Grandstream WP826

Grandstream WP826 Cordless WiFi IP Phone User Manual

Model: WP826

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1. Introduction

The Grandstream WP826 is a cordless Wi-Fi IP phone designed for mobility and high-quality communication. It features integrated Dual-Band Wi-Fi 6 (802.11a/b/g/n/ac/ax) for seamless wireless connectivity and offers up to 12 hours of talk time. Equipped with advanced antenna design, roaming support, and HD voice with dual-MICs, the WP826 provides a robust and reliable solution for various portable telephony needs.

2. What's in the Box

Please verify that all items are present and in good condition upon opening the package:

- Grandstream WP826 Cordless Phone
- Charging Base
- Power Adapter
- Lithium Ion Battery (pre-installed or separate)

3. Product Overview

The Grandstream WP826 is designed for intuitive use and reliable performance. Key features include a large color display, a user-friendly keypad, and robust Wi-Fi connectivity.

3.1 Phone Components



Figure 3.1: Grandstream WP826 Cordless Phone in its charging base. This image shows the phone's front display, keypad, and the base unit used for charging.



Figure 3.2: Front and back view of the Grandstream WP826 Cordless Phone. The front displays the screen and keypad, while the back shows the speaker grille and overall phone design.

3.2 Key Features

- **Dual-Band Wi-Fi 6:** Supports 802.11a/b/g/n/ac/ax for fast and reliable wireless connectivity.
- **Cordless Convenience:** Offers freedom of movement during calls without being tethered.
- **Large Color Display:** Features a 4-inch color LCD screen for clear navigation and call management.
- **Intuitive Controls:** Equipped with a user-friendly keypad and navigation buttons for easy operation.
- **HD Voice with Dual-MICs:** Ensures clear audio quality for conversations.
- **Long Talk Time:** Provides up to 12 hours of talk time on a single charge.

4. Setup

4.1 Battery Installation

1. Locate the battery compartment on the back of the WP826 phone.
2. Carefully remove the battery cover.
3. Insert the Lithium Ion battery, ensuring the contacts align correctly with the phone's terminals.
4. Replace the battery cover until it clicks into place.

4.2 Charging the Phone

1. Connect the power adapter to the charging base.

2. Plug the power adapter into a standard electrical outlet.
3. Place the WP826 phone into the charging base. Ensure the phone is seated correctly and the charging indicator (usually on the phone's screen or an LED) illuminates.
4. Allow the phone to charge fully before first use. A full charge typically takes several hours.

4.3 Initial Power-On

Press and hold the Power/End Call button until the Grandstream logo appears on the screen. The phone will boot up and display the main idle screen.

4.4 Connecting to Wi-Fi

1. From the idle screen, navigate to **Menu** > **Settings** > **Wi-Fi**.
2. Ensure Wi-Fi is enabled. The phone will scan for available networks.
3. Select your desired Wi-Fi network (SSID) from the list.
4. Enter the Wi-Fi password (if required) and press **Connect**.
5. Once connected, the Wi-Fi icon will appear on the status bar.

4.5 SIP Account Configuration

The WP826 supports SIP accounts for making and receiving calls over an IP network. Configuration is typically done via the phone's web user interface (Web UI) for advanced settings, or basic setup can be done directly on the phone.

- **Accessing Web UI:**
    a. On the phone, navigate to **Menu** > **Status** > **Network Status** to find the phone's IP address.
    b. Open a web browser on a computer connected to the same network and enter the phone's IP address in the URL bar.
    c. Log in using the administrator credentials. The default username is "admin". The default password is often found on a sticker inside the battery compartment or on the device packaging.
- **Configuring SIP Account:**
  Within the Web UI, navigate to **Account** settings. Enter the SIP server address, SIP User ID, SIP Authenticate ID, and Password provided by your VoIP service provider. Save the settings and reboot the phone if prompted.

5. Operating Instructions

5.1 Making a Call

1. From the idle screen, dial the desired phone number using the keypad.
2. Press the **Call** button (green phone icon) to initiate the call.
3. To end a call, press the **End Call** button (red phone icon).

5.2 Receiving a Call

When an incoming call rings, press the **Call** button (green phone icon) to answer. To reject a call, press the **End Call** button (red phone icon).

5.3 Using the Speakerphone

During an active call, press the **Speakerphone** button (speaker icon) to toggle between handset and speakerphone mode. Press it again to switch back to the handset.

5.4 Volume Adjustment

Use the **Volume Up** and **Volume Down** buttons on the side of the phone to adjust the call volume during a conversation or the ringer volume when idle.

5.5 Navigation

Use the directional pad (up, down, left, right) and the central **OK/Select** button to navigate through menus and select options on the screen. The **Menu** button typically accesses the main menu, and the **Back** button (often represented by an arrow) returns to the previous screen.

6. Maintenance

6.1 Cleaning the Phone

- Use a soft, lint-free cloth to wipe the phone's screen and body.
- For stubborn marks, slightly dampen the cloth with water or a mild, non-abrasive cleaner.
- Avoid using harsh chemicals, abrasive cleaners, or aerosol sprays directly on the phone.
- Ensure the phone is powered off and disconnected from the charging base before cleaning.

6.2 Battery Care

- To maximize battery life, avoid fully discharging the battery frequently.
- Store the phone in a cool, dry place when not in use for extended periods.
- If the phone will not be used for a long time, charge the battery to about 50% before storing it.
- Only use the original Grandstream battery and power adapter provided with the device.

7. Troubleshooting

Problem	Possible Solution
Phone does not power on.	Ensure the battery is correctly installed and charged. Connect the phone to the charging base and verify the charging indicator.
Cannot connect to Wi-Fi.	Verify the Wi-Fi password. Ensure the phone is within range of the Wi-Fi access point. Restart the phone and the Wi-Fi router.
Cannot make or receive calls.	Check Wi-Fi connection status. Verify SIP account settings (server, user ID, password) in the phone's configuration. Ensure your VoIP service is active.
Poor call quality (echo, static).	Check Wi-Fi signal strength. Ensure there is no interference from other devices. If using speakerphone, ensure the microphone is not obstructed.
Phone freezes or becomes unresponsive.	Perform a soft reset by removing and reinserting the battery. If the issue persists, a factory reset may be necessary (consult the full online manual for instructions, as this will erase all settings).

8. Specifications

Feature	Detail
Model Number	WP826
Brand	Grandstream
Telephone Type	Cordless IP Phone
Wi-Fi Standard	Dual-Band Wi-Fi 6 (802.11a/b/g/n/ac/ax)
Display	4-inch Color LCD (Visible screen diagonal: 5" / 13 cm)
Battery	1 Lithium Ion battery (required)
Talk Time	Up to 12 hours
Audio Features	HD Voice, Dual-MICs
Dimensions (L x W x H)	10 x 8 x 6 inches
Item Weight	1.01 pounds (0.46 Kilograms)
Color	Gray/Blue
Material	Electronic Components, Plastic
Power Source	Battery Powered
Dialer Type	Dual Keypad
Answering System Type	Digital

9. Warranty and Support

9.1 Warranty Information

Grandstream products typically come with a limited manufacturer's warranty. The duration and terms of the warranty may vary by region and product. Please refer to the warranty card included with your product or visit the official Grandstream website for detailed warranty information specific to the WP826 model.

9.2 Technical Support

For technical assistance, troubleshooting beyond this manual, or inquiries about your Grandstream WP826, please contact Grandstream technical support. Support resources, including FAQs, firmware updates, and contact information, are available on the official Grandstream website:
Grandstream Official Website: www.grandstream.com
When contacting support, please have your product model (WP826) and serial number ready. The serial number is usually located on a sticker on the back of the phone or inside the battery compartment.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question