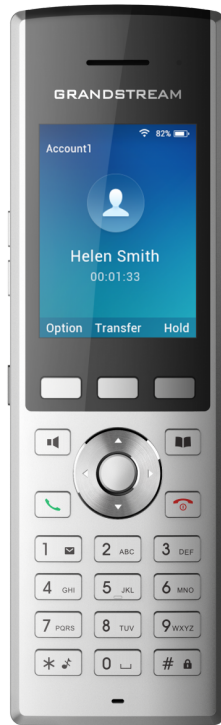


# Grandstream WP820 Guide



## FreePBX Grandstream WP820 Guide

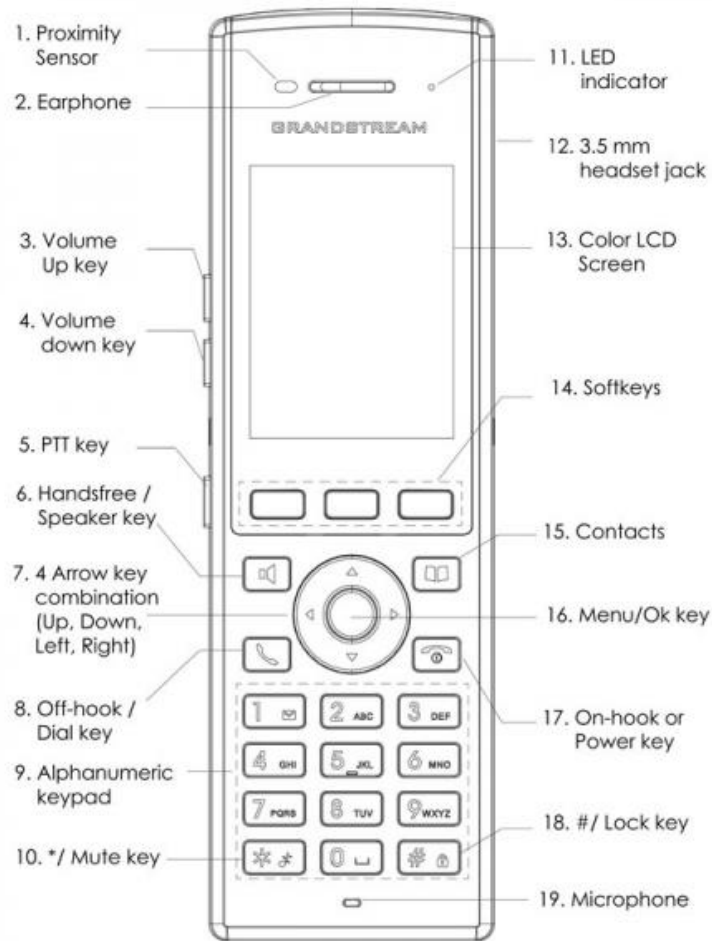
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## Grandstream WP820 Guide

### Overview

The purpose of this document is to help walk you through the features and functions of your new Grandstream WP820 Phone.

We're here to help! If you have any questions about the new functionality please reach out to us at [support@datacommplus.com](mailto:support@datacommplus.com)



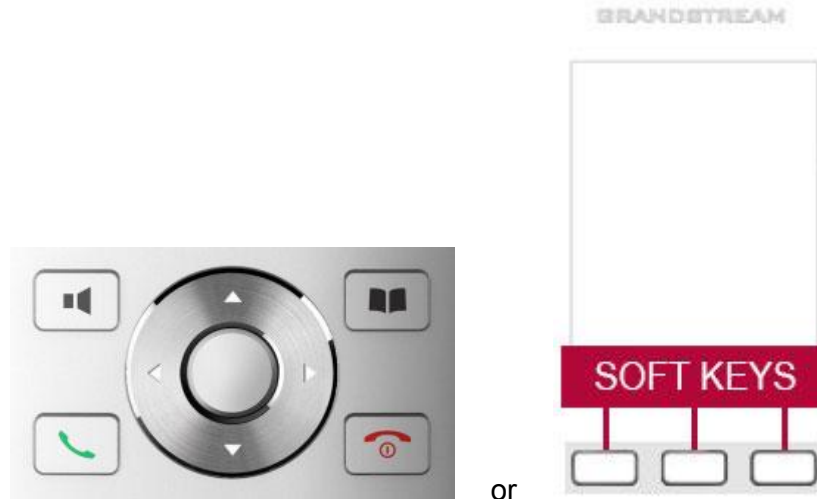
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1	Proximity Sensor	Detects presence of a human ear. Reduces display power consumption by turning off the LCD backlight and to avoid inadvertent touches
2	Earphone	Delivers audio output
3	Volume Up Key	Turn the volume up
4	Volume Down Key	Turn the volume down
5	PTT Key	Push to talk button
6	Hands Free Key	Puts a live call on speaker
7	Arrow Keys	Use to move through screen display
8	Dial Key	Pick up a call or dials numbered entered
9	Dialpad	Dial a call through the Dialpad.
10	Mute Key / *	Mute or Unmute the microphone
11	LED Indicator	Indicates phone status and will flash if there is a voicemail waiting
12	Headset Jack	Activates using a headset on a phone call
13	LCD Screen	Display menus and information depending on what you are doing at the time.
14	Soft Keys	Call functions that will change depending on what you are doing at the time.
15	Contacts	Access to contacts list
16	Menu/OK key	Selects option chosen by cursor or enters the main menu
17	On-hook/Power Key	End call or turn the handset on/off
18	Lock Key / #	Locks dialpad
19	Microphone	Speaker



## Grandstream WP820 Guide

### Answering and Placing a Call



To answer calls or place calls you can use several separate areas of the phone:



### Answering a Call

- Handset or Headset mode:
  - Press the  button
  - Press the soft key that says Accept
- Speaker mode: Press the  button


### Placing a Call

- Handset mode:
  - Dial the number and press the  button to send the call
  - Dial the number and press the left soft button labeled Call to send the call
- Speaker mode: Once you have used one of the options above to send the call you would then select the  button

### Ending a Call

- Press the  button

### Placing an Internal Call

- Dial the extension +  button
- Dial the extension + the left soft button

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### Hold, Transfer and pick up a Parked Call

The Hold and Transfer keys are located within the Soft Key row.



#### Placing a Call on Hold:

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for transferring a call.

- While on a call, press the *Hold* key in the soft key row
- The options within the Soft Key row will change when you put a call on hold. To pick up the call select the *Resume* option within the Soft Key row.

#### Transfer a Call

There are three options for transferring a call:

- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before it is transferred
- Transfer to Voicemail - Transfer a call directly to voicemail


##### Blind Transfer

- While on a call, press the *Transfer* key within the soft key row
- Dial the number you want to transfer the call to
- Press the *Blind* key in the soft key row
  - Example: Transferring a call to extension 123

**(Transfer key)123(Blind key)**

##### Attended Transfer

Attended transfer allows you to introduce a call before you transfer the call.

- While on a call, press the *Transfer* key within the soft key row
- Dial the number you want to transfer the call to and introduce the call and select 
- Press the *Attended* key in the soft key row
  - Example: Transferring a call to extension 123 after talking with the person first

**(Transfer key)123(Call key)(Attended key)**

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### Transferring a Call to voicemail

There will be times that the client requests to go directly to someone's voicemail or the person they are trying to reach requests they are transferred directly to their voicemail.

- While on a call, press the *Transfer* key followed by \* + the extension number and then *Blind* key.
  - Example: Transferring a call to the voicemail at extension 123

**(Transfer)\*123(Blind)**

### Picking up a Parked Call

Call Parking is a type of Call Holding. When you park a call, you can pick that call up from ANY phone in the system. If a call is put on hold, you can only pick the call up from that phone.

To pick up a parked call on the WP820, dial the parking spot number you were given + # to pick up the call.

- Example: Pick up a call that has been parked in parking slot 71: 71#
- If your phone system is programmed with Park 1, Park 2, Park 3, etc. the number to dial would be as follows:

Park Spot	# to dial	Park Spot	# to dial
Park 1	71	Park 3	73
Park 2	72	Park 4	74

### Conferencing

To create a conference call you will use the Soft Keys row.

- While on a call, press the *Conference* key located in the soft keys. This will place your call on hold and prepare you to dial a second call.
- Place your second call by dialing the phone number followed by the *Call* key. Once the new call is live, press the *Conference* key again. The calls will be merged.

- Example: Conference in extension 123

**Live call (Conference key)(123-123-1234)(Call key) New call is picked up (Conference key)**





**The Soft Keys will perform relevant functions such as splitting the calls, leaving the call, etc. once the conference call is live.**

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### Contacts

You can store contacts on your phone. The contacts will only be stored on that phone.

#### To add a contact

- Select the  button to access the contacts
- Select the Options
- Use the arrow keys until you are on the New Contact option
- Select the OK middle button 
- Enter in all of the contact information
- Select Save

#### To access the contacts

- Select the  button to access the contacts
- Use the arrow keys to move up and down the contact list
- Once on the contact select the  key

If you need further assistance, please reach out to us at [support@datacommplus.com](mailto:support@datacommplus.com). Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.