

**Grandstream WP816**

# Grandstream WP816 Compact Portable Wi-Fi Phone User Manual

Model: WP816 | Brand: Grandstream

## 1. PRODUCT OVERVIEW

The Grandstream WP816 is a compact, portable Wi-Fi phone designed for clear communication. It features dual-band Wi-Fi 6 for reliable connectivity, supports two SIP accounts and two lines, and delivers HD voice quality with dual microphones, Acoustic Echo Cancellation (AEC), and Noise Shield Technology. The phone includes integrated Bluetooth for headset connectivity, a long-lasting 1500mAh rechargeable battery providing 6 hours of talk time and 120 hours of standby time, and a configurable push-to-talk button. It is equipped with a Type C USB port for fast charging and a 3.5mm headset jack. Additional features include an accelerometer and an emergency button.

### Key Features:

- Dual-band Wi-Fi 6 with efficient antenna design and advanced roaming support.
- Supports 2 SIP accounts and 2 lines.
- HD voice with dual MIC design, AEC, and Noise Shield Technology.
- Integrated Bluetooth for headset connection.
- Rechargeable 1500mAh battery: 6 hours talk time, 120 hours standby.
- Configurable button for push-to-talk functionality.
- Type C USB port (supports fast charging) and 3.5mm headset jack.
- Built-in accelerometer and emergency button.



Figure 1: Front view of the Grandstream WP816 Wi-Fi Phone, displaying its screen, keypad, and branding.

## 2. SETUP

### 2.1. What's in the Box:

- Grandstream WP816 Wi-Fi Phone
- (Additional accessories such as power adapter, charging cradle, and battery are typically included but not explicitly detailed in the provided 'whats\_in\_the\_box' field, which only states "Phone". Assuming standard phone accessories.)

## 2.2. Charging the Phone:

1. Connect the power adapter to the charging cradle and a power outlet.
2. Place the WP816 phone into the charging cradle. Ensure the phone is seated correctly and the charging indicator illuminates.
3. Allow the phone to charge fully before initial use. This typically takes several hours. The Type C USB port also supports fast charging.

## 2.3. Initial Setup:

1. **Power On:** Press and hold the Power/End Call button until the screen lights up.
2. **Wi-Fi Connection:** Navigate to the "Settings" menu, then "Wi-Fi". Select your desired Wi-Fi network and enter the password if prompted. The phone supports dual-band Wi-Fi 6.
3. **SIP Account Configuration:** Access the "Settings" menu to configure your SIP accounts. The phone supports 2 SIP accounts. Refer to your VoIP service provider for specific SIP settings (SIP server, User ID, Password).
4. **Date and Time:** Ensure the date and time are correctly set, either manually or via network synchronization.

## 3. OPERATING INSTRUCTIONS

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### 3.1. Making Calls:

- **Dialing:** Enter the phone number using the keypad.
- **Initiate Call:** Press the Green Call button to place the call.
- **End Call:** Press the Red End Call button to terminate the conversation.

### 3.2. Receiving Calls:

- When the phone rings, press the Green Call button to answer.
- To reject an incoming call, press the Red End Call button.

### 3.3. Speakerphone Function:

- During a call, press the Speaker button (often indicated by a speaker icon) to activate the speakerphone.
- Press the Speaker button again to switch back to the earpiece.

### 3.4. Push-to-Talk (PTT):

- The WP816 features a configurable button for Push-to-Talk functionality.
- Consult your system administrator or service provider for configuration details and usage of the PTT feature.

### 3.5. Bluetooth Headset Connectivity:

1. Ensure your Bluetooth headset is in pairing mode.
2. On the WP816, navigate to "Settings" > "Bluetooth".
3. Turn Bluetooth on and scan for available devices.
4. Select your headset from the list and follow any on-screen prompts to complete pairing.

## 4. MAINTENANCE

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### 4.1. Battery Care:

- To maximize battery life, avoid extreme temperatures.
- Charge the phone regularly. Do not let the battery completely drain for extended periods.
- If the phone will not be used for a long time, charge it to about 50% and store it in a cool, dry place.

### 4.2. Cleaning:

- Use a soft, dry cloth to clean the phone's exterior.
- Avoid using harsh chemicals, cleaning solvents, or strong detergents.

## 5. TROUBLESHOOTING

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### 5.1. No Power:

- Ensure the battery is correctly inserted and charged.
- Verify the charging cradle is properly connected to a power source.

### 5.2. Cannot Connect to Wi-Fi:

- Check if the Wi-Fi network is active and within range.
- Confirm the Wi-Fi password is entered correctly.
- Restart the phone and the Wi-Fi router.

### 5.3. Poor Call Quality:

- Ensure you are within good Wi-Fi signal range.
- Check your internet connection speed and stability.
- Verify SIP account settings with your service provider.

### 5.4. Phone Not Responding:

- Perform a soft reset by removing and reinserting the battery.
- If the issue persists, a factory reset might be necessary (refer to advanced settings, note this will erase all data).

## 6. SPECIFICATIONS

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Feature	Detail
Model	WP816
Brand	Grandstream
Product Dimensions	7 x 5 x 4 inches
Item Weight	13.8 ounces (390 Grams)
Batteries	1 Nonstandard Battery required

Connectivity	Dual-band Wi-Fi 6, Integrated Bluetooth
SIP Accounts	2 SIP accounts, 2 lines
Voice Features	HD voice, Dual MIC design with AEC and Noise Shield Technology
Battery Capacity	1500mAh
Talk Time	6 Hours
Standby Time	120 Hours
Ports	Type C USB (fast charging support), 3.5mm headset jack
Additional Features	Accelerometer, Emergency button, Configurable Push-to-Talk button
Color	Gray
Material	Plastic
Telephone Type	Cordless
Dialer Type	Tone Dialing
Multiline Operation	Multi-Line Operation

## 7. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation provided with your purchase or visit the official Grandstream website. Keep your proof of purchase for warranty claims.