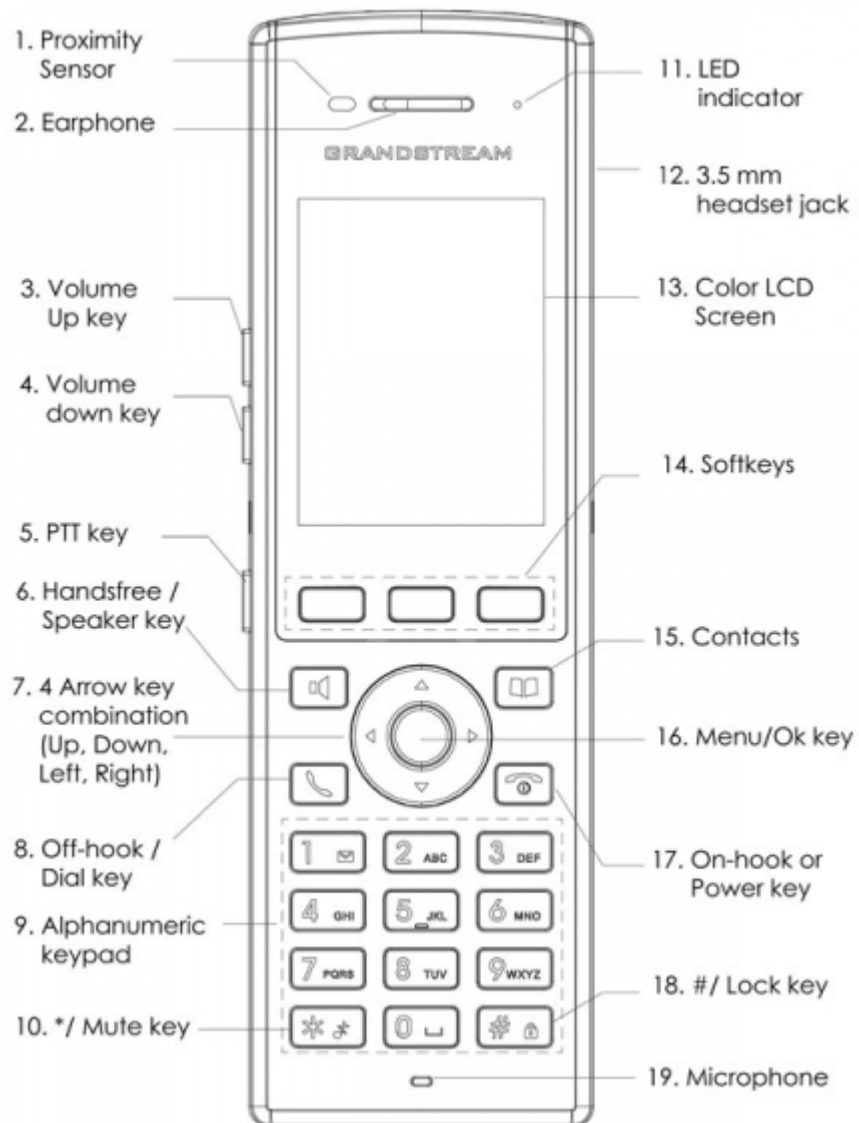



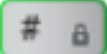
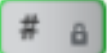



# Advanced Telecom

Telephone: 985-340-2811 Fax: 985-345-9972

<http://www.advancedtelecomm.net>

Basic Instructions for your Grandstream WP820 Phone



- Press and hold  to open the voice mailbox.
- Press and hold a number button to speed dial (need to set up the speed dial key first).
- Press  to redial (need to enable "Use # as dial key").
- Press and hold  to lock the screen (need to enable lock screen).
- Press and hold  to set ringer mute at idle screen.
- Press  to turn off the screen when you are idle.
- Press and hold  to turn off or restart.

### Multiple incoming calls:

During a call, you will hear a call waiting tone when there is an incoming call.

The call interface displays the caller's name and phone number. You can choose to answer or reject the second call (similar to single call scenario).



Figure 4: Multiple incoming Calls

### Line Switching:

When the new call is answered, the previous call will be held.

Use the up/down navigation keys to switch the call line and press the "Unhold" softkey to unhold the line.



Figure 5: Line Switching

# Transfer

## Blind Transfer

1. During a call, press the "Transfer" softkey to enter the call transfer interface.
2. Enter the target number to transfer the call.
3. Press the "Blind" softkey.
4. The call will be forwarded, and the current call automatically disconnected.

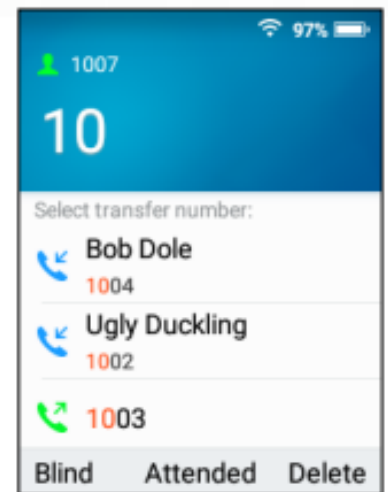


Figure 6: Blind Transfer

## Attended Transfer

1. During a call, press the "Transfer" button to enter the call transfer interface.
2. Enter the target number to transfer the call.
3. Press the "Attended" softkey.
4. The device will initiate a call to the new number.
5. When the new number answers the call, the transfer/split interface will appear as shown.
6. After pressing the "Confirm" softkey, the call is transferred and the current call will automatically hang up. If the softkey "Split" is pressed, the new call will continue and the original call will be held.

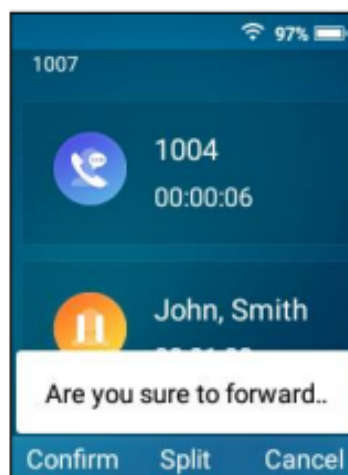
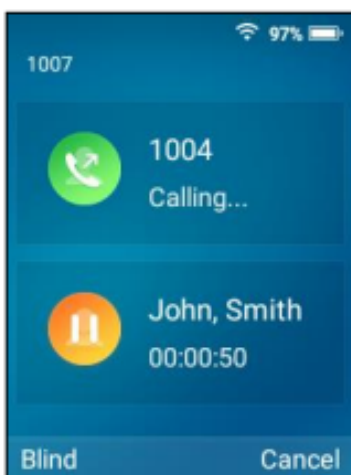


Figure 7: Attended Transfer

## Parking a call

1. Press “Transfer” softkey during a call, and then enter the number of the “call park” you are selecting. (Clients with UCM, call parks are 701,702,703, depending on how many call parks you have.) (Hosted clients will dial \*70 regardless of how many parks are set up)
2. Select Blind transfer by pressing on Blind key.
3. The call is connected to the number you specified, and the LCD screen prompts Call Transferred.
4. To retrieve a parked call, simply dial that same park number. For UCM clients retrieving a call on Park 2, dial 702 and send. For hosted clients, dial \*71 plus the “park number” and send. (1 for park 1 and 2 for park 2)