enables / disables "Do not disturb"

12 – **Phonebook** key

Press to access the PBX shared phonebooks

> ⚠ Note: phonebooks must be set up by the PBX administrator on WMS side.

13 – **Transfer** key

# Log in

Dial 99 from the phone (“*Login*” feature code) and follow the audio instructions:

1. Enter your extension number
2. Enter the password (PIN - it is sufficient to enter first five symbols of user WEB password), when requested
   To enter the user password from the phone's dialpad, take into account the following:
     - To enter any lowercase and uppercase letter, press ONCE a corresponding digit (E.g. to enter A, a, B, b, C or c, press once 2)
     - To enter special characters (%, ^, &, etc), press the *star* key (*)

       Example: if user password is *4Ag7$Zl@*, then you have to dial *4247\**



3. Dial *1* to use this phone, when requested

After a few seconds, extension is displayed on the phone's screen; the phone is now assigned and can be used to make and receive calls.

# BLF / Function keys

BLF / Function keys must be set by user in Collaboration *Settings -> Function keys* or by PBX administrator via WMS. Detailed information on setting Function keys: Collaboration - User Guide.

For WP490 with extension module, you can additionally set up up to 40 BLF keys on each extension module (up to 3 modules are supported). Detailed information: WHS, WP490EXT, WPEHS - Quick Start Guide

BLF / Function keys allow you to monitor users and features, make a call, transfer a call, pick up a call, park a call, change status of features.

WP410 supports up to 4 BLF keys distributed on 2 pages, WP480G supports up to 16 BLF keys distributed on 2 pages, WP490G supports up to 30 BLF keys distributed on two pages, refer to Appendix 1 - BLF keys for detailed information on BLF key distribution for each phone.

**List of function keys:**

- Colleague: monitor call status (incoming call / in call), make a call, transfer a call, pick up a call, check who is calling
- Park Location: park a call and resume
- Line: press to use this line (to place a new call)
- Speed Dial: press to call a speed dial number; additionally you can set up shortcuts in combination with Feature Codes supported by the system, read Feature Codes notes for more information.
- Trunk: monitor status of trunk (except for SIP trunks) and place a call via this trunk
- Timetable / Switch / 3 state switch: monitor the status of switch / timetable, press to change status
- Group pick up: press to pick up a ringing call of a user from your ACL group (feature works for users registered to the same PBX and normally allows you to answer a ringing call for another user located in the same office)
- Call group: monitor call status (incoming call / in call), make a call, transfer a call, pick up a call, check who is calling
- Send DTMF: press to send DTMF tone
- Voicemail: press to access shared voicemail of another user (see the chapter below)

**Shared voicemail feature**

> ⊘ Important: The feature is supported only on WP480G/WP490G 2017. It works only for users of the same PBX!

Shared voicemail feature allows you to monitor and listen to voicemail messages of other users via a configured "Voicemail" Function key. The feature is disabled by default. To enable it, PBX admin must add ACL ability "Can" - "See voicemail" - "Group". After that, Function key can be configured in WMS (*Users* -> *Edit preferences* -> *Settings* -> *Function keys*) or Collaboration (*Settings* -> *Function keys*).

When a monitored user receives a new voicemail message, LED indicator becomes steady blue. You can listen to / delete / dial a user who left the message.

> ⚠ Note: ACL restrictions "can/ cannot" - "use Voicemail" and "can/ cannot" - "view group" have higher priority than "can/ cannot" - "see Voicemail". Read ACL rules & Call classes management Guide for details.
>
> Well-known issue: in failover scenario (TCP / 443), BLF subscription is sent only once.

# Call management

**Place a call**

1. Lift the handset
2. Dial the number and press **Send** Soft key or wait till the call is placed automatically

> ⚠ Notes:
>
> - Press **Speaker** key to start a call in Speaker mode
> - Press **Headset** key to use the headset (if connected)

**Call from Phonebook:**

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

⚠️ Note: in Colleagues phonebook users are displayed with their realtime status (available / offline / busy / incoming call / absent / dnd). Refer to this chapter for detailed information.

**Call from History**

1. Press **History** Soft key
2. Select a colleague from the list
3. Press **Dial** Soft key
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

**Answer a call**

Lift the handset or press the **Speaker** key.

**Answer a second incoming call**

Press **Answer** Soft key

⚠️ Note: it is possible to receive more than one call at a time, in case "*Call Waiting*" feature is enabled in Collaboration *Settings -> Features*.

**Mute the ring of an incoming call without answering**

Press **Silence** Soft key

**Forward a call without answering**

Press **Fwd** Soft key, dial the number, press **OK** Soft key

**Decline a call**

Press **Reject** Soft key

**Hold / Second call**

- Press **Hold** Soft key during a call

- Press **Resume** Soft key to resume

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

**Make a second call:**

1. Press **New** Soft key
2. Dial a number or press **Select** Soft key to search for a contact in History or in Phonebook

**Transfer**

**Blind transfer**

*Transfer without notifying the person who receives the call transfer:*

1. Press **Trans** Soft key or **Transfer** key during a call (the call is put on hold)
2. Dial the number
3. Hang up or press **Trans** Soft key

**Blind transfer via BLF keys:**

⚠ Prerequisite: BLF key "Colleague" or "Call group" with "Direct Transfer" option enabled must be configured:

| 2 | Colleague | 👁 🔊 → | Ivan | 🔵 Ivan Ordets (420) | ▾ | ✖ |
|---|-----------|---------|------|----------------------|---|---|
| 3 | Call group | 👁 🔊 → |  | Call_Center | ▾ | ✖ |

Read the Collaboration User Guide (*Settings -> Function Keys*) for more information about setting BLF keys.

- Press the **BLF** key configured as "Colleague" or "Call group" during a call

**Attended transfer**

*Transfer with notification to the person who receives the transfer:*

1. Press **Trans** Soft key or **Transfer** key during a call (the call is put on hold)
2. Dial the number and wait till the person answers
3. To complete the transfer, hang up or press **Trans** Soft key or **Transfer** key

**Attended transfer to *Phonebook* contact / contact from *Call history*:**

1. Press **Trans** Soft key or **Transfer** key during a call (the call is put on hold)
2. Press **Select** Soft key
3. Select *History / Phonebook* and press **Enter** Soft key
4. Select the contact, press **Dial** Soft key and wait till the person answers
5. To complete the transfer, press **Trans** Soft key or **Transfer** key again

**Attended transfer via BLF keys:**

⚠ Prerequisite: BLF key "Colleague" or "Call group" ("Direct Transfer" option disabled) must be configured:

| | | | | | |
|---|---|---|---|---|---|
| 2 Colleague | 👁 🔊 → | Ivan | | 🔵 Ivan Ordets (420) | ▾ ✖ |
| 3 Call group | 👁 🔊 → | | | Call_Center | ▾ ✖ |

Read the Collaboration User Guide (*Settings -> Function Keys*) for more information about setting BLF keys.

1. Press the **BLF** key configured as "Colleague" or "Call group" during a call
2. Wait till the second party answers
3. To complete the transfer, hang up or press **Trans** Soft key

**Conference**

1. Press **New** Soft key during a call (active call is put on hold)
2. Make a second call to the contact you wish to invite to the conference call
3. When the third party responds, press **Conf** Soft key

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

**Record a call**

⚠ Note: Only users with certain permissions can record calls; to enable the option, the PBX admin must add ACL ability *"Can use" - "Personal recording" (WMS -> Users -> Groups).*

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

**Pick up a ringing call / see who is calling**

⚠ Note: Only users with certain permissions can pick up calls; to enable the option, the PBX admin must add ACL ability *"Can" - "Call Pickup" (WMS -> Users -> Groups).*

**Pick up a ringing call**

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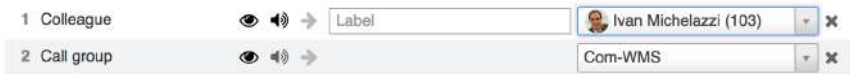
**See who is calling**

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:

| 1 Colleague | 👁 🔈 → | Label | 🧑 Ivan Michelazzi (103) ▾ | ✖ |
| 2 Call group | 👁 🔈 → | | Com-WMS ▾ | ✖ |

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

| 1 Colleague | 👁 🔊 → | Label | 🧑 Ivan Michelazzi (103) ▾ | ✖ |
| 2 Call group | 👁 🔊 → | | Com-WMS ▾ | ✖ |

*Refer to Collaboration - User Guide for more information.*

⚠ Note: Only users with certain permissions can see who is calling other users; to enable the option, the PBX admin must add ACL ability *"Can" - "View calls of users" (WMS -> Users -> Groups).*

**Park a call**

⚠ Note: Detailed information about the parking feature can be found here: How to implement the Parking feature.

⚠ Prerequisite: BLF key "Park Location" must be configured.

- Press a BLF key configured as *Park Location* during a call to park a call / press it again to resume the call.

**Call intrusion / Intercom**

Call intrusion and Intercom features are available for users with certain permissions (ACL abilities "Can" - "Intrusion" / "Intercom"). Check Feature Codes Admin Guide for more information.

# Listen to Voicemail messages

1. Press **Voicemail** key to access the graphical Voicemail menu (long press on key "1" on WP410 / WP480G 2016)
2. If requested, enter the first five characters of your password
3. Select the message and press **Play** Soft key to listen to the message; press **Info** Soft key for more information (Name, Number, Date, Duration) and then **Delete** to delete the message

⚠ Detailed information about Voicemail service: Voicemail Guide.

For the information on how to set up your Voicemail greetings, please refer to Feature Codes Admin Guide.

For the information on how to set up call forwarding to Voicemail, please refer to Appendix 2 - Call features.

# Presence status monitoring

Currently, you can monitor full presence status of users only in *Phonebook*:

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

It possible to monitor the following colleague statuses via Phonebook:

- "available" (tick icon)
- "offline" (no icon)
- "busy" (handset icon)
- "incoming call" (arrow icon)
- "away" (clock icon)
- "dnd" (brick icon)

# Troubleshooting

For reset and recovery of WP4X0 2015-2017, refer to Reset and Recovery of WP410 2015-2017 Manual

# Appendix 1 - BLF keys distribution scheme

⚠ Note: BLF keys are set up by a user via Collaboration or by PBX administrator via WMS. Refer to the section Function keys of Collaboration User Guide for more information.

- 4 BLF keys (2 pages) for WP410 Sept 2016 / 2017 (use **Navigation** keys to move between the pages):



- 16 BLF keys (2 pages) for WP480G 2017 (use **Navigation** keys to move between the pages):
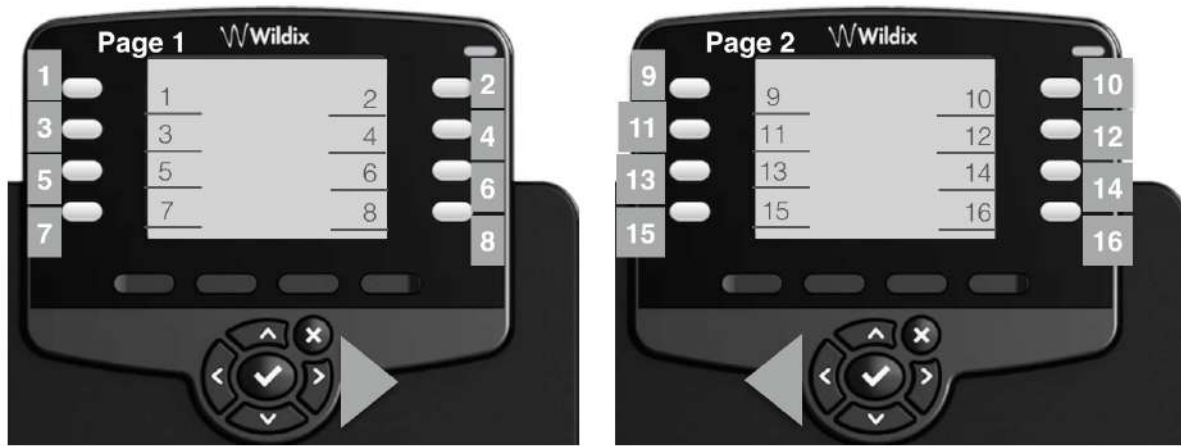
- 30 BLF keys (2 pages) for WP490G 2017 (use **Navigation** keys to move between the pages):



- 17 BLF keys (3 pages) for WP480G 2016 (use **Navigation** keys to move between the pages):



⚠️ Note: keys 4-7 are not displayed on the screen of the Page 1, however they can be used for Speed Dial.

- 18 BLF keys (2 pages) for WP490G 2016 (use **Navigation** keys to move between the pages):



> ⚠ Note: keys 9-18 are duplicated on the Page 2.

> ⚠ Note: this operation must be made by the system administrator!

In case you have problems with your phone, please contact the PBX administrator.

# Appendix 2 - Call features

Press **Featur.** Soft key 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) based on user status (available / DND / away):

> ⚠ Note: call features are synced between all the devices of a user and can be also set from Collaboration / WMS / WP600A/WP600ACG / iOS/Android app.

> ⚠ Same Call features can be set up in Collaboration *Settings Features* by users or by the PBX administrator in WMS

- *Status*: Available / DND / Away

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

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

- *Call type*: Internal / External/ Blacklist / Whitelist

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

- *Call reject*: On / Off - if enabled, all calls are rejected

- *Call forwarding* - call forwarding settings
    - busy: On / Off - enable / disable call forwarding when busy
    - unavailable: On / Off - enable / disable call forwarding in case of no answer
    - 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 Number) indicating the destination (extension number/ external 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 displayed 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

- *Mobility*: On / Off - if enabled, after a timeout, incoming calls are routed also to your mobility extension number; phone number and timeout can be specified in Collaboration Settings

- *Ring Tone*: select the ringtone

# Appendix 3 - Phone Settings

To access Phone Settings, press **Menu** soft key 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
Note: The backlight settings of WP490EXT extension module are synced with WP490G.

⚠ Note: The backlight settings of WP490EXT extension module are synced with WP490G 2016-2017.

- *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 Headset is connected
    - Handsfree sound input: allows you to select the active microphone in handsfree mode when the handset is lifted (either handset's microphone or phone's microphone)
- *Network*: access to this menu is recommended for PBX administrator

- *Autoprovision*: access to this menu is recommended only for PBX administrator