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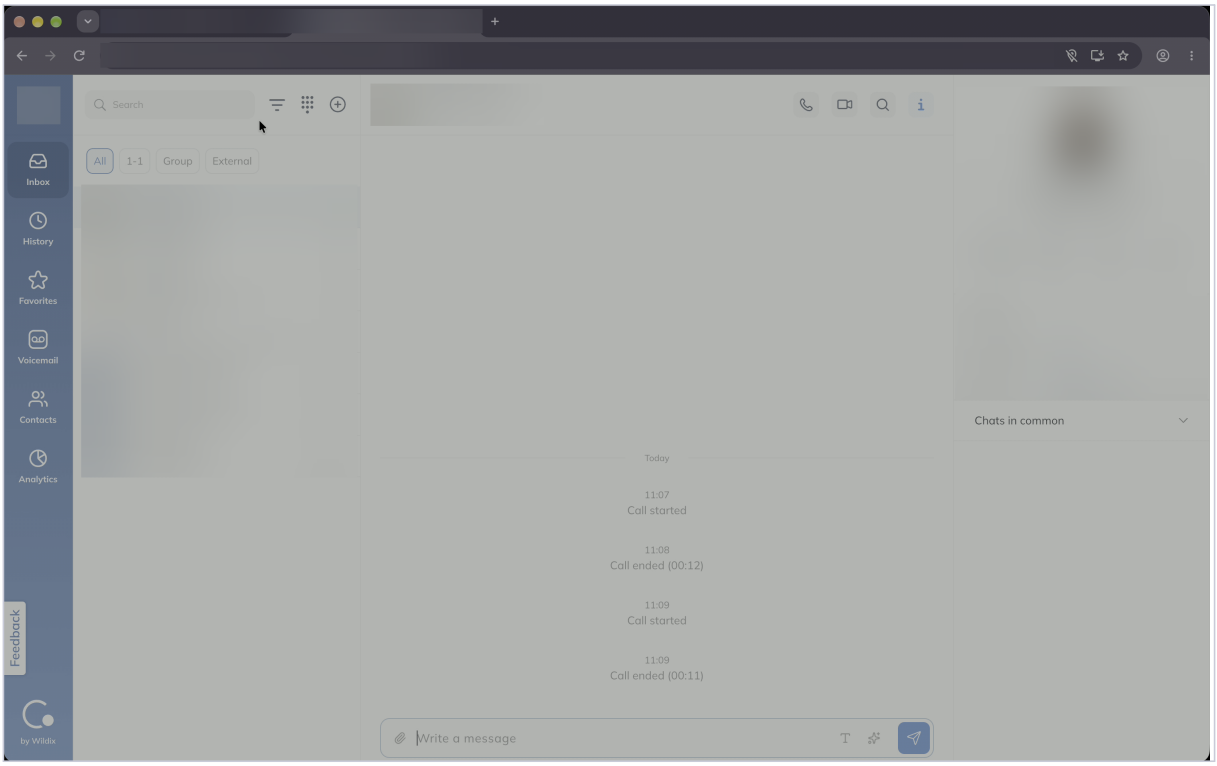
HOW TO USE THE WILDIX APP

Calls, transfers, conferences and the phonebook in the Wildix web and mobile apps

Names, photos and contact details in screenshots have been blurred for privacy.

1. FINDING YOUR WAY AROUND

Open the Wildix Collaboration app in your web browser and sign in. The screen is split into three areas: the menu on the far left, your list of conversations, and the open conversation with the contact's details on the right.



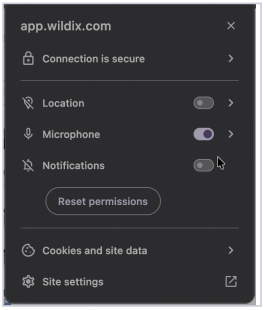
The main Collaboration screen

Inbox	All your recent chats and calls. Filter them with **All**, **1-1**, **Group** or **External**.
History	A log of your incoming, outgoing and missed calls.
Favorites	Colleagues and contacts you have starred for quick access.
Voicemail	Messages left for you. A red badge shows how many are new.
Contacts	Your colleagues and the shared phonebook.
Analytics	Call statistics and reports (if enabled for your account).
Top icons	Above the conversation list: **Search**, **Filter**, the **Dialpad** (grid of dots) and **+** to start a new conversation.

2. BEFORE YOUR FIRST CALL: ALLOW THE MICROPHONE

Your browser must have permission to use your microphone. If you see a **Media device error – Microphone usage is disabled** message, fix it like this:

1. Click **OK** to close the error message.
2. Click the site settings icon at the left of the browser's address bar (next to app.wildix.com).
3. Switch **Microphone** on. Turn on **Notifications** too if you want call and message alerts.
4. Click **Reload** on the bar that appears at the top of the page.

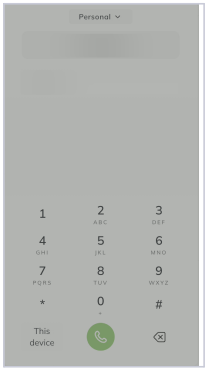


Browser site settings with the Microphone switch

3. MAKING A CALL

From the dialpad

1. Click the **Dialpad** icon (grid of dots) above your conversation list.
2. Type a name or a number. Matching results appear under **Colleagues** and **Phonebook**.
3. Click the person you want, or type the full number on the keypad.
4. Check the device under the keypad (for example **This device**) and click the green call button.



The dialpad: search box at the top, device selector bottom left

From a conversation

Open the person's conversation in your Inbox and click the phone icon at the top right. Use the camera icon next to it for a video call.

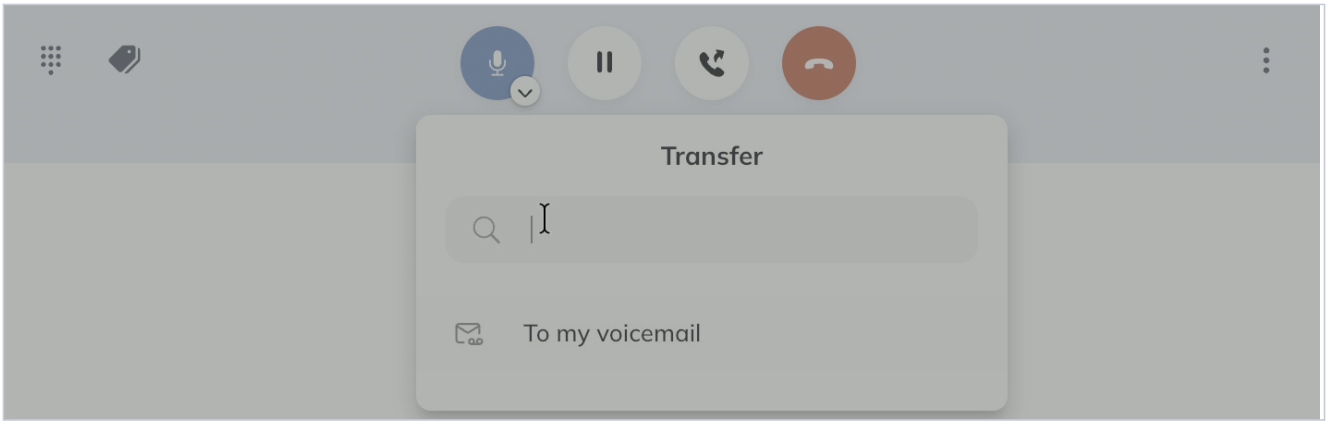
4. ANSWERING A CALL

An incoming call pops up at the top right of the screen and also appears at the top of your Inbox. Click the green button to answer or the red button to decline. While a call is ringing or live, you can also hold or hang up from the small buttons beside it in the Inbox list.

> **TIP** If you can't hear the ring or the other person can't hear you, check the microphone permission in section 2.

5. IN-CALL CONTROLS

Once a call is connected, the controls sit under the caller's picture.



Call controls with the Transfer panel open

Keypad	Send tones, e.g. to choose an option in an automated menu.
Tags	Label the call (for example, by reason or outcome).
Microphone	Mute and unmute yourself.
Hold	Put the caller on hold. Click again to resume.
Transfer	Open the Transfer panel (see sections 6 and 7).
Red button	Hang up.
More (three dots)	Extra options such as switching to video and **Start conference**.

6. BLIND (COLD) TRANSFER

Use this when you want to pass the caller straight on without speaking to the colleague first.

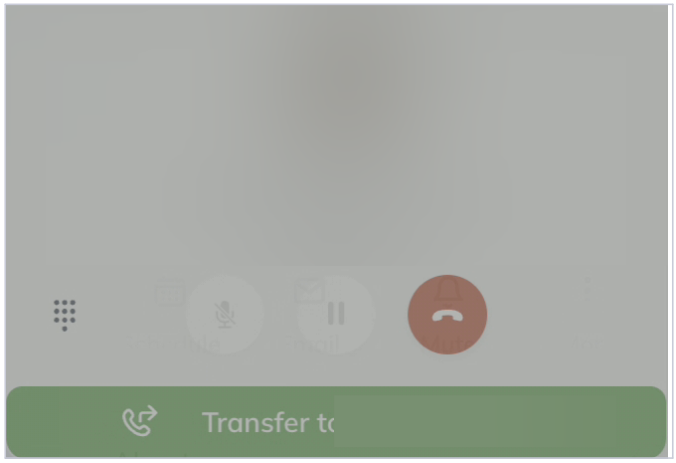
1. During the call, click the **Transfer** button.
2. Type the colleague's name (or a number) in the search box.
3. In the results, hover over the icons beside the number you want and click the one labelled **Transfer**. The call goes straight through and leaves your screen.
4. To send the caller to your own voicemail instead, choose **To my voicemail**.

> **TIP** A colleague can have several numbers listed (extension, mobile, office). Pick the extension to reach their Wildix app.

7. ATTENDED (WARM) TRANSFER

Use this when you want to introduce the caller to your colleague before handing over.

1. Click **Hold** so the caller can't hear you.
2. Click **Transfer**, search for your colleague and choose the option that calls them first (hover over the icons to see which is which).
3. When your colleague answers, explain who is on the line. Their call appears in a small window at the top right.
4. Click the green **Transfer to** [caller's name] bar to connect them. If your colleague can't take it, hang up on them with the red button and resume your held call.



The green bar completes the transfer

8. STARTING A CONFERENCE CALL

1. While on a call, click the three-dot **More** button and choose **Start conference**.
2. In **Add Members**, type each person's name and select them from the list. You can add colleagues and phonebook contacts.
3. Click **Add**. Everyone is brought into a conference room.
4. Use the bar at the bottom of the conference to mute, turn your camera on, share your screen, open chat, raise your hand, see participants or change the layout. Click the red button to leave.

> **TIP** A live conference shows in the Inbox with a green **Join** button, so anyone invited can join or rejoin.

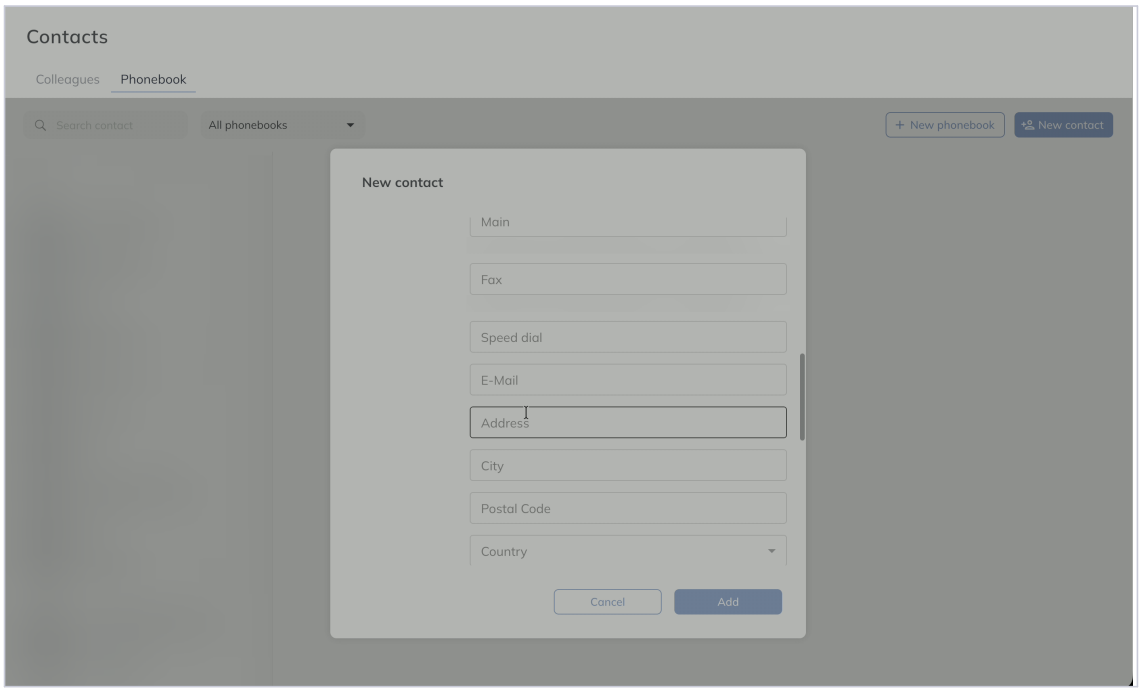
9. USING THE PHONEBOOK

Finding a contact

1. Click **Contacts** in the left menu.
2. Choose the **Colleagues** tab for people in your organisation, or **Phonebook** for external contacts.
3. Type in **Search contact**. Use the **All phonebooks** drop-down to look in one phonebook only.
4. Click a contact to see their details and call or message them.

Creating a contact

1. On the Phonebook tab, click **New contact** (top right).
2. Fill in the name, organisation and the phonebook to save it in.
3. Add their numbers. Numbers must be in international format: start with + and the country code, and drop the leading 0 (UK numbers start +44).
4. Add an email address and postal address if you have them, then click **Add**.



The New contact form

> **TIP** Use **New phonebook** to create a separate list, for example to keep suppliers apart from customers.

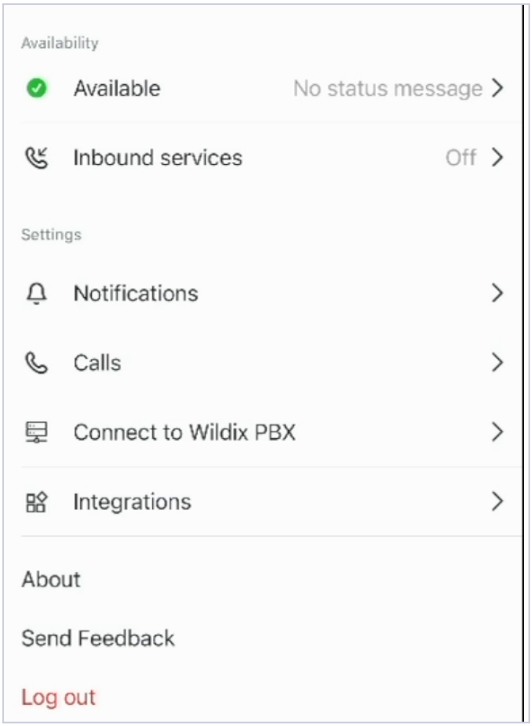
10. THE WILDIX MOBILE APP

The mobile app gives you the same calls, chats and contacts on your phone. Tabs along the bottom are **Inbox**, **History**, **Favorites**, **Voicemail** and **Contacts**.

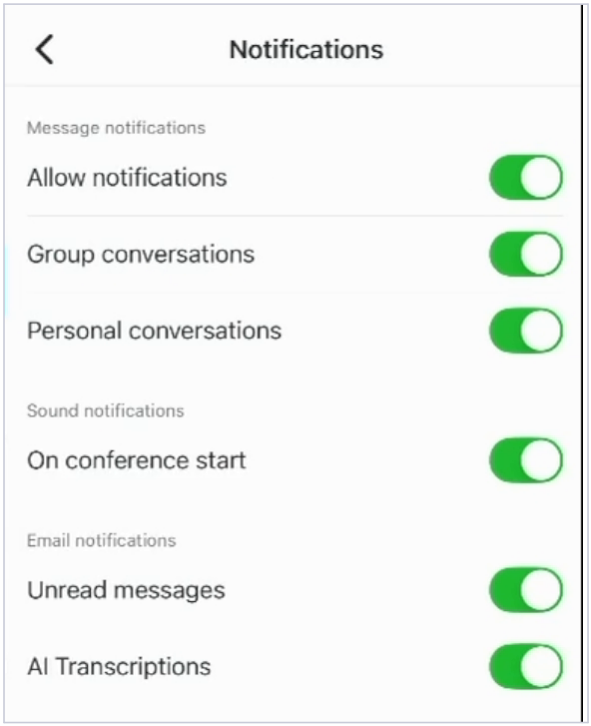
Your profile and status

Tap your picture to open **My Profile**. From here you can:

1. Set your availability (for example Available or Away) and add a status message.
2. Turn **Inbound services** on or off.
3. Choose which **Notifications** you get for chats, conferences and email.
4. Adjust **Calls** settings, **Connect to Wildix PBX**, and manage **Integrations** such as the phonebook.



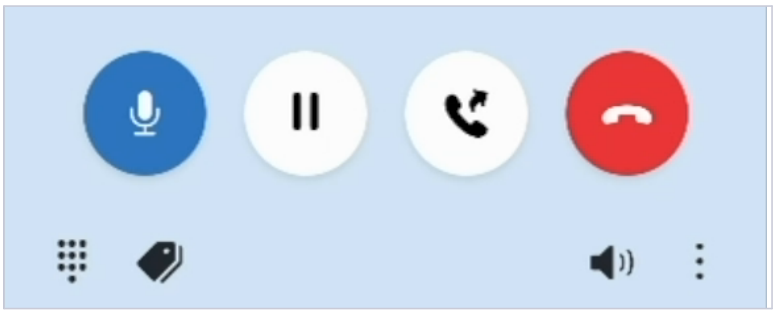
My Profile settings



Notification settings

Calls on your phone

1. Tap **Contacts**, choose **Colleagues** or **Phonebook**, find the person and tap to call.
2. During the call, use the buttons to mute, hold, transfer or hang up. The keypad, tags, speaker and three-dot **More** button sit underneath.
3. To bring more people in, tap the three-dot **More** button, add them in **Add Members** and tap **Add**. The call becomes a group call.
4. A live group call appears in your Inbox with a green **Join** button.



Mobile call controls: mute, hold, transfer, hang up

Chats

Open any conversation in the Inbox to see its call history and send messages, files or GIFs using the **Write a message** box. Use the phone or camera icon at the top to call that person.

If you have questions about this guide, please don’t hesitate to contact us at: info@adooa.com

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