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W-AIR DECT Handset – W-AIR 70 / W-AIR 100 / W-AIR 150

The manual provides you with the necessary information about your DECT handset W-AIR 70 / W-AIR 100 / W-AIR 150. Please read this guide to ensure the proper installation and operation of the DECT handset.

Printable End user brochures in different languages are available at this link: [W-AIR - End User Brochures](#)

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Before using the handset

Unboxing

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.

Make sure that all the components are present in the shipping package/box:

W-AIR 70:

- 1 x Handset Unit
- 1 x Charger with A/C adapter
- 2 x Battery, AAA
- 1 x Battery cover
- Optional belt clip case on demand, code: WAIR70-PC

W-AIR 100:

- 1 x Handset Unit with li-lion battery
- 1 x A/C Adapter
- 1 x Charger
- 1 x Belt Clip
- Optional case on demand, code: WAIR100-PC

W-AIR 150:

- 1 x Handset Unit
- 1 x A/C adapter
- 1 x Charger
- 1 x Battery
- 1 x Belt Clip Cover
- 1 x Pull Cord Cover
- 1 x Belt Clip
- 1 x Svirvel for belt clip

Compatible headsets:

Wildix headsets: <http://www.wildix.com/voip-phones-and-headset/#headsets>

Third party headsets integrated with Wildix: [Wildix Compatible Headsets – Jabra, Plantronics, Sennheiser, JPL, Axtel](#)

Safety information

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.

When charging, 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.

Before using the phone, carefully read the safety information: <https://www.wildix.com/safety-information/>

Put into operation

W-AIR 70:

1. Open the battery compartment by pressing the battery cover and sliding it.
2. Remove the battery cover, insert the batteries and close the battery compartment.
3. Place the phone into the charger and fully charge the battery; for the best performance, charge the handset for at least 10 hours the first time (charging status is indicated on the display)

W-AIR 100:

1. Open the battery compartment by pulling the latch.
2. Lift the battery cover and remove the battery.
3. Remove the protective foil from the battery contacts.
4. Reinsert the battery and close the battery compartment (make sure the latch is fully locked)
5. Connect the A/C adapter to the charger
6. Place the phone into the charger and fully charge the battery (this may take up to 5 hours)

The blue LED of the charger is on when the phone is properly placed into the charger and charging

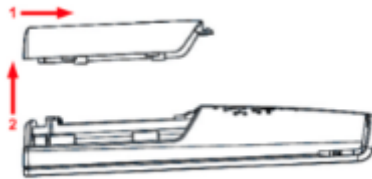
W-AIR 150:

- Open the battery compartment by turning the lock lever.
- Lift the battery cover and remove the battery.
- Remove the protective foil from the battery contacts.
- Reinsert the battery and close the battery compartment.
- Connect the A/C adapter to the charger.
- Place the phone into the charger and fully charge the battery (this may take up to 6 hours).

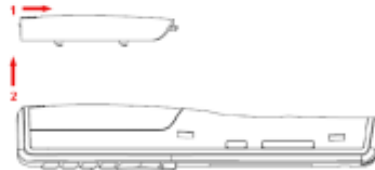
The blue LED of the charger is on when the phone is properly placed into the charger and charging.

How to open the back cover:

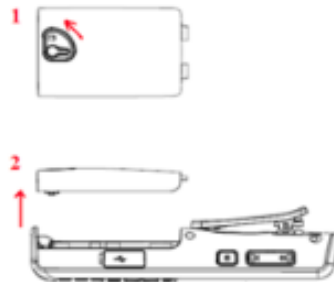
W-AIR 70



W-AIR 100



W-AIR 150



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

Phone Overview

W-AIR 70



1- LED indicator

Indicates Missed call / New Voicemail / Low battery. LED behavior can be configured in [Settings](#).

2- 2 Soft keys (used to select different options indicated in the lower part of the screen, from the idle used to access *Contacts* / *Central directory* menu)

Select options indicated in the lower part of the screen.

3- Menu / Confirmation / Selection key

4- Off-hook / answer key

Press during a call to activate the speaker mode.

5- Voicemail key (long press)

6- Key lock (long press)

7- Headset jack (3.5 mm)

8- Navigation keys

Press Up / Down Navigation keys during a call to adjust the volume.

Press Left Navigation key during a call to mute/unmute the microphone.

9- On-hook / hangup key / back key

10- Silent mode key (long press)

When enabled, no sounds are played on the handset.

W-AIR 100



1- LED indicator

Missed call / New Voicemail / Low battery. LED behavior can be configured in [Settings](#).

2- Volume Up / Down key (on the side panel)

3- Mute key (on the side panel)

4- 3 Soft keys (used to select different options indicated in the lower part of the screen, from the idle used to access *Contacts* / *Central directory* / *Calls* menu)

Select options indicated in the lower part of the screen.

5- Speaker Key

6- Confirmation / Selection key

7- Off-hook / answer key

8- Voicemail key (long press)

9- Key lock (long press)

10- Headset jack (3.5 mm) (on the side panel)

11- Navigation keys

12- Menu key

13- On-hook / hangup key / back key

14- Silent mode key (long press)

When enabled, no sounds are played on the handset.

W-AIR 150



1- LED indicator

Missed call / New Voicemail / Low battery. LED behavior can be configured in [Settings](#).

2- Volume Up / Down key (on the side panel)

3- Mute key (on the side panel)

4- 3 Soft keys (used to select different options indicated in the lower part of the screen, from the idle used to access *Contacts / Central directory / Calls* menu)

Select options indicated in the lower part of the screen.

5- Speaker key

6- Confirmation / Selection key

7- Off-hook / answer key

8- Voicemail key (long press)

9- Key lock (long press)

10- Emergency button

11- Headset jack (3.5 mm) (on the side panel)

12- Pull cord jack (on the side panel)

13- Navigation keys

14- Menu key

15- On-hook / hangup key / back key

16- Silent mode key (long press)

When enabled, no sounds are played on the handset.

Main Menu



1 – Contacts: local phonebook

2 – Central directory: online access to the shared PBX phonebooks

3 – Calls: call list

4 – Connectivity: register / deregister the handset

5 – Settings: personal handset settings

6 – Audio settings

7 – Alarms: alarm clock / wake up call setting (W-AIR 100 / W-AIR 150)

Register a handset

Go to *Connectivity* menu.

Register a handset to the base station

1. Select **Register**
2. (W-AIR 100 / W-AIR 150) Select an empty slot
3. Enter the PIN (by default, 0000)
4. Press **OK**

Note: The Access code is “0000” by default and cannot be changed via the handset. For more information, please contact your system administrator.

Note: To assign a handset to a user, please follow the steps described in the chapter [Login](#).

Deregister a handset from the base station

1. Select **Deregister**
2. Enter the Access code and confirm by pressing **Yes**

Multi registration (W-AIR 100 / 150)

W-AIR 100/ 150 support multi registration, which means a handset is able to remember up to 10 accounts it had been previously registered to:

- Go to *Connectivity* menu
- Up to ten previous registrations appear on this list, select one and confirm the operation, the handset will automatically register to it

Note: It is also possible to create Multisite W-AIR Network in WMS (*Devices -> W-AIR Networks*) that can be distributed over several locations/ sites of the company. Follow this [W-AIR System Manual](#) to get detailed information.

Login (Assign to user)

1. Press the **red On-hook** Key to switch on the phone
2. Wait till the signal is found and the phone screen displays "login_x", "unkown_x"
3. Dial 99 and press the **green Off-hook** Key
4. Follow the audio instructions to enter your extension number and your password
5. Press 1 when prompted to use this phone.

Note: To enter your password, follow these simple rules:

- 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 "**")
- Press the button just once to enter any option corresponding to this button (for example, if you need to enter 2, A, B or C, press the button "2" just once, not twice, not three times)

Example:

Password: 4Ag7\$

Enter: 4247*



Local contacts

Go to *Contacts* menu.

Add contact

1. Press the Soft key **More** and select **Add contact**
2. Fill in the fields: it is possible to add the name, Work, Mobile, Home or Other phone numbers, select a ringtone to be used for this contact.
3. When ready, press **Save**

Edit/call contact

1. Select a contact
2. Press **Edit** to edit the contact
3. Press **Save** when ready

Delete contacts

1. Select a contact and press **More**
2. Select **Delete contact** to delete the selected contact or **Delete all contacts** to delete all the contacts
3. Confirm by pressing **Yes**

Assign a Speed Dial number to a local contact

Prerequisite: There must be at least one contact in the Contacts list.

1. Select a contact that you wish to assign a speed dial number to
2. Press **More** and select **Speed dial**
3. Select a speed dial number (from "2" to "9") that you wish to assign to the selected contact and press **Add**

Note: "0" is used to start a normal dial with "+"; "1" is used for Voicemail access.

Call list

Go to *Calls* menu. On W-AIR 100 / W-AIR 150 you can select to access the list of *All / Answered / Dialed / Missed calls*.

Note: When there is a missed call, the icon is displayed in the Status bar until the entry has been viewed in the Calls menu.

View call details

1. Select a call from the list
2. Press **View** to view the following information about the call: number, status (answered, dialed, missed), duration, time and date

Save a number to Contacts

1. Select a call

2. Press **More** and select **Save contact**

Delete calls

1. Select a call and press **More**
2. Select **Delete item** to delete this call or select **Delete all items** to clear the calls list
3. Confirm by pressing **Yes**

Call Control

Incoming call

The handset displays an alerting screen when there is an incoming call.

The caller number and name (in case the contact is present in the phonebook) are displayed on the screen.

Answer a call

- Press the **green Off-hook** key to answer or press the Speaker Key to respond in the speaker mode (on W-AIR 70 press the **green Off-hook** key twice to answer in Speaker mode).

Reject / mute an incoming call

- To reject an incoming call, press **Reject** when receiving an incoming call or press the **red On-hook** Key
- To silence an incoming call, press **Silent** when receiving an incoming call

Place a call

Manually

1. Enter a number
2. Press the **green Off-hook** key

Note: Make sure you enter a prefix if needed when calling the outside line.

Redial

To dial the last called number

- Press the **green Off-hook** key twice from the idle

Call a Speed Dial number

It is possible to call a speed dial number, if you have previously assigned at least one Speed Dial number to one of the contacts.

- Make a long press (>2 seconds) from the idle on one of the speed dial keys (from "2" to "9") assigned to a contact

Call from shared PBX phonebook

Shared company phonebooks must be set up by user via Collaboration or by the PBX administrator.

1. Press **Menu** key and select **Central directory**
2. Press the Soft key **Search**
3. Enter the number or the name and press **Selection** key
4. Select a contact that you wish to call (in case a contact has several phone numbers, a green arrow is displayed near the contact; use **Navigation** keys to select the phone number)
5. Press the green **Off-hook** key or **Call** soft key

Colleagues are displayed in the list with their actual presence and activity status (synchronised with Wildix Collaboration): available / offline / do not disturb / away / talking / incoming call.

Call from local contacts

1. Press **Menu** key and select **Contacts**
2. Select a contact
3. Press **Call** to call the contact

Call a speed dial number

Make a long press (>2 seconds) from idle on the speed dial key (from 2 to 9) assigned to the contact.

Call from history

1. Press **Menu** key and select **Call list**
2. Select a call from the list
3. Press the green **Off-hook** key

End a call

To end an active call:

- Press the **red On-hook** key to end a call

If one call is active and another one is on hold:

- Press the **red On-hook** key to end the active call and to resume the call on hold
- Press the **red On-hook** key again to terminate the second call

Hold / Second call

- Press **Hold** Soft key to put a call on hold
- Press **Retrieve** Soft key to retrieve the call

When you have a call on hold, you can make another call, transfer a call, swap, make a conference.

Place a second call

1. Enter a number to call or press the **Selection** key to access the *Contacts* or *Central Directory* and find the needed contact
2. Press the **green Off-hook** Key

W-AIR handsets support up to 2 active channels / calls.

Swap

When you have one active call and one call on hold, you can swap (toggle) between the two calls:

- Press **Swap** (W-AIR 100 / 150) / Press the **Right Navigation key** (W-AIR 70)

Call Transfer

Attended Call Transfer

Transfer with notification to the person who receives the transfer.

1. During a call press **Transfer** Soft key or **Hold** Soft key (the current call is put on hold)
2. Enter the number or press **Selection** key to search in *Contacts* or *Central directory*
3. Press the **green Off-hook** Key to place a call
4. To complete the transfer after the third party has answered the call, press **Transfer** Soft key

Blind Call Transfer

Transfer without notification to the person who receives the transfer.

1. During a call press **Transfer** Soft key (the current call is put on hold)
2. Enter the number or press **Selection** key to search in *Contacts* or *Central directory*
3. Press **Transfer** Soft key

Conference call

Establish a conference call between three parties:

1. During a call press **Conf.** Soft key (on W-AIR 70, press **Hold** Soft key (the current call is put on hold))
2. Enter the number or press **Selection** key to search in *Contacts* or *Central directory*
3. When the third party answers, press **Conf.** Soft key to start a three-way conference call ("Conference" is displayed on the screen and thereby all the three parties are participating in the conference call)

Terminate a conference call

- The user who has started the conference call must press the **red On-hook** Key.

Note: Each of the called participants can hang up to leave the conference call (in this situation the conference call continues between the remaining participants).

Record a call

Note: Only users with certain permissions record calls; check ACL permissions "Can use" - "Personal recording" (WMS -> Users -> Groups).

- Press ***1** during a call to start / stop call recording.

Pick up / Intercom / Call intrusion

Note: Only users with certain permissions perform call pick up / intercom / call intrusion; check ACL permissions "Can" - "Call Pickup" / "Intercom" / "Intrusion" (WMS -> Users -> Groups).

- Use the corresponding Feature codes to perform call pick up / intercom / call intrusion from W-AIR handsets. Check [Feature Codes Admin Guide](#) for more information.

Listen to Voicemail messages

- Press and hold for several seconds **Voicemail** key (key 1) to access the Voicemail menu and follow the audio prompts.

Refer to [Feature Codes Admin Guide](#) for detailed information.

Adjust volume during a call

- Press **Volume Up / Down** keys (W-AIR 100 / W-AIR 150)
- Press **Up / Down Navigation** keys (W-AIR 70)

Mute the microphone during a call

- Press **Mute** key (side key) to mute / unmute the microphone (W-AIR 100 / W-AIR 150)
- Press **Left Navigation** key to mute / unmute the microphone (W-AIR 70)

Speaker mode

Answer a ringing call in Speaker mode:

- Press **Speaker** key (W-AIR 100 / W-AIR 150)
- Press the **green Off-hook** key twice (W-AIR 70)

Turn on / turn off Speaker mode during a call:

- Press **Speaker** key (W-AIR 100 / W-AIR 150)
- Press the **green Off-hook** key (W-AIR 70)

General Settings

Go to *Settings* menu.

Time & date

Adjust time and date and select a time / date format.

Language

Select the language of the phone interface.

LED signal

Select under which condition LED signal of the handset must blink:

- missed call

- new Voicemail
- low battery

Otherwise it is possible to disable the LED signal.

Power save

Set up the the display to go out after timeout to save the battery (from 5 up to 60 seconds).

Security (Auto keylock)

Enable / disable auto key lock after timeout (from 15 seconds up to 5 minutes).

Handset name

Enter the name to be displayed at the home screen.

Reset Settings

Reset the handset to default settings.

Status

Information about the base station the handset is registered to and the handset status.

- Base station information: SW version, HW version, IP address, Mac address, System name
- Handset status: SW version, HW version, DECT band, Battery level, IPEI, Bluetooth (W-AIR 150)

Auto Answer

- Normal: press the green Off-hook Key to answer an incoming call
- Any key: press any key on the keypad (except the red On-hook Key and the two Soft keys) to answer an incoming call
- Automatic: incoming call is answered automatically after five seconds

Silent Charging

Disable / mute ring tone when the handset is charging:

- Off: audio alert is present and incoming call screen is displayed
- Silent: no audio alert, but the incoming call screen is displayed

Bluetooth (W-AIR 150)

When BT headset is connected, the audio is routed to the headset during a call.

Incoming call alert tone is played back both to the handset and the paired bluetooth headset.

The icon is displayed in the Status bar when the option is enabled and the handset is paired to BT.

Pair and connect a headset to a bluetooth headset:

- Select **Enable Bluetooth** and confirm by pressing **Yes**
- Select **Search for devices** to view the list of available bluetooth headsets
- Select the device from the list and press **Pair**

- Select **Paired devices** to view the list of devices, select one and press **Connect**

Delete a bluetooth headset from the list of paired devices:

- Select **Paired devices**, select the device that you wish to unpair and press **More**
- Select **Delete** to delete this device or select **Delete all** to delete all the paired devices

Note: The handset can be paired with up to four different bluetooth headsets.

Use Wildix Bluetooth headset WHS-BT: [WHS](#), [WP490EXT](#), [WPEHS](#) – [Quick Start Guide](#).

Third party headsets integrated with Wildix: [Wildix Compatible Headsets](#) – Jabra, Plantronics, Sennheiser, JPL, Axtel.

Push To Talk (W-AIR 100 / W-AIR 150)

Note: The feature is available starting from WMS v. 3.82.32245, fw v. 03.55.00.18

Limitation: The feature does not work over Repeater.

Push to talk (PTT) feature allows transmitting an audio message to other handsets in the network.

- Select **On** to enable the feature
- Press and hold the **Mute** button and say your message

Your message is transmitted to other handsets over the network (W-AIR 100 / W-AIR 150).

Audio Settings

Go to *Audio settings* menu.

Silent mode

When enabled, no sounds are played on the handset.

When enabled, no other audio settings can be changed in the Audio Settings menu.

Ring Volume

Use the Navigation keys to adjust the ring volume.

When the ring volume is set to mute, the “Sound off” icon is displayed in the Status bar and no sound is heard when receiving an incoming call.

Ring Melody (for each Call Class)

Select the ringtone for each call class (external/ internal/ whitelist/ blacklist/

Alert Volume and Alert Tone (W-AIR 100 / W-AIR 150)

Select the Volume and the Ringtone for the alarm clock.

Vibrator (W-AIR 100 / W-AIR 150)

Enable / disable vibration.

Key Sound

Select the sound to be played when the keys are pressed on the handset ("Click" / "Tone") or disable the key sound ("Silent").

Confirmation Sound

When enabled, an audible confirmation sound is played back when any action succeeds or fails.

Coverage Warning

When enabled, an audible notification is played back to the earpiece during the call when the user is close to the maximum range of the nearest base station in the system.

Charger Warning

When enabled, an audible notification is played back when the handset is placed into the charger.

Noise Reduction (W-AIR 150)

Enable / disable noise reduction.

Alarm clock setting (W-AIR 100 / W-AIR 150)

Go to *Alarms* menu.

- Select **Alarm** or **Recurrent alarm** (it will be repeated every day at the stated time)
- Use the Navigation Keys or the numeric keypad to set up the time for the alarm
- Press **Save**

Note: When the alarm starts ringing, press **Dismiss** to disable it, or **Snooze** to repeat the alarm after the selected timeout.

To set up snooze timeout: select **Snooze time** and select the timeout.

Emergency alarms setting (W-AIR 150)

Note: Emergency settings are defined and controlled from the web interface of the base station.

Alarm is sent in the form of an outgoing call to the emergency number preconfigured on the base station's

interface for this extension.

For more information about configuring emergency settings, please refer to [W-AIR system – Administrator Manual](#).

Alarms triggering

- Alarm Button: Long-press (3 seconds) the red button on top of the handset
- Pull Cord Alarm: Pull a cord from the pull cord hole on the right side of the handset
- Running Alarm: Shake up and down the handset for several seconds
- Man Down Alarm: Put the handset in the position with an angle over 60 degrees with respect to the horizontal. The time for the handset to be still before the alarm is triggered can be set on base station web interface
- No Movement Alarm: Do not move the handset. The timeout after which No Movement alarm is triggered is set on the base station web interface