

WP826 Quick User Guide

Grandstream WP826



Different Keys & Functions.

- **LED indicator** - A small light that provides visual notifications for various events like incoming calls, messages, or charging status.
- **Earphone** - Delivers audio output.
- **Volume Up key** - A button used to increase the volume of audio output.
- **Volume Down Key** - A button used to decrease the volume of audio output.

- **PTT Key** - PTT (Push-to-Talk) button, to initiate PTT call. This button can also be configured to trigger an Alarm.
- **Navigation keys** - Buttons used to navigate through menus, apps, and interfaces.
- **Off-hook / Dial key** - Initiates or answers calls when pressed, and also used to dial numbers when making outgoing calls.
- **1 / Voicemail key** - Long pressing this key initiates a call to your voicemail service, allowing you to check for new messages or manage voicemail settings.
- **Standard keypad** - A grid of numeric keys used for dialing phone numbers, entering text, and navigating through menus by inputting numbers or letters associated with options.
- *** / Symbolic key / Silent Mode** - This key is used to toggle the phone's silent mode on and off, muting all incoming call and message notifications.
- **Handsfree / Speaker key** - Pressing this key enables the phone's speakerphone function, allowing for hands-free communication during calls.
- **Microphone** - Picks up audio earpiece and hands-free calls.
- **Softkeys** - These buttons are assigned a specific function or shortcut, such as launching a specific app, activating a feature, or performing a predefined action.
- **Mute/Shortcut Key** - A button that quickly silences incoming calls or notifications when pressed, and may also be customizable to serve as a shortcut for accessing frequently used features.
- **On-hook /Power key** - This key serves a dual purpose, ending calls or switching off the phone when pressed for a longer duration, and turning on the phone or waking it from sleep mode when pressed briefly.
- **MENU/OK key** - This key serves a dual purpose, opening the menu interface or confirming selections, such as when navigating through apps or options.

- **# / Input method switching / Lock key** - Does one of the following:
 - **When pressing #:** Redials the last dialed number, for this to work, the Key As Send option under Account settings => Call settings should be set to #
 - **Lock key:** Long press to lock keypad against unintentional entries, for this to work, enable lock screen from LCD settings under System settings => Security Settings => Screen Lock
 - **Input method switching:** Allows switching between different input methods (like keyboard types)
- **Color LCD Screen** - 2.4 inch (240x320) IPS color LCD screen
- **Proximity sensor** - The proximity sensor can detect when the phone is close to the caller's face, turning off the display to prevent accidental touches and save battery life.
- **Noise Canceling Microphone** - A microphone equipped with technology to reduce background noise, resulting in clearer audio during calls by minimizing unwanted sounds from the surrounding environment.

WP826 “How To?” Guide

- **Turning ON/OFF the Handset**
 - **Turning ON the handset** - To turn the handset ON, long press the Power Key  until the LCD screen lights up.
 - **Turning OFF the handset** - To turn OFF the handset, long press the Power Key  until a drop-down menu appears (bottom of the screen) and select Power Off.
- **Reboot the Handset** - To reboot the handset, navigate to the Settings  menu (press the Menu key and then scroll), and then select **Advanced Settings** followed by **Reboot** or **Restart** and confirm with **OK**.
- **Activate/Deactivate Wi-Fi**
 - On the phone's idle screen, press the Menu key  and navigate to Settings .
 - In Wi-Fi Settings, set Wi-Fi to Enable or Disable.
- **Manual Connection**
 - On the LCD menu, press the Menu key  and navigate to Settings  → Wi-Fi Settings.
 - Navigate to “Wi-Fi Network”. A list of Wi-Fi networks will be displayed.
 - Select the desired network to connect to. (Enter the correct password to connect if requested)
- **Wi-Fi Band Configuration**
 - If 5GHz and 2.4GHz are both available, the handset 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 to fix it or to keep it Dual Band (Automatic) under Settings  → Wi-Fi Settings → Wi-Fi Band.
- **Wi-Fi Alarm Threshold**
 - Users can configure Wi-Fi signal warning or disable it under **Settings**  → **Wi-Fi Settings** → **Alarm threshold**. Three signal levels are available.
- **Activate/Deactivate Bluetooth**

Please follow the steps below to activate/deactivate Bluetooth function:

 - On the idle screen, press the Menu button .
 - Go to **Settings**  → **Bluetooth Settings**.
 - Set “**Bluetooth**” to **Enable** or **Disable**.

A Bluetooth icon will be displayed on the main screen.

- **Setting the Screen Lock**

Enabling Screen Lock - In order to configure Screen Lock from the handset, please follow these instructions:

- Go to Settings  → Basic Settings → Lock Screen
- Set "Lock Screen" to Auto or Manual

Note: If set to "Auto", the screen will automatically get locked after timeout. If set to "Manual", users will need to manually lock the screen.

- **Locking/Unlocking Screen**

- To lock the screen: Press the Pound Key and hold for approximately 2 seconds.
- To unlock the Screen: Press the Unlock button (Left softkey) followed by the Pound Key

- **Configuring the LCD Brightness and Screen Timeout**

- Press the Menu Key  and click on Settings 
- Go to Basic Settings → Appearance.
- Configure the LCD Brightness under "Brightness", and set "Timeout Screen Shutdown".

- **Return to Idle Screen**

- Press the Power Key  to quickly exit the Menu, a call or return back to the main idle screen.

- **Selecting the Menu Language**

- Press the Menu Key  and click on Settings 
- Go to Basic Settings → Language.
- Click on the Menu Key to Confirm.

- **Configure Date and Time**

- Press the Menu Key  and click on Settings 
- Go to Basic Settings → Date & Time.
- Under this menu, users can configure Time Display Format, Date Display Format and Time Zone.

- **Making Calls**

Method 1

- Enter the digits using the keypad numbers.
- Click on Account (Left Softkey) to toggle between registered SIP accounts.
- Press the Dial Key  or the Speaker Key  to initiate the call.

Method 2

- Press the Dial Key  or the Speaker Key .
- Enter the digits using the keypad numbers.
- Press the Dial Key to initiate the call.

- **Answering Calls**

- Press the **Dial Key** , "Accept" button (Left Softkey) or the **Speaker Key**  to answer an incoming call.

- **Ending Calls**

- Press the **Power Key**  to terminate or reject a call.

- **Hold/Resume Calls**

- During a call, users can press the "Hold" key (Right Softkey) to place the call on hold.
- To resume the call, the same softkey can be used which will appear as "Resume".

- **Call Transfer**

Blind Transfer

- During an established call, press the "Option" key (Left Softkey) and choose the "Transfer" option. (The initial call will be put on hold)
- Enter the number you would like to transfer the call to and select **Transfer**.
- Choose **Blind transfer** by selecting it and clicking on the "OK" softkey.

Attended Transfer

- During an established call, press **Option** → **Transfer**.
- Choose the line and enter the number you want to transfer the call to, then press the **Dial Key**  and select "New Call" (The initial call will be put on hold).
- Once the second call is established, press **Transfer** to complete.

- **Conference**

The WP816 supports 3-Way conferencing, while WP826 allows 4-way conferencing. To start a conference on WP8x6, please follow the below steps:

- Place a call to the first party and press the left softkey **"Option"**, then select **"Conference"**.
- Enter the number of the second party you want to add to the conference and press the **Dial Key**  to initiate the call.
- Once the Third-party picks up the call, the conference will be automatically initiated.
- Users can split the conference or kick a member under the **"Option"** Menu.

- **Mute/Unmute Microphone**

- During an established call, users can mute/unmute the microphone by pressing the **Mute Key** .

(There will be a mute icon displayed on the screen to indicate that the microphone is muted).

- **Activating Call Features**

- Users can configure Call Forward, Auto Answer, Call Waiting, Anonymous Call Reject, Caller ID Blocking and Do Not Disturb by going to **"Settings"**  → **Call Settings"**.

- **Silent Mode**

- In order to activate or deactivate Silent Mode, press and hold the **Star Key**  until the handset displays **"Silent mode on/off"**.

- **Do Not Disturb**

- Users can enable DND mode by long pressing the Mute Key in idle mode.

Another way to enable/disable Do Not Disturb Mode is:

- Press the **Menu Key**  and click on **Settings** .
- Choose **Call Settings** and set **DND** to **"Enable"** or **"Disable"**

- **Quick Access Settings**

WP8x6 supports quick access settings feature that allows users to perform certain actions with a single click.

Users can either choose “**Quick Start**” mode to configure a call feature shortcut or “**Quick Open**” mode to launch a specific phone application.

Please follow the steps below to add a quick access shortcut:

- Press the Mute key  in idle screen.
 - Click on **Config** and select either “**Quick Start**” or “**Quick Open**” under **Mode**.
 - Choose the function, label and the corresponding parameters.
 - Press the left Softkey (**OK**) to confirm the changes.
- **Factory Reset the Handset** - To factory reset the handset, navigate to **Settings**  from the main screen, then **Advanced Settings** > **Factory Reset**, and confirm the reset.

