

Pictured here is the Grandstream WP825 phone.



For use in:

Security Booths and mobile staff stations

Area on Image	Feature Description	Area on Image	Feature Description	Area on Image	Feature Description
1	Earphone	7	Offhook/ Dial Key	13	Soft keys (Function on Display)
2	Volume Up button	8	Alphanumeric Keypad	14	Contacts
3	Volume Down button	9	* / Mute Key	15	Menu/ Ok Key
4	PTT Button	10	Indicator Light	16	On-hook or Power Key
5	Handsfree/ Speaker Key	11	3.5 mm headset jack	17	# / Lock Key
6	4 arrow key combo	12	LCD Screen	18	Microphone

Basic Features

Placing Calls

- Enter desired number using keypad
- Press the green **Dial** key or left softkey "**Call**" to initiate call. You may also wait 4 seconds for the call to be automatically initiated.

Dialing from Call History

- Press the **Menu** key to bring up the operation menu
- Use arrow keys to reach **Call History**
- Select the desired entry and press the **Dial** key to establish call
 - Note: Users can press "**Options**" softkey followed by "**Edit before Dialing**" 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 oldest dialed number when a new number is dialed.

Dialing from Phonebook

- Press the **Menu** key to bring up the operation menu and use arrow keys to reach **Contacts**. You may also press the **Contacts key** to access the contact list directly.
- Select the desired entry and press the Dial key to establish call
 - Note: this menu only shows directly saved contacts. If empty, follow the next step.
- For the Zoom Phone contact list, press the **Right** arrow key to find "**LDAP**".
- Search for the user by typing in at least 3 characters of the user's first or last name.
 - Note: you can save users from the LDAP list by clicking the **Ok** key.

Accessing Voicemail

- Enter *86 and then press the **Dial** soft key to access your voicemail.
- Enter your PIN code followed by #.
- Make your selections from the voicemail main menu.

Call Transfer

Blind Transfer

Transfer a call directly to another party without consulting

- During a call, press the softkey "**Transfer**" on the LCD screen
- Enter the number or extension you want to transfer the call to
- Select Blind transfer by pressing on the soft key for "**Blind**"
- The call is connected to the number you specified and the screen will read Call Transferred.

Attended Transfer

Transfer a call with prior consulting

- During a call, press the softkey "**Transfer**" on the LCD Screen
- Enter the number or extension you want to transfer the call to
- Select Transfer by pressing on the softkey for "**Transfer**"
- After transfer target answers the call, the transferor can click on the softkey for "**Confirm**", the call will transfer and the WP825 will hang up. Tapping on the "**Split**" softkey will separate the two calls, allowing the transferor to speak with the transfer target while the first call on hold.

Rebooting your phone

- Press the red **Power key** button.
- Then press **Yes** with the Ok key



For assistance with your phone, contact the Tech Helpdesk at x3100 or visit support.oakwoodschool.org

Additional Zoom Phone user guides are available at: support.oakwoodschool.org.