



A HIGHER STANDARD

Grandstream WP820 WiFi Cordless Phone Guide

To place a call:

- Internal Call: Dial the extension number of the location you are calling, followed by the green phone icon.
- Outgoing Call: Dial telephone number plus the green phone icon.
- At any time during a call to change to speakerphone press the **Speakerphone** symbol

Hold:

- To place caller on hold, press the **Hold** softkey
- To resume a call on hold, press the **Unhold** softkey

To Transfer a Call:

- To transfer a call: Press **Transfer** (from the middle softkey screen), enter the number you want to transfer the call to, then select **Blind** or **Attended**. Screen will prompt "Call Transferred" when complete.

Conference Calls:

- While on a call with the first party, press the left **Options** softkey, then select **Conference**
- Enter the number of the second party you want to add to the conference and press **Join Conf.**
- The conference will automatically be bridged before the second party answers the call

Park Orbit:

- If a call comes in for a specific person, and that person is away from their desk (or you need to go to the other building out of cordless range, etc.) the caller can be parked to an orbit number, and then picked up from any phone.
- To park a call: Press **Transfer**, dial **7000** and then Press **Blind Transfer**
- To retrieve a parked call: Dial **7001**

Microphone (Mute):

- To mute out yourself on a call or conference call press the **Mute** key
- To unmute, press **Mute** key again.

Volume Controls:

- While on a call or speakerphone, you can adjust volume by pressing the volume buttons located on the left side of the phone

Caller ID:

- To View: Select **Menu** then **Call History**
- This will open a list that you can select to see *Missed, Placed, and Received calls*.
- If you wish to call any of the numbers back just arrow down to the number and press the green send button.