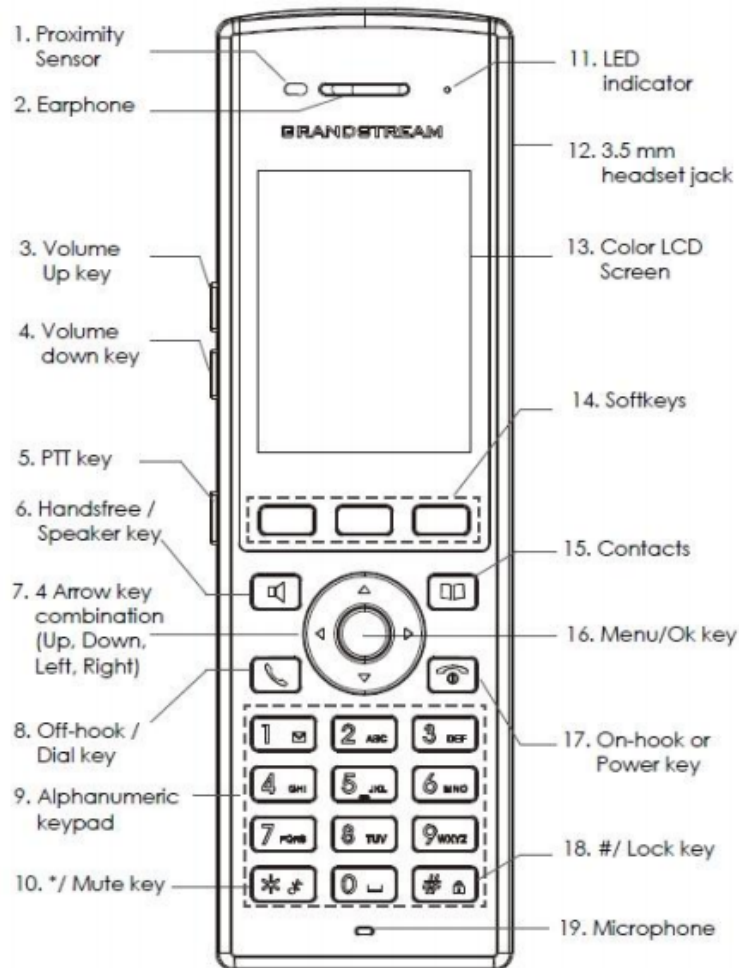








# GRANDSTREAM WP820 USER GUIDE

## BASIC FUNCTIONS



- 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.

# GRANDSTREAM WP820

## SETTING TO YOUR WIRELESS NETWORK

The WP820 supports dual-band 802.11a/b/g/n Wi-Fi, please refer to the following steps in order to connect your WP820 to the Wi-Fi networks:

1. On LCD menu, press Menu key and navigate to **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)

WP820 will display Wi-Fi icon on the main LCD menu if the connection to the Wi-Fi network is successful.

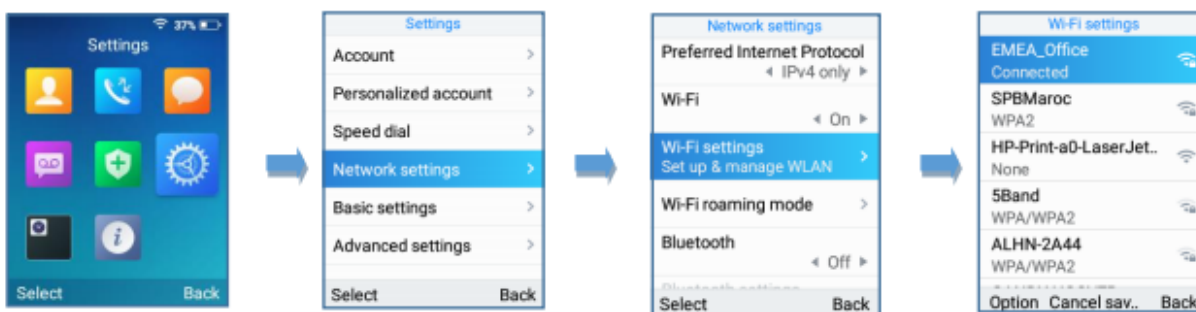




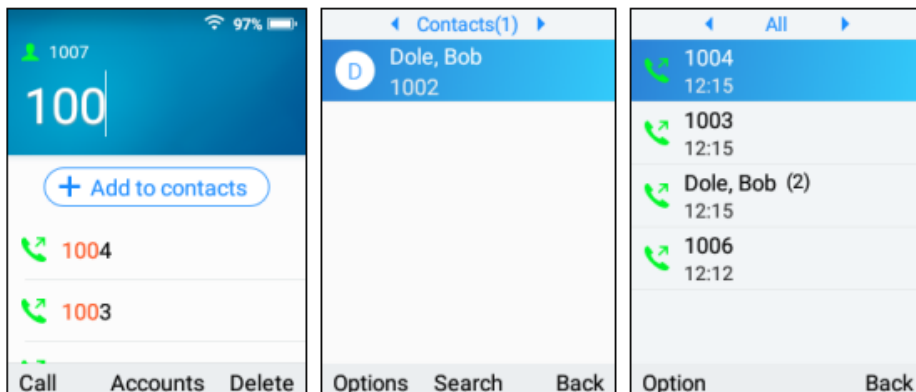
Figure 12: Connecting WP820 to Wi-Fi Network

**Note:** If 5GHz and 2.4GHz are both available, the WP820 will use 5GHz, but it may switch to 2.4GHz if the signal of 5GHz is poor.

## HOW TO MAKE A CALL

There are several ways to make a call:

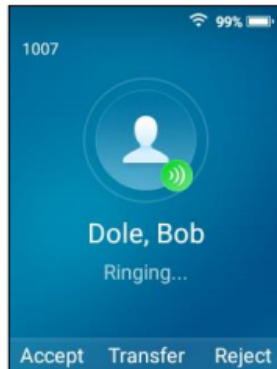
- Press the number keys to enter the digits and then press  or  button to initiate the call.
- Select a contact from phonebook to initiate a call.
- Select a number from the call history to initiate a call.
- Long press a number key to initiate a speed dial. (Need to setup the speed dial button first.)







# GRANDSTREAM WP820

## HOW TO ANSWER A 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.



Multiple incoming calls:

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

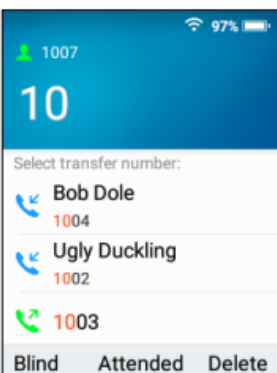
The call interface displays the caller's name and phone number. You can choose to answer or reject the second call (similar to single call scenario).



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.



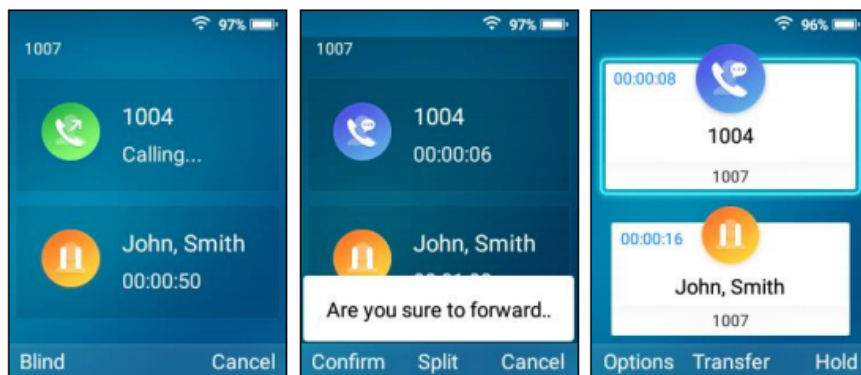
Blind Transfer

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.

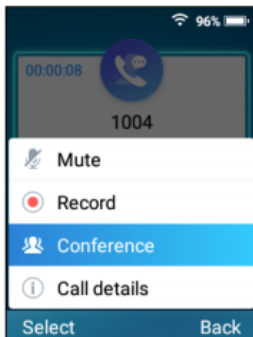
# GRANDSTREAM WP820

## 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.

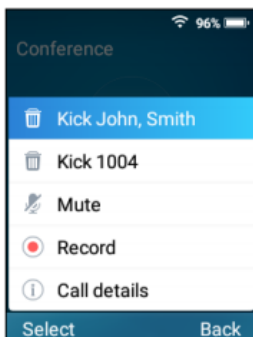


## Three-way conference



### 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.



### 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.

### End a conference

Press the  key to end a conference.