# W-AIR cordless phone

# User Manual

**Wildix**

The manual provides you with the necessary information about your Wildix W-AIR cordless phone. Please read this guide to ensure the proper installation and operation of the phone.

# Unboxing

## Before opening the package

Examine the package for evidence of physical damage prior to opening. If there is a proof of mishandling, report it to your certified Wildix Partner.

### Parts checklist
The box contains the following items. Make sure that all the components are present:
1 x Handset hook
1 x A/C Adaptor
1 x Charger
1 x Cordless phone with own li-ion battery

## Before Using the Cordless Phone

Read the safety precautions before using the Handset.

### Using the battery
- Never dispose of the battery in fire, otherwise it could explode
- Never replace the battery in potentially explosive environments, for example close to inflammable liquids/gases
- Use ONLY approved batteries and chargers from the vendor or the operator
- Do not disassemble, open or damage the battery, use it carefully to avoid a short circuit

### Using the Charger
Input Voltage: 110-240VAC; Output Voltage 5.5VDC / 600mA.
For the best performance, charge the handset for at least 10 hours the first time.

### Charging the Handset
When you charge the phone, make sure that the room temperature is between 0°C and 25°C /  32°F and 77°F.
Do not leave the handset in direct sunlight when charging. The battery has a built-in heat sensor that stops the charging when the temperature is too high.
There is a charging status indicator on the phone display.

### Open Back Cover
Press the lever present on the rear panel of the phone
Remove the back cover from the handset

## Handset Serial Number

The serial number and IPUI number of each handset is situated either on a label behind the battery, or on the package label.



# Cordless phone details

## Front view

1. Ear Speaker
2. Screen
3. Navigation Keys (Up/Down/Right/left)
4. Selection Key (centre of Navigation key)
5. Speaker Key
6. Call Key/ Accept Call Key (Off-hook key)/ Home Key
7. 3 soft keys
8. Activity Menu Key
9. End, ON/OFF Key, Back Key (On-hook key)



## Rear View

10. 3.5mm Headset connector
11. External Speaker
12. Volume Up key (side key)
13. Volume Down Key (side key)
14. Mute key (side key)



## Display

TFT 262K Color LCD display with Backlight; resolution: 176 X 220 pixel

**Battery Status Icon**

| | |
|---|---|
| Battery Full | ![battery full] |
| Battery Level 7 | ![battery level 7] |
| Battery Level 6 | ![battery level 6] |
| Battery Level 5 | ![battery level 5] |
| Batterly Level 4 | ![battery level 4] |
| Battery Level 3 | ![battery level 3] |
| Battery Level 2 | ![battery level 2] |
| Battery Level 1 | ![battery level 1] |
| Battery Level low | ![battery level low] |
| Battery empty | ![battery empty] |

## Handset LED

One bi-color LED (Message Light Pipe) has three colors (Blue, Purple, Red) indicating three different messages.

Press **Settings key** → **Settings** → **LED signal** to set up the LED indications for missed calls, new voicemail messages and low battery level.

## Charger LED

The blue LED on the front of the charger shows whether the cordless phone is connected to the charger.

# Quick Start Guide



Quick start Guide

Remove battery protection strip on the back side of the phone.

Turn on your W-AIR by pressing the power button and wait for network registration. Login account must appear.

Dial the sequence: 99 🄲. Follow the voice prompts to enter your extension and password.

Example: extension1000, password 4Ag7Z
Sequence: 99 🄲 1000 # 42479 # 1

Important:
Insert your password as shown in example.

Password: 4Ag7Z ⟩⟩⟩ Type: 42479

For more informations www.wildix.com/w-air

# Operations

## Incoming call

- The handset starts alerting an incoming call on the screen
- The caller ID is displayed
- Press the **Green-key** (Off-hook key) to answer

If the feature **Auto answer** is enabled, simply remove the handset from the cradle/charger. The received phone number is stored in the call log.

## Pre-dial a call

- Enter a number or select a contact from the phonebook
- Press the **Green-key** (Off-hook key)
Enter a prefix if needed when calling the outside line.

## End a call

Press the **Red-key** (On-hook key) to end a call.
If one call is active and another one is on hold, press the Red-key to end the active call and to resume the call on hold.
Press the Red-key again to terminate the call.

## Hold and Retrieve
### Hold
Press **Hold** to put a call on hold and make another call. Press it again to retrieve the call.
Press **Hold** to swap the calls or to pass from one call to another one.

### Swap
You can swap the calls (switch between two calls).
E.g.: if the call "1" is active and the call "2" is on hold, press **Swap** to go to the call "2" and to put the call "1" on hold or vice versa.

### Attended Call Transfer
To make an attended transfer:
- Call or answer a call
- Press the **Hold** button
- Enter the number for a transfer and press the **Green-key** (Off-hook)
- Wait for the answer then press **Transfer**
- Press the **Red-key** (On-hook) to cancel the transfer
- Press **Retrieve** to cancel the transfer before the second call starts

### Blind Transfer Call

To make a blind transfer:

Call or answer a call

Press the **Hold** button

Enter the number for a transfer and press **Transfer**

### Three way Conference call

To create a Three way Conference:

• Call or answer a call

• Press the **Conf**. button

• Enter the number you want to call and press the **Green-key** (Off-hook)

• Wait for the answer then press **Conf**.

• Press **Retrieve** to cancel the conference before the second outgoing call

### Redial

The phone has a call log divided into 4 lists (**All, Answered, Dialed, Missed**).

To **redial** the number, go to the list **Dialed**.

## Auto Stand-by

The phone automatically goes to standby mode if there is no input within a given timeout.

## Out of Range

The phone displays Searching when it is out of range.

When reaching the maximum range during the call you hear an audible warning, if **Coverage warning** is enabled. You have enough time to come back to the coverage zone before the call terminates.

## Low Battery

Visual and audible indicators warn of the low battery level. An audible warning is routed to the speaker when the phone is in standby mode or to the earpiece during a call.

An alert tone is emitted every 30 seconds

The Battery status Icon on the display changes to Battery low

## Mute

Press the **Mute** button during a call to mute the microphone. Press Mute button again to turn on the microphone again.

## Speaker

Press **Speaker** button during the call to route the audio to the speaker.
Press **Green-key** (Off-hook) to switch back to the earpiece mode.

## Headset

When the headset is connected the audio is routed to the headset.
The audio is routed to the speaker if you press the **speaker** key in the headset mode.

The following headsets are compatible with Wildix W-AIR cordless phone:
- MM50 ip (Sennheiser)
- Back Beat 116 (Plantronics)

## Volume setting

Press the **Volume Up and Down keys** (side keys) to adjust the sound.

# Audio Settings

## Adjust the ring volume

- Select the menu **Audio settings → Ring volume** to view or adjust the ring volume
- The current volume level is displayed
- Press **navigation key Up or Right** to increase the volume. Press navigation key Down or Left to decrease the volume.

The phone plays the current ring melody during the volume adjustment.

## Mute the ring

Select the lowest volume level in the menu **Audio settings → Ring volume** to switch off the ringer. The Ring OFF icon appears on the top of the screen when the ringer is off.

## Menu setting mode

You can change different settings:
- Press the **Red key** (On-Hook) in the menu to return one step back
- If there is no input for more than 1 minute, the Handset cancels the setting and goes to standby mode

The current menu/feature setting is always displayed below the menu. Highlight the menu to see the current setting

## Change the ring melody

- Go to the menu **Audio settings** → **Ring melody** to see the list of melodies
- Press Select to set up any of them as a ring tone

You can select only one option from the list. Press **Play** to play back any melody. The key Play changes to Stop when the playback starts.

## Coverage warning

The earpiece emits an audible warning when the user approaches the maximum range, if the feature **Coverage warning** is enabled.

## Confirmation sound

If the feature **Confirmation sound** is enabled, an audible warning is given when a certain operation succeeds or fails.

## Charger warning

If the feature **Charger warning** is enabled, an audible warning is given when the handset is successfully connected to the charger.

## Key sound

You can switch On or switch Off the key tones. During the key lock state no key tone is generated, even if the key tones are enabled.

## Alert tone

You can select different alert tones for the alarm clock. You can select only one melody from the list at a time. Press the **Play** key to play back any melody. The key Play changes to Stop when the playback starts.

## Alert volume

- Select the menu **Audio settings** → **Alert volume** to view or adjust the alert volume
- The current alert volume level appears on the screen
- Press **the navigation key Up or Right** to increase the volume. Press the navigation key Down or Left to decrease the volume.

# Connectivity

## Registration

Select the menu **Connectivity** → **Register** to register the handset. The prompt for an AC code (Base registration PIN) appears before the registration procedure starts.

## Base Registration PIN

The registration PIN by default is 0000. It cannot be changed via the handset.

## Deregistration

Select the menu **Connectivity** → **Deregister**
The warning message **Delete registration? Yes/No** appears on the screen
Press the soft key Yes to proceed, No to cancel the operation

# General

## Language

Select the menu **Settings** → **Language** to view the language currently used or to change it.

## Status

Select the menu Status to view the following information:
● Software version
● Hardware version
● DECT band
● IP address
● MAC address
● System name

## Handset name

● Select the menu **Settings** → **Handset name** to change the handset name
● Use the numeric keys to enter a new handset name
The handset name is displayed on the idle display.

# Reset settings

Select the menu **Settings → reset settings** to reset the handset name to the default one. The base is not reset to default settings in this way. The handset remains registered.

# Auto answer

Go to the menu **Settings → auto answer** to select the feature Normal, Any key and Automatic.
- Normal: answer a call by pressing Green-key (Off-hook)
- Any key: press any key to answer a call
- Automatic: If the feature Automatic is enabled on the handset, after 5 seconds the call is automatically answered.

# Automatic keylock

- Select the menu **Settings → Security → Automatic keylock**
- Enter the menu to view the list of the optional timeouts
- Select the preferred timeout
You can select only one timeout option at a time.
When the selected timeout expires the keys are automatically locked. To unlock the keys, press **Asterisk → Unlock**. You can dial emergency numbers (e.g. 911 or 112) even when the keys are locked.

# Silent charging

Select the menu **Settings → Silent charging** to enable/disable the **Silent charging.**
The options of the silent charging:
- Off: The handset is ringing when receiving incoming calls
- Silent: The handset reacts on the incoming call but doesn't ring

# Speed Dial / One Touch Dial

### Set up a Speed Dial number
There should be at least one contact in the contact list.
- Go to Contact list and go down to the contact you want to assign a speed dial number to
- Select **More → Speed dial**
- Select the speed dial number (2 – 9) that you want to assign to the contact
- Press **Add**. The contact should be assigned to the speed dial.

### Call a speed dial number
The handset should be in idle mode and the keys should not be blocked.
- Make a long key press (> 2 seconds) on a speed dial key that is assigned to a contact

# Contacts

| Italy: | France: |
|---|---|
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| support@wildix.com | support@wildix.fr |