

# Grandstream Networks, Inc.

---

WP820

Enterprise Portable Wi-Fi Phone

## Features Highlights Guide



## Table of Contents

<b>HANDSET KEY FUNCTIONS.....</b>	<b>5</b>
<b>DIALING .....</b>	<b>6</b>
<b>MULTIPLE NUMBER MATCHING METHODS .....</b>	<b>6</b>
<b>REDIAL.....</b>	<b>6</b>
<b>ANSWER THE CALL.....</b>	<b>7</b>
Single incoming call:.....	7
Multiple incoming calls:.....	7
Line Switching: .....	7
<b>TRANSFER.....</b>	<b>8</b>
Blind Transfer .....	8
Attended Transfer .....	8
<b>THREE-WAY CONFERENCE .....</b>	<b>9</b>
Establishing a conference .....	9
Removing conference member .....	9
End a conference .....	9
<b>MUTE/UNMUTE.....</b>	<b>9</b>
<b>VOLUME ADJUSTMENT.....</b>	<b>10</b>
<b>HOLD/UNHOLD.....</b>	<b>10</b>
<b>CALL RECORDING.....</b>	<b>10</b>
<b>END THE CALL.....</b>	<b>10</b>
<b>GDS ACCESS CONTROL.....</b>	<b>10</b>
<b>VOICE MAILBOX.....</b>	<b>11</b>
<b>PTT &amp; PAGING.....</b>	<b>11</b>



<b>CONTACTS.....</b>	<b>12</b>
<b>CALL HISTORY .....</b>	<b>12</b>
<b>WI-FI DEPLOYMENT SERVICE .....</b>	<b>12</b>
<b>AUTO PROVISION .....</b>	<b>12</b>



## Table of Figures

Figure 1: WP820 Handset Keys Description.....	5
Figure 2: Dialling from Keypad / Contacts List / Call History .....	6
Figure 3: Single incoming call .....	7
Figure 4: Multiple incoming Calls .....	7
Figure 5: Line Switching .....	7
Figure 6: Blind Transfer.....	8
Figure 7: Attended Transfer.....	8
Figure 8: Establishing Conference .....	9
Figure 9: Removing conference member.....	9
Figure 10: GDS Access Control .....	10
Figure 11: Voice Mail Box.....	11
Figure 12: PTT & Paging.....	11
Figure 13: PTT Call Release.....	11
Figure 15: PTT Call (Caller) .....	11
Figure 14: PTT Call (Callee) .....	11
Figure 16: Connecting WP820 to Wi-Fi Network .....	12



## Handset key functions

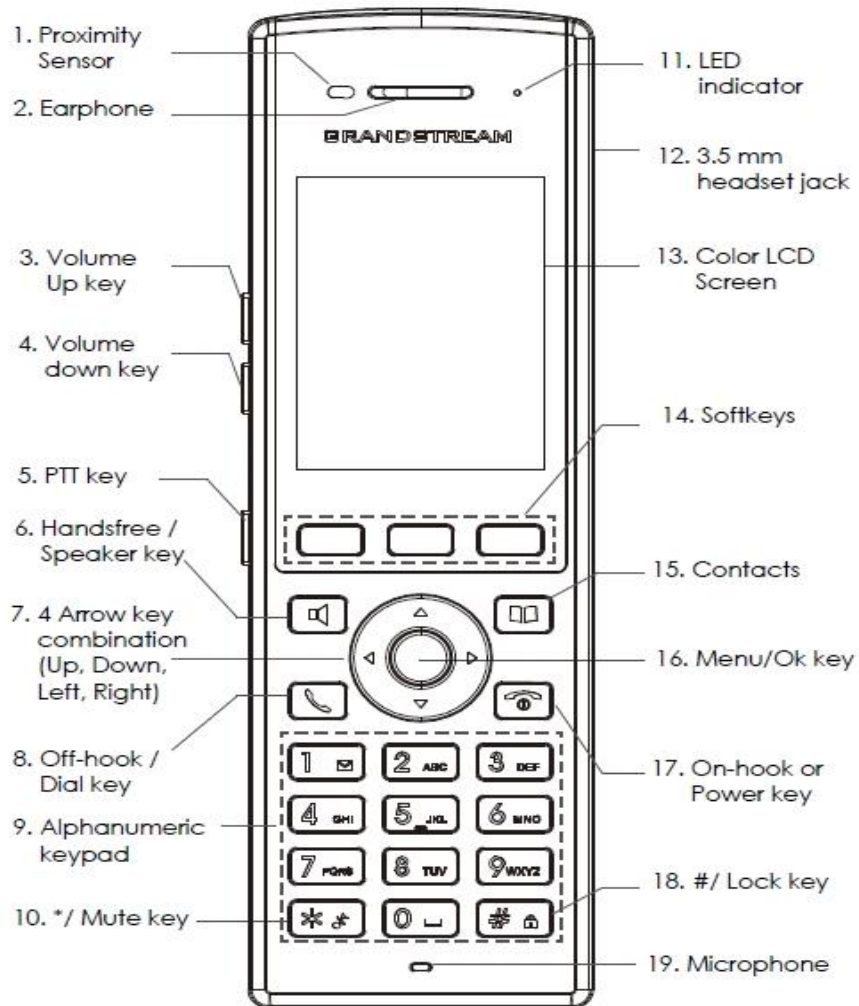










Figure 1: WP820 Handset Keys Description

- Press and hold  to open the voice mailbox.
- Press and hold a number button to speed dial (need to set up the speed dial key first).
- Press  to redial (need to enable “Use # as dial key”).
- Press and hold  to lock the screen (need to enable lock screen).
- Press and hold  to set ringer mute at idle screen.
- Press  to turn off the screen when you are idle.
- Press and hold  to turn off or restart.



## Dialing

There are several ways to make a call:

- Press the number keys to enter the digits and then press  or  button to initiate the call.
- Select a contact from phonebook to initiate a call.
- Select a number from the call history to initiate a call.
- Long press a number key to initiate a speed dial. (Need to setup the speed dial button first.)

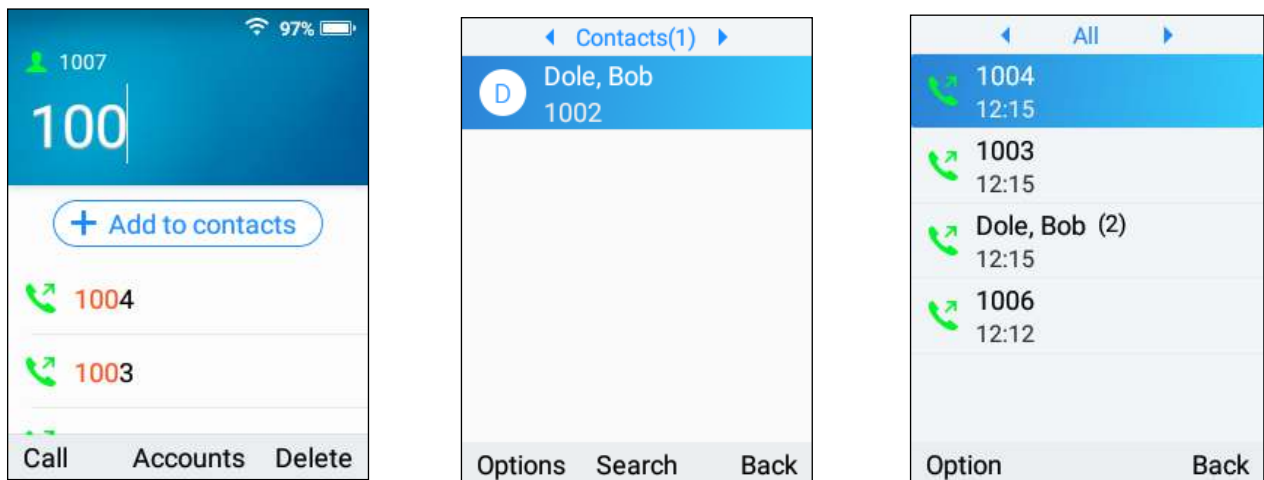




Figure 2: Dialling from Keypad / Contacts List / Call History

## Multiple number matching methods

Press the number keys to enter the number, or the number corresponding to the letters of the name. The number matched from the call history and contacts will be displayed on the dial pad. Press **OK** key to start the call.

## Redial


Press  to redial the last call.

Press  or  button, then use the down/up navigation keys to select the desired number to redial and press **OK** key to initiate the call.

## Answer the call

### Single incoming call:

Press the left softkey "Accept" or  button to answer the handset.

Press  to answer with speaker.


Press  button to reject the call.



Figure 3: Single incoming call

### Multiple incoming calls:

During a call, you will hear a call waiting tone when there is an incoming call.

The call interface displays the caller's name and phone number. You can choose to answer or reject the second call (similar to single call scenario).



Figure 4: Multiple incoming Calls

### Line Switching:

When the new call is answered, the previous call will be held.

Use the up/down navigation keys to switch the call line and press the "Unhold" softkey to unhold the line.



Figure 5: Line Switching

## Transfer

### Blind Transfer

1. During a call, press the "Transfer" softkey to enter the call transfer interface.
2. Enter the target number to transfer the call.
3. Press the "Blind" softkey.
4. The call will be forwarded, and the current call automatically disconnected.

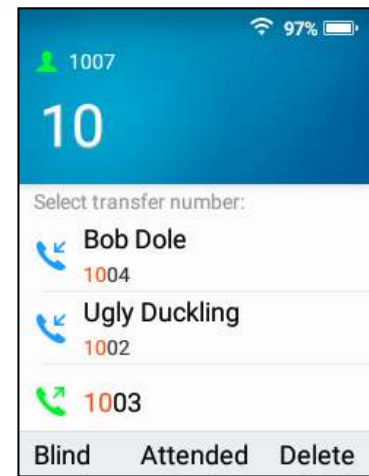


Figure 6: Blind Transfer

### Attended Transfer

1. During a call, press the "Transfer" button to enter the call transfer interface.
2. Enter the target number to transfer the call.
3. Press the "Attended" softkey.
4. The device will initiate a call to the new number.
5. When the new number answers the call, the transfer/split interface will appear as shown.
6. After pressing the "Confirm" softkey, the call is transferred and the current call will automatically hang up. If the softkey "Split" is pressed, the new call will continue and the original call will be held.



Figure 7: Attended Transfer





## Three-way conference

### Establishing a conference

1. During a call, press the "Options" softkey then select "New Call."
2. Enter the phone number and initiate a call.
3. After the second call is connected, press the softkey "Options" then select "Conference."
4. The two calls will be joined into the conference.

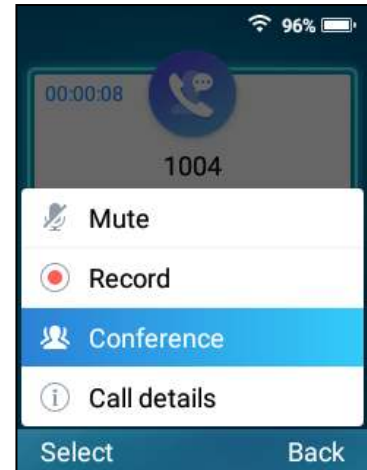


Figure 8: Establishing Conference


### Removing conference member

1. Press the left softkey "Options."
2. Use the navigation key to select the conference member you want to kick.
3. Press **OK** key to confirm.



Figure 9: Removing conference member

### End a conference

Press the  key to end a conference.

### Mute/Unmute

1. During a call, press the left "Options" softkey
2. Press the navigation key to select "Mute/Unmute."
3. Press the **OK** button to confirm.



## Volume adjustment

Press the **Volume+**/**Volume-** keys on the left side of the handset to adjust the volume.


## Hold/Unhold

During a call, press the softkey "Hold" or "Unhold."

## Call Recording

During a call, press right softkey "Options" then select "Record." The recorded file can be managed under the web GUI-application-recording.

## End the call

Press  button to end the current call.

## GDS Access Control

You can view the video from GDS door system and open the door.


The GDS door system functions need to be configured on the Web GUI under Value-added Service->GDS settings.



Figure 10: GDS Access Control

## Voice mailbox

1. Press the **OK** button during standby to enter the menu interface.
2. Use the navigation button to select "Voicemail."
3. Press the **OK** button to confirm and enter the voice mailbox interface.
4. After selecting the voice mailbox, press the **OK** button to listen to the voicemail.

**Note:** Long press  from the idle interface can also enter the voice mailbox directly. Voicemail functionality needs to set the voicemail access number to be set in the WP820 account.

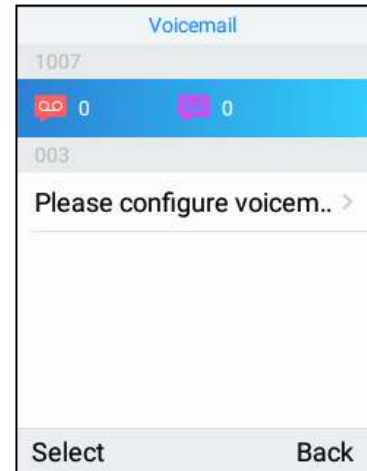


Figure 11: Voice Mail Box

## PTT & Paging

1. Press the **PTT** key on the left side of handset to enter PTT/Paging interface. **Note:** PTT & paging function needs to be enabled first under Settings->Advanced Settings.
2. Choose the default paging mode.
3. Select a channel or a paging group.
4. Press **PTT** button or **OK** button to start paging.

**Note:** Under PTT mode, long press the PTT button to transmit page and release PTT button to stop.

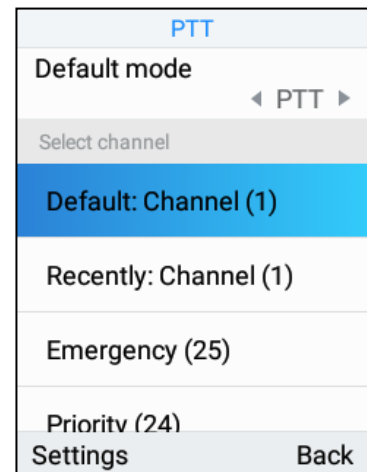


Figure 12: PTT & Paging

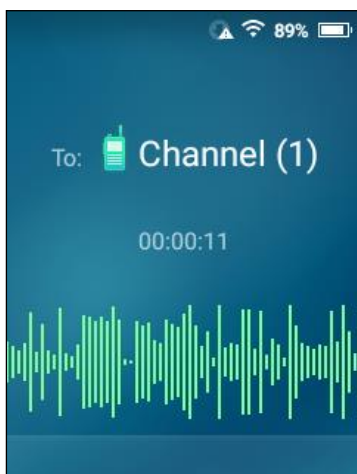


Figure 14: PTT Call (Caller)



Figure 15: PTT Call (Callee)

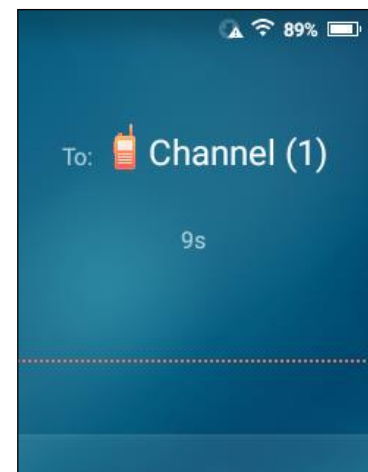


Figure 13: PTT Call Release

In idle interface, long pressing the PTT button will initiate page using the default mode selected.



## Contacts

In contacts menu, use the left and right navigation keys to switch between contacts, groups, and blacklists.

## Call History

In call history menu, use the left and right navigation keys to switch between all calls, missed calls, incoming calls, and outgoing call records.

## Wi-Fi deployment service

Enter **\*\*\*800\*** on the WP800 to enter the Wi-Fi deployment configuration page to set the network information to be deployed and activate the deployment service.

Enter **\*\*\*801\*** on the WP800 device to be provisioned and the device will automatically search and connect to the master device. The configuration download is automatically started and applied.

Wi-Fi config	
SSID	SSID
Password	Password
Show password	◀ No ▶
Security	◀ WPA/WPA2 PSK ▶
Hidden SSID	
Save	Back

**Figure 16: Connecting WP820 to Wi-Fi Network**

## Auto provision

When the device is shipped from the factory, it is connected to a specific Wi-Fi hotspot by default. This mode provides fast batch deployment. The specific steps are as follows:

- The user sets up a Wi-Fi environment with the SSID name `wp_master` and the password `wp!987@dmin`.
- Set DHCP server option 43 and option 66 in the LAN.  
 Option 43 performs device CPE configuration, upgrade server path, network VLAN tag, and priority configuration.  
 Option 66 performs config server path configuration of the device upgrade module.
- The device automatically connects to the wireless network named `wp_master` after booting. After the network is connected, the device will upgrade and deploy according to the firmware and configuration protocol and path delivered by the DHCP server.

