

# Grandstream Networks, Inc.

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WP820

Enterprise Portable Wi-Fi Phone

**User Guide**



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## **CAUTION**

Changes or modifications to this product not expressly approved by Grandstream, or operation of this product in any way other than as detailed by this guide, could void your manufacturer warranty.

## **WARNING**

Please do not use a different power adaptor with devices as it may cause damage to the products and void the manufacturer warranty.



## FCC warning

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) The device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

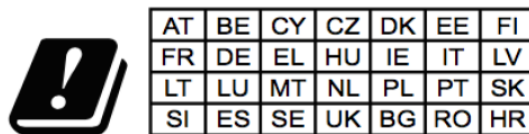
These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## RF Radiation Exposure Statement (SAR)

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## CE Authentication



In all EU member states, operation of 5150 - 5350 MHz is restricted to indoor use only.

Hereby, Grandstream Networks, Inc. declares that the radio equipment WP820 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:  
<http://www.grandstream.com/support/resources/>

## SPECIFICATION

### Operating Frequency Band(RF):

BT: 2402-2480MHz(TX&RX)

BLE: 2402-2480MHz(TX&RX)

2.4GHz WIFI: 2412-2472MHz(TX&RX)

5GHz WIFI: 5150-5250MHz,5250-5350MHz,5470-5725MHz(TX&RX)

### Max. Of Transmit Power:

BT: 9.55dBm

BLE: 2.45dBm

2.4GHz WIFI:

802.11b:19.78dBm;802.11g:18.12dBm;

802.11n20:18.91dBm;802.11n40:18.39dBm;

5GHz WIFI:

5150-5250MHz:

802.11a:16.93dBm;802.11n20:17.49dBm;802.11n40:16.40dBm

5250-5350MHz:

802.11a:15.69dBm;802.11n20:15.53dBm;802.11n40:15.46dBm

5470-5725MHz:

802.11a:16.42dBm;802.11n20:16.63dBm;802.11n40:15.82dBm



## GNU GPL INFORMATION

WP820 firmware contains third-party software licensed under the GNU General Public License (GPL). Grandstream uses software under the specific terms of the GPL. Please see the GNU General Public License (GPL) for the exact terms and conditions of the license.

Grandstream GNU GPL related source code can be downloaded from Grandstream web site from:  
<http://www.grandstream.com/support/faq/gnu-general-public-license/gnu-gpl-information-download>



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## DOCUMENT PURPOSE

This document describes how to use WP820 Enterprise Portable Wi-Fi phone. To learn the advanced functions of WP820, please visit <http://www.grandstream.com/support> to download the latest “WP820 Administration Guide”.

This guide covers following topics:

- [Product Overview](#)
- [Getting Started](#)
- [WP820 Web GUI Access Configuration](#)
- [Basic Operations](#)
- [Phone Settings](#)
- [Call Operations](#)
- [Contacts](#)
- [Call History](#)
- [SMS](#)
- [Call features](#)
- [Multi-Function Button](#)
- [PTT \(Push-to-Talk\) Functionality](#)
- [SAFE/Panic Call](#)
- [WP820 Gesture and Intelligent Control](#)
- [Connecting WP820 to GDS3710 Door System](#)
- [Upgrading and Provisioning](#)
- [Factory Reset](#)
- [Experiencing WP820 Enterprise Portable Wi-Fi Phone](#)



## CHANGE LOG

This section documents significant changes from previous firmware versions. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

### Firmware Version 1.0.3.6

- Changed voicemail notification from “Ordinary” to “Normal”. [WP820 Icons Description]

### Firmware Version 1.0.3.5

- Supported TLSv1.2. [Technical Specifications]
- Added Slovak language support on LCD display. [Technical Specifications]
- Added warning tone when device is low on battery. [Battery Information]
- Added auto bootup when placed on charger after an abnormal power off. [Battery Information]
- Added Calculator application. [WP820 Handset Menu]
- Added additional Home screen on the left and the right. [WP820 Home Screen]
- Added support for captive portal. [Manual connection]
- Added Wi-Fi Band selection. [Wi-Fi Band Configuration]
- Added warning and message prompt when Wi-Fi signal is weak. [Wi-Fi Signal Warning Configuration]
- Added beep tone during a call when Wi-Fi connection is lost. [Wi-Fi Signal Warning Configuration]
- Added support for captive portal. [Wi-Fi Roaming Mode Configuration]
- Improved time and date display for different format. [Date and Time]
- Added support for troubleshooting tools. [Diagnosis]
- Changed incoming call softkey options from “Accept, Transfer, Reject” to “Accept, Transfer, Mute” for user friendly purpose. [CALL OPERATIONS]
- Added stutter tone at dialing interface when account has un-read voicemails. [Voice Mail]
- Added support for quick conference during call. [3-Way Conference]
- Increased contacts max limit count to 1000. [CONTACTS]
- Improved SMS UI and UX. [SMS]
- Added prompt for message sending status after users click on “Send”. [SMS]
- Added setting IGMP Keep Alive for PTT/Paging feature. [IGMP Settings]
- Add support for SAFE/Panic Call mode. [SAFE/PANIC CALL]
- Added Gesture Control features. [Gesture Control]
- Improved Phone User interface for user friendly purpose.

### Firmware Version 1.0.1.15

- Adding show storage status in System Info. [WP820 System Info]



## **Firmware Version 1.0.1.12**

- This is the initial version for WP820.





## GUI INTERFACE EXAMPLES

[http://www.grandstream.com/sites/default/files/Resources/WP820\\_web\\_gui.zip](http://www.grandstream.com/sites/default/files/Resources/WP820_web_gui.zip)

1. Screenshot of Login page
2. Screenshots of Status pages
3. Screenshots of Account pages
4. Screenshots of Phone Settings pages
5. Screenshots of System Settings pages
6. Screenshots of Maintenance pages
7. Screenshots of Application pages
8. Screenshots of Value-added Service pages



## WELCOME

Thank you for purchasing Grandstream WP820. This powerful Enterprise Portable Wi-Fi Phone features dual-band 802.11a/b/g/n Wi-Fi, supports Wi-Fi roaming, and integrated Bluetooth. The combination of advanced telephony features and durability make it ideal for mobilizing your VoIP network in residences, warehouses, retail stores, hotels and many more environments. Due to a durable design, this sleek phone is drop safe from 1.2 meters, with 150 hours standby time and 7.5 hours talk time making it an ideal addition for homes and businesses alike.




## PRODUCT OVERVIEW

### Feature Highlights

The following table contain the major features of the WP820:

**Table 1: WP820 Features at a Glance**

 <p><b>WP820</b></p>	<ul style="list-style-type: none"> <li>• 2 SIP accounts and 2 lines.</li> <li>• 3-way audio conference calls.</li> <li>• Dual-band 802.11a/b/g/n Wi-Fi.</li> <li>• Wi-Fi roaming and integrated Bluetooth.</li> <li>• 150 hours standby time.</li> <li>• 7.5 hours talk time.</li> <li>• 300m range outdoor / 50m range indoor.</li> </ul>
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### Technical Specifications

The following table resumes all the technical specifications including the protocols/standards supported, voice codecs, telephony features, languages and upgrade/provisioning settings for the Base station WP820.

**Table 2: WP820 Technical Specifications**

<b>Protocols/Standards</b>	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, SSH, TFTP, NTP, STUN, SIMPLE, TR-069, 802.1x, TLS, SRTP, IPv6
<b>Voice Codecs and Capabilities</b>	Support for G.711 $\mu$ /a, G.729A/B, G.722 (wide-band), iLBC, Opus, in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO), VAD, CNG, AEC, PLC, AJB, AGC, ANS
<b>Graphic Display</b>	2.4-inch (240x320) TFT color LCD
<b>Peripherals</b>	3 soft keys, 3 function keys: Volume up, volume down, Push to Talk key, navigation keys, dial, hang-up, speakerphone, phonebook, backlit keypad, proximity sensor, accelerator, vibration motor
<b>Push-to-Talk</b>	Customizable button for push-to-talk, panic call and other related functions
<b>Bluetooth</b>	Yes, Bluetooth v4.2
<b>Auxiliary Ports</b>	3.5 mm headset jack, Micro-USB port for charging, dual-MIC, dual-color LED.

<b>Telephony Features</b>	Hold, transfer, forward, 3-way audio conference, downloadable phonebook (XML, up to 500 items), call waiting, call log (up to 100 records), off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot desking, personalized music ringtones and music on hold, server redundancy and fail-over, push to talk
<b>Security</b>	User and administrator level passwords, MD5 and MD5-sess based authentication, 256-bit AES based secure configuration file, SRTP, TLS, 802.1x media access control
<b>HD Audio</b>	Yes, both on handset and speakerphone with support for wideband audio, HAC supported
<b>QoS</b>	Layer 2 (802.1p), 802.11e and Layer 3 (ToS, DiffServ, MPLS) QoS
<b>Multi-language</b>	English, Arabic, Chinese, Czech, Dutch, German, French, Hebrew, Italian, Japanese, Polish, Portuguese, Russian, Spanish, Turkish, Slovak and more
<b>Upgrade/ Provisioning</b>	Firmware upgrade via TFTP/HTTP/HTTPS, manual upload, mass provisioning using TR-069 or encrypted XML configuration file, manual upload, USB upgrade
<b>Power &amp; Green Energy Efficiency</b>	Universal power adapter included Input: 100-240VAC; Output: +5VDC, 1A (5W) 1500mA Li-ion battery, 150h standby time and 7.5h talk time
<b>Physical</b>	Handset Dimensions: 168.5 x 52.5 x 21.8mm Charger cradle dimensions: 76 x 73 x 81mm Handset weight: 161g Handset package weight (not including QIG): 456g
<b>Temperature and Humidity</b>	Operating Temperature: 0~45°C; Operating Humidity: 10~90%(non-condensing) Storage Temperature: -20~60°C; Storage Humidity: 10~90%(non-condensing)
<b>Package Contents</b>	Handset unit, universal power supply, charger cradle, belt clip, 1 Li-ion battery, Quick Installation Guide.
<b>Durability</b>	Drop-safe from 1.2 meters height
<b>Compliance</b>	FCC, CE, RCM



## GETTING STARTED

This chapter provides basic installation instructions including the list of the packaging contents and also information for obtaining best performance with the WP820.

### Equipment Packaging

Table 3: Equipment Packaging

WP820
<ul style="list-style-type: none"> <li>• 1x Handset unit</li> <li>• 1x Universal power supply 5V</li> <li>• 1x Charger cradle</li> <li>• 1x Belt clip</li> <li>• 1x Rechargeable battery</li> <li>• 1x Quick Installation Guide</li> <li>• 1x GPL Statement</li> </ul>

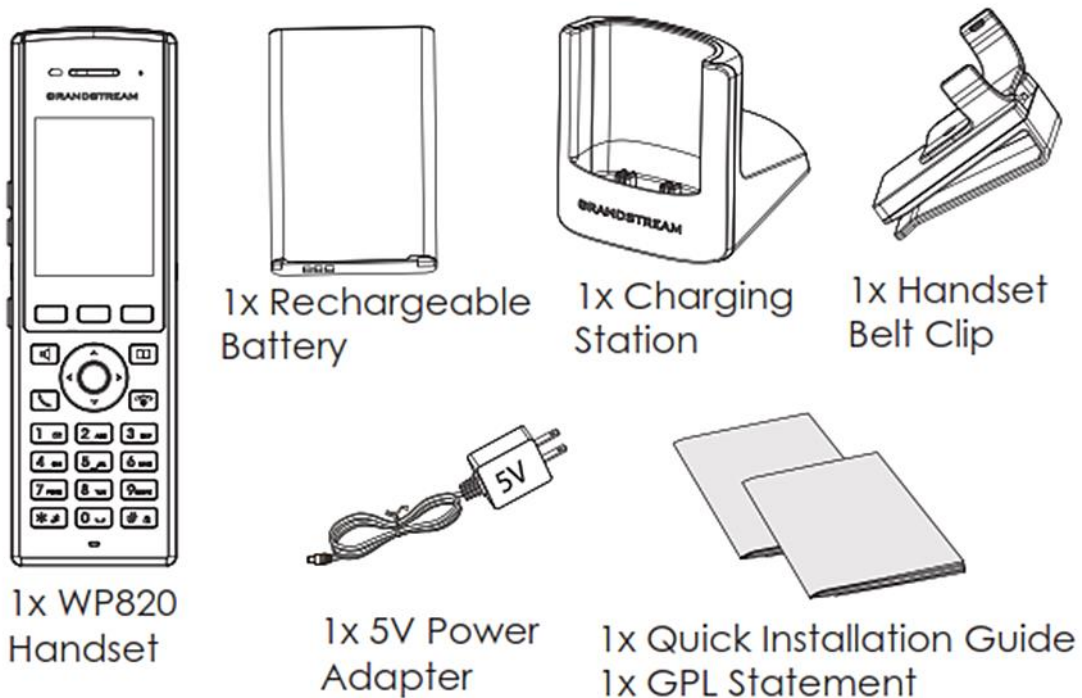


Figure 1: WP820 Package Content

**Note:** Check the package before installation. If you find anything missing, contact your system administrator.

## Setting up the WP820

### Charging Station

Plug the power adapter into a power source socket to start using the charging station.

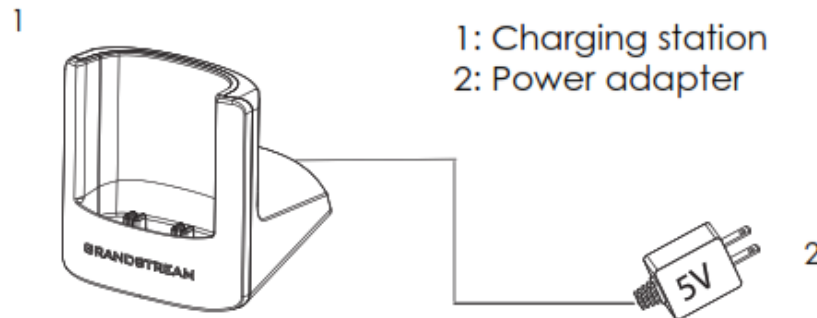


Figure 2: Charging Station

### Handset

Please refer to the following steps in order to setup your WP820:

1. Open the battery cover.
2. Insert the battery with the electrodes in the bottom left corner.
3. Close the battery cover.

**Note:** Please charge the battery fully before using the handset for the first time. (For more information about the battery, please refer to [Battery Information](#).)

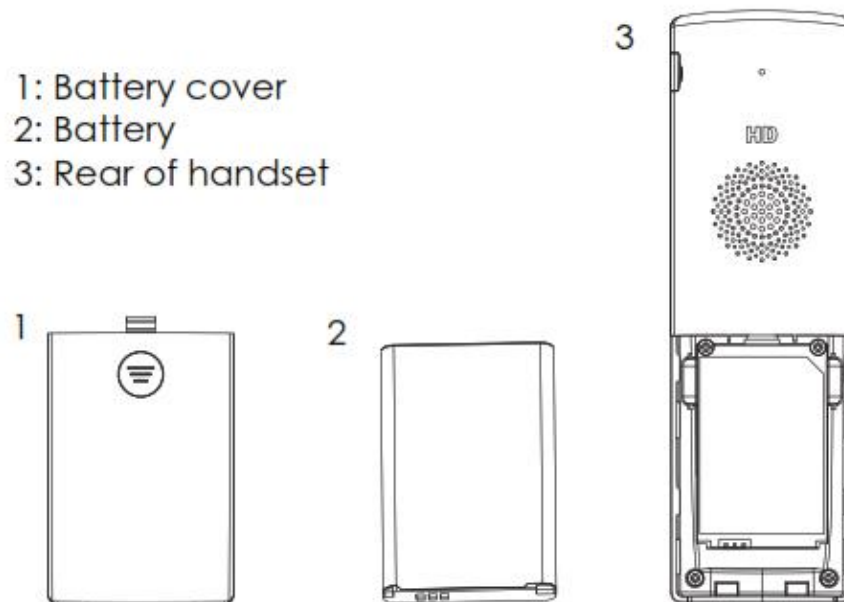


Figure 3: WP820 Handset Setup

## Battery Information

- **Technology:** Rechargeable Li-ion Battery
- **Voltage:** 3.8V (Nominal Voltage 3.8V / Limited charge Voltage: 4.35 V)
- **Capacity:** 1500mAh
- **Standby time:** up to 150 hours
- **Talk time:** up to 7.5 hours' active talk time

In order to get the best performance of your WP820, we recommend using original battery provided in the package. The specifications may differ depending on the age and capacity of the battery used.

### Notes:

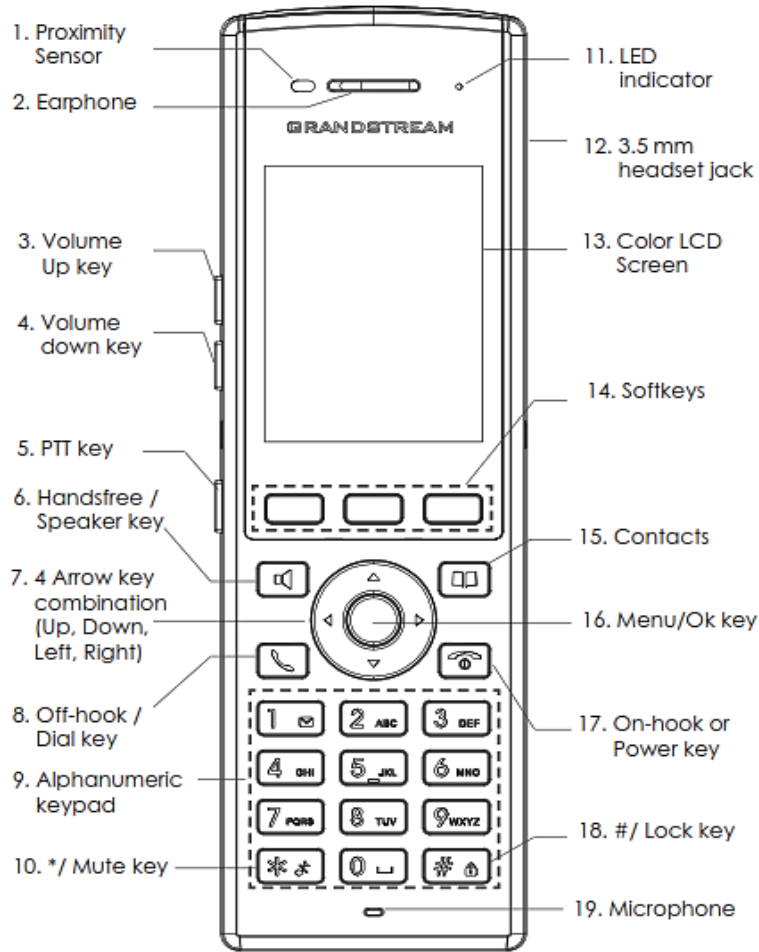
- WP820 Wi-Fi phone generates a warning tone when device's battery level becomes 15% and 5%.
- WP820 auto boots up once placed on charger when device was powered off abnormally (Battery too low, battery removed suddenly, etc..).

**Important Note:** Be careful when inserting the battery into your handset to avoid any risk of short-circuit, which lead to damage your battery and/or the handset itself. Do not use damaged batteries which can increase the risk of serious harm.

## WP820 Handset Keys Description

The WP820 enhances communication and combines usability and scalability in industries such as warehousing, catering and retail as well as in factory settings. The following screenshot describe the WP820 LCD screen and the main hardware components.





**Figure 4: WP820 Description**

The following table describes the WP820 keypad keys.

**Table 4: WP820 Description**

	Key	Description
1.	<b>Proximity sensor</b>	The proximity sensor can detect the presence of a human ear. This sensing is done for two purposes: Reduce display power consumption by turning off the LCD backlight and to avoid inadvertent touches.
2.	<b>Earphone</b>	Delivers audio output.
3,4	<b>Volume up / Down Keys</b>	Configure the handset and ringtone volume.
5.	<b>PTT Key</b>	PTT (Push-to-Talk) button to initiate PTT call. <b>Note:</b> PTT button can also be configured from Web GUI to have other functions such as: SAFE/Panic Call & Mute/Unmute during calls.






<b>6.</b>	<b>Hands-free / Speaker key</b>	Switches between Handset and Hands-free / Speaker modes.
<b>7.</b>	<b>Arrow key combination (Up, Down, Left, Right)</b>	Allows navigation of the cursor through the displayed menu options.
<b>8.</b>	<b>Off-hook / Dial key</b>	Enters dialing mode, or dials number entered.
<b>9.</b>	<b>Alphanumeric Keypad</b>	Provides the digits, letters, and special characters in context-sensitive applications. For + sign, press and hold key 0.
<b>10.</b>	<b>* / Mute key</b>	Activates or deactivates the mute feature when keep pressing on * in idle screen.
<b>11.</b>	<b>LED indicator</b>	1 dual-color LED indicator indicating: power, call, battery, message waiting ...
<b>12.</b>	<b>3.5 mm headset jack</b>	Phone connector for the headphones/headsets.
<b>13.</b>	<b>Color LCD Screen</b>	2.4-inch (240x320) TFT color LCD
<b>14.</b>	<b>Softkeys</b>	Correspond to functions displayed on the LCD. These functions change depending on the current context, and they can be customized on Home screen and Call screen from the Web GUI.
<b>15.</b>	<b>Contacts</b>	Access to contacts list.
<b>16.</b>	<b>Menu/OK key</b>	Selects the option chosen by the cursor or enters the main menu from the home screen.
<b>17.</b>	<b>On-hook or Power key</b>	Terminates calls or turns the handset on / off.
<b>18.</b>	<b># / Lock key</b>	Locks keypad against unintentional entries when keep pressing #. <ul style="list-style-type: none"> <li>• Press and hold # key for approximately 2 seconds to lock the keys.</li> <li>• Press <b>Unlock</b> softkey and then # to unlock the keys.</li> </ul>
<b>19.</b>	<b>Microphone</b>	Picks up audio earpiece and hands-free calls.




















## WP820 Icons Description

Following table contains description of each icon that might be displayed on the screen of the WP820.

Table 5: WP820 Icons Description

	<b>Battery status</b> Charging
	<b>Wi-Fi not enabled/configured</b>
	<b>Wi-Fi signal status</b>



	<b>Speaker enabled icon</b>
	<b>Ringtone status</b>
	<b>Outgoing Call notification</b>
	<b>Missed Call notification</b>
	<b>Incoming Call notification</b>
	<b>Voicemail notification (Urgent)</b>
	<b>Voicemail notification (Normal)</b>
	<b>Mute enabled icon</b>
	<b>DND enabled icon</b>
	<b>Bluetooth enabled icon</b>
	<b>Bluetooth connected icon</b>
	<b>Contacts</b>
	<b>SMS</b>
	<b>Call History</b>
	<b>Voice Mail</b>
	<b>Diagnosis</b>
	<b>Settings</b>
	<b>Tools</b>
	<b>Status</b>

## WP820 LED Status

Table 6: WP820 LED Status

<b>Red Fast Flashing</b>	<ul style="list-style-type: none"> <li>• Upgrading</li> </ul>
<b>Green Slow Flashing</b>	<ul style="list-style-type: none"> <li>• Incoming call</li> </ul>
<b>Green Blinking</b>	<ul style="list-style-type: none"> <li>• Charging but not full</li> </ul>
<b>Green Solid</b>	<ul style="list-style-type: none"> <li>• Charging (full)</li> </ul>
<b>Red Slow Flashing</b>	<ul style="list-style-type: none"> <li>• Missed call (s)</li> <li>• New voicemail (s)</li> <li>• New SIP Message (s)</li> </ul>
<b>Red Solid</b>	<ul style="list-style-type: none"> <li>• Network disconnected</li> </ul>
<b>LED OFF</b>	<ul style="list-style-type: none"> <li>• Normal</li> </ul>

## WP820 Handset Menu

The handset has an easy-to-use menu structure. Every menu opens a list of options. To open the main menu, unlock first the handset and press “Menu” (softkey in the middle). Press Arrow keys to navigate to the menu option you require. Then press “Select” (left softkey) or **OK/Selection key** to access further options or confirm the setting displayed.

To go to the previous menu item, press “Back” (right softkey). You can press **Power** key at any time to cancel and return to standby mode.



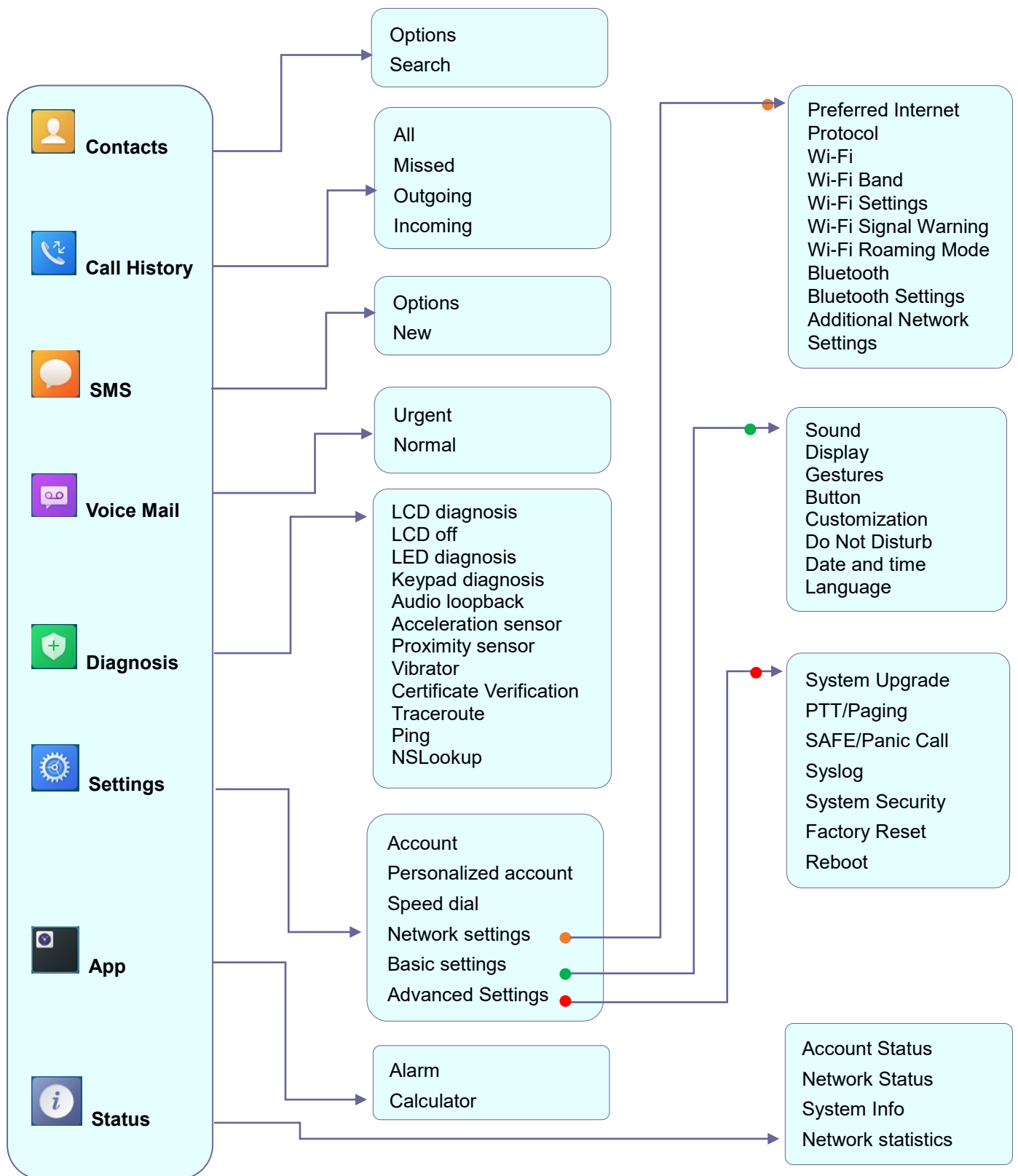


Figure 5: WP820 Menu Structure



<b>Contacts</b>	Display the list of the registered contacts and also the groups contacts with the ability of searching, adding or editing the entries and also deleting the selected contacts. The maximum number of contacts is 1000.
<b>Call History</b>	Display the call history: <b>Missed Calls</b> , <b>Accepted Calls</b> , <b>Outgoing Calls</b> or <b>All Calls</b> . You can add contacts to <b>Shared Contacts</b> directly from call logs.
<b>SMS</b>	<b>SMS</b> stands for Short Message Service and referred to as a "text message". With a SMS, you can send a message by pressing " <b>New</b> " of up to 160 characters to another device or check the received ones.
<b>Voice Mail</b>	<ul style="list-style-type: none"> <li>• <b>Play Message:</b> Play voice mail messages received.</li> <li>• <b>Set Voice Mail:</b> Configure voice mail parameters.</li> </ul>
<b>Diagnosis</b>	<ul style="list-style-type: none"> <li>• <b>LCD diagnosis</b></li> <li>• <b>LCD off</b></li> <li>• <b>LED diagnosis</b></li> <li>• <b>Keypad diagnosis</b></li> <li>• <b>Audio loopback</b></li> <li>• <b>Acceleration sensor</b></li> <li>• <b>Proximity sensor</b></li> <li>• <b>Vibrator</b></li> <li>• <b>Certificate Verification</b></li> <li>• <b>Traceroute</b></li> <li>• <b>Ping</b></li> <li>• <b>NSLookup</b></li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Account</b> Configure/View SIP accounts settings.</li> <li>• <b>Personalized Account</b> Configure the account ringtones, auto answer and call forwarding.</li> <li>• <b>Speed Dial</b> Assign contact numbers as speed dial.</li> <li>• <b>Network Settings</b> Configure the networks settings including Wi-Fi settings, Bluetooth settings, and additional networks settings.</li> <li>• <b>Basic Settings</b> Configure the basic settings including voice settings, display settings, Gestures and button customization, language settings and date/time settings.</li> <li>• <b>Advanced Settings</b> Configure the advanced settings including system upgrade, PTT/Paging settings, system security settings, syslog settings and factory reset / reboot.</li> </ul>



<b>App</b>	<ul style="list-style-type: none"> <li>• <b>Alarm Clock:</b> Configures the alarm clock settings</li> <li>• <b>Calculator:</b> performs arithmetic operations on numbers.</li> </ul>
<b>Status</b>	<p>Displays account status, system info, Network status and network statistics</p> <ul style="list-style-type: none"> <li>• <b>Account status.</b></li> <li>• <b>System Info:</b> Press to enter the sub menu for Running memory, Storage status, MAC address, System version, Recovery version, U-boot version, Kernel version, Hardware version, PN number, Country code and Running time.</li> <li>• <b>Network status:</b> Press to enter the sub menu for MAC address, IP setting information (DHCP/Static IP), IPv4 address, IPv6 address, Subnet Mask, Gateway; DNS server and VPN.</li> <li>• <b>Network Statistics:</b> Press to enter the sub menu for Network SSID, BSSID, IP address, Signal strength, Connection speed, Channel, Frequency, Tx packets, Tx error packets, Tx error rate, Tx drop packets, Tx drop rate, Rx packets, Rx error packets, Rx error rate, Rx drop packets, Rx drop rate.</li> </ul>

## WP820 Keypad

The WP820 keypad can be used by tapping on an input field. WP820 keypad has 4 modes “ABCabc2”, “ABC”, “abc” and “123”. Default mode is “ABCabc2”. **Note:** If the input field is accepting only digits, only “123” mode will be available.

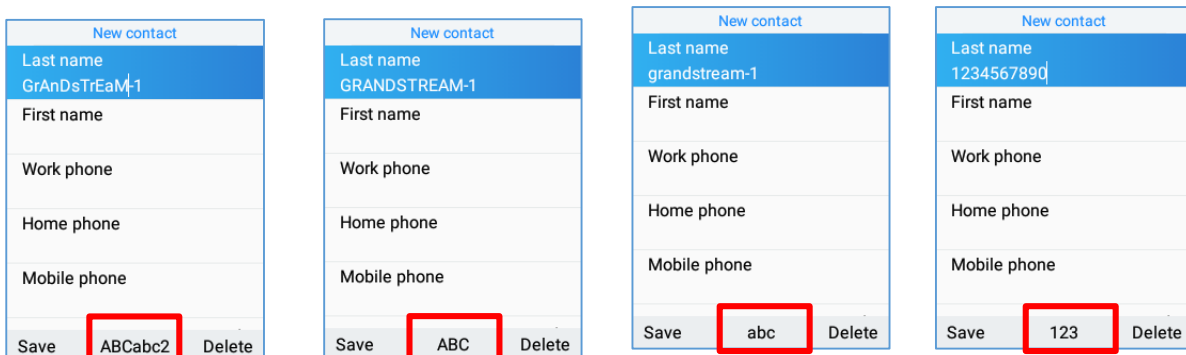


Figure 6: WP820 Keypad Modes

- **“ABCabc2” Mode:**

This mode allows to enter capital letters, small letters, digits and symbolic characters.

Following table describes allowed characters for each key.

Key	Description	Key	Description	Key	Description
1	. , ' ? ! " - 1	2	A B C a b c 2	3	D E F d e f 3
4	G H I g h i 4	5	J K L j k l 5	6	M N O m n o 6



<b>7</b>	P Q R S p q r s 7	<b>8</b>	T U V t u v 8	<b>9</b>	W X Y Z w x y z 9
<b>*</b>	. , ' ? ! " - ( ) @ / : _ ; + % * = < > \$ [ ] { } \ ~ ^ #   ` &	<b>0</b>	Space	<b>#</b>	Switch mode

- **“ABC” Mode:**

This mode allows to enter capital letters, digits and symbolic characters.

Following table describes allowed characters for each key.

Key	Description	Key	Description	Key	Description
<b>1</b>	. , ' ? ! " - 1	<b>2</b>	A B C 2	<b>3</b>	D E F 3
<b>4</b>	G H I 4	<b>5</b>	J K L 5	<b>6</b>	M N O 6
<b>7</b>	P Q R S 7	<b>8</b>	T U V 8	<b>9</b>	W X Y Z 9
<b>*</b>	. , ' ? ! " - ( ) @ / : _ ; + % * = < > \$ [ ] { } \ ~ ^ #   ` &	<b>0</b>	Space	<b>#</b>	Switch mode

- **“abc” Mode:**

This mode allows to enter small letters, digits and symbolic characters.

Following table describes allowed characters for each key.

Key	Description	Key	Description	Key	Description
<b>1</b>	. , ' ? ! " - 1	<b>2</b>	a b c 2	<b>3</b>	d e f 3
<b>4</b>	g h i 4	<b>5</b>	j k l 5	<b>6</b>	m n o 6
<b>7</b>	p q r s 7	<b>8</b>	t u v 8	<b>9</b>	w x y z 9
<b>*</b>	. , ' ? ! " - ( ) @ / : _ ; + % * = < > \$ [ ] { } \ ~ ^ #   ` &	<b>0</b>	Space	<b>#</b>	Switch mode

- **“123” Mode:**

This mode allows to enter digits and . only.

Following table describes allowed characters for each key.

Key	Description	Key	Description	Key	Description
<b>1</b>	1	<b>2</b>	2	<b>3</b>	3
<b>4</b>	4	<b>5</b>	5	<b>6</b>	6
<b>7</b>	7	<b>8</b>	8	<b>9</b>	9
<b>*</b>	.	<b>0</b>	0	<b>#</b>	Switch mode

### Tips using the keypad:

- To switch between the modes, users could press the middle softkey or # key.
- Press multiple times on same key to move forward between the allowed characters.
- Use Right/Left arrow keys to change the cursor's position on the text entered.



## WP820 WEB GUI ACCESS CONFIGURATION

The WP820 can be configured using:

- Web GUI embedded on the WP820 using PC's web browser.
- LCD Configuration Menu using the WP820 keypad.

**Note:** From the Web GUI, you can configure all the functions supported by the WP820; while via keypad menu, you can access limited configuration.

### Configuration via Web Browser

The WP820 embedded Web server responds to HTTP/HTTPS GET/POST requests. Embedded HTML pages allow a user to configure the WP820 through a Web browser such as Google Chrome, Mozilla Firefox.

**Note:** Please note that Microsoft's IE 9 and below are not supported, also the records from the web can't be played with IE10, Edge and Safari. We highly recommend using Google Chrome or Mozilla Firefox.

### Accessing the Web UI

1. Connect the computer to the same network as WP820.
2. Make sure the WP820 is booted up and powered correctly.
3. You may check WP820 IP address via a subscribed WP820 on its LCD menu **Settings** → **Network Status**. Please see [\[WP820 Network Status\]](#)
4. Open Web browser on your computer and enter the WP820 IP address in the address bar of the browser.
5. Enter the administrator's username and password to access the Web Configuration Menu.

#### Notes:

- The computer must be connected to the same sub-network as the WP820. This can be easily done by connecting the computer to the same hub or switch as the WP820.
- The default administrator username and password are "admin"; the default end-user username is "user" and the password is "123".





## Web GUI Languages

Currently the WP820 web GUI supports English, Chinese languages.

Users can select the displayed language in web GUI login page, or at the upper right of the web GUI after logging in

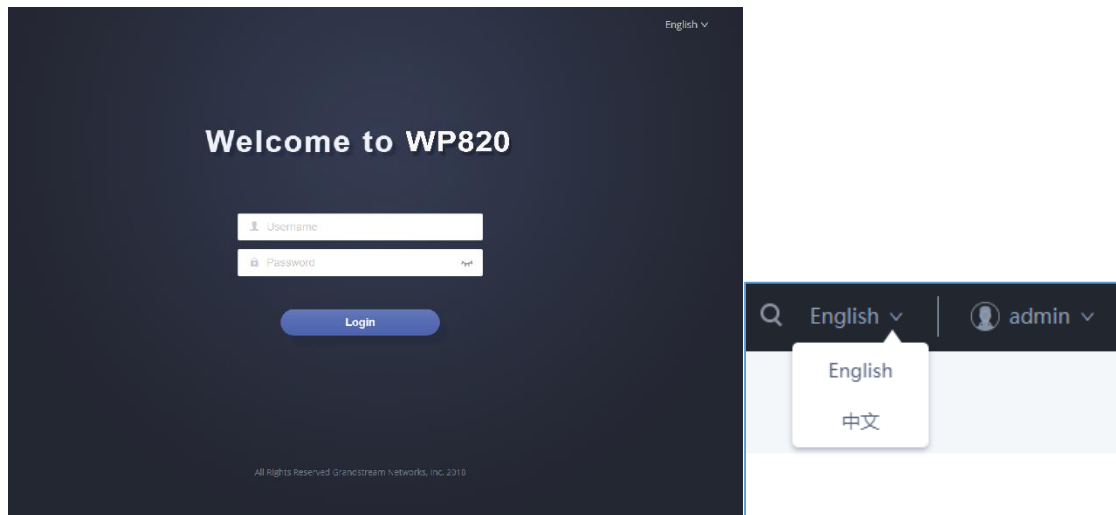


Figure 7: WP820 Web GUI Language

## Saving the Configuration Changes

When changing any settings, always submit them by pressing **Save** and **Apply** buttons. If using the **Save** button, after making all the changes, click on the **Apply** button on top of the page to submit.

## Web UI Access Level Management

There are two default passwords for the login page:

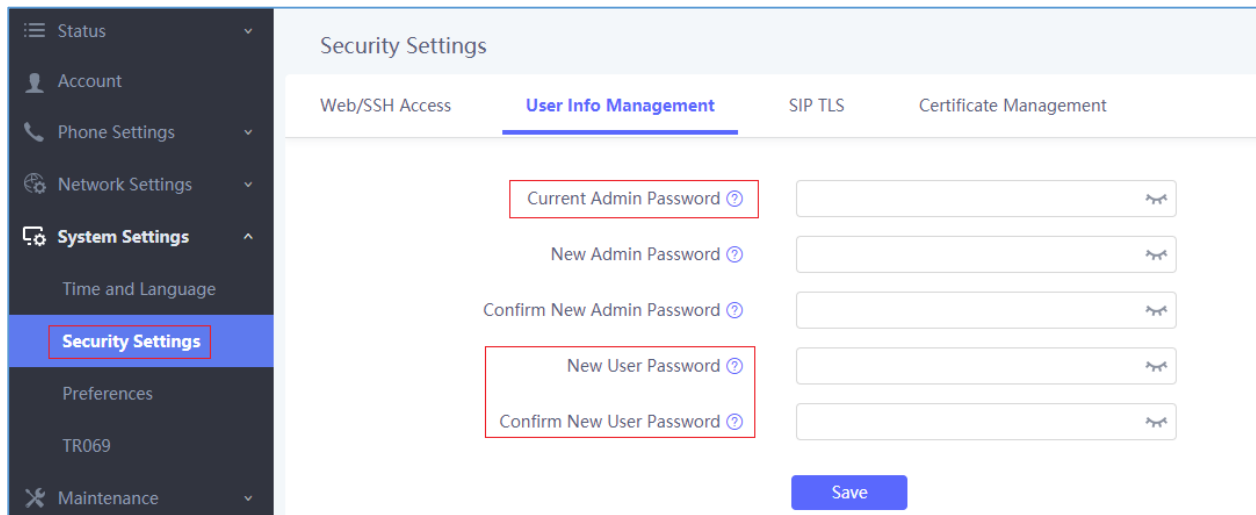
User Level	Username	Password	Web Pages Allowed
End User Level	user	123	Only Status, Phone Settings, System Settings, Maintenance and System Application with limited options.
Administrator Level	admin	admin	All pages

## Changing User Level Password

1. Access the Web GUI of your WP820 using the admin's username and password. (Default username and password is: admin/admin).
2. Press **Login** to access your settings.
3. Go to **System Settings** → **Security Settings**.



4. In **User Info Management**, locate **user password** section:
  - a. Type in the admin password in the **Current Admin Password** field.
  - b. Type in your new user password in **New User Password** field.
  - c. Type in again same entered password in **Confirm New User Password** field.
5. Press **Save** and **Apply** buttons to save your new settings.



**Figure 8: User Level Password**

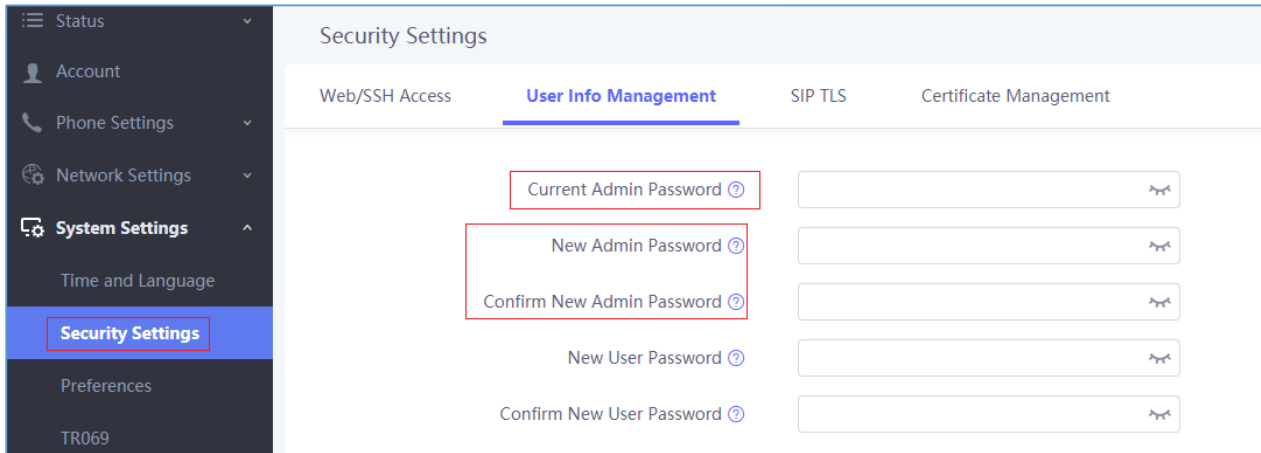
#### Notes:

- DO NOT USE same password for both user and admin accounts.
- The password is case sensitive with maximum length of 25 characters.

#### Changing Admin Level Password

1. Access the Web GUI of your WP820 using the admin's username and password. (Default username and password is: admin/admin).
2. Press **Login** to access your settings.
3. Go to **System Settings** → **Security Settings**.
4. In **User Info Management**, locate **admin password** section:
  - a. Type in the admin password in the **Current Admin Password** field
  - b. Type in your new user password in **New Admin Password** field.
  - c. Type in again same entered password in **Confirm New Admin Password** field.
5. Press **Save** and **Apply** buttons to save your new settings.





**Figure 9: Admin Level Password**

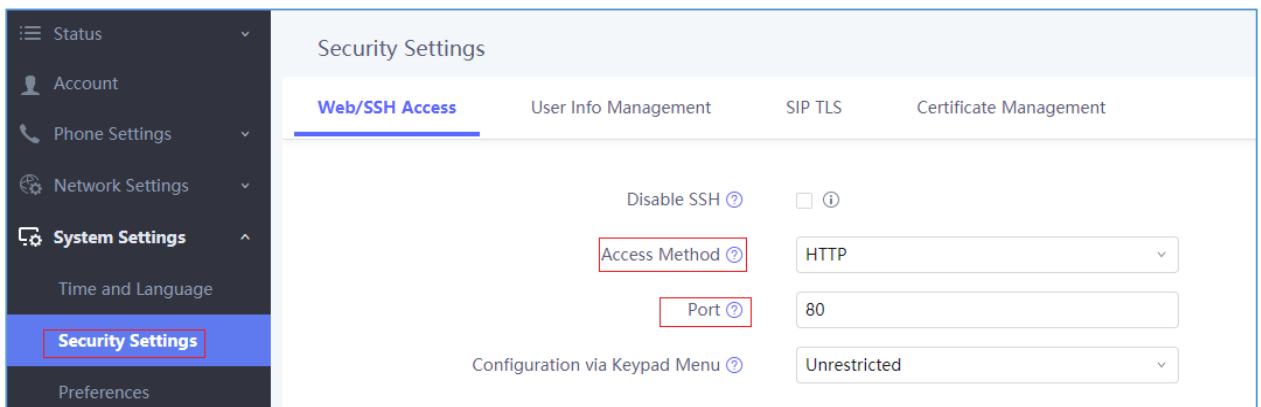
**Notes:**

- DO NOT USE same password for both user and admin accounts.
- The password is case sensitive with maximum length of 25 characters.

**Changing HTTP / HTTPS Web Access Port**

1. Access the Web GUI of your WP820 using the admin’s username and password. (Default username and password is: admin/admin).
2. Press **Login** to access your settings.
3. Go to **System Settings** → **Security Settings**.
4. In **Web/SSH Access** page, select the access method depending on desired protocol (HTTP or HTTPS)
5. Locate **HTTP / HTTPS Web Port** field and change it to your desired/new HTTP / HTTPS port.  
**Note:** By default, the HTTP port is 80 and HTTPS is 443.
6. Press **Save** and **Apply** buttons to save your new settings.

**Note:** A reboot is required for this change to take effect.



**Figure 10: Web Access Port**

## BASIC OPERATIONS

### WP820 Home Screen

The WP820 Home screen comprises three pages that make it easy for the customer to access some settings, parameters or notifications. *Please refer to the following screenshots:*

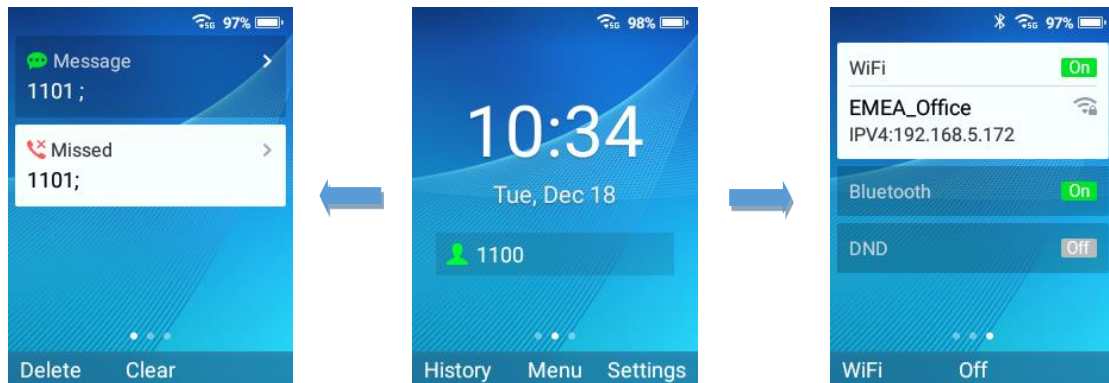


Figure 11: Home screen pages

#### Left Home Screen Page:

- This page lists all the notifications that users need to check: Missed calls, unread SMS, unread Voice mails, etc ...
- Users can access the notification by tapping on OK button, delete the notification by tapping on the left softkey or clear all the notifications by tapping on the middle softkey.


#### Middle Home Screen Page:

- The middle page of Home screen shows date/time and the registered SIP account(s) on the WP820.
- Users can access by default to History, Menu or Setting by using softkeys, and Administrator is able to change the functions of softkeys on Home screen from the Web GUI.

#### Right Home Screen Page:

- The right page is providing the users quick access to Wi-Fi, Bluetooth and DND option and configuration.
- Users can turn on/off the option using the middle softkey, while they also can access to the settings of each option by tapping on the left softkey.

## Turning the Handset ON/OFF

**To turn ON the handset:** Long  press on **Power key** until the LCD screen lights up.

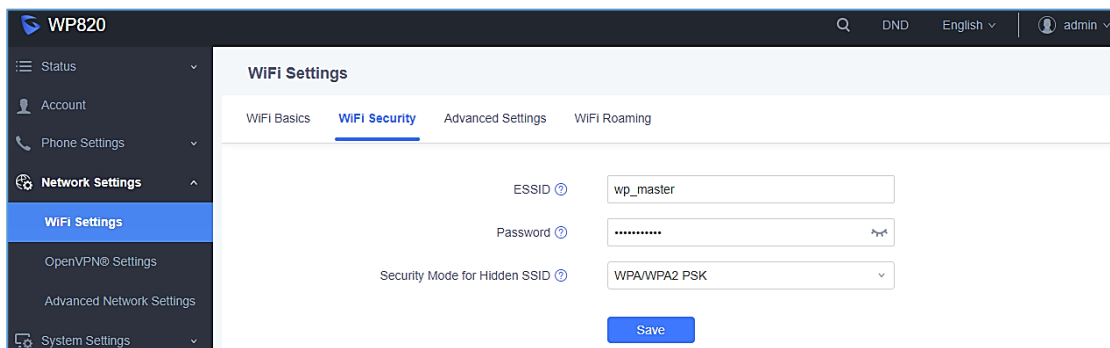
**To turn OFF the handset:** Long  press on **Power key** again when the handset is idle and press the softkey to choose to power off or reboot.

## Connecting WP820 to Wi-Fi Network

### Auto Connection

For easy deployment, WP820 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@dmn**, 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**”.



**Figure 12: Default Wi-Fi Network**

For example, the user can pre-configure the WP to automatically connect to the Wi-Fi network at the client site, making it easier for the client to use the phone without going through the setting up manually the Wi-Fi network. Also, the client could have the SSID hidden by default, and the WP820 handset would still be able to connect to the Wi-Fi network since they have SSID and password information configured.

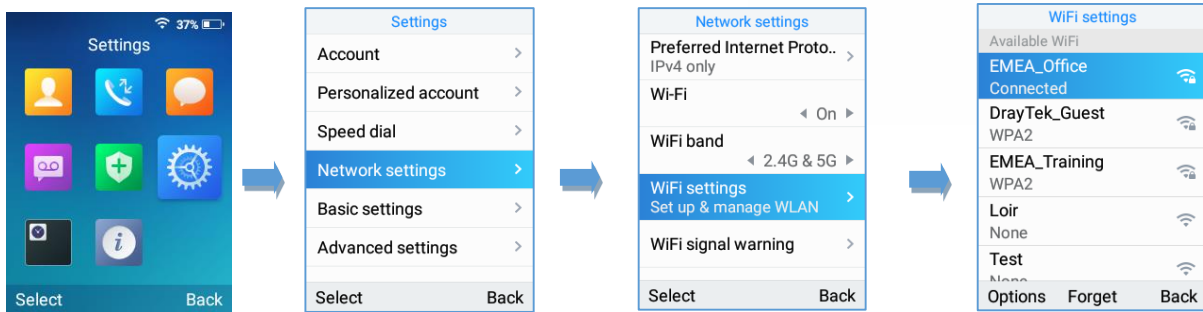
### Manual connection

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.



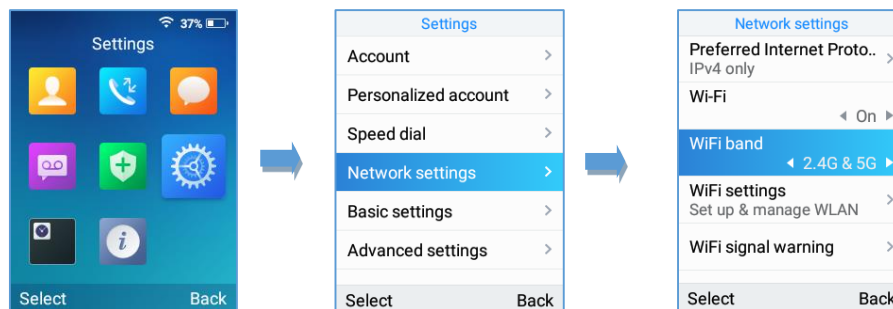


**Figure 13: Connecting WP820 to Wi-Fi Network**

**Note:** WP820 supports connection to Wi-Fi with captive portal enabled that requires additional credentials to sign up or login before it's allowed to use Wi-Fi.

### Wi-Fi Band Configuration

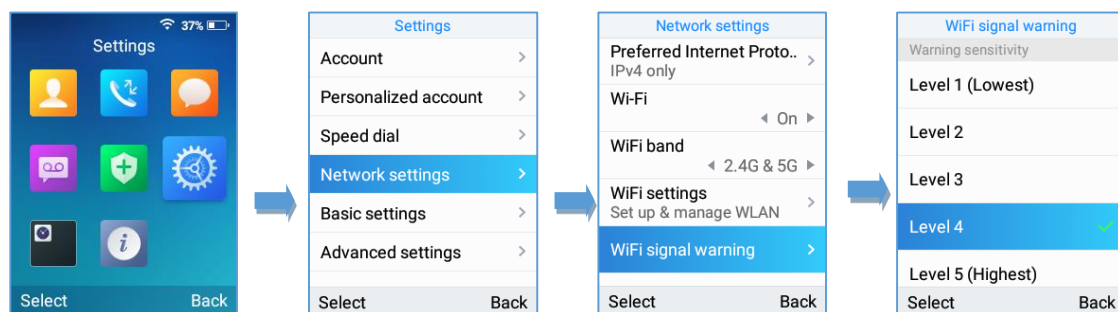
If 5GHz and 2.4Ghz are both available, the WP820 will use 5GHz, but it may switch to 2.4GHz if the signal of 5GHz is poor. Users may also specify the Wi-Fi Band in order to fix it or to keep it Dual Band under **Settings→Network Settings→Wi-Fi Band**.



**Figure 14: Wi-Fi Band configuration**

### Wi-Fi Signal Warning Configuration

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



**Figure 15: Wi-Fi Signal Warning Sensitivity**

**Note:** A message prompt also appears to notify users about poor Wi-Fi signal. While during the call, a beep tone will be played to notify users that Wi-Fi connection is lost.



## Wi-Fi Roaming Mode Configuration

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

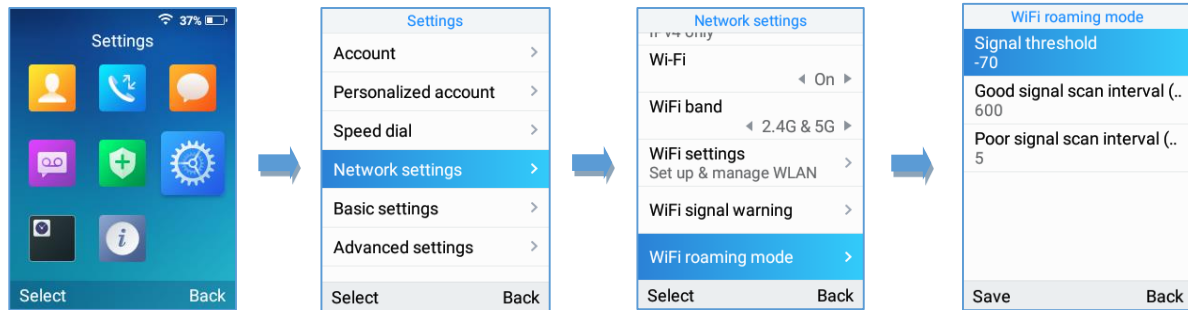


Figure 16: Wi-Fi Roaming Mode

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.

## Checking WP820 Status

### WP820 System Info

To check the system info, follow these steps:

1. Press **Menu** key to bring up operation menu
2. Use arrow keys to reach **Status** menu and navigate to **System Info** section.

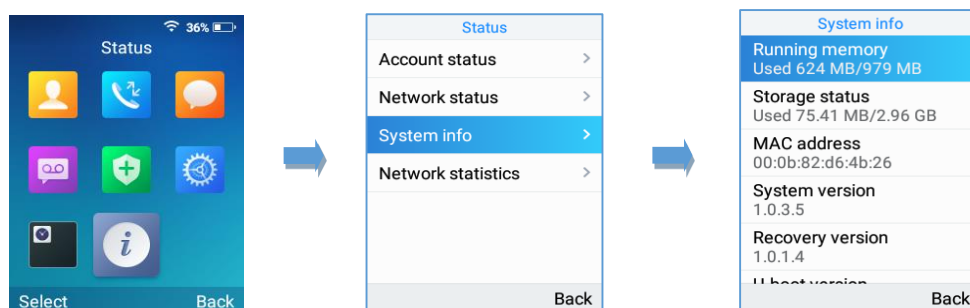


Figure 17: System Info



The following information will be displayed:

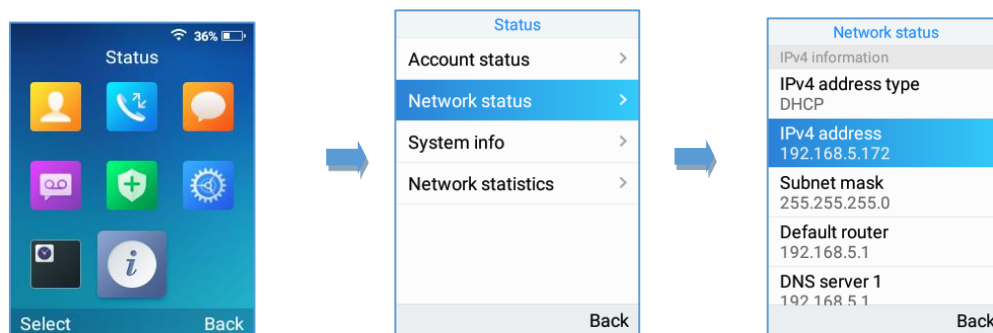
**Table 7: WP820 System Info Description**

Item	Description
<b>Running Memory</b>	Displays information about the memory.
<b>Storage Status</b>	Displays information about the storage space on the phone.
<b>MAC Address</b>	Displays the MAC Address of the phone.
<b>System Version</b>	Displays the current firmware version installed.
<b>Recovery Version</b>	Displays the recovery version installed.
<b>U-boot Version</b>	Displays the u-boot version installed.
<b>Kernel Version</b>	Displays the kernel version installed.
<b>Hardware Version</b>	Displays the hardware version installed.
<b>PN Number</b>	Displays the Part Number.
<b>Country code</b>	Displays the country code.
<b>Running Time</b>	Displays the time during which the WP820 is powered on and working.

## WP820 Network Status

To check the handset network information status, follow these steps:

1. Press **Menu** key to bring up operation menu.
2. Use arrow keys to reach **Status** menu and navigate to **Network Status**.



**Figure 18: WP820 Network Status**



The following information will be displayed:

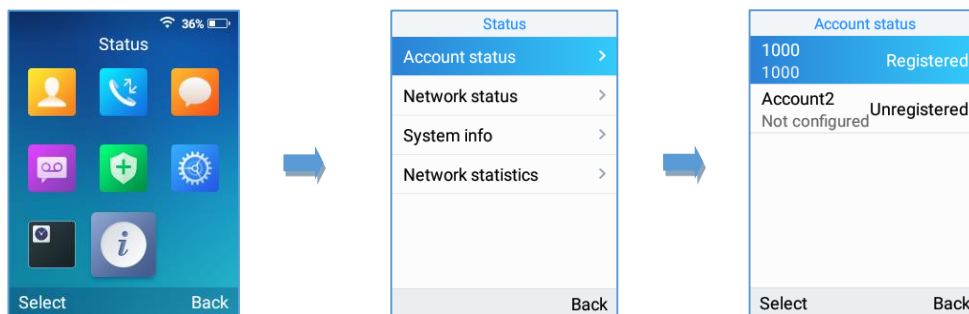
**Table 8: WP820 Network Status Description**

Item	Description
IPv4 Information	Displays the information about IPv4 address type, IPv4 address, subnet mask, default router and DNS servers.
IPv6 Information	Displays the information about IPv6 address type, IPv6 address, and DNS servers.
Other Network Information	Displays the MAC address of the handset and also the NAT type.

### WP820 SIP Account Status

To check the SIP accounts status, follow these steps:

1. Press **Menu** key to bring up operation menu.
2. Use arrow keys to Reach **Status** menu and navigate to **Account status**.



**Figure 19: WP820 SIP Account Status**

The following information will be displayed:

**Table 9: WP820 System Status Description**

Item	Description
<b>Account 1</b>	Displays the information about the first account including name, number and the status of its registration.
<b>Account 2</b>	Displays the information about the second account including name, number and the status of its registration.

## Setting the Key Lock

- **To enable the Keypad Lock**

- Press the **Pound key “#”** and hold for approximately 2 seconds, or
- Press **On-hook / power key** while the LCD is idle.

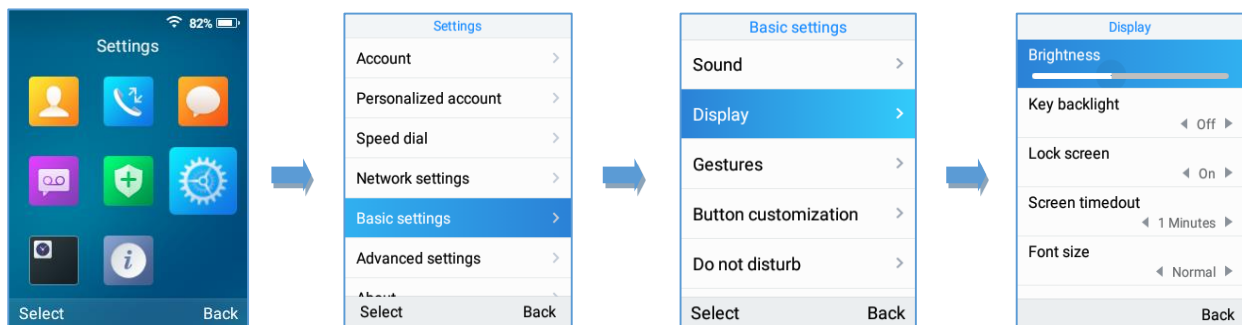
- **To disable the Keypad Lock**

- Press **Unlock** button (Left softkey) and **Pound key “#”** to unlock the keys.

**Note:** When the phone is locked, it is still possible to pick up incoming calls.


## Configuring the LCD Brightness and Screen Timeout

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **Settings**.
3. Navigate to **Basic Settings**, and then select **Display**.
4. Configures the LCD brightness, key backlight, lock screen, screen time out and the font size.
5. Press “**Back**” (right softkey) to save and apply the new settings.



**Figure 20: LCD Display Configuration**

## Return to Idle Screen

Press the **Power Key**  to quickly exit the menu and return back to the main idle screen.

When you are navigating on the handset’s menu, and you receive an incoming call, the LCD screen will automatically exit the menu and you can either accept or reject the call, when the call is terminated, the LCD screen will return back to the idle screen.

## Register a SIP Account

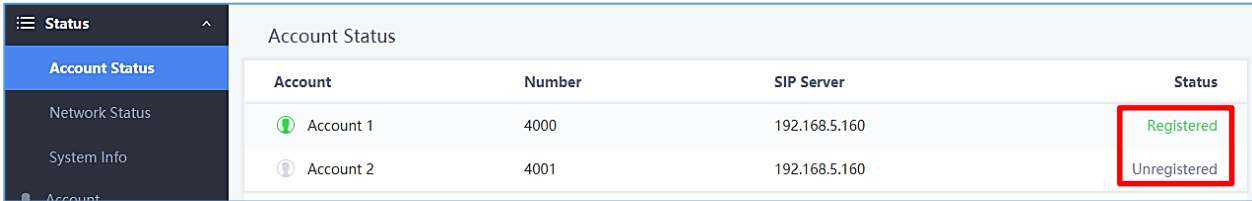
The WP820 supports up to 2 SIP accounts and they can be configured either using the web GUI or via the keypad menu as described on the following section.

### Register Account via Web User Interface

1. Access your WP820 base station web UI by entering its IP address in your favorite browser.
2. Enter your admin's username and password (default username and password: admin/admin).
3. Press **Login** to access your settings.
4. Go to **Account** tab and select the account to configure.
5. In **General Settings**, set the following:
  - a. **Account Active** to **Yes**.
  - b. **Account Name**: Any name to identify this specific user.
  - c. **SIP Server** field with your SIP server IP address or FQDN.
  - d. **Secondary SIP Server** with your secondary SIP server IP address or FQDN. Leave empty if not available.
  - e. **SIP User ID**: User account information, provided by VoIP service provider (ITSP). Usually in the form of digit similar to phone number or actually a phone number.
  - f. **SIP Authenticate ID**: SIP service subscriber's authenticate ID used for authentication. Can be identical to or different from SIP User ID.
  - g. **SIP Authentication Password**: SIP service subscriber's account password to register to SIP server of ITSP. For security reasons, the password will field will be shown as empty.
  - h. **Outbound Proxy** with your outbound proxy IP address or FQDN. Leave empty if not available.
6. Press **Save and Apply** to save your configuration.

After applying your configuration, your phone will register to your SIP Server. You can verify if your WP820 has registered with your SIP server from its web interface under **Status** → **Account Status** (“**Registered**” with green color when the account is correctly registered, or “**Unregistered**” with grey when the account is not properly registered)





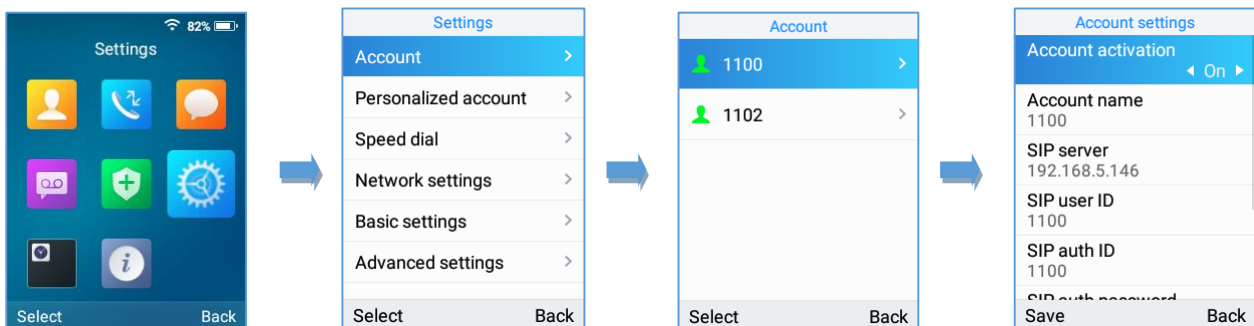
Account	Number	SIP Server	Status
Account 1	4000	192.168.5.160	Registered
Account 2	4001	192.168.5.160	Unregistered

**Figure 21: Account Status**

## Register Account via LCD Menu

To register your SIP account via the LCD menu, please refer to following steps:

1. Unlock your WP820 and press **Menu** to bring up operation menu.
2. Use arrow keys to reach **Settings** and then select **Account** tab.
3. Select which account you want configure and then set the following:
  - a. **Account Activation** to “On”.
  - b. **Account Name**: Any name to identify this specific user.
  - c. **SIP Server** field with your SIP server IP address or FQDN.
  - d. **SIP User ID**: User account information, provided by VoIP service provider (ITSP). Usually in the form of digit similar to phone number or actually a phone number.
  - e. **SIP Authenticate ID**: SIP service subscriber’s authenticate ID used for authentication. Can be identical to or different from SIP User ID.
  - f. **SIP Authentication Password**: SIP service subscriber’s account password to register to SIP server of ITSP. For security reasons, the password will field will be shown as empty.
  - g. **Voicemail Access Number**: The voicemail number of your account.
  - h. **Display Name**: The name that will be used for caller ID name in SIP INVITE.



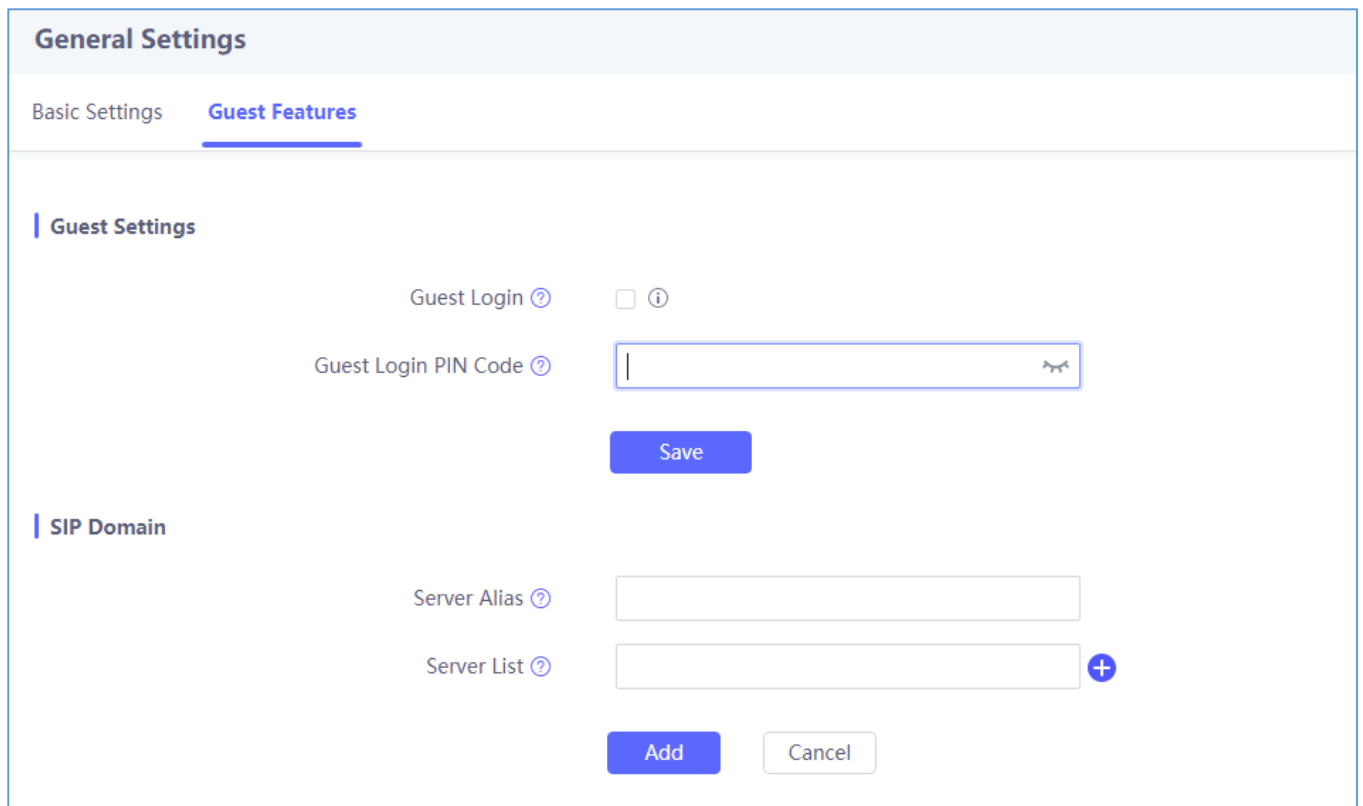
**Figure 22: SIP Accounts Configuration**

## Guest Login

The Guest Login feature provides the ability to share the same wireless phone by multiple users at different periods of time.

### Configuration

This feature can be enabled from the WEB GUI under **Phone Settings**→**General Settings**→ **Guest Features**.



**General Settings**

Basic Settings **Guest Features**

**Guest Settings**

Guest Login  ⓘ

Guest Login PIN Code  ⓘ

Save

**SIP Domain**

Server Alias

Server List  +

Add Cancel

**Figure 23: Guest Login settings**

1. Enable the Guest login by checking the Guest Login parameter.
2. Enter the PIN to be used for authentication.
3. Configure the SIP domain to be used as SIP server for registration:
  - a. Server Alias: The server alias is used to customize the server name.
  - b. The Server list will contain the IP addresses/Domain names to be used as SIP registration servers

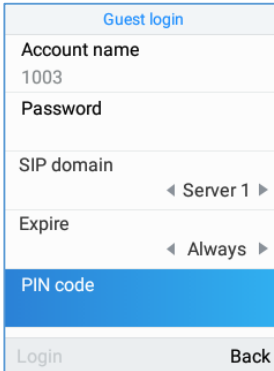
**Note:** A reboot is required for these settings to take effect.



## User Login

Once the phone boots up with the Guest Login feature enabled users can follow these steps to login:

1. Press the dial button or press any numeric button.
2. The Guest Login page will be opened, and the user is asked to enter the Extension credentials.
3. Enter the Account ID, the SIP password and choose the Alias of the SIP server configured on the WEB GUI as mentioned on steps above.
4. Set the “Expire parameter” to the number of hours this login will stay valid.



Guest login	
Account name	1003
Password	
SIP domain	◀ Server 1 ▶
Expire	◀ Always ▶
PIN code	
Login	Back

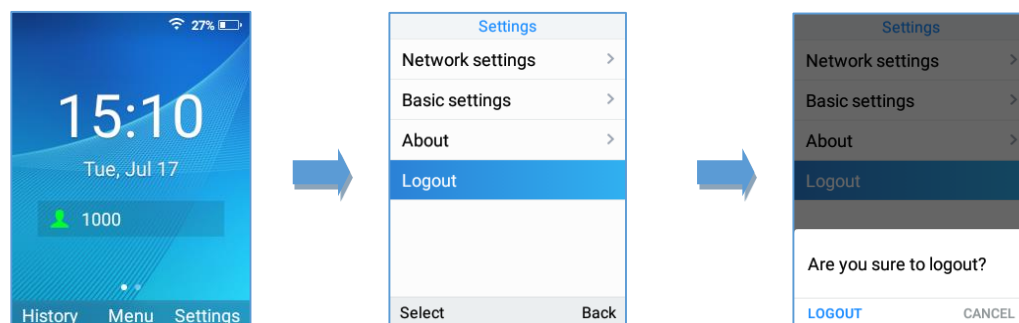
**Figure 24: Guest Login Window**

**Note:** When the “Expire” parameter is set to “Always” users are asked to enter the PIN code that was previously configured on the WEB GUI.

## User Logout

To logout from the Guest Login mode users can follow these steps:

1. On idle screen, press the **Settings** soft-key.
2. Select **Logout**.
3. Confirm the logout by pressing the **Logout** soft-key.



**Figure 25: Guest Logout**



## PHONE SETTINGS

### Selecting Phone Language

The WP820 supports different languages. The default language of the handset is English. To change the language of the handset, please proceed as follows:

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **Settings**.
3. Navigate to **Basic Settings**, and then select **Language**.
4. Choose the desired language from the available list and press “**Select**” and then the phone will apply the selected language.

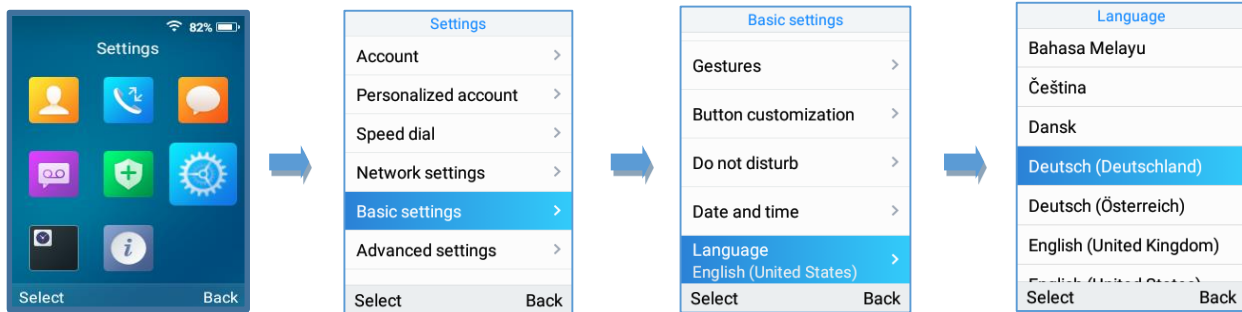




Figure 26: Configuring Phone Language

### Activate/Deactivate Hands-Free Mode

- Press the **Hands-free key**  while making a call or on the idle screen to activate hands free mode.
- Press the **Hands-free key**  again to deactivate the hands-free function.

### Muting the Microphone

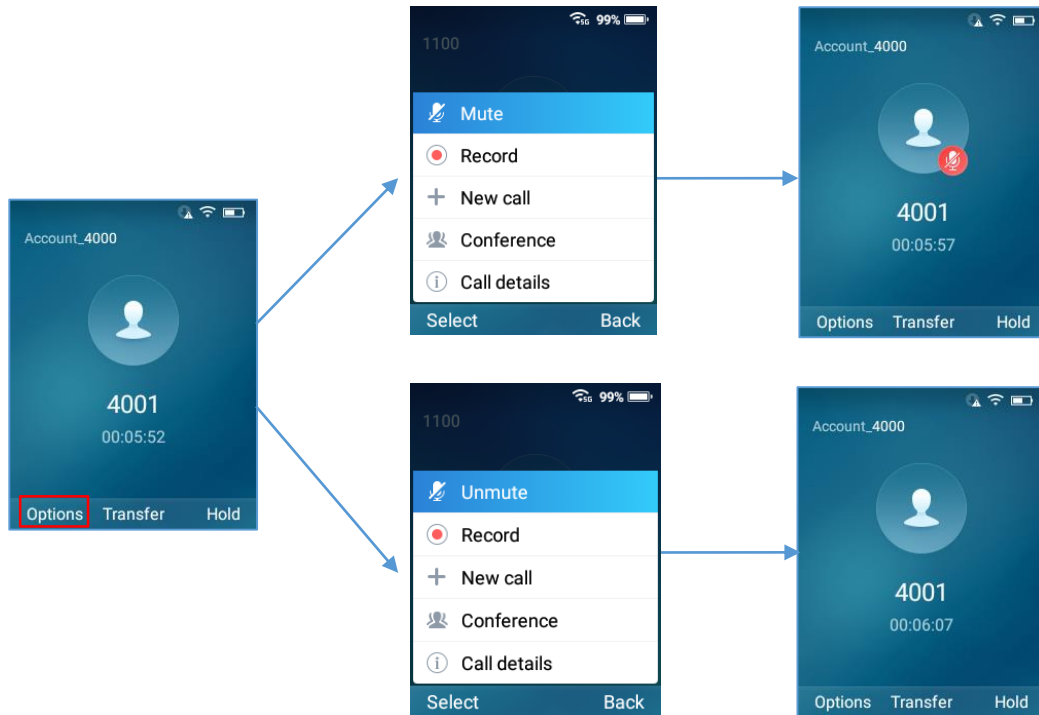
1. Press the button “**Options**” (**Left softkey**) during an established call and a list of the options will be displayed.
2. Choose “**Mute**” and press “**Select**” button (left softkey / OK button) to switch on the microphone.

#### Notes:

- While muted, the icon  will be displayed on the screen.



- To unmute the microphone during an established call, press the button “**Options**” (Left softkey), choose “**Unmute**” and press “**Select**” button (left softkey or OK button) to switch off the microphone.



**Figure 27: Muting the Microphone**

**Note:** If PTT/Paging button is customized by the administrator to be Mute/Unmute, users can press the Multi-function button to Mute/Un-mute the MIC during calls.

## Adjusting Speaker and Earpiece Volume

Press volume up and down keys on the left side of your phone while you are on an established call to set the volume of the earphone / speaker. You can choose between 8 different levels. The default level is 4.

## Ringtones

### Setting the Ringer Volume on the WP820

To configure the desired ringer volume, proceed as follows:


1. Press **Menu** to bring up operation menu and go to **Settings**.
2. Navigate to **Basic Settings**, and then select **Sound** tab.
3. User can configure the silent and vibrate modes and also the voice ringtones by pressing the left and right arrow keys to change repeatedly and set the desired volume.

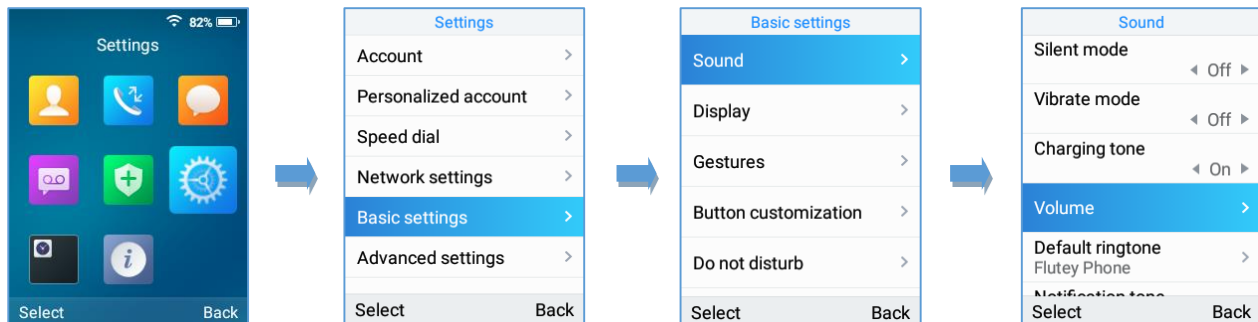




4. Press “**Back**” (right softkey) to confirm the new configuration settings.

**Notes:**

- 15 levels are supported. Level 15 is the highest level. Level 8 is default.
-  appears when silent mode is enabled. In this mode no ring will be played for incoming calls.

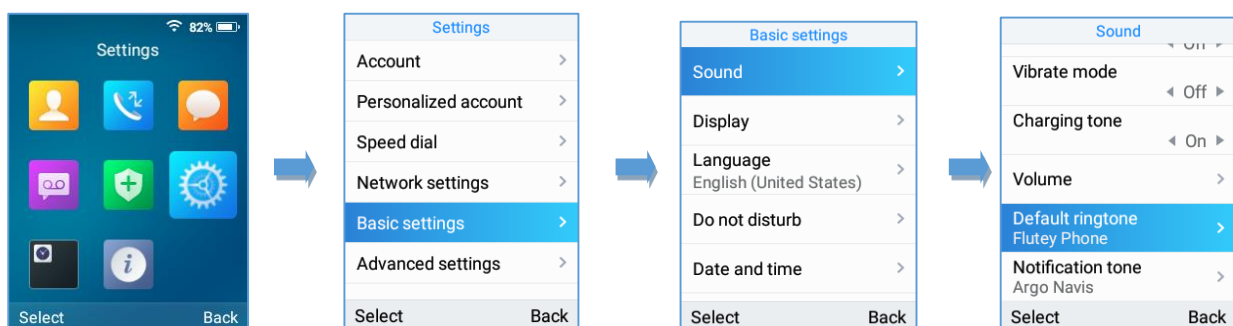


**Figure 28: Ringer Volume**

### Setting the Ringtones on the WP820

You can change the ringer melody for an incoming call. The device has different ringer melodies and in order to configure the desired melody, proceed as follows:

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **Settings** → **Basic Settings**, and then select **Sound** tab.
3. Go to “**Default Ringtone**”, and choose the desired ringtones, press “**Save**” to confirm the ringtones selected and the new ringtones will be set successfully.



**Figure 29: Calls Default Ringtone**

### Date and Time

On the WP820 the Date and time are displayed on the idle screen and it obtains the date and time from the Simple Network Time Protocol (SNTP) server by default. If your phone cannot obtain the date and time from the SNTP server, you need to configure the date and time manually. You can configure the time

format and date format respectively. The handset supports two formats for time (12 Hour or 24 Hour) and three date formats (DD/MM/YYYY; MM/DD/YYYY; YYYY/MM/DD).

### To configure date and time manually

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **Settings → Basic Settings**, and then select **Date and Time** tab.
3. Press “**Back**” softkey to apply your changes.

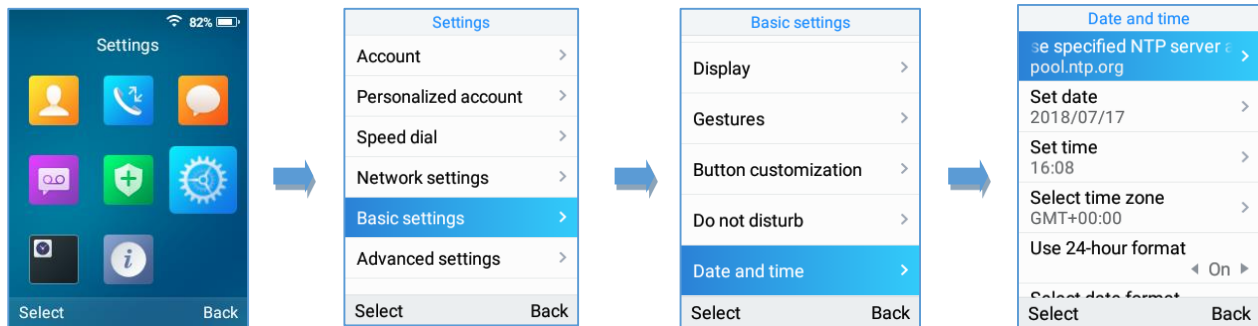


Figure 30: Date and Time Settings

### Reboot the WP820

To reboot the WP820, please refer to following steps:

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **Settings**
3. Select **Advanced Settings**, and then navigate to **Reboot** tab.
4. A confirmation LCD message will be displayed to confirm the reboot, press “**Reboot**” button to reboot the phone or “**Cancel**” to cancel the reboot.

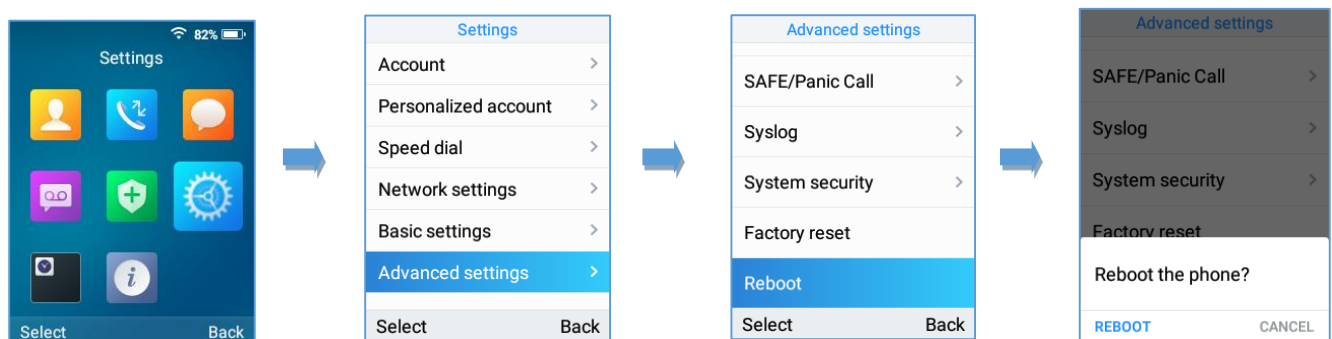


Figure 31: Reboot the WP820



## CALL OPERATIONS

### Placing calls

To place calls, you can use the following mode:

- **Earpiece mode:** pressing the off-hook / dial key to dial out.
- **Speakerphone mode:** pressing the speakerphone key to dial out.
- **Headset mode:** pressing the off-hook / dial key to dial out using connected headset.


During the call, you can switch the call mode by pressing the corresponding keys or connecting a headset.


### Make a Call using a Line


Making calls require the use of SIP lines. So, you should first register the SIP account to the handset beforehand, after registering the sip lines, you can choose between them while trying to make calls by pressing the “**Accounts**” button displayed on the call screen.

**Please refer to the following methods to make calls using a line:**

#### Method 1:

1. Enter the desired number using the keypad.
2. Toggle between the available lines by pressing the “**Accounts**” button to choose the line for making calls. (The account name will change on the screen when press “Accounts” button).
3. Press **Dial key** , left softkey “**Call**”, # (Use # as dial key” must be configured in web configuration) to initiate the call or wait for 4 seconds and the call will be initiated automatically.



**Note:** Users can also initiate calls with handsfree mode using **Speaker key** .

4. To terminate the call, press **Hang-Up key** .

#### Method 2:


1. Press **Dial key** or **Speaker key** to enter the pre-dialing screen.
2. Toggle between available lines by pressing the “**Accounts**” button to choose the line for making calls. (The account name will change on the screen when press “Accounts” button).
3. Enter the number to dial using the keypad.



4. Press **Dial key** , left softkey “**Call**”, # (Use # as dial key” must be configured in web configuration) to initiate the call or wait for 4 seconds and the call will be initiated automatically.
5. To terminate the call, press **Hang-Up key** .

During the call, you can switch the call mode by pressing the corresponding keys and cancel the dialing operation by pressing the on-hook key. During the call conversations, you can press the left and right navigation keys to adjust the volume. The call duration is displayed on the LCD screen while the call is in progress and call summary will be displayed once the call is terminated.

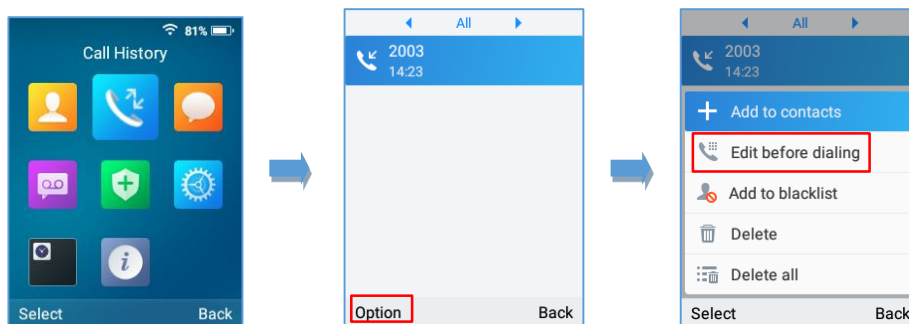
**Notes:**

- To dial “+” please keep pressing “0” key for about 2 seconds.
- To dial from contacts list, choose a contact using navigation keys and press **Dial key** .
- When having un-read voicemails on the WP820, once accessing the dialing interface a stutter tone will be heard to notify users about voicemails that need to be read.

### Dialing from Call history

Users may use their call history entries to initiate calls. Please refer to following steps:

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **Call History**.
3. Select the desired entry and press **Dial** key to establish the call.




**Figure 32: Dialing from Call History**

**Note:** In step 3, users can press “**Options**” softkey followed by “**Edit before Dialing**” option to edit the number before initiating the call. The call history list stores the last dialed phone numbers. When the memory of the redial number list is full, the handset will automatically erase oldest dialed number when a new number is dialed.

## Dialing from Phonebook

Users may use their contacts list to initiate calls.

1. Press **Menu** to bring up operation menu and use arrow keys to reach **Contacts** or press **Contacts**

key  to access directly the contacts list.

2. Select the contact to call and press **Dial Key** to initiate the call.

**Note:** In step 2, users can press “Options” softkey followed by “Edit before Dialing” option to initiate the call.

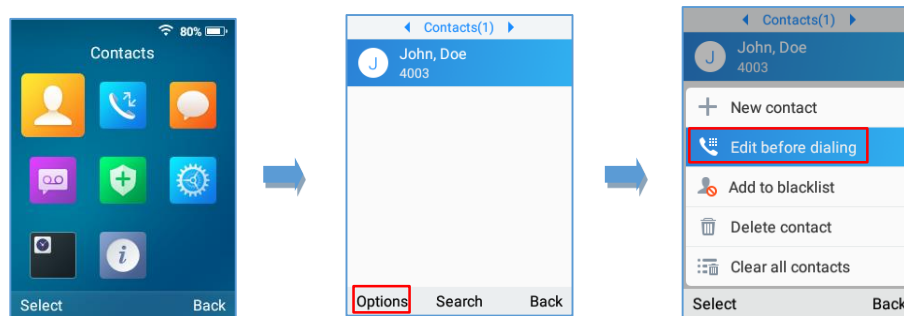


Figure 33: Dialing from Contacts List

## Answering Calls

When receiving an incoming call, you can answer the call using following steps:

- **Earpiece mode:**  
Press **Dial Key** to pick up the call, or “Accept” softkey (left softkey).
- **Speakerphone mode:**  
Press **Speaker Key** to pick up the call.
- **Headset mode:**  
Press **Dial Key** to pick up the call, or “Accept” softkey (left softkey) using a connected headset.

**Note:**

To answer an incoming call during an established call, press **Dial Key**, or the **Speaker Key**, or the “Answer” softkey. The incoming call is answered, and the original call is placed on hold.

## Auto Answer

Users can enable Auto Answer feature to accept and automatically answer incoming calls.

If enabled, the WP820 will automatically answer incoming calls using speaker mode.



To activate / deactivate the auto answer feature:

- **Using WP820 LCD Menu**

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **Settings** → **Personalized Account**.
3. Select which account will be enabling the Auto answer feature and navigate to **“Auto-Answer”**.
4. Set **“Auto-Answer”** to **“On”** and configure the auto-answer mode and press **“Save”** button.

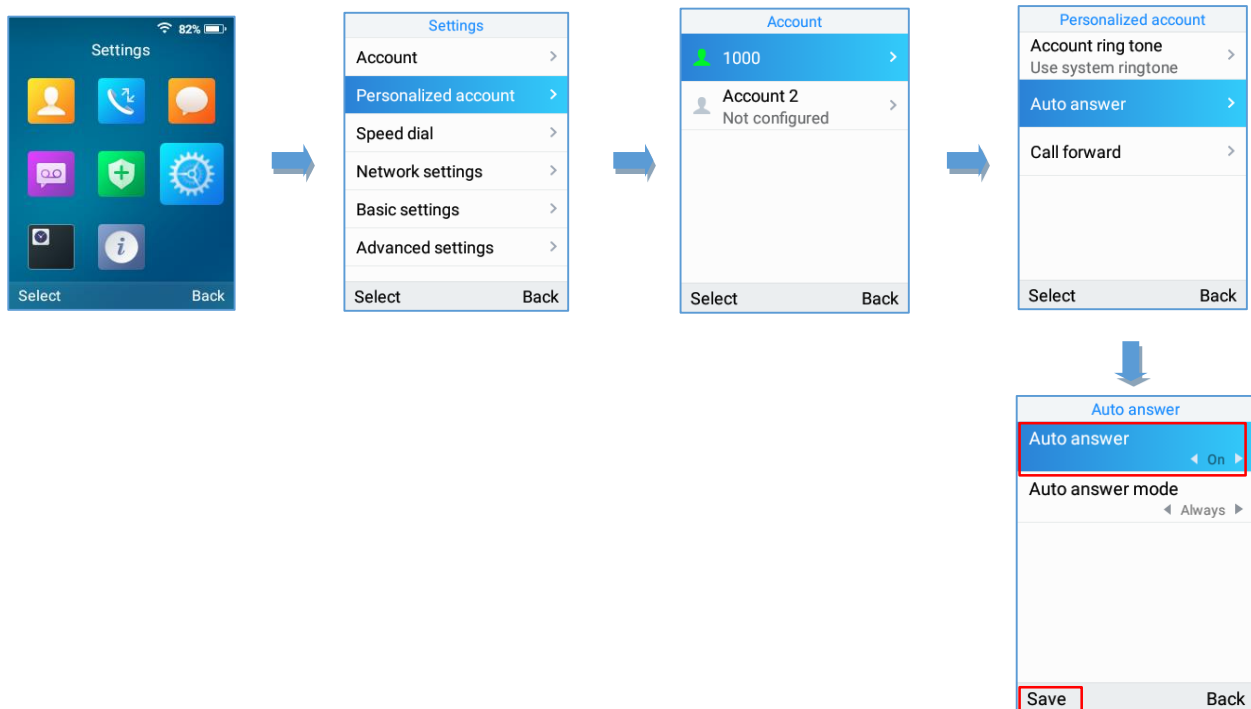


Figure 34: Auto-answer on WP820

**Note:** The auto-answer icon will be displayed near of the account on the LCD screen when the Auto-answer feature is enabled on the configured accounts as displayed on the following screenshot.

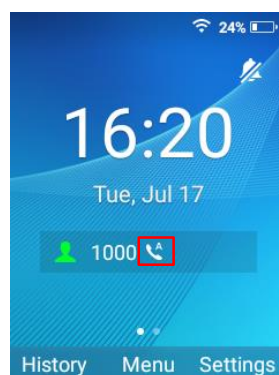



Figure 35: Auto-answer Idle Screen


- **Using WP820 Web Interface**

1. Access WP820 Web GUI Interface.
2. Navigate to **Account → Call Settings → Call features**.
3. Set “Auto Answer” to “Yes”. (By default, set to “No”).

## Ending Calls

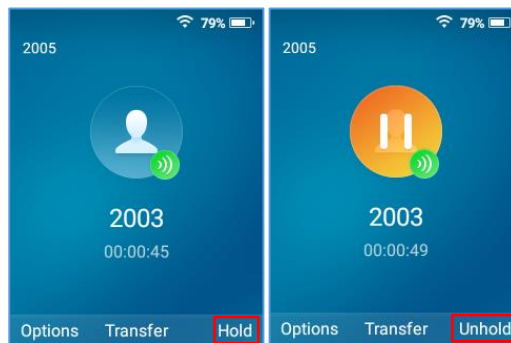
To terminate the calls, press **Hang-Up** key  .

## Rejecting Calls

To reject an incoming call, press **Hang-Up** key  .

## Call Hold/Resume

- During active call, press the right softkey “**Hold**” to put the established call on hold.
- To resume the call, press the right softkey “**Unhold**” while the established call is being on hold.



**Figure 36: Hold/Unhold Calls**

### Notes:

- If you press on “Options” during the established call, and then make a new call to another number, the first call will be on hold automatically and users can put up to 2 calls on hold at the same time.

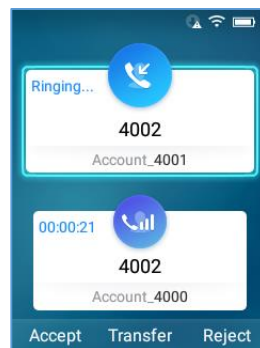
## Call Waiting

This feature will notify you of a new incoming call during an established call and display the incoming call information visually on the LCD screen and a call waiting tone will be heard. If this feature is disabled, the new incoming call will be automatically rejected.

This feature is enabled from the WP820 Web GUI:

1. Access WP820 Web Interface.
2. Go to **Phone settings** → **Call Settings**.
3. Set “**Disable Call Waiting**” and “**Disable Call Waiting Tone**” to “No”. (Default is No).
4. Press Save and Apply buttons to confirm the new settings.

Users now will be able to hear the call waiting tone and it will be visible as well on the LCD screen as displayed on the following screenshot.

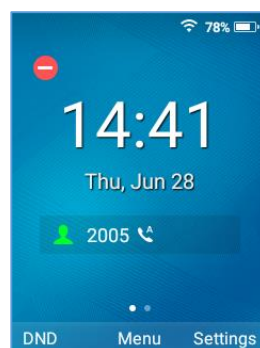


**Figure 37: Call Waiting**

## Do Not Disturb

You can activate or deactivate the DND mode for your accounts registered on the handset from its LCD menu. If DND mode is activated, all incoming calls will receive busy treatment depending on your configuration (forward to voice mail, busy tone...).

To enable or disable the DND mode, Access LCD Menu → **Settings** → **Basic Settings** → **Do not disturb** and set **Do not disturb** to **On**.



**Figure 38: DND Enabled**



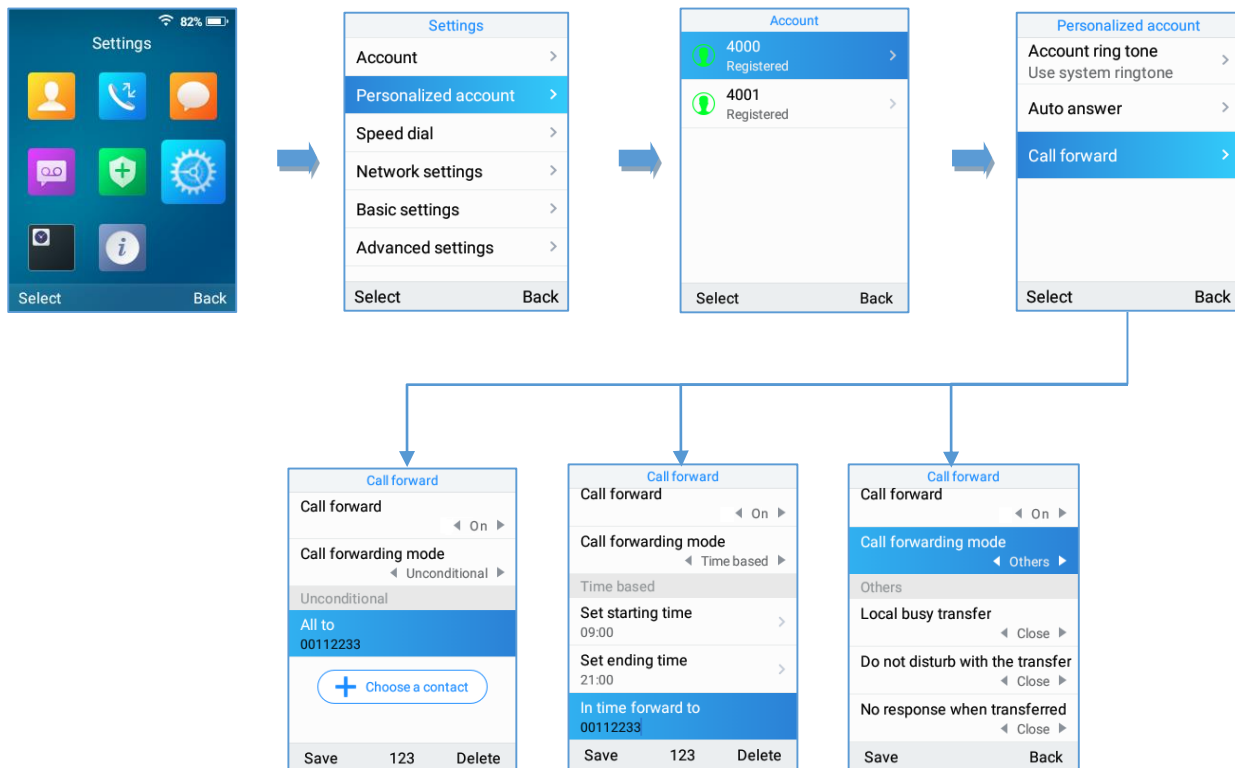
## Call Forward

The call forward feature will allow you to forward all the incoming calls to the desired number. Three possible call forward types are available on the WP820.

- **Unconditional:** All the incoming calls are immediately forwarded to the desired number.
- **Time Based:** Incoming calls are immediately forwarded to the desired number based on the configured time.
- **Others:** Incoming calls are forwarded to the desired number when Busy, when DND is enabled or when there is no response.

### To enable the call forward, please refer to the following steps:

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **Settings → Personalized Account**.
3. Select which account will be enabling the call forwarding feature and navigate to **“Call forwarding”**.
4. Set **“Call Forward”** to **“On”** and select the call forwarding mode.
5. Configure the parameters of the call forward mode and press **“Save”** button.



**Figure 39: Call Forwarding**



- **Unconditional:** All the incoming calls will be forwarded to the number set up in "All To" field.
- **Time Based:** All the incoming calls will be forwarded to the number as schedule in the time period. During the setup time, the call will be forwarded to the number in "In Time Forward To:" field. Other period the call will be forwarded to the number in "Out Time Forward To:" field.
- **Others:** The incoming call will be forwarded when the WP820 is busy or no answer after certain interval "Delayed Call Forward Wait Time (s)" or if the phone is set to DND mode.

**Note:** The call forwarding can be also configured from the **WP820 Web GUI → Account → Call Settings**.

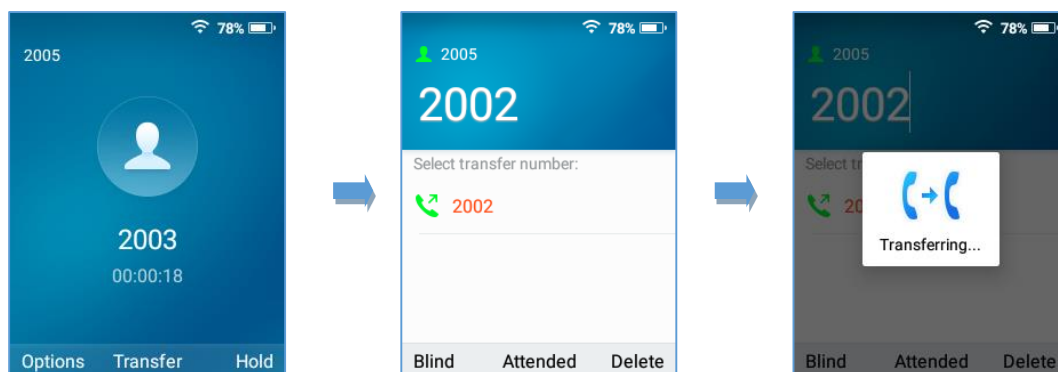
## Call Transfer

The WP820 supports the call transfer feature, you can transfer a call to another party using one of the following ways:

- **Blind transfer:** Transfer a call directly to another party without consulting
- **Attended transfer:** Transfer a call with prior consulting.

To transfer call, please refer to the following steps:

1. Press "**Transfer**" softkey during a call, and then enter the number you want to transfer the call to.
2. Select which transfer mode you want to attend using "**Blind**" or "**Attended**" softkeys available on the LCD screen.
3. The call is connected to the number you specified, and the LCD screen prompts **Call Transferred**.



**Figure 40: Call Transfer**

## Speed Dial

Speed dial allows users to perform single-digit dialing to predefined numbers. This feature is particularly useful to speed up dialing frequently used or hard to remember numbers. A maximum of 10 speed dial numbers is allowed. For example, the digit key 2 is configured as a speed dial key and assigned the number 4000, the phone will dial out the number 4000 directly when you long press digit key 2.

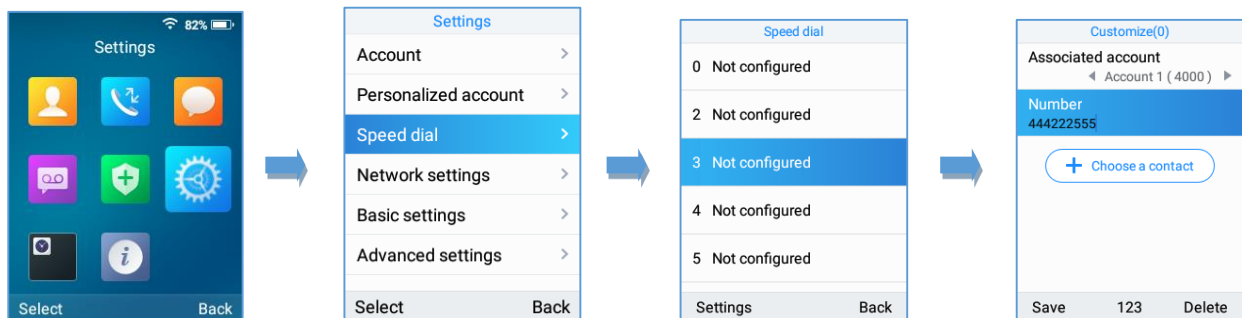
**Note:** The speed dial number should not be set on chosen representative number, otherwise long press will initiate a call to configured speed dial number.

To configure the speed dial (create, edit or delete) numbers, proceed as the following steps:

1. Press **Menu** to bring up operation menu and use arrow keys to reach **Settings** → **Speed Dial**.
2. Select the speed dial key to be configured and press “**Settings**” softkey.
3. Select the associated account and the number to be dialed.

**Note:** Users can also select the numbers from the contact list by selecting “Choose a contact”.

4. Press “**Save**” softkey to save the configured speed dial numbers.



**Figure 41: Speed Dial Configuration**

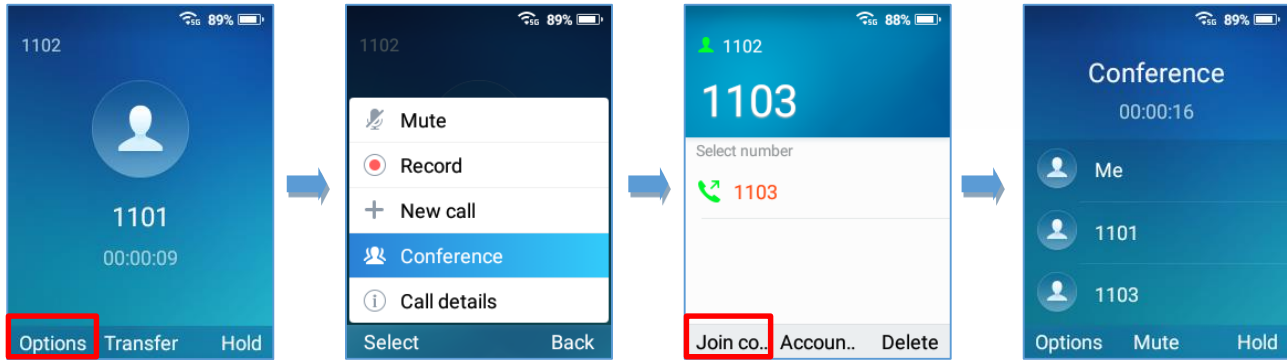
## 3-Way Conference

The WP820 supports creating a local conference with other parties (including handset starting the conference). To start a 3 Way conference, follow below steps:

1. Place a call to the first party and press left softkey “**Options**”, then select “**Conference**”.
2. Enter the number of the second party you want to add to the conference and press **Join Conf**.
3. The conference will automatically be bridged before the third party answers the call.

*Please refer to the following screenshots for more details.*





**Figure 42: 3-way Conference Call**

**Notes:**

- Users can start recording the conference by tapping on “Record” under “Options”.
- Users can kick one of the parties from the conference by tapping on “Kick [Extension]” under Options.

## Voice Mail

The voice mail feature ensures that you will never miss any important messages. It permits either to leave voice mails to someone else or receive and listen to voice mails via the handset

### Set Voice Mail ID

There are 2 ways to set Voice Mail Feature Code, either using WP820 Handset Menu or Web Interface.

**Note:** The Voice Mail Feature Code depends on the service provider or IP-PBX used. For example, if UCM6xxx as SIP server, the Voice Mail Feature Code is \*97.

- **Using WP820 LCD Menu**

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **VoiceMail** tab.

**Note:** You can access the **VoiceMail** tab by long pressing on digit “1”.

3. Select the desired account and configure the **Voicemail ID** number, then press “**Save**” softkey.



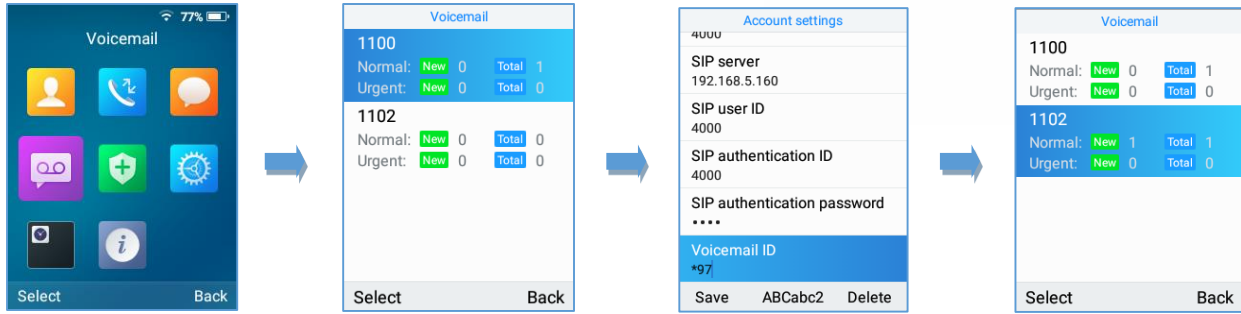


Figure 43: LCD Menu - Voice Mail ID

- **Using WP820 Web Interface**

1. Access WP820 Web GUI Interface.
2. Go to Account → General Settings → Account Registration.
3. Configure **Voice Mail Access Number**.

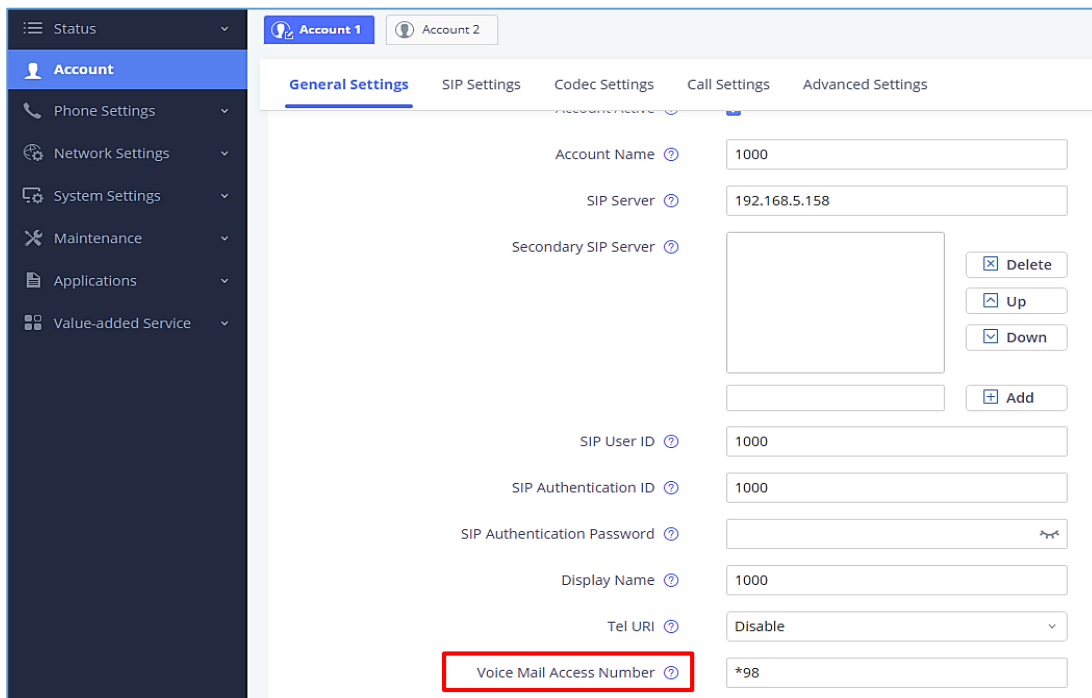


Figure 44: Web UI - Voice Mail Access Number

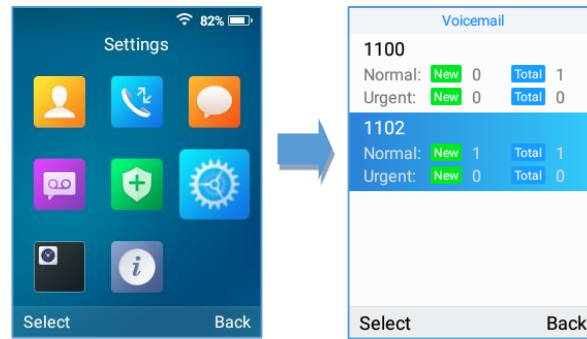
## Play Voice Mail Messages

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **VoiceMail** tab.

**Note:** You can also access the **VoiceMail** tab by long pressing on digit “1”.

3. Choose the account and press “**Select**” button to retrieve your voice messages saved on your voice mail.





**Figure 45: Playing Voicemail Messages**

**Notes:**

- If VM is protected by a password, users can enter the password using WP820 keypad after reaching Voice Mail system. The password is defined on the service provider or IP-PBX side.
- When having un-read voicemails on the WP820, once accessing the dialing interface a stutter tone will be heard to notify users about voicemails that need to be read.

## CONTACTS

Users can manage local/LDAP contacts, groups, and blacklist by adding, deleting and modifying every single contact. Users could access WP820 contacts under WP820 Menu. *Please, refer to the following screenshots:*

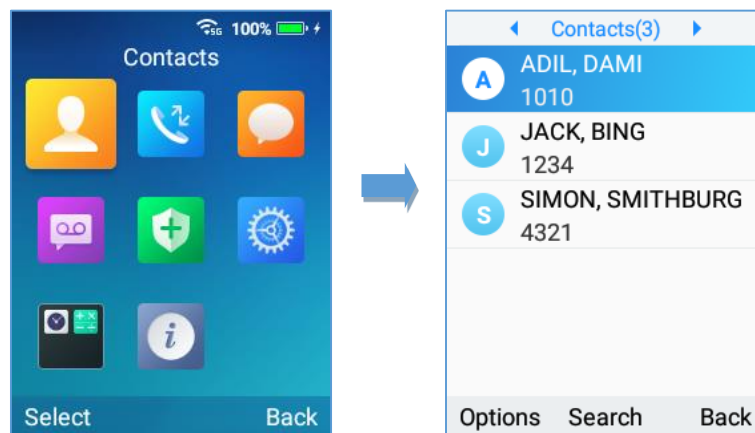


Figure 46: Accessing Contacts

### Notes:

- Users could switch between “Local Contacts”, “LDAP Contacts”, “Local Groups” and “Blacklist” by using the right and left arrow buttons from the handset.
- The WP820 supports 1000 contacts as maximum number of local contacts.

### Local Contacts

Users can manage local contacts by adding, deleting and modifying single contacts. The following operations can be done under local contacts screen:

- **Create new contact:** Under “Option”, users can select “New Contact” in order to manually add the contacts information and details. *Please, see the following screenshots and table:*

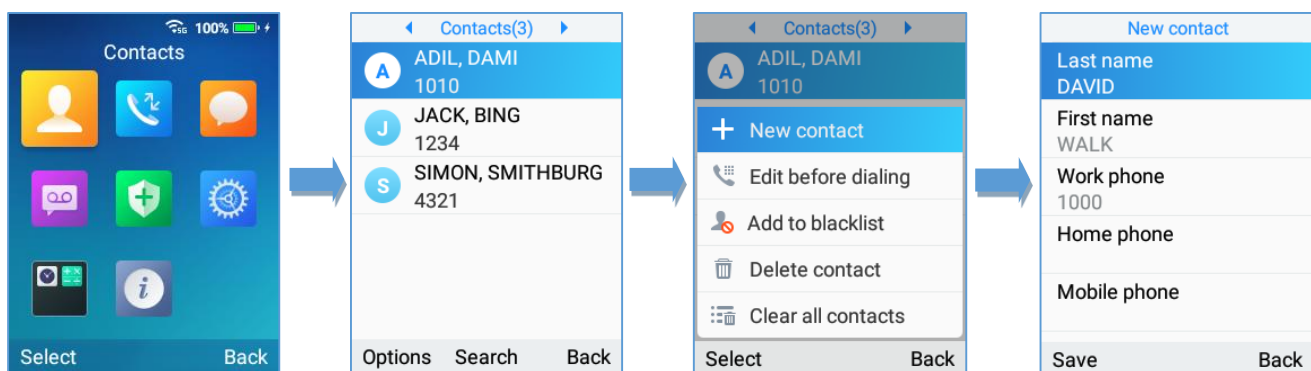



Figure 47: Create a new contact



**Table 10: New Contact Parameters**

<b>Last Name</b>	Enter the contact's last name.
<b>First Name</b>	Enter the contact's first name
<b>Work Phone</b>	Enter the contact's work phone number.
<b>Home phone</b>	Enter the contact's home phone number.
<b>Mobile phone</b>	Enter the contact's mobile phone number.
<b>Group</b>	Choose the group you want to include your contact into.
<b>Ringtone</b>	Choose a specific ringtone for the account's received calls.
<b>Account</b>	Choose the default account you want to dial with this contact.
<b>Address, company, Rank, Department and Title</b>	Additional information.

- **Search for a contact:** in case finding a specific contact among a batch of contacts is difficult, users can press the middle softkey "Search" and enter the name of the contact to find it easily.
- **Dial out from Contacts:** Select the needed contact, and tap on the dial key  to call it directly. The phone will use the configured account on contact's information to dial out with.
- **Edit before dialing:** Users could copy the contact's number to the dial screen in order to edit it before dialing.
- **Add to blacklist:** Users have the ability to block received calls from a specific contact from by adding it to Blacklist.
- **Delete contact:** Users can delete a specific contact by tapping on "Delete contact".
- **Clear all contacts:** Users can delete the whole list of local contacts by tapping on "Clear all contacts".

## LDAP

In addition to local contacts, the WP820 also supports LDAP and LDAPS phonebook if LDAP or LDAPS server is available within the network. *For more information about LDAP configuration on the WP820 Web GUI, please, refer to WP820 Administration guide.*

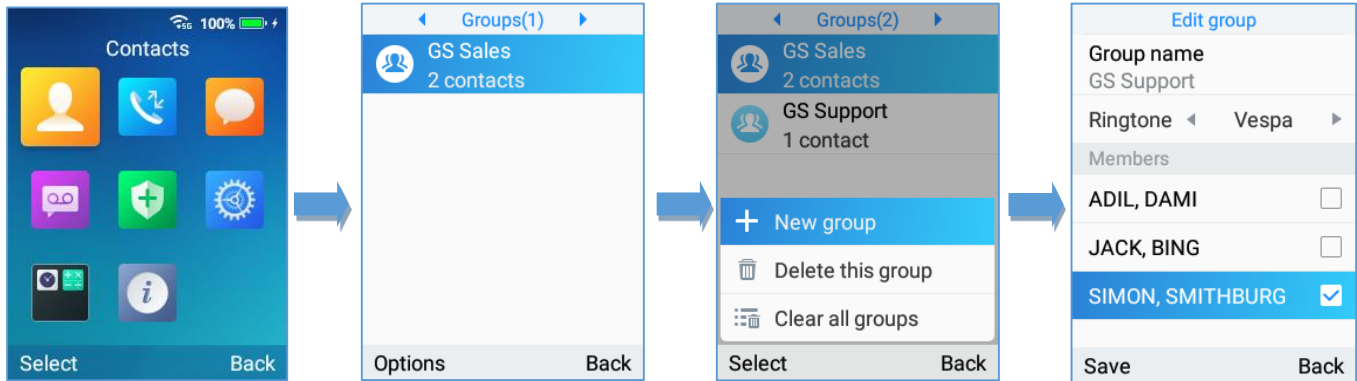
In order to search for LDAP contacts on the WP820, users need to access "Contacts", switch to "LDAP" using the right/left arrow buttons on the handset, and show the search field by tapping on "Search".





## Groups

Open Contacts and switch to “Groups” using the right/left arrow buttons on the handset. To add a new group, tap on **Options**→**New group**.



**Figure 48: Create New Group**

Users should enter the following information when creating a new group:

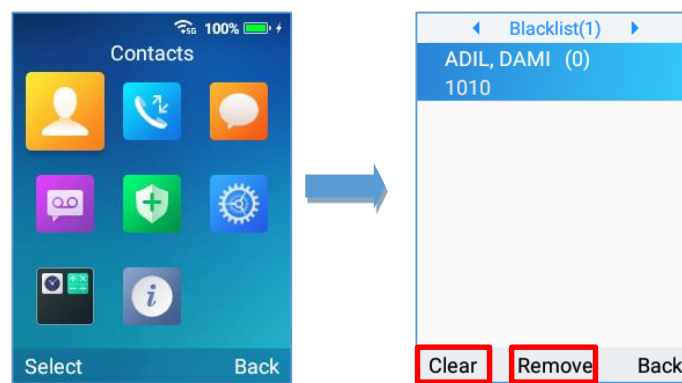
- **Group Name:** Enter the name of the group.
- **Ringtone:** Choose the ringtone that will be assigned to the group.
- **Members:** Choose the members of the group.

### Notes:

- Ringtone can be assigned in group as well as single contact. If the group’s ringtone is customized, this ringtone has the highest priority when there is an incoming call to the contact.
- Users could select group for contact when adding or editing the contact.
- Users could delete a specific group or delete all groups, this options can be found under “Options”.

## Blacklist

WP820 has blacklist support for users to manage incoming calls. To access “Blacklist”, tap on “Contacts”, then switch to “Blacklist” using the right/left arrow button on the Handset.



**Figure 49: Blacklist**

**Note:** Users can tap on “Remove” to remove a contact or on “Clear” to delete all contacts from blacklist.



## CALL HISTORY

The WP820 Call history provides users access to phone's call logs in different categories, and help users to make some operations directly. Call history can be accessed under menu as shown on the following figure:

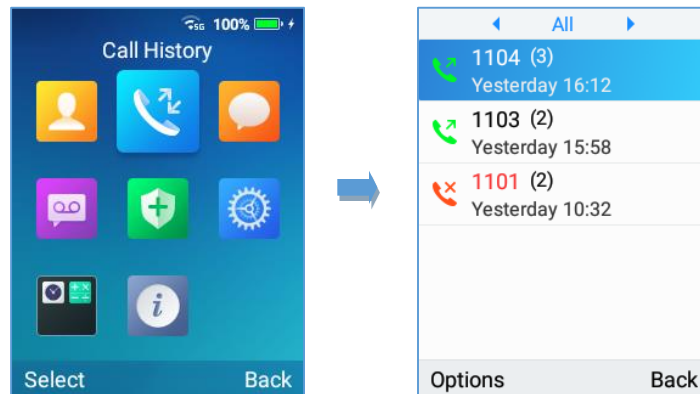



Figure 50: WP820 Call History

There are four different categories in the call history. Users could use the phone's right and left arrows to view the following categories: All Calls, Missed Calls, Outgoing Calls, Incoming Calls.

### Dial Out from Call History

Select one of the call history log and tap on the dial key  to call this number directly. The phone will use the same account as the call log to dial out.

### Call History Options

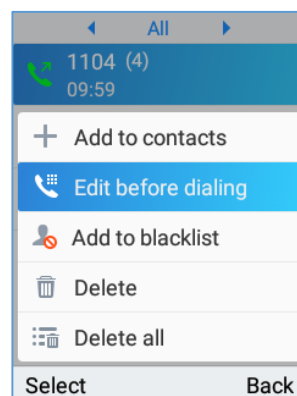


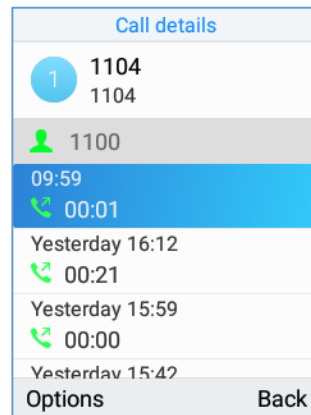
Figure 51: Call History Options

- **Add to contacts:** Users can tap on this option to add the number listed on the selected call history entry to local contacts.

- **Edit before dialing:** Users could copy the number to the dial screen in order to edit it before dialing.
- **Add to blacklist:** Users have the ability to block a number's calls/messages by adding it to Blacklist.
- **Delete:** Users could delete the selected call history log by tapping on "Delete".
- **Delete all:** This option helps users to clear all the call history.

## Call History Details

For each call history entry, users could tap on "OK" button to access the details to view the account on WP820 that was called and all the calls that have made/received to/from the selected number. *Please, refer to the following screenshot:*




**Figure 52: WP8200 Call History Details**

The following operations could be done:

- Dial out this number directly.
- Bring up dial screen with the call history number. Users could edit the number before dialing out.
- Delete the entry.
- Add the number to black list by tapping on "Add to Blacklist".

## SMS

The WP820 has built-in SMS application to send/receive message, if the SIP server supports SMS message. Users can create, edit draft and delete one or all the messages. Tap  on phone's menu to launch SMS application.

### View SMS

On the SMS list screen, tap on one of the message using the OK button to view the SMS details.

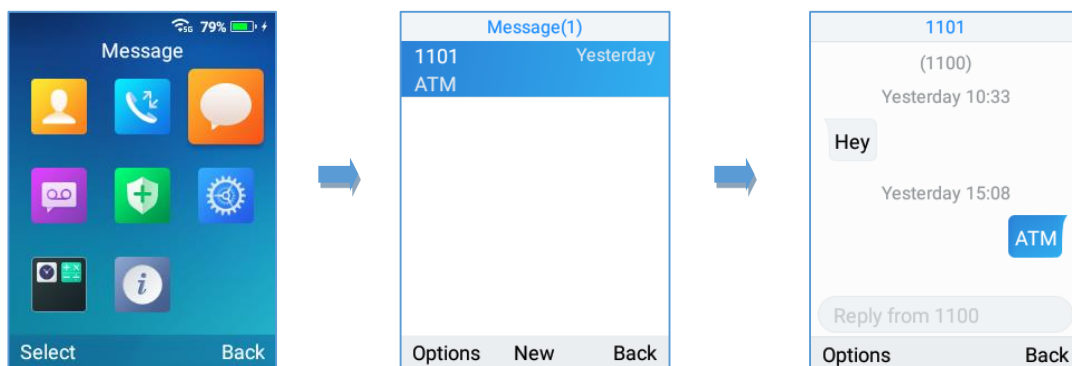


Figure 53: View SMS Dialog

### Create SMS

Tap on “New” in SMS application to start composing a new message.

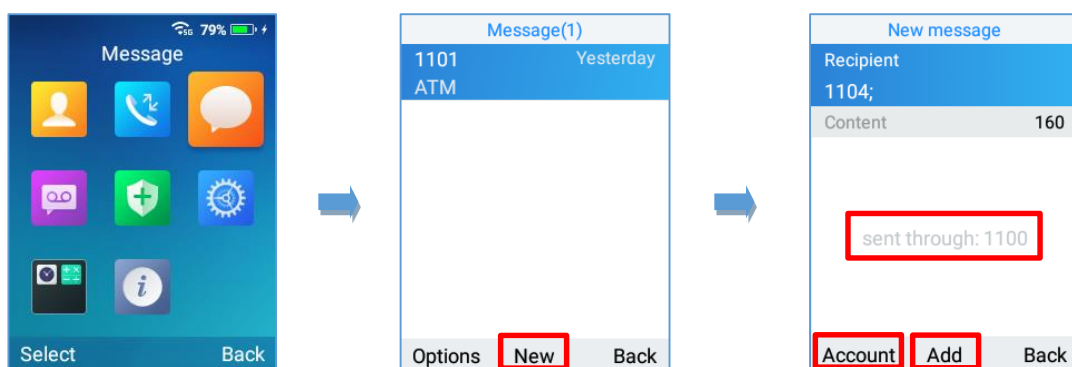


Figure 54: Create a New Message

1. Select the account to send the message from by tapping on “Account”. (**Note:** By tapping on “Account”, the user will switch from the first account to the second one in case both SIP accounts are registered. The account sending the message will be shown in the center of the screen to make sure of it as shown on the figure above).

2. Add number to send the message to in Recipient section. (**Note:** Users could click on “Add” to add existing contacts/groups to Recipient list.
3. Input content: Enter the message content on the next field of the screen. Tap on “Send” once finished, a “Sending” message will prompt and the message is confirmed as sent once the “Sending” message prompt disappears.

## Delete SMS

1. On the messages list, tap on “Options” to show more options.
2. Tap on “Delete message” to delete the selected message, or on “Clear all messages” to delete all the messages/drafts.

### Notes:

- Under “Options”, users can also find “Add to contacts” option to directly include the number selected on the local contacts.
- The option “Edit before dialing” under “options” is used to facilitate dialing numbers directly from the SMS application.



## CALL FEATURES

The WP820 supports traditional and advanced telephony features including call forward and etc.

**Table 11: Call Features**

<b>*72</b>	<p><b>Unconditional Call Forward.</b> To set up unconditional call forward:</p> <ul style="list-style-type: none"> <li>• Off hook the phone;</li> <li>• Dial *72 and then enter the number to forward the call;</li> <li>• Press Call softkey or Dial key.</li> </ul>
<b>*73</b>	<p><b>Cancel Unconditional Call Forward.</b> To cancel the unconditional call forward:</p> <ul style="list-style-type: none"> <li>• Off hook the phone;</li> <li>• Dial *73;</li> <li>• Press Call softkey or Dial key.</li> </ul>
<b>*74</b>	<p><b>Paging Call.</b> To establish a paging call:</p> <ul style="list-style-type: none"> <li>• Off hook the phone;</li> <li>• Dial *74;</li> <li>• Press Call softkey or Dial key.</li> </ul>
<b>*90</b>	<p><b>Busy Call Forward.</b> To set up busy call forward:</p> <ul style="list-style-type: none"> <li>• Off hook the phone;</li> <li>• Dial *90 and then enter the number to forward the call;</li> <li>• Press Call softkey or Dial key.</li> </ul>
<b>*91</b>	<p><b>Cancel Busy Call Forward.</b> To cancel the busy call forward:</p> <ul style="list-style-type: none"> <li>• Off hook the phone;</li> <li>• Dial *91;</li> <li>• Press Call softkey or Dial key.</li> </ul>
<b>*92</b>	<p><b>No Answer Call Forward.</b> To set up delayed call forward:</p> <ul style="list-style-type: none"> <li>• Off hook the phone;</li> <li>• Dial *92 and then enter the number to forward the call;</li> <li>• Press Call softkey or Dial key.</li> </ul>
<b>*93</b>	<p><b>Cancel No Answer Call Forward.</b> To cancel the delayed call forward:</p> <ul style="list-style-type: none"> <li>• Off hook the phone;</li> <li>• Dial *93;</li> <li>• Press Call softkey or Dial key.</li> </ul>



## MULTI-FUNCTION BUTTON

PTT (Push to talk) button can be configured under **WP820 Web GUI → System Settings → Preferences → Button Customization → Multi-Function Button**, to perform the following functions:

### PTT/Paging

When users select Multi-function button to be a PTT/Paging button, a short press on the button will take users to PTT/Paging settings. Users can also press and hold the key to initiate PTT/Paging call.

*Please, refer to the section **PTT (PUSH-TO-TALK) FUNCTIONALITY***

### SAFE/Panic Call

Users could change the function of Multi-function button to SAFE/Panic Call, a short press on the key will open status page to make sure that Panic Call is enabled. Users can also press and hold the key to trigger Panic Call. *Please, refer to the section **SAFE/PANIC CALL***

### Mute/Un-mute

If “Mute” is chosen to be the function of Multi-function button, users will be able to mute incoming calls ringtone by pressing on the key. Also, the key will be performing mute/unmute function during calls.



## PTT (PUSH-TO-TALK) FUNCTIONALITY

The WP820 supports the Push to talk (PTT) features which is a technology based on the instantaneous communication commonly employed in wireless cellular phone services using a button to switch the device from voice transmission mode to voice reception mode. This feature is similar to "walkie talkie" use and the PTT mode switches a phone from full duplex mode, where both parties can hear each other simultaneously, to half duplex mode, where only one party can speak at one time. Multiple parties to the conversation may also be included.

### Enabling PTT mode on the WP820

You can enable and configure the PTT settings using the WP820 LCD menu:

1. Press **Menu** to bring up operation menu.
2. Use arrow keys to reach **Settings** → **Advanced settings** → **PTT and paging**.
3. Choose **PTT settings** and enable the **PTT function**.
4. Press **Save** button to enable PTT mode.

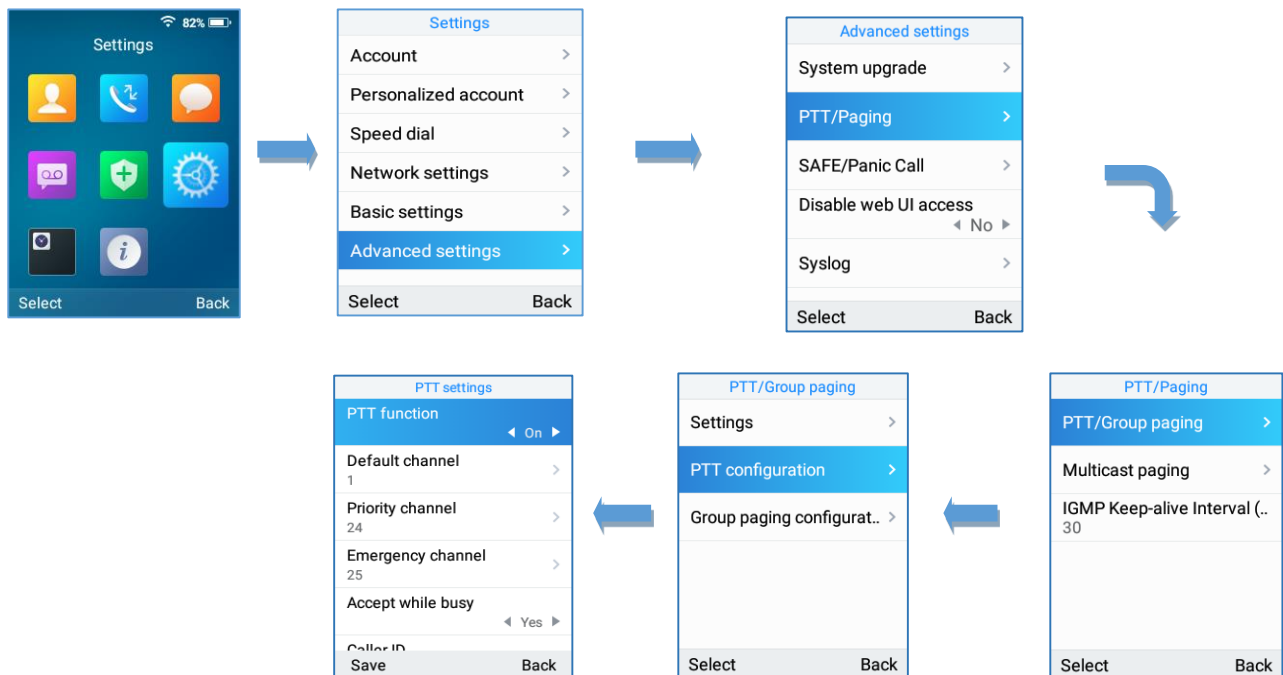


Figure 55: Enabling PTT Feature on WP820

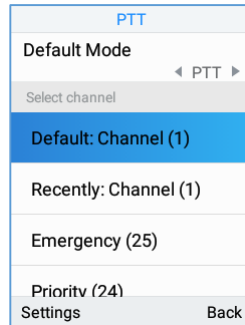




## Using the PTT Functionality on the WP820

To send a PTT broadcast from your WP820:

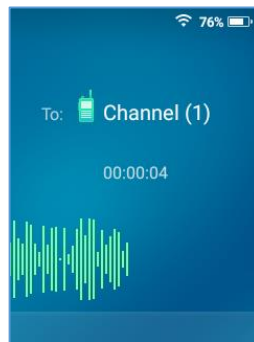
1. Unlock your WP820.
2. Make sure the multi-function button is configured to be a Push-To-Talk button.
3. Press the Push to Talk soft key.
4. Press and hold the Push to Talk key while speaking.



**Figure 56: PPT Channel**

### Notes:

- Users could press and hold the Push-to-talk key from any screen to quickly initiate PTT call using default channel.
- The channel status will change to Sending PTT to indicate that you are transmitting as displayed on the following screenshot.



**Figure 57: PTT Call (Caller)**

- The devices which are in the same channel will receive the PTT call.





Figure 58: PTT Call (Callee)

- Release the Push to Talk soft key when you have finished speaking. The channel will wait 10 seconds before release.

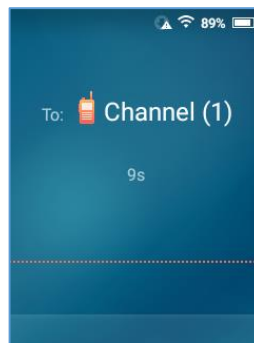


Figure 59: PTT Call Release

- You should press the Push to Talk soft key only when the channel status indicates Waiting. Otherwise, you may interrupt another person's message.

## PTT Configuration Settings

Please refer to the following Settings for more details about the configuration of the PTT functionality:

### Settings

- **Multicast address:** The multicast IP address to send page audio to and receive page audio from. Default value is 224.0.1.116.
- **Port:** The port to send audio to and receive audio from. Default value is 5001
- **Emergency volume:** The Volume of the emergency channel. Default value is 8



## PTT Parameters

- **PTT function:** Enable or disable the PTT function.
- **Default channel:** The PTT channel used to transmit an outgoing page if the user does not explicitly specify a channel.
- **Priority channel:** The channel assigned for priority pages.
- **Emergency channel:** The channel assigned for emergency pages.
- **Accept while busy:** If no, incoming PTT sessions do not produce standard call waiting. If yes, incoming PTT sessions produce standard call waiting behavior on the active audio channel.
- **CallerID(\*):** Caller ID number for identification.
- **PTTime:** The audio payload size in milliseconds.
- **Audio codec:** The audio codec to use for outgoing PTT broadcasts. Incoming PTT audio will be decoded according to the codec specified in the incoming message.
- **Channel:** Set the channel whether to be usable, transported, acceptable, joined and the channel display name.

## Group Paging

### Enabling Group Paging Feature

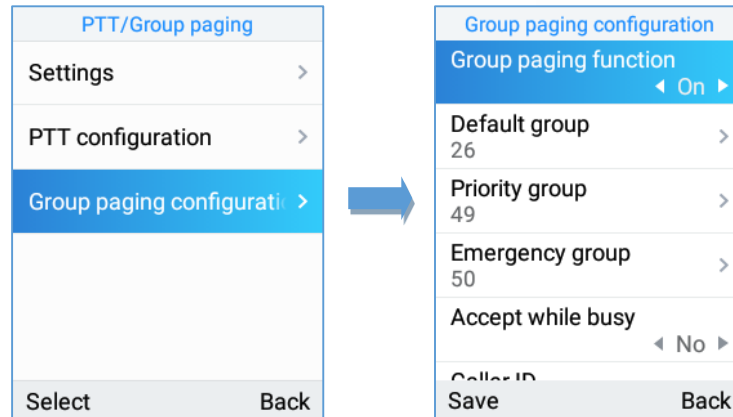
You can enable and specify settings for the Group Paging feature through the phone's user interface.

#### To specify the Group Paging feature settings:

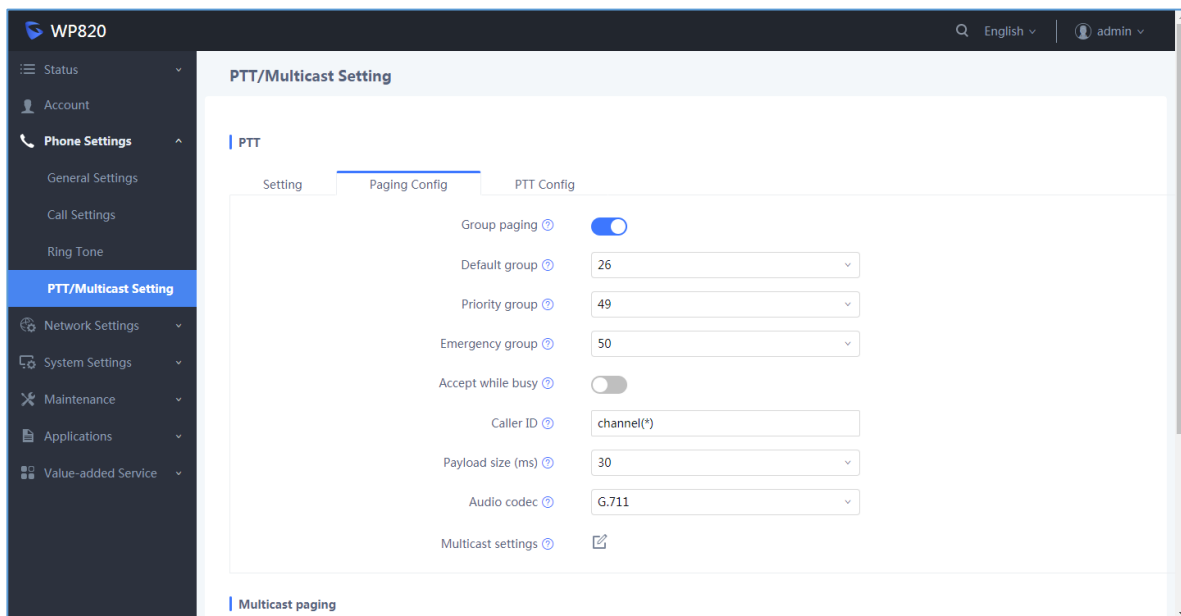
1. Using your phone's interface, navigate to the Group Paging Configuration menu by pressing **Settings**→ **Advanced setting**→ **PTT and paging**→**PTT and group paging**.
2. Choose Group Paging Configuration.
3. Set Group Paging function to Enabled.

*Please, refer to the following screenshots:*





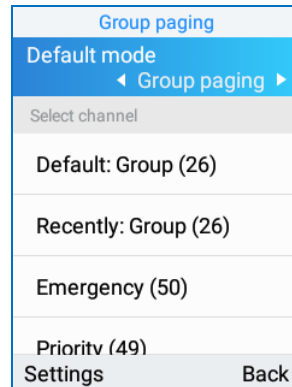
You can also enable and specify settings for the Group Paging feature through the Web GUI by selecting **Phone Settings → PTT/Multicast Setting**.



**Figure 60: Enabling Group Paging**

**To send a Group Paging broadcast:**

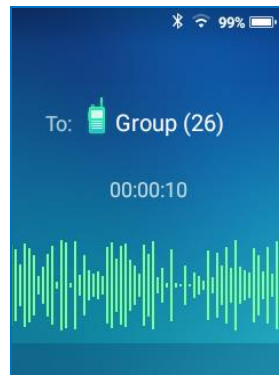
1. Unlock your WP820.
2. Press the Talk soft key.
3. Set Default mode to Group paging.
4. Scroll to the group you wish to send a broadcast to.



5. Press and hold the Talk soft key before speaking.

The group status will change to Sending group paging to indicate you are transmitting.

The devices which are in the group will receive the paging.



6. Release the Talk soft key, press the on-hook/power key when you have finished speaking.

## Group Paging Parameters

- **Paging function:** Enable or disable the Group paging function.
- **Default group:** The group used to transmit an outgoing page if the user does not explicitly specify a group.
- **Priority group:** The group assigned for priority pages.
- **Emergency group:** The group assigned for emergency pages.
- **Accept while busy:** If no, incoming Group paging sessions do not produce standard call waiting. If yes, incoming PTT sessions produce standard call waiting behavior on the active audio group.
- **CallerID(\*):** Caller ID number for identification.

- **P-Time:** The audio payload size in milliseconds.
- **Audio codec:** The audio codec to use for outgoing Group paging broadcasts. Incoming Group paging audio will be decoded according to the codec specified in the incoming message.
- **group:** Set the group whether to be available、transmit、subscribe、join group and the group name.

## IGMP Settings

Users could specify how often the phone will report IGMP when PTT/ Paging function is turned on. IGMP reporter help to keep PTT/ Paging receivable in dormant state. The interval may take some effect to standby time. The default setting is 30 s.

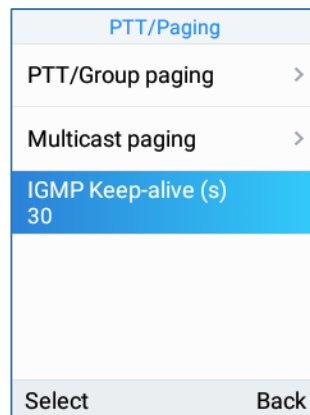


Figure 61: IGMP setting

## SAFE/PANIC CALL

### Safe Monitoring Features

SAFE monitoring feature on WP820 will monitor the user's safety situation and trigger an alarm once it detects any unsafe situation. Once the phone detects that the user may be in a dangerous situation such as unable to move, fall, or being chased using "Safe Monitoring Feature", the WP820 can quickly alert or initiate an emergency call for timely assistance.

In particular, the phone will automatically prompt a warning alert and message once it detects any unsafe situation. If the user does not cancel the prompt warning message to confirm its safety within the set time, an alarm will be triggered and an emergency call will be initiated (if configured) for assistance.

There are three major types of safety detection methods that can be set on SAFE monitoring settings:

- **No movement detection:** It detects when the user may be unable to move because of an injury or a coma, etc. Users can configure the duration of the no movement. If it stays no movement longer than the duration, the device will be triggered for detection.
- **Tilt detection:** It detects when the user may be in a state of slipping or falling, etc. Users can configure the sensitivity and timeout for this detection. With higher sensitivity level on tilt status, a relative slight falling action will trigger tilt detection and alert.
- **Running detection:** It detects when user may be in a status of being chased or escaping from a dangerous environment. Users can configure the sensitivity and timeout for this detection. With higher sensitivity level on running status, a slower running speed will trigger the running detection.

Users could configure the following SAFE monitoring options under **WP820 LCD → Menu → Settings → Advanced settings → SAFE/Panic Call → SAFE Monitoring Settings:**



**Table 12: SAFE Monitoring Settings**

Option	Description
<b>Monitoring</b>	Turn on/off the SAFE monitoring feature.
<b>No Movement Sensitivity</b>	Set the sensitivity of “No movement” detection. There are 7 levels available for detection. Choose Disabled to stop No movement detection.
<b>No Movement Timeout (s)</b>	Set the timeout value for “No movement” detection. The phone will start warning if the phone keeps no movement until timeout.
<b>Tilt Sensitivity</b>	Set the sensitivity of “Tilt detection”. There are 7 levels available for detection. Choose Disabled to stop Tilt detection.
<b>Tilt Timeout (s)</b>	Set the timeout value for “Tilt detection”. The phone will start warning if the phone keeps tilt until timeout.
<b>Running Sensitivity</b>	Set the sensitivity of “Running detection”. There are 7 levels available for detection. Choose Disabled to stop Running detection.
<b>Running Timeout (s)</b>	Set the timeout value for “Running detection”. The phone will start warning if the phone keeps waggle until timeout.
<b>Snooze Timeout (s)</b>	Set the timeout value of snooze. You can choose snooze while in warning/alarm State. After the timeout, the phone will start detect again.
<b>Warning Timeout (s)</b>	Set the timeout value of warning. The phone will start alarm if the phone keeps warning and not be canceled.

## Panic Call Feature

Users can configure to have Panic Call feature on WP820 by setting it under **WP820 LCD → Menu → Settings → Advanced settings → SAFE/Panic Call**. This feature provides users the ability to manually/automatically trigger Alarm then initiate an emergency call to call for help in case of a dangerous situation.

- **Manual use:** Users can press and hold the multiple function key on the side of the phone to initial an emergency call (**Note:** Users need to configure the multi-function button to have the function of “SAFE/Panic Call” under WP820 Web UI). *Please, refer to WP820 Administration Guide.*
- **Automatic use:** If SAFE monitoring feature has been enabled, Emergency call can be initiated automatically once the phone detects the un-safe situation.





The following list is the list of options that can be configured for “Panic Call” feature under **WP820 LCD** →

**Menu** → **Settings** → **Advanced settings** → **SAFE/Panic Call**:

**Table 13: Panic/Emergency Call Settings**

Option	Description
<b>SAFE Monitoring Settings</b>	Configures “SAFE Monitoring Settings”.
<b>Panic Call Silent Alarm</b>	To trigger alarm in a silent way during urgent or dangerous situation, configure the Panic Call silent alarm option to be on. The default setting is off. This setting will enable the phone to initiate an emergency call silently. It is mainly used when it is not convenient to play an alarm in a dangerous environment.
<b>Emergency Call</b>	To initiate Emergency Call, users need to set the emergency call number after turning on this feature. The default setting is off.
<b>Warning Tone</b>	Set the Warning tone.
<b>Alarm Tone</b>	Set the Alarm tone.

## WP820 GESTURE AND INTELLIGENT CONTROL

### Intelligent Control

Intelligent Control options allow to automatically answer/hang up calls upon leaving charge/connecting to charger respectively.

To configure Intelligent Control options, follow instructions below:

1. On WP820 LCD Menu Settings, select **Basic Settings** → **Gestures** → **Intelligent Control**.
2. Set “**Off-Cradle Pickup**” to **On**, so that phone will automatically answer the call when leaving charge.
3. Set “**On-Cradle hang up**” to **On**, so that phone will automatically hang up the call when entering the charging state.

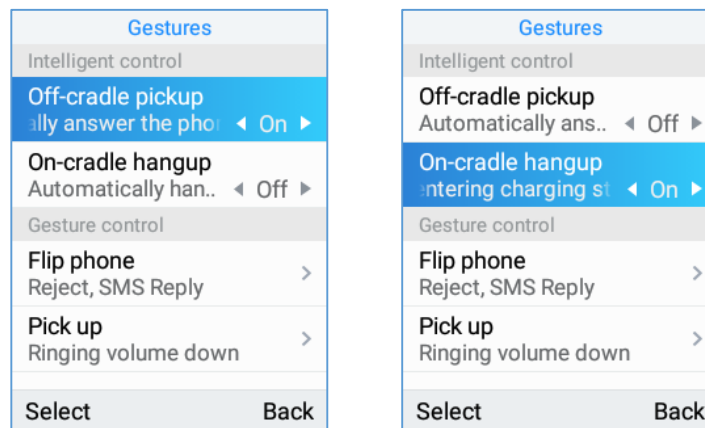


Figure 62: Intelligent Control Features

### Gesture Control

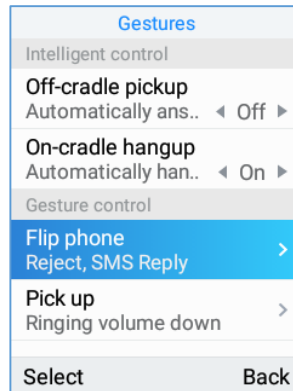
Gesture Control options allow to perform actions (mute, decrease ringing volume, reject call...) based on the phone's gesture such as “Flip Phone” or “Pick up”.

#### Flip Phone

1. On WP820 LCD Menu Settings, select **Basic Settings** → **Gestures** → **Gesture Control**.
2. Tap on **Flip Phone** option and set the option needed when flipping the phone.
  - **Ringing on Incoming Call:**
    - **Off:** The feature is disabled even if the phone is flipped while receiving an incoming call.



- **Reject with SMS:** Incoming call will be rejected, and pre-defined SMS will be sent to caller when flipping the phone while receiving an incoming call. Note: SMS feature must be supported by SIP server, and users can customize SMS content by entering the message under “Reply Content”.
- **Reject:** Incoming calls will be rejected when flipping the phone while receiving an incoming call.



**Figure 63: Flip Phone**

**Note:** To flip WP820, when holding the phone up, put it down on his front side as shown in figure below.



**Figure 64: WP820 Gesture Control (Flip phone)**

## Pick Up

1. On WP820 LCD Menu Settings, select **Basic Settings** → **Gestures** → **Gesture Control**.
2. Tap on **Pick up** option. Two options are available:
  - **Ringtone:**
    - **Off:** The feature is disabled even if the phone is picked up when receiving a call.

- **Ringling Volume Down:** When set to this option, picking up the WP820 from its cradle while charging will result in reducing the ringing volume.
  - **Mute:** When set to this option, picking up the WP820 from its cradle while charging will result in muting the ringing.
- **Alarm Ringtone:**
  - **Off:** The feature is disabled even if the phone is picked up when Alarm ringtone is heard.
  - **Ringling Volume Down:** When set to this option, picking up the WP820 from its cradle while charging will result in reducing the ringing volume of Alarm ringtone.
  - **Mute:** When set to this option, picking up the WP820 from its cradle while charging will result in muting the Alarm ringtone.

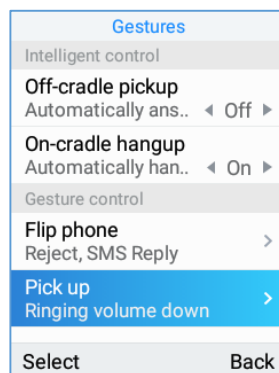


Figure 65: Pick up



Figure 66: WP820 Gesture Control (Pick up)

## CONNECTING WP820 TO GDS3710 DOOR SYSTEM

The WP820 offers a powerful integration with GDS3710 Door System and allows users to open the door, initiates call to the GDS3710 and gets real time audio/video stream from the door system.

The WP820 can be connected with the GDS3710 in two different ways, either using peering mode (without a SIP server) or through a SIP server.

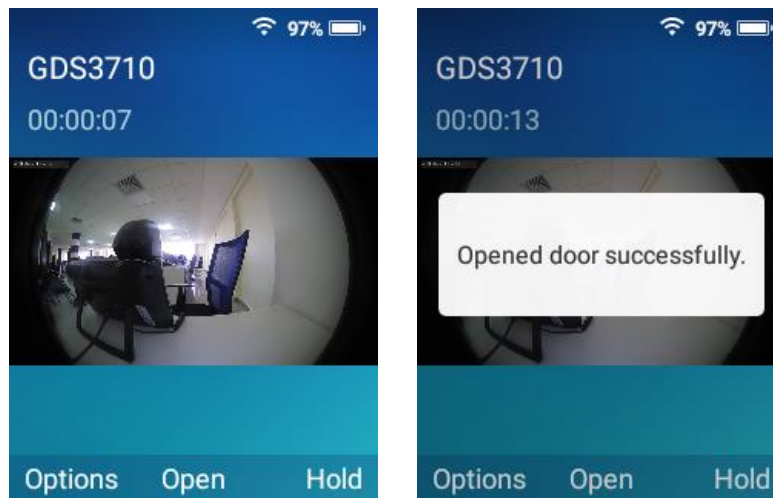


Figure 67: WP820 Connected to GDS3710

For more details, please, refer to:

[http://www.grandstream.com/sites/default/files/Resources/Connecting\\_GDS3710\\_with\\_WP820.pdf](http://www.grandstream.com/sites/default/files/Resources/Connecting_GDS3710_with_WP820.pdf)

## UPGRADING AND PROVISIONING

The WP820 can be upgraded via TFTP/HTTP/HTTPS by configuring the URL/IP Address for the TFTP/HTTP/HTTPS server and selecting a download method. Configure a valid URL for TFTP, HTTP or HTTPS; the server name can be FQDN or IP address.

### Examples of valid URLs:

[firmware.grandstream.com/BETA](http://firmware.grandstream.com/BETA)

[fw.mycompany.com](http://fw.mycompany.com)

## Upgrade and Provisioning Configuration

There are two ways to setup upgrade and provisioning on WP820. They are Keypad Menu and Web GUI.

### Configure via keypad Menu

1. In WP820 Settings, select **Advanced Settings** → **System Upgrade**.
2. Navigate to **Firmware/Config** and configure the firmware upgrade and config settings.

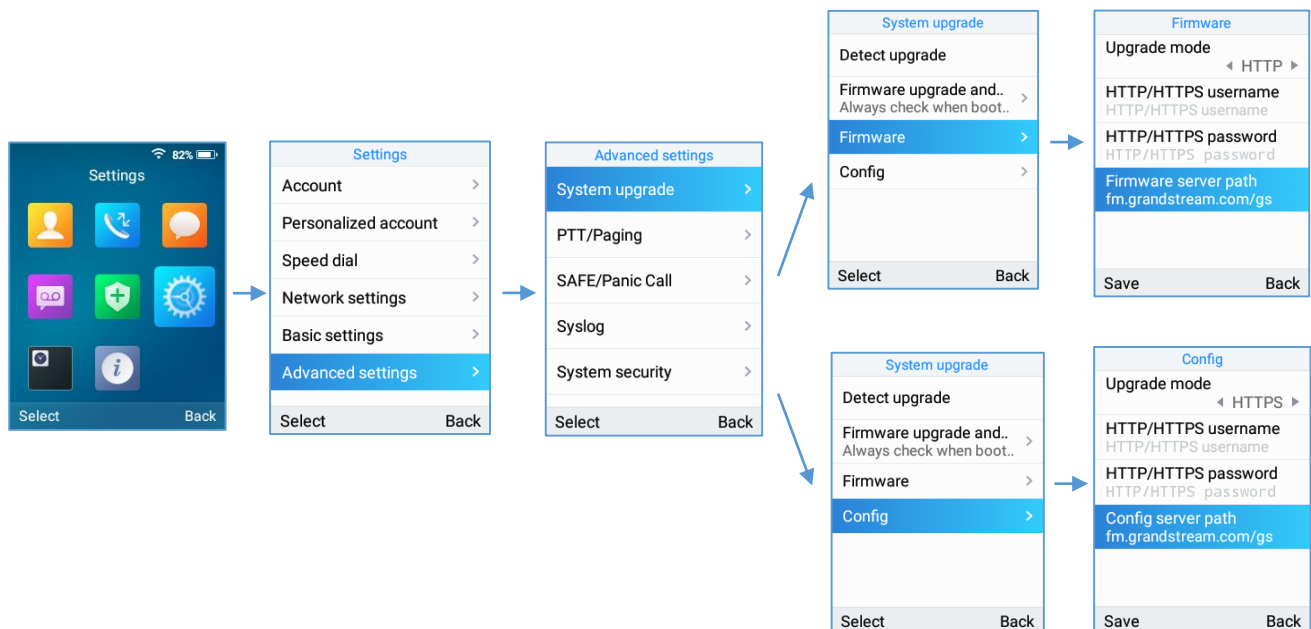


Figure 68: WP820 Upgrade Configuration via Keypad Menu

## Configure via Web GUI

Open a web browser on PC and enter the IP address for the WP820. Then login with the administrator username and password. Go to **Maintenance** → **Upgrade** → **Firmware**. In the Upgrade web page, enter the IP address or the FQDN for the upgrade server and choose to upgrade via TFTP, HTTP or HTTPS (The default setting is HTTPS). Save and apply the changes, press **Upgrade** button or reboot the phone to initiate firmware upgrade process.

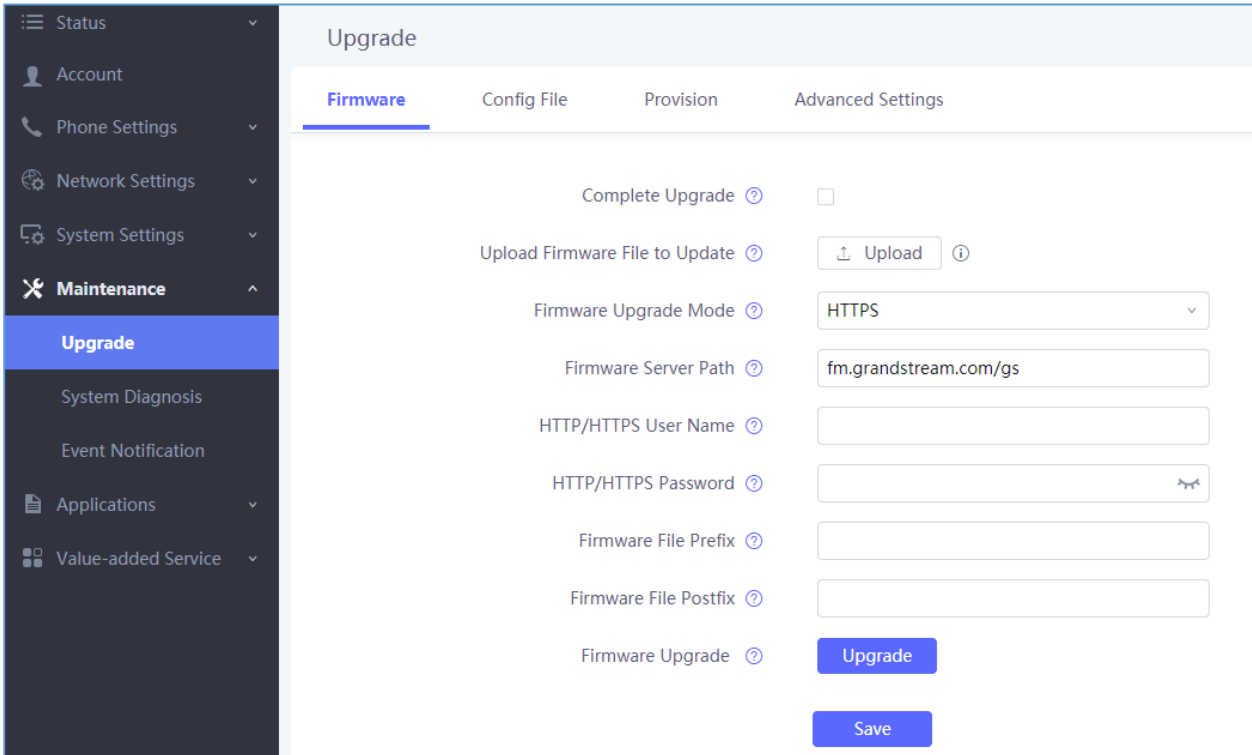


Figure 69: WP820 Upgrade Configuration via Web GUI



**Note:** Please do not power off or unplug the WP820 when the upgrading process is on.

## Upload Firmware Locally

If there is no HTTP/TFTP server, users could also upload the firmware to the WP820 directly via Web GUI. Please follow the steps below to upload firmware to WP820 locally.

1. Download the latest WP820 firmware file from the following link and save it in your PC.

<http://www.grandstream.com/support/firmware>

2. Log in the Web GUI as administrator in the PC.
3. Go to Web GUI → **Maintenance** → **Upgrade** → **Firmware**.



4. Click the "Upload" button, a window will be prompted to select firmware file to upload.
5. Select the firmware file from your PC. Then uploading progress will show at the button where it was "Upload" in the above step.
6. When uploading is done, users can see the upgrading process starts on the WP820 LCD.
7. The phone will reboot again with the new firmware version upgraded.

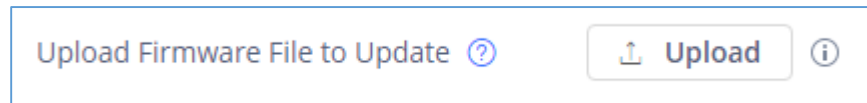


Figure 70: Upload Firmware File to Update

## No Local Firmware Servers

Service providers should maintain their own firmware upgrade servers. For users who do not have a TFTP/HTTP/HTTPS server, some free Windows version TFTP servers are available for download from: <http://www.solarwinds.com/free-tools/free-tftp-server> and <http://www.tftpd64.com/>.

Please check our web site at <http://www.grandstream.com/support/firmware> for latest firmware.

### Instructions for local firmware upgrade via TFTP:

1. Unzip the firmware files and put all of them in the root directory of the TFTP server;
2. Connect the PC running the TFTP server and the WP820 device to the same LAN segment;
3. Launch the TFTP server and go to the File menu→Configure→Security to change the TFTP server's default setting from "Receive Only" to "Transmit Only" for the firmware upgrade;
4. Start the TFTP server and configure the TFTP server in the phone's web configuration interface;
5. Configure the Firmware Server Path on your WP820 to the IP address of the PC;
6. Update the changes and reboot the WP820.

End users can also choose to download a free HTTP server from <http://httpd.apache.org/> or use Microsoft IIS web server.

## Firmware Upgrade via USB

For users that could not use remote upgrade or could not access the phone's Web GUI to upload firmware, upgrading via external USB flash drive is an alternative. Follow the steps below to upgrade the WP820 via USB:

1. Download the firmware file to PC and save it in the USB flash drive
2. Insert the USB flash drive to the WP820.
3. Power cycle the WP820 and wait for the device to detect the firmware.





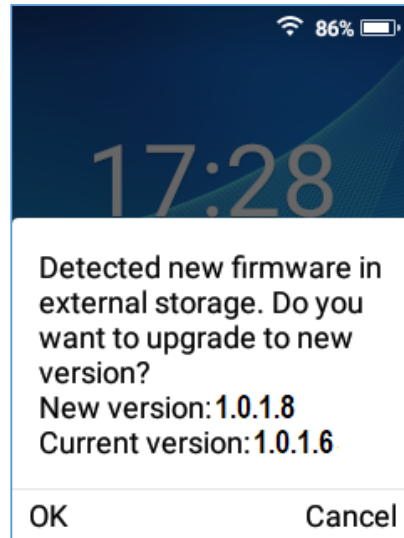


Figure 71: New Firmware Detected

4. Press OK to start the upgrade.

**Note:** The USB flash drive should be on **FAT32** format and the firmware file should be necessarily named **wp820fw.bin**

## Provisioning and Configuration File Download

Grandstream SIP Devices can be configured via the Web Interface as well as via a Configuration File (binary or XML) through TFTP or HTTP/HTTPS. The "Config Server Path" is the TFTP, HTTP or HTTPS server path for the configuration file. It needs to be set to a valid URL, either in FQDN or IP address format. The "Config Server Path" can be the same or different from the "Firmware Server Path".

A configuration parameter is associated with each particular field in the web configuration page. A parameter consists of a Capital letter P and 1 to 5 (could be extended to more in the future) digit numeric numbers. i.e., P2 is associated with the "Admin Password" in the Web GUI→**System Settings**→**Security Settings**→**User Info Management** page. For a detailed parameter list, please refer to the corresponding firmware release configuration template in the following link:

<http://www.grandstream.com/support/tools>

When the WP820 boots up, it will issue TFTP or HTTP(S) request to download a configuration XML file named "cfgxxxxxxxxxxx" followed by "cfgxxxxxxxxxxx.xml", where "xxxxxxxxxxx" is the MAC address of the phone, i.e., "cfg000b820102ab" and "cfg000b820102ab.xml". If downloading "cfgxxxxxxxxxxx.xml" file is not successful, the provision program will download a generic cfg.xml file. The configuration file name should be in lower case letters.

For more details on XML provisioning, please refer to the following document:

[http://www.grandstream.com/sites/default/files/Resources/gs\\_provisioning\\_guide.pdf](http://www.grandstream.com/sites/default/files/Resources/gs_provisioning_guide.pdf)



## FACTORY RESET

### Restore to Factory Default via LCD Menu

 **Warning:**

Restoring the Factory Default Settings will delete all configuration information on the phone. Please backup or print all the settings before you restore to the factory default settings. Grandstream is not responsible for restoring lost parameters and cannot connect your device to your VoIP service provider.

There are two methods to restore the WP820 to the factory default settings.

1. On WP820 idle screen, go to **Settings** → **Advanced Settings** → **Factory reset**.
2. In the new window, confirm the reset using the left softkey.

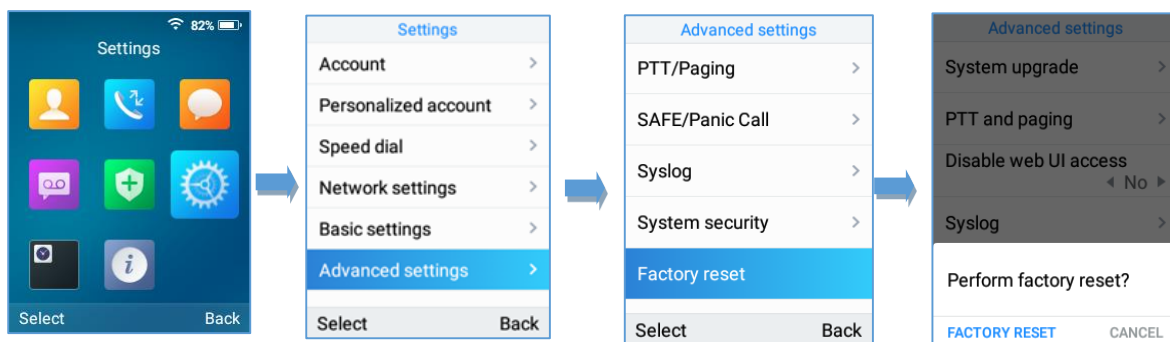


Figure 72: WP820 LCD - Confirm Factory Reset

3. Once confirming the factory reset, WP820 will reboot with the default factory settings.

### Restore to Factory Default via the Web GUI

1. Login WP820 Web GUI and go to **Maintenance** → **Upgrade** → **Advanced Settings**;
2. At the bottom of the page, click on the **Reset** button for Factory reset.

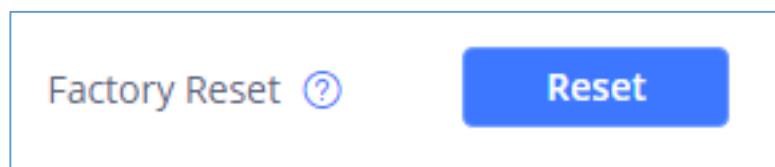


Figure 73: WP820 Web GUI - Factory Reset

3. A dialog box will pop up to confirm factory reset.
4. Click OK to restore the phone to factory settings.

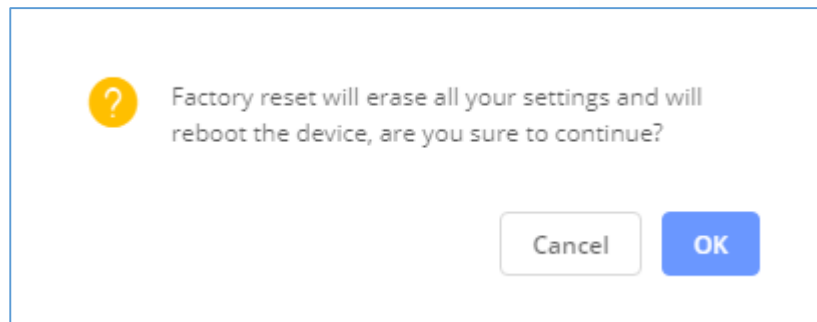


Figure 74: WP820 Web GUI - Confirm Factory Reset

### Restore to Factory Default using Hard Keys

In order to perform hard reset of the phone using keypad buttons please follow below steps:

1. Power cycle the WP820.
2. Press key **1** + key **9** immediately and hold it until the LCD shows the factory reset message.
3. Release the buttons and the phone will boot up with the default settings.

## EXPERIENCING WP820 ENTERPRISE PORTABLE WI-FI PHONE

Please visit our website: <http://www.grandstream.com> to receive the most up- to-date updates on firmware releases, additional features, FAQs, documentation and news on new products.

We encourage you to browse our [product related documentation](#), [FAQs](#) and [User and Developer Forum](#) for answers to your general questions. If you have purchased our products through a Grandstream Certified Partner or Reseller, please contact them directly for immediate support.

Our technical support staff is trained and ready to answer all of your questions. Contact a technical support member or [submit a trouble ticket online](#) to receive in-depth support.

Thank you again for purchasing Grandstream Enterprise Portable Wi-Fi Phone, it will be sure to bring convenience and color to both your business and personal life.

