



**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](http://www.grandstream.com)

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**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 (WP820 ONLY)**

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) 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 **Transfer** softkey.

4. Select the initial call on hold.

## 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.