

OVERVIEW & REQUIREMENTS

This guide covers configuring the **Grandstream WP820** Wi-Fi portable phone to register with the PBX **v7.5.0** — by manual configuration or by auto provisioning.

Identify Your Phone Model

Check the label on the **back of the phone** for the exact model. Different models can have significantly different requirements and setup procedures — confirming the model before you start avoids failed registrations.

Phone Firmware

The phone must be running firmware **1.0.7.83**. To check the version:

- 1 Browse to the phone's IP address (e.g. `http://192.168.1.22`).
- 2 Log in — factory defaults are username **admin**, password **admin**.
- 3 Navigate to **Status > System Info** in the left menu.
- 4 The **System Version** field shows the current firmware version.

DHCP Server

A fully configured and operational **DHCP server** is required on the network.



CHECK YOUR PBX VERSION

Log in to the PBX and navigate to **Settings > About**. The top of the page shows a code similar to:

Edition: Multi-Tenant, **Release:** 7.5 (387597b7),
Running: 18.15.0-gc-b47edc45, **Proxy** v7.5 (62b7bcd),
API: 7.4

Release denotes the exact version of your PBX. This guide targets release **7.5**.

VERIFY: After any registration method in this guide, dial ***123** from the phone to confirm it is registered.

INSTALLATION

Connect the phone to power and your wireless network, find its IP address, then apply factory settings if the phone has been used before.

Power Adapter

- Connect the DC plug on the power adapter to the **DC port** on the phone, and plug the other end into an electrical outlet.

Connect to the Network

- 1 Open the **Menu** and navigate to **Settings** on the device.
- 2 Select **Network Settings** > **Wi-Fi Settings**.
- 3 Choose and connect to your preferred wireless network.

Find the Phone's IP Address

- 1 Click the **Menu** button and navigate to **Status** > **Network status**.

The phone's IP address is displayed in the **IPv4 address** field.

RESET TO FACTORY SETTINGS

Not required for brand-new out-of-the-box phones — but essential if the phone has been previously used. On the WP820 this is done from the web interface:

- 1 Open a browser and enter the phone's IP address to reach the web administration login screen. Example: **http://192.168.1.22**
- 2 Log in — factory defaults are username **admin**, password **admin**.
- 3 In the left-hand navigation menu, select **Maintenance**.
- 4 Click **Upgrade**, then navigate to **Advanced Settings** in the top menu.
- 5 Click the **Reset** button and confirm with **OK** when prompted. The phone resets to factory settings and reboots.
- 6 Allow some time for the device to complete the reboot.

NOTE: Do not unplug or remove power from the device while the factory reset process is in progress.

MANUAL CONFIGURATION — UAD & EXTENSION

Set the UAD, create an extension on the PBX, then register the phone (next page).

Log In to the Web Interface

- Open a browser and enter the PBX IP address to reach the administration login screen. Example: `http://192.168.1.10`
- Log in with your **e-mail address** and **password**.

UAD Settings

- 1 Navigate to **Settings › UAD**.
- 2 Make sure the Grandstream WP820 UAD is enabled — click the **edit** icon for your Grandstream phone to check.
- 3 Set **Status: Active**, **Auto provisioning: No**, **DHCP: Yes**.
- 4 Click **Save**.

Create the Extension

- 1 Navigate to **Extensions** and click **Add Extension**.
- 2 Select the Grandstream phone model from the **UAD** select box.
- 3 Select **Location: Local** (registered on the LAN) or **Remote** (registered from remote networks, WAN, Internet).
- 4 Click **Next step**.

REQUIRED FIELDS

- **Name** — a name for the extension. Example: **John Smith**.
- **E-mail** — the address associated with this extension; it receives all system notification messages. Example: `john.smith@yourdomain.com`
- **Department** — the department the extension belongs to. Example: **Sales**.

Click **Save**. The extension number and secret are sent to this e-mail address.



REGISTERING THE PHONE — HOSTNAME OR IP ADDRESS

Registration is configured from the phone's web administration interface.

Open the SIP Account Settings

- 1

Browse to the phone's IP (e.g. `http://192.168.1.22`) and log in — factory defaults are username **admin**, password **admin**.
- 2

Click **SIP Account** > **Line 1**.
- 3

Enter or set the fields in the table, then click **Save & Apply** at the bottom of the page.

VERIFY: If everything is set as described, the phone registers to the PBX. Dial ***123** to confirm registration.

ACCOUNT FIELD	VALUE
Account Active	Make sure the Yes radio box is selected.
Account Name	The PBX extension number. Example: 1003
SIP Server	Hostname or IP of the PBX — e.g. <code>voip.yourdomain.com</code> or <code>192.168.1.10</code>
SIP User ID	The PBX extension number. Example: 1003
SIP Authentication ID	The PBX extension number. Example: 1003
SIP Authentication Password	The extension secret from the extension's e-mail (e.g. <code>%Z4M3*Ts9y7</code>) — generated automatically for each new extension.

AUTO PROVISIONING

UAD Settings

- 1 Log in to the PBX web interface (e.g. `http://192.168.1.10`).
- 2 Navigate to **Settings** > **UAD** and click the **edit** icon for your Grandstream WP820.
- 3 Set **Status: Active**, **Auto provisioning: Yes**, **DHCP: Yes**.
- 4 Click **Save**.

Create the Extension

- 1 **Extensions** > **Add Extension**; select the Grandstream model from **UAD**, choose **Local** or **Remote**, click **Next step**.
- **Name** — e.g. John Smith.
 - **E-mail** — e.g. `john.smith@yourdomain.com`
 - **Auto Provisioning** — set to **Yes**.
 - **MAC Address** — e.g. **001565FF1536** (on the back of the phone).

Click **Save**.

SERVER TYPE	CONFIG SERVER PATH EXAMPLE
HTTP (hostname)	<code>abc.yourdomain.com/prov</code>
HTTPS (hostname)	<code>abc.yourdomain.com/prov</code>
HTTP (IP)	<code>192.168.1.10/prov</code>
HTTPS (IP)	<code>192.168.1.10/prov</code>
TFTP (hostname)	<code>voip.yourdomain.com</code>
TFTP (IP)	<code>192.168.1.10</code>

HTTP, HTTPS or TFTP

- 1 Browse to the phone's IP (e.g. `http://192.168.1.22`). Enter the username and password and press **Confirm** — factory defaults are username **admin**, password **admin**.
- 2 In the left-hand navigation menu, go to **Maintenance** > **Upgrade**.
- 3 In the top navigation menu, click **Config File**.
- 4 Make sure the **Use Grandstream GAPS** check box is **not** marked.
- 5 Choose the server type: **HTTP**, **HTTPS**, or **Trivial FTP** — **HTTP is recommended**.
- 6 For HTTP/HTTPS, enter the hostname or IP followed by `/prov` in the **Config Server Path** field, and enter the **Auto Provisioning** username and password into **HTTP/HTTPS User Name** and **HTTP/HTTPS Password**.
- 7 For TFTP, enter the hostname or IP only.
- 8 Click **Save & Apply** at the bottom of the page.
- 9 Wait a few seconds while the configuration updates — **do not power off the phone**. Provisioning runs during the reboot; the phone picks up its configuration file from the PBX. Dial ***123** to verify.

NOTE: The phone's display may not update even after the configuration has been successfully downloaded and applied — an additional reboot may be required for the changes to appear.

ADDITIONAL CONFIGURATION TEMPLATE

To include extra UAD configuration for the WP820, add fields to the **User Agent General Auto Provisioning Template** under **Settings** > **UAD** > **Grandstream WP820**, or add them directly to the extension in the **UAD Auto Provisioning Template** section.