

# WELCOME GUIDE

## Grandstream WP820 Series Telephone Sets

Welcome to the Cloud! Thank you for choosing Sonictel as your managed service provider. This manual will guide you through the initial setup & teach you the basic functions of your new enterprise phone system.




# BASIC CALL FEATURES




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## PLACING A CALL




### Using the handset:

1. Pick up the handset
2. Enter the number when the handset is idle, and press 

### To place a call from the local directory:

1. Press **THE MENU** softkey when the handset is idle and select "**CONTACTS**"
2. Press  or  to highlight the desired entry, and press 

### To place a call from the call history:

1. Press the **HISTORY** soft key, and select the desired call history list
2. Press  or  to highlight the desired entry, and press 

*Note: During a call, you can alternate between the handset and the hands-free speakerphone modes by pressing the **Speakerphone** key.*

## ANSWERING A CALL

### To answer a call, do one of the following:

- Press the **ACCEPT** softkey
- Press 
- Press 

*Note: You can ignore an incoming call by pressing the **REJECT** soft key.*

## ENDING A CALL

Press 

## INTERCOM

### To perform a private intercom:

1. Enter the extension number, and then press the **SEND** soft key

### To perform a direct announce intercom:

1. Enter 99 followed by the extension number, and then press the **SEND** soft key

*Note: To intercom using handset/speakerphone, refer to Placing a Call above.*

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## CALL HOLD & RESUME

### To place a call on exclusive hold:

Press the **HOLD** soft key during an active call

### To resume the call:

Press the **UNHOLD** soft key during an active call

## CALL TRANSFER

You can transfer a call in the following ways:

### Blind Transfer

1. Press the **TRANSFER** soft key during an active call.
2. Enter the number you want to transfer to
3. Press the **BLIND** soft key


### Attendant Transfer

1. Press the **TRANSFER** soft key
2. Enter 7 followed by the mailbox you want to transfer to
3. Press the **ATTENDED** soft key

### Transfer to Voicemail

1. Press the **TRANSFER** soft key
2. Enter 7 followed by the mailbox number you want to transfer to
3. Press the **TRANSFER** soft key

## CALL CONFERENCE

1. Press the **OPTIONS** soft key during an active call. Select **CONFERENCE**
2. Enter the number of the second party, and then press 

Press the **END** soft key to disconnect all parties.

## VOICE MESSAGE

### Configuring your voice mailbox:

1. Press the **OK** key to enter the main menu, and select **VOICEMAIL**, or dial 5000. Select **PLAY MESSAGE**

### Play message:

1. The default password for your mailbox is \_\_\_\_\_
2. Record your name
3. Record your greeting
4. Press 5 for options
5. Press 1 to change your password

**Thank you for choosing Sonictel for your Telecom needs!**

If you require additional assistance after reading through this user guide, please contact your Sonictel Support team at 1.844.SONICTEL, Option 3 or open up a trouble ticket by sending an email with an explanation of the issue that you're having to [help@sonictel.com](mailto:help@sonictel.com)

Note: The best way to reach us for service requests and updates is to email [help@sonictel.com](mailto:help@sonictel.com)

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