GRANDSTREAM
CONNECTING THE WORLD

**Grandstream Networks, Inc.
WP810/WP820**

Cordless Wi-Fi IP Phone

Quick User Guide

For detailed information please consult WP810/WP820 Admin or User Guides available at: www.grandstream.com

BASIC OPERATIONS

TURNING THE HANDSET ON / OFF

To turn ON the handset

- Long press on **Power Key** until the LCD screen lights up.

To turn OFF the handset

- Long press on **Power Key** again when the handset is idle until the display turns off.

ACTIVATE / DEACTIVATE WI-FI

1. On idle screen, press (Right arrow navigation key) to access the second page.
2. Select "**Wi-Fi**", then press **ON** or **OFF** softkey.

* Also available under **Menu** > **Settings** > **Network Settings**

CONNECTING TO WI-FI NETWORK

Auto Connection

For easy deployment, WP8XX out of the box is preconfigured to connect to a default SSID named *wp_master* with a password (WPA/WPA2 PSK) equal to *wp!987@dmin*, users can adapt these settings from the web UI as well to make it easier for deployment on customer site.

Go under the web interface of the "**Network Settings** > **Wi-Fi Settings** > **Wi-Fi Security**".

Manual connection

The WP8XX supports dual-band 802.11a/b/g/n Wi-Fi, please refer to the following steps:

1. On LCD menu, press Menu key >

   Settings > **Network Settings** > **Wi-Fi**.

2. Set **Wi-Fi** to "On ", and navigate to "**Wi-Fi Settings** ". A list of Wi-Fi networks will be displayed.

3. Select the desired network to connect to. (Enter the correct password to connect if requested

WP8XX will display Wi-Fi icon on the main LCD menu if the connection is successful.

Wi-Fi Band Configuration

If 5GHz and 2.4Ghz are both available, the WP8XX will use 5GHz, but it may switch to 2.4GHz if the signal of 5GHz is poor. Users may also specify the Wi-Fi Band in order to fix it or to keep it Dual Band under

Settings > **Network** > **Settings Wi-Fi Band**.

Wi-Fi Signal Warning Configuration

Users Can configure Wi-Fi signal warning sensitivity or disable it under **Settings** > **Network Settings** > **Wi-Fi signal warning**. Five sensitivity levels are available: Level 1 is the lowest and level 5 is the highest.

Wi-Fi Roaming Mode Configuration (WP820 only)

Wi-Fi Roaming settings configuration can also be done by users under **Settings** > **Network Settings** > **Wi-Fi Roaming Mode**.

The options that can be configured under "Wi-Fi Roaming Mode" are the following:

- **Signal Threshold:** When the Wi-Fi signal strength of the device drops below this value, the device will scan for a hotspot above the threshold value and connect to it. The default setting is -70.

- **Good Signal Scan Interval:** The time interval for signal scanning when the Wi-Fi signal strength is higher than the signal threshold. The default setting is 600s.

- **Poor Signal Scan Interval:** The time interval for signal scanning when the Wi-Fi signal strength is lower than the signal threshold and there is no

hotspot which is higher than the current signal strength. The default setting is 5s.

ACTIVATE / DEACTIVATE BLUETOOTH

1. Press Power Key for idle screen.

2. Press (Right arrow navigation key) to access the second page.
3. Select "**Bluetooth**", then press **ON** softkey.

Note: Bluetooth icon will be displayed
4. Press **OFF** softkey to deactivate. And the Bluetooth icon will disappear.

* Also available under **Menu** > **Settings** > **Bluetooth Settings**

HANDSET SETTINGS

SETTING THE SCREEN LOCK

Enable the screen lock

To configure Key lock from the handset, follow below steps:

1. Access WP8XX's menu à Settings à Basic Settings à Display à Lock Screen.

2. Set "Lock screen" to "On".

3. (Optional). Configure "Set Password' to define a PIN code (6-digit numerical password) to unlock the keypad and press "Save".

Locking/Unlocking the screen

- **To lock the Screen** : Press the **Pound key** and hold for approximately 2 seconds.

- **To unlock the Screen** : Press **Unlock** button (Left softkey) and **Pound key** to unlock the keys.

CONFIGURING THE LCD BRIGHTNESS AND SCREEN TIMEOUT

1. Press Menu ⚪ > ⚙ **Settings.**
2. Navigate to **Basic Settings** > **Display**.
3. Configures the LCD brightness, key backlight, lock screen, screen time out and the font size.
4. Press "**Back**" softkey to save and apply the new settings.

RETURN TO IDLE SCREEN

Press the Power Key 📞 to quickly exit the Menu (Or the call) and return back to the main idle screen.

SELECTING THE MENU LANGUAGE

1. Press "Menu" ⚪ > **Settings** ⚙ > **Basic Settings** > **Language**.
2. Choose the desired language.
3. Press "**Yes**" softkey to confirm.

CONFIGURE DATE AND TIME

1. Press "Menu" ⚪ > **Settings** ⚙ > **Basic Settings** > **Date and time** .
2. Select date/time/time zone fields and Edit it's current values.
3. Press "Save" softkey to confirm.

CALL FEATURES

ACTIVATE / DEACTIVATE HANDS-FREE MODE

1. Press 🔊 (Hands-free key) while making a call or on the idle screen to activate.

2. Press 🔊 again to deactivate.

MAKING CALLS

Method 1

Using default outgoing line

1. Enter desired number to dial using keypad buttons.

2. Press 📞 (Dial key) or 🔊 (Speaker key) or to initiate the call (audio by default).

* Press "Call" Softkey to choose either an audio or video call.

Selecting outgoing line to use

1. Enter desired number to dial using keypad buttons.
2. Press "**Accounts**" softkey.
3. Select a line from available lines displayed on the screen to use for dialing out.

Method 2

1. Press 📞 (Dial key) or 🔊 (Speaker key)
2. Enter desired number to dial using keypad buttons.

3. Press 📞 (Dial key) or wait for 4 seconds and the call will be initiated automatically.

ANSWERING CALLS

Press 📞 (Dial key) or "Accept" softkey or 🔊 (Speaker key) to answer incoming call.

ENDING CALLS

Press 📞 (On-hook key) to terminate the call.

HOLD/RESUME CALLS

1. During an established call, press (left softkey) to **Hold**.
2. To resume the call, press **un-Hold** softkey.

CALL TRANSFER

Blind transfer

1. During an established call, press **Transfer**

softkey. * The initial call will be on hold.
2. Enter the number you want to transfer the call to.

3. Press 📞 (Dial key) to complete transfer.

Attended Transfer

1. During an established call, press **Options** (left softkey) > **New call**.
2. Choose the line and enter the number you want

to transfer the call to, then press 📞 (Dial Key).

* The initial call will be put on hold
3. Once the second call is established, press **Options** (left softkey) > **Transfer**

4. Select the initial call on hold, and press **Transfer** (left softkey) to complete the transfer.

3- WAY CONFERENCE

1. During an established call, press **Options** softkey > **Conference**.
2. Enter the number of the second party you want

to add to the conference and press 📞 (Dial key) Or **Join Conference** softkey.

MUTE/UN-MUTE MICROPHONE

1. During an established call, press **Options** softkey > **Mute.**

* Call screen will display Mute Enabled icon 🔴
2. Press **Options** > **Unmute** to switch microphone back on.

ACTIVATE CALL FEATURES

1. Press "Menu" ⚪ .

2. Use arrow keys to reach **Settings** ⚙ > **Call Settings**.
3. Select then configure the desired feature
* Available features for each account: Auto answer; Call forward; Do not Disturb; Speed dial.
1. Select **Enabled** and press "Save" to confirm.

ACTIVATE SILENT MODE

1. Press and hold ✱ (Star key) until the handset displays "Silent mode on".

* Idle screen will show silent mode icon 🔕 .

1. To deactivate, press and hold ✱ (Star key) until the handset displays "Silent mode off"

DIRECT IP CALL

Direct IP calling allows two parties, that is, a handset and another VoIP device, to talk to each other in an ad hoc fashion without a SIP proxy.

Elements necessary to complete a Direct IP Call:

● Both WP8XX and other VoIP Device, have public IP addresses, or

● Both WP8XX and other VoIP Device are on the same LAN using private IP addresses, or Both WP8XX and other VoIP Device can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

Users can perform IP calls following the below steps:

1. Pick up the handset and press 📞 (Dial key) and dial the target IP Address.
- **Note:** use stars (*) to replace the dots.
- **Example:** to call 192.168.5.53, dial out 192*168*5*53

PLAY VOICE MAIL MESSAGES

1. Press "Menu" ⚪ > **Voice Mail** 📧 .
2. Select the Account.
Note: The "voice mail access number" needs to be configured properly to proceed.
3. **Play Messages** retrieved from your voice mail.