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

This guide for the end user provides the basic information on how to connect and use your WP4X0.

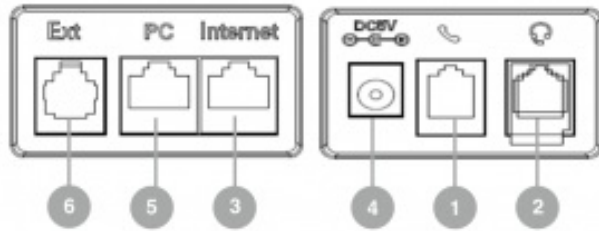*Updated: April 2017*
WMS version: 3.84

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); QIG online: https://manuals.wildix.com/whs-wp490ext-wpehs/

Note: For provisioning of WP4X0, read WMS Start Guide.

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

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

4 – BLF / function keys

Monitoring of users and features, read Appendix 1: BLF keys for details

5 – Speaker key

Press to place a call / answer a call in speaker mode or press during a call to switch between speaker / headset / 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 your password

NOTE: password of "admin" user is also accepted!

HOW DO I ENTER THE PASSWORD FROM THE PHONE?

- Enter digits instead of lower and upper case letters and "*" instead of all the special characters:
- Instead of letters, press corresponding digits on the phone's keypad (e.g. if you need to enter A or B, press "2")
- No difference between uppercase and lowercase letters (press "2" to enter A or a)
- Press * instead of all the special characters (to enter such symbols as $, %, &)
- Press the button just once to enter any option corresponding to this button (e.g. to enter 2, A, B or C, press the button "2" just once, not twice, not three times)

EXAMPLE:Password: 4Ag7$Z4 – press "4"A – press "2"g – press "4"7 – press "7"$ – press "*"Z – press "9"

Call management

Place a call

1. Lift the handset
2. Dial the number -> "Send"

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. Select the phonebook
3. Select the contact; press "Search" Soft key in the menu, then type the name -> "Dial" y

Note: In Colleagues phonebook users are displayed with their realtime status (available / offline / busy / incoming call / absent / dnd)

Answer a call

- Lift the handset

During a 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

Decline a call: Press "Reject" Soft key.

Silence 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".

Hold

- 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 -> "Resume"

Make a second call:

1. Press "New"
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 or press "Select" to search for a contact in History or Phonebook

3. Hang up or press "Trans"

Blind transfer via BLF keys

Press the BLF key configured as "Colleague" with "direct transfer" option enabled 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 or press "Select" to search for a contact in History or Phonebook

3. Wait till the second party answers

4. Hang up or press "Trans"

Attended transfer via BLF keys

1. Press the BLF key configured as "Colleague" during a call ("Direct transfer" should be disabled)

2. Wait till the second party answers

3. Hang up or press "Trans"

Conference

1. Put the first call 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" to split the two calls or hang up to end the conference.

Listen to Voicemail messages

1. Press Voicemail key to access the graphical Voicemail menu (long press on key "1" on WP410 / WP480G 2016)

2. Select the message and press "Play" to listen to the message; press "Info" for more information (Name, Number, Date, Duration) and then "Delete" to delete the message
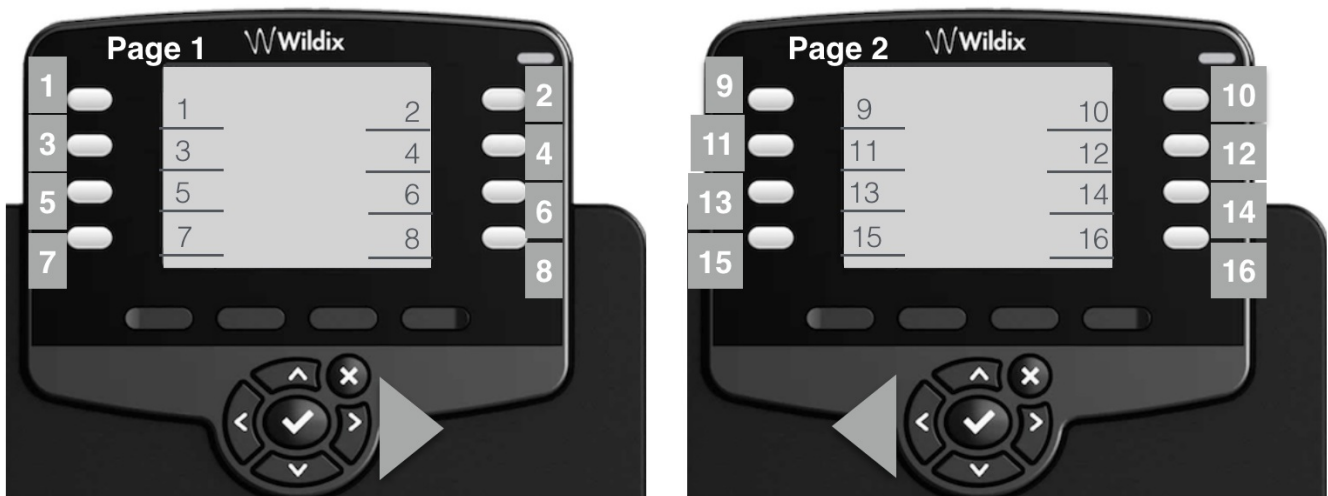
Appendix 1: BLF keys

Note: BLF keys are set up by user via Collaboration or by PBX administrator via WMS, more information –

4 BLF keys (2 pages) for **WP410 Sept 2016 / 2017** (use Navigation keys to move between the pages):
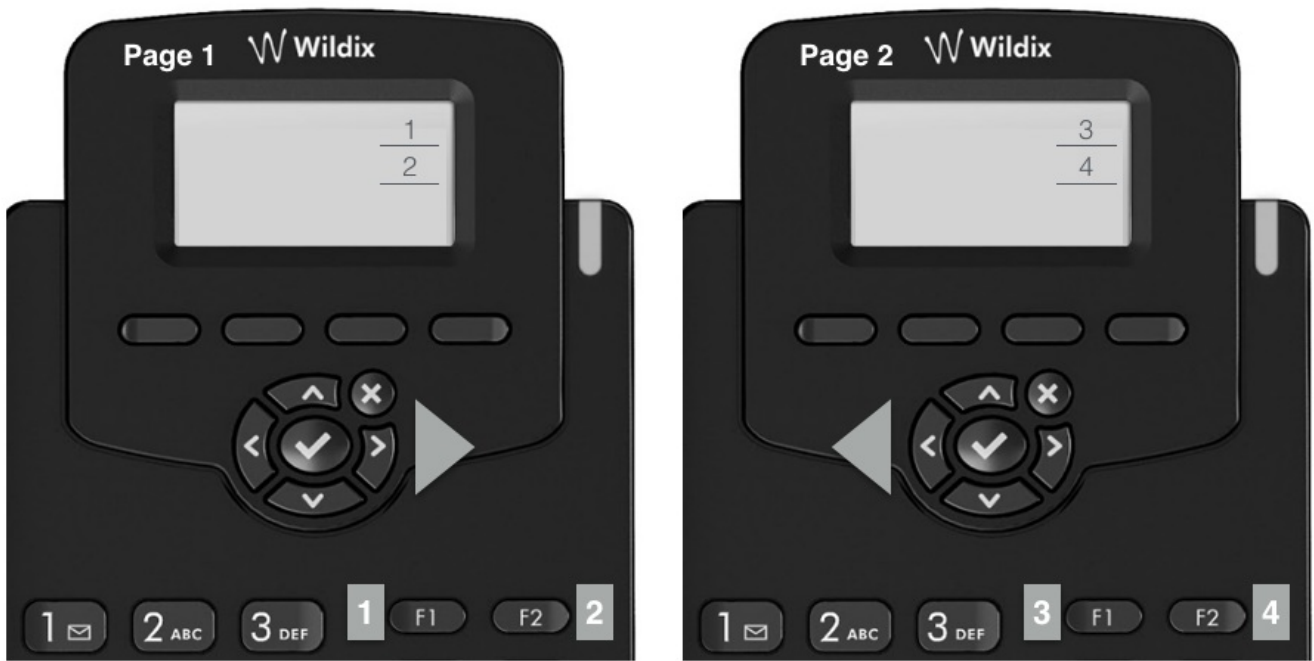
16 BLF keys (2 pages) for **WP480G 2017** (use Navigation keys to move between the pages):

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

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

Appendix 2: Call features

Press "Featur." Soft key from the standby mode to access the menu.

Note: Call features and synced between all the devices of user and can be also set from Collaboration / WMS / WP600A/WP600ACG / iOS/Android app

- 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 user status

  - Activate (only for DND / Away): On / Off
    When disabled, call features for DND and Away statuses cannot be changed

- Call type: Internal / External
  Note: All the features below are applied only for the selected call class

- Call reject: On / Off

- Call forwarding:

  - busy: On / Off

  - unavailable: On / Off

  - forced: On / Off
    Set the destination for each type of call forwarding: enter the phone number or "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: Menu (Phone settings)

1. Status: view IP, Mac, Firmware of your phone

2. Backlight settings

3. Audio settings: adjust Talk, Tone, Mic, Key, Ring Volume and Headset Ring Mode (allows you to decide whether ringtone should be played via Headset or Handset when Headset is connected)

4. Network: access to this menu is recommended for BPX administrator

5. Autoprovision: access to this menu is recommended only for PBX administrator

Troubleshooting

Reset and Recovery of WP4X0 2015-2017: https://manuals.wildix.com/reset-and-recovery-of-wp410-wp480-wp480g-wp490-wp490g-2015-2016/

NOTE: THIS OPERATION MUST BE MADE BY THE SYSTEM ADMINISTRATOR

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