

WP600A / WP600ACG – User Guide

 manuals.wildix.com/wp600a-wp600acg-user-guide/

March 16,
2016

This User Guide explains how to use WP600A / WP600ACG and Wildix Phone App.

HW version: 47.145.7.438

WMS Version: 3.84

App version: 2.7.92

Updated: May 2017

Release notes: <https://www.wildix.com/new-releases-and-updates/wp600axx-changelog/>

WP 2016 Datasheet and technical notes: <https://manuals.wildix.com/#phones>

[Phone overview](#)

[First time login](#)

[Change language](#)

[Network connection](#)

[Login to Wildix Phone application](#)

[Wildix Phone application](#)

[Status](#)

[BLF keys](#)

[Dialpad](#)

[Live search](#)

[Place a call](#)

[Call management](#)

[Blind / Attended call transfer](#)

[Blind / Attended call transfer via BLF keys](#)

[History](#)

[Chat](#)

[Join the WebRTC ubiconf videoconference](#)

[Voicemail](#)

[Settings](#)

[Personal and Account settings](#)

[Call features \(Call forwarding, call waiting, mobility\) for each call class](#)

[Advanced Settings and Phone upgrades](#)

[Appendix 1. Phone settings](#)

[Appendix 2. Supported Headsets and Speakerphone](#)

[Appendix 3. Integration with intercoms](#)

Door open function

Display incoming video stream before answer

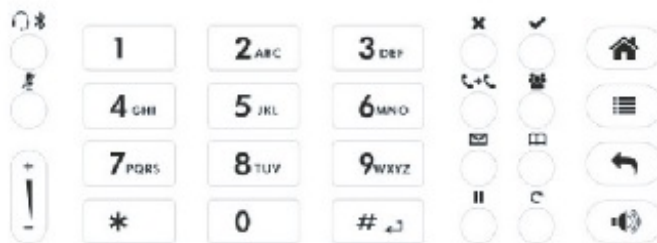
Appendix 4. Phone recovery

Phone overview

Video tutorials: <https://manuals.wildix.com/video-tutorials/>

LED Indicator: New Voicemail / Incoming call / Missed call (blinking blue)

Keypad instruction:



- Headset

- Mute

- Volume

- Cancel

- Transfer

- Voicemail

- Hold

- Confirm

- BLF keys

- Phonebook

- Redial

- Home menu

- Context menu

- Back

- Speaker

Home screen:



- 1 – People (personal phonebook)
- 2 – Wildix Phone app
- 3 – Applications folder
- 4 – Chrome browser (read the note on first time use of Chrome on WP600AXX)
- 5 – Phone settings
- 6 – Notification drawer and status bar

First time login

Change language

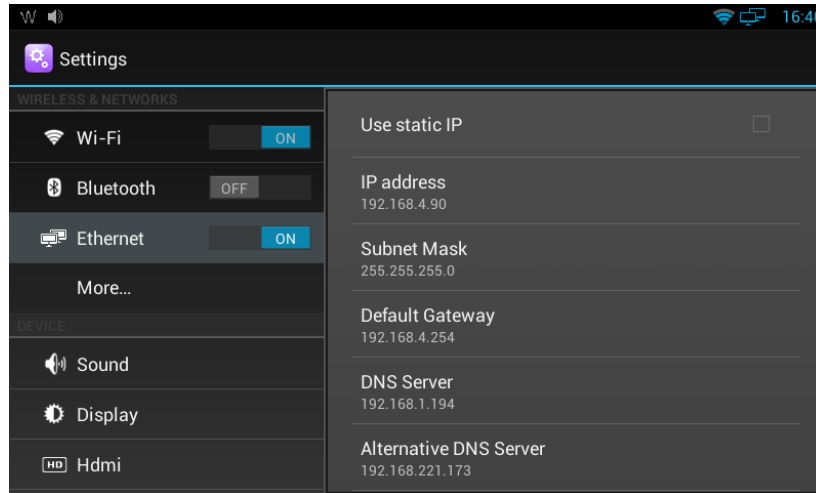
1. Go to Settings > Personal > Language & input
2. Tap “Language”
3. Select the language from the list

Network connection

1. Settings > Wireless & Networks
2. Select the Network:
 - o Ethernet
 - o Wi-Fi

Ethernet

1. Ethernet -> ON
2. IP address: the phone automatically receives the IP address from the DHCP Server



In case the phone has not received an IP address automatically, you can set up the Static IP:

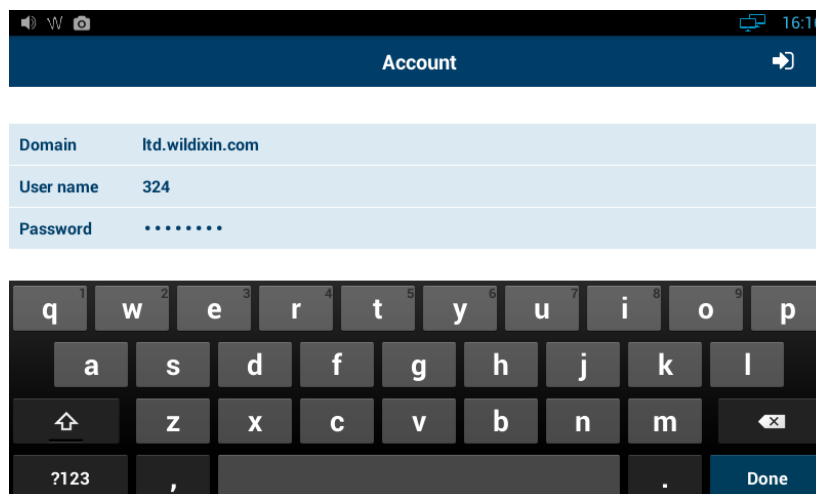
1. Static IP: tick off
2. Enter the IP address manually

Wi-Fi

1. Wi-Fi -> ON
2. Select the Network from the list and enter the password (if necessary)
3. Tap "Connect"

Login to Wildix Phone application

After the phone has booted, the Phone app opens automatically.



Domain: PBX IP address or domain name

You can enter the PBX name, "wildixin.com" domain is added automatically; if you leave this field blank, "auto.wildixin.com" is automatically added;

- User name: extension number, user name or email address of user
- Password: user WEB password

Go to Settings -> Advanced -> Check for Updates. In case there is a new version available, follow the instructions on the screen to update.

Wildix Phone application



- 1 – Status
- 2 – Voicemail
- 3 – History
- 4 – Dialpad
- 5 – BLF Keys
- 6 – Chat
- 7 – Settings

You can swipe between the Phone app menu tabs by swiping with the finger on the phone screen to the right / to the left.

Status

Click user status to:

- Set your status to DND / Away and set expiry time for this status (optional)
- Set the status message (optional)

BLF keys

Monitoring and management of colleagues and features.

Max 120 elements can be added for monitoring (features and colleagues). Swipe on the screen to the left/to the right to move between the pages of Feature keys.

You can customize the size of the BLF keys in this menu in Phone App > Settings > Advanced Settings "X keys per page". (More info: [Advanced Settings](#))

Configure BLF keys

BLF keys must be configured in Collaboration > Settings > Feature keys / or in WMS (more info: <https://manuals.wildix.com/function-keys-blf-keys-wp/>)

Example of BLF keys configuration in Collaboration:

Key ID	Name	Value	Title	Action
3	Send DTMF	11	Set title	-
4	Colleague	303	Set title	-
5	Colleague	332	Set title	-
6	Colleague	103	Set title	-
7	Colleague	108	Set title	-
8	Colleague	124	Emiliano	-
9	Speed dial	+38048212345	Set title	-
10	Colleague	106	Set title	-
11	Colleague	130	Set title	-

Save

Supported BLF Keys

- Colleague
 - monitor status (ringing/in call; dnd/away)
 - call (tap the element and select "call")
 - call pickup (tap the element while the status is "ringing" and select "pickup")
 - transfer a call (tap the element and select "transfer" during a call)
- Speed Dial
 - call number configured as speed dial

*Note: you can use any shortcut based on Feature codes with Speed Dial function key, example: enter the value "cgmanager*2*[call_group_ID]" into the field for dynamic call group login / logout*

- Trunk
 - monitor status for BRI/FXO/GSM (green/red)
 - call through this trunk (if green)
- Timetable
 - monitor status (green/yellow/red)
 - change status (tap the element and select "call")

- Switch
 - monitor status (green/red)
 - change status (tap the element and select “call”)
- 3 state switch
 - monitor status (green/yellow/red)
 - change status (tap the element and select “call”)
- Group Pick up
 - pickup a ringing call of user belonging to your ACL group on the same PBX
- Call group
 - monitor status (red=incoming call; green=idle)
 - call a call group (tap the element and select “call”)
 - pickup a ringing call (tap the element and select “pickup” if red)
- Send DTMF

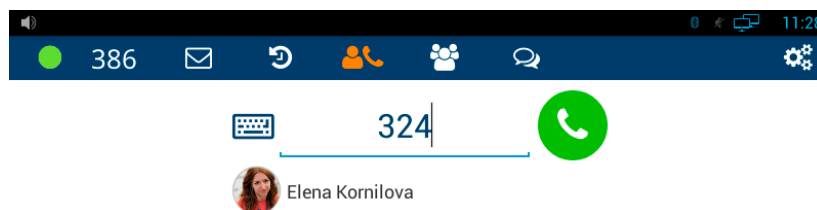
Dialpad

This menu allows you to search for contacts in PBX phonebooks, place and manage calls.

Live search

Live search is performed in all the shared phonebooks; first colleagues that match the searched criteria are displayed, then phonebook contacts.

Start entering a number or a name into the Search field:



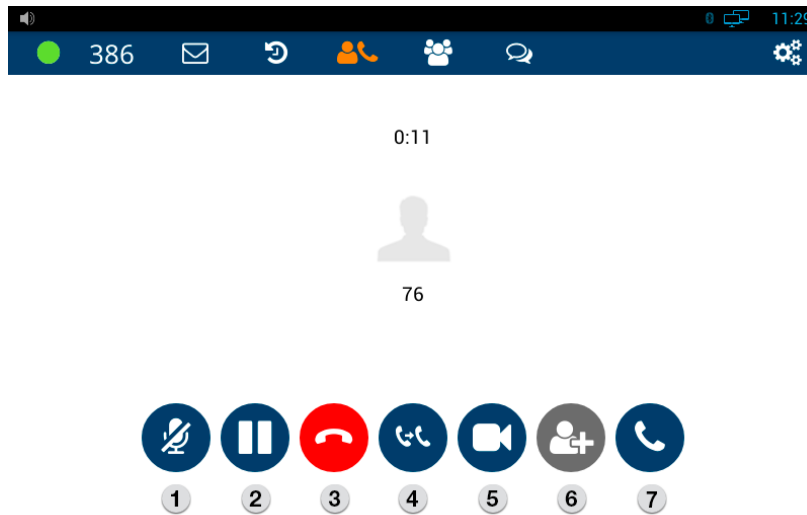
Place a call

Enter the number and tap the green button

The number you entered is automatically dialed after the timeout of 5 seconds, if the handset is in off-hook position

Otherwise start entering a number or a name into the Search field, then tap on the contact that appears below the Search field

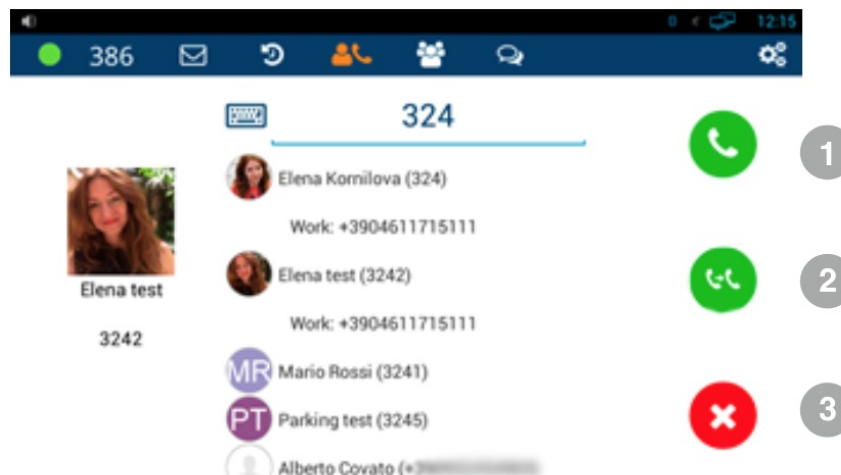
Call management



- 1 – Mute / Unmute
- 2 – Hold / Resume
- 3 – Hang up
- 4 – Transfer
- 5 – Video
- 6 – Conference (in case there are more than one active calls)
- 7 – New call

Blind / Attended call transfer

1. During a call tap “Transfer”
2. Enter the number for the transfer into the Search field:



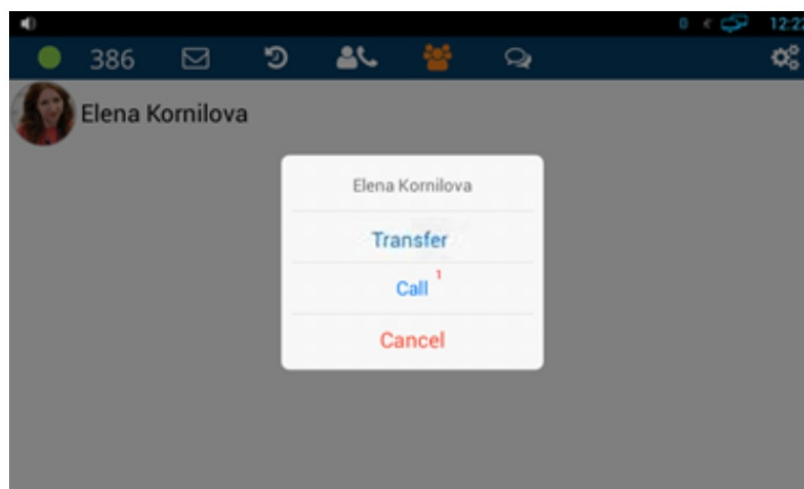
- 1 – Tap for Attended transfer (call recipient is notified): new call starts, tap “Transfer” button again from Call window to complete the transfer
- 2 – Tap for Blind transfer (call recipient is not notified)

3 – Tap to cancel transfer

Blind / Attended call transfer via BLF keys

Transfer a call to a colleague / a call group configured as BLF key

1.
 1. During a call, go to BLF keys menu
 2. Tap the BLF key of colleague / call group
 - Tap “Transfer” for blind transfer (without notification)
 - Tap “Call” for attended transfer (with notification): new call starts, tap “Transfer” button again from Call window to complete the transfer



History

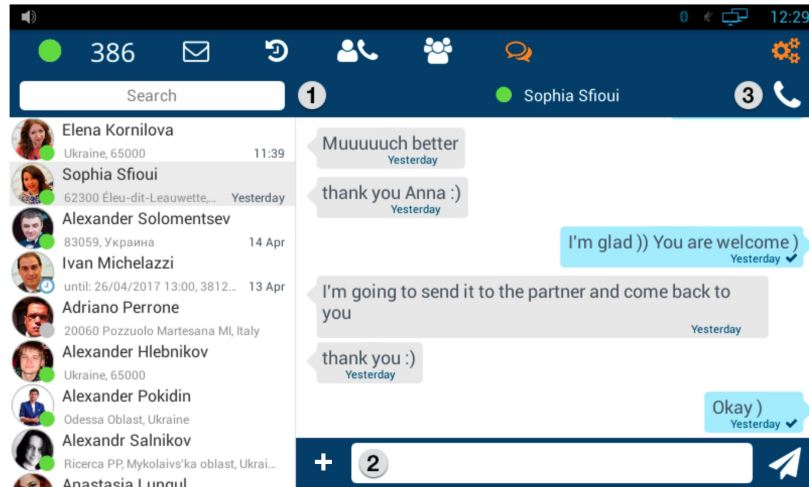
This menu allows you to:

- See the list of all the calls and call duration (synced with Wildix PBX)
- Redial

Chat

This menu allows you to:

- Start a chat
- Send Post-It messages
- Monitor presence status / location of colleagues
- Place a call



- 1 – Search field
- 2 – Tap to send a file, a photo (up to 100Mb) / Post-It
- 3 – Call

You can disable / enable visual new chat messages notifications in Phone App Settings > Advanced.

Join the WebRTC ubiconf videoconference

This is a beta version, the number of participants is limited to three users.

You cannot start ubiconf videoconference from WP600AXX, you can only participate (you must be invited).

1. To participate in a conference from WP600 / WP600ACG, you must be invited by a PBX user. You receive the invitation to chat
2. Tap the invitation link to access the conference and select “Chrome” browser

Tap “Always” the first time you access a conference, to set up Google Chrome as the default browser.

In order not to be distracted by calls received via Phone app, go to Phone Settings > Advanced, “Allow usage of other VoIP Apps” = ON (in this case Phone app does not open automatically during an incoming call)

More info about ubiconf in User Guide: <https://confluence.wildix.com/x/qgAFAQ>

Voicemail

This menu allows you to:

- Listen to Voicemails

- Delete Voicemails
- Mark Voicemails as "Read"

Settings

Personal and Call features for each Call class is synced with the PBX

Personal and Account settings

- Account: [Login to Wildix Phone application](#)
- Personal:
 - E-mail
 - Mobile
- Ringtone: Ringtone playback and selection
- Ringtone volume: Adjust the volume level

Call features (Call forwarding, call waiting, mobility) for each call class

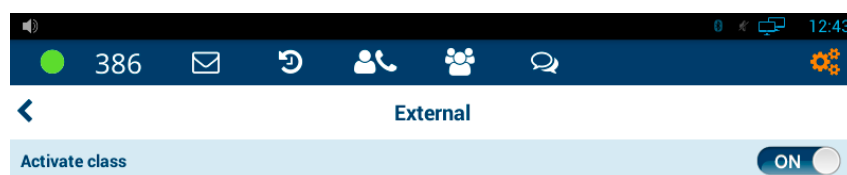
Internal

- Call reject: ON / OFF
- Call forward Busy / Call forward No Answer / Call forward All. To enable:
 1. Switch ON
 2. Tap on the destination field underneath
 3. Enter the number using the phone keyboard or the pop-up keyboard on the screen or enter VOICEMAIL
- Call waiting (receive more than one call at a time): ON / OFF
- Mobility with timeout (receive incoming calls also to your mobile number). To enable:
 1. Switch ON
 2. Tap the timeout field underneath and enter the numeric value in seconds

Make sure Mobile number is entered in Settings > Account > Personal > Mobile

External / Blacklist / Whitelist

Same Features as for Internal class, in addition, this menu allows you to select the Ringtone for each Call Class



Switch ON to activate the class, then you can change other settings

Advanced Settings and Phone upgrades

Advanced:

- Update source: allows installing “preview” versions (changelog and upgrade instructions: [Wildix website](#))
- Check for Updates: tap to search for new versions; in case the new version is available, follow the instructions on the screen to upgrade
- Ringtone: select the ringtone playback mode in case headset is connected: Headset / Speaker / Headset+Speaker (ringtone is played one time to headset and then to speaker)
- Initiate video calls (On / Off): when On, video is automatically started upon starting an audio call
Starting from WMS 3.85.35510: you can receive video from doorphones, even when the option is disabled
- Audible DTMF (On / Off)
- Automatic upgrades (On / Off); when Off, an additional option “Notify of new versions – On/Off” is displayed
- Allow usage of other VoIP Apps (On / Off): when On, Phone app does not open automatically during an incoming call
We recommend to enable this option for ubiconf Videoconference
- Show chat notification (On/Off): enable / disable visual new chat message notifications
- Number of BLF keys:
 - 4 keys per page (supported in case 12 or less keys are configured: 3 pages x 4 keys)
 - 18 keys per page (supported in case 54 or less keys are configured: 3 pages x 18 keys)
 - 40 keys per page (default: 3 pages x 40 keys)

Developer: advanced developer settings

About: information about Phone application and current version

Appendix 1. Phone settings

Wireless & Networks

Wi-Fi: ON / OFF

Scan for networks, view the list of available networks, add a new one.

Bluetooth: ON / OFF

Search for devices, view the list of paired devices, unpair devices, see the received files

Ethernet: ON / OFF

Use DHCP or tick off "Use static IP" and enter the parameters manually

More: Advanced network settings (VPN, Portable hotspot, PPPOE, VLAN, Proxy settings, Net Priority – Give priority to Wi-Fi or Ethernet when both are enabled)

Device (Sound, Display, Storage, Storage, Apps)

- Sound
 - Volumes: adjust Music volume, Ringtone & notifications volume Alarms volume
 - Ringtone and notification: select Call ringtone, Default notification sound
 - System: tick off to enable Dial pad touch tones and Touch sounds
- Display
 - Brightness: adjust the brightness level
 - Wallpaper: select the wallpaper
 - Sleep: adjust the timeout for screen sleep mode
- Hdmi: allows you to enable HDMI, select the Resolution, adjust the Screen Zoom
- Storage: all the information about memory usage
- Apps: view and manage all the applications (allows you to force-quick Phone APP: select Phone App from the list -> Force stop)

Personal (Language and input, Security, Backup)

- Security: enable screen lock, device administration, credentials storage
- Language & input:
 - Language: tap Language to select another language from the list
 - Spell checker: tick off to enable, tap the icon on the right, then tap the earth icon to select a different language for spell checker
 - Personal dictionary: allows you to create a user dictionary
 - Keyboard & Input methods: tap the Settings icon to the right from the keyboard choice to select a different language for the input
 - Speech: allows you to enable and to set up text-to-speech options
 - Mouse/Trackpad: allows you to adjust the pointer speed
- Backup & reset: allows you to enable the backup and to set up the parameters for backup, and to restore the phone to the factory defaults

Accounts

- Add and manage accounts. Enable the Google account to be able to download the applications from Google Play Market and to use Google Calendar. Tap + to add a new account.

- Allows you to manage the Privacy settings (location and adds)

System (Date and time, Accessibility, Phone information)

- Date & time: allows you to enable automatic time and date settings or to set up time and date manually, select the time zone, select the format of time and date, set up the SNTP Server
- Accessibility: special needs settings (TalkBack, Magnification, Large text, Speak passwords, enable Accessibility shortcut)
- About Multimedia Terminal: information about system update, status, model, Android and Kernel version, legal information

Appendix 2. Supported Headsets and Speakerphone

Supported Headsets

Wildix Headsets compatible with WP600AXX: monoaural (WHS-Mono), binaural (WHS-Duo) and bluetooth (WHS-BT).

For connection of WHS-BT headset, read the guide: [WHS, WP490EXT, WPEHS – Quick Start Guide](#)

Third-party headsets integrated with Wildix [“Wildix Compatible Headsets – Jabra, Plantronics, Sennheiser, JPL”](#)

ubiconf-Voice speakerphone

To connect the ubiconf-Voice speakerphone to WP600AXX:

1. Press and hold (2secs) the Bluetooth button until the light flashes blue.
2. Enable Bluetooth on the device, and select ubiconfVoice from the list of available Bluetooth devices.
3. The light turns solid blue when the connection is established.

More information in ubiconf-Voice Speakerphone User Guide and ubiconf Datasheet, available on <https://manuals.wildix.com>

Appendix 3. Integration with intercoms

Info on intercoms which are fully integrated with Wildix system: www.wildix.com/integrations

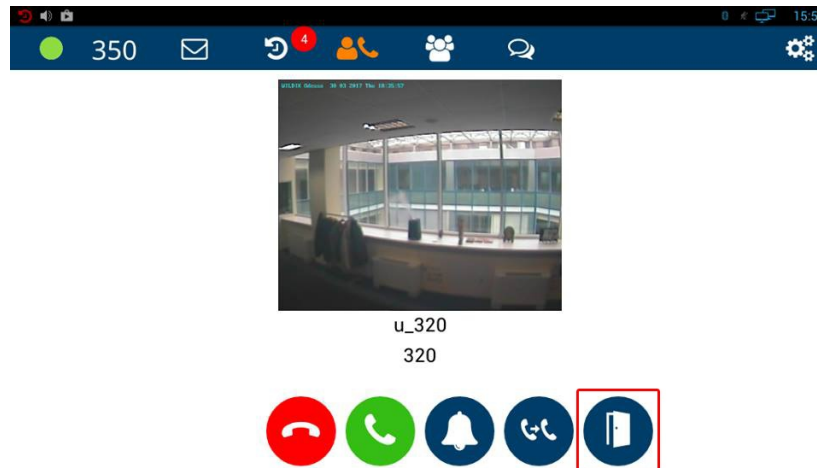
User Guides on Integration with some Intercoms are available on <https://manuals.wildix.com> under “Intercoms” section

Door open function

You can add an unlock button allowing you to open the door from the call management window.

Add Dialplan Custom Application: **SIPAddHeader(Unlock-Button:*1234#)**

where **"*1234#"** is DTMF



Display incoming video stream before answer

Add Dialplan Custom Application

SIPAddHeader(Camera:http://admin:admin@192.168.1.100/picture0.jpg)

where:

- admin:admin – username and password, if needed
- 192.168.1.100 – IP address of intercom / camera
- /picture0.jpg – picture URL (only *.jpg format is supported at the moment)

More examples:

- SIPAddHeader(Camera:http://www.testcam.local/camera/image.jpg)
- SIPAddHeader(Camera:http://admin:admin1@10.100.4.44/snapshot/view0.jpg)
- SIPAddHeader(Camera:http://admin:meinsm@10.100.4.113/record/current.jpg?sync=99)
- SIPAddHeader(Camera:https://admin:mypassword@10.100.4.111/api/camera/snapshot?width=1280&height=960&fps=15) (2N example)

Note: this custom application can be used in two scenarios: 1) call a doorphone and see the video stream 2) see video stream from the doorphone before answer

In case you don't know how to indicate the path correctly for your IP webcam / intercom, check this resource: [LINK](#) (mind that only HTTP connection and JPEG type are supported)

Appendix 4. Phone recovery

NOTE: THIS OPERATION MUST BE MADE BY THE SYSTEM ADMINISTRATOR

How to perform a factory reset:

1. if your phone is on, turn it off
2. press and hold the "Headset" button and turn on power (using power adapter or PoE) release "Headset" button after 5 seconds
3. the image "W" appears on the display and then the recovery menu
4. press "2" button to select "Factory reset" and "Headset" button to start the reset
5. after reset procedure, update Phone app to the latest version