Grandstream Networks, Inc.

WP816/WP826/WP836 - User Guide

WELCOME

The WP816/WP826/WP836 are cordless Wi-Fi IP phones suitable for various enterprise and vertical market applications, including offices, retail, logistics, healthcare, and security. Both models feature integrated dual band Wi-Fi 6, advanced antenna design, roaming support, and support for the Opus HD voice codec, ensuring high-quality communication. The WP816 supports 3-way voice conferencing, offers 6 hours of talk-time, and 120 hours of standby time (laboratory data) with a 1500mAh battery. In contrast, the WP826 and WP836 support 4-way voice conferencing, provide 240 hours of standby, 12 hours of talk-time for WP826 and 10 hours of talk-time for WP836 (laboratory data) with a 3000mAh battery. WP816/WP826/WP836 phones offer a sleek design, easy-to-use interface, and a variety of practical, customizable features, providing mobility and flexibility to all voice solutions.

PRODUCT OVERVIEW

Feature Highlights

The following table contains the major features of the WP8x6:

 **WP816**	• 2 SIP accounts and 2 lines. • Configurable button for push-to-talk • Dual-band 802.11a/b/g/n/ac/ax Wi-Fi. • Wi-Fi roaming. • 120 hours standby time. (Laboratory data) • 6 hours talk time. (Laboratory data)
 **WP826**	• 3 SIP accounts, 3 lines • Configurable button for push-to-talk • Dual-band 802.11a/b/g/n/ac/ax Wi-Fi. • Wi-Fi roaming. • 240 hours standby time. (Laboratory data) • 12 hours talk time. (Laboratory data)

 **WP836**	• 3 SIP accounts, 3 lines • Configurable button for push-to-talk. • Dual-band 802.11a/b/g/n/ac/ax Wi-Fi. • Wi-Fi roaming. • 240 hours standby time. (Laboratory data) • 10 hours talk time. (Laboratory data) • IP67 Rated-Water-proof, dust-proof, cleaning chemical resistant, antibacterial casing.

WP8x6 Features at a Glance

Technical Specifications

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

- **WP816**

Protocol/Standards	SIP RFC3261, DNS (A record, SRV, NATPR), DHCP, SSH, NTP, STUN, LDAP, TR069, SNMP, STRP, RTP/RTCP, RTCP-XR, TFTP, SIMPLE, HTTP/HTTPS, TCP, UDP, TLS, ARP, ICMP, IPv4, IPv6, 802.1x
Voice Codecs and Capabilities	G.729A/B, G.711μ/a-law, G.726, G.722(wide-band), G.723,iLBC, Opus, in- band and out-of-band DTMF (in audio, RFC2833, SIP INFO), VAD, AEC, CNG, PLC, AGC, AJB, Headset Noise Shield
Wi-Fi	Yes, integrated dual-band Wi-Fi 6 802.11 a/b/g/n/ac/ax (2.4GHz & 5GHz). 802.11k/r/v Supported
Wi-Fi Encryption	Support WEP, WPA, WPA2, WPA3 (personal)
Graphic	1.77 inch (128x160) color LCD, 1 * Dual color MWI
Bluetooth	Yes, integrated
Peripherals	2 soft keys, navigation keys, confirm key, dial key, hang up key, speaker key, programmable key, quick access and mute key, backlight DTMF keyboard, volume keys, Push-to-Talk key, accelerometer, proximity sensor
Push-to-Talk	Customizable function button for alarm and paging
Auxiliary Ports	3.5mm headphone interface (CTIA cable sequence), Type-C charging interface (supports fast charging)
Telephony	Hold, transfer, forward, 3-way audio conference, call park, downloadable phonebook (XML, LDAP, up to 1000 items), call waiting, call log (up to 200 records), auto answer, click to dial, flexible dial plan, personalized music ringtones, server redundancy and fail-over, push-to-talk
Wall Installation	Base supports wall installation

Security	Ordinary user and administrator level passwords based on MD5 and MD5 sess authentication, SIP authentication algorithms based on SHA-256, SHA-256 sess, SHA-512-256, SHA-512-256 sess, md5 sess. AES security profile, SRTP, TLS call encryption, 802.1x media access control
HD Audio	The earpiece is broadband audio, and the speaker is narrowband audio, supporting HAC and dual Mic.
QoS	Supports Layer 3 QoS (Tos, DiffServ, MPLS, DSCP)
Multi-language	Simplified Chinese, Traditional Chinese, English, Arabic, Catalan, Czech, German, Greek, Spanish, French, Hebrew, Croatian, Magyar, Italian, Japanese, Korean, Latvian, Dutch, Polish, Portuguese, Russian, Swedish, Slovenian, Slovak, Turkish, Ukrainian
Upgrade/Provisioning	Firmware upgrade via FTP/TFTP/FTPS/HTTP/HTTPS, mass provisioning using GDMS/TR069 or AES encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter Input: 100-240VAC; Output:+5VDC, 1A (5W) 1500mAh lithium-ion battery, standby time 120h, talk time 6h (laboratory data)
Physical	Handset dimensions: 135.00 x 49.00 x 15.5mm Charger cradle dimensions: 85.00 x 85.00 x 25.8mm Handset weight (not including battery): 82g Handset package weight (not including QIG): 389g
Temperature and Humidity	Operating Temperature: 0ºC to 45ºC; Operating Humidity: 10-90% (non-condensing) Storage Temperature: -20ºC to 60ºC; Storage Humidity: 10-90% (non-condensing)
Package Contents	WP816 phone, Type-C power adapter, charger base, belt clip, 1 lithium-ion battery, M3 screw, wall bracket, quick installation guide
Compliance	FCC, CE, RCM, IC

WP816 Technical Specifications

- **WP826**

Protocol/Standards	SIP RFC3261, DNS (A record, SRV, NATPR), DHCP, SSH, NTP, STUN, LDAP, TR069, SNMP, STRP, RTP/RTCP, RTCP-XR, TFTP, SIMPLE, HTTP/HTTPS, TCP, UDP, TLS, ARP, ICMP, IPv4, IPv6, 802.1x
Voice Codecs and Capabilities	G.729A/B, G.711μ/a-law, G.726, G.722(wide-band), G.723, iLBC, Opus, in- band and out-of-band DTMF (in audio, RFC2833, SIP INFO), VAD, AEC, CNG, PLC, AGC, AJB, Headset Noise Shield
Wi-Fi	Yes, integrated dual-band Wi-Fi 6 802.11 a/b/g/n/ac/ax (2.4GHz & 5GHz). 802.11k/r/v Supported
Wi-Fi Encryption	Supports WEP, WPA, WPA2, WPA3 (personal)
Graphic	2.4 inch (240x320) color LCD, 1 * Dual color MWI
Bluetooth	Yes, integrated
Peripherals	3 soft keys, navigation keys, confirm key, dial key, hang up key, speaker key, quick access and mute key, backlight DTMF keyboard, volume keys, Push-to-Talk key, accelerometer, proximity sensor

Push-to-Talk	Customizable function button for alarm and paging
Auxiliary Ports	3.5mm headphone interface (CTIA cable sequence), Type-C charging interface (supports fast charging)
Telephony	Hold, transfer, forward, 3-way audio conference, call park, downloadable phonebook (XML, LDAP, up to 1000 items), call waiting, call log (up to 200 records), auto answer, click to dial, flexible dial plan, personalized music ringtones, server redundancy and fail-over, push-to-talk
Wall Installation	Base supports wall installation
Security	Ordinary user and administrator level passwords based on MD5 and MD5 sess authentication, SIP authentication algorithms based on SHA-256, SHA-256 sess, SHA-512-256, SHA-512-256 sess, md5 sess. AES security profile, SRTP, TLS call encryption, 802.1x media access control
HD Audio	The earpiece is broadband audio, and the speaker is narrowband audio, supporting HAC and dual Mic.
QoS	Supports Layer 3 QoS (Tos, DiffServ, MPLS, DSCP)
Multi-language	Simplified Chinese, Traditional Chinese, English, Arabic, Catalan, Czech, German, Greek, Spanish, French, Hebrew, Croatian, Magyar, Italian, Japanese, Korean, Latvian, Dutch, Polish, Portuguese, Russian, Swedish, Slovenian, Slovak, Turkish, Ukrainian
Upgrade/Provisioning	Firmware upgrade via FTP/FTPS/TFTP/HTTP/HTTPS, mass provisioning using GDMS/TR069 or AES encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter Input: 100-240VAC; Output:+5VDC, 2A (10W) 3000mAh lithium-ion battery, standby time 240h, talk time 12h (laboratory data)
Physical	Handset dimensions: 135.00 x 49.00 x 15.5mm Charger cradle dimensions: 85.00 x 85.00 x 25.8mm Handset weight (not including battery): 82g Handset package weight (not including QIG): 389g
Temperature and Humidity	Operating Temperature: 0ºC to 45ºC; Operating Humidity: 10-90% (non-condensing) Storage Temperature: -20ºC to 60ºC; Storage Humidity: 10-90% (non-condensing)
Package Contents	WP816 phone, Type-C power adapter, charger base, belt clip, 1 lithium-ion battery, M3 screw, wall bracket, quick installation guide
Compliance	FCC, CE, RCM, IC

WP826 Technical Specifications

- **WP836**

Protocol/Standards	SIP RFC3261, DNS (A record, SRV, NATPR), DHCP, SSH, NTP, STUN, LDAP, TR069, SRTP, RTP/RTCP, RTCP-XR, TFTP, SIMPLE, HTTP/HTTPS, TCP, UDP, TLS, ARP, ICMP, IPv4, IPv6, 802.1x
Voice Codecs and Capabilities	G.729A/B, G.711μ/a-law, G.726, G.722(wide-band), G.723, iLBC, Opus, in- band and out-of-band DTMF (in audio, RFC2833, SIP INFO), VAD, AEC, CNG, PLC, AGC, AJB, Noise Shield
Wi-Fi	Yes, integrated dual-band Wi-Fi 6 802.11 a/b/g/n/ac/ax (2.4GHz & 5GHz). 802.11k/r/v Supported, 2T2R Supported

Wi-Fi Encryption	Supports WEP, WPA, WPA2, WPA3 (personal)
Graphic	2.8 inch (240x320) color LCD, 1 * Dual color MWI
Bluetooth	Yes, integrated
Peripherals	3 soft keys, navigation keys, confirm key, dial key, hang up key, speaker key, quick access and mute key, backlight DTMF keyboard, volume keys, Push-to-Talk key, accelerometer, proximity senso
Push-to-Talk	Customizable function buttons such as Alarm and Paging
Auxiliary Ports	Type-C charging interface (supports fast charging)
Telephony	Hold, transfer, forward, 4-way audio conference, call park, downloadable phonebook (XML, LDAP, up to 1000 items), call waiting, call log (up to 200 records), auto answer, click to dial, flexible dial plan, personalized music ringtones, server redundancy and fail-over, push-to-talk
Wall Installation	Base supports wall installation
Security	Ordinary user and administrator level passwords based on SHA-256 and SHA-256 sess authentication, SIP authentication algorithms based on SHA-256, SHA-256 sess, SHA-512-256, SHA-512-256 sess, MD5 sess. AES security profile, SRTP, TLS call encryption, 802.1x media access control.
HD Audio	The handset is broadband audio, supporting HAC and dual Mic
QoS	Supports Layer 3 QoS (Tos, DiffServ, MPLS, DSCP)
Multi-language	Simplified Chinese, Traditional Chinese, English, Arabic, Catalan, Czech, German, Greek, Spanish, French, Hebrew, Croatian, Magyar, Italian, Japanese, Korean, Latvian, Dutch, Polish, Portuguese, Russian, Swedish, Slovenian, Slovak, Turkish, Ukrainia
Upgrade/Provisioning	Firmware upgrade via FTP/FTPS/TFTP/HTTP/HTTPS, mass provisioning using GDMS/TR069 or AES encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter Input: 100-240VAC; Output:+5VDC, 2A (10W) 3000mAh lithium-ion battery, standby time 240h, talk time 10h (laboratory data)
Physical	Handset dimensions: 155 x 62 x 19mm Charger cradle dimensions: 95 x 95 x 30.5mm Handset weight (not including battery): 158g Handset package weight (not including QIG): 616g
Weatherproof	IP67 Rated -Water-proof, dust-proof, cleaning chemical resistant, antibacterial casing and 2.0m drop safe
Temperature and Humidity	Operating Temperature: 0ºC to 45ºC; Operating Humidity: 10-90% (non-condensing) Storage Temperature: -20ºC to 60ºC; Storage Humidity: 10-90% (non-condensing)
Package Contents	WP836 phone, Type-C power adapter, charger base, belt clip, 1 lithium-ion battery, M3 screw, wall bracket, quick installation guide
Compliance	FCC, CE, RCM, IC

WP836 Technical Specifications

GETTING STARTED

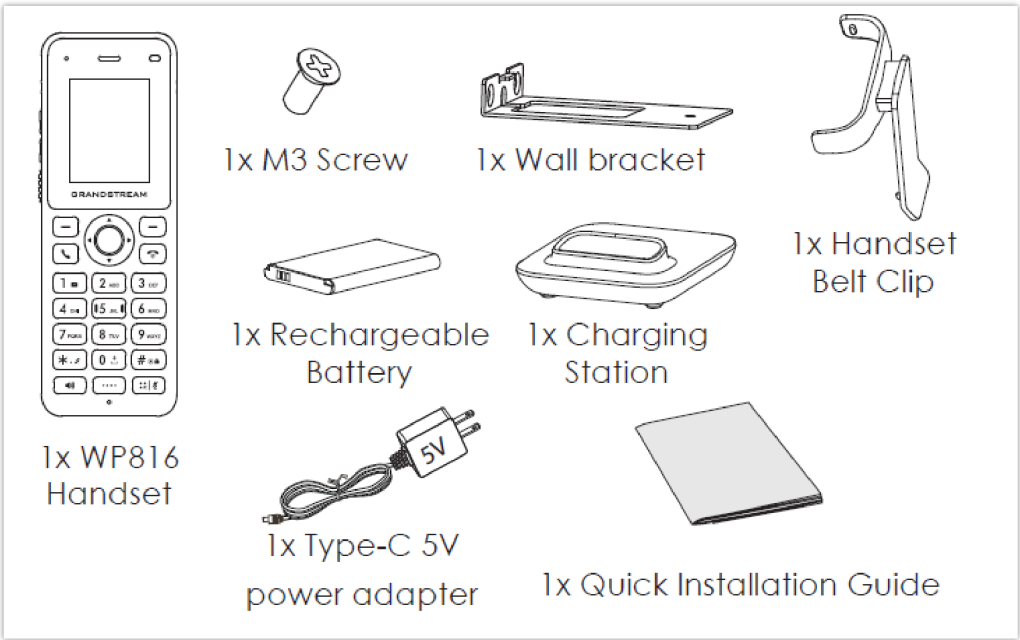
This chapter provides basic installation instructions including the list of the packaging contents and also information for obtaining the best performance with the WP8x6

Equipment Packaging

- **WP816**

WP816
• 1x WP816 Handset • 1x Type-C 5V power adapter • 1x Rechargeable Battery • 1x M3 Screw • 1x Wall bracket • 1x Charging Station • 1x Handset Belt Clip • 1x Quick Installation Guide

WP816 Equipment Packaging

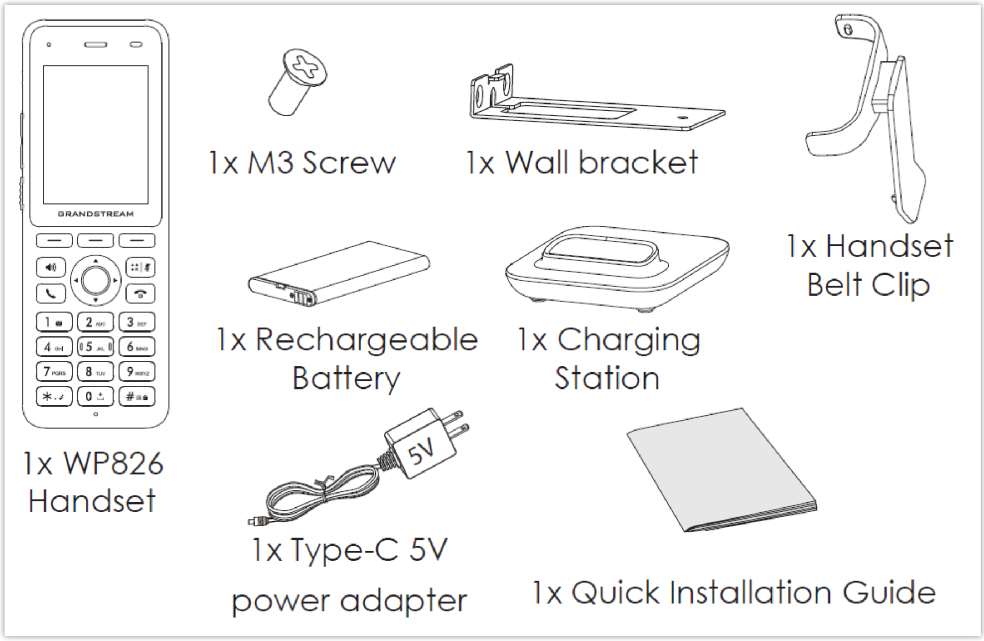


WP816 Package Content

- **WP826**

WP826
• 1x WP826 Handset • 1x Type-C 5V power adapter • 1x Rechargeable Battery • 1x M3 Screw • 1x Wall bracket • 1x Charging Station • 1x Handset Belt Clip • 1x Quick Installation Guide

WP826 Equipment Packaging

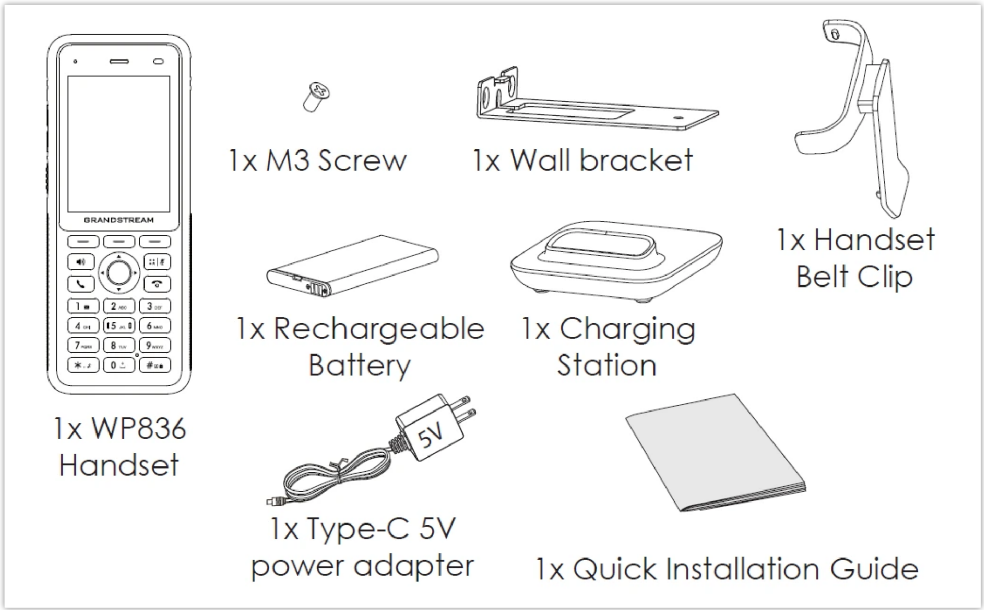


WP826 Package Content

- **WP836**

WP836
• 1x WP836 Handset • 1x Type-C 5V power adapter • 1x Rechargeable Battery • 1x M3 Screw • 1x Wall bracket • 1x Charging Station • 1x Handset Belt Clip • 1x Quick Installation Guide

WP836 Equipment Packaging



WP836 Package Content

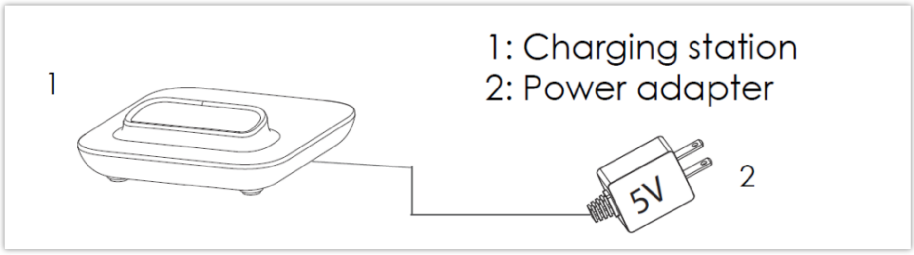
Important

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

Setting up the Phone

Charging Station

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



Charging Station

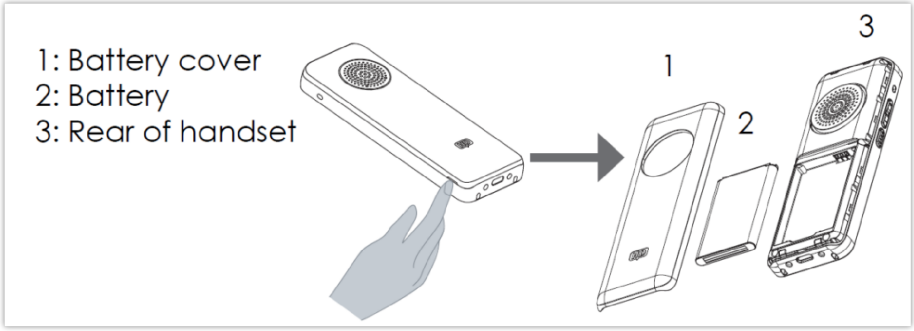
Handset

Please refer to the following steps to setup your WP8x6 phone:

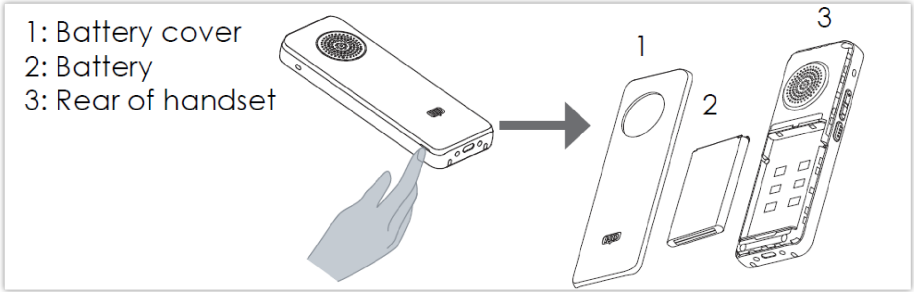
1. Open the battery cover from the opening port. Remove the battery door for WP836.
2. Insert the battery with the electrodes in the top right corner for WP816, and top left corner for WP826/WP836.
3. Close the battery cover, after inserting the battery door for WP836.

Note

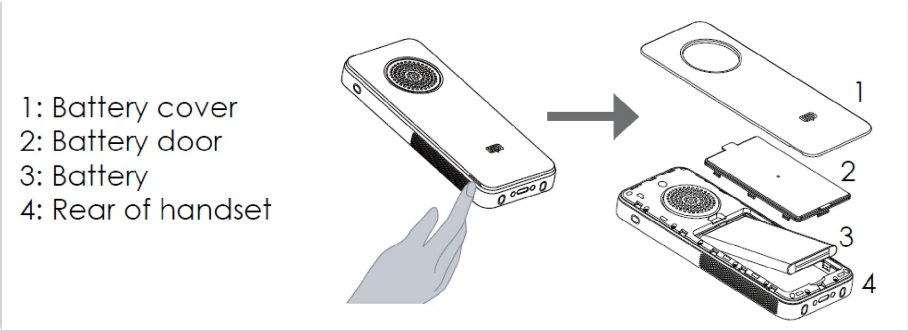
Please charge the battery fully before using the handset for the first time. (For more information about the battery, please refer to **Battery Information**.



WP816 Handset Setup



WP826 Handset Setup



WP836 Handset Setup

Battery Information

WP816

- **Technology:** Rechargeable Li-ion Battery
- **Capacity:** 1500mAh
- **Standby time:** up to 120 hours (laboratory data)
- **Talk time:** up to 6 hours of active talk time (laboratory data)

WP826

- **Technology:** Rechargeable Li-ion Battery
- **Capacity:** 3000mAh
- **Standby time:** up to 240 hours (laboratory data)
- **Talk time:** up to 12 hours of active talk time (laboratory data)

WP836

- **Technology:** Rechargeable Li-ion Battery
- **Capacity:** 3000mAh
- **Standby time:** up to 240 hours (laboratory data)
- **Talk time:** up to 10 hours of active talk time (laboratory data)

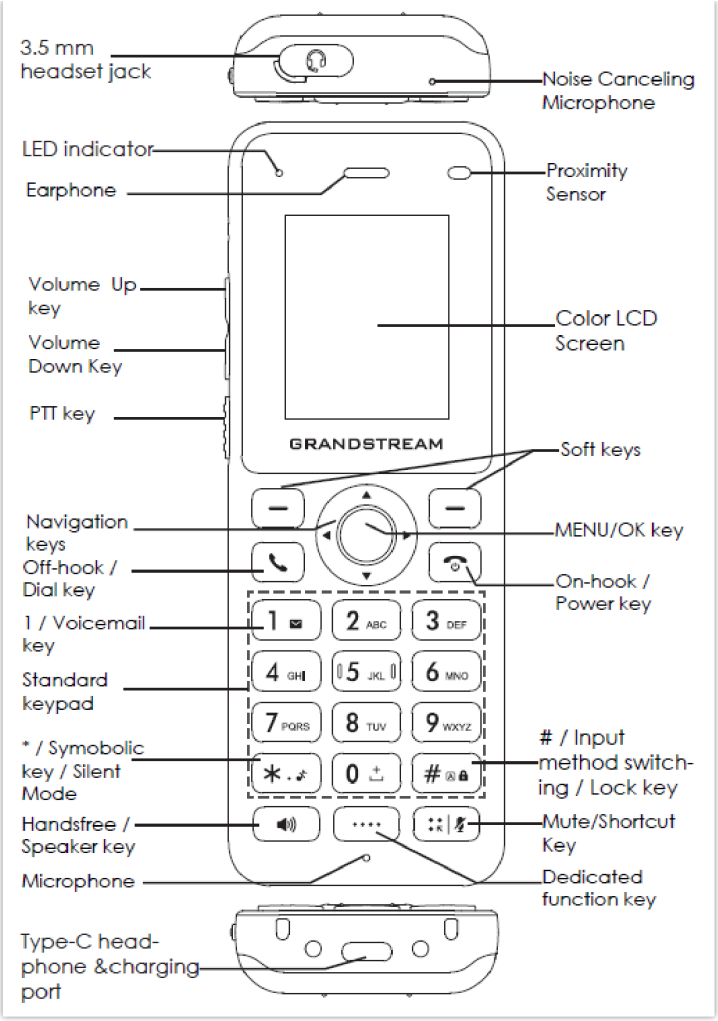
To get the best performance of your WP8x6, we recommend using the original battery provided in the package. The specifications may differ depending on the age and capacity of the battery used.

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

Handset Keys Description

The WP8x6 Wireless IP phone enhances communication and combines usability and scalability in industries such as warehousing, catering, and retail as well as in factory settings. The following screenshot describes the handset LCD screen and the main hardware components.

- **WP816**



WP816 Description

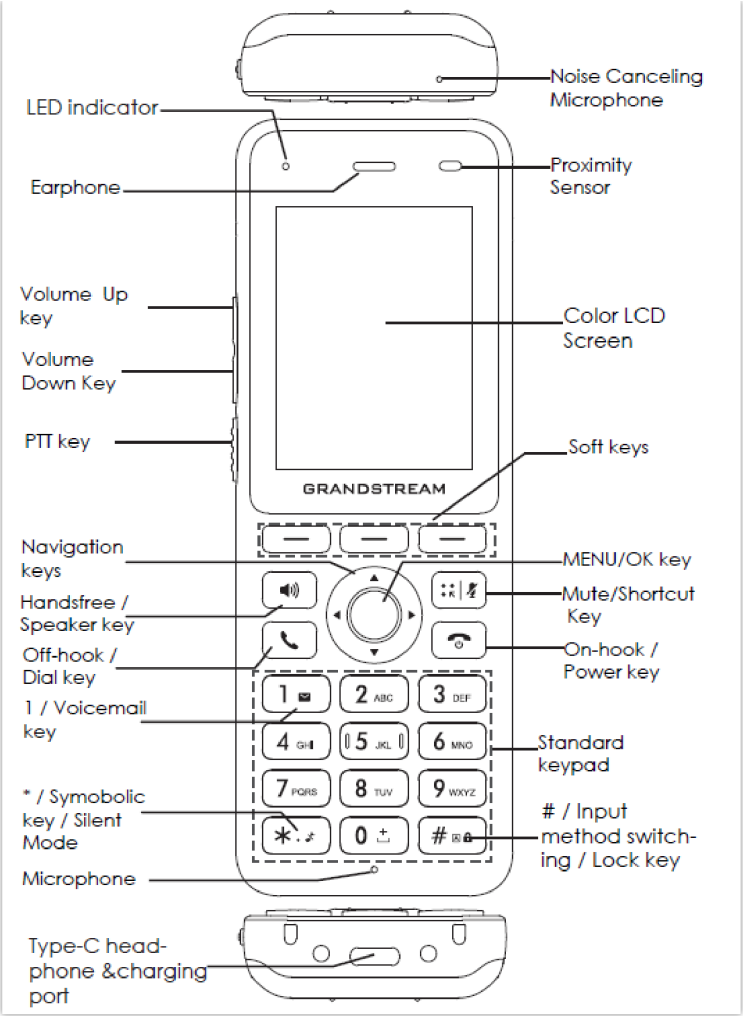
The following table describes the WP816 keypad keys.

Key	Description
3.5 mm headset jack	This port allows you to connect headphones or external speakers to the phone for audio output.
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 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.
*** / Symobolic 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
Type-C headphone &charging port	This port serves a dual purpose, allowing you to connect Type-C headphones for audio output and charging the phone using a compatible Type-C cable.
Dedicated function key	This button is 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.
# / 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 keyboards types)
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.
Softkeys	Correspond to functions displayed on the LCD. These functions change depending on the current context.
Color LCD Screen	1.77 inch (128x160) IPS color LCD screen
Proximity sensor	The proximity sensor detects 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.

WP816 keypad keys Description

- **WP826**



WP826 Description

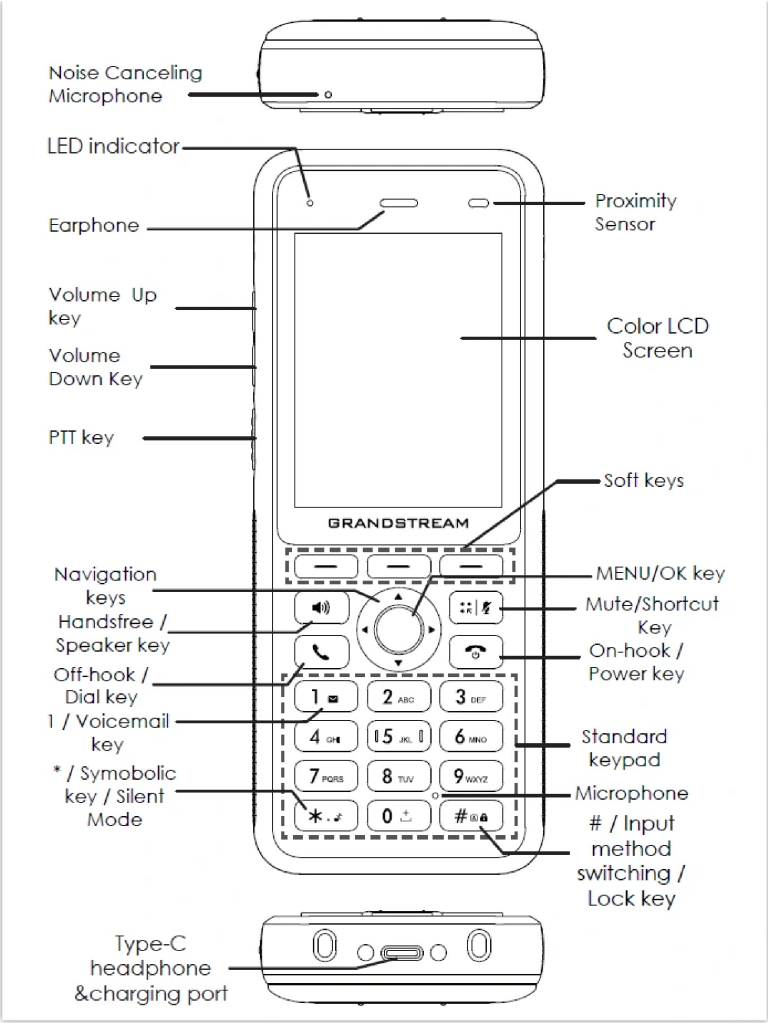
The following table describes the WP826 keypad keys.

Key	Description
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 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.

*** / Symobolic 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
Type-C headphone &charging port	This port serves a dual purpose, allowing you to connect Type-C headphones for audio output and charging the phone using a compatible Type-C cable.
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.
# / 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 keyboards types)
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.
Softkeys	Correspond to functions displayed on the LCD. These functions change depending on the current context.
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 keypad keys

- **WP836**



WP836 Description

The following table describes the WP836 keypad keys.

Key	Description
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 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.

*** / Symobolic 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
Type-C headphone &charging port	This port serves a dual purpose, allowing you to connect Type-C headphones for audio output and charging the phone using a compatible Type-C cable.
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.
# / 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 keyboards types)
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.
Softkeys	Correspond to functions displayed on the LCD. These functions change depending on the current context.
Color LCD Screen	2.8 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.

WP836 Keypad Keys

Icons Description

The following table contains a description of each icon that might be displayed on the screen of the WP8x6.

	**Battery status** Charging
	**Wi-Fi connected on 5G band**
	**Wi-Fi connected on 2.4G band**

	Wi-Fi signal status for threshold alarm
	Outgoing Call notification
	Missed Call notification
	Rejected Call notification
	Incoming Call notification
	Auto-Answer feature enabled icon
	Mute enabled icon
	Silent mode enabled icon
	Warning icon
	DND enabled icon
	Bluetooth enabled icon
	Bluetooth connected icon
	Call connected through Bluetooth icon
	Call Forward Enabled
	Call on HD quality icon
	Call on Noise Shield
	Call on AI Noise Reduction
	Call on both Noise Shield and AI Noise Reduction
	Call in Recording Mode

	Contacts
	Instant Messages
	Call History
	Voice Mail
	Settings
	Status

Icons Description

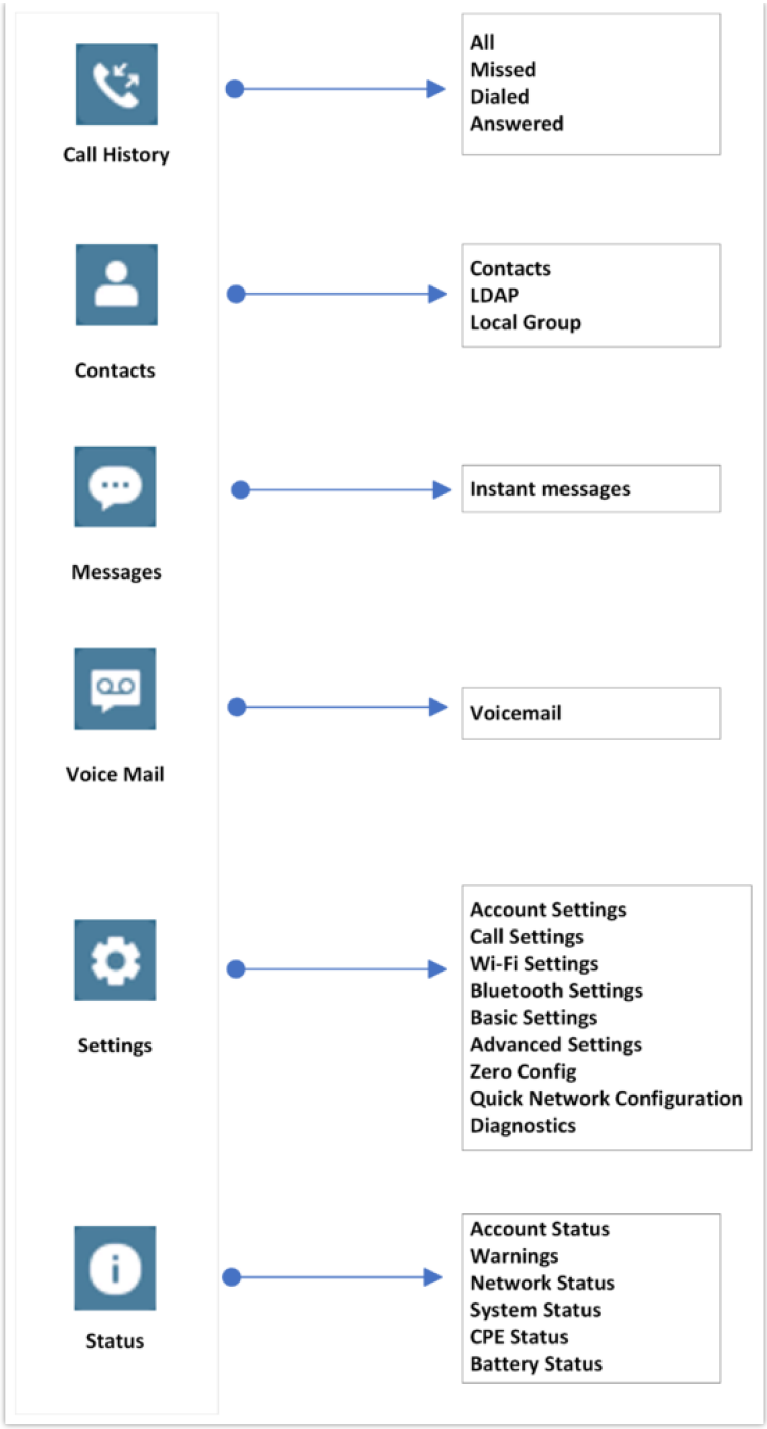
LED Status

Red Fast Flashing	Upgrading
Green Slow Flashing	Incoming call
Green Solid	Charging (full)
Red Slow Flashing	Missed call (s) New voicemail (s) New SIP Message (s)
Red Solid	Network disconnected
LED OFF	Normal

WP8x6 LED Status

Handset Menu

The handset has an easy-to-use menu structure. Every menu opens a list of options. To open the main menu, unlock the handset first and press "Menu" (softkey in the middle). Press the 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 the **Power** key at any time to cancel and return to standby mode.



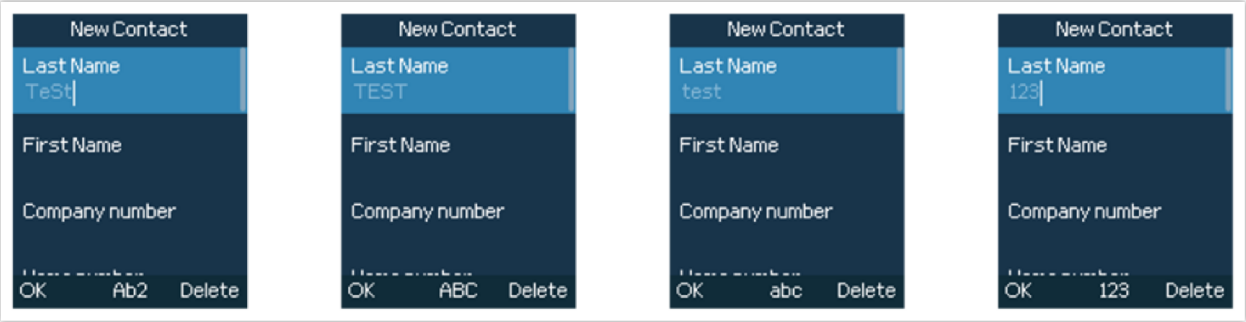
Menu Structure

Call History	Display the call history: **Missed Calls, Answered Calls, Dialed Calls** or **All Calls**. You can save dialed numbers on the call log to your contacts.
Contacts	Display the list of the registered contacts and also the LDAP contacts and the local group contacts, with the ability of searching, adding or editing the entries and also deleting the selected contacts.
Messages	With message, you can send a message by pressing "**New** ", then write a message of up to 200 characters to another device or check the received ones.
Voice Mail	This option alows to view the recieved voicemails with both categories, Normal and Urgent , of both accounts of the WP phone. **Note**: Voicemail ID needs to be configured, otherwise, "select" softkeys will open configuration settings.
Settings	● **Account Settings**: Configure/View SIP accounts settings and account ringtone. ● **Call settings:** Configure the account auto answer, call forward, DND and call waiting settings.

	• **Basic Settings:** Configure the basic settings including voice settings, display settings, Gestures and button customization, language settings and date/time settings. • **Adv. Settings:** Configure the advanced settings including system upgrade, PTT/Paging settings, Alarm setting, system security settings, syslog settings and factory reset / reboot. • **Zero Config:** This setting configurs the parameters used when adding the WP phone with GCC Fast provisioning service. • **Wi-Fi Settings:** Enables/Disables Wi-Fi service, it can also Configure the Wi-Fi connection parameters, such as the Wi-Fi band, Alarm Threshold... • **Quick Network Configuration:** Quickly set up your phone's Wi-Fi using two methods: access via mobile browser or adjust settings directly on the device for a local solution. • **Bluetooth Settings:** Configures the bluetooth pairing settings. • **Diagnostics:** Displays a set of different device and system diagnostic tools, including the LCD, LED diagnostic tests, ping and traceroute tests, as well as Sensor Data tests.
Status	• **Account status:** Displays account status whether it is registered or not. • **Warnings:** Displays the current alert messages for the phone, this can be messages about failed configuration downloads, Low Battery warning... • **Network status:** Press to enter the sub menu for MAC address, IP setting information (DHCP/Static IP), IPv4 address, IPv6 address, Subnet Mask, Gateway, DNS server, network statistics... • **System Status:** 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. • **CPE status:** CPE status includes signal strength and network connection stability indicators, such as CPE link, CPE STUN etc., it also contains a tool to run a global CPE diagnosis • **Battery Status:** includes information such as the remaining battery percentage and charging status indicator...

Handset Menu

Keypad



Keypad Modes

The WP8x6 keypad can be used by tapping on an input field. The keypad has 4 modes “Ab2”, “ABC”, “abc” and “123”. The default mode is “Ab2”.

- **“Ab2” Mode:**

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

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

”Ab3” Mode

- **“ABC” Mode:**

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

The following table describes the allowed characters for each key.

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

“ABC” Mode

- **“abc” Mode:**

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

The following table describes the allowed characters for each key.

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

“abc” Mode

- **“123” Mode:**

This mode allows you to enter digits only.

The following table describes the allowed characters for each key.

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

“123” Mode

Tips for using the keypad:

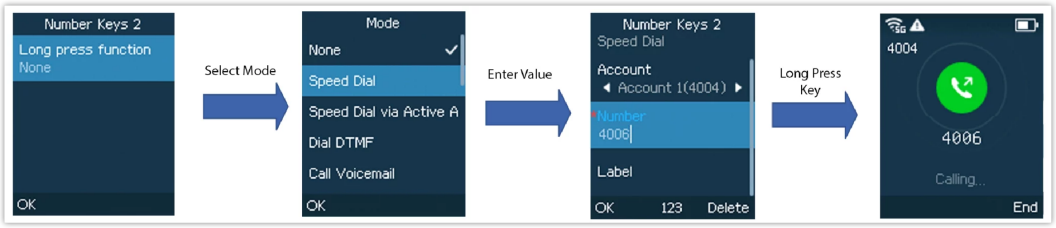
- To switch between the modes, users could press the # key.
- Press multiple times on the same key to move forward between the allowed characters.
- Use the Right/Left arrow keys to change the cursor’s position on the text entered.

- For languages that support letters with accents, the handset now supports typing letters with accents on modes “AB3”, “abc”, and “ABC”.

Numeric Keys Configuration:

Users can also leverage the **numeric keys** and assign them different functions by directly pressing the key for **3 seconds** and selecting the **Mode** and **Value**. The **supported modes** are : Speed Dial, Speed Dial via Active Account, Dial DTMF, Call Voicemail, Call Return, LDAP Search, History, INFO, Messages, DND, Redial, Open Door, Provision, HTTP Command, Send Message.

Below is an example of configuring the Number 2 key for Speed Dialing the extension 4006.



Numeric Key Configuration on WP8x6

WEB GUI ACCESS CONFIGURATION

The WP8x6 can be configured using:

- The embedded Web GUI on the handset via PC’s web browser.
- LCD Configuration Menu using the WP8x6 keypad.

> **Note**
>
> From the Web GUI, you can configure all the functions supported by the WP8x6; while via keypad menu, you can access limited configuration.

Configuration via Web Browser

The WP8x6 embedded Web server responds to HTTP/HTTPS GET/POST requests. Embedded HTML pages allow a user to configure the handset through a Web browser such as Google Chrome, or Mozilla Firefox.

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

Accessing the Web UI

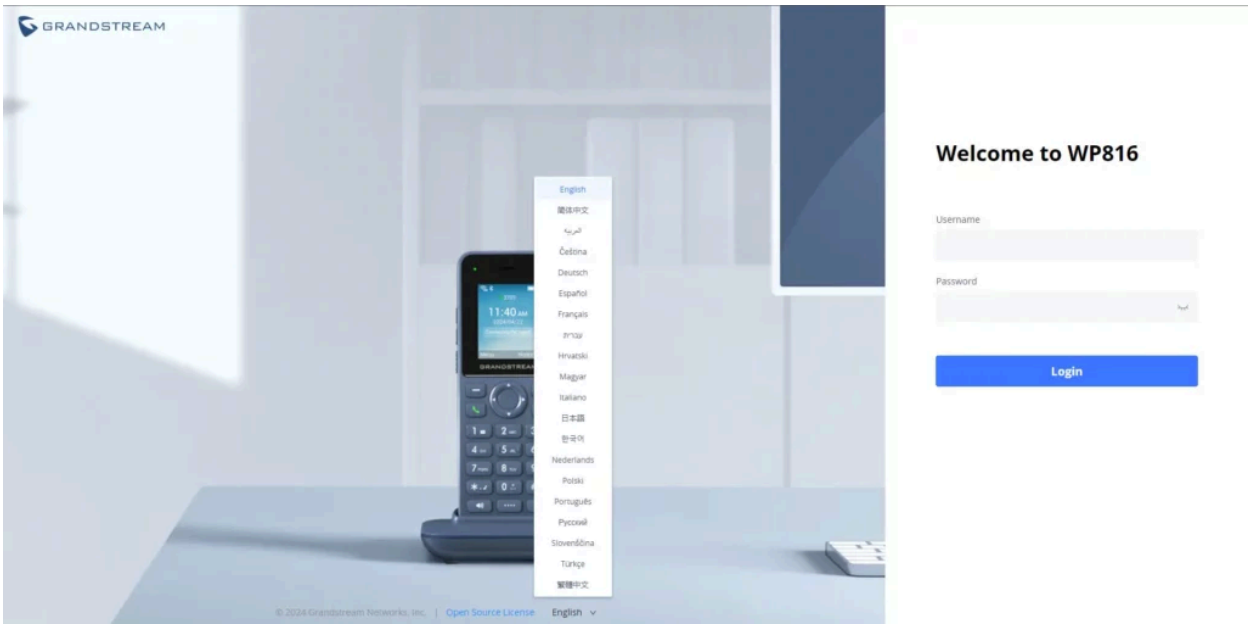
1. Connect the computer to the same network as WP8x6.
2. Make sure the handset is booted up and powered correctly.
3. You may check the IP address on the phone LCD menu **Status → Network Status.**
4. Open the Web browser on your computer and enter the WP8x6 IP address in the address bar of the browser.
5. Enter the administrator’s username and password to access the Web Configuration Menu.

> **Note**
>
> - The computer must be connected to the same sub-network as the phone. This can be easily done by connecting the computer to the same hub or switch as the phone.

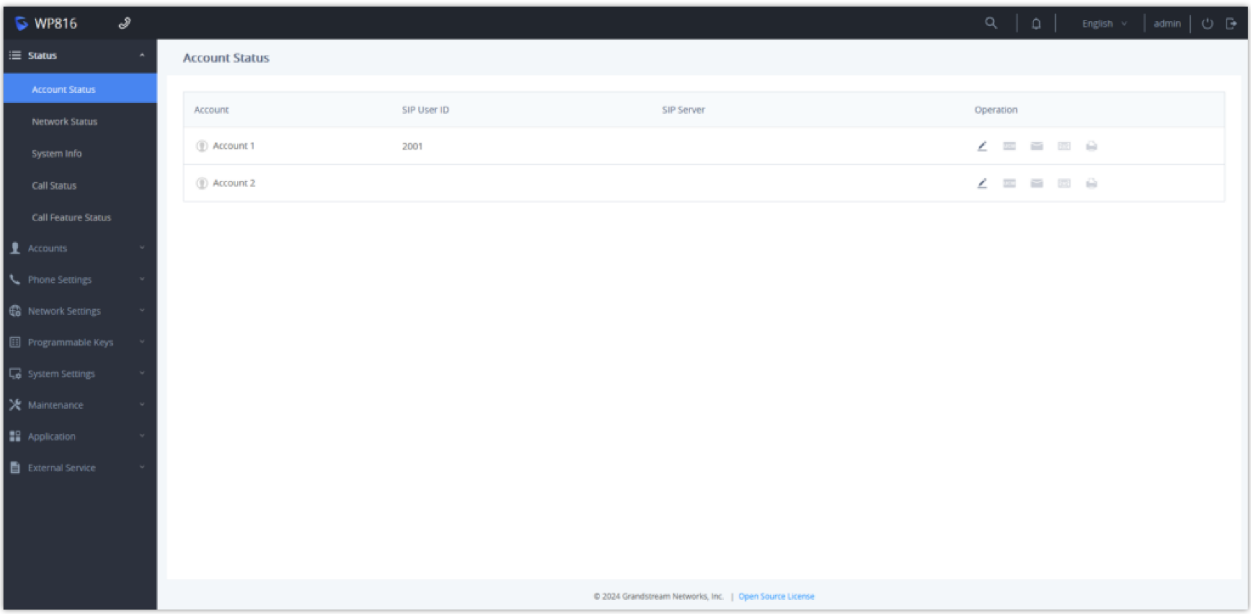
- The default administrator username is “admin”, for the password, a random code will appear on the web UI, enter this code on your phone. Once verified, you’ll proceed to change the default password.
- The default end-user username is “user” and the initial password is “123”, you will be prompted to change the user password immediately after providing the initial password. The user access is disabled by default.
- If the **‘Web Access’** parameter is set to “Disabled” under **Advanced Settings → System security,** web UI access will be disabled.

Web GUI Languages

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



Web GUI Language login page



Web GUI Language

Saving the Configuration Changes

When changing any settings, always submit them by pressing the **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

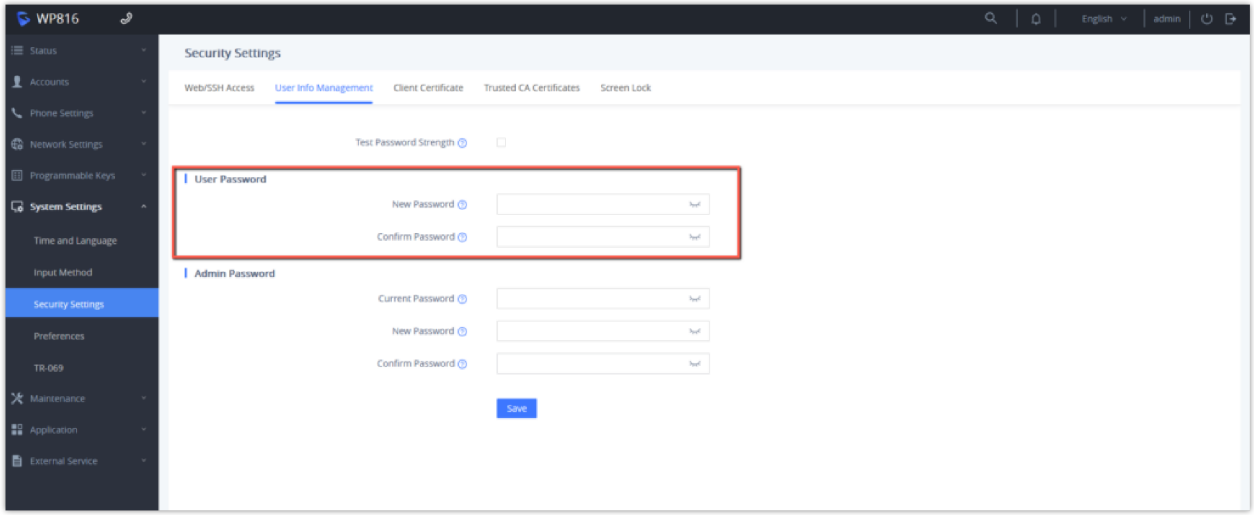
There are two default passwords for the login page:

User Level	User Name	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	Random password generated after entering a numbers combination on the keypad	All pages

Web UI Access Level

Changing User Level Password

1. Access the Web GUI of your phone using the admin's username and password.
2. Press **Login** to access your settings.
3. Go to **System Settings→ User Info Management.**
4. Locate **User Password** section:
   - Type in your new user password in the **New Password** field.
   - Type in again same entered password in the **Confirm Password** field.
5. Press the **Save** button to save your new settings.



Changing User Level Password

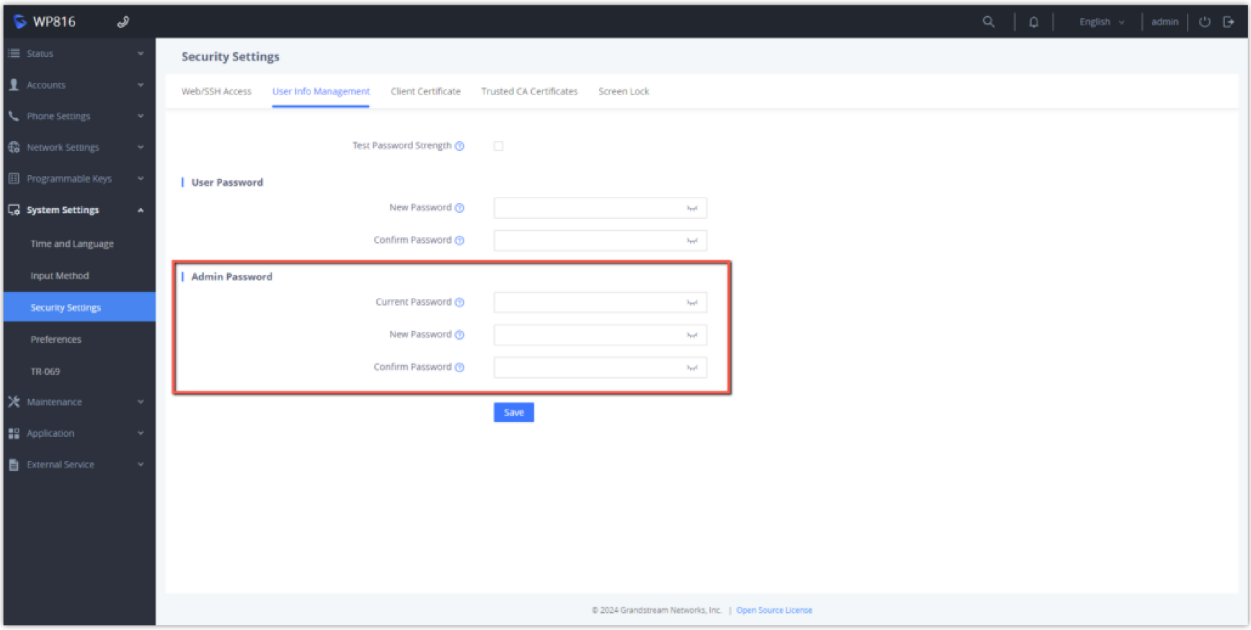
Note

- DO NOT USE the same password for both user and admin accounts.

Changing Admin Level Password

1. Access the Web GUI of your WP8x6 using the admin's username and password. (Default username and password is admin/Random Password from the sticker on the back of the unit).
2. Press **Login** to access your settings.
3. Go to **System Settings→ User Info Management**.

4. Locate **Admin Password** section:
    1. Type in the admin password in the **Current Password** field
    2. Type in your new admin password in the **New Password** field.
    3. Type in again same entered password in the **Confirm Password** field.
5. Press the **Save** button to save your new settings.



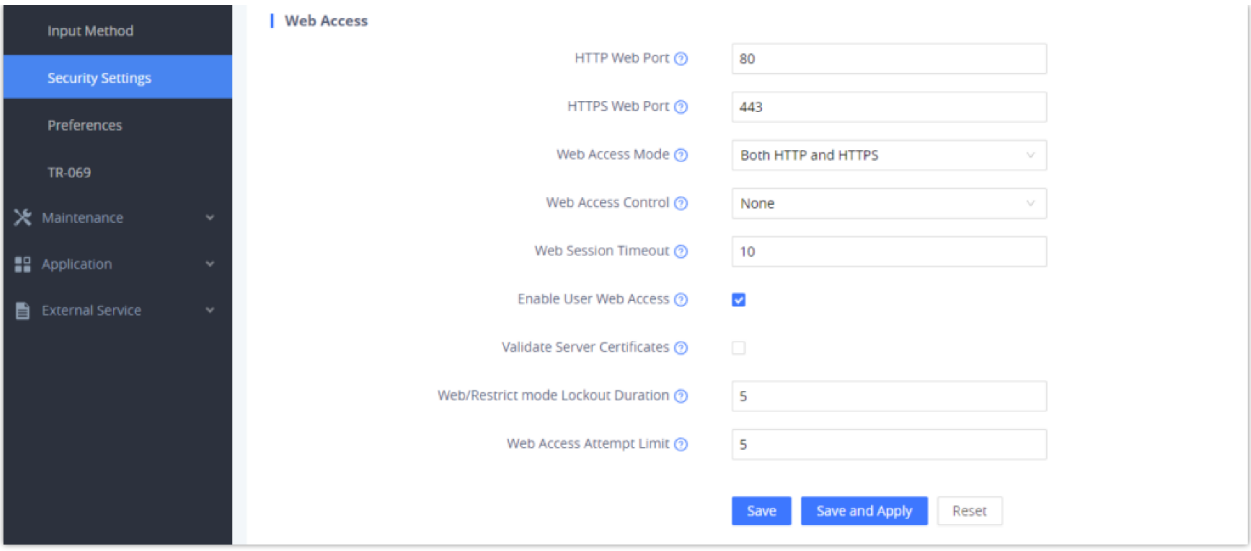
Admin Level Password

> **Important**
>
> DO NOT USE the same password for both user and admin accounts.

Changing HTTP/HTTPS Web Access Port

1. Access the Web GUI of your handset using the admin's username and password. (Default username and password are admin/random password from the sticker on the back of the unit.).
2. Press Login to access your settings.
3. Go to Security Settings → Web/SSH Access
4. In Web Access Mode, select the access method depending on the desired protocol (HTTP, HTTPS, or Both)
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** button to save your new settings.

> **Note**
>
> After modifying the connection method or port, the web GUI will be automatically logged out and redirected to the new address.

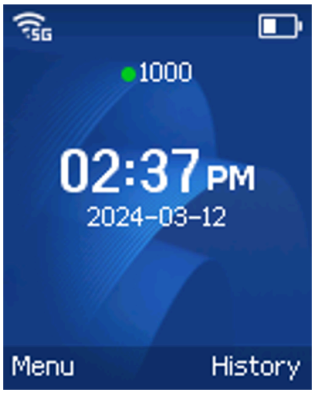


Web Access Port

BASIC OPERATIONS

Home Screen

By default, the home screen will be empty but once an account has been registered it will display its extension as shown, in the screenshot below:



Home screen pages

Turning the Handset ON/OFF

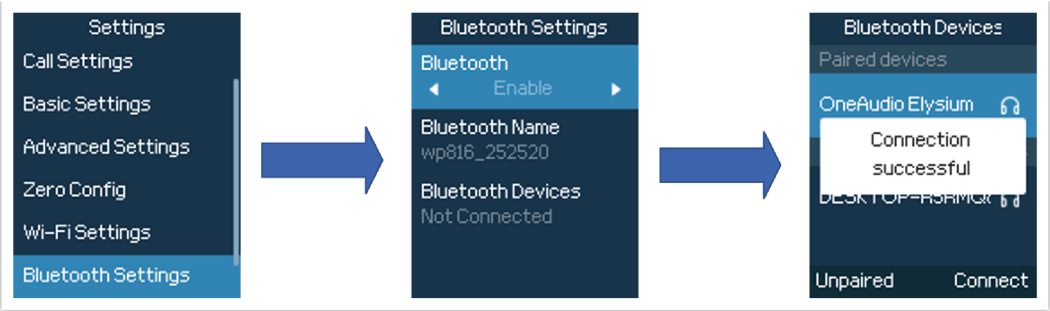
To turn ON the handset: Long press on **Power key** until the LCD screen lights up.

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 to Bluetooth

The WP8x6 supports Bluetooth. To connect the device to nearby equipment via Bluetooth, please follow the below steps:

1. Go to **Settings → Bluetooth Settings**
2. Enable Bluetooth service
3. Discover nearby Bluetooth-enabled devices, and choose the device you want to connect to, then click “Connect”
4. The WP8x6 will inform you of a successful Bluetooth pairing



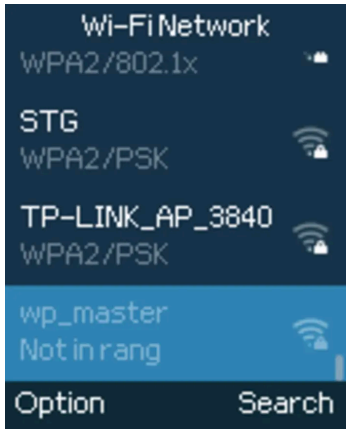
Connecting to Bluetooth

Connecting to Wi-Fi Network

Auto Connection

Go under the web interface of the "**Network Settings ➔ Wi-Fi Settings**".

For example, the user can pre-configure the WP8x6 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 setting up manually the Wi-Fi network. Also, the client could have the SSID show as "not in range by default", until the SSID is created on your access point and configured to have the following password "**wp!987@dmin**". Then the phone will automatically connect to that SSID.



WP_master not in range

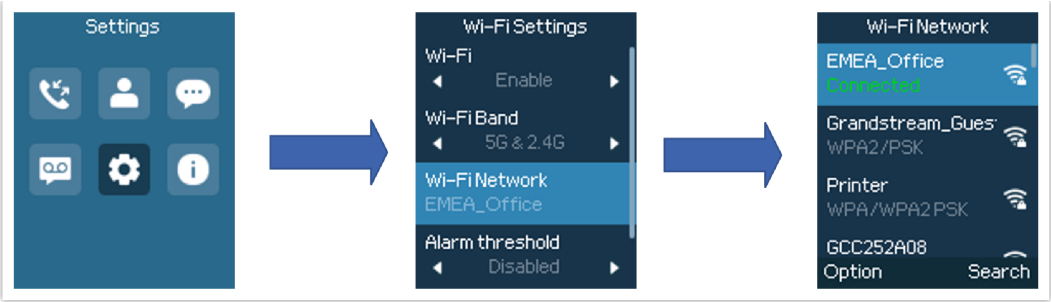
> **Note**
>
> For easy deployment, WP8x6 out of the box is preconfigured to connect to a default SSID named **wp_master** with a password (WPA/WPA2 PSK) equal to **wp!987@dmin**, users can adapt these settings from the web UI as well to make it easier for deployment on customer site.

Manual connection

The WP8x6 supports dual-band 802.11a/b/g/n/ac Wi-Fi, please refer to the following steps to connect to the Wi-Fi networks:

1. On the LCD menu, press the Menu key and navigate to **Settings → Wi-Fi Settings**.
2. Navigate to "**Wi-Fi Networks**". 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)

The handset will display a Wi-Fi icon on the main LCD menu if the connection to the Wi-Fi network is successful.



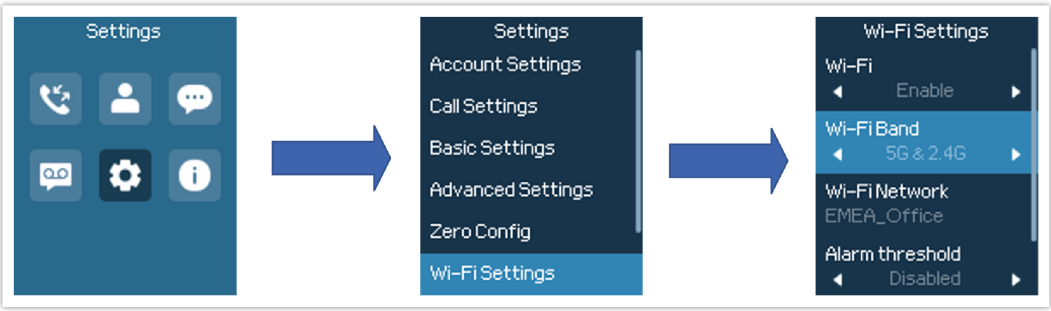
Connecting to Wi-Fi Network

Note

WP8x6 supports connection to Wi-Fi with captive portal enabled that requires additional credentials to sign up or login before it is allowed to use Wi-Fi.

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 Band Configuration

Note

Wi-Fi will restart after changing the Wi-Fi band.

Quick Network Configuration

Quickly configure your Wi-Fi network on your phone using three convenient methods:

Quick Network Configuration

- **Via Mobile Browser:** Access the router's settings page via any mobile browser by managing the router and connecting the WP8x6 to Wi-Fi for straightforward configuration.
- **Via Local Device:** Adjust Wi-Fi settings directly on the device through its settings menu, offering a simple, local solution for configuring network connections without the need for additional tools or apps.

Via Mobile Browser

You can connect the WP8x6 through your mobile browser, to do that:

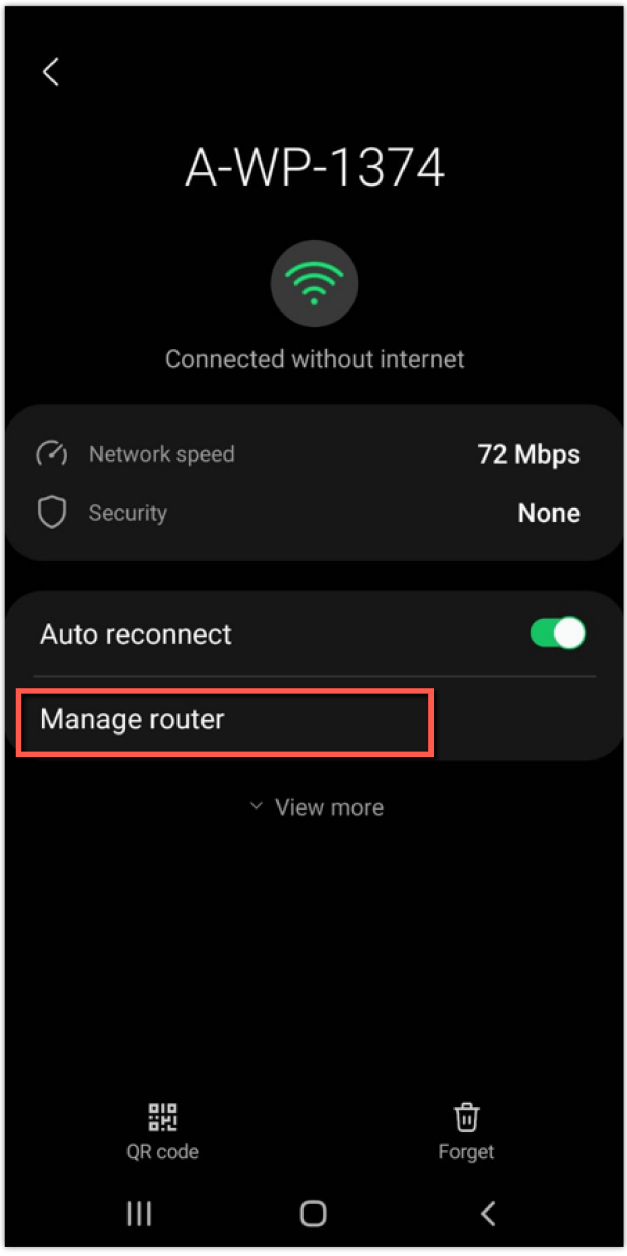
- Go Under **Settings => Quick Network Configuration => Via Mobile Browser**.
- Scan the QR code using your mobile device.

Scan QR Code

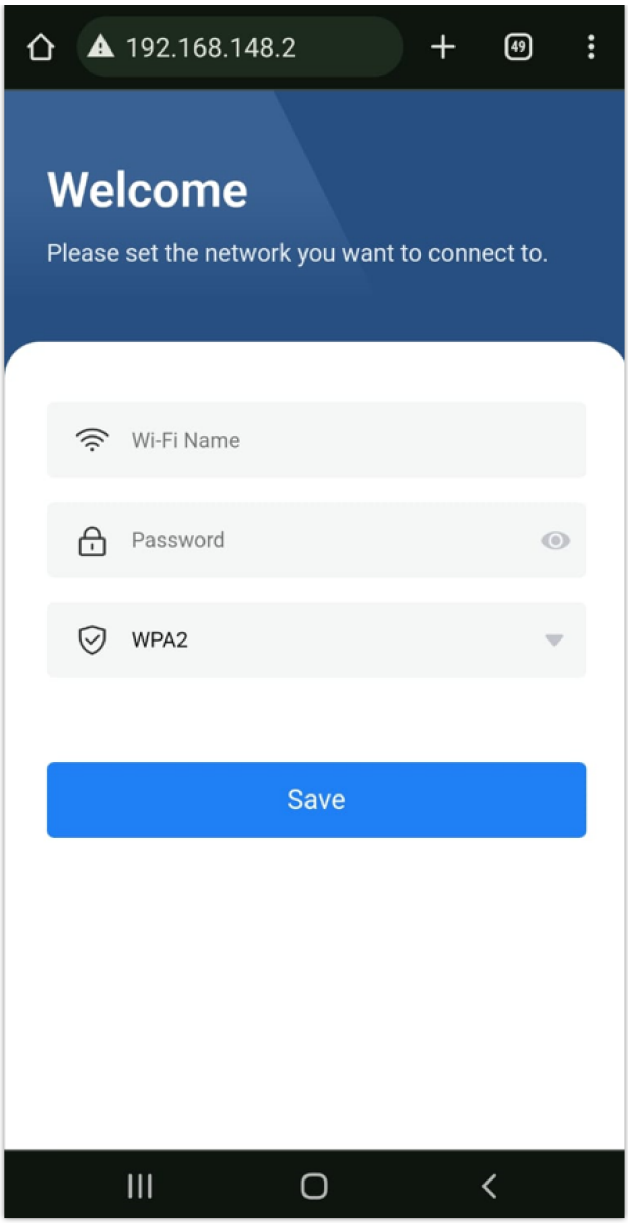
Note

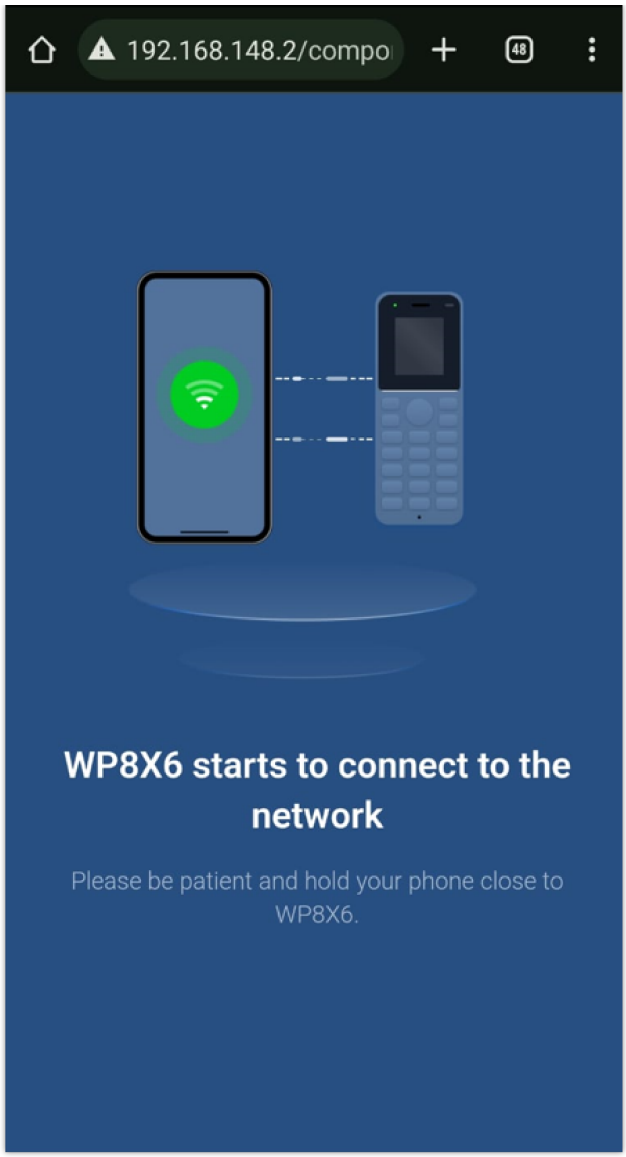
If you are unable to scan the QR code, Select the Option “can’t scan”, for the phone to display the SSID that you can connect to.

- Once scanned, it will redirect you to the page on your phone to manage router option



- From there you can connect the WP8x6 to a Wi-Fi Network. by entering the SSID name and password


192.168.148.2
49
Welcome
Please set the network you want to connect to.
Wi-Fi Name
Password
WPA2
Save



Via Local Device

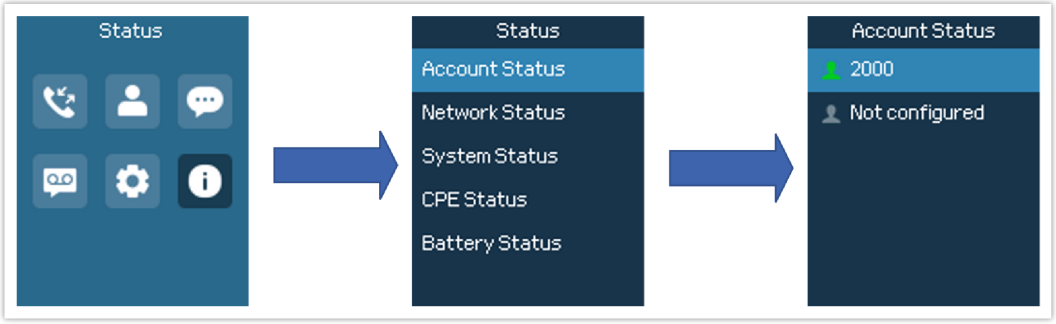
Please refer to this section of the guide for detailed local device Wi-Fi connection [***Manual connection***]

Checking Status

Account Status

To check the SIP account status, follow these steps:

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



Account Status

The following information will be displayed:

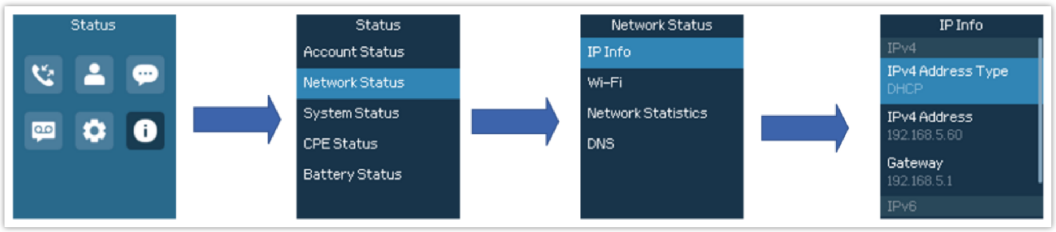
Item	Description
Account 1	Displays the information about the first account including name, number and the status of its registration.
Account 2	Displays the information about the second account including name, number and the status of its registration.
Account 3 *(WP826/WP836 Only)*	Displays the information about the third account including name, number and the status of its registration.

Account Status Description

Network Status

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

1. Press the Menu key to bring up the operation menu.
2. Use arrow keys to reach the **Status** menu and navigate to **Network Status**,
3. You have then the possibility to view different network information such as the IP info, the Network Statistics…



Network Status

Item	Description
IP Info	
IPv6 Info	
IPv4 Address Type	Displays the IPv4 address type.
IPv4 Address	Displays the IPv4 address.
Subnet mask	Displays the subnet mask address.
Gateway	Displays the IPv4 address of the router.
IPv6 Info	
IPv6 Address Type	Displays the IPv6 address type.
Wi-Fi	
SSID	Displays the SSID that the WP phone is connected to.
WAN MAC	Displays the WAN MAC address

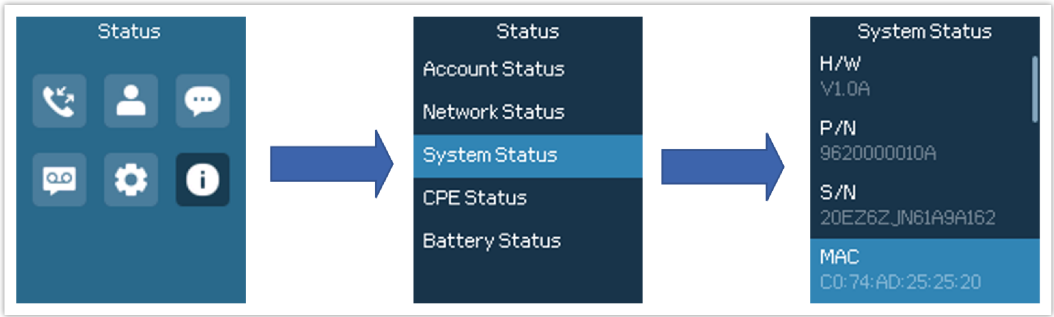
Highest Technical Standard	Displays the Highest Wi-Fi standard supported by the WP Phone
Technical Standards	Displays the Wi-Fi standards used currently
Wi-Fi Support Band	Displays the supported Wi-Fi Bands (2.4G, 5G, 2.4G&5G)
Wi-Fi Band	Displays the Wi-Fi Band supported
Channel	Displays the radio chaneel used
RSSI	RSSI stands for Received Signal Strength Indicator and represents the measurement of the power level of the received Wi-Fi signal.
Connection Speed	Shows the internet connection speed
Security Mode	Security mode refers to the type of encryption and authentication used to secure a Wi-Fi network connection.
Network Statistics	Network statistics provide data on the performance and usage of a network, including metrics like data transfer rates, packet loss, and latency, the following parameters are displayed ● TxPackets ● TxErrors ● Tx Error Rate ● Tx Dropped ● Tx Dropped Rate ● Rx Packets ● Rx Errors ● RX Error Rate ● RX Dropped ● RX Dropped Rate
DNS	Displays the primary and secondary DNS servers.

Network Info Description

System Status

To check the system info, follow these steps:

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



System Status

The following information will be displayed:

Item	Description

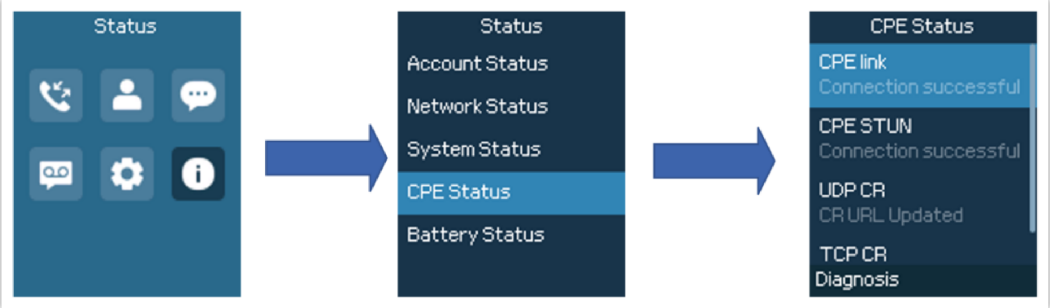
Hardware	
H/W	Displays the hardware version of the phone
P/N	Displays the Part Number.
S/N	Displays the Serial Number
MAC Address	Displays the MAC Address of the phone.
System Version	Displays the different kind so of software versions installed based on the mode: 1. Boot 2. Core 3. Prog: this is the main phone software version 4. Locale
Time	Includes information such as the system time and system timezone
IP Geographic Information	Displays information about the phone Geographic Information, this includes : the city, language, and recommended timezone

System Info Description

CPE Status

To view the CPE status, follow these steps:

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



CPE Status View

The following information will be displayed:

Item	Description
CPE link	CPE link refers to the connection between the customer premises equipment (CPE) and the network, detailing its status and performance.
CPE STUN	indicates the status of the Session Traversal Utilities for NAT (STUN) functionality on the Customer Premises Equipment, used for NAT traversal and connectivity checks in VoIP and other real-time communication protocols.
UDP CR	indicates the status of control and reporting mechanisms related to UDP (User Datagram Protocol) traffic on the Customer Premises Equipment

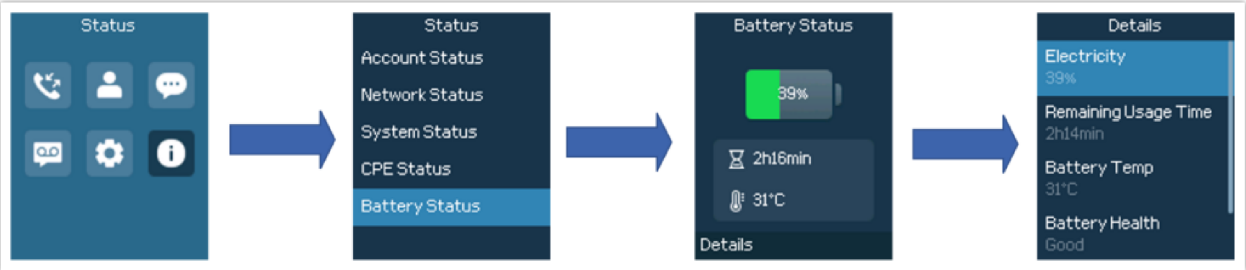
TCP CR	Indicates the status of control and reporting mechanisms related to TCP (Transmission Control Protocol) traffic on the Customer Premises Equipment.

CPE Status Table

Battery Status

This option is used to display information about the battery of the phone, to view the battery status, please follow the below steps:

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



Battery Status

The following information will be displayed:

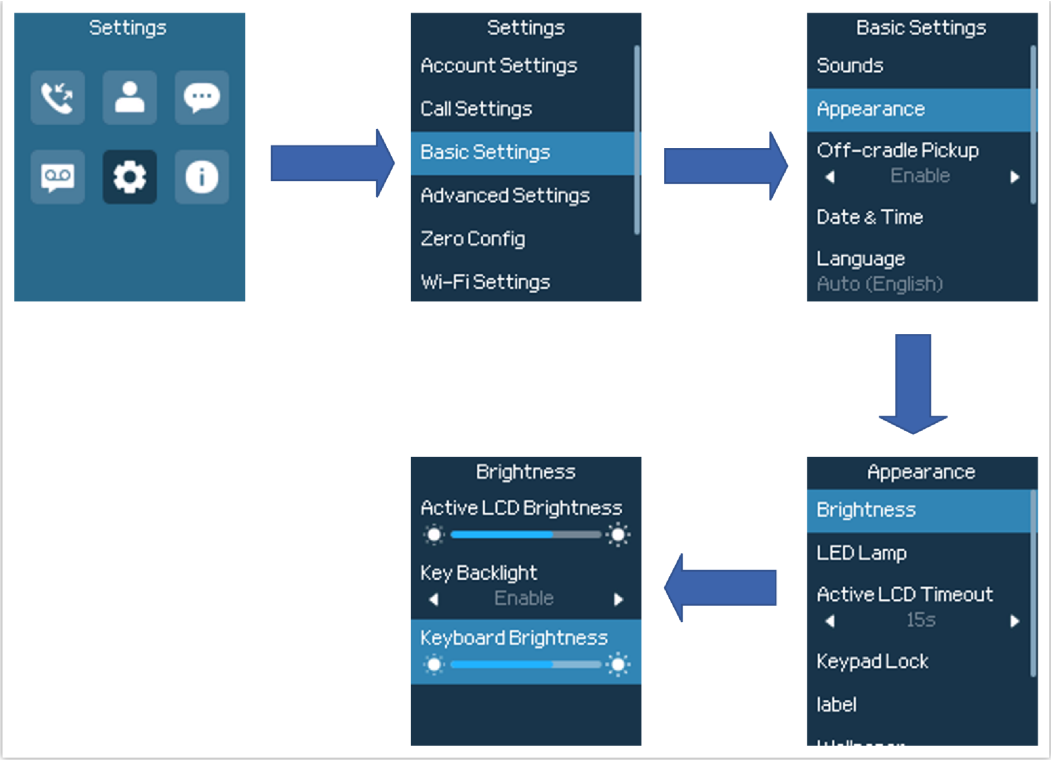
Item	Description
Electricity	Displays the battery percentage left
Remaining Usage Time	Displays the estimated remaining usage time of the phone
Battery Temp	Displays the battery temperature
Battery Health	Displays the battery health
Charge count	Refers to the number of charge cycles completed by the battery, indicating its usage history and potentially its remaining lifespan.

Battery Status Description

Configuring the Appearance Settings

Some of the important parameters that can be defined for the phone's appearance are: the screen brightness, the LCD Timeout, and the keypad backlight, we can configure them as follows

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



LCD Display Configuration

Return to Idle Screen

Press the **Power Key**  to quickly exit the menu and return to the previous page

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 to the idle screen.

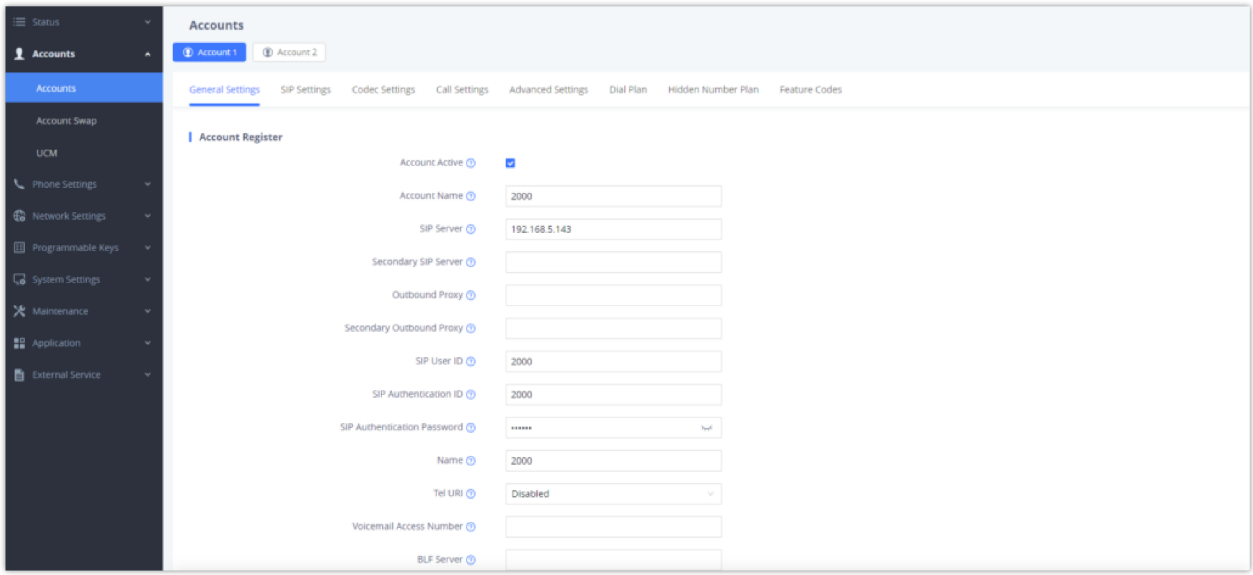
Register a SIP Account

The WP8x6 supports up to 2 SIP accounts for the WP816, and 3 SIP accounts for the WP826 and WP836, they can be configured either using the web GUI or via the keypad menu as described in the following section.

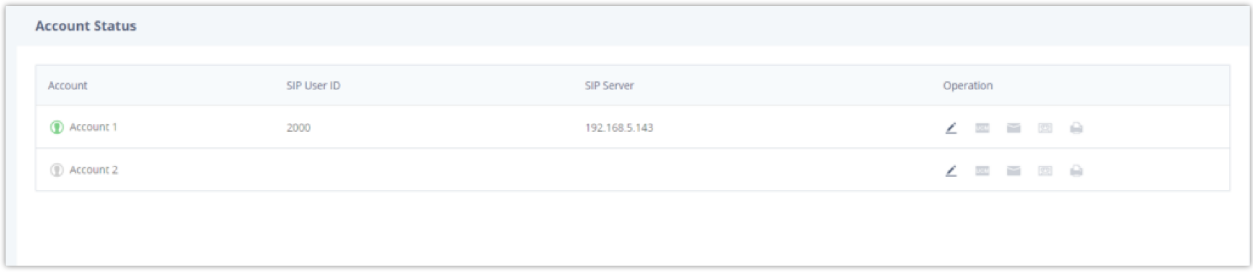
Register Account via Web User Interface

1. Access your handset 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/ Random Password from the sticker on the back of the unit).
3. Press **Login** to access your settings.
4. Go to the **Accounts** tab and select the account to configure.
5. In General Settings, set the following:
   - Account Active to Yes.
   - Account Name: Any name to identify this specific user.
   - SIP Server field with your SIP server IP address or FQDN.
   - Secondary SIP Server with your secondary SIP server IP address or FQDN. Leave empty if not available.
   - SIP User ID: User account information, provided by VoIP service provider (ITSP). Usually in the form of a digit similar to a phone number or actually a phone number.
   - Authenticate ID: SIP service subscriber authenticate ID used for authentication. Can be identical to or different from the SIP User ID.
   - **Authenticate Password**: SIP service subscriber's account password to register to the SIP server of ITSP. For security reasons, the password field will be shown as empty.
   - **Outbound Proxy** with your outbound proxy IP address or FQDN. Leave empty if not available.

6. Press **Save and Apply** to save your configuration.



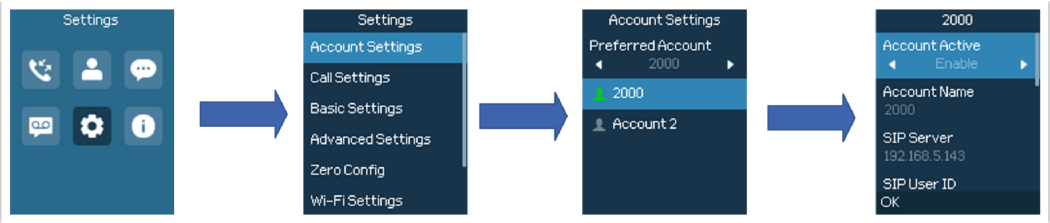
After applying your configuration, your phone will register to your SIP Server. You can verify if your device has registered with your SIP server from its web interface under **Status → Account Status** ("**Registered**" with green color when the account is correctly registered, or "**Unregistered**"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



Register Account via LCD Menu

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

1. Unlock your handset and press **Menu** to bring up the operation menu.
2. Use the arrow keys to reach **Settings** and then select the Account Settings tab.
3. Select which account you want to configure and then set the following:
   - Enable Account to "Enable".
   - Account Name: Any name to identify this specific user.
   - SIP Server field with your SIP server IP address or FQDN.
   - SIP User ID: User account information, provided by VoIP service provider (ITSP). Usually in the form of a digit similar to a phone number or actually a phone number.
   - **SIP Authenticate ID**: SIP service subscriber authenticate ID used for authentication. Can be identical to or different from the SIP User ID.
   - **SIP Authentication Password**: SIP service subscriber's account password to register to the SIP server of ITSP. For security reasons, the password field will be shown as ******.
   - **Voicemail Access Number:** The voicemail number of your account.
   - **Display Name:** The name that will be used for the caller ID name in SIP INVITE.
   - **Account Ringtone:** Choose the preferred ringtone for this account.
   - Press the **"OK"** softkey to apply the configuration



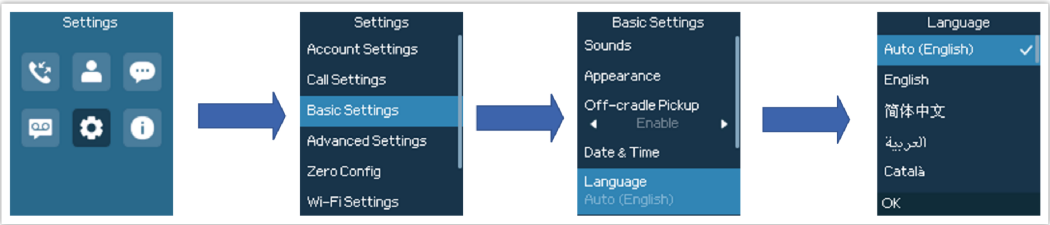
SIP Accounts Configuration

PHONE SETTINGS

Selecting Phone Language

The WP8x6 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 the operation menu.
2. Use the 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 "**OK**" and then the phone will apply the selected language.



Configuring Phone Language

Activate/Deactivate Hands-Free Mode

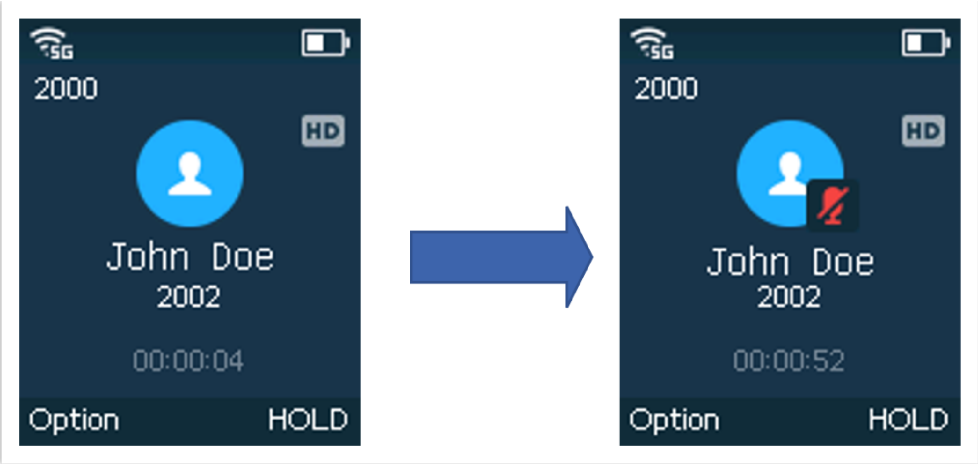
- Press the **Hands-free key**  while making a call or on the idle screen to activate hands-free mode.
- Press the **Hands-free key**  again to deactivate the hands-free function.

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 the "**Select"** button (left softkey / OK button) to switch on the microphone.

Notes:

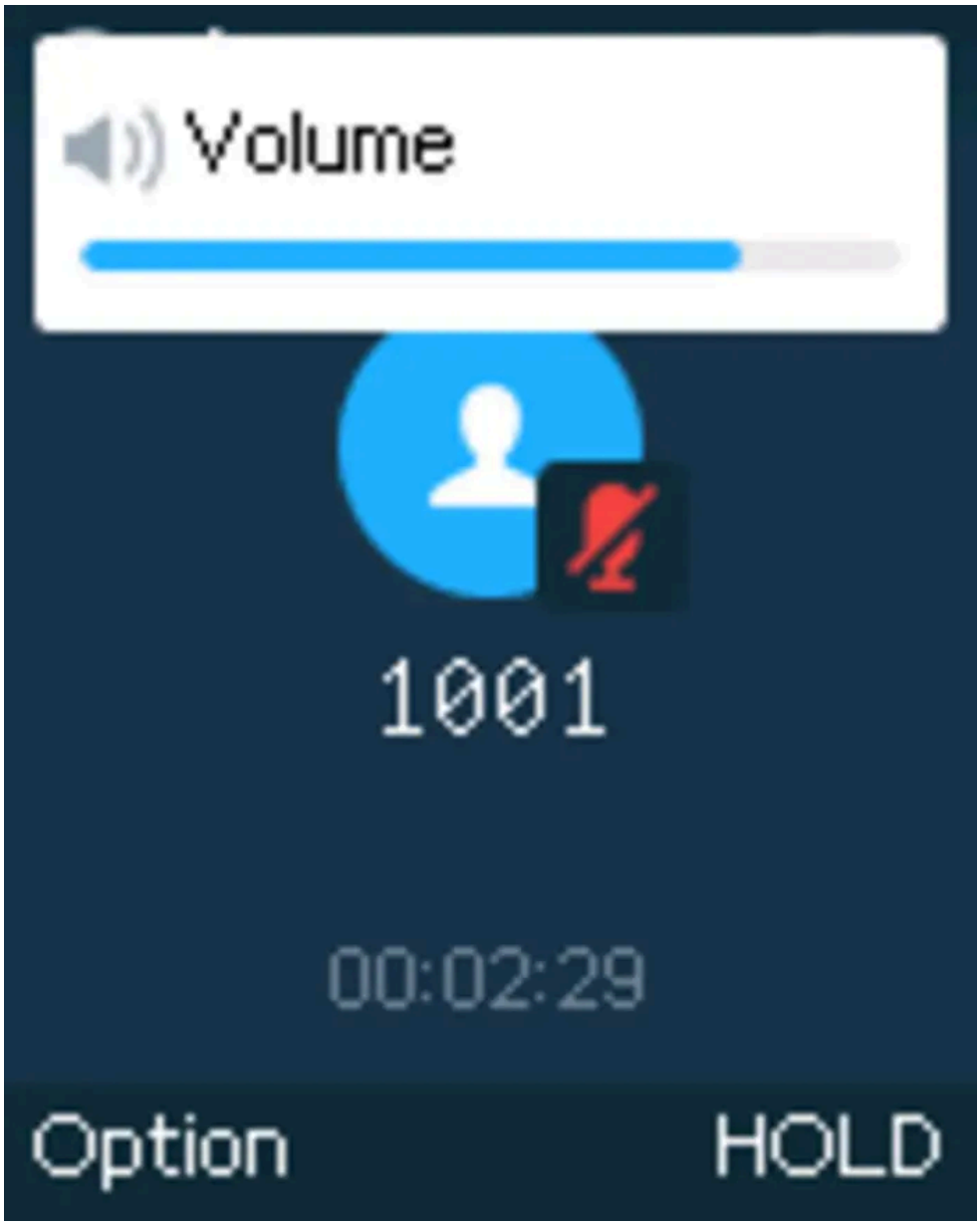
- While muted, the icon  will be displayed on the screen.
- To unmute the microphone during an established call, press the button  on the phone to switch off the microphone.



Muting the Microphone

Adjusting Speaker and Earpiece Volume

Press the 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 10 different levels. The default level is 4.



Adjust Speaker volume

Smart Noise Cancellation

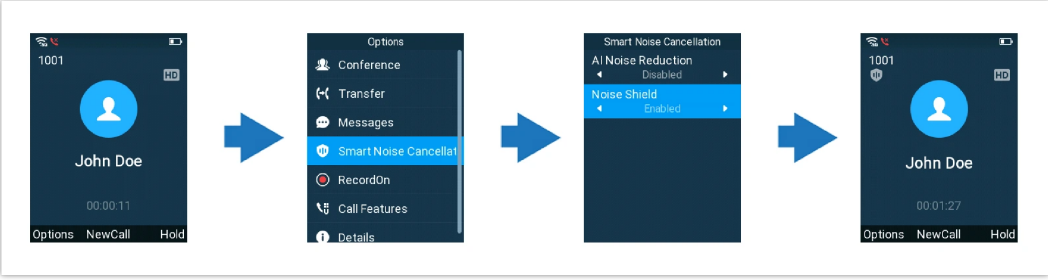
This feature could let the user configure Noise Shield Technology and AI Noise Reduction to improve the audio quality, particularly in noisy environments, by reducing background noise during calls.

Noise shield is mainly used for receivers and some earphones. It can shield sounds outside a certain range and effectively isolate voices and noise outside the range.

While **AI noise reduction** is applicable to receivers and hands-free headsets, it processes the surrounding environmental noise and can eliminate or reduce external noise, whether speaking or not.

To configure the noise shield feature during a phone call please follow the below steps:

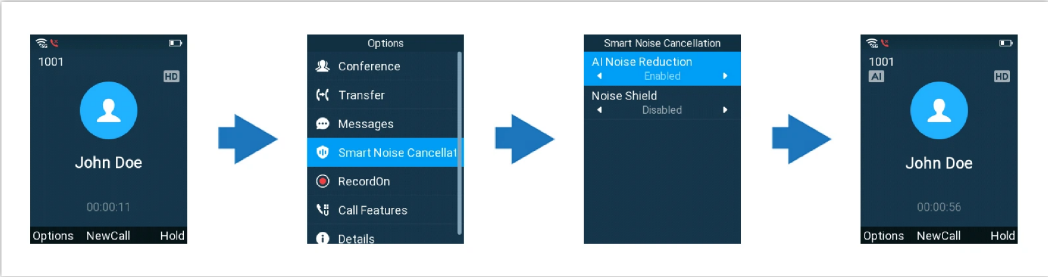
1. During the call, press the icon **"Options"**.
2. Click on "**Smart Noise Cancellation**".
3. Set **Noise Shield** "Enabled" to activate the feature.
4. An icon will appear during the call to indicate that the feature has been enabled.



Enabling Noise Shield

To enable AI Noise Reduction during a phone call please follow the below steps:

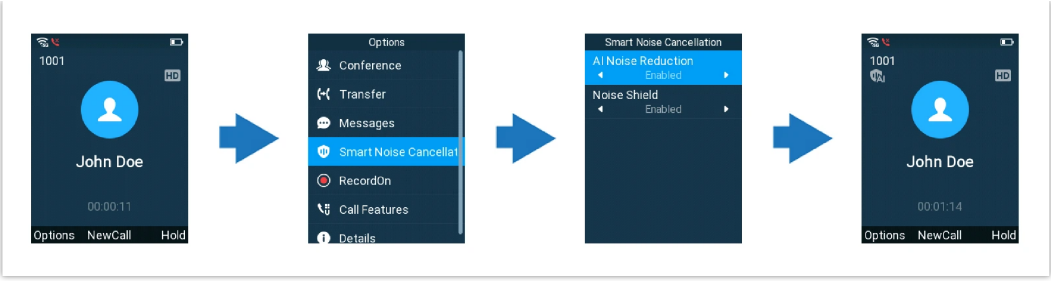
1. During the call, press the icon **"Options"**.
2. Click on "**Smart Noise Cancellation**".
3. Set **AI Noise Reduction** "Enabled" to activate the feature.
4. An icon will appear during the call to indicate that the feature has been enabled.



Enabling AI Noise Reduction

Users can also enable both Noise Shield Technology and AI Noise Reduction by following these instructions:

1. During the call, press the icon **"Options"**.
2. Click on "**Smart Noise Cancellation**".
3. Set both **AI Noise Reduction** and **Noise Shield** to "Enabled".
4. An icon will appear during the call to indicate that the features have been enabled.



Enabling both AI Noise Reduction and Noise Shield

Ringtones

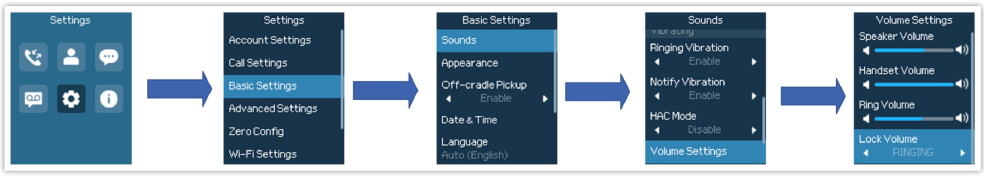
Setting the Ringer Volume

To configure the desired ringer volume, proceed as follows:

1. Press **Menu** to bring up the operation menu and go to Settings.
2. Navigate to Basic Settings, and then select the **Sounds** tab.
3. Users 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 "**On-Hook**" to confirm the new configuration settings.

Notes:

- 10 levels are supported. Level 10 is the highest. Level 5 is the default.
- appears when silent mode is enabled. In this mode, no ring will be played for incoming calls.

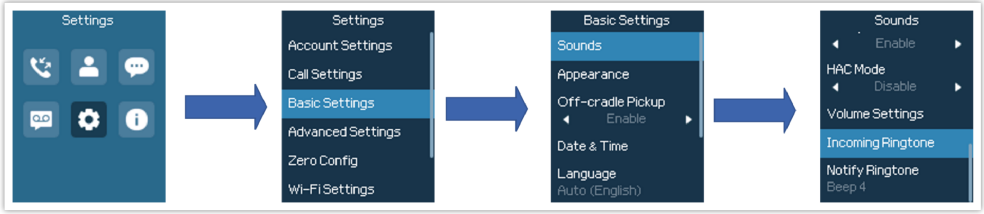


Ringer Volume

Setting the Ringtones

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

1. Press **Menu** to bring up the operation menu.
2. Use the arrow keys to reach Settings → Basic Settings, and then select the **Sounds** tab.
3. Go to "**Incoming ringtone**", and choose the account that the ringtone will be applied on, then select the desired ringtone, and press "**Save"** to confirm the ringtones selected and the new ringtones will be set successfully.



Calls Default Ringtone

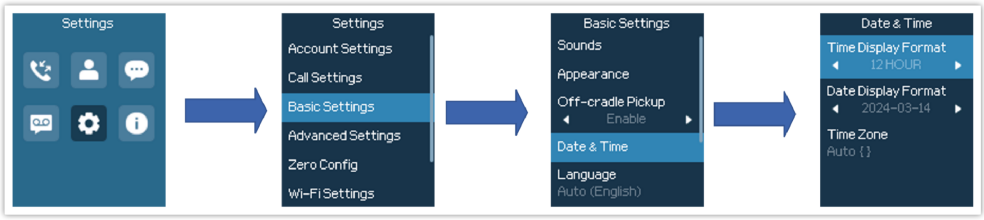
Date and Time

On the WP8x6 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 Hours or 24 Hours).

To configure date and time manually

1. Press **Menu** to bring up the operation menu.
2. Use the arrow keys to reach Settings → Basic Settings, and then select the Date and Time tab.
3. Press the "**Onhook**" key **to apply your changes.**

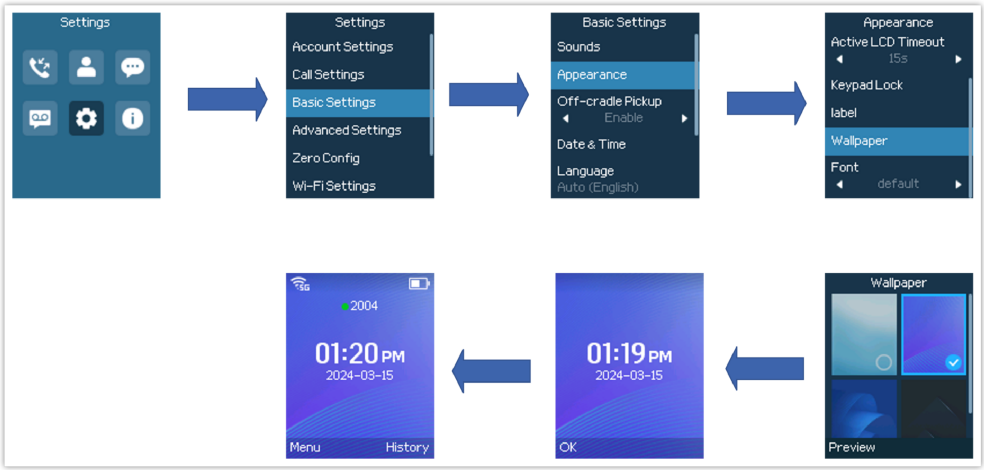


Date and Time Settings

Wallpaper

You can change the phone's wallpaper from the LCD settings by following these steps:

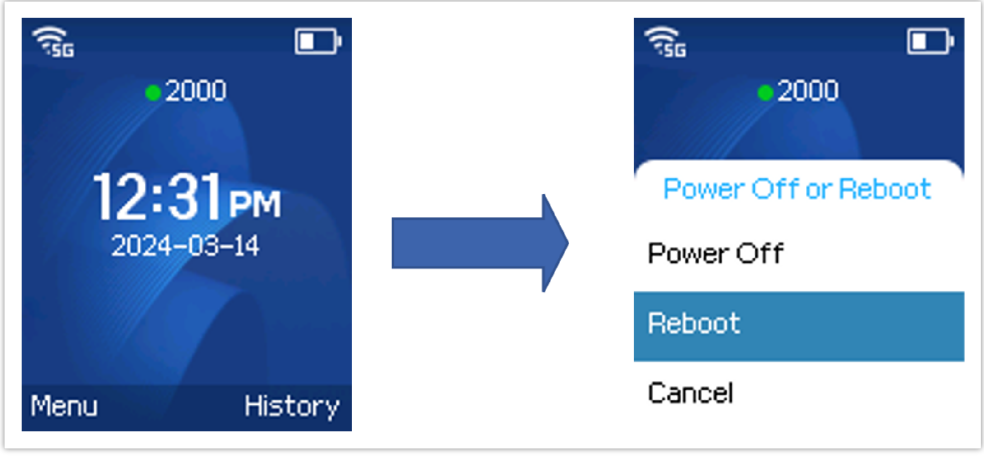
1. Press **Menu** to bring up the operation menu.
2. Use the arrow keys to reach Settings → Basic Settings→ Appearance, and then select the **Wallpaper** tab.
3. Choose the desired wallpaper and confirm it by clicking **"OK"**



Reboot

To reboot the handset, please refer to the following steps:

1. On the main menu, long press the on-hook power key 
2. A list of options will be displayed to choose from to either power off the phone or reboot it , choose the reboot option



CALL OPERATIONS

Placing calls

To place calls, you can use the following mode:

- **Earpiece mode:** Press the off-hook / dial key to dial out.
- **Speakerphone mode:** Press the speakerphone key to dial out.
- **Headset mode:** Press the off-hook / dial key to dial out using a connected headset, from either a 3.5mm headset jack or a Bluetooth-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 requires 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:

1. Enter the desired number using the keypad.
2. Toggle between the available lines by pressing the "**Account**" button to choose the line for making calls. (The account name will change on the screen when press the "Account" button).
3. Press **Dial key** , **#** (Use # as dial key" must be configured in web configuration) to initiate the call.

Note: Users can also initiate calls with hands-free mode using the **Speaker** key .

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

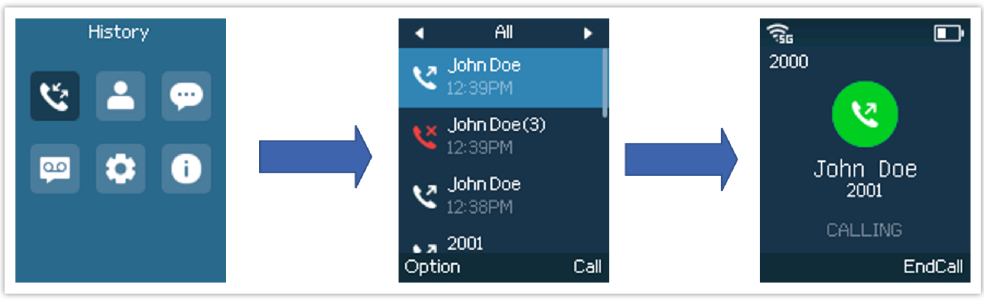
Notes:

- To dial from the contacts list, choose a contact using the navigation keys and press the **Dial** key .
- When having unread voicemails on the handset, once accessing the dialing interface a stutter tone will be heard to notify users about voicemails that need to be read.
- The maximum length of dialed digits is limited to 64 characters.

Dialing from Call history

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

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



Dialing from Call History

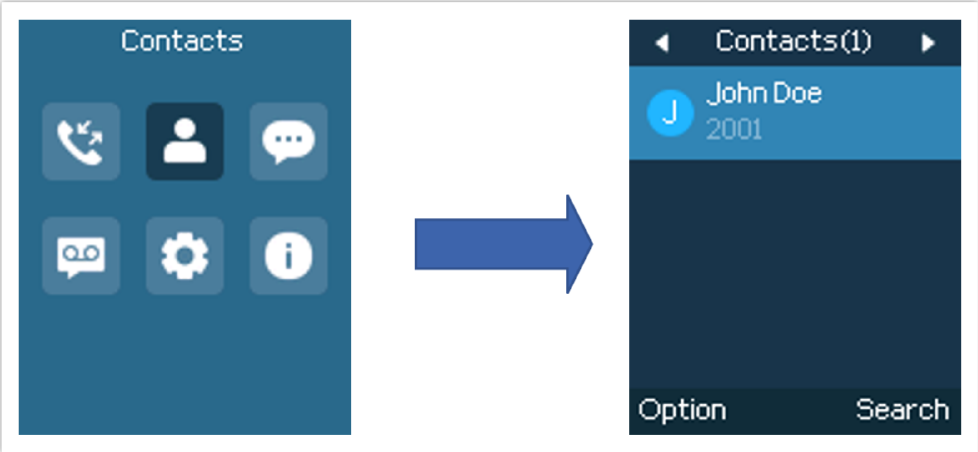
Note

In step 3, users can press the "**Options**" softkey followed by the "**Edit&Dial**" 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 the 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 the operation menu and use arrow keys to reach Contacts
2. Select the contact to call and press the **Dial Key** to initiate the call.



Dialing from the Contacts List

Direct IP Call

Direct IP Call allows two phones to talk to each other in an ad-hoc fashion without a SIP server. VoIP calls can be made between two phones if:

- Both phones have public IP addresses; or
- Both phones are on the same LAN/VPN using private or public IP addresses; or
- Both phones can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

To make a direct IP call, dial the IP address of the target. Following the below syntax (Example target IP is 192.168.1.10):

– Dialing 192*168*1*10 (to use 5060 port by default)

– Users can specify the port number as follows 192*168*1*10#5060.

Notes

- To receive an IP call, user need to disable using a random port, under **Web GUI ➔ Phone settings ➔ General Settings**: Set "**Use Random Port**" to **No**.
- In order to make an IP call, set "**Key as Send**" under **Account x ➔ Call Settings to "**Disabled**"**, as the pound (#) and star key (*) will be used to dial IP addresses.
- Users can customize the ringtone for direct IP calls by selecting one of the available tones under **Phone Settings ➔ Call Settings ➔ Incoming**.

Answering Calls

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

- **Earpiece mode:**

Press the **Dial Key** to pick up the call, or the "Answer" softkey (left softkey).

- **Speakerphone mode:**

Press the **Speaker Key** to pick up the call in speaker mode.

- **Headset mode:**

Press **Dial Key** to pick up the call, or "answer" softkey (left softkey) using a connected headset.

> **Notes**
>
> - To answer an incoming call during an established call, press the **Dial Key**, the **Speaker Key**, or the "Answer" softkey. The incoming call is answered, and the original call is placed on hold.
> - When a missed call notification is registered on the WP8x6, users can redial the caller's number directly from the phone's main screen by pressing the **Dial Key**. If there are multiple missed calls from different numbers, users can use the navigation keys to select the desired number before pressing the **Dial Key**.

Auto Answer

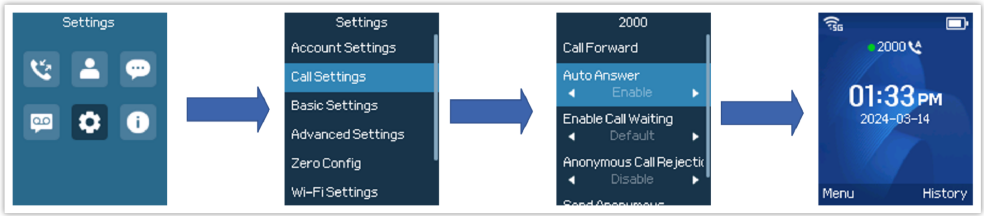
Users can enable the Auto Answer feature to accept and automatically answer incoming calls.

If enabled, the WP8x6 will automatically answer incoming calls using speaker mode.

To activate/deactivate the auto answer feature:

- **Using LCD Menu**

1. Press **Menu** to bring up the operation menu.
2. Use arrow keys to reach Settings → Call Settings→Account x
3. Select which account will be enabling the Auto answer feature.
4. Set "Auto-Answer" to "Enabled" to configure the auto-answer mode and press the "**On-hook** " button to save the changes



Auto-answer

> **Note**
>
> Once the auto-answer call feature is enabled, an icon implying that will be displayed next to the extension number on the main phone screen

- **Using Web Interface**
  1. Access Web GUI Interface.
  2. Navigate to **Accounts→ Call Settings**.
  3. Set "**Auto Answer**" to "**Yes**". (By default, set to "**No**").

Ending Calls

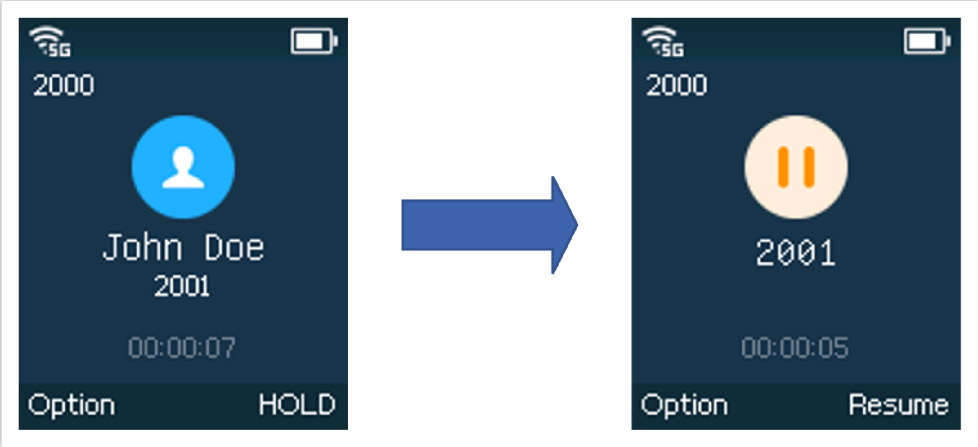
To terminate the calls, press the **Hang-Up** key .

Rejecting Calls

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

Call Hold/Resume

- During an active call, press the right softkey "**Hold**" to put the established call on hold.
- To resume the call, press the right softkey "**Resume**" while the established call is being on hold.



Hold/Unhold Calls

> **Note**
>
> 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.

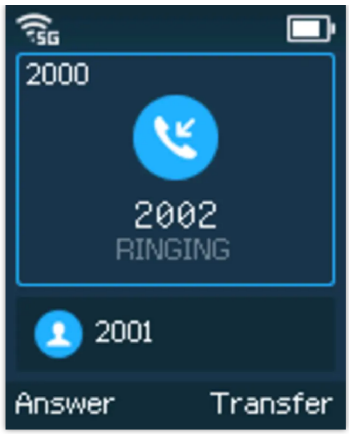
Call Waiting

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 Web GUI:

1. Access **Web Interface**.
2. Go to **Accounts→ Call Settings**
3. Set "**Enable Call Waiting** " to "Yes".
4. Press the **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 in the following screenshot.



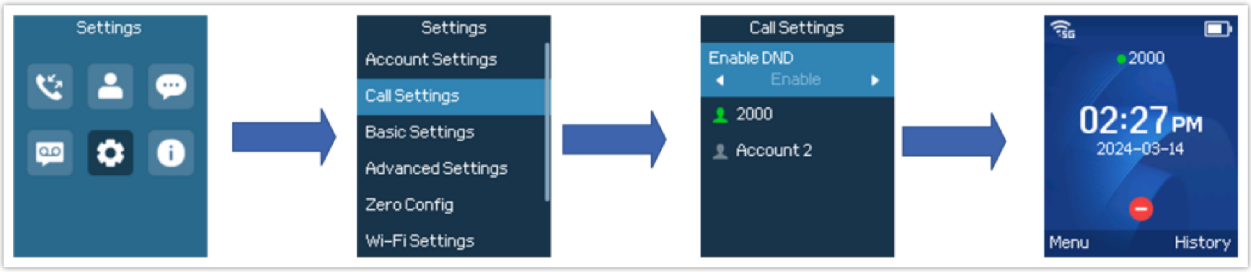
Call Waiting

Do Not Disturb

You can activate or deactivate the DND mode for your accounts registered on the handset from its LCD menu, by following two methods, 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 :

1. Click on the key  and DND mode will be enabled.
2. Go to **Settings** → **Call Settings**, from there, you can enable/disable **Do Not Disturb**



DND Enabled

Call Forward

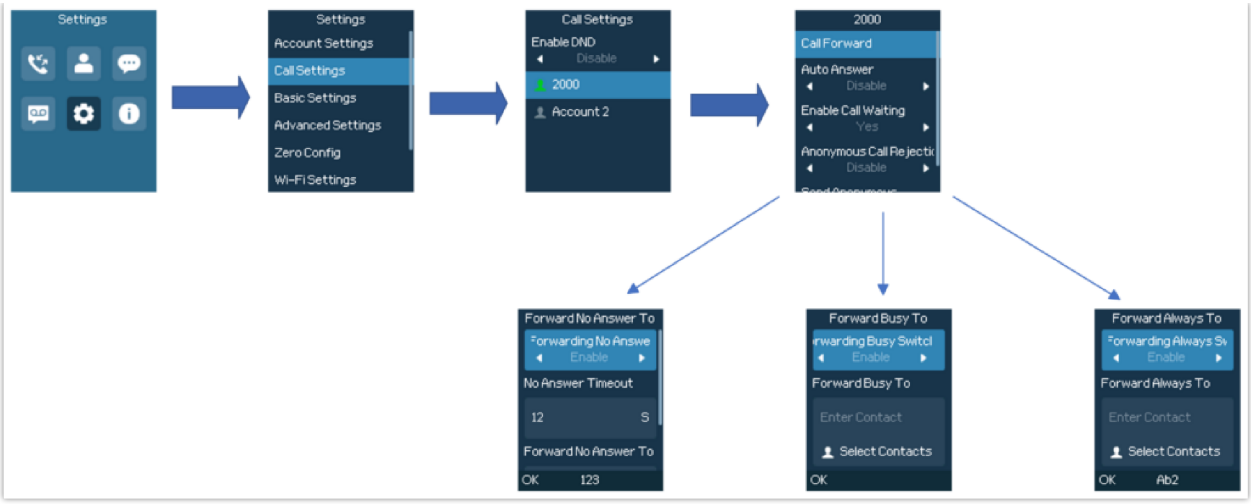
The call-forward feature will allow you to forward all incoming calls to the desired number. Three possible call-forward types are available.

- **Forward Always:** All incoming calls are forwarded to a specific number whether the phone is available or not.
- **Forward Busy:** All incoming calls are forwarded to a specific number when the phone is on a call.
- **Forward No Answer:** All incoming calls are forwarded to a specific number when the caller receives no answer.

> **Note**
>
> The Forward Always will override all other call forward options.

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

1. Press **Menu** to bring up the operation menu.
2. Use arrow keys to reach **Settings → Call Settings → Account x → Call Forward.**
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 forward
5. Configure the parameters of the call forward mode and press the "**Save**" button.



Call Forwarding

Note

The call forwarding can be also configured from the **Web GUI → Accounts → Call Settings.**

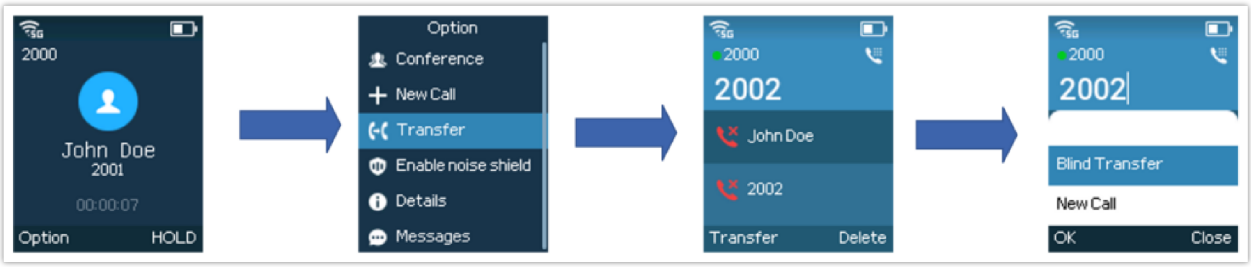
Call Transfer

The WP8x6 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.

Blind Transfer

1. Press the "Transfer" soft key during a call, and then enter the number you want to transfer the call to.
2. Press Options then choose **Transfer** option
3. Select **Transfer** then press on **Blind Transfer** key.
4. The call is connected to the number you specified, and the LCD screen prompts Call Transferred.



Blind Transfer

Attended Transfer

Using New Call Softkey

1. During an established call, press **Options** → **New call**.
2. Choose the line and enter the number you want to transfer the call to, then press (Dial Key).
   * The initial call will be put on hold
3. Once the second call is established, press **Options** → **Transfer**
4. Select the initial call on hold, and press **Transfer** to complete the transfer.

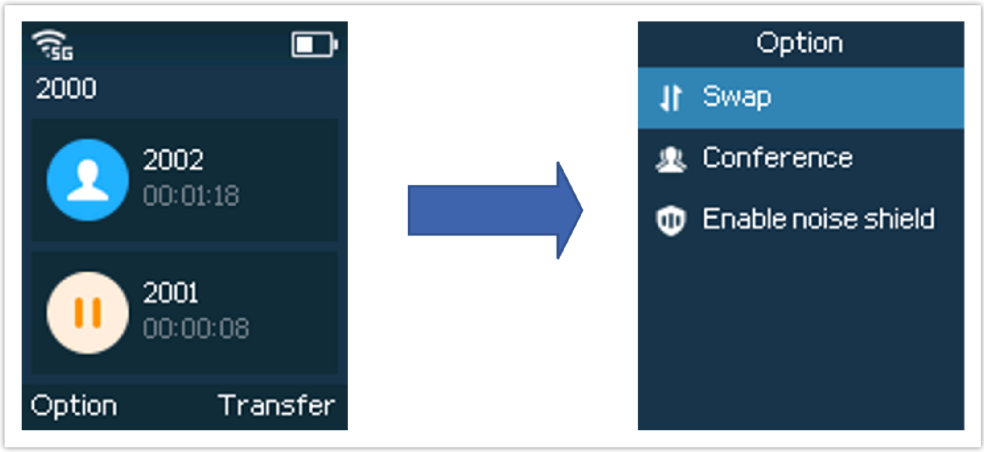
Using Attended Transfer Softkey

1. During an established call, press **Options** → **Attended Transfer.**

2. Choose the line and enter the number you want to transfer the call to, then press the “New Call”, the initial call will be put on hold
3. Once the second call is established, Press the “Transfer” key to complete the transfer.

Attended Transfer

4. The user can “swap” between the calls, to swap between the current call and the call put on hold Click on **Options** → **Swap**



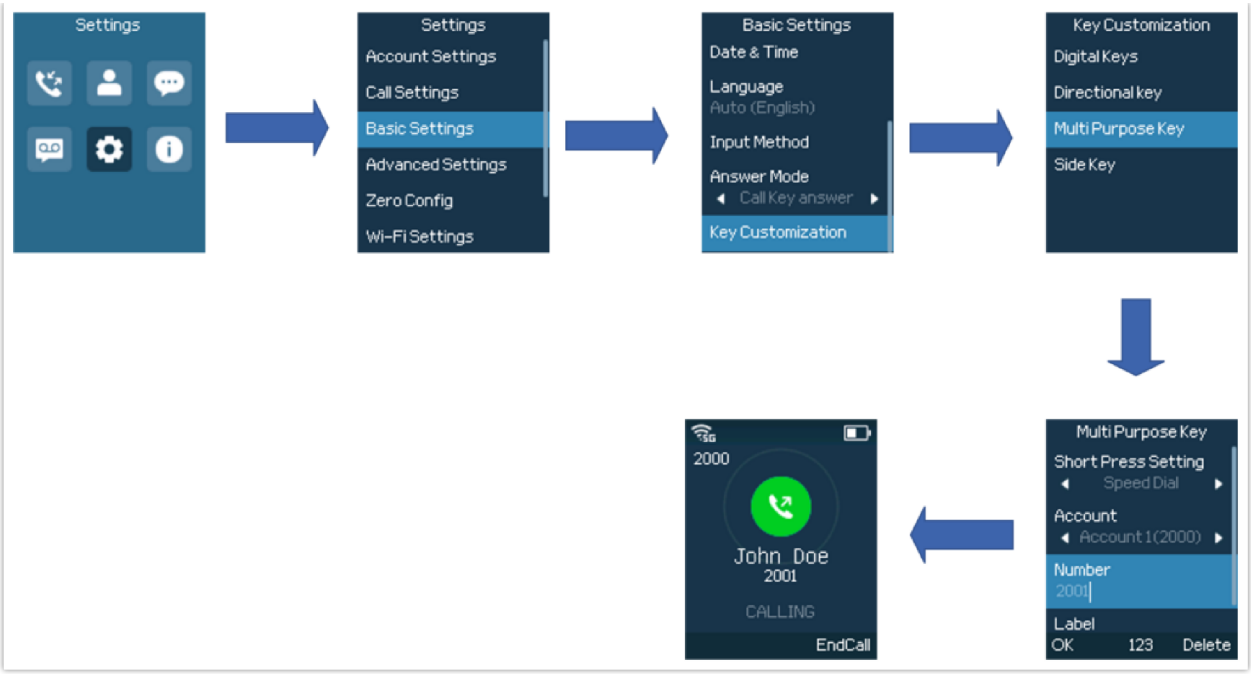
Speed Dial

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 2001, the phone will dial out the number 2001 directly when you long press digit key 2.

> **Note**
>
> The speed dial number should not be set on a 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 the operation menu and use arrow keys to reach Settings → Basic Settings→ Key Customization
2. You have then the option to choose under which category of programmable keys you want to define the Speed Dial key, in our case we will choose the Multi-purpose key
3. Select the mode to **Speed Dial**
4. Select the associated account and the number to be dialed.
5. Press the “**Save**” softkey to save the configured speed dial numbers.
6. Once the Multi-purpose key is pressed ····, the speed dial will be initiated



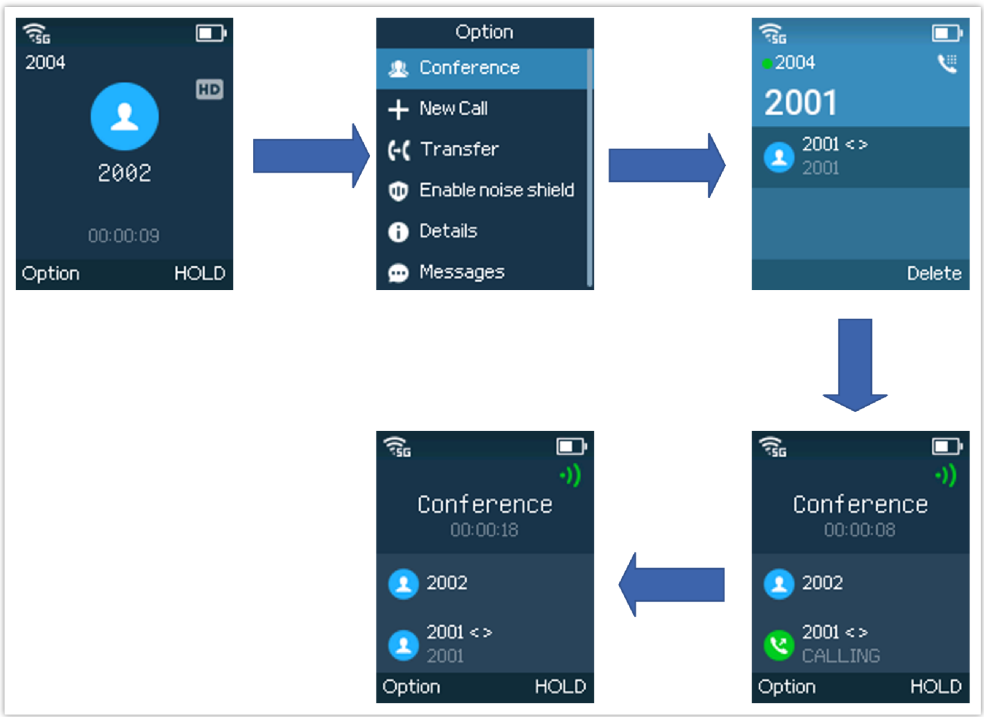
Speed Dial Configuration

X-Way Conference

The WP8x6 supports creating a local conference with other parties (including the handset starting the conference). To start a 3-Way conference for WP816, or a 4-Way Conference for WP826/WP836, follow the below steps:

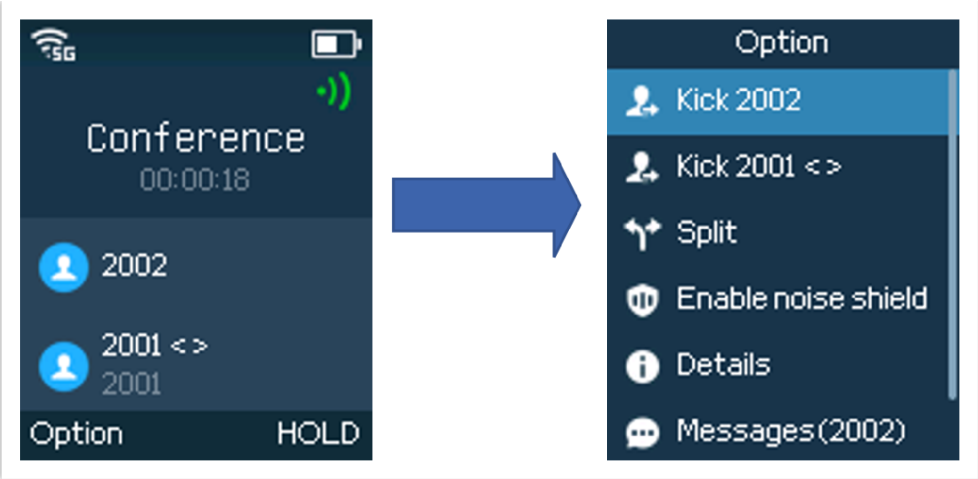
1. Place a call to the first party and press the left softkey "Options", then select "Conference".
2. Enter the number of the second party you want to add to the conference and press to initiate the call.
3. Once the Third-party picks up the call, the conference will be automatically initiated

Please refer to the following screenshots for more details.

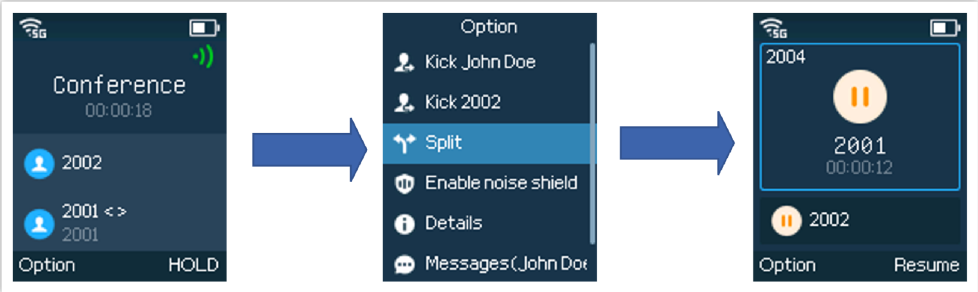


X-way Conference Call

4. You can split the conference between the members or kick a specific member out of the conference, please refer to the screenshots below for more details



X-way Conference Call Kicking Out members

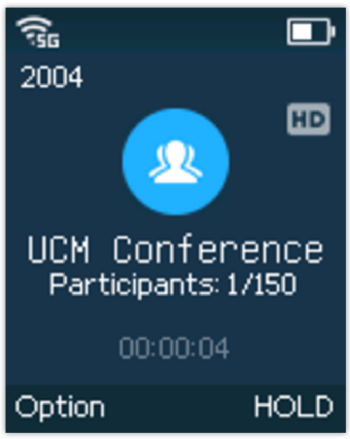


X-way Conference Splitting the conference

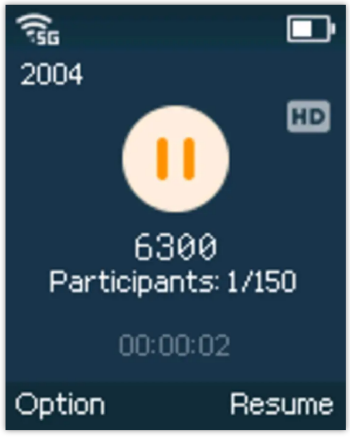
UCM Conference

Participate in an UCM Conference Room

Users could dial the UCM conference room extension to join the conference. If a password is required, enter the password to join the conference as a normal user, or enter the admin password to join the conference as an administrator.



Join the UCM Conference Room



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

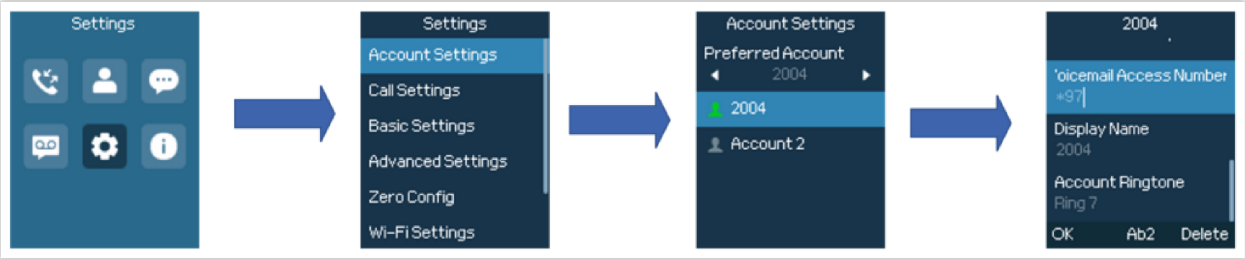
Set Voice Mail ID

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

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

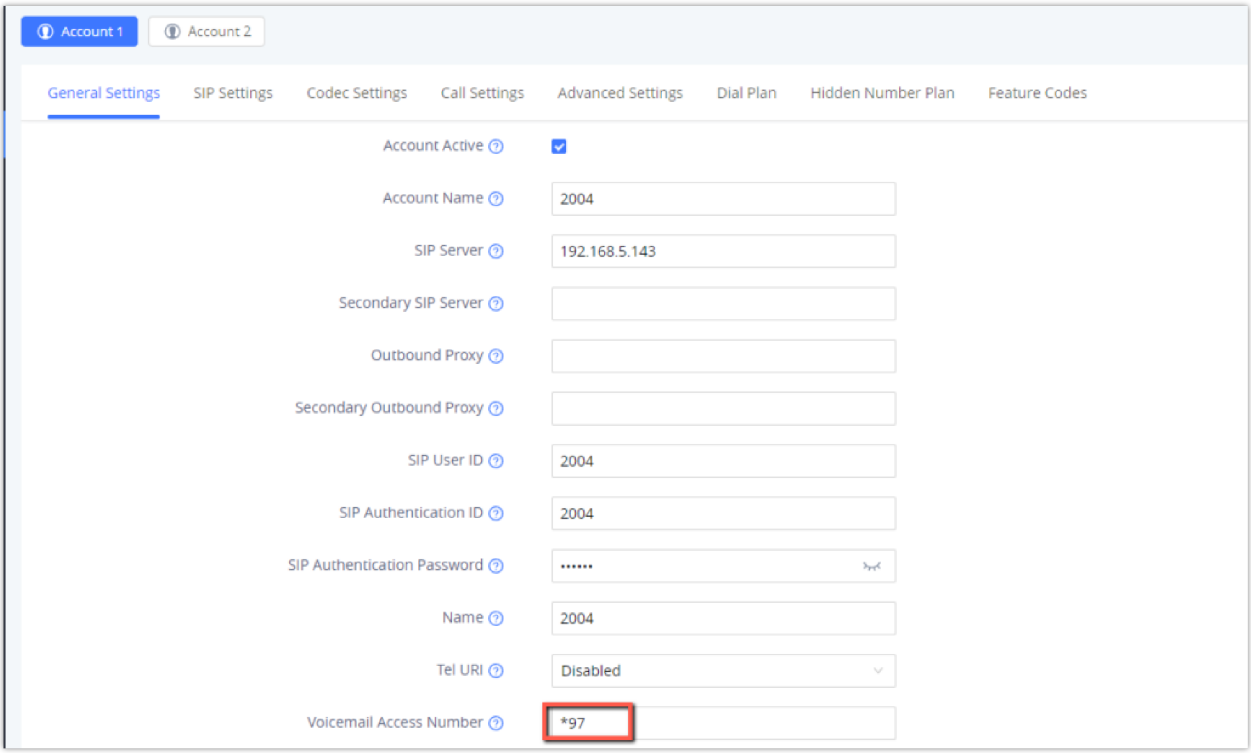
- **Using LCD Menu**

1. Press **Menu** to bring up the operation menu.
2. Use arrow keys to reach the **Settings** tab, then Go to Account settings
3. Select the desired account and configure the **Voicemail ID** number, then press "**Save**" softkey.



LCD Menu – Voice Mail ID

- **Using Web Interface**
  1. Access Web GUI Interface.
  2. Go to **Accounts → Account x → General Settings**
  3. Configure **Voice Mail Access Number**.



Web UI – Voice Mail Access Number

Play Voice Mail Messages

1. Press **Menu** to bring up the operation menu.
2. Use arrow keys to reach the Voicemail tab.
3. Choose the account, press the "**Select**" button, and enter your Voicemail password then you can select visually and retrieve your voice messages saved on your voicemail and listen to each voicemail.

Note: this feature is compatible with UCM6xxx on v.1.0.20.6 or higher.

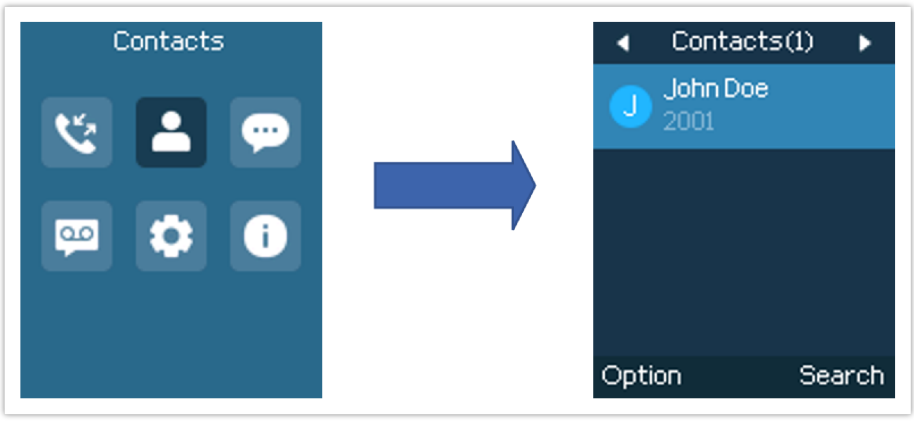
Playing Voicemail Messages

Notes

- If the VM is protected by a password, users can enter the password using the handset keypad after reaching the Voice Mail system. The password is defined on the service provider or IP-PBX side.
- When having unread voicemails on the handset, once accessing the dialing interface a stutter tone will be heard to notify users about voicemails that need to be read.
- Users can enable/disable voicemail pop-up messages on the LCD screen from the Web UI. (**Phone Settings → Call Settings → Others → Voicemail → Enable Voicemail Popup**)

CONTACTS

Users can manage local contacts by adding, deleting, and modifying every single contact. Users could access contacts under the handset Menu. Please, refer to the following screenshots:



Accessing Contacts

There are three different types of phonebooks under the contacts page:

- **Local Phonebook:**

This list contains all the contacts stored directly on the WP8x6 device. These are the contacts that have been manually added or imported to the phone.

- **LDAP Phonebook:**

This list includes contacts synchronized from an LDAP server. These contacts are retrieved based on the LDAP configuration set up on the WP8x6 device.

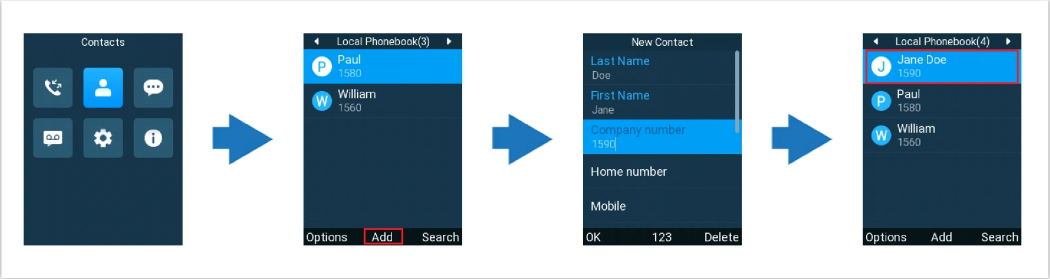
- **Block List:**

The Block List displays contacts that have been blocked. Please note that at least one contact must be blocked for this list to be visible.

Local Phonebook

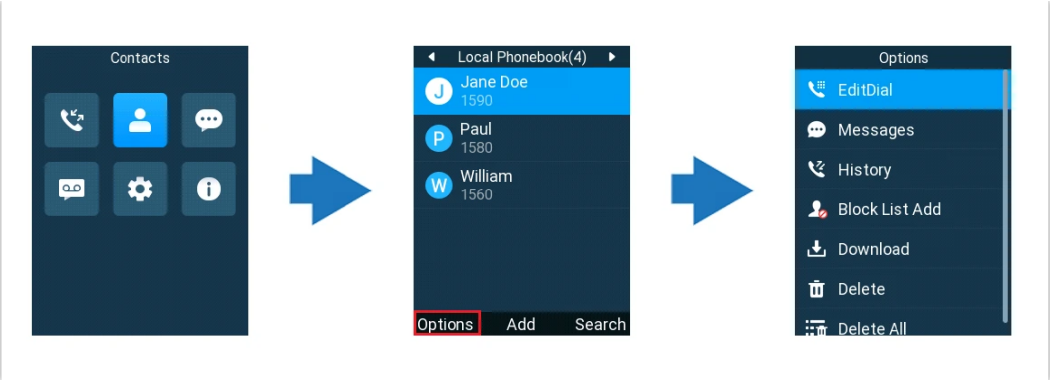
The following operations can be done under the local phonebook screen:

- **New contact**: Under "Option", users can select "New Contact" to manually add the contact information and details. Please, see the following screenshots and table:



Adding New Local Phonebook Contact

Last Name	Enter the contact's last name.
First Name	Enter the contact's first name.
Company Number	Enter the contact's work phone number.
Home Number	Enter the contact's home phone number.
Mobile	Enter the contact's mobile phone number.
Account	Choose the default account you want to dial with this contact.
Ringtone	Choose a specific ringtone for the account's received calls.
Group	Choose the group you want to include your contact in it.
Job Title	Enter the contact's job title.
Company	Enter the contact's company.
Department	Enter the contact's department.

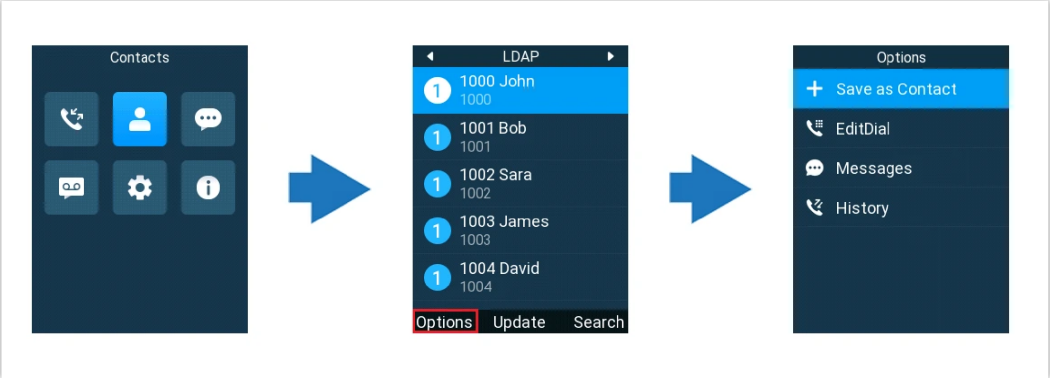


Local Phonebook Options

- **Search**: Enter and search using the contact's name or number to quickly locate it.
- **Messages:** Compose and send a message to the selected contact's phone number.
- **EditDial:** Tap to dial the phone number directly from the LDAP phonebook.
- **Block List Add:** Add the selected contact to the Block List.
- **Download:** Phone will download the latest phonebook XML file. (XML Phonebook needs to be enabled from the Web UI)
- **Delete**: Users can delete a specific contact by tapping on "Delete contact".
- **Delete All**: Users can delete the whole list of local contacts by tapping on "Clear all contacts".

LDAP Phonebook

Users can perform the following actions on the LDAP phonebook page:

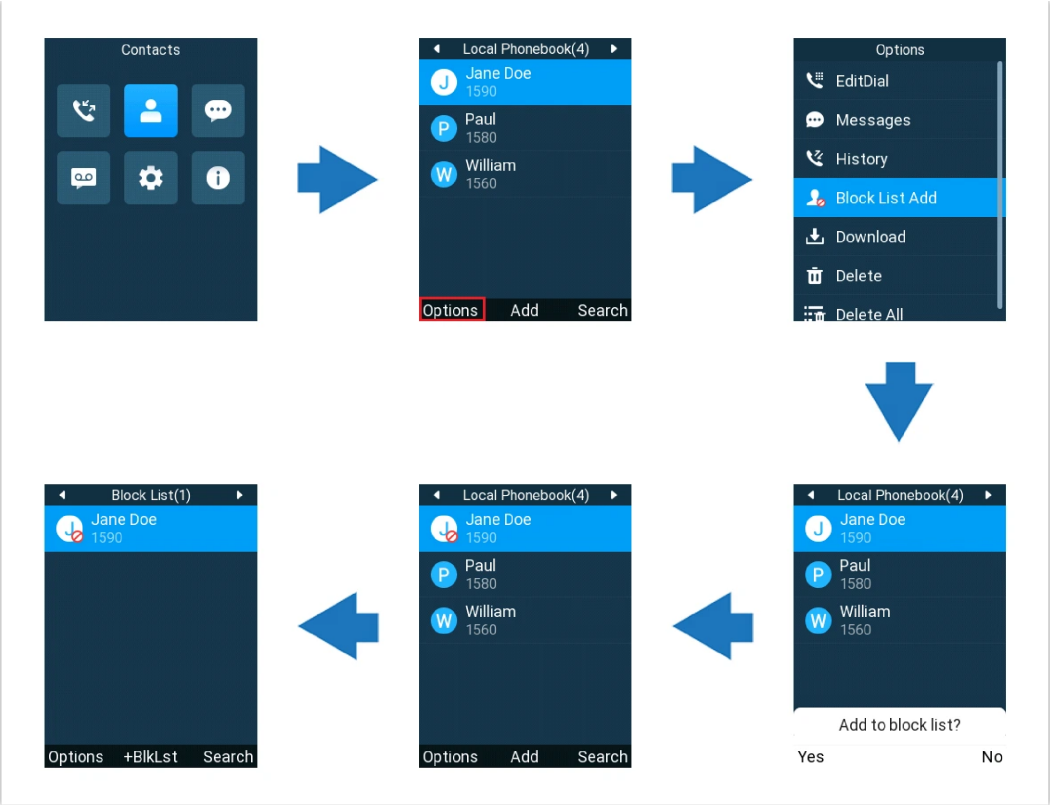


LDAP Phonebook Options

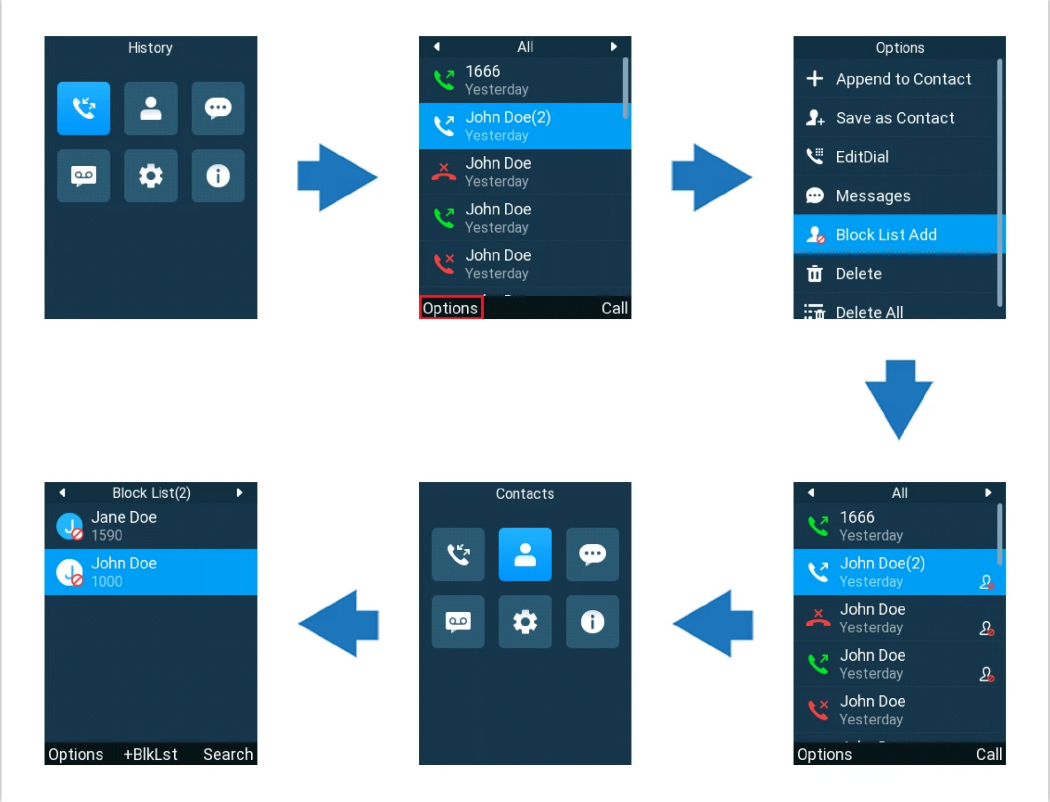
- **Search:** Enter and search using the contact's name or number to quickly locate it.
- **Save as Contact:** Save the selected LDAP contact to your local phonebook.
- **EditDial:** Tap to dial the phone number directly from the LDAP phonebook.
- **Messages:** Compose and send a message to the selected contact's phone number.
- **History:** View the call history associated with the selected contact.

Block List

By default, the Block List doesn't appear on the contacts page. In order for it to be visible, users need to add a contact by selecting **Block List Add** from the options menu in **Local Phonebook** or **History**.

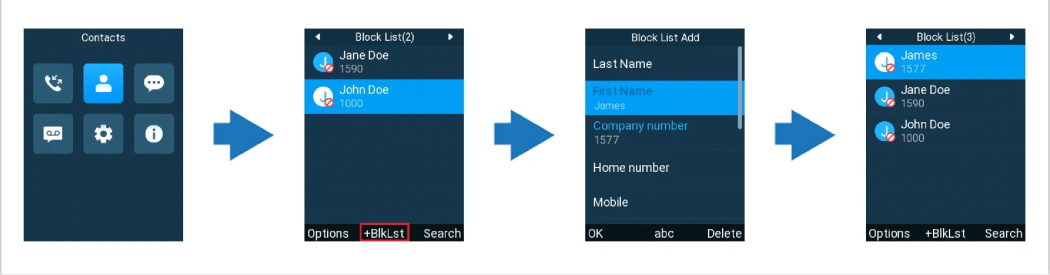


Adding Contact to Block List from Local Phonebook



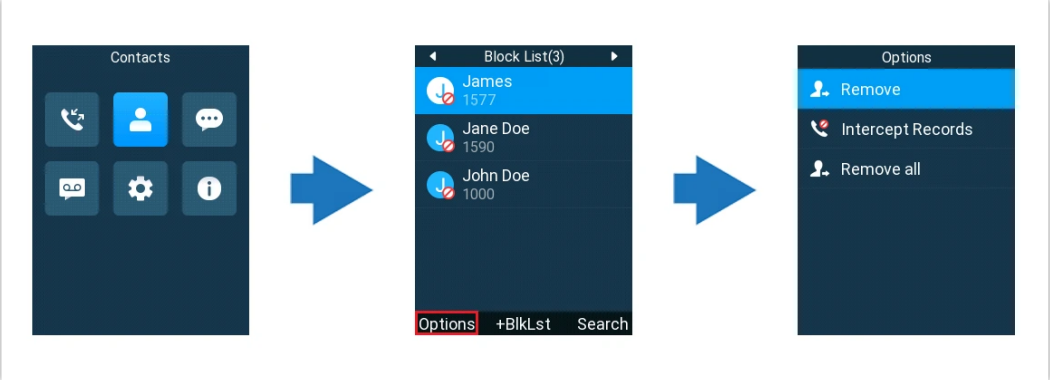
Adding Contact to Block List from History

Once the Block List appears on the Contacts page, users can also add entries to the blacklist as such:



Adding a Bock List entry

Users can perform the following actions from the Block List options menu:

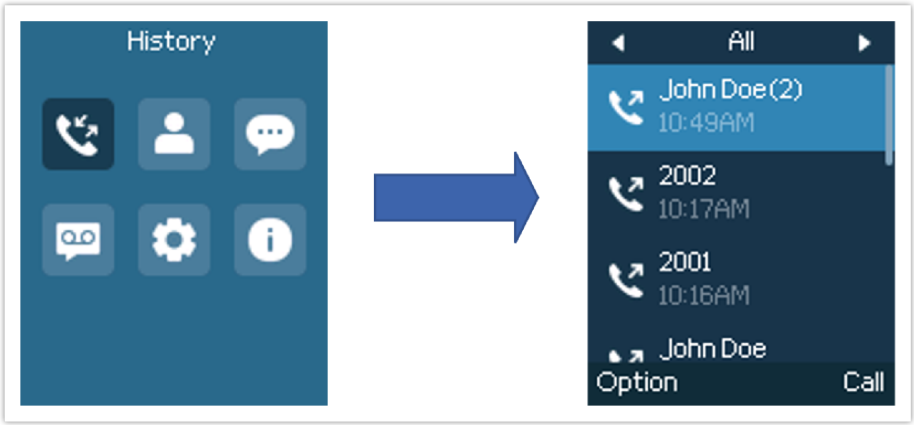


Block List Options

- **Remove**: Delete the selected entry from the Block List.
- **Intercept Records:** Shows the records of blocked calls for this contact.
- **Remove all:** Clear all entries from the Block List.

CALL HISTORY

Call history provides users access to phone call logs in different categories and helps users to make some operations directly. Call history can be accessed under the menu as shown in the following figure:



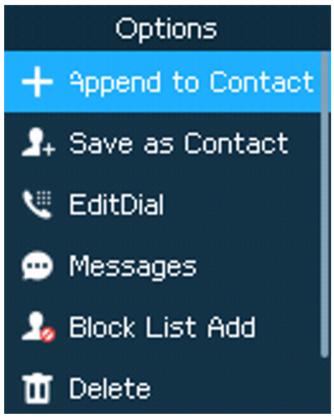
Call History

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, Dialed Calls, and Answered Calls.

Dial Out from Call History

Select one of the call history logs 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



Call History Options

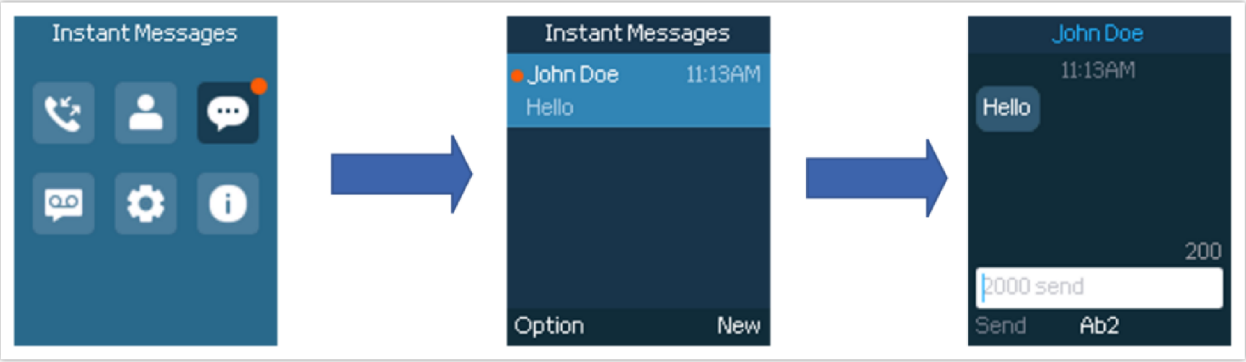
- **Append to contacts**: Users can tap on this option to add the number listed on the selected call history entry to local contacts, this only applies to phone numbers that have not been saved yet.
- **Save as Contact:** Saves the phone number on call history to the contact list.
- **Edit&Dial:** Users could copy the number to the dial screen to edit it before dialing.
- **Block List Add:** Adds the selected number to the Blocklist, which will stop the phone from receiving calls from that number.
- **Delete:** Users can delete the selected call history log by tapping on "Delete".
- **Delete all:** This option helps users to clear all their call history.
- **Details:** In case the contact is already saved, the detail option will give you the possibility to view the contact's details.

MESSAGES

The WP8x6 has a built-in Instant messaging application to send/receive messages, if the SIP server supports Instant messaging. Users can create, edit draft, and delete one or all the messages. Tap  on phone's menu to launch Instant Messages application.

View Messages

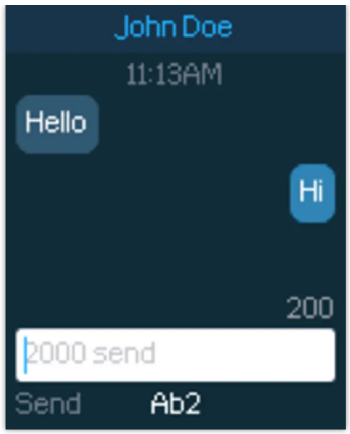
On the Messages list screen, under Inbox tap on one of the messages using the OK button to view the Messages details.



View Messages Dialog

Reply to Message

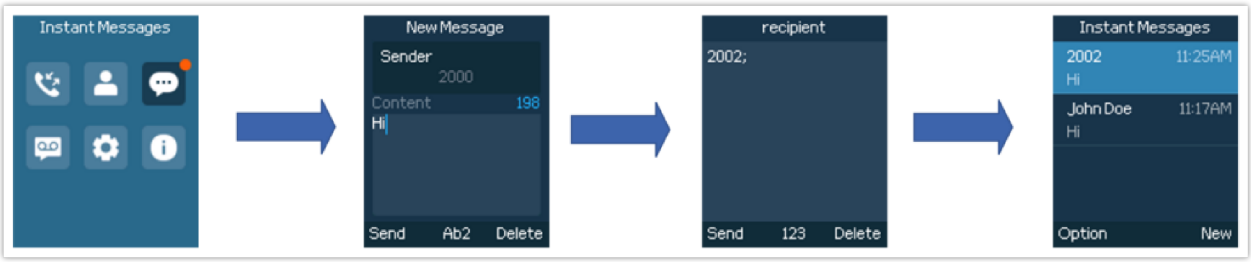
On the same message received, the user can reply by composing the message and clicking **Send**



Message Reply

Create Messages

Tap on "New" in the Messages application to start composing a new message.

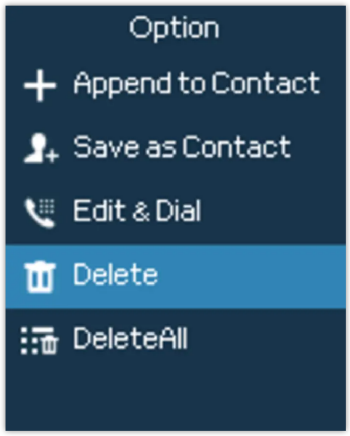


Create a New Message

1. 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.
2. Add the number to send the message to in the Recipient section. (Note: Users could click on "Add" to add existing contacts to the Recipient list.

Delete Messages

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



Delete Message

CALL FEATURES

The WP8x6 supports traditional and advanced telephony features including call forward, call waiting, etc.

*30	Disable Caller ID. To disable caller ID: Dial *30.

	Press Call softkey or Dial key.
***31**	Enable Caller ID. To enable caller ID: Dial *31. Press Call softkey or Dial key.
***50**	Disable All Call Waiting. To disable all call waiting: Dial *50. Press Call softkey or Dial key.
***51**	Enable All Call Waiting. To enable all call waiting: Dial *51. Press Call softkey or Dial key.
***67**	Call Anonymously. To start an anonymous call: Dial *67 and then enter the number call anonymously. Press Call softkey or Dial key.
***68**	Hide Dialed Number. To hide the dialed number: Dial *68 and then enter the number to hide. Press Call softkey or Dial key.
***70**	Call With Call Waiting Disabled. To call a number while call waiting is disabled: Dial *70 and then enter the number to call. Press Call softkey or Dial key.
***71**	Call With Call Waiting Enabled. To call a number while call waiting is enabled: Dial *71 and then enter the number to call. Press Call softkey or Dial key.
***72**	Enable Call Forward Always. To enable unconditional call forward: Dial *72 and then enter the number to call. Press Call softkey or Dial key.
***73**	Cancel Call Forward Always. To cancel the unconditional call forward: Dial *73. Press Call softkey or Dial key.
***82**	Call with Caller ID Enabled. To perform a call with caller ID enabled: Dial *82 then enter the number to call. Press Call softkey or Dial key.
***90**	Busy Call Forward. To set up busy call forward: Off hook the phone. Dial *90 and then enter the number to forward the call. Press Call softkey or Dial key.
***91**	Cancel Busy Call Forward. To cancel the busy call forward: Off hook the phone. Dial *91. Press Call softkey or Dial key.

***92**	No Answer Call Forward. To set up delayed call forward: Dial *92 and then enter the number to forward the call. Press Call softkey or Dial key.
***93**	Cancel No Answer Call Forward. To cancel the delayed call forward: Dial *93. Press Call softkey or Dial key.

WP8x6 Call Features

QUICK ACCESS SETTINGS

Quick access is a shortcut feature that allows WP8x6 users to launch phone applications, perform call actions, or display device information, with one click.

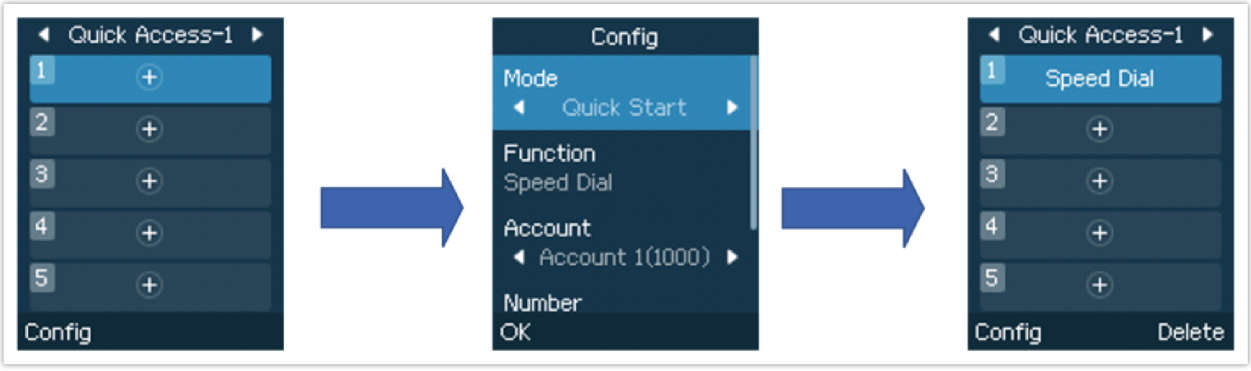
The quick access modes supported are : "Quick Start" and "Quick Open" , Depending on the quick access mode,

Quick Start: Allows users to configure call feature shortcuts such as : Speed Dial, Dial DTMF, DND....

Quick Open: Allows users to open specific phone application, such as: Broadsoft Call Log, Contacts, Local Phonebook, LDAP

To add a quick access key, Please follow the below steps on your WP8x6 phone:

1. Click on the mute/shortcut key 
2. Click on "Config" to set up the quick access key
3. Choose the quick access mode, function, and its corresponding parameters
4. The Quick access key will be saved, and can be triggered by clicking the number corresponding to the key, in our case, we will press key number1



PTT (PUSH-TO-TALK) FUNCTIONALITY

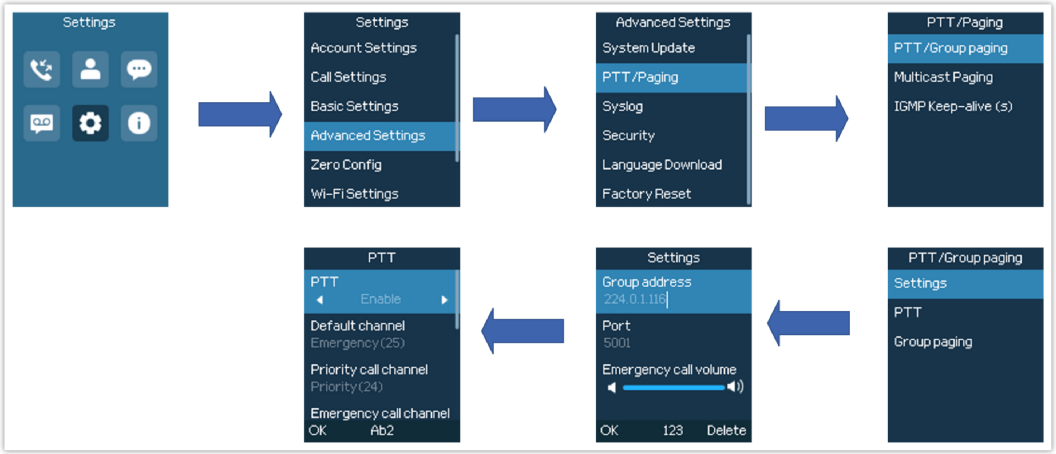
The WP8x6 supports the push-to-talk (PTT) features which is a technology based on the instantaneous communication commonly employed in wireless cellular phone services using a button to switch the device from voice transmission mode to voice reception mode. This feature is similar to "walkie-talkie" 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

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

1. Press **Menu** to bring up the 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 the **Save** button to enable PTT mode.

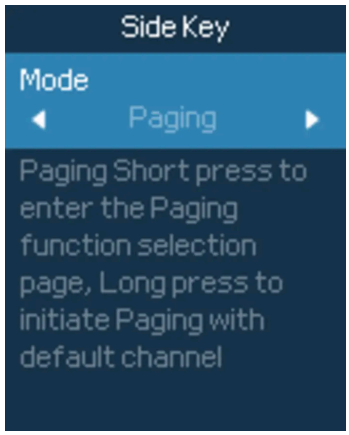


Enabling PTT Feature

Using the PTT Functionality

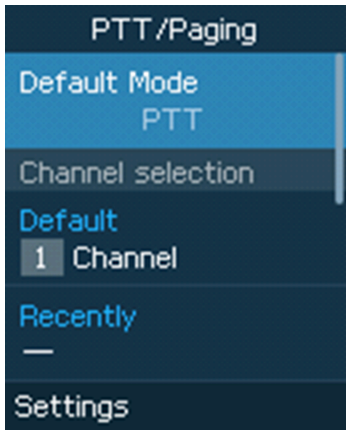
To send a PTT broadcast:

1. Unlock your handset.
2. Make sure the multi-function side key is configured to be a Push-To-Talk button.



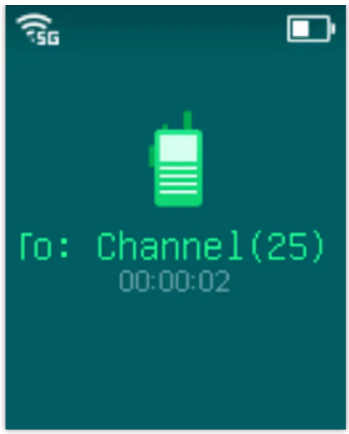
Custom Button set to PTT/Paging

3. Press the Push-to-Talk key (one time) to access PTT/Paging Page settings.



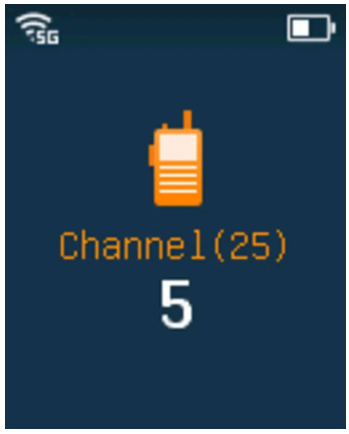
PPT Channel

4. Press and hold the Push-to-Talk key to initiate the PTT/Paging call (and to speak).



PTT Call (Caller)

5. The devices which are in the same channel will receive the PTT call.
6. Release the Push to Talk soft key when you have finished speaking. The channel will wait 10 seconds before release.



PTT Call Release

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

Notes

- Users could press and hold the Push-to-talk key from any screen to quickly initiate a PTT call using the default channel.
- The channel status will change to Sending PTT to indicate that you are transmitting as displayed on the following screenshot.
- It is possible to output PTT audio via the 3.5 mm audio jack if the device has one.

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. The default value is 224.0.1.116.
- Port: The port to send audio to and receive audio from. The default value is 5001
- Emergency volume: The Volume of the emergency channel. The default value is 8

PTT Parameters

- **PTT function**: Enable or disable the PTT function.

- **Default channel**: The PTT channel is 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.
- **PTime:** 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 to be usable, transported, acceptable, and joined, and the channel display name.

Group Paging

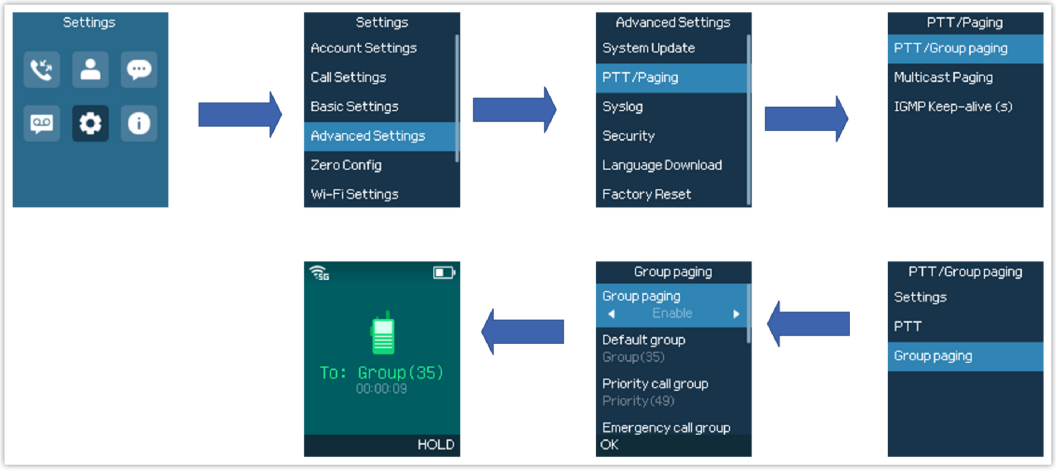
Enabling Group Paging Feature

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 the Group Paging function to Enabled.

Please, refer to the following screenshots:



Group Paging

To send a Group Paging broadcast:

1. Unlock your handset.
2. Press the Talk soft key.
3. Set the 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, and 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 is 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.
- **Caller ID(*):** 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 a group, and the group name.

IGMP Settings

Users could specify how often the phone will report IGMP when the PTT/ Paging function is turned on. IGMP reporter help to keep PTT/ Paging receivable in a dormant state. The interval may have some effect on standby time. The valid range is 20-120 seconds

You can find these settings on the LCD Menu under **Settings → Advanced Settings → PTT/Paging → IGMP Keep Alive (s)**

IGMP Settings

ALARM SETTINGS

The WP8x6 series is equipped with multiple alarm settings designed to ensure safety in various scenarios. These alarms include:

- Push-button alarm.
- Ambient sound alarm.
- No movement alarm.
- Man down alarm.
- Running alarm.

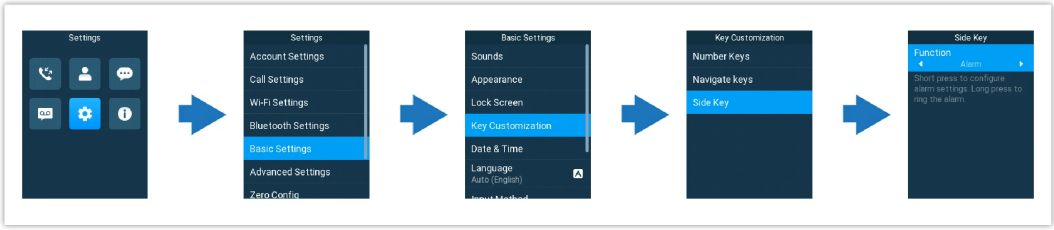
This section describes in detail each of the alarm functions as well as the necessary configuration steps.

Push-button Alarm

The push-button alarm allows the user to manually trigger an emergency alert in case of a situation that requires immediate attention.

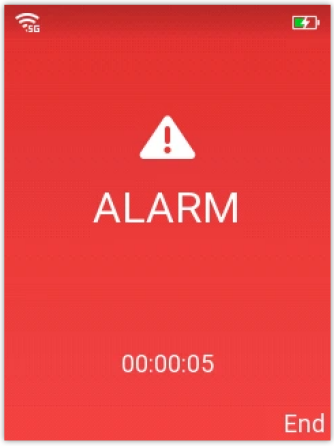
The previous section explained how to set up the side key as a PTT button. The process for configuring it as an alarm button is similar:

1. On the WP8x6 menu, select **Settings**.
2. Go to **Basic Settings**, and click on **Key Customization**.
3. Select **Side Key**, and set function as "**Alarm**".



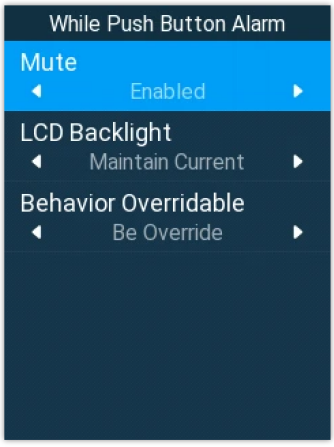
Configuring Side Alarm Key

Once the side key is set as an alarm button, users can quickly press it to access the alarm settings or long press it to trigger an alarm.



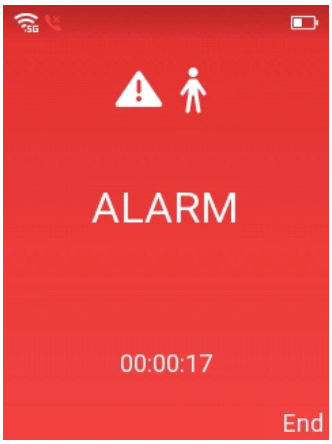
Push-button Alarm

There are some additional settings (under **Settings→Advanced Settings→Alarm Settings→While Push Button Alarm**) that can be configured with the push-button alarm and they include:



While Push Button Alarm Settings

- **Mute:** If set to "Enabled", the alarm triggered by pressing side key will be a silent alarm.
- **LCD Backlight:** Configures the behavior of the LCD backlight during the push-button alarm.
- **Behavior Override:** Chooses whether the push-button alarm can be overridden by other alarm events. (Example in the image below)



Push Button Alarm Overridden by No Movement Alarm

Alarm Monitoring

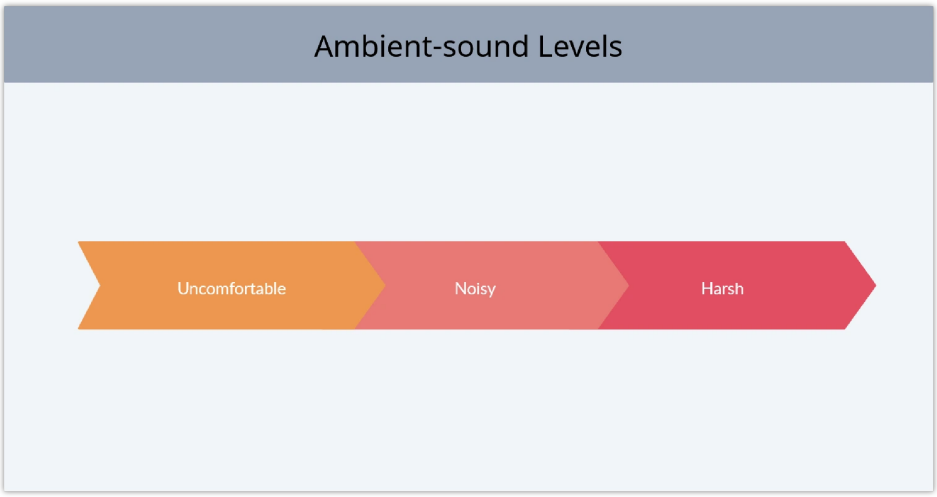
Ambient Sound Detection

Ambient Sound Detection is used to identify sound levels and can trigger an alarm if a configured threshold is exceeded.

There are two methods of ambient-sound detection:

- **Instantaneous Detection**: the alarm is triggered **immediately** when the sound level exceeds the detection threshold. This method is typically used when quick action is needed.
- **Continuous Detection (3s)**: The alarm is triggered only if the ambient sound exceeds the threshold **continuously for 3 seconds**. This method is useful for avoiding false alarms.

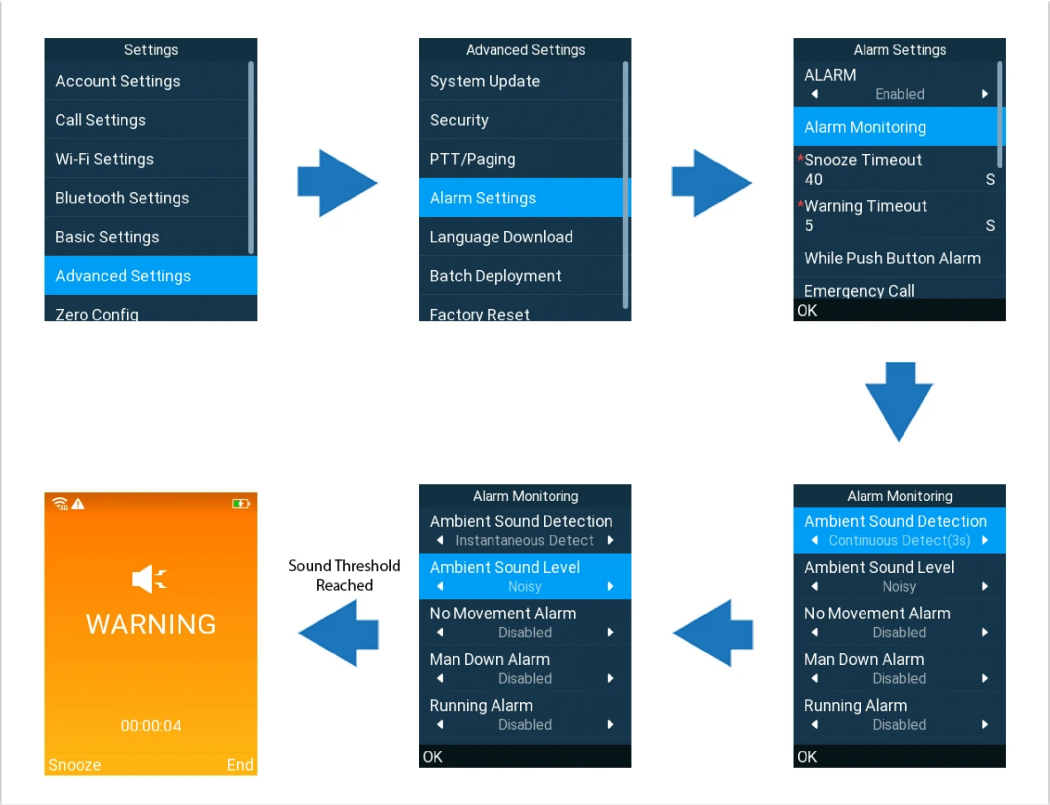
The three levels of ambient sound are:



Ambient Sound Levels

To configure ambient-sound detection, please follow the steps below:

1. Quickly press the side key to access the alarm settings (if the side key is configured as “alarm”), or go to **Settings→Advanced Settings→Alarm Settings**.
2. Select **Alarm Monitoring** and choose the **Ambient Sound Detection** method.
3. Set the **Ambient Sound Level** and click on the left Softkey (**OK**) to confirm the changes.
4. Once the sound threshold is reached, the warning will be triggered as shown the following figure.



Configuring Ambient Sound Alarm

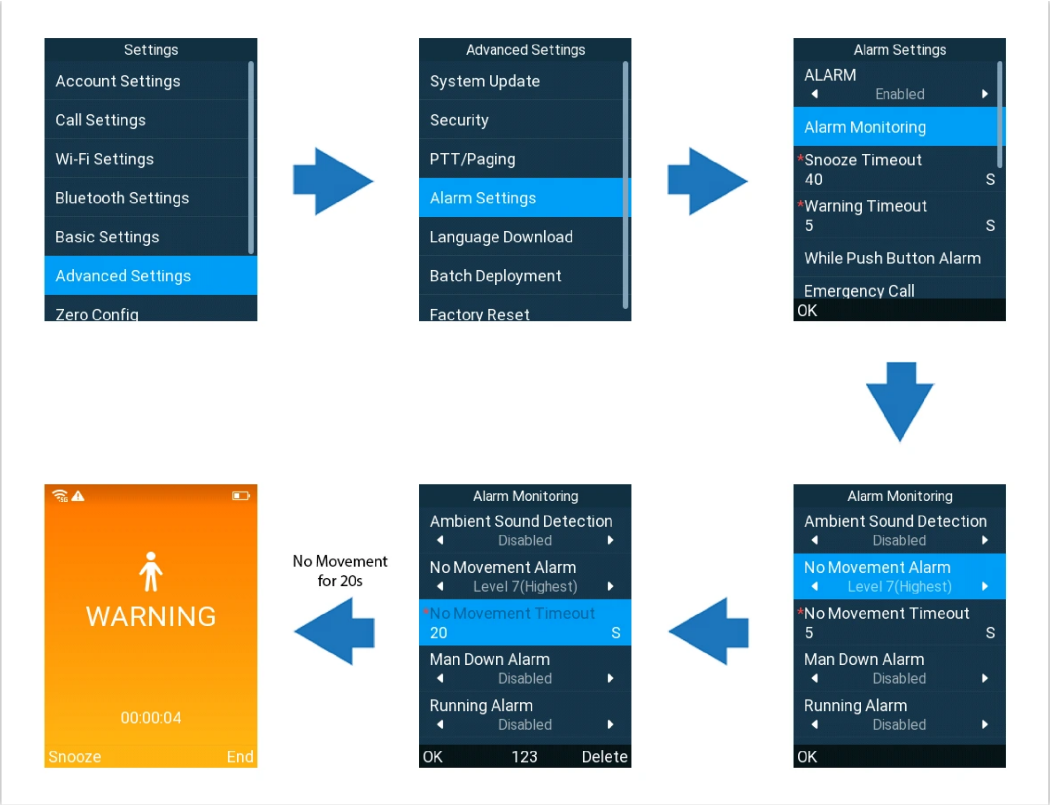
No Movement Alarm

No Movement Alarm allows to monitor the user's motion. If no movement is detected within a configured time frame, the handset will send an alert.

To configure the alarm, users must select a detection sensitivity level from 1 to 7, where **Level 1** is the lowest and **Level 7** is the highest. Additionally, users should set a **No Movement Timeout** in seconds, which defines the duration without movement before the warning is triggered.

Please refer to the following steps to configure this alarm:

1. Quickly press the side key to access the alarm settings (if the side key is configured as "alarm"), or go to **Settings→Advanced Settings→Alarm Settings**.
2. Select **Alarm Monitoring** and set the **No Movement Alarm** level.
3. Configure the **No Movement Timeout**, the allowed range is **5** to **300** seconds.
4. Click on the left Softkey (**OK**) to confirm the changes.
5. The warning will be triggered as soon as no movement is detected for the specified duration. (as shown in the figure)



Configuring No Movement Alarm

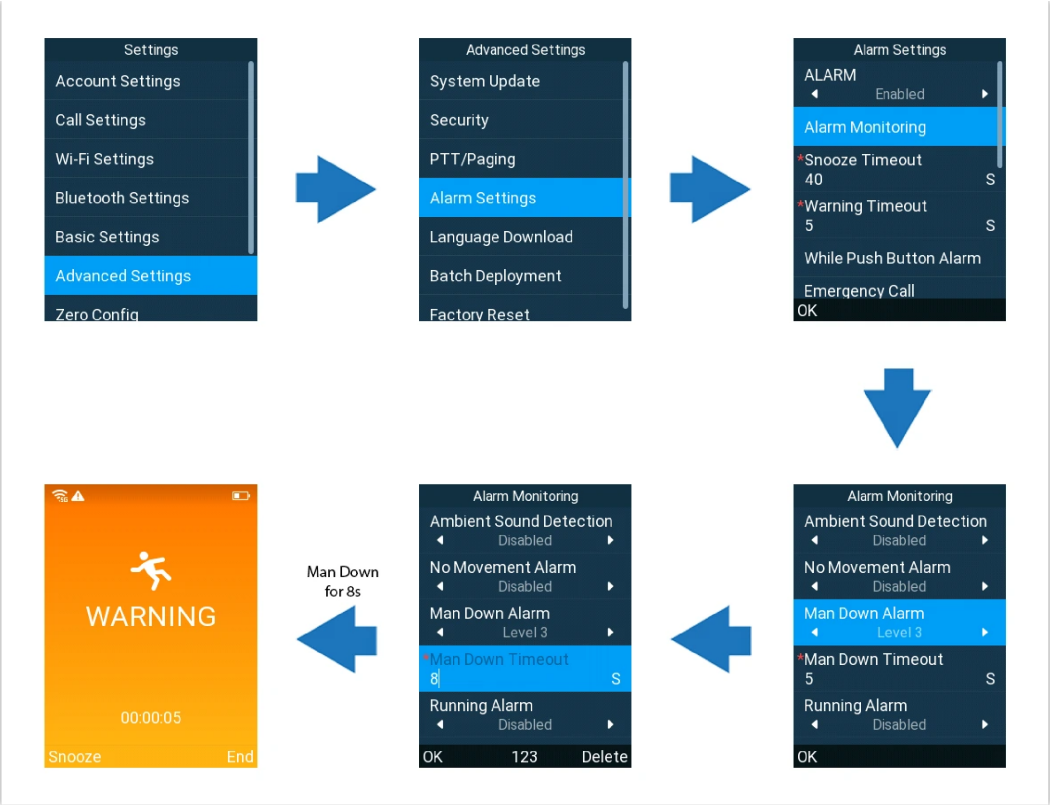
Man Down Alarm

The Man Down Alarm is triggered when the user has fallen or is unresponsive, in order to ensure that prompt action is taken in emergency situations.

To configure the alarm, users must set a detection sensitivity level from 1 to 7, where **Level 1** is the lowest and **Level 7** is the highest. Additionally, users should set the **Man Down Timeout** (in seconds), which defines the duration the user remains in the man down position before the warning is triggered.

In order to configure the Man Down Alarm, please follow the instructions below:

1. Quickly press the side key to access the alarm settings (if the side key is configured as “alarm”), or go to **Settings→Advanced Settings→Alarm Settings**.
2. Select **Alarm Monitoring** and set the **Man Down Alarm level**.
3. Configure the **Man Down Timeout**. (Valid range is **5** to **300** seconds)
4. Click on the left Softkey (**OK**) to confirm the changes.
5. The warning will be triggered if the man down position is maintained for the specified duration. (as show in the figure)



Configuring Man Down Alarm

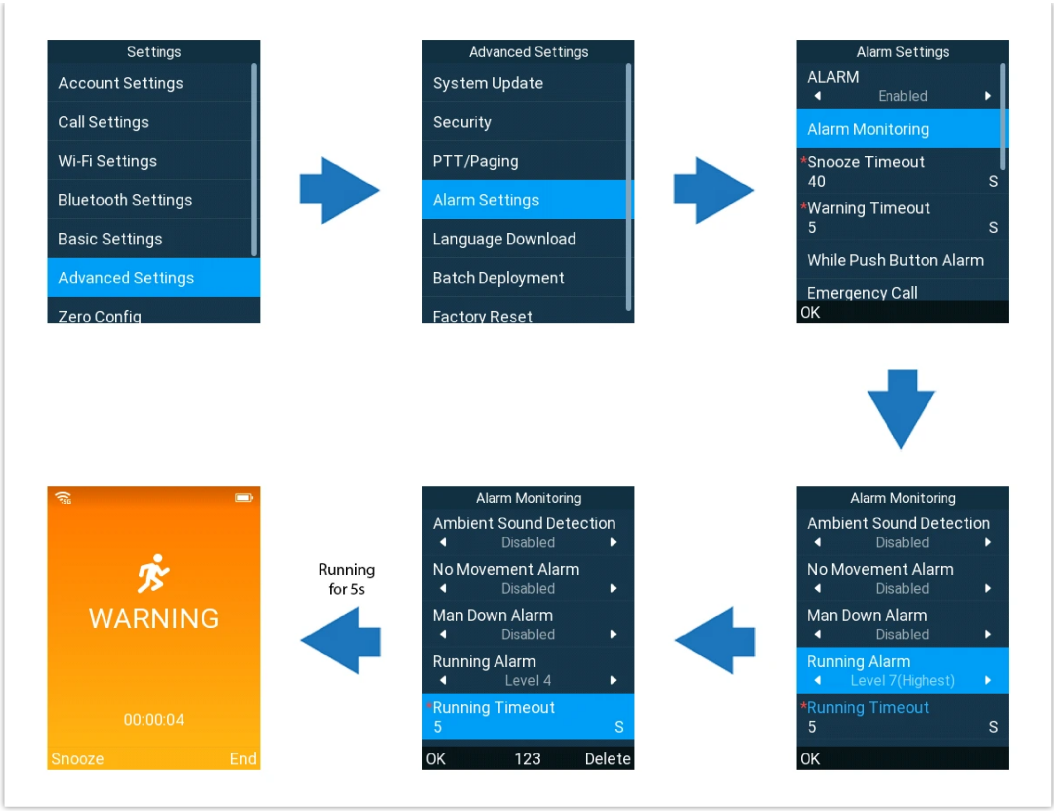
Running Alarm

Running Alarm triggers an alert when the user is moving at a speed that indicates running. This feature can be particularly useful in situations where running may signal an emergency.

Users must set a detection sensitivity level from 1 to 7, where **Level 1** is the lowest and **Level 7** is the highest, and configure the **Running Timeout** (in seconds).

The steps below illustrate how to configure this alarm:

1. Quickly press the side key to access the alarm settings (if the side key is configured as “alarm”), or go to **Settings→Advanced Settings→Alarm Settings**.
2. Select **Alarm Monitoring** and set the **Running Alarm** level.
3. Choose the **Man Down Timeout** from **5** to **300** seconds.
4. To trigger the warning, running motion must be detected for the timeout duration.



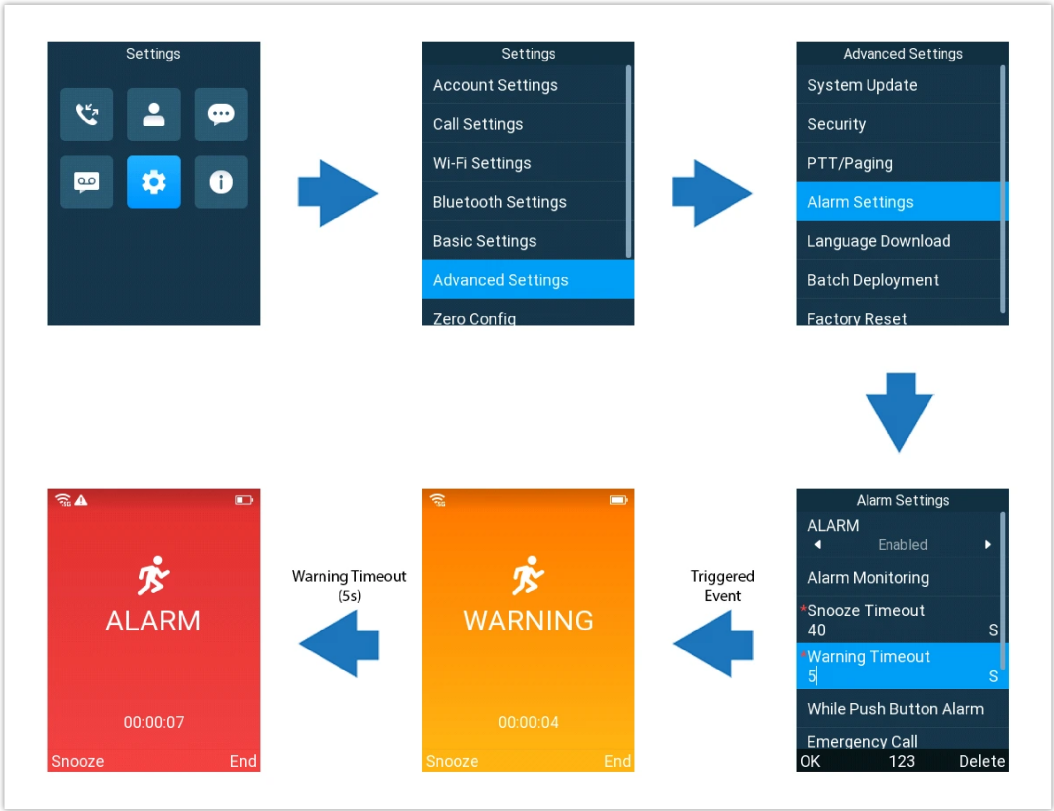
Configuring Running Alarm

Warning and Snoozing

Warning Timeout

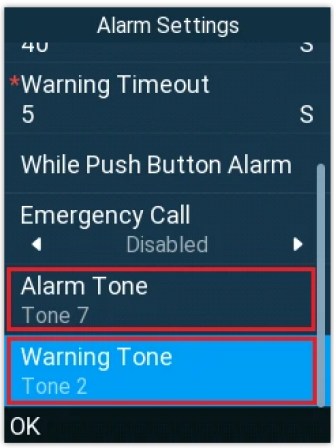
In the event of an alarming situation, the handset first sends a warning to alert users of the detected event. If the warning persists for a specified duration without being canceled, the alarm is triggered. This duration is called **Warning Timeout**, and it can be set to a value **between 0 and 60 seconds**.

The figure below explains the configuration of the warning timeout:



Warning Timeout Configuration

The warning and alarm each have a distinct tone which can be configured under **Settings→Advanced Settings→Alarm Settings**.



Alarm and Warning Tone

Snooze Timeout

When an alarm or warning is triggered, users can snooze the alert, preventing alarm monitoring for the **Snooze Timeout** duration (**0 to 300 seconds**). Users can also pause the snooze window to temporarily enable alarm detection.

The snooze flow is explained using the following image:

Snooze Timeout Configuration

Emergency Call

Users can configure the WP8x6 to dial a specific number when an alarm is triggered. By setting this number, users can ensure that the contacted party is quickly notified, improving response times during emergencies.

1. Quickly press the side key to access the alarm settings (if the side key is configured as “alarm”), or go to **Settings→Advanced Settings→Alarm Settings**.
2. Enable the **Emergency Call** feature and choose the account to be used for making the call.
3. Enter the emergency number under **Emergency Dial Number**.

4. Once the alarm/warning is triggered, the phone will automatically call the emergency number.

Configuring Alarm Emergency Call

UPGRADING AND PROVISIONING

The WP8x6 can be upgraded via TFTP/HTTP/HTTPS/FTP/FTPS by configuring the URL/IP Address for the TFTP/HTTP/HTTPS/FTP/FTPS server and selecting a download method. Configure a valid URL for TFTP, HTTP, HTTPS, FTP, or FTPS; the server name can be FQDN or IP address.

Examples of valid URLs:

firmware.grandstream.com/BETA

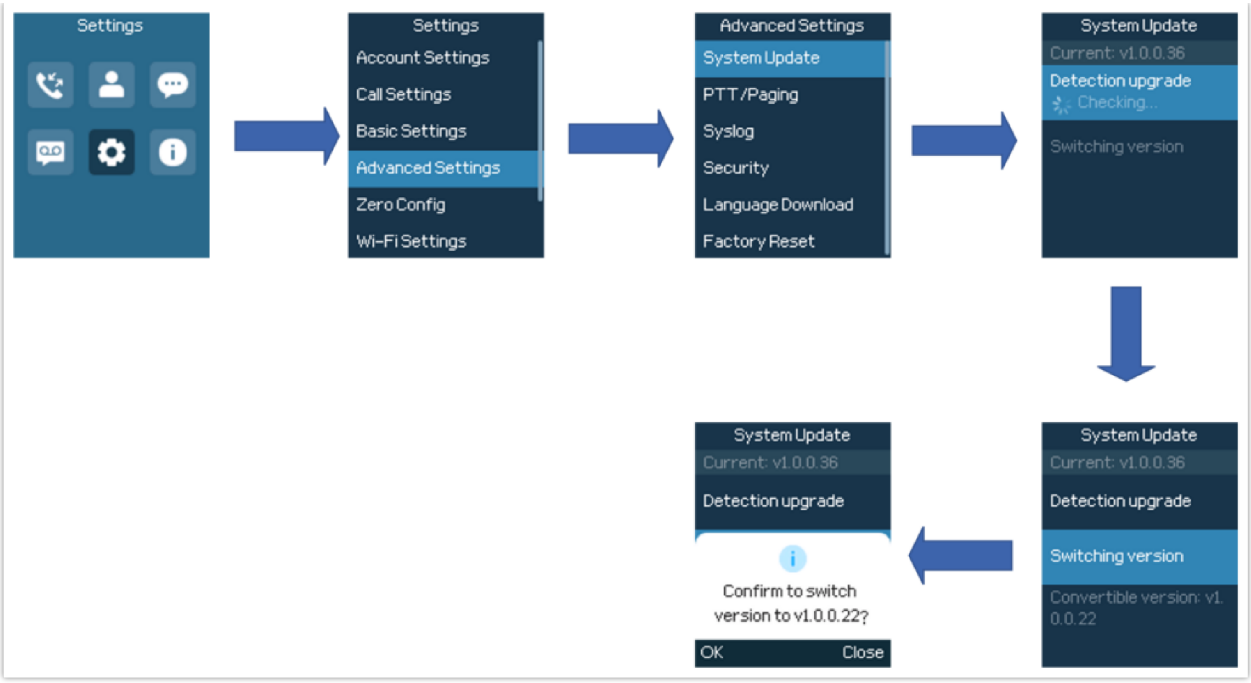
fw.mycompany.com

Upgrade and Provisioning Configuration

There are two ways to set up upgrades and provisioning on WP8x6. They are the Keypad Menu and Web GUI.

Configure via keypad Menu

1. In handset Settings, select **Advanced Settings → System Update**.
2. From here, you will have two options, either to detect if a new firmware is available by choosing the **"detection upgrade"** option or roll back to the previous firmware version by clicking **"Switching version"**

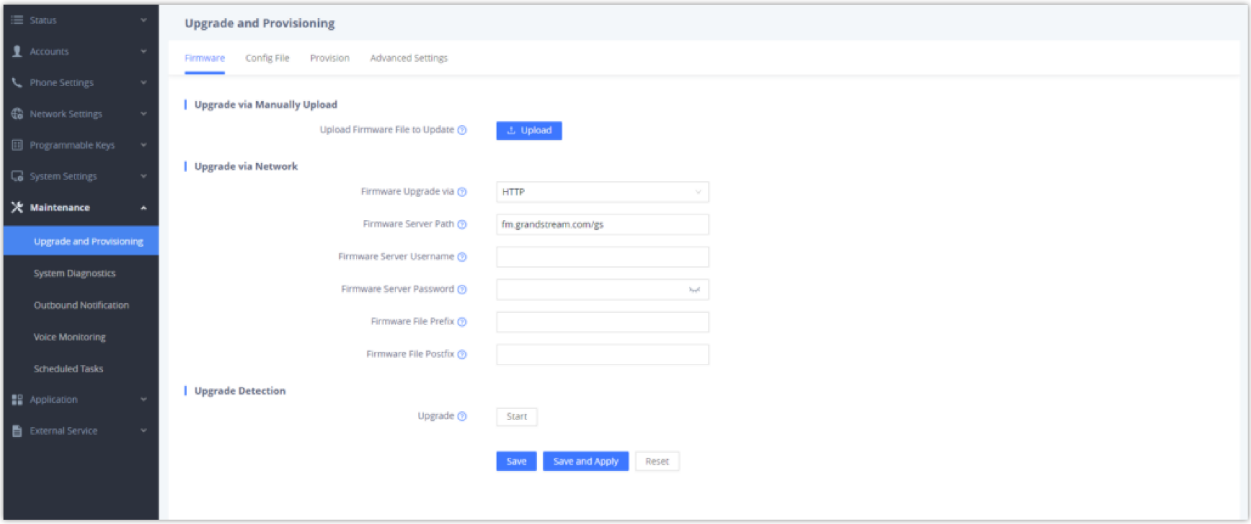


Upgrade detection via Keypad Menu

Configure via Web GUI

Open a web browser on a PC and enter the IP address for the handset. Then login with the administrator username and password. Go to **Maintenance → Upgrade and Provisioning → Firmware**.

On the Upgrade web page, enter the IP address or the FQDN for the upgrade server and choose to upgrade via TFTP, HTTP, HTTPS, FTP, or FTPS (The default setting is HTTP). Save and apply the changes, press the Save and apply button then reboot the phone to initiate the firmware upgrade process.



Upgrade Configuration via Web GUI

> **Warning**
>
> Please do not power off or unplug the device when the upgrading process is on.

Upload Firmware Locally

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

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

https://www.grandstream.com/support/firmware

2. Log in to the Web GUI as an administrator on the PC.
3. Go to Web GUI→Maintenance→Upgrade and Provisioning → Firmware.
4. Click the "Start" button under "Upgrade Firmware", and a window will be prompted to select the firmware file to upload.
5. Select the firmware file from your PC. Then uploading progress will show on the window.
6. When uploading is done, users can see the upgrading process starts on the device LCD.
7. The phone will reboot again with the new firmware version upgraded.

No Local Firmware Servers

Service providers should maintain their firmware upgrade servers. For users who do not have a TFTP/HTTP/HTTPS/FTP/FTPS server, some free Windows version TFTP servers are available for download from:

https://www.solarwinds.com/free-tools/free-tftp-server and https://www.tftpd64.com/.

Please check our website at https://www.grandstream.com/support/firmware for the 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 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 device to the IP address of the PC.
6. Update the changes and reboot the device.

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

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 FTP/FTPS. The "Config Server Path" is the TFTP, HTTP or HTTPS, FTP, or FTPS 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→**Maintenance→ Web Access** page. For a detailed parameter list, please refer to the corresponding firmware release configuration template in the following link:

https://www.grandstream.com/support/tools

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

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

https://documentation.grandstream.com/knowledge-base/sip-device-provisioning-guide/

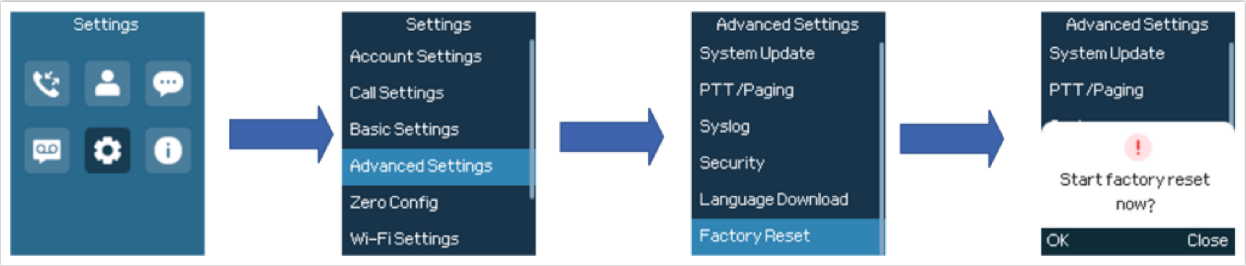
FACTORY RESET

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 device to the factory default settings.

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



LCD – Confirm Factory Reset

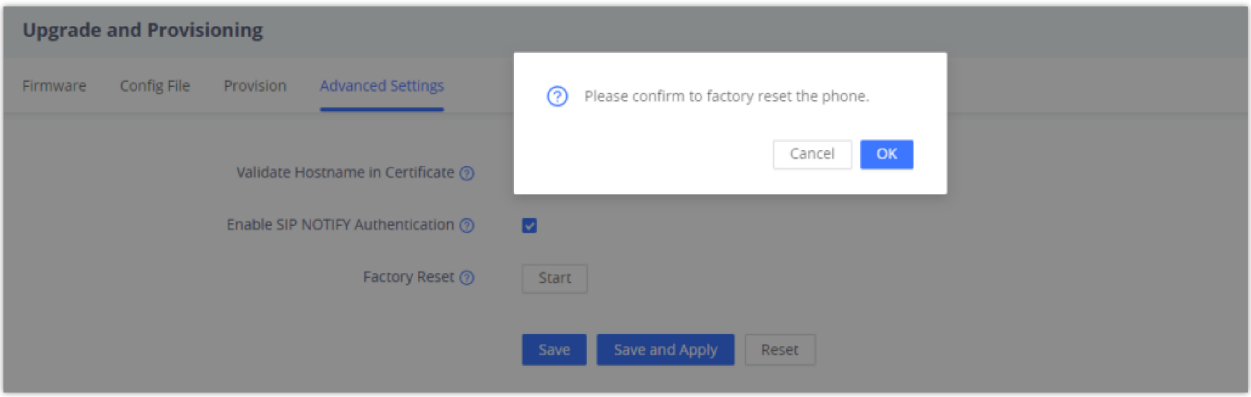
3. Once confirming the factory reset, the device will reboot with the default factory settings.

Restore to Factory Default via the Web GUI

1. Log in to Web GUI and go to Maintenance → Upgrade and Provisioning → Advanced Settings.
2. Click on the Start button in front of the field "**Factory Reset"** to perform a Factory reset.

3. A dialog box will pop up to confirm the factory reset.

4. Click OK to restore the phone to factory settings.



Web GUI – Confirm Factory Reset

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 1.0.1.52

- No major changes.

Firmware Version 1.0.1.44

(*This is the initial version for WP836).*

- Added Support to dial numbers when a missed call notification is displayed on the LCD screen. [Missed Call Notification]
- Updated the terms “Blacklist/Whitelist” to “Blocklist/Allowlist” on LCD Menu. [Block List]
- Added Support to change ringtone for Direct IP call. [Direct IP Call]
- Added support for Alarm Settings. [Alarm Settings]
- Added support for AI Noise Reduction. [Smart Noise Cancellation][Icons Description]

Firmware Version 1.0.1.30

- Added Support to disable voicemail pop-up. [Enable Voicemail Popup]

Firmware Version 1.0.1.18

- No major changes.

Firmware Version 1.0.1.14

- No major changes.

Firmware Version 1.0.1.9

- *This is the initial version for WP816/WP826.*