



TalkAnywhere Grandstream WP822 Guide v2.2



If you need further assistance, please reach out to us at myaccount.cyberlynk.net. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.

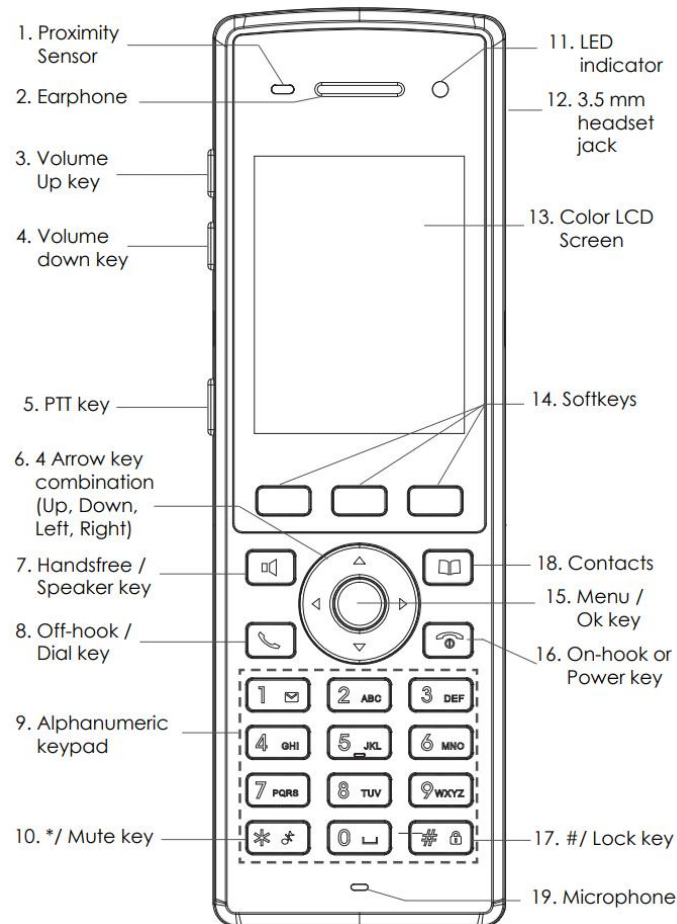
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Overview

The purpose of this document is to help walk you through the features and functions of your new Grandstream WP822 Phone.

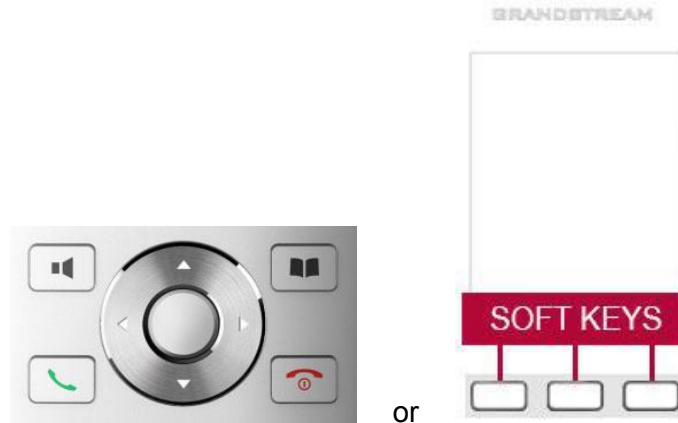
We're here to help! If you have any questions about the new functionality please reach out to us at myaccount.cyberlynk.net.





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

Answering and Placing a Call



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



Answering a Call

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


Placing a Call

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

Ending a Call

- Press the  button

Placing an Internal Call

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

Hold, Transfer and pick up a Parked Call

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



Placing a Call on Hold

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

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

Transfer a Call

- While on a call, press the *Transfer* button within the soft key row
- Dial the number you want to transfer the call to
- Press the *Blind* button in the soft key row
 - Example showing if you want to transfer a call to extension 3578:

(Transfer) 3578 (Blind)

Introduce a call prior to transferring

If you want to speak to the person to let them know who's calling first:

- While on a call, press the *Transfer* button within the soft key row
- Dial the number you want to transfer the call to
- Press the *Attended* button in the soft key row
- After the call has been introduced select *Confirm* to transfer the call
 - Example showing if you want to transfer a call to extension 3578:

(Transfer) 3578 (Attended) (Confirm)

Transferring a Call to voicemail

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

- While on a call, press the *Transfer* button followed by 03 + the extension number and then *Blind*.
 - Example showing if you want to transfer a call to the voicemail at extension 3578:

(Transfer) 03 3578 (Blind)

Picking up a Parked Call

To pick up a parked call on the WP822, dial the parking spot number you were given + Call to pick up the call.

- Example to pick up a call on parking spot 700: **700 (Call)**

Conferencing

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

- While on a call, select Options and then press the *Conference* button located in the soft keys. This will place your call on hold and prepare you to dial a second call.
- Place your second call by dialing the phone number followed by the *Send* key. Once the new call is live, press the *Join Conf* option. The calls will be merged.
 - Example conferencing in extension 3578:

(Options) (Conference) 3578 (Call) Ext 123 picks up (Join Conf)



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

Voicemail

Initial Voicemail Setup

You should set up your voicemail immediately. Your Welcome Email contains the initial PIN, which you can change to any other 4-digit number after your first login.

- Dial 5000
- Dial the voicemail box number
- Dial your PIN
- It will then take you through the prompts to record your voicemail message and to change your PIN number.

Accessing Voicemail



You will be able to see that there is a voicemail waiting for you by the LED light blinking.

- Dial 5000
- Dial the voicemail box number
- Dial your PIN
- You will hear a recording advising you how many voicemails you have waiting
- Follow the prompts to hear your message
- Once the voicemail has played you will hear the options available on how to delete, save, etc. that voicemail.



Contacts

You can store contacts and dial them on your phone.

To access the contacts

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

To add a contact

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

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