Introduction

Wildix is the new society-wide telephony system. It is being implemented from mid-2021 onwards and will replace all legacy telephony systems.
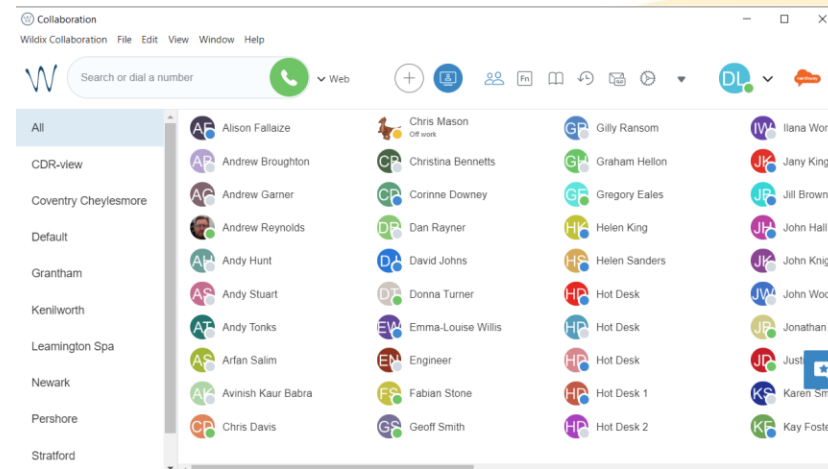
As a Travel branch colleague, you will be able to choose how you use the new system:

A desk-based handset

Or

An application on your computer with a headset

If you have any questions, please contact the project team via unified.communications@midcounties.coop

The handset

You will be provided with a new handset for Wildix. This looks a little different to your old handset but it works in a very similar way.

You can use your handset as your main device for making and receiving calls.

You will need to make sure you are logged in to the handset on your desk. This is a simple process explained on a later slide.

The next two slides explain what each button does and how to perform the most common tasks.

Wildix START phone

To log in or out

- Dial *99

- Type in the extension number then #

- Type in the password – this will be 0 followed by the four-digit branch number

- Select 1 to log in; or 0 to log out

- Wait for a few seconds for phone to refresh
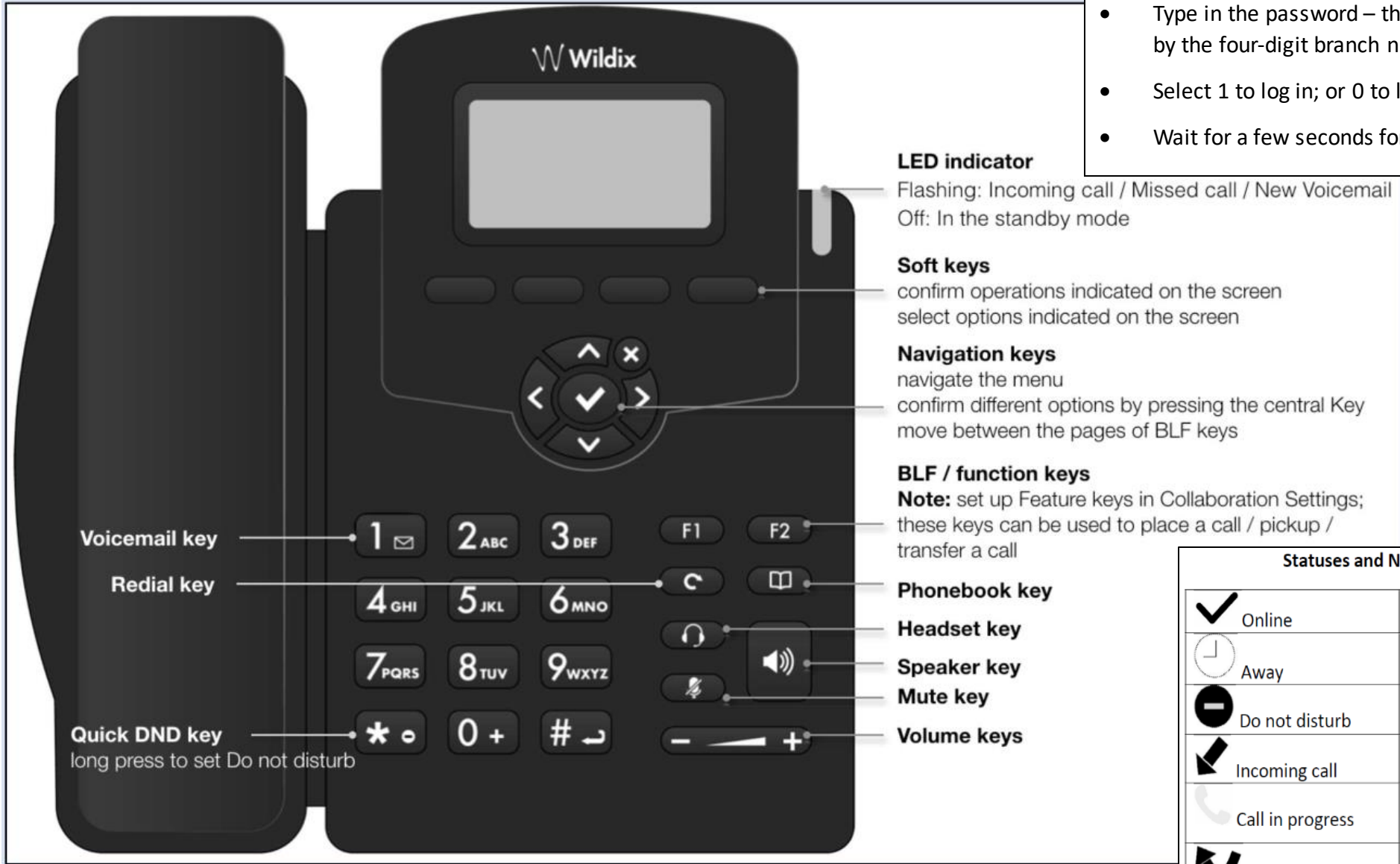
LED indicator
Flashing: Incoming call / Missed call / New Voicemail
Off: In the standby mode

Soft keys
confirm operations indicated on the screen
select options indicated on the screen

Navigation keys
navigate the menu
confirm different options by pressing the central Key
move between the pages of BLF keys

BLF / function keys
Note: set up Feature keys in Collaboration Settings; these keys can be used to place a call / pickup / transfer a call

Voicemail key

Redial key

Quick DND key
long press to set Do not disturb

Phonebook key

Headset key

Speaker key

Mute key

Volume keys

Statuses and Notification Icons

Online	Muted microphone
Away	Speaker activated
Do not disturb	Voicemail
Incoming call	Silent mode
Call in progress	CFN:X Call forwarding activated
Outgoing call	Call on hold

Wildix START Quick Reference guide

To place a call manually
- Enter the number and press **Send** soft key

To call from history
- Press **History** soft key and select the number using navigation keys, then press **Dial** soft key

To call from the phonebook
- Press **Phonebook** key
- Press **Filter** soft key to filter the search
- Use the **Navigation** keys to locate the number to call, then press **Dial** soft key

To place a call on hold
- Press **Hold** soft key during a call to put a call on hold

To make a second call
- Press **New** soft key to make a second call
- Enter the number manually or press **Select** soft key to search for the contact in call history/in phonebooks
- To cycle between the calls, press the up and down arrow keys then press **Resume** soft key on the call to talk to that caller and put the other caller on hold.
- Press **Cancel** soft key to finish a call, then press **Resume** soft key to speak to the other caller

To pick up in incoming a call from another handset
- While the receiver is down, select *8
- Pick up the receiver to connect the call

To transfer without notifying colleague
- Press **Transfer** key during a call (the call is put on hold)
- Dial the desired extension
- Hang up

To transfer with notifying colleague
- Press **Transfer** key during a call (the call is put on hold)
- Dial the desired extension
- Notify the person of the transfer
- Hang up to transfer the call

To access personal voicemail
- Press **Voicemail** key
- Select the message and press **Play** soft key to listen to it
- press **Info** soft key for more information or to delete the message

Volume/Speaker controls
- Press **Mute** key to mute / unmute the microphone
- Press **Volume** Up / Down keys to adjust the volume
- To switch between speaker mode and handset mode during a call press **Speaker** key
- To switch between speaker mode and headset mode during a call press **Headset** key

Logging in to the handset

You will need to make sure that you are logged in to the handset on your desk. This ensures any direct calls are routed to you.

To log in, follow this simple process:
1. Dial *99
2. Type in your extension number followed by #
3. Type in the password – this will be 0 followed by the four digit branch number
4. Select 1 to log in; or 0 to log out
5. Wait for a few seconds for phone to refresh

The application and headset

You will also be provided with an application on your computer – you can use this instead of your handset or you can use both – the choice is yours!

The application is called **Wildix Collaboration**.

The benefits of Collaboration are:
- You can use the headset which allows you to have both hands free for typing or other tasks
- You can just type in the name of a travel operator and it will bring up the number for you to select and call with one click (if they are stored in the global phonebook – if not, we can add them!)
- You can view all colleagues arranged in their branches
- You can easily see if your colleagues are available to speak to

We hope that in time you will start to use the application more and more as it will make phone-related tasks easier for you.

To find out how to access Collaboration, please see "Travel Branches – Accessing the Collaboration desktop app" on Colleagues Connect.
To find out how to use Collaboration, please see "Travel Branches – Using the Collaboration desktop app" on Colleagues Connect.