

# WP820 Firmware Release Notes

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## **FIRMWARE VERSION 1.0.7.68**

### **PRODUCT NAME**

WP820

### **DATE**

07/17/2023

### **FIRMWARE FILE INFORMATION**

- Firmware file name: wp820fw.bin

MD5: fd2e610547ddbc90ad1a6612f48bfabc

### **BUG FIX**

- Fixed device does not send the correct DNS query when the SIP server is too long.
- Fixed device LCD flashes back to the call interface if clicking on the phone book to enter LDAP and pressing any number on the keyboard during a call.
- Fixed silent mode overwrites the lock ring volume by adjusting Silent mode priority lower than lock volume settings if both are configured.
- Fixed device does not use SIP port in DNS SRV response.
- Fixed Wave has no video during call with WP820 when using WP820 as caller.

## FIRMWARE VERSION 1.0.7.66

### PRODUCT NAME

WP820

### DATE

06/02/2023

### FIRMWARE FILE INFORMATION

- Firmware file name: wp820fw.bin

MD5: 3ffdc0050685c9bc4feb9e6f90a9dcc0

### ENHANCEMENT

- Added an option to enable or disable Wi-Fi captive portal detection. [Captive Portal Detection]
- Added Remote Phonebook support [Remote Phonebook].
- Support remote access to the WebGUI via GDMS.
- Added Gen2 certificate support, and support certificate upgrade from Gen1 to Gen2.

### BUG FIX

- Fixed device video Preview SIP 183 message should use "send/recv" for audio in SDP.
- Fixed a bug that caused the device to take an attended transfer to a number that does not exist, and the LCD prompts an error.
- Fixed device LCD Alert, warning interface appears gray color blocks.
- Fixed device video call recording icon position display error in two-way call and overlapping with HD words.
- Fixed a bug that caused device hold call drops after 30 seconds.
- Fixed an issue that prevents WP820 from putting the call on hold.
- Fixed device a core file will be generated during the call with probability if redial with the "#" key.
- Fixed device failed to set preferred DNS server address in DHCP ipv4 mode.
- Fixed device issue that cannot transfer calls when connecting to Alcatel PBX.
- Fixed device sends a registration request to an unknown IPv6 IP address when the sip domain resolution does not return an IPV6 address.
- Fixed a bug that WP820 could not register an account after changing network when the device enables "Use Random Port".
- Fixed device Failed to update contacts in the remote phonebook.



## NEW FEATURES OVERVIEW


This section lists major new features and describes how to use them from the user's point of view.

### Captive Portal Detection

- Web Configuration**

This option can be found on the web UI under Network Settings → WiFi Settings → Advanced Settings.

Channel Mode  ☒ Auto ☐ Customize

Captive Portal Detection  ☒

- Functionality**

This feature could let the user set up Captive Portal Detection on the phone. When the device is connected to an SSID with captive portal authentication enabled, the captive portal authentication page will be displayed automatically. The default value is Enable.

- New P-value**

P-value (alias value)	Description	Value range	Default
P22329 wifi.captivePortal.enable	Captive Portal Detection	0 - Yes 1 - No	1 - Yes


### Remote Phonebook

- Web Configuration**

This option can be found on the web UI under Applications → Remote Phonebook.

Remote Phonebook

	Display Name	URL	User Name	Password
Phonebook 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>
Phonebook 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>
Phonebook 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>

Remote Phonebook Update Interval (m) 

Save

- Functionality**

This feature could let the user set up the Remote Phonebook configuration on the device. User can

configure the Display Name, URL, User Name, and Password in Phonebook 1 -3. User also could configure the remote phonebook download interval (in minutes). If set to 0, an automatic download will be disabled. The valid range is 5 to 720.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P22427 remote.phonebook.1.display.name	Phonebook 1: Display Name	String	(Null)
P22428 remote.phonebook.1.url	Phonebook 1: URL	String	(Null)
P22429 remote.phonebook.1.username	Phonebook 1: Username	String	(Null)
P22430 remote.phonebook.1.password	Phonebook 1: Password	String	(Null)
P22431 remote.phonebook.2.display.name	Phonebook 2: Display Name	String	(Null)
P22432 remote.phonebook.2.url	Phonebook 2: URL	String	(Null)
P22433 remote.phonebook.2.username	Phonebook 2: Username	String	(Null)
P22434 remote.phonebook.2.password	Phonebook 2: Password	String	(Null)
P22435 remote.phonebook.3.display.name	Phonebook 3: Display Name	String	(Null)
P22436 remote.phonebook.3.url	Phonebook 3: URL	String	(Null)
P22437 remote.phonebook.3.username	Phonebook 3: Username	String	(Null)
P22438 remote.phonebook.3.password	Phonebook 3: Password	String	(Null)
P22426 remote.phonebook.download.interval	Remote Phonebook Update Interval (m)	Number: 0, 5 to 720. (0 is Disabled)	0

## **FIRMWARE VERSION 1.0.7.61**

### **PRODUCT NAME**

WP820

### **DATE**

04/04/2023

### **FIRMWARE FILE INFORMATION**

- Firmware file name: wp820fw.bin

MD5: 6efffdaf573f288c14c59fcd60234e58

### **ENHANCEMENT**

- Added support for New Cisco/BW Failover/Failback Requests.
- Removed the server address limitation on the "Firmware Server Path" option(P192).
- Removed the server address limitation on the "Config Server Path" option(P237).
- Added Support for alphabetic characters in "Dial Plan"(P290).
- Adjusted the proximity sensor's low threshold from 10 to 20.
- Updated the display message on LCD while the call transfer failed. WP820 will display "transfer failed + failure reason" when the transfer fails. and will display "transfer failed, busy" when the transfer is rejected.
- Supported PEM private key installation.

### **BUG FIX**

- Fixed WP820 device does not take 3CX dial plan settings.
- Fixed WP820 doesn't send RTP when calling a Hunt Group on the ShoreGear server.
- Fixed WP820 add support for New Cisco/BW Failover/Failback Requests
- Fixed device ignores digit strip when dial plan contains the x+ rule.
- Fixed the CPE verification certificate chain does not carry a custom certificate.
- Fixed phone reboot when re-provision language on 3CX.
- Fixed provisioning WP820 CA for VPN with zero config file, but VPN does not start.
- Fixed set Pvalue for parameter "SIP Authentication Password" failed.
- Fixed the WebUI lock screen setting interface switches back to the lock screen interface after switching to another interface, and the setting item is displayed as blank.
- Fixed device automatically configures IPv6 according to RA route advertisement, and the device will also obtain a DHCPv6 address.

## **FIRMWARE VERSION 1.0.7.58**

### **PRODUCT NAME**

WP820

### **DATE**

01/03/2023

### **FIRMWARE FILE INFORMATION**

- Firmware file name: wp820fw.bin

MD5: 1c4a480356b950026fc7a6481f10b0fc

### **ENHANCEMENT**

- Add support for the Hungarian language.
- Added the option Incoming Call Indicator. [Enable Incoming Call Indicator]
- Added the option Charging Indicator. [Enable Charging Indicator]
- Added the option Charging Completed Indicator. [Enable Charging Completed Indicator]
- Integrate new DigiCert certificates in firmware.
- Add support for TLS-Auth OpenVPN. [OpenVPN® TLS Key Type]
- Add the ability to configure F-timer. [SIP TIMER B INTERVAL]
- Add the ability to configure B-timer. [SIP TIMER F INTERVAL]

### **BUG FIX**

- Fixed the subscribe messages not sent to the currently registered SBC after successful registration failover.
- Fixed SRTP not enabled when SRTP mode is set to Follow SIP Transport when DNS mode is SRV and SIP transport is TLS.
- Fixed an issue that causes silent call in the OpenVPN environment.
- Fixed register Call-ID is unchanged when registration fails over to an SBC other than the one currently registered.
- Fixed two accounts register to different SBC instances when configured with the same NAPTR/SRV FQDN.
- Fixed provisioning WP820 CA for VPN with zero config.
- Fixed the device automatically configure IPv6 according to RA route advertisement, and the device will also obtain a DHCPv6 address.
- Fixed the DHCPv6 request message sent by phone that does not conform to the protocol standard.
- Fixed device shows missed call from RingGroup when calling log set to not show missed call.

- Fixed SRTP small lock icon display overlap during the tripartite meeting.
- Fixed a bug that causes the 'Select' and 'Back' softkeys not to work on the Time Zone selection page.
- Fixed a bug that causes inconsistent usage of multiple IPv6 addresses.
- Fixed ring splash has no sound when the device screen is off.
- Fixed an issue that causes one-click debugging not to capture logcat info.
- Fixed a bug that caused a broken tone after configuring a dial tone for a specific frequency.
- Fixed device does not register with the IPv6 alternate outgoing proxy.
- Fixed device accounts that randomly lost registration using NAPTR on Telstra.
- Fixed the global TLS parameters that do not take effect for OpenVPN TLS.
- Fixed an error that causes the OpenVPN still be successfully connected after deleting the "OpenVPN® TLS Key".
- Fixed device automatically calls the auxiliary party to establish a call and neither party can hear the call while the auxiliary phone is rejected after the call is transferred.
- Fixed device if 2 accounts are configured with the same NAPTR/SRV FQDN, both lines will register to different SBC instances.
- Fixed WP820 Phone sometimes getting 403 Forbidden then line automatically re-registered when DNS method is 'NAPTR/SRV' and SRTP mode set to 'Follow SIP Transport'.
- Fixed device unable to save Ringtones for Contacts via Web UI.
- Fixed a bug that causes HTTP API grants user account too much privilege.
- Fixed a bug that causes the caller will hear the device's ringtone when the device answers an incoming call.
- Fixed device inconsistent usage of multiple IPv6 addresses.
- Fixed device the RTP timeout of the party that initiates the hold does not take effect when the call is on hold.
- Fixed a bug causes account 1 has been registered repeatedly, but account 2 has not been registered.
- Fixed device the call continues after the new registration is established and only lasts for more than 20 seconds when the failover is triggered by an invitation.
- Fixed device will not register with the Secondary Outbound Proxy address.
- Fixed device accounts randomly lost registration while using NAPTR.
- Fixed device when registration fails over to an SBC, other than the one currently registered with, an old Call-ID must be used.
- Fixed an issue that causes SIP servers of accounts 1 & 2 enters the same domain name. but the SIP transmission mode is different, the registration time of account 2 is 5 minutes later than that of account 1.
- Fixed device failed to receive 486 call and unable to redial.
- Fixed WP820 configure IPv6 automatically according to RA route advertisement, and the IPv6 address displayed by the device is incorrect.

- Fixed device will not send a registration request to the Secondary Outbound Proxy when Outbound Proxy is a domain name, and the resolved address is unavailable.
- Fixed device cannot be registered normally after restarting if choosing IPV4 is preferred.
- Fixed device cannot answer or reject or hang up the call When both the Outbound Proxy and the Secondary Outbound Proxy fill in the available address.
- Fixed device PTT is stuck when it counts down to 0s, and multiple core files are generated.

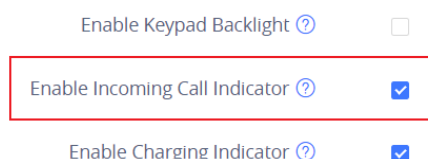
## NEW FEATURES OVERVIEW

This section lists major new features and describes how to use them from the user's point of view.

### Enable Incoming Call Indicator

- **Web Configuration**

This option can be found on the web UI under System Settings → Preferences → LCD&LED Management.



- **Functionality**

This feature could let the user set up the LED indicator on the upper right corner of the phone, if set to "Yes", the device will light up when there is an incoming call on the phone.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P82285 ledControl.incomingCall	Enable Incoming Call Indicator	0 - Yes 1 - NO	1 - Yes

### Enable Charging Indicator

- **Web Configuration**

This option can be found on the web UI under System Settings → Preferences → LCD&LED Management.

Enable Incoming Call Indicator ? ☒

Enable Charging Indicator ? ☒

Enable Charging Completed Indicator ? ☒

- **Functionality**

This feature could let the user set up the LED indicator on the upper right corner of the phone, if set to "Yes", the device will light up when the phone is charging.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P82287 ledControl.charging	Enable Charging Indicator	1 - Yes 0 - NO	1 - Yes

### Enable Charging Completed Indicator

- **Web Configuration**

This option can be found on the web UI under System Settings → Preferences → LCD&LED Management.

Enable Charging Indicator ? ☒

Enable Charging Completed Indicator ? ☒

- **Functionality**

This feature could let the user set up the LED indicator on the upper right corner of the phone, if set to "Yes", the device will light up when the phone is charged.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P82288 ledControl.chargingComplete	Enable Charging Completed Indicator	1 - Yes 0 - NO	1 - Yes

### OpenVPN® TLS Key Type

- **Web Configuration**

This option can be found on the web UI under Network Settings → OpenVPN® Settings.

OpenVPN® Client Key [?](#)

OpenVPN® TLS Key [?](#)

OpenVPN® TLS Key Type [?](#)

OpenVPN® Cipher Method [?](#)

- **Functionality**

This feature could let the user upload the OpenVPN® TLS key which is required by the OpenVPN® server for authentication purposes and select the encryption type of the OpenVPN® TLS key.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P22371 network.openvpn.TLSKey	OpenVPN® TLS Key	File Upload	Null
P22457 network.openvpn.TLSKeyType	OpenVPN® TLS Key Type	0 – None 1 – TLS-Auth 2 – TLS-Crypt 3 –TLS-Crypt V2	0 - None

## SIP TIMER B INTERVAL

- **Web Configuration**

This option requires setting the Special Feature to “Telstra” at first. (Account→Advanced Settings→Advanced Feature→Special Feature). Then it could be found on the web UI under Account →SIP Settings.

SIP Timer D Interval [?](#)

SIP Timer B Interval [?](#)

SIP Timer F Interval [?](#)

- **Functionality**

This feature could let the user set the interval of SIP Timer B. It is used to set the timeout of INVITE transactions and takes effect when Special Feature is set to Telstra. The default range is 2-128. If set to 0, the parameter will not take effect. The default value is 4s.



- **New P-value**

P-value (alias value)	Description	Value range	Default
P60074 P60174 account.1.sip.timerb.interval account.2.sip.timerb.interval	SIP Timer B Interval	0 and 2 -128 (If set to 0, the parameter will not take effect.)	4

## SIP TIMER F INTERVAL

- **Web Configuration**

This option requires setting the Special Feature to “Telstra” at first. (Account→Advanced Settings→Advanced Feature→Special Feature). Then it could be found on the web UI under Account →SIP Settings.

SIP Timer B Interval [?](#)

SIP Timer F Interval [?](#)

Remove OBP from Route [?](#)

- **Functionality**

This feature could let the user set the interval of SIP Timer F. It is used to set the timeout of Non-INVITE transactions and takes effect when Special Feature is set to Telstra. The default range is 2-128. If set to 0, the parameter will not take effect. The default value is 4s.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P60075 P60175 account.1.sip.timerf.interval account.2.sip.timerf.interval	SIP Timer F Interval	0 and 2 -128 (If set to 0, the parameter will not take effect.)	4

## **FIRMWARE VERSION 1.0.7.50**

### **PRODUCT NAME**

WP820

### **DATE**

06/30/2022

### **FIRMWARE FILE INFORMATION**

- Firmware file name: wp820fw.bin

MD5: 756ab7e1cb9a97bf54300b6176ad2a26

### **ENHANCEMENT**

- Added New options for screen lock [NEW SCREEN LOCK]
- Added P-values for Settings/Bluetooth on device configuration template
- Added Ability to automatically switch to RTP/SRTP according to SIP transport [NEW SRTP MODE]
- Added Second door system access for each door system configuration
- Added Use # as Redial Key [USE # AS REDIAL]
- Added Support for DHCP Option 150 [DHCP OPTION 150]
- Added SRTP algorithm AEAD AES 256 GCM, AES 256 CM HMAC SHA1 80, AES 256 CM HMAC SHA1 32
- Added Web API support for missed call information (See updated Web API guide)
- Added Support for Minimum Jitter Buffer Length [MINIMUM JITTER BUFFER LENGTH]
- Added Support for Maximum Jitter Buffer Length [MAXIMUM JITTER BUFFER LENGTH]

### **BUG FIX**

- Fixed Device does not take IP when DHCP option 242 configured on network
- Fixed Device in constraint mode allows configure account from Voicemail section
- Fixed After connecting to Ubiquiti Wi-Fi network, device will crash and reboot randomly
- Fixed Showing GS captive portal every time the Wi-Fi connects
- Fixed Account fails to register when DNS mode is set to NAPTR/SRV
- Fixed Reversed authentication realm in square brackets
- Fixed In DND mode, turning off the voicemail notification tone does not take effect
- Fixed Call forwarding 302 format not accepted by server
- Fixed Device cannot pop-up the authentication interface when connecting to Wi-Fi portal.
- Fixed Choppy audio sent by WP820 to remote
- Fixed Device will only initiate registration to the first address resolved when the DNS is DRV

- Fixed Device cannot be modified the maximum jitter buffer length value of account 2

## NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

### NEW SCREEN LOCK

- Web Configuration**

This option can be found on the web UI under System Settings→Security Settings→Lock Screen Settings.

Screen Lock Function ?

Off

- Functionality**

This feature is updated. If set to "On," the device will perform screen lock based on screen timeout. If set to "Manual," the screen lock needs to be trigger manually by holding down the "#" key.

- New P-value**

P-value (alias value)	Description	Value range	Default
P22235 screen.lock.enable	Screen Lock Function	0 – Off 1 – On 2 – Manual	0

### NEW SRTP MODE

- Web Configuration**

This option can be found on the web UI under Account→Codec Settings.

SRTP Mode ?

Disable

- Functionality**

This feature is updated. If set to "Follow SIP transport," the device will use RTP/SRTP according to the SIP transport configured. The SIP transport may be automatically selected when using DNS NAPTR mode. In this case, the RTP/SRTP will be automatically selected as well.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P183 P443 account.{x}.audio.srtpMode	SRTP Mode	0 – Disable 1 – Enabled but not forced 2 – Enabled and forced 3 – Follow SIP transport	0

## USE # AS REDIAL

- **Web Configuration**

This option can be found on the web UI under Account→Call Settings

Use # as Redial Key  ☒

- **Functionality**

This feature is used configure whether # can be used as the redial key.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P29069 P29169 account.{x}.call.poundAsRedial .enable	Use # as Redial Key	0 – Off 1 – On	1

## DHCP OPTION 150

- **Web Configuration**

This option can be found on the web UI under Maintenance→Upgrade→Provision.

Allow DHCP Option 150, 43, 160 and 66 Override Server 

Yes 

- **Functionality**

This feature is used configure DHCP option 150 for TFTP provisioning.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P145 provisioning.override.dhcp.allo wCommonOptions	Allow DHCP Option 150, 43, 160 and 66 Override Server	0 – No 1 – Yes 2 – Prefer, fallback when failed	1

### MINIMUM JITTER BUFFER LENGTH

- **Web Configuration**

This option can be found on the web UI under Account→Codec Settings.

Minimum Jitter Buffer Length [?](#)

- **Functionality**

This feature is used configure to set the minimum jitter buffer length based on network conditions.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P60071 P60171 account.{x}.audio.minJitterBuff erLength	Minimum Jitter Buffer Length	0 -1000	0

### MAXIMUM JITTER BUFFER LENGTH

- **Web Configuration**

This option can be found on the web UI under Account→Codec Settings.

Maximum Jitter Buffer Length [?](#)

- **Functionality**

This feature is used configure to set the maximum jitter buffer length based on network conditions.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P132 P497 account.{x}.audio.maxJitterBufferLength	Maximum Jitter Buffer Length	0 -1000	1000

## FIRMWARE VERSION 1.0.7.43

### PRODUCT NAME

WP820

### DATE

02/21/2022

### FIRMWARE FILE INFORMATION

- Firmware file name: wp820fw.bin

MD5: 0d97bcf58156f9877e6eacb2055c1275

### ENHANCEMENT

- Added Baudisch door system [BAUDISCH DOOR SYSTEM]
- Added Enable/Disable Audio Packet Drop Warning [PACKET DROP WARNING]
- Added Customize Wi-Fi roaming level [WI-FI ROAMING GAIN]
- Added Voicemail notification screen and updated the voicemail icon

### BUG FIX

- Fixed IPv6 DUID is incorrectly displayed on network status page.
- Fixed German Translation update
- Fixed Enabling call forwarding will send subscribe twice
- Fixed After enable feature key sync, DND dial codes are sent abnormally
- Fixed Use Actual Ephemeral Port in Contact with TCP/TLS option is not working randomly
- Fixed Device randomly not playing ringtone for incoming calls
- Fixed When the OpenVPN connection fails, the account registration is unsuccessful after switching the IP mode
- Fixed OpenVPN not work when upload OpenVPN config file
- Fixed Sometimes OpenVPN fails to connect successfully after DUT restart
- Fixed Enable DND on web UI and LCD is not show DND icon timely
- Fixed Dial a contact's non-default number then when try to dial it again will dial the default number
- Fixed Unable to upload phonebook XML when use a general format
- Fixed When call by selecting the predictive dialing contact it will ignore contact's associated account
- Fixed Incomplete contact information on web GUI after importing local xml file
- Fixed During two-way call, the call page may be abnormal after exiting the details page
- Fixed Fix the sco failure when reconnect some headset such as JBL T280TWS
- Fixed After provisioning, device keep sending config request and LCD GUI becomes unstable

- Fixed Account ringtone "Silent" is missing from web UI
- Fixed Configuring preferred IPv6 DNS will not take effect immediately
- Fixed WP820 standby time issue
- Fixed When the device network protocol is ipv6 and the SIP server is domain name, the registration is abnormal after restart the device
- Fixed Remain ringing after answer the ring group call in another phone
- Fixed Update German translation for "Call failed, Busy"

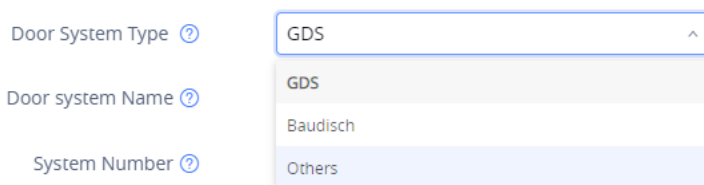
## NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

### BAUDISCH DOOR SYSTEM

- **Web Configuration**

This option can be found on the web UI under Value-added Service→Door System.



- **Functionality**

This feature is used to set the door system mode to support Baudisch door system.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P32001 P32006 P32011 P32016 P32021 P32026 P32031 P32036 P32041 P32046 externalService.1.account	Door System Type	0 – GDS 1 – Baudisch 2 – Others	0



externalService.2.account			
externalService.3.account			
externalService.4.account			
externalService.5.account			
externalService.6.account			
externalService.7.account			
externalService.8.account			
externalService.9.account			
externalService.10.account			

## PACKET DROP WARNING

- Web Configuration**

This option can be found on the web UI under Phone Settings→Call Settings.

Enable Audio Packet Drop Warning  

- Functionality**

This feature is used to enable or disable audio packet drop warning.

- New P-value**

P-value (alias value)	Description	Value range	Default
P22442 call.packetdrop.warning.enable	Enable Audio Packet Drop Warning	0 – No 1 – Yes	1

## WI-FI ROAMING GAIN

- Web Configuration**

This option can be found on the web UI under Network Settings→WiFi Settings→WiFi Roaming.

Roaming Gain (dB) 

8

- Functionality**

This feature is used set the change in value (in dB) of the Wi-Fi signal before the Wi-Fi roaming is triggered.

- New P-value**

P-value (alias value)	Description	Value range	Default
P22443 wifi.roaming.gain	Roaming Gain (dB)	4 – 20	8

## FIRMWARE VERSION 1.0.7.30

### PRODUCT NAME

WP820

### DATE

06/04/2021

### FIRMWARE FILE INFORMATION

- Firmware file name: wp820fw.bin

MD5: 7e1220f867a1cf8990b7abd7688268e1

### ENHANCEMENT

- Added Force a reboot after provisioning by P-values [FORCE REBOOT]
- Added Ability to disable proximity sensor [DISABLE PROXIMITY SENSOR]
- Added In "123" input mode allow \* and # keys to output \* and #
- Added Ability to disable multi-function button completely [DISABLE MULTI-FUNCTION BUTTON]
- Added Option to map a key to be used as LDAP search button [MAP A KEY TO LDAP]
- Added Support for CTI commands for making, accepting and ending a call
- Added IPv6 DUID info display in Web GUI [IPV6 DUID]
- Added Additional Options to OpenVPN Settings [OPENVPN ADDITIONAL OPTIONS]
- Added Ability to lock volume [LOCK VOLUME]
- Added Ability to select which account to have DND enabled or disabled when pressing DND button [ACCOUNT FOR DNDACCOUNT FOR DND]
- Added Sensor calibration in Diagnostics menu
- Added Sensor calibration feature code \*\*\*2223\*
- Added Call history on WP820 web UI [CALL HISTORY ON WEB UI]
- Added Support for weak TLS cipher suites [ENABLE WEAK TLS CIPHERS]
- Added Caller ID contact source priority

### BUG FIX

- Fixed RTP Packets not being sent
- Fixed Good and Poor signal Scanning Interval web validation to be: 1-600
- Fixed Customize or limit WiFi channel scanning failed
- Fixed WP820 doesn't send RTP when the server change the connection information session between 183 and 200OK message
- Fixed Wallpaper with transparent background generates image trail

- Fixed DNS Mode set to SRV Record fails for non-default SIP ports
- Fixed Security vulnerabilities with the web interface

## NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

### FORCE REBOOT

- **Functionality**

This feature is used to force the device to reboot after provisioning if there are P-value changes.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P22421 provision.config.forceReboot	Force Reboot	0 – No 1 – Yes	0

### DISABLE PROXIMITY SENSOR

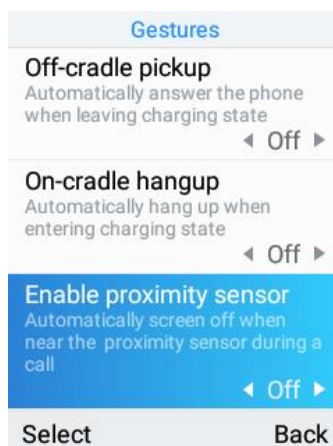
- **Web Configuration**

This option can be found on the web UI under Phone Settings→Call Settings.

Enable Proximity Sensor  ☒

- **LCD Configuration**

This option can be found on the handset UI under Settings→Basic Settings→Gestures



- **Functionality**

This feature allows to enable or disable the proximity sensor during call. Note: If proximity sensor is disabled, the LCD screen will not turn off during call when handset is held near the ear.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P22386 call.proximity.sensor.enable	Enable Proximity Sensor	0 – No 1 – Yes	1

## DISABLE MULTI-FUNCTION BUTTON

- **Web Configuration**

This option can be found on the web UI under System Settings→Preferences→Button Customization.

Multi-function Button

☐ **PTT/Paging**  
 Short press to access PTT/Paging settings, hold the key to initiate PTT/Paging call

☐ **SAFE/Panic Call**  
 Short press to open status page, long press to trigger Panic Call

☐ **Mute**  
 Mute incoming call, mute/unmute during a call

☐ **Speed Dial**  
 Short press to open status page, long press to dial a contact  
 contact is not configured

☒ **Disable**  
 Pressing the multi-function button has no function

- **LCD Configuration**

This option can be found on the handset UI under Settings→Basic Settings→Button Customization→Multi-function button.

Multi-function button

**SAFE/Panic Call**  
 Short press to view status, long press to trigger Panic call

**Mute**  
 Mute incoming call, mute/unmute during a call

**Speed dial**  
 Short press to view info. Long press to call the contact.  
 No contacts set

**Disable** ✓

Select Back

- **Functionality**

This feature allows the user to disable the multi-function button completely.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P22258 custom.pttbtn.multi.functions	Multi-function button customization	0 – PTT/Paging 1 – Mute 2 – SAFE/Panic Call 3 – Speed dial 4 – Disable	0

## MAP A KEY TO LDAP

- Web Configuration**

This option can be found on the web UI under System Settings→Preferences→Button Customization.

### Soft Key

Main Screen Left Softkey	LDAP
Main Screen Center Softkey	Menu
Main Screen Right Softkey	Settings

- LCD Configuration**

This option can be found on the handset UI under Settings→Basic Settings→Button Customization→Soft Key→Home screen keys.

Soft key	
Home screen	
Left button	>
LDAP	
Center button	>
Menu	
Right button	>
Settings	
In call	
Left button	>
Options	
Center button	
Save	Back

- Functionality**

This feature is used to set a home screen softkey to LDAP phonebook.

- New P-value**

P-value	Description	Value range	Default
---------	-------------	-------------	---------

(alias value)			
P22252 custom.softkey.main. screen.left	WP8xx main screen left softkey	0 – Call history 1 – Menu 2 – Settings 3 – Contacts 4 – Voicemails 5 – DND 6 – LDAP	0
P22253 custom.softkey.main. screen.center	WP8xx main screen center softkey	0 – Call history 1 – Menu 2 – Settings 3 – Contacts 4 – Voicemails 5 – DND 6 – LDAP	1
P22254 custom.softkey.main. screen.right	WP8xx main screen right softkey	0 – Call history 1 – Menu 2 – Settings 3 – Contacts 4 – Voicemails 5 – DND 6 – LDAP	2

## IPV6 DUID

- Web Configuration**

This option can be found on the web UI under Status→Network Status→IPv6.

IPv6 Address Type ?	Auto-configured
IPv6 Address ?	fe80::20b:82ff:feeb:d202
IPv6 DNS Server 1 ?	0:0:0:0:0:0:0:0
IPv6 DNS Server 2 ?	0:0:0:0:0:0:0:0
IPv6 DUID ?	659578062

- Functionality**

This feature allows the device to show the IPv6 DUID.

## OPENVPN ADDITIONAL OPTIONS

- Web Configuration**

This option can be found on the web UI under Network Settings→OpenVPN Settings.

Additional Options ?

- Functionality**

This feature is used to specify additional options to include for the OpenVPN feature.

- New P-value**

P-value (alias value)	Description	Value range	Default
P8460 network.openvpn.otherOptions	Additional Options	String	N/A

## LOCK VOLUME

- Web Configuration**

This option can be found on the web UI under System Settings→Preferences→Sound.

Lock Volume ?

No



- Functionality**

This feature is used to lock volume adjustments on the handset.

- New P-value**


P-value (alias value)	Description	Value range	Default
P8392 audio.volume.lock	Lock Volume	0 – No 1 – Ring 2 – Talk 3 – Both	0

## ACCOUNT FOR DND

- Web Configuration**

This option can be found on the web UI under Phone Settings→Call Settings→DND Settings.



DND Mode 
☐ Off ☐ On ☒ Custom

☒ DND Account 1 (1006)

☒ DND Account 2 (Unregistered)

- **Functionality**

This feature is used to enable or disable the DND function for each account.









- **New P-value**

P-value (alias value)	Description	Value range	Default
Pdnd call.dnd.mode	DND Mode	0 – Off 1 – On 2 – Custom	0
P60057 account.1.dnd.enable	DND Enable Custom (Account1)	0 – No 1 – Yes	0
P60157 account.2.dnd.enable	DND Enable Custom (Account 2)	0 – No 1 – Yes	0

## CALL HISTORY ON WEB UI

- **Web Configuration**

This option can be found on the web UI under Applications→Call History.

Call History				
Call history				
<div>  Delete            Export           <input type="text" value="Search"/> </div>				
<input type="checkbox"/>	NAME	NUMBER	TIME AND DATE	OPERATION
<input type="checkbox"/>	 Grandstream-AA	2002	2021/3/23 11:54	
<input type="checkbox"/>	 1210 Lab	649	2021/3/10 14:19	
<input type="checkbox"/>	 *97	*97	2021/2/16 23:17	

- **Functionality**

This feature allows to view the call history on the web UI.

## ENABLE WEAK TLS CIPHERS

- Web Configuration**

This option can be found on the web UI under System Settings→Security Settings→TLS.

Enable Weak TLS Cipher Suites ?

Disable Symmetric Encryption RC4/DES/3DES ▾

- Functionality**

This feature is used to allow users to enable or disable weak TLS cipher suites.

- New P-value**

P-value (alias value)	Description	Value range	Default
P8536 security.tls.weeksiphe rsuites	Enable Weak TLS Cipher Suites	0 – Enable Weak TLS Cipher Suites 1 – Disable Symmetric Encryption RC4/DES/3DES	1

## CALLER ID SOURCE PRIORITY

- Web Configuration**

This option can be found on the web UI under Phone Settings→Call Settings→Advanced Settings.

Contact source priority ?

Local

LDAP

Network

⬆ Up

⬇ Down

- Functionality**

This feature is used to configure the caller ID source to look up the contact when there are incoming or outgoing calls. If “Caller ID Display” is set to “Disabled,” the caller will display as “Unavailable.”

- New P-value**

P-value (alias value)	Description	Value range	Default
P22439 contact.source.priority	Contact Source Priority	0 – Local 1 – LDAP 2 – BS Contact 3 – Network Note: Enter the numbers by priority separated by comma.	0,1,3

## **FIRMWARE VERSION 1.0.7.26**

### **PRODUCT NAME**

WP820

### **DATE**

04/20/2021

### **FIRMWARE FILE INFORMATION**

- Firmware file name: wp820fw.bin

MD5: 88604d609ffea9bc3d1e9bbe0d1336

### **IMPORTANT UPGRADING NOTE**

- Hardware v1.6E handsets cannot downgrade after upgrading to 1.0.7.26.

### **ENHANCEMENT**

- Added Sensor calibration in Diagnostics menu
- Added Sensor calibration feature code \*\*\*2223\*

## **FIRMWARE VERSION 1.0.7.22**

### **PRODUCT NAME**

WP820

### **DATE**

01/27/2021

### **FIRMWARE FILE INFORMATION**

- Firmware file name: wp820fw.bin

MD5: 5dd4064e00e135adc99db370fafb25ca

### **ENHANCEMENT**

- Added Alias for Wi-Fi EAP settings (phase 1 and phase 2)
- Added IPv6 Preferred DNS fields to WebUI [IPV6 PREFERRED DNS]
- Added Support for encryption key of certificate for ESSID function
- Added Restrict Call Settings menu access and DND [RESTRICT CALL SETTINGS AND DND]
- Added Ability to upload custom wallpaper by server path [UPLOAD CUSTOM WALLPAPER BY SERVER PATH]
- Added New valid range for good and poor signal scanning interval to be: 1-600
- Added Support for additional HTTP API commands

### **BUG FIX**

- Fixed Can still make IP call after getting the "do not match dial plan" prompt
- Fixed When the device is in the calling interface, received the emergency PTT, the interface probability display abnormal
- Fixed Unable to display all available contact records for each XSI directory
- Fixed Upgrade notification still exist even upgrading is stopped.
- Fixed Language name display error after first connection to Wi-Fi
- Fixed Arabic language UI issue
- Fixed Users cannot hear the recording audio from BT headset
- Fixed Change the style of USB plugin toast
- Fixed Wi-Fi details interface should have "Ignore this network" option
- Fixed In lock screen closed state can still set password
- Fixed When the DUT LCD is off, the Bluetooth pairing request interface will not pop up
- Fixed Provisioning Speed dial through alias don't take effect.
- Fixed Stage 2 Authentication in 802.1x SSID is not displayed correctly

- Fixed After logging out of guest mode, the SIP registration server IP and password for account 1 are cleared

## NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

### IPV6 PREFERRED DNS

- **Web Configuration**

This option can be found on the web UI under Network Settings→Advanced Network Settings

- **Functionality**

This feature is used to set IPv6 Preferred DNS Server.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P1423 Network.dns.preferred.ipv6	IPv6 Preferred DNS Server	String	N/A

### RESTRICT CALL SETTINGS AND DND

- **Web Configuration**

This option can be found on the web UI under System Settings→Security Settings→Web/SSH Access→Configuration via Keypad Menu.

- **Functionality**

This feature is included in the “Constraint Mode” option of “Configuration via Keypad Menu.” It will restrict the “Call Settings” menu access and DND toggle functions.

### UPLOAD CUSTOM WALLPAPER BY SERVER PATH

- **Web Configuration**

This option can be found on the web UI under Phone Settings→Wallpaper Setting.

- **Functionality**

This feature allows wallpaper download by server path.

- **New P-value**

P-value (alias value)	Description	Value range	Default
P2916 lcd.wallpaper.source	Wallpaper Source	0 – Default 1 – Download 2 – Uploaded	0
P2917 lcd.wallpaper.serverPath	Wallpaper Server Path	String	N/A

## **FIRMWARE VERSION 1.0.7.15**

### **PRODUCT NAME**

WP820

### **DATE**

10/23/2020

### **FIRMWARE FILE INFORMATION**

- Firmware file name: wp820fw.bin

MD5: 048d2bcbb2a279b13e8c5d902aa2524d

### **ENHANCEMENT**

- Added Feature Key Synchronization [FEATURE KEY SYNCHRONIZATION]
- Added Berlin and Dublin into time zone list
- Added device memory info into one-click-debug package
- Added 5G Wi-Fi channels [144-165] support for Netherlands
- Added allow transfer calls to LDAP contacts [TRANSFER TO LDAP CONTACTS]
- Added Wi-Fi Security mode WPA enterprise (802.1x) to web UI [WPA ENTERPRISE (802.1X)]
- Added Language package download via provisioning [LANGUAGE PACKAGE PROVISIONING]

### **BUG FIX**

- Fixed ACK is not being sent to the right port of the server when record-route exist
- Fixed Certificate chain validation failure with custom CA certificate for provisioning
- Fixed "Enable Video Call" still can accept video call
- Fixed When the transfer time out, the phone shows an exception and no response after pressing hang up button
- Fixed Phone sends new INVITE upon "503 Service Unavailable" if the SIP server domain name has an IPv6 address
- Fixed Setting the Multicast Paging Codec to Opus does not take effect
- Fixed Uncheck "Enable Video Call," the phone still prompts audio/video call when calling
- Fixed The cancel button on the video zoom interface is occasionally invalid
- Fixed When set Option 66 to "Preferred, fallback when failed" with empty address under option66, the same configuration file will request the web address twice
- Fixed Vibrate does not stop while line is ring muted
- Fixed Response "sendrecv" for video when receive re-invite without SDP from server
- Fixed When G722 codec is used there is no HD indicator

- Fixed Plugging headset during calls does not switch the MIC
- Fixed AVS crash issue when doing conference bridge
- Fixed Not showing video stream during video call in early media scenario
- Fixed Constraint mode: Wi-Fi and Bluetooth can still be turned ON-OFF from LCD without admin password
- Fixed Some alias config options have wrong logic
- Fixed After a call is cancelled, there is no sound when answering another call as the called party

## NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

### FEATURE KEY SYNCHRONIZATION

- **Web Configuration**

This option can be found on the web UI under Account→Advanced Settings.

- **Functionality**

This feature is used for BroadSoft/Metaswitch call feature synchronization. When set to BroadSoft/Metaswitch, DND and Call Forward features can be synchronized with BroadSoft or Metaswitch server.

- **New P-value**

P-value	Description	Value range	Default
P2325 (Account 1)	Feature Key Synchronization	0 – Disable 1 – BroadSoft/Metaswitch	0
P2425 (Account 1)	Feature Key Synchronization	0 – Disable 1 – BroadSoft/Metaswitch	0

### TRANSFER TO LDAP CONTACTS

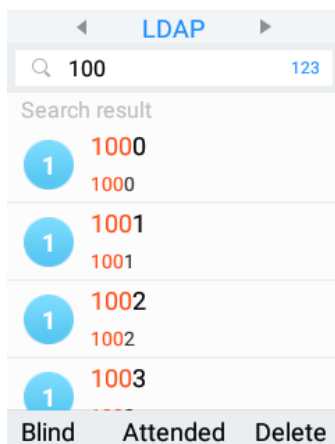
- **LCD Configuration**

This option can be found on the phone by pressing the phonebook key when in the transfer call screen.

- **Functionality**

This feature allows users to transfer calls to LDAP contacts.





### WPA ENTERPRISE (802.1X)

- Web Configuration**

This option can be found on the web UI under Network Settings→WiFi Settings→Add Network

- Functionality**

This feature allows using 802.1x WPA2-Enterprise secure network authentication. The EAP method can be configured for credential based or certificate based authentication.

- New P-value**

P-value	Description	Value range	Default
P7814	Security Mode for Hidden SSID	0 – None 1 – WEP 2 – WPA/WPA2 PSK 3 – WPA Enterprise	2
P83004	EAP Method	0 – PEAP 1 – TLS 2 – TTLS 3 – PWD	0
P83013	Phase 2 Authentication	0 – None 1 – PAP 2 – MSCHAP 3 – MSCHAPV2 4 – GTC	0
P83011	CA Certificate	String	N/A
P83010	User Certificate	String	N/A
P83014	Identity	String	N/A
P83012	Anonymous Identity	String	N/A
P83015	Password	String	N/A

## LANGUAGE PACKAGE PROVISIONING

- **Web Configuration**

This option is configured using the Config Server Path on the web UI under Maintenance→Upgrade→Config File→Config Server Path.

- **Functionality**

The phone will use the Config Server Path to fetch the “language.txt” file to provision the device’s language package.

## FIRMWARE VERSION 1.0.7.7

### PRODUCT NAME

WP820

### DATE

11/20/2019

### FIRMWARE FILE INFORMATION

- Firmware file name: wp820fw.bin

MD5: 91231597d5001a87a9c1775f8b3bb36a

### ENHANCEMENT

- Added "Wi-Fi Signal Warning" [WI-FI SIGNAL WARNING]
- Added language support for Finnish
- Optimize data query logic to shorten contact export time
- Updated UI for global toast and confirm dialog
- Increased phone number width in call history interface
- Added timeout setting for web UI auto logout [WEB USER LOGIN TIMEOUT]
- Added voicemail notification tone [VOICEMAIL NOTIFICATION TONE]
- Added show USB disk plug in state icon on status bar
- Added support prefer DHCP option logic [PREFER DHCP OPTION]
- Added support for stateless ipv6
- Added IPv4 and IPv6 configuration of Wi-Fi config [IPV4 AND IPV6 CONFIGURATION]
- Added initiate video call on WP820 [INITIATE VIDEO CALLS]
- Added "Enable In-call Recording" [ENABLE IN-CALL RECORDING]
- Added "Default Video Zoom Area" [DEFAULT VIDEO ZOOM AREA]
- Added Broadsoft XSI support [BROADSOFT XSI]
- Added Broadsoft contact page
- Added support IPv6 TLS for syslogd
- Added detection for upgrade fail if speed lower than 1B/s for 120 secs for all modes
- Updated CPE to 1.0.1.134 version
- Added web prompt text when the phone is waiting to install firmware.
- Added web UI pop-up prompts when device need to reboot.
- Added "Minimum TLS version" and "Maximum TLS version" [MIN/MAX TLS VERSION]
- Updated reboot logic when configure guest login mode
- Added "Enable Randomized Automatic Upgrade" [ENABLE RANDOMIZED AUTOMATIC UPGRADE]

- Added "Add MAC in User-Agent" [ADD MAC IN USER-AGENT]
- Updated "Use MAC Header" [UPDATED USE MAC HEADER]
- Web UI maintenance->upgrade UI improvements
- Voicemail UI improvement
- Bluetooth details page UI improvement
- Improved battery logging
- Added support for Hebrew language
- Added ability to configure outbound proxy from LCD menu
- Added video preview ability with 3rd party door system [VIDEO PREVIEW WITH 3<sup>RD</sup> PARTY DOOR SYSTEM]
- Added "Charging Tone" [CHARGING TONE]
- Added "Low Battery Warning Tone" [LOW BATTERY WARNING TONE]
- Added "Silent Mode" [SILENT MODE]
- Added "Vibrate Mode" [VIBRATE MODE]
- Added "Ringtone Volume" [RINGTONE VOLUME]
- Added "Media Volume" [MEDIA VOLUME]
- Added "Alarm Volume" [ALARM VOLUME]
- Added "Start Video Automatically" [START VIDEO AUTOMATICALLY]
- Added "Allow PTT Key Press When Lock Screen is enabled" [ALLOW PTT KEY PRESS IN LOCK SCREEN]
- Added "Font Size" [FONT SIZE]
- Added "One-click Debugging" feature on handset UI [ONE-CLICK DEBUGGING FROM HANDSET]
- Added SN info on LCD and web UI

## BUG FIX

- Fixed No indicator for device mute when long press \* key on the notification or interface status page.
- Fixed SRTP negotiation issue when SRTP is set to No
- Fixed Logic error of failover when failed to fetch cfg from tftp override server
- Fixed Battery usage is inaccurate after long time video call
- Fixed Metaswitch: Attended transfer UI problem
- Fixed After turning off the lock screen Settings, the device still needs to be unlocked
- Fixed After a long call, the handset will be in locked mode
- Fixed Page prompt content display overlaps when upgrading
- Fixed After upgrading TFTP failed, the device has displayed the progress bar continuously.
- Fixed Audio during ringback will have comfort noise
- Fixed Set automatic upgrade every week, the phone does not send request automatically according to the setup time
- Fixed Changing the web automatic upgrade configuration, it doesn't take effect immediately

- Fixed Sometimes using GDMS to upgrade firmware, the download progress unchanged
- Fixed Battery capacity below 15%, change upgrade path, configuration file can be successfully provisioned
- Fixed Silent ringtones do not take effect
- Fixed Enable authenticate conf file option, the device USB upgrade prompt error
- Fixed SIP call forking - revertive ring have audio issue
- Fixed Upload firmware file upgrade failed
- Fixed It still send register to override sip servers after close option 120 from DHCP
- Fixed Device after pairing and connecting to wp820 via Bluetooth, wp820 won't share the contacts and call history
- Fixed The sound of the "Ding Dong" is output from the receiver
- Fixed GDMS: The capture trace function should only request the capture file
- Fixed Cancel save should restore the original configuration
- Fixed Cannot handle video re-invite from GXV3xxx phone
- Fixed Issues with UCM visual voicemail: clear all messages, mark all as read and IPv6
- Fixed Issues with guest login feature
- Fixed The slave always shows "downloading" after entering auto config page
- Fixed The time does not refresh immediately when modify time zone in web
- Fixed The mobile interface causes the notification interface to have a quick setup option.
- Fixed Clicking Cancel when opening/closing the DND outgoing number will resend the invite
- Fixed When the device is in the ringing state, it will not automatically receive the emergency PTT
- Fixed Setting hold/unhold notification URI and leave the configuration item empty, device still send notifications
- Fixed Device detect cfg in LCD and the prompt is inconsistent with requirements
- Fixed WP820 automatically switches to the boot animation interface and generate a core file when setting incorrect IPv4 address.
- Fixed Displays "device network penetration abnormal"
- Fixed Send a short message from the contact interface and the recipient is not visible.
- Fixed The call records on guest mode can be synchronized to the original account.
- Fixed The blacklist account number calls, the phone screen does not need to wake up.
- Fixed MWI Indicator not flashing when cancel "Disable Missed Call Indicator" in web
- Fixed After canceling the audio connection of the A2DP headset telephone, the voice is silent when using the handset.
- Fixed Contacts are sorted by name, and the contact list does not match the name of the contact details.
- Fixed Unable to delete the password when long press delete button
- Fixed Config provision completed interface is display abnormal
- Fixed Config file with failed application is not listed

- Fixed The loading of text in Wi-Fi setting interface is not smooth
- Fixed The homepage button is abnormal when switching from the quick setup page to the home page
- Fixed WP820 cannot recognize NTFS format USB disk.
- Fixed Ping failed and prompted 'unknown host', and debugInfo file is 0.0kb.
- Fixed Switch the page, causes some options to display abnormal
- Fixed The words of 'Update Detect' and 'Start Provision' button are not shown in full in English.
- Fixed Can still pop up file selection box after uploading 10 ringtone files.
- Fixed Idle interface SMS notification did not match the contact name in time
- Fixed The interface cursor is incorrect when send message from an LDAP contact.
- Fixed Cannot select the contact people in forward-Contact window.
- Fixed When multiple accounts have unread voicemails, the Notification is not updated when the unread voicemail of one of the accounts goes to 0
- Fixed After setting the time as using 12-hour format, the voicemail's time still display as 24-hour format.
- Fixed When setting First/Last Name of UCM account to character string, device will fail to callback
- Fixed The voicemail time is incorrect after changing Time Zone and updating voicemail.
- Fixed The Capture trace function is abnormal
- Fixed After the call, the device with CFG file in USB will not be upgraded automatically.
- Fixed Device does not automatically light up the screen, popping up the configuration upgrade prompt
- Fixed After entering Wi-Fi connection page and click return, the back page is not correct
- Fixed Match popover window, device title display no longer use ellipsis.
- Fixed The prompt box that is unable to match will appear 2 times and the position is different.
- Fixed System operating time should be displayed in time format
- Fixed After entering wifi setting, the SSID connection state changes from saved to connected
- Fixed It can save success when account name is empty
- Fixed The DNS 2 of ipv6 lacks legitimacy detection
- Fixed When mute is turned on, you cannot use the navigation key to adjust the ringtone and notification volume
- Fixed Tooltip issues on the Wi-Fi interface
- Fixed When connecting a SSID with a long name, the connection process SSID will always jump.
- Fixed The battery usage of Bluetooth still has data display after factory reset.
- Fixed The IP address type is incorrect when setting static IP by Wi-Fi upgrade
- Fixed Enable the "Disconnected" Event Notification and after ending the call, device will send twice event notification information.
- Fixed Empty group should not be displayed
- Fixed The group details editing member does not display the total number when saving
- Fixed Contact option display is incomplete
- Fixed The PIN code of the previous input should not be displayed

- Fixed In local settings, the grey items in the call transfer settings are still allowed to enter characters.
- Fixed Network statistics interface correlation value display error when WIFI is not connected
- Fixed IP acquisition type should be displayed as "DHCP and static"
- Fixed Incomplete display of device name on the Bluetooth page.
- Fixed Outgoing call event notification display abnormal, after set the "\$remote" and "\$display\_remote" variables
- Fixed Unable to get IPV6 address when change IPV4 to IPV6
- Fixed Limit account name length to 64 to sync with WebUI
- Fixed IPv6 address TextView can't wrap correctly on right home page
- Fixed Adjust PSensor threshold to fix factory test problem
- Fixed Hide bluetooth detail entry on the launcher when device work mode is guest mode.
- Fixed tilt detection alarm problem when vertical

## NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

### WI-FI SIGNAL WARNING

- **Web Configuration**

This option can be found on the web UI under Network Settings->Wi-Fi Settings->Wi-Fi Basics.

Wi-Fi Signal Warning 

Level 3 

- **Functionality**

When the Wi-Fi signal strength is lower than the threshold set by this level, the device will display a warning.

- **New P-value**

P-value	Description	Value range	Default
wifi_warning	Wi-Fi Signal Warning	0 - 5	3

### WEB USER LOGIN TIMEOUT

- **Web Configuration**

This option can be found on the web UI under System Settings->Security Settings->Web/SSH Access.

User Login Timeout ?

- **Functionality**

Sets the login timeout (in minutes) for the logged in user. If there is no activity within the specified amount of time, the user will be logged out, and the system will jump to the login page automatically. If set to 0, the user will not be logged out automatically.

- **New P-value**

P-value	Description	Value range	Default
web_timeout	User Login Timeout	0 - 60	15

## VOICEMAIL NOTIFICATION TONE

- **Web Configuration**

This option can be found on the web UI under System Settings->Preferences->Sound.

Voicemail Notification Tone ?



- **Functionality**

Plays a tone when there is an unread voicemail message.

- **New P-value**

P-value	Description	Value range	Default
disable_vm_tone	Voicemail Notification Tone	0 – Enable 1 – Disable	0

## PREFER DHCP OPTION

- **Web Configuration**

This option can be found on the web UI under Maintenance->Upgrade->Provision.

Allow DHCP Option 43, 160 and 66 Override Server ?

- **Functionality**

If set to "Prefer, fallback when failed", the device can fallback to use the configured provisioning server under its firmware or config server path in case the server from DHCP Option fails.



- **New P-value**

P-value	Description	Value range	Default
P145	Allow DHCP Option 43, 160 and 66 Override Server	0 – No 1 – Yes 2 – Prefer, fallback when failed	1

## IPv4 AND IPV6 CONFIGURATION

- **Web Configuration**

This option can be found on the web UI under Network Settings->Wi-Fi Settings->Wi-Fi Basics->SSID->Details->Edit->Show Advanced Options.

IPv4 Address Type    ☐ DHCP    ☒ Static IP

IPv6 Address Type    ☐ DHCP    ☒ Static IP

### | IPv4

IP Address	<input type="text"/>
Default Gateway	<input type="text"/>
Network Prefix Length	<input type="text"/>
DNS 1	<input type="text"/>
DNS 2	<input type="text"/>

### | IPv6

Static IPv6 Address	<input type="text"/>
IPv6 Prefix Length	<input type="text"/>
DNS Server 1	<input type="text"/>
DNS Server 2	<input type="text"/>

- **Functionality**

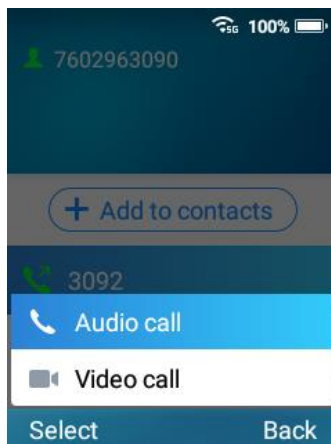
Allows configuration of dynamic and static IPv4 and IPv6 address.

### INITIATE VIDEO CALLS

- **Web Configuration**

This option can be found on the web UI under Phone Settings->Call Settings.

Enable Video Call  ☐



- **Functionality**

When video calls are enabled, the phone will prompt whether to initiate audio or video call when dialing.

- **New P-value**

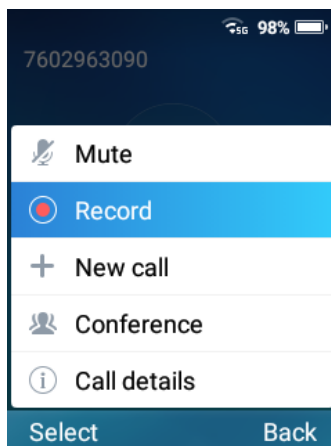
P-value	Description	Value range	Default
P22091	Enable Video Calls	0 – Enable 1 – Disable	0

### ENABLE IN-CALL RECORDING

- **Web Configuration**

This option can be found on the web UI under Phone Settings->Call Settings.

Enable In-call Recording  ☒



- **Functionality**

If enabled the device can record audio during a call. If disabled, this feature is hidden during a call.

- **New P-value**

P-value	Description	Value range	Default
disable_call_record	Enable In-call Recording	0 – Enable 1 – Disable	0

## DEFAULT VIDEO ZOOM AREA

- **Web Configuration**

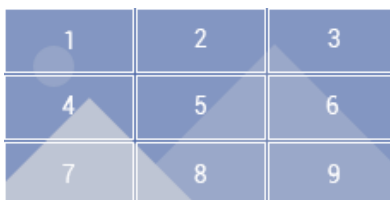
This option can be found on the web UI under Phone Settings->Call Settings.

Default Video Zoom Area ?

0 (Full Screen)

- **Functionality**

This setting specifies the default area which is displayed after press “Zoom” during a video call. The default value is 0 (full screen), and the zones corresponds to the numbers below:



- **New P-value**

P-value	Description	Value range	Default
default_zone_area	Default Video Zoom Area	0 - 9	0

## BROADSOFT XSI

- **Web Configuration**

This option can be found on the web UI under Value-added Service->BroadSoft Directories.

**BroadSoft Directories**

[XSI Service Settings](#)

[Network Directories](#)

Authentication Type [?](#)

Server [?](#)

Port [?](#)

Action Path [?](#)

BroadWorks User ID [?](#)

Login Password [?](#)

BroadSoft Directory & Call Logs Update Interval (s) [?](#)

BroadSoft Directory Hits [?](#)

Associated BroadSoft Account [?](#)

BroadSoft Directory Order [?](#)

Login Credentials ▼

Account1 ▼

Personal Directory

Group Common

Group Directory

Enterprise Common

Enterprise Directory

Up

Down

GRANDSTREAM NETWORKS

WP820 Release Notes

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## BroadSoft Directories

XSI Service Settings

**Network Directories**

Type		Name
Group Directory	Enabled	
Enterprise Directory	Enabled	
Group Common	Enabled	
Enterprise Common	Enabled	
Personal Directory	Enabled	
Missed Call Log	Enabled	
Placed Call Log	Enabled	
Received Call Log	Enabled	

- Functionality**

Configures the Broadsoft XSI service to work with Broadsoft Directories and Broadsoft XSI related services.

- New P-value**


P-value	Description	Value range	Default
P22054	Authentication Type	0 – SIP Credentials 1 – Login Credentials	1
P1591	Server	String	N/A
P1592	Port	0 - 65535	N/A
P2937	Action Path	String	N/A
P22034	BroadWorks User ID	String	N/A
P1593	SIP Authentication ID	String	N/A
P1594	SIP Authentication Password	String	N/A
P22103	Login Password	String	N/A
TBA	Broadsoft Directory & Call Logs Update Interval	60 - 2147483647	1800
P22014	BroadSoft Directory Hits	1 – 1000	N/A
xsi_call_accountid	Associated Broadsoft Account	0 – Account 1	0


		1 – Account 2	
TBA	BroadSoft Directory Order	TBA	N/A

## MIN/MAX TLS VERSION

- Web Configuration**

This option can be found on the web UI under System Settings->Security Settings->TLS.

Minimum TLS Version 

Maximum TLS Version 

- Functionality**

Configures the minimum and maximum TLS version supported by the phone.

- New P-value**

P-value	Description	Value range	Default
P22293	Minimum TLS Version	10 – 1.0 11 – 1.1 12 – 1.2	11
P22294	Maximum TLS Version	10 – 1.0 11 – 1.1 12 – 1.2 99 – No Limit	99

## ENABLE RANDOMIZED AUTOMATIC UPGRADE

- Web Configuration**

This option can be found on the web UI under Maintenance->Upgrade->Provision.

Enable Randomized Automatic Upgrade  ☐

- Functionality**

Configures whether the phone will upgrade automatically at random time point within the configured period. This option is mainly used when multiple phones are upgrading at the same time.

- New P-value**

P-value	Description	Value range	Default
P8458	Enable Randomized	0 – Disable	0

	Automatic Upgrade	1 – Enable	
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## ADD MAC IN USER-AGENT

- Web Configuration**

This option can be found on the web UI under Account->SIP Settings.

Add MAC in User-Agent  No 

- Functionality**

Configures whether to add MAC address in User-Agent header. If set to "No", all outgoing SIP messages will not attach MAC address to the User-Agent header. If set to "Yes except REGISTER", all outgoing SIP messages except REGISTER message will attach the MAC address to the User-Agent header. If set to "Yes to All SIP", all outgoing SIP messages including REGISTER message will attach MAC address to the User-Agent header.


- New P-value**

P-value	Description	Value range	Default
P26061	Add MAC in User-Agent	0 – No 1 – Yes except REGISTER 2 – Yes to all SIP	0

## UPDATED USE MAC HEADER

- Web Configuration**

This option can be found on the web UI under Account->SIP Settings.

Use MAC Header  No 

- Functionality**

Configures whether to use MAC header for SIP. If set to "No", all SIP REGISTER messages will not contain MAC header. If set to "Only for REGISTER", MAC header will only be included in SIP REGISTER and UNREGISTER messages. If set to "Yes to All SIP", all outgoing SIP REGISTER messages will contain MAC header.

- New P-value**



P-value	Description	Value range	Default
P29090	Use MAC Header	0 – No	0

		1 – Yes except REGISTER 2 – Yes to all SIP	
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### VIDEO PREVIEW WITH 3<sup>RD</sup> PARTY DOOR SYSTEM

- Web Configuration**

This option can be found on the web UI under Value-added Service->Door System.

Door System Type  Others 

- Functionality**

Configures the door system type to work with non-GDS devices.



- New P-value**

P-value	Description	Value range	Default
TBA	Door System Type	TBA	TBA

### CHARGING TONE

- Web Configuration**

This option can be found on the web UI under System Settings->Preferences->Sound.

Charging Tone  

- Functionality**

Enables a notification sound when the handset is charging.

- New P-value**

P-value	Description	Value range	Default
P22224	Charging Tone	0 – Disable 1 – Enable	1

### LOW BATTERY WARNING TONE

- Web Configuration**

This option can be found on the web UI under System Settings->Preferences->Sound.

Low Battery Warning Tone  

- Functionality**

Enables a notification sound when the battery is low.




- **New P-value**

P-value	Description	Value range	Default
low_battery_tone	Low Battery Warning Tone	0 – Disable 1 – Enable	1

## SILENT MODE

- **Web Configuration**

This option can be found on the web UI under System Settings->Preferences->Sound.

Silent Mode  ☐

- **Functionality**

Enables silent mode on the handset.


- **New P-value**

P-value	Description	Value range	Default
silent_mode	Silent Mode	0 – Disable 1 – Enable	0

## VIBRATE MODE

- **Web Configuration**

This option can be found on the web UI under System Settings->Preferences->Sound.

Vibrate Mode  ☐

- **Functionality**

Enables vibrate mode on the handset.

- **New P-value**

P-value	Description	Value range	Default
vibrate_mode	Vibrate Mode	0 – Disable 1 – Enable	0

## RINGTONE VOLUME

- **Web Configuration**

This option can be found on the web UI under System Settings->Preferences->Sound.

### Ringtone volume ?

- **Functionality**

Configures the volume of the ringtone.

- **New P-value**

P-value	Description	Value range	Default
TBA	Ringtone Volume	0 – 15	8

### MEDIA VOLUME

- **Web Configuration**

This option can be found on the web UI under System Settings->Preferences->Sound.

### Media volume ?

- **Functionality**

Configures the volume of the media.

- **New P-value**

P-value	Description	Value range	Default
TBA	Media Volume	0 – 15	8

### ALARM VOLUME

- **Web Configuration**

This option can be found on the web UI under System Settings->Preferences->Sound.

### Alarm volume ?

- **Functionality**

Configures the volume of the alarm.


- **New P-value**

P-value	Description	Value range	Default
TBA	Alarm Volume	0 – 15	8

### START VIDEO AUTOMATICALLY

- **Web Configuration**

This option can be found on the web UI under Account->Call Settings.

Start Video Automatically  ☒

- **Functionality**

Configures whether to enable video automatically when there is a call from contacts or dialing interface. If set to enabled, the video call will be started automatically. If set to "No," the call will be audio call.


- **New P-value**

P-value	Description	Value range	Default
P2314	Start Video Automatically	0 – Disable 1 – Enable	1

### ALLOW PTT KEY PRESS IN LOCK SCREEN

- **Web Configuration**

This option can be found on the web UI under Phone Settings->PTT/Multicast Settings->General Settings.

Allow PTT/Paging When Lock Screen Status  ☐

- **Functionality**

Configures whether the device can initiate PTT/Paging when device is in the lock screen status.

- **New P-value**

P-value	Description	Value range	Default
enable_PTT_when_screen_lock	Allow PTT/Paging When Lock Screen Status	0 – Disable 1 – Enable	0

### FONT SIZE

- **Web Configuration**

This option can be found on the web UI under System Settings->Preferences->LCD & LED Management.

Font size 

- **Functionality**

Configures the font size for the LCD display.

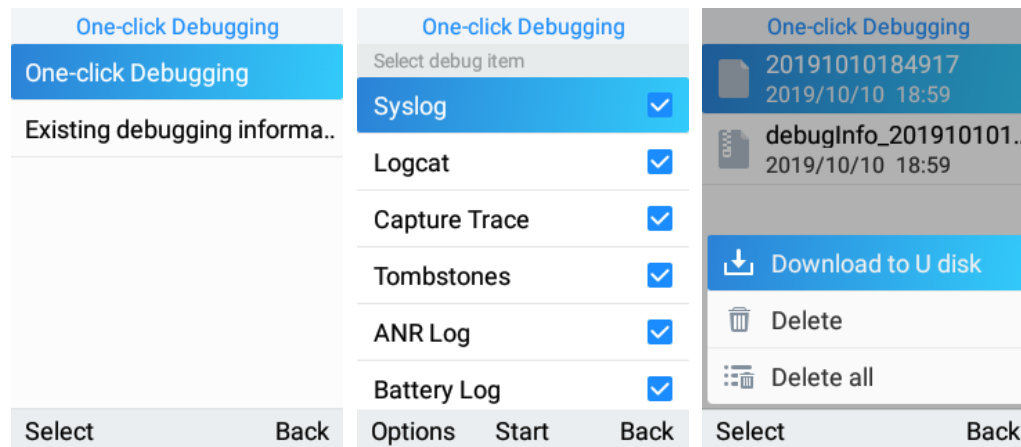
- **New P-value**

P-value	Description	Value range	Default
P22275	Font Size	1 – Standard 2 – Large 0 – Small	1

## ONE-CLICK DEBUGGING FROM HANDSET

- **Web Configuration**

This option can be found on the handset UI under Menu->Diagnostics->One-click Debugging.



- **Functionality**

Allows users to perform the one-click debugging feature from the handset and save the output files to USB drive.

## FIRMWARE VERSION 1.0.5.5

### PRODUCT NAME

WP820

### DATE

7/15/2019

### FIRMWARE FILE INFORMATION

- Firmware file name: wp820fw.bin

MD5: 98a94c0585457ebff6f3beba314b0deb

### ENHANCEMENT

- Added battery status [BATTERY STATUS]
- Added export battery log [EXPORT BATTERY LOG]
- Added recording animation effects to the system diagnostic audio loopback
- Added Bluetooth interface on web UI [BLUETOOTH WEB UI]
- Added Wi-Fi Channel Mode [WI-FI CHANNEL MODE]
- Added visual voicemail function [VISUAL VOICEMAIL]
- Added custom wallpaper support on web UI [CUSTOM WALLPAPER]
- Added OpenVPN mode [OPENVPN MODE]
- Added Wi-Fi provision via USB [WI-FI PROVISION VIA USB]
- Added config file provision via USB [CONFIG PROVISION VIA USB]
- Added action URL notify when SAFE Panic Alarm triggers [ACTION URL FOR SAFE/PANIC CALL]
- Added web feature for lock screen [LOCK SCREEN ON WEB UI]
- Added UCM conference screen to show participants count info
- Added make-call warning prompt for CSTA.
- Added additional error info when check new firmware
- Added language support for PTT setting page
- Added phone support for clicking ok button to accept call
- Added send message in contacts UI [SEND MESSAGE TO CONTACTS]
- Added speed dial option for multi-purpose key [SPEED DIAL VIA MULTI-FUNCTION KEY]
- Updated time format of call log interface
- Updated UI of call log details interface
- Updated MAC header format and user-agent mac info
- Updated 802.1x Wi-Fi connect UI
- Updated alarm UI

- Updated contacts UI
- Updated the UI of PTT/Paging send/receive screen
- Updated CPE to 1.0.1.128 version
- Removed weak cipher algorithms for security
- Optimized channel scanning of WPA
- Increased phonebook server path character limit

## BUG FIX

- Fixed Remove input method in date setting and time setting interface
- Fixed The call transfer interface loses its cursor when cursor moves
- Fixed The configuration is not changed when the time shift is turned on, and the call shift icon is not present in the Panel
- Fixed The default time of call transfer is error in 12-hour format
- Fixed Web contact sorting has extra "..."
- Fixed Adding Video Preview ability with 3rd Party Door System (2N IP Intercom)
- Fixed "Modify Network" interface clicks back to the wrong interface
- Fixed WP820 will not register with the sip server assigned in DHCP Option 120, after trying to modify the QOS parameter
- Fixed Set the interface state list recycled view the change not comprehensive
- Fixed Brightness option is blocked in large fonts
- Fixed In speed dial interface, the account and contact name order in reverse
- Fixed After switching languages/fonts, the notification/quick setting interface has no cursor
- Fixed There is no cursor in the setting page after the device start
- Fixed When the "Transfer on 3 Way Conference Hangup" is checked, the emergency intercom will not be accessed
- Fixed Ping should support the input of IPv6 address
- Fixed The # key dialing option for account 2 is invalid
- Fixed Cannot add new GDS by issuing p-value
- Fixed Web access set to HTTPS, port can be set to 80
- Fixed In the PTT paging, if a call is made to a contact and the number does not exist, the number line status is not displayed
- Fixed IPv4 and IPv6 should be set up independently
- Fixed Custom ring name is too long when the line is displayed
- Fixed The "Multicast address" input box cursor is incorrect
- Fixed The soft button interface lacks subordinate signs
- Fixed Bluetooth device name is not replaced with "..." after more than ten characters
- Fixed Unable to connect after switching security when add SSID

- Fixed LCD part text display English when language is Chinese traditional
- Fixed Bluetooth "Phone audio/Media audio" prompt option should be modified
- Fixed The choice of LCD account status view should be deleted
- Fixed The device cannot connect to OpenVPN after setting the wrong OpenVPN username or password and changing it to the correct username password
- Fixed It will send all packets to tun0 after connecting OpenVPN
- Fixed Fix the Wi-Fi switch state can't sync with Wi-Fi actual state at switch screen
- Fixed The account status displays abnormal
- Fixed Firmware issued by GDMS caused the device to be disconnected
- Fixed The default value of Periodic Inform Interval should be 300s
- Fixed The account could not receive SMS message after the SIP message was started
- Fixed When select the network protocol/band, click the power button and the Wi-Fi will not open automatically
- Fixed The password option should not appear when 802.1x-EAP method is TLS
- Fixed Device will not parse the "RTCP Monitoring Server" domain name
- Fixed Turning on or off "Bluetooth headset mode" can affect the option of "Bluetooth visibility"
- Fixed Both sides turn on "Use the First Match Code in 200OK SDP" and "Turn on the Forward Error Correction of Audio" then audio is silent
- Fixed Device enable HFP, make a call and no voice
- Fixed After connecting the Bluetooth headset, you can access the 3.5mm headset when you dial, and the earphone cannot hear the ring back tone
- Fixed Disabled option2/42 still write 2/42 value
- Fixed Traceroute cannot return complete results
- Fixed Devices on GDMS do not display DND status
- Fixed After manually connecting 2.4Gwifi, it will automatically switch to 5Gwifi
- Fixed The device connects to 2.4Gwifi rather than 5G Wi-Fi when uses 2.4G&5G(probability)
- Fixed Delete two sip accounts at the same time on GDMS, and the device only cancels the registration of one account
- Fixed When Wi-Fi is off, network information still retains Wi-Fi information
- Fixed In the standby interface, the first dial tone is emitted from the speaker
- Fixed It has no voice after make call by IPV6
- Fixed When the firmware update detects if there is a new version, it should be prompted
- Fixed Auto Provisioning not fully update
- Fixed The recipient is not visible when jump from contacts to text messages
- Fixed Access contacts during the call then call a number that is on the phone and the prompt is incorrect
- Fixed Unable to move cursor forward while editing message recipient
- Fixed Text message interface and text message details interface options have translation error

- Fixed The option button in meeting interface can't be clicked
- Fixed The device is always connected to 2.4G network after recovery
- Fixed The device displays messy code when Option 120 is ip address
- Fixed Device cannot get IP when DHCP server configures option 242
- Fixed When outbound proxy and secondary outbound proxy are domain name address, DNS parsing will not use SRV mode
- Fixed CN country code does not support the 12 and 13 channels
- Fixed VPN IP displays error in the network state page
- Fixed No weak signal toast when DTU screen timeout during the call
- Fixed Equipment for connection to the 3.5 mm earphone, long press the volume (+), high volume remind box pops up many times
- Fixed The tips of "Wi-Fi security" is wrong
- Fixed Click "return" button in the authentication window and it don't return to the Wi-Fi list interface
- Fixed When the device is connected to a 3.5mm earphone and the volume (+) button is pressed, the high-volume reminder does not pop up.
- Fixed DTU does not connect SSID when click "connect" button(probability)
- Fixed Web UI "cannot get trace list"
- Fixed Music did not come out of the speaker after canceling the A2DP headset's multimedia connection
- Fixed When there is a second call, cannot answer the call using the Bluetooth headset after hang up the current call
- Fixed Can't answer the second call when use Bluetooth
- Fixed LCD and web's Wi-Fi roaming information display inconsistencies
- Fixed Reboot tips message is displayed incorrectly
- Fixed One-click debugging is unavailable
- Fixed Unable to edit GDS
- Fixed Chinese translation of "enable call waiting" option is wrong
- Fixed Auto end PTT speaking if line is hold
- Fixed Fix the logic of changed font size in setting
- Fixed Existing contacts will still show "Add to local contacts"
- Fixed Toast prompt cannot be cleared by clicking any button when switching accounts
- Fixed The loudness of the speaker after connecting to the Bluetooth headset is inconsistent with when not connected
- Fixed After the multicast talkback hold/unhold, the call does not ring the call waiting tone.
- Fixed The volume of ringtone is different with connect BT
- Fixed Snooze countdown still triggers security monitoring when it's in the background
- Fixed There is no Wi-Fi alert after connecting WIFI Portal when the signal is weak
- Fixed Device can't scan 5G SSID (probability)



- Fixed Device cannot join multicast after turning off DND
- Fixed When "Custom SMS Reply Content" is not empty, button display error
- Fixed "Speed Dial" interface title shows error
- Fixed 1-level domains are not accepted under SIP server field
- Fixed P-value 8501 is abnormal when upload another device's configuration
- Fixed The prompt is wrong in firmware upgrade detect
- Fixed Web page always show "Detecting...Please wait" when click detect button
- Fixed After modify door system ringtone, add new door system, will default select this ringtone
- Fixed Web "Contact Group" has untranslated prompts
- Fixed Unable to click the acceptance clause popup
- Fixed Detect Upgrade don't download the config file
- Fixed Daily test produces gs\_phone core file
- Fixed Setting incorrect IPv4 address causes core dump

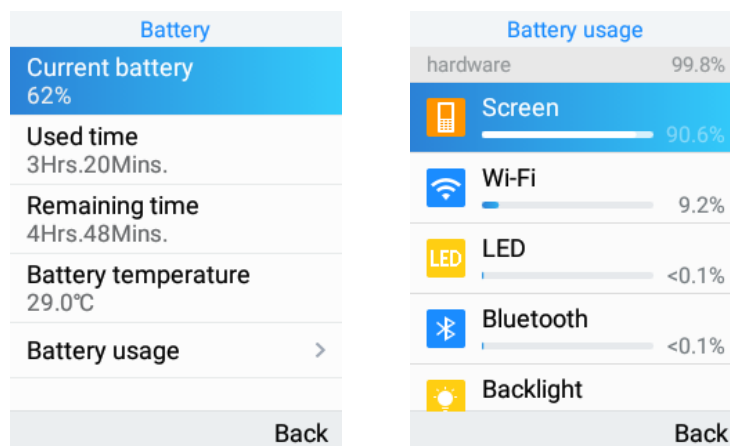
## NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

### BATTERY STATUS

- **Handset Configuration**

This option can be found on the handset UI under Menu->Status->Battery.



- **Functionality**

Displays the battery status and the battery usage details.

### EXPORT BATTERY LOG

- **Web Configuration**

This option can be found on the web UI under Maintenance->System Diagnosis->Debug->Debug Info Menu.

One-click Debugging ?

Start

Debug Info Menu ?

☒ Check All

---

☒ Syslog
☒ Logcat
☒ Capture Trace
☒ Tombstones
☒ ANR Log
☒ Battery Log

- **Functionality**

Allows the downloading of battery log as part of the one-click debugging feature.

## BLUETOOTH WEB UI

- **Web Configuration**

This option can be found on the web UI under Network Settings->Bluetooth.

Device Name ?

Bluetooth Headset Mode ?
☐

Bluetooth ?
☐

Bluetooth Devices ?

Scan

Save

- **Functionality**

Enables Bluetooth and perform Bluetooth related functions on the web UI.

- **New P-value**

P-value	Description	Value range	Default
TBA	Device Name	String	N/A

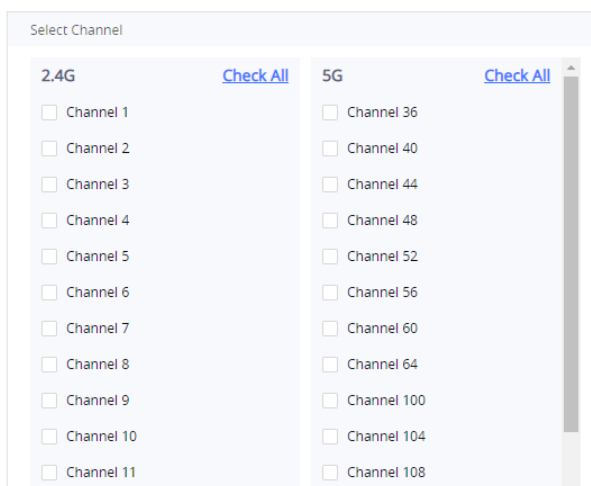
TBA	Bluetooth Headset Mode	TBA	TBA
TBA	Bluetooth	TBA	TBA

## WI-FI CHANNEL MODE

- Web Configuration**

This option can be found on the web UI under Network Settings->Wi-Fi Settings->Advanced Settings.

Channel Mode ⓘ ☐ Auto ☒ Customize



- Functionality**

If set to “Auto,” the device will process all available Wi-Fi channels when scanning for SSIDs. The “Customize” option allow the user to specify the channels that the device should scan when scanning operations occur.

- New P-value**

P-value	Description	Value range	Default
P22288	Channel Mode	See config template for full value list.	

## VISUAL VOICEMAIL

- Web Configuration**

There is no configuration for this feature.

- Functionality**

WP820 added support for UCM6xxx visual voicemail feature. After login to the UCM voicemail, the user can listen to individual voicemails on the device. Note: Requires UCM 6xxx v1.0.20.6 or later.

Voicemail		2010		2010	
autotest1000		Password		2011 09:19	
Normal:	New 0 Total 0			Urgent 00:10	
Urgent:	New 0 Total 0				
2010 <span style="border: 1px solid red; padding: 2px;">i</span>		Remember password		2012 09:20	
Normal: New 1 Total 1		After remembering the password, the next time you will login automatically.		Normal 00:07	
Urgent: New 1 Total 1		◀ Off ▶			

Select
Back Login
Back Options Redial
Back


## CUSTOM WALLPAPER

- Web Configuration**

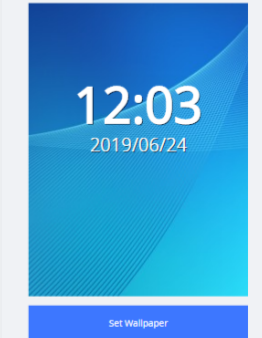
This option can be found on the web UI under Phone Settings->Wallpaper Setting.

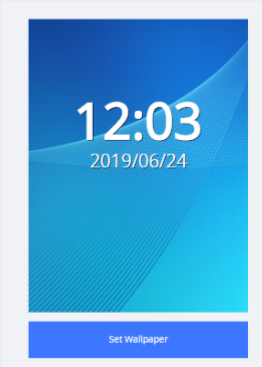
Wallpaper Setting

Wallpaper(1/10)



Preview





Click to upload wallpaper  
size: 2MB

- Functionality**

This feature allows the user to upload and set the device idle screen wallpaper.

## OPENVPN MODE

- Web Configuration**

This option can be found on the web UI under Network Settings->OpenVPN Settings

## OpenVPN® Settings

Enable OpenVPN® [?](#) ☐

OpenVPN® Mode [?](#) Professional Mode [v](#)

Upload OpenVPN® Configuration [?](#) [⬆](#) Please upload zip file [i](#)

[Save](#)

- **Functionality**

This feature allows the user to choose whether to use “Simple Mode” or “Professional Mode” for OpenVPN configuration. The “Simple Mode” provides a basic set of parameters on the web UI for OpenVPN. The “Professional Mode” allows the user to upload an OpenVPN configuration for a more customized setup for VPN. Note: Please see OpenVPN configuration upload guide on the Grandstream product page for additional details.

- **New P-value**

P-value	Description	Value range	Default
TBA	OpenVPN Mode	TBA	TBA

## WI-FI PROVISION VIA USB

- **Web Configuration**

There is no configuration for this feature.

- **Functionality**

This feature allows the user to place a Wi-Fi configuration package on USB and upload to WP820. Note: Please see the Wi-Fi configuration upload guide on the Grandstream product page for additional details.

## CONFIG PROVISION VIA USB

- **Web Configuration**

There is no configuration for this feature.

- **Functionality**

This feature allows the user to place a XML configuration file on a USB drive and upload to WP820. Note: WP820 will automatically scan the USB drive for cfg{mac}.xml files after the connection is

established. Please ensure only one instance of the file type is contained in the root directory of the USB drive.

### ACTION URL FOR SAFE/PANIC CALL

- Web Configuration**

This option can be found on the web UI under Maintenance->Event Notification

SAFE/Panic Call 

- Functionality**

When SAFE/Panic call alarm is triggered, the device will send the corresponding SAFE/Panic call action URL in the event notification page.

- New P-value**

P-value	Description	Value range	Default
TBA	SAFE/Panic Call	String	N/A

### LOCK SCREEN ON WEB UI

- Web Configuration**

This option can be found on the web UI under System Settings->Security Settings->Lock Screen Settings.

Screen Lock Function  

Screen Lock Password. 

- Functionality**

Allows the user to configure lock screen functions on the web UI. The screen lock password was also added to provide additional security.

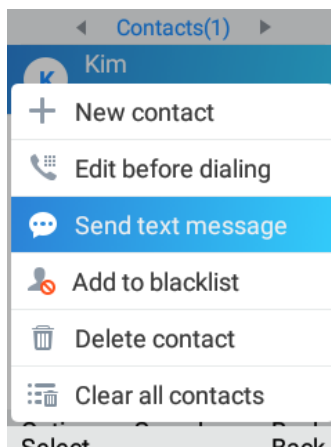
- New P-value**

P-value	Description	Value range	Default
P22235	Screen Lock Function	0 – Off, 1 – On	0
P1383	Screen Lock Password	String (numbers only)	N/A

## SEND MESSAGE TO CONTACTS

- **Handset Configuration**

This option can be found on the handset UI under Menu->Contacts->Options.



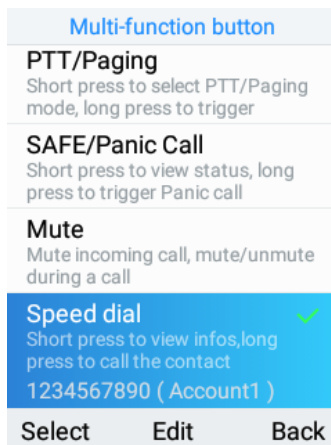
- **Functionality**

In the contacts menu, users can now select the option to send text message to a contact.

## SPEED DIAL VIA MULTI-FUNCTION KEY

- **Handset Configuration**

This option can be found on the handset UI under Settings->Basic Settings->Button Customization->Multi-function button.



- **Functionality**

The multi-function key can be used to speed dial a contact. Note: The speed dial function will need to be setup before activating the feature.

## FIRMWARE VERSION 1.0.3.20

### PRODUCT NAME

WP820

### DATE

4/10/2019

### FIRMWARE FILE INFORMATION

- WP820 firmware file name: wp820fw.bin

MD5: 1c813bef7ca0521e4c336eacf80c76a8

### ENHANCEMENT

- Added video call zoom function. [VIDEO CALL ZOOM]
- Added web upgrade error messages and error logic.
- Added OpenVPN LZO Compression Switch. [LZO COMPRESSION]
- Added UCM conference control. [UCM CONFERENCE CONTROL]
- Updated SRTP icon to display only when signaling and media are both encrypted.
- Added enable/disable SSH without rebooting.
- Updated menu bar Wi-Fi connection status to display according to the interaction.
- Added "RTP Timeout (s)" feature. [RTP TIMEOUT]
- Updated DTMF view to show 4 seconds and then auto hide.
- Added ability to press 0~9 to enter search mode in contacts menu. [CONTACTS QUICK SEARCH]
- Added disabled web login in system security. [DISABLED WEB LOGIN]
- Added disable Wi-Fi warning option. [DISABLE LOW WI-FI SIGNAL WARNING]
- Added logic to avoid display voice mail number data as negative number.
- Added quick setup wizard module. [QUICK SETUP WIZARD MODULE]
- Added packet drop rate warning.
- Updated LED display.
- Added detect firmware upgrade feature on web UI. [DETECT UPGRADE]
- Added mute on answer intercom call. [MUTE ON ANSWER INTERCOM CALL]
- Added custom ringtone for door system. [CUSTOM RINGTONE FOR DOOR SYSTEM]
- Added LCD screen timeout and brightness. [LCD SCREEN TIMEOUT AND BRIGHTNESS]
- Updated attended transfer confirmation msg.
- Updated Dutch language file.
- Changed configuration item name 'Multicast Paging' to 'Multicast Paging Function'.
- Added Factory reset: first unregister sip message without contact head.



- Added SAFE/Panic show 'Emergency Dial Force Speaker' config. [EMERGENCY DIAL FORCE SPEAKER]
- Updated LCD UI when powered off and in charging mode.
- Increased dial digit limit to 30 characters.
- Upgraded sqlite3 for security problem.
- Optimized Security/Alarm snooze design.
- Added Reject Call Notification feature. [REJECTED CALL NOTIFICATION]
- Removed "Personalized Account" menu and move related options to Settings->Call settings.
- Update UI of ringtone selector interface.
- Added support to use \$product and \$mac for config provision. [CONFIG PROVISION UPDATE]
- Added processing animation for one click debug.
- Added Wi-Fi restart when changed Wi-Fi frequency.
- Added displaying Bluetooth account.
- Added Bluetooth headset mode support. [BLUETOOTH HEADSET MODE SUPPORT]
- Updated device LCD language supported list.
- Added icon to show the type of Bluetooth device under Bluetooth devices menu.
- Updated text string in call forward mode "others."
- Added SIP Notify to sync phonebook. [SIP NOTIFY TO SYNC PHONEBOOK]
- Added tooltip for Wi-Fi warning.
- Added uaCSTA support. [UACSTA]
- Updated time zone list and values on web.
- Updated POSIX time values for time zone provisioning
- Updated UI of toast messages.
- Updated SMS interface.
- Enabled ACS and ACS URL by default.
- Add 2 second delay when detect flip to reject call.
- Updated Wi-Fi and Bluetooth refresh animation.
- Added the ability to add/remove contacts via web UI.
- Support GDMS provisioning via TR069. [GDMS PROVISIONING]
- Added always boot up device when charging.
- Updated factory reset using hard key interface. [FACTORY RESET VIA HARD KEY UPDATE]
- Added call detection before performing factory reset.
- Updated Czech and Slovak language.
- Added ability to automatically power on device when charging the device
- Added support for 3CX platform
- Added support for IPv6 syslog, SIP and provisioning.
- Added Use MAC header [USE MAC HEADER]
- Added more options for distinctive ring tone [MORE DISTINCTIVE RINGTONES]

- Added upload language file [UPLOAD LANGUAGE FILE]
- Added contacts management features on Web UI [PHONEBOOK MANAGEMENT]
- Added subscribe expiration [SUBSCRIBE EXPIRATION]

## BUG FIX

- Fixed Disabled autocomplete username and password input box
- Fixed OpenVPN® Cipher Method remove Triple-DES option
- Fixed Remove some language select options to be the same as LCD
- Fixed Remove select option "GMT +0:00" to be the same as LCD.
- Fixed Replace background image of lock screen to match idle screen
- Fixed Adjust the shadow of date/time in lock screen for wp820
- Fixed Shouldn't ring hands-free tone when clicking "Add to Contact" in dial interface
- Fixed The option and prompt of "Incoming ID display" do not match
- Fixed AlertInfo control different ringing inoperative
- Fixed When the device is asleep, the trigger time of static detection and tilt detection is inconsistent with the setting
- Fixed Probabilistic no warning when calling for emergency
- Fixed Voice/video encoding is incorrectly arranged
- Fixed Did not download after provision phonebook path with config file
- Fixed When account 1 is not active, off hook auto dial prompt "account is unavailable"
- Fixed The password input box should be aligned with other input boxes when use 802.1x
- Fixed Video encoding tips have unsupported options
- Fixed When you successfully log in to the web, prompted "Username or password is incorrect..."
- Fixed The edited contact will be displayed repeatedly on the dialing interface.
- Fixed Speed dial should follow the dialing rules
- Fixed The mute function should be hidden when the meeting is hold
- Fixed "Sort Phonebook by" first name, and it don't work immediately.
- Fixed Use the search function to search displays duplicate options
- Fixed Search results display abnormality
- Fixed The call button should not be grayed after the dialing interface selects the call record
- Fixed When the line is full, the channel button should be hidden
- Fixed The options in the meeting should be displayed as "Delete Members" + Contact Name
- Fixed After the phone unhold, the voice channel from handset to speaker
- Fixed When selecting group members, cursor can only be moved in group members.
- Fixed Display abnormal when login failed by password
- Fixed The font is too large, and the label set by PTT is not complete.
- Fixed Talkback should show speaker icon or only speaker channel
- Fixed Should add speaker icon when PTT intercom

- Fixed Wi-fi web page text editing interface not beautiful
- Fixed You cannot directly add a new call by pressing the dial button during single line call.
- Fixed The display of ringtone is inconsistent with the setting of ringtone.
- Fixed Contact: Setting custom ringtone prevents the contact from entering the edit screen
- Fixed Deletion of one of the members in the conference recording will not prompt the recording to stop.
- Fixed Modify the SSH port value when it conflicts with the WEB port and the Web port will still prompt the conflict when it is saved.
- Fixed HTTP/HTTPS proxy server host name fills in illegal IP, wrong IP can be saved
- Fixed Download LDAP binary configuration file contain % character, page displays gibberish
- Fixed Select the hold line and click the conference. The conference cannot be successfully established.
- Fixed Typing "x" will only bring up the dial pad (the filter character set contains x)
- Fixed Web not agree with LCD in language options
- Fixed Press the multi-function button when call coming, without stopping the vibration
- Fixed DTMF value should always exist
- Fixed When calling out during a meeting, it should not allow to hold
- Fixed The "option" button should be hidden when holding (two lines)
- Fixed Mute icon shows after hanging up the phone
- Fixed When editing dialing, return the ringtone to the speaker channel
- Fixed LDAP number filtering rules does not support "%\*"
- Fixed Caller ID display confusion in PTT receiver
- Fixed The name of LDAP details is incomplete when setting several LDAP display name attributes.
- Fixed Rejecting an anonymous call should reply 433 instead of 486
- Fixed Add LDAP contacts to local, prompt "download successful".
- Fixed The stability time option has no unit
- Fixed The device does not use ppp0 address to send the registration packet
- Fixed SDP connection address is wrong when enable OpenVPN but OpenVPN NAT is NAT NO
- Fixed Multicast paging without voice after the end of the emergency channel paging
- Fixed Can't search for DTMF settings in search box
- Fixed The country code in search box of web displays error
- Fixed automatic deployment feature and wp-master use conflict
- Fixed Receiving a PTT when calling out results in no ringback tone
- Fixed Dial-up interface - click on the contact to edit the dial, cannot edit
- Fixed The focus shows abnormal when failed to connect to Wi-Fi
- Fixed Under large font, the text list interface is not beautiful
- Fixed Search cannot match "admin password"
- Fixed "Account Name" should be displayed as "Extension Number"

- Fixed After uploading the wrong firmware to the web page, the page button prompts you to make modifications
- Fixed There are some problem in search bar
- Fixed Short press PTT button, device Probably show speaking interface all the time.
- Fixed Press the number key quickly to pop up the virtual keyboard
- Fixed Can't uncheck the checkbox in GWN Cloud Wi-Fi portal page
- Fixed WIFI authentication uses GWN cloud, and the interface is incomplete
- Fixed The ringtone is set to mute, but the selected ringtone is still the last value set.
- Fixed Contact download interface clear and replace options no default value
- Fixed The button of the server list of Guest login is logically incorrect.
- Fixed Only labels should be displayed "Not set".
- Fixed Using H.264 Constrained Profiles" should be removed
- Fixed The tooltip of PNP (3CX) need to be modify
- Fixed After the completion of the installation it will not automatically log out
- Fixed When the firmware version the same, click update in web, web and LCD without any hints
- Fixed Even if input wrong format, can still click the start button.
- Fixed Multicast settings should be changed to groups
- Fixed Probability does not vibrate when device receiving PTT frequently
- Fixed When the secondary sip server is not saved, the accounts will affect each other.
- Fixed Heard speaker noise at the end of receiving PTT.
- Fixed The appropriate hints should be given when downloading a recording file
- Fixed Toggle the web page, and the check box that imports the contact mode does not work.
- Fixed Layer 3 SIP QoS and audio QoS are empty when clicking save, should prompt cannot be empty
- Fixed When you do not fill in the Sip domain, clicking the login button does not indicate that the domain name cannot be empty.
- Fixed Alternate SIP server annotation displays error
- Fixed GDS calls, device has no ring tone
- Fixed SIP account drops line (probability)
- Fixed When import contact is over the maximum value, the contact should be prompted to be full
- Fixed VCard contact files can be imported when more than 500 people
- Fixed Device connect Bluetooth headset, ringtone output from the handset
- Fixed Bluetooth headset /SPK cannot hear the ring tone at the same time when calling
- Fixed Remove the WIFI button from the WIFI page
- Fixed Charging tone is not complete when booting
- Fixed Initiating alarm causes the phone to cancel mute
- Fixed The green light is not always on during the preloader phase of the factory restoration process

- Fixed Configure the server address is "fm.grandstream.com/gs", config update mode no switch to HTTPS
- Fixed Text message popover title should be changed to "text message"
- Fixed Photosensitivity will also take effect at the launcher interface
- Fixed Exit the interface directly when click "select" button in account ring interface
- Fixed The range of roaming step value is not reasonable
- Fixed Speaker play hands-free sound during installing the firmware
- Fixed LCD terminal account ring is missing the mute ring
- Fixed City name web does not correspond to LCD
- Fixed Web language have no Slovenčina language
- Fixed GDS menu name is displayed incorrectly
- Fixed Can save the same system number
- Fixed "RTCP Monitoring Server" should add a prompt when the port is not filled out
- Fixed Network state of IPv4 displays incorrect
- Fixed The layer 2 QoS 802.1p Priority Value is incorrect
- Fixed "Detect upgrade" without prompt
- Fixed after the ringtone is deleted, the device still rings this ringtone
- Fixed Web can't delete the recordings
- Fixed Horizontal scroll bar is not displayed when the WEB side window is shrunk
- Fixed "Second Dial Tone" is empty
- Fixed Large font in the contact edit interface input symbols will cause the input method selection box flashing
- Fixed "Connect" button appear in page
- Fixed Modifying group name does not take effect immediately
- Fixed Editing the contacts that are already in the group will delete other members of the group
- Fixed System security - "Select" button click is invalid
- Fixed Time setting for no answer transfer should be optimized
- Fixed LCD setting time interface can be saved without modifying time, and the interface can only be operated at about 10s
- Fixed Running/no movement/tilt detection time lack unit
- Fixed The alert and alarm sound in the security/warning are not selected after entering the selection page
- Fixed The preferred network protocol setup is not good
- Fixed In low temperature environment, can't close the tip.
- Fixed The unanswered-timeout range of web is inconsistent with the local
- Fixed Wi-Fi details interface display is insufficient
- Fixed Speed Dialing - After clicking Edit and, the Delete button disappears
- Fixed Spectralink interface option is incorrect

- Fixed PTT selection screen displays irrelevant options(probability)
- Fixed Wi-Fi scan should have a dynamic effect
- Fixed LCD terminal turns on the emergency call, but the emergency call number is empty, and no prompt is given when saving.
- Fixed The settings of the alarm tone ringtone and the reminder tone ringtone will affect each other.
- Fixed The transfer failed to cause the hold line to collect and output sound
- Fixed device cannot obtain IP after configuring option 242 parameter
- Fixed '账' should be displayed as '帐'
- Fixed After the device enters "Encryption unsuccessful" interface, it will not work properly
- Fixed There is no live update option when pairing/disconnecting Bluetooth
- Fixed Refresh Bluetooth list, it can also search for the Bluetooth that has been turned off
- Fixed Bluetooth saved list prompts redundant
- Fixed Can't check page option in Wi-Fi Portal page
- Fixed When network disconnected, MAC address display for 00:00:00:00:00:00 in the system information
- Fixed No prompt "The line is full" when the call is made from the contact
- Fixed The text was clear after the screen off
- Fixed After modifying the parameters of WIFI roaming interface, the screen was not saved and the parameters changed back to the original value after lighting the screen
- Fixed The screen may show black after make call
- Fixed The device cannot be handled properly after receiving the server reply 301
- Fixed If the DND on/off number of account 1 is not online, the account displayed by the DND on/off number of account 2 is wrong
- Fixed The prompt of Wi-Fi connect success shows black bottom
- Fixed After picking up the phone, the mute button should be changed
- Fixed Gesture control interface prompt text incomplete
- Fixed "reply content" lacks secondary menu guidance
- Fixed issue when displaying long SSID names in Wi-Fi status screen
- Fixed when enable two accounts and set register expiration to 5mins, then it will lose registration
- Fixed enable keepalive in sleeping state device may lose the keep alive timer.
- Fixed enable keepalive and disable PTT, then device won't sleep
- Fixed Cannot navigate in loop in Network Status menu
- Fixed The web page plays the recording, and the right download, edit and delete icons are grayed out.
- Fixed ESSID and password for Wi-Fi settings cannot be cleared
- Fixed Secondary SIP Server wrong explanation on Web GUI
- Fixed When the third layer SIP QoS and audio QoS are empty, click Save, and the prompt should not be empty.

- Fixed WP820 has distorted audio when answering SRTP calls from Call Queue
- Fixed SIP header requirement for Hot Desking feature
- Fixed Warning tone and alarm tone default values
- Fixed Input issues for Voicemail ID on LCD menu->Account
- Fixed Date display format have no effect on LCD date display
- Fixed MOH mode does not work with the account registered with the standby server.
- Fixed Prompt additional credentials if the network requires
- Fixed the issue that cannot play DTMF while number matched the second dial tone.
- Fixed Repair some APs cannot be scan when there are too many APs nearby
- Fixed Adding a warning tone when it's low on battery
- Fixed After provision to disable missed call and MWI indicator, device still flash LED on missed calls and new voicemail
- Fixed Missed call notification - Shows in two places
- Fixed Wi-Fi SSID setup menu has the word "Safety" to describe "Security mode"
- Fixed Repair device cannot sleep when enable syslog
- Fixed When cancel saving the Wi-Fi of 802.1x, the certificates of user and CA should not be cleared
- Fixed Unable to adjust volume when Bluetooth and 3.5mm headset connected.
- Fixed AutoConfig language does not take effect.
- Fixed WP820: 1-level domains are not accepted under SIP server field
- Fixed TR069 ACS sends FactoryResetTask, but device executes reboot
- Fixed Disable the Android NTP service NetworkTimeUpdateService
- Fixed After Wi-Fi roaming, device should send IGMP report immediately
- Fixed ACS does not send a request connection to IPV6 address

## KNOWN ISSUES

- PTT does not support IPv6 address
- Wi-Fi protected setup not supported

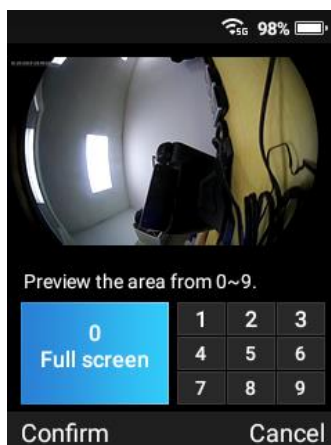
## NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

### VIDEO CALL ZOOM

- **Web Configuration**  
This option is enabled by default.
- **Functionality**


During GDS call, the user can select Options->Zoom to enter the zoom interface. This interface allows the user to choose zoom in on certain sections of the image or use full screen mode.



## LZO COMPRESSION

- Web Configuration**

This option can be found on the web UI under Network Settings->OpenVPN Settings

Enable OpenVPN® Comp-lzo  ☐

- Functionality**

This option configures whether to enable LZO compression for OpenVPN. Note: This option needs to be enabled if configured on the OpenVPN server.

- New P-value**

P-value	Description	Value range	Default
P8508	Enable OpenVPN® Comp-lzo	0 – Off 1 – On	0

## UCM CONFERENCE CONTROL

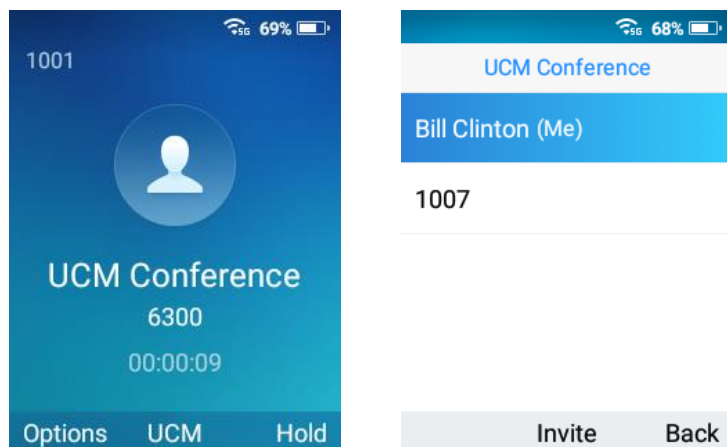
- Web Configuration**

This feature is enabled by default. Please see UCM user guide for configuration of UCM CEI Notify feature.

- Functionality**



The WP820 supports UCM CEI notify feature to receive conference status and to control the conference. Currently it can show the conference participants and can add additional party members via the “Invite” feature.



## RTP TIMEOUT

- Web Configuration**

This option can be found on the web UI under Account 1/2->Codec Settings.

RTP Timeout (s) ?

- Functionality**

This option sets the RTP timeout of the phone. If the phone does not receive the RTP packet within the specified RTP time, the call will be automatically disconnected.

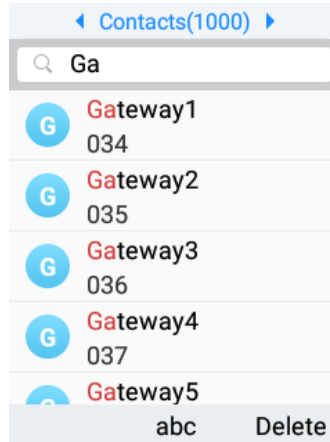
- New P-value**

P-value	Description	Value range	Default
P29068 (Account 1)	RTP Timeout (s)	0 – 600	30
P29168 (Account 2)			

## CONTACTS QUICK SEARCH

- Handset Configuration**

This option can be found on the handset UI under contacts interface.



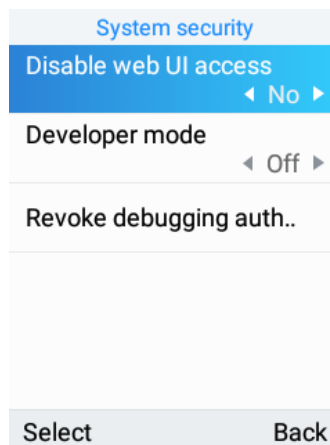
- **Functionality**

This feature allows the user to start a search in the contacts interface by pressing the keypad keys.

#### DISABLED WEB LOGIN

- **Handset Configuration**

This option can be found on the handset UI under Settings->Advanced Settings->System Security->Disable web UI access.



- **Functionality**

Enable or disable web UI access.

#### DISABLE LOW WI-FI SIGNAL WARNING

- **Handset Configuration**

This option can be found on the handset UI under Settings->Network Settings->Wi-Fi signal warning.

- **Functionality**

Sets the sensitivity of the Wi-Fi signal warning when Wi-Fi signal is low. Default is level 3. Set to “Disabled” to turn off the warning.

WiFi signal warning	
Warning sensitivity	
Disabled	
Level 1 (Lowest)	
Level 2	
Level 3	✓
Level 4	
Select	Back

## QUICK SETUP WIZARD MODULE

- **Handset Configuration**

This option can be found on initial boot up of a factory default device.

<h1>WELCOME</h1> <p>Start setup wizard to configure the phone?</p>	
Configure	Cancel

- **Functionality**

The setup wizard helps to quickly configure basic settings on the device such as language, timezone, Wi-Fi and SIP account.

## DETECT UPGRADE

- **Web Configuration**

This option can be found on the web UI under Maintenance->Upgrade->Firmware.

Firmware Upgrade ?

Detect

- **Functionality**

When activated, this feature will detect if a firmware upgrade is available for the device using the firmware URL provided. This feature has been updated with animation and progress indicator to indicate its operation.

## MUTE ON ANSWER INTERCOM CALL

- **Web Configuration**

This option can be found on the web UI under Account 1/2->Call Settings.

Mute on Answer Intercom Call ?

☐

- **Functionality**

When enabled, phone will set mute feature upon answering incoming intercom calls.

- **New P-value**

P-value	Description	Value range	Default
P26071 (Account 1)	Mute on Answer Intercom Call	0 – Off 1 – On	1
P26171 (Account 2)			

## CUSTOM RINGTONE FOR DOOR SYSTEM

- **Web Configuration**

This option can be found on the web UI under Value-added Service->Door System

System Ringtone ?

DingDong



- **Functionality**

Sets the system ringtone when receive calls from GDS.

- **New P-value**



P-value	Description	Value range	Default
P22241-P22250	System Ringtone	See config template ringtone value table	/system/media/audio/ringtones/DingDong



			.wav
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## LCD SCREEN TIMEOUT AND BRIGHTNESS

- Web Configuration**

This option can be found on the web UI under System Settings->Preferences->LCD & LED Management

Brightness   182

Timeout  1 Minute 

- Functionality**

Sets the LCD brightness and timeout interval. When display times out it shows a black screen.

- New P-value**

P-value	Description	Value range	Default
P910	Brightness	1 – 255	182
P1412	Timeout	0 – Never 15 – 15 Seconds 30 – 30 Seconds 60 – 1 Minute 120 – 2 Minutes 300 – 5 Minutes 600 – 10 Minutes 1800 – 30 Minutes	60

## EMERGENCY DIAL FORCE SPEAKER

- Web Configuration**

This option can be found on the web UI under Value-added Service->SAFE/Panic Call.

Emergency Dial Force Speaker  

- Functionality**

If set to “Yes”, the phone will use speaker for emergency call.

- New P-value**

P-value	Description	Value range	Default
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P22273	Emergency Dial Force Speaker	0 – Off 1 – On	0
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## REJECTED CALL NOTIFICATION

- Web Configuration**

This option can be found on the web UI under Phone Settings->Call Settings.

Rejected Call Notification  ☐

- Functionality**

When enabled, a missed call will prompt on LCD after rejecting an incoming call.


- New P-value**

P-value	Description	Value range	Default
P8393	Rejected Call Notification	0 – Off 1 – On	0

## CONFIG PROVISION UPDATE

- Web Configuration**

This option can be found on the web UI under Maintenance->Upgrade->Provision->Config Provision.

Config Provision 

☐ 0 item Available

☐ 4 items Selected

Not Found

☐ cfg000b82d64b84  
☐ cfg000b82d64b84.xml  
☐ cfgwp820.xml  
☐ cfg.xml

- Functionality**

Device will download the configuration files and provision by the configured order. This feature has been revised so that the user can use the following tags in the value: cfg\$mac.xml, cfg\$mac, cfg\$product.xml where “mac” represents the mac address of the device and “product” represents the device model.

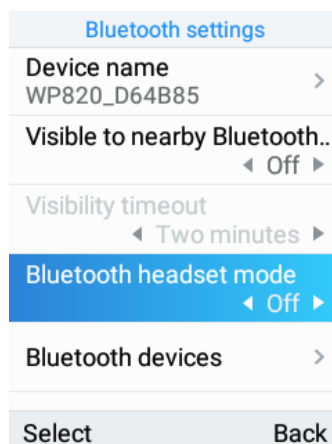
- New P-value**

P-value	Description	Value range	Default
P8501	Config Provision	List config file name in the preferred order separated by “;”. For example: cfg\$mac;cfg\$mac.xml;cfg\$product.xml;cfg.xml	All selected

## BLUETOOTH HEADSET MODE SUPPORT

- Handset Configuration**

This option can be found on the handset UI under Settings->Network Settings->Bluetooth Settings.



- Functionality**

This feature allows the WP820 to pair with other Bluetooth mobile devices to make calls. After success pairing, the user can press the call key and then press “Accounts” to select the Bluetooth account.

## SIP NOTIFY TO SYNC PHONEBOOK

- Web Configuration**

This option can be found on the web UI under Account 1/2->Advanced Settings

Allow Sync Phonebook via SIP Notify  ☒

- Functionality**

When enabled, the phone will allow SIP Notify messages to sync local phonebook.

- New P-value**



P-value	Description	Value range	Default
P26099 (Account 1)	Allow Sync Phonebook via SIP Notify	0 – No 1 – Yes	1

P26199 (Account 2)			
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## UACSTA

- Web Configuration**

This option can be found on the web UI under Network Settings->Advanced Network Settings.

CSTA Control  ☐ 

- Functionality**

Allows third party applications to control the WP820 via uaCSTA standard. Supports 3CX uaCSTA web client call control.

- New P-value**

P-value	Description	Value range	Default
P32053	CSTA Control	0 – Off 1 – On	0

## GDMS PROVISIONING

- Web Configuration**

This feature is enabled by default via TR069. TR069 configuration can be found on web UI under System Settings->TR069.

Enable TR-069  ☒ 

ACS URL 

ACS User Name 

ACS Password 

- Functionality**

Allows GDMS to monitor and provision the WP820 via TR069.



## FACTORY RESET VIA HARD KEY UPDATE

- **Functionality**

The WP820 can be factory reset by holding down the 1 and 9 keys during reboot or boot up phase. If constraint mode is enabled, the user will need to enter their password before the device can be factory defaulted. We have improved the UI for hard key reset by adding the softkeys to change character input, delete and OK (submit).

## USE MAC HEADER

- **Web Configuration**

This option can be found on the web UI under Account 1/2->SIP Settings

Use Mac Header  ☐

- **Functionality**

Use MAC Header in SIP register request and add MAC address in User-Agent header in SIP request.

- **New P-value**

P-value	Description	Value range	Default
P26061 (Account 1)	Use MAC Header	0 – Off 1 – On	0
P26161 (Account 2)			

## MORE DISTINCTIVE RINGTONES

- **Web Configuration**

This option can be found on the web UI under Account 1/2->Call Settings->Ringtones

<input type="text"/>	Default Ringtone ▼
<input type="text"/>	Default Ringtone ▼
<input type="text"/>	Default Ringtone ▼
<input type="text"/>	Default Ringtone ▼
<input type="text"/>	Default Ringtone ▼
<input type="text"/>	Default Ringtone ▼
<input type="text"/>	Default Ringtone ▼

- **Functionality**

Sets the distinct ringtone for the incoming caller ID.

- **New P-value**

P-value	Description	Value range	Default
P6716 P6718 P6720 P26064 P26066 P26068 P26096 (Account 1)	Match Incoming Caller ID. (Account 1) Matching Rule 4-10	String	N/A
P6717 P6719 P6721 P26065 P26067 P26069 P26097 (Account 1)	Matching Rule 4-10 Distinctive Ringtone (Account 1)	See ringtone value table	content://settin gs/system/ring tone
P6722	Match Incoming Caller ID. (Account 2)	String	N/A

P6724 P6726 P26164 P26166 P26168 P26196 (Account 2)	Matching Rule 4-10		
P6723 P6725 P6727 P26165 P26167 P26169 P26197 (Account 2)	Matching Rule 4-10 Distinctive Ringtone (Account 2)	See ringtone value table	content://settings/system/ringtone

## UPLOAD LANGUAGE FILE

- Web Configuration**

This option can be found on the web UI under System Settings->Time and Language->Language

Select Language File ?

 Browse

- Functionality**

Allows users to upload custom language file to the phone. (Language files are provided per special request)

## PHONEBOOK MANAGEMENT

- Web Configuration**

This option can be found on the web UI under Applications->Contacts.

Contacts

[Contacts](#)
[Group](#)
[Blacklist](#)
[Import/Export Contacts](#)
[Download Contacts](#)

New contact

Sort Phonebook by

Delete

Add to blacklist

Search

<input type="checkbox"/>	NAME	NUMBER	GROUP	ACCOUNT	OPERATION
<input type="checkbox"/>	Mary Jane	2132334567(Work)	—	Use active account	


- **Functionality**

Allows users to add phonebook contacts, create contact groups and blacklist on the web UI.

## SUBSCRIBE EXPIRATION

- **Web Configuration**

This option can be found on the web UI under Account 1/2->SIP Settings

Subscribe Expiration (m) 

- **Functionality**

Sets the frequency (in minutes) in which the phone refreshes its subscription for SIP events.

- **New P-value**

P-value	Description	Value range	Default
P26051 (Account 1)	Subscribe Expiration (minutes)	1 - 64800	N/A
P26151 (Account 2)			

## **FIRMWARE VERSION 1.0.3.6**

### **PRODUCT NAME**

WP820

### **DATE**

12/26/2018

### **FIRMWARE FILE INFORMATION**

- WP820 firmware file name: wp820fw.bin

MD5: d09fbfe80f4381c52795c9c5ec50c405

### **ENHANCEMENT**

- Updated web UI tooltips.
- Changed voicemail notification wording from “Ordinary” to “Normal”.

### **BUG FIX**

- Fixed Current call will be put on hold if receiving call from GDS.
- Fixed Device is vulnerable to remote code execution by exploiting a post auth command injection vulnerability.

## FIRMWARE VERSION 1.0.3.5

### PRODUCT NAME

WP820

### DATE

12/16/2018

### FIRMWARE FILE INFORMATION

- WP820 firmware file name: wp820fw.bin  
  
MD5: b82b574434e95b7314155b254722470b

### ENHANCEMENT

- Added additional home screen on the right for quick access to Wi-Fi/Bluetooth/DND. [ADDITIONAL HOME SCREENS]
- Added additional home screen on the left for notification messages. [ADDITIONAL HOME SCREENS]
- Added PNP 3CX Auto Provision option. [PNP (3CX) AUTO PROVISION]
- Added config provision options to control config file retrieval behavior [CONFIG PROVISION OPTION]
- Added support for softkey customization. [SOFTKEY CUSTOMIZATION]
- Added support for PTT key customization. [PTT KEY CUSTOMIZATION]
- Added LDAP phonebook support. [LDAP PHONEBOOK]
- Added more options for phonebook automatic download interval. [AUTOMATIC DOWNLOAD INTERVAL FOR PHONEBOOK]
- Added support for captive portal. [WIFI CAPTIVE PORTAL]
- Added support for troubleshooting tools. [NETWORK TROUBLESHOOTING TOOLS]
- Added Wi-Fi band selection. [2.4G/5G BAND FOR WIFI]
- Added Wi-Fi warning when Wi-Fi signal is weak. [WIFI SIGNAL WARNING]
- Added SAFE MONITORING FEATURE [SAFE MONITORING FOR RUNNING/NO MOVEMENT/TILT]
- Added SIP header options to disable/enable Privacy Header, P-Preferred-Identity Header, P-Access-Network-Info Header and P-Emergency-Info Header. [ENABLE/DISABLE CERTAIN SIP HEADERS]
- Added support for quick conference during call. [QUICK CONFERENCE DURING CALL]
- Added support to receive video and show video up to 720p. [RECEIVE AND DISPLAY VIDEO FOR SIP CALL]
- Added support for custom ringtone. [CUSTOM RINGTONE]

- Optimized “Auto Config CPT by Region” feature.
- Added port customization for SSH access. [PORT CUSTOMIZATION FOR SSH ACCESS]
- Added support for custom certificate for provisioning [CUSTOM CERTIFICATECUSTOM CERTIFI]
- Added Slovak language support on LCD display.
- Added door bell ring for GDS open door feature
- Renamed menu item “Tools” to “App”
- Added Calculator application under LCD Menu->App->Calculator
- Increased contacts max limit count to 1000. If device is upgraded from old firmware, please reset device to have this take effect.
- Improved time and date display for different format.
- Improved web UI strings and tooltips
- Improved SMS UI and UX
- Updated strings in English and multiple languages.
- Added stutter tone at dialing interface when the account has unread voicemail message.
- Provided support to enable adb to install third-party app to Menu->App using SDK. (SDK documentation will be provided soon)
- Added warning tone when device is low on battery. Device will generate a warning tone once when battery level becomes 15% and 5%.
- Added auto bootup when placed on charger if the device was powered off abnormally (e.g., battery too low, battery removed without manual power-off, etc.)
- Improved Wi-Fi connection status update and connection performance.
- Improved GuestLogin feature for better stability and performance.
- Improved phone UI for user-friendly purpose.
- Add option “Enable Noise Shield” [NOISE SHIELD]
- Changed incoming call softkey options from “Accept” “Transfer” “Reject” to “Accept” “Transfer” “Mute” for user friendly purpose.
- Added toast message when Wi-Fi signal is poor.
- Changed sound pressure diagnostic code from \*77 to \*\*\*77\* to avoid conflict with commonly used feature code.
- Added prompt for message sending status after user clicks “Send” for SMS.
- Added support for future hardware revisions.
- Added support to play audio notification beep tone during call to notify users that Wi-Fi connection is lost.
- Added IGMP keep-alive interval [IGMP KEEP ALIVE INTERVAL]
- Added gesture control [GESTURE CONTROL]
- Added default ringtone [DEFAULT RINGTONE]
- Added notification tone [NOTIFICATION TONE]

## BUG FIX

- Fixed Unable to connect to hidden SSID in Wi-Fi auto config
- Fixed Wi-Fi autoconfig is unable to connect to hidden SSID
- Fixed Master connection sometimes fails after slave device enters \*\*\*801\* for Wi-Fi autoconfig deployment
- Fixed When account has ringtone set to silent on web UI, the handset LCD displays unknown ringtone
- Fixed There is only one remote party's recording for 3-way conference call
- Fixed Call interface disappears after screen off/on again if the device is in Wi-Fi details interface while answering incoming call
- Fixed Handsfree button shouldn't take effect when user hasn't logged in under guest mode
- Fixed Initiating transfer during two-way call causes device randomly stuck in calling state for both calls
- Fixed Layer 3 QoS for SIP and audio doesn't apply to IPv6 for SIP call
- Fixed Alarm doesn't stop after 1 min if setting up repeating alarm and modifying system date
- Fixed LCD shows transfer failed after blind transfer
- Fixed Transfer logic is incorrect after the transfer target clicks to transfer while device is ringing
- Fixed Device displays no response when the remote party rejects IP call
- Fixed Device does not hear the music of MOH when hold in conference
- Fixed Device does not receive Emergency Intercom when device already has 1 SIP call ringing and active PTT intercom
- Fixed No error prompt under lock screen if the device is overcharged with 12V power
- Fixed Device generates a "pu" sound randomly after entering digits and then pressing power button
- Fixed Perform search on web UI cannot jump to account related options
- Fixed Pressing any button shouldn't trigger response during upgrading process
- Fixed LCD softkey label should "return" after restarting Wi-Fi in Wi-Fi roaming mode
- Fixed There should be no dial tone after entering number in handsfree speaker mode after device has mute on
- Fixed Unable to remove multicast paging address in web page
- Fixed Device shows 24hour format when setting the time after disable 24hour format for time display
- Fixed Device should not require password to reset again after reboot from reset which already requests password
- Fixed WP820 should power on automatically when placed on cradle
- Fixed VPN gateway and DNS shows empty information in LCD network status interface
- Fixed Device status shows gateway as 0.0.0.0 in SSH interface
- Fixed The green icon for the Bluetooth device is still displayed when Bluetooth is disconnected
- Fixed "Bypass Proxy For" doesn't take effect after reboot
- Fixed Phone vibrates upon receiving SMS or weak Wi-Fi signal when vibration mode is off



- Fixed After enabling DND, there is no beep when there is a second call
- Fixed Web UI option "Bypass Proxy For" doesn't support multiple addresses
- Fixed After enabling guestlogin and receiving phone call, the call interface is not displayed
- Fixed Guest login option takes effect without reboot
- Fixed Device does not automatically download contacts after reboot
- Fixed When opening contacts/blacklist during SIP account settings, Delete key becomes Return key after back to SIP account settings
- Fixed The filter character set doesn't filter the number sent by SMS
- Fixed After creating message group with 500 contacts in it, if clicking "Return", the return time takes too long
- Fixed The upgrading processing logic is incorrect when battery is low
- Fixed When device already has 500 SMS and a new SMS draft is created, the new draft will be deleted automatically
- Fixed Some menu items doesn't support pressing UP key to loop to last item
- Fixed Phone has no pop-up prompt upon receiving SMS
- Fixed Phone doesn't automatically restart when provisioning with a value that require reboot
- Fixed Sometimes call history will pop up automatically when there is a missed call
- Fixed LCD doesn't go back to the Wi-Fi main interface directly after pressing return button in Wi-Fi settings menu
- Fixed Wi-Fi list still displays Wi-Fi SSID that does not exist after clicking "Refresh"
- Fixed Device may power off when charged by charging stand
- Fixed Wi-Fi security settings on web UI doesn't take effect after reset
- Fixed Entering wrong password to connect Wi-Fi with WEP encrypt method will not prompt authentication failure
- Fixed Setting 12-hour format doesn't show AM or PM in home screen
- Fixed The firmware upgrade/configuration file detection option name is incorrect
- Fixed Registration failure if device has turned on "Enable SIP OPTIONS Keep Alive"
- Fixed The name of the Bluetooth details interface is incorrect
- Fixed Some strings do not display completely on web UI
- Fixed Transfer interface should be removed when device has one SIP call and one multicast paging call
- Fixed SIP account doesn't automatically register after device switches to "Prefer IPv6"
- Fixed Device enters the wrong voicemail ID interface when there are two SIP accounts
- Fixed During Wi-Fi connection, if pressing "Connect" it will forget the SSID
- Fixed Device can save two channels with the same multicast address and port in multicast paging page
- Fixed SIP registration is unable to use the network preferred protocol properly
- Fixed VPN icon disappears after restarting device

- Fixed WP820 could not do attended transfer before answer for Broadsoft platform
- Fixed Broadsoft IOT: device doesn't respond to configuration file download authentication request
- Fixed When recording file name is too long, it will display in a new line
- Fixed When device is in sleep mode, turn off and turn on AP, the device will not register SIP account after it connects to AP
- Fixed Switching "Preferred Internet Protocol" shouldn't take effect without reboot
- Fixed DTMF doesn't take effect when responding to 183 from SIP server
- Fixed Unable to forget Wi-Fi that is already connected in Wi-Fi settings
- Fixed Wi-Fi list shows two identical SSID
- Fixed Battery icon is wrong when shutdown and charging
- Fixed Device doesn't send BYE when emergency paging is received during attended transfer
- Fixed Device system time does not update after removing battery, putting back battery and going into sleep mode
- Fixed Device sometimes cannot perform attended transfer after receiving emergency paging during transfer interface
- Fixed Device sometimes cannot make call after receiving emergency paging during transfer interface
- Fixed Wi-Fi details display incorrectly when device is set to use static IP and preferred network protocol is "IPv6 only"
- Fixed OpenVPN icon disappears after enabling OpenVPN and rebooting device
- Fixed New call on device is abnormal after transfer
- Fixed Dial interface cannot dial out using OK key after entering numbers
- Fixed Device sometimes switches between charging and not charging when placed on charging stand
- Fixed Multicast paging should add prompt tone upon receiving multicast paging call
- Fixed Unable to hold or unhold after multiple frequent switching between two calls
- Fixed Pressing handset button and then pressing back will have a chance to hear a loud "Du" sound from speaker
- Fixed WP820 SIP registration failed when transport protocol is TLS
- Fixed Intelligent control option is not displayed after pressing DOWN button multiple times
- Fixed Device call interface shows abnormally when second callee answers call while device is in transfer interface
- Fixed Device cannot initiate paging in default mode when channel x is configured (x is not 1)
- Fixed When pressing dial key, the sound should always come from the speaker
- Fixed After pressing handsfree button to enter dialing interface and pressing # to redial, audio comes from handset instead of handsfree speaker

## KNOWN ISSUES

- WEP is not supported for Wi-Fi encryption due to security concern. Only WPA/PSK is supported.

- 802.1x EAP encryption is not supported.
- WebUI access using IE8 browser is not supported.
- USB storage device in exfat format is not supported on WP820 anymore.

## NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

### LDAP PHONEBOOK

- **Web Configuration**

This option can be found on web UI under Applications->LDAP Phonebook.

#### LDAP Phonebook

Connection Mode ?	LDAP
Server Address ?	
Port ?	389
Base DN ?	
User Name ?	
Password ?	
LDAP Name Attributes ?	
LDAP Number Attributes ?	
LDAP Name Filter ?	
LDAP Number Filter ?	
Search Field Filter ?	All Filter
LDAP Display Name Attributes ?	
Max Hits ?	50
Search Timeout (s) ?	4
LDAP Lookup For Dial ?	<input type="checkbox"/>
LDAP Lookup For Incoming Call ?	<input type="checkbox"/>
LDAP Dialing Default Account ?	Default

- **Functionality**

WP820 supports obtaining contacts information from a LDAP server. LDAP contacts can be viewed on handset LCD via the contacts menu or phonebook softkey.

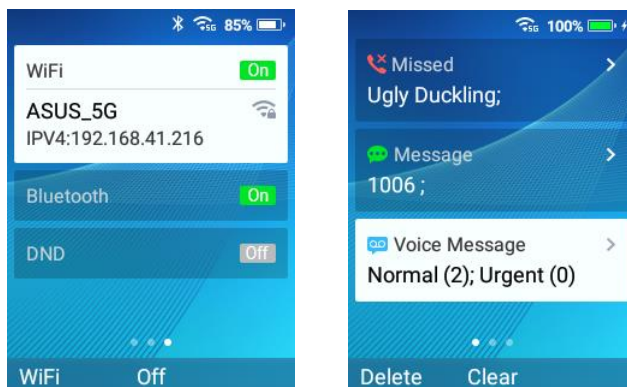
- **New P-value**

P-value	Description	Value range	Default
P8037	Connection Mode	0 – LDAP 1 – LDAPS	0
P8020	Server Address	String	N/A
P8021	Port	1 – 65535	389
P8022	Base DN	String	N/A
P8023	User Name	String	N/A
P8024	Password	String	N/A
P8028	LDAP Name Attributes	String	N/A
P8029	LDAP Number Attributes	String	N/A
P8026	LDAP Name Filter	String	N/A
P8025	LDAP Number Filter	String	N/A
ldap_search_field	Search Field Filter	0 - All filter 1 - Name Filter 2 - Number Filter	0
P8030	LDAP Displaying Name Attributes	String	N/A
P8031	Max Hits	0 – 32000	50
P8032	Search Timeout	0 – 180	4
P8034	LDAP Lookup For Dial	0 – No 1 – Yes	0
P8035	LDAP Lookup For Incoming Calls	0 – No 1 – Yes	0
P22039	LDAP Dialing Default Account	0 – Default 1 – Account 1 2 – Account 2	0

## ADDITIONAL HOME SCREENS

- **LCD Configuration**

This option can be found on handset UI home screen.



- **Functionality**

On handset home screen:

- Press right arrow to quickly check the Wi-Fi/Bluetooth/DND status. Here you can quickly turn on and off Wi-Fi, Bluetooth or DND using the middle softkey. The left softkey is a shortcut to jump to selected menu.
- Press left arrow to view notifications. The notification screen shows missed calls, voice messages, SMS and other notifications. Delete - Removes the selected notification. Clear - Removes all the notifications on the screen.
- Press end call button to return to the default home screen.

## PNP (3CX) AUTO PROVISION

- **Web Configuration**

This option can be found on web UI under Maintenance->Upgrade->Provision

### PNP Feature

PNP (3CX) Auto Provision   

- **Functionality**

When enabled, it allows 3CX plug and play provisioning and UCM zero config provisioning.

- **New P-value**

P value	Description	Value Range	Default
P1414	PNP (3CX) Auto Provision	0 – No 1 – Yes	1

## QUICK CONFERENCE DURING CALL

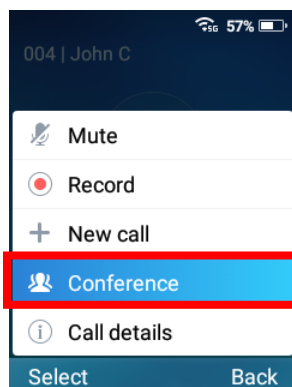
- **Functionality**

Steps to perform quick conference during a call:

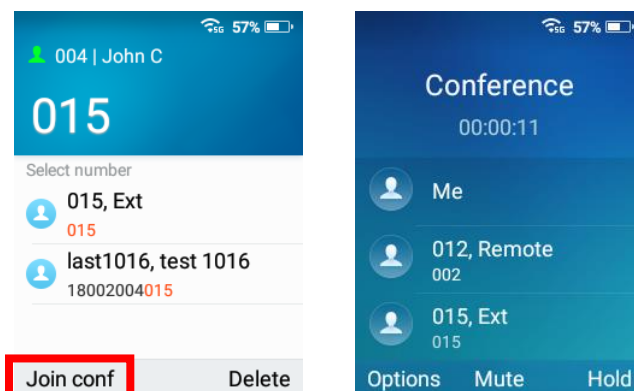
1. During a call, press the left softkey “Options” key to bring up the available options.



2. Use the navigation key to select “Conference” to create a conference.



3. Use the dial pad to enter the extension for the party to invite to the conference and then press “Join conf.” The conference will automatically be bridged before the third party answers the call.



## SOFTKEY CUSTOMIZATION

- **Web Configuration**

This option can be found on web UI under System Settings->Preferences->Button Customization

#### Soft Key

Main Screen Left Softkey	Call History
Main Screen Center Softkey	Menu
Main Screen Right Softkey	Settings
Call Screen Left Softkey	Option
Call Screen Center Softkey	Transfer
Call Screen Right Softkey	Hold

- LCD Configuration**

This option can be found on the handset UI under Settings->Basic Settings->Button customization->Soft key

Soft key	
Home screen	
Left button	Call History
Center button	Menu
Right button	Settings
In call	
Left button	Options
Center button	Save
	Back

- Functionality**

Users can customize the functions assigned to the softkey that will be used on the home screen or call screen. On the home screen, the softkey can be customized to one of the following options: Call History, Menu, Settings, Contacts, Voicemail or DND. On the call screen, the softkey can be customized to one of the following options: Options, Transfer, Hold. Mute, New call, Conference or Record. **Note:** One of the call screen softkey must be "Options."

- New P-value**

P value	Description	Value Range	Default
---------	-------------	-------------	---------

P22252	Main Screen Left Softkey	0 - Call history 1 – Menu 2 – Settings 3 – Contacts 4 – Voicemail 5 - DND	0
P22253	Main Screen Center Softkey	0 - Call history 1 – Menu 2 – Settings 3 – Contacts 4 – Voicemail 5 - DND	1
P22254	Main Screen Right Softkey	0 - Call history 1 – Menu 2 – Settings 3 – Contacts 4 – Voicemail 5 - DND	2
P22255	Call Screen Left Softkey	0 – Option 1 – Transfer 2 – Hold 3 – Mute 4 - New Call, 5 – Conference 6 – Record	0
P22256	Call Screen Center Softkey	0 – Option 1 – Transfer 2 – Hold 3 – Mute 4 - New Call, 5 – Conference 6 – Record	1
P22257	Call Screen Right Softkey	0 – Option 1 – Transfer 2 – Hold 3 – Mute 4 - New Call,	2



		5 – Conference 6 – Record	
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## PTT KEY CUSTOMIZATION

- Web Configuration**

This option can be found on the web UI under System Settings->Preferences->Button customization

### Multi-function Button

☒ **PTT/Paging**  
 Short press to access PTT/Paging settings, hold the key to initiate PTT/Paging call

☐ **SAFE/Panic Call**  
 Short press to open status page, long press to trigger Panic Call

☐ **Mute**  
 Mute incoming call, mute/unmute during a call

- LCD Configuration**

This option can be found on the handset UI under Settings->Basic Settings->Button customization->Multi-function button

Multi-function button

PTT/Paging ✓

SAFE/Panic Call  
Short press to view statu..

Mute  
Mute incoming call, mute..

Select

Back

- Functionality**

Users can customize the multi-function key on the left side of WP820 to the preferred function. The multi-function key can be programmed for PTT/Paging, SAFE/Panic Call or Mute. **Note:** The mute key is only valid during a call. If not set to “PTT/Paging,” the WP820 can only receive PTT and page.



- New P-value**

P value	Description	Value Range	Default
P22258	Multi-function button	0 – PTT/Paging 1 – Mute 2 – SAFE/Panic Call	0

## AUTOMATIC DOWNLOAD INTERVAL FOR PHONEBOOK

- Web Configuration**

This option can be found on the web UI under Application->Contacts

Automatic Download Interval  None 

- Functionality**

Users can now select 5 mins, 30mins and 1 hour for automatic download interval.

- New P-value**

P value	Description	Value Range	Default
P332	Automatic Download Interval	0 – None 5 – 5 min 30 – 30 min 60 – 1 Hour 120 – 2 Hours 240 – 4 Hours 360 – 6 Hours 480 – 8 Hours 720 – 12 Hours	0


## SAFE MONITORING FOR RUNNING/NO MOVEMENT/TILT

- Web Configuration**

This option can be found on the web UI under Value-added Service->SAFE/Panic Call.

SAFE Monitoring Settings  

Panic Call Silent Alarm  

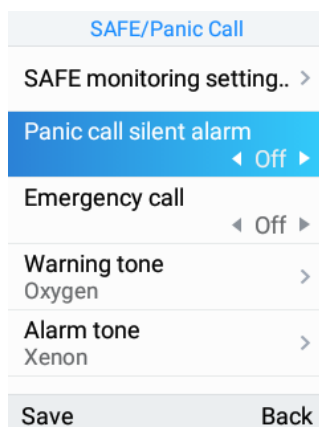
Emergency Call  

Warning Tone  Xenon 

Alarm Tone  Oxygen 

- LCD Configuration**

This option can be found on the handset UI under Settings->Advanced Settings->SAFE/Panic Call.



- **Functionality**

SAFE monitoring feature on WP820 will monitor the user's safety situation and trigger an alarm once it detects any unsafe situation. When it detects that the user may be in a dangerous situation such as unable to move, fall, or being chased, the WP820 can quickly alert or initiate an emergency call for timely assistance.

In particular, the phone will automatically prompt a warning alert and message once it detects any unsafe situation. If the user does not cancel the prompt warning message to confirm its safety within the set time, an alarm will be triggered and an emergency call will be initiated (if configured) for assistance.

There are three types of safety detection methods can be set on SAFE monitoring settings:

- **No movement detection**  
It detects that the user may be unable to move because of an injury or a coma, etc. Users can configure the duration of the no movement. If it stays no movement longer than the duration, the device will be triggered for detection.
- **Tilt detection**  
It detects that the user may be in a state of slipping or falling, etc. Users can configure the sensitivity and timeout for this detection. With higher sensitivity level on tilt status, a relative slight falling action will trigger tilt detection and alert.
- **Running detection**  
It detects that user may be in a status of being chased or escaping from a dangerous environment. Users can configure the sensitivity and timeout for this detection. With higher sensitivity level on running status, a slower running speed will trigger the running detection.

To trigger alarm in a silent way during urgent or dangerous situation, configure the Panic Call silent alarm option to be on. The default setting is off. This setting will enable the phone to initiate an emergency call silently. It is mainly used when it is not convenient to play an alarm in a dangerous environment. Users can also press and hold the multi-function keys on the side of the phone to initial an emergency call in silence.

To initiate Emergency Call, users need to set the emergency call number after turning on this feature. The default setting is off.

- **New P-value**

P value	Description	Value Range	Default
P22259	Safety Monitoring	0 – off 1 – on	0
P22260	No Movement Sensitivity	0 – Disable 1 – Level 1 (lowest) 2 – Level 2 3 – Level 3 4 – Level 4 5 – Level 5 6 – Level 6 7 – Level 7 (highest)	0
P22261	No Movement Timeout	5 – 300	5
P22262	Tilt Sensitivity	0 – Disable 1 – Level 1 (lowest) 2 – Level 2 3 – Level 3 4 – Level 4 5 – Level 5 6 – Level 6 7 – Level 7 (highest)	0
P22263	Tilt Timeout	5 – 300	5
P22264	Running Sensitivity	0 – Disable 1 – Level 1 (lowest) 2 – Level 2 3 – Level 3 4 – Level 4 5 – Level 5	0

		6 – Level 6 7 – Level 7 (highest)	
P22265	Running Timeout	5 – 300	5
P22266	Snooze Timeout	0 – 300	0
P22267	Warning Timeout	5 – 60	5
P22268	Panic Call Silent Alarm	0 – Off 1 - On	1
P22269	Emergency Call	0 – Off 1 - On	1
P22270	Emergency Call Number	String	N/A

### ENABLE/DISABLE CERTAIN SIP HEADERS

- Web Configuration**

This option can be found on the web UI under Account->Account 1/2-> SIP Settings

Use Privacy Header [?](#)

Default

Use P-Preferred-Identity Header [?](#)

Default

Use P-Access-Network-Info Header [?](#)
☐

Use P-Emergency-Info Header [?](#)
☐

- Functionality**

Allows users to enable or disable the following SIP header from showing in the SIP messages:

- Use Privacy Header.
- Use P-Preferred-Identity Header.
- Use P-Access-Network Header
- Use P-Emergency-Info Header

- New P-value**

P value	Description	Value Range	Default
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P2338	Use Privacy Header (Account 1)	0 - Default, 1 - No, 2 - Yes	0
P2438	Use Privacy Header (Account 2)	0 - Default, 1 - No, 2 - Yes	0
P2339	Use P-Preferred-Identity Header (Account 1)	0 - Default, 1 - No, 2 - Yes	0
P2439	Use P-Preferred-Identity Header (Account 2)	0 - Default, 1 - No, 2 - Yes	0
P26058	Use P-Access-Network-Info Header (Account 1)	0 – No 1 – Yes	0
P26158	Use P-Access-Network-Info Header (Account 2)	0 – No 1 – Yes	0
P26059	Use P-Emergency-Info header (Account 1)	0 – No 1 – Yes	0
P26159	Use P-Emergency-Info header (Account 2)	0 – No 1 – Yes	0

## RECEIVE AND DISPLAY VIDEO FOR SIP CALL

- Web Configuration**

The video codec option can be found on the web UI under Account->Account 1/2->Codec Settings

### Preferred Video Codec

Preferred Video Codec ⓘ

☐ 0 item Available

☐ 1 item Selected

<

>

↑

^

↓

⌵

☐ H264

Enable Video FEC [?](#) ☒

Enable RFC5168 Support [?](#) ☒

FEC Payload Type [?](#)

H.264 Image Size [?](#)

Use H.264 Constrained Profiles [?](#) ☐

Video Bit Rate [?](#)

SDP Bandwidth Attribute [?](#)

The disable video option can be found on the web UI under Phone Settings->Call Settings

Disable Video Call [?](#) ☐

Other video display features can be found on the web UI under Phone Settings->Video Settings

Video Frame Rate [?](#)

Video Display Mode [?](#)

Enable Frame Skipping in Video Decoder [?](#) ☒

- Functionality**

WP820 supports one-way video and can receive video up to 720p for SIP call. Currently, the only supported video codec is H264. The video feature can be disabled by enabling “Disable Video Call.”

- New P-value**

P value	Description	Value Range	Default
P2393	Enable Video FEC (Account 1)	0 – No 1 – Yes	1
P2493	Enable Video FEC (Account 2)	0 – No 1 – Yes	1

P1331	Enable RFC5168 Support (Account 1)	0 – No 1 – Yes	1
P478	Enable RFC5168 Support (Account 2)	0 – No 1 – Yes	1
P26022	Video FEC Mode (Account 1)	0 – 0 1 – 1	0
P26122	Video FEC Mode (Account 2)	0 – 0 1 – 1	0
P2394	FEC Payload Type (Account 1)	96 - 126	120
P2494	FEC Payload Type (Account 2)	96 - 126	120
P2307	H.264 Image Size (Account 1)	9 - 720P 1 – VGA 5 – CIF 4 – 4CIF 0 – QVGA 6 – QCIF	9
P2407	H.264 Image Size (Account 2)	9 - 720P 1 – VGA 5 – CIF 4 – 4CIF 0 – QVGA 6 – QCIF	9
P26045	Use H.264 Constrained Profiles (Account 1)	0 – No 1 – Yes	0
P26145	Use H.264 Constrained Profiles (Account 2)	0 – No 1 – Yes	0
P2315	Video Bit Rate (Account 1)	32 - 32 kbps 64 - 64 kbps 96 - 96 kbps 128 - 128 kbps 160 - 160 kbps 192 - 192 kbps 210 - 210 kbps	2048



		256 - 256 kbps 384 - 384 kbps 512 - 512 kbps 640 - 640 kbps 768 - 768 kbps 1024 - 1024 kbps 1280 - 1280 kbps 1536 - 1536 kbps 2048 - 2048 kbps	
P2415	Video Bit Rate (Account 2)	32 - 32 kbps 64 - 64 kbps 96 - 96 kbps 128 - 128 kbps 160 - 160 kbps 192 - 192 kbps 210 - 210 kbps 256 - 256 kbps 384 - 384 kbps 512 - 512 kbps 640 - 640 kbps 768 - 768 kbps 1024 - 1024 kbps 1280 - 1280 kbps 1536 - 1536 kbps 2048 - 2048 kbps	2048
P2360	SDP Bandwidth Attribute (Account 1)	0 – Standard 1 - Media Level 2 - Session Level 3 - None	1
P2460	SDP Bandwidth Attribute (Account 1)	0 – Standard 1 - Media Level 2 - Session Level 3 - None	1
P22091	Disable Video Call	Value = 0; No Value = 1; Yes	0
P904	Video Frame Rate	5 - 5 frames/second 15 - 15 frames/second	15

		25 - 25 frames/second 30 - 30 frames/second 29 - Variable frames rate	
P921	Video Display Mode	0 - Original proportion 1 - Equal proportional cutting 2 - Proportional add black edge	1
P22008	Enable Frame Skipping in Video Decoder	0 – No 1 – Yes	1

## PORT CUSTOMIZATION FOR SSH ACCESS

- Web Configuration**

The video codec option can be found on the web UI under System Settings->Security Settings->Web/SSH Access

SSH Port ?

22

- Functionality**

Configures the SSH port for SSH access.

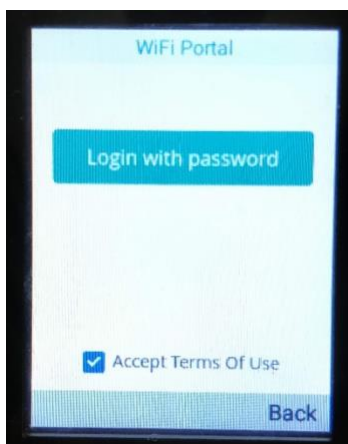
- New P-value**

P value	Description	Value Range	Default
P27006	SSH Port	Number	22

## WIFI CAPTIVE PORTAL

- Functionality**

WP820 can connect to Wi-Fi network that requires additional credentials to sign up or login before the connection is established. Upon connecting to an SSID that requires additional actions, WP820 LCD will automatically display the Wi-Fi portal for users to login.




## NETWORK TROUBLESHOOTING TOOLS

- Web Configuration**

The options can be found on the web UI under Maintenance->System Diagnosis

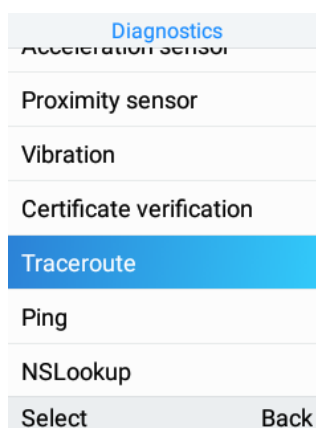
Traceroute   Ping   NSLookup

---

Target Host 

- LCD Configuration**

The options can be found on the handset UI under Menu->Diagnostics



- Functionality**

Support network troubleshooting tools: Trace route, Ping and NSLookup on handset UI and web UI.

## 2.4G/5G BAND FOR WIFI

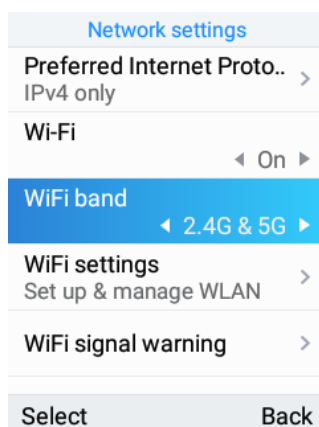
- Web Configuration**

The options can be found on the web UI under Maintenance->System Diagnosis

WiFi Band  ☒ 2.4G & 5G ☐ 2.4G ☐ 5G

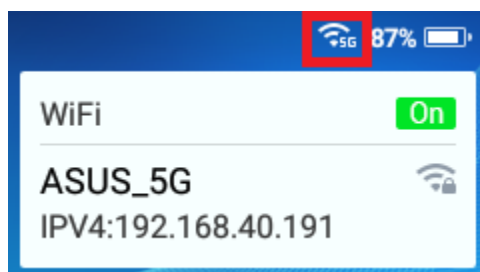
- LCD Configuration**

The options can be found on the handset UI under Menu->Diagnostics



- Functionality**

Select whether to enable 2.4G, 5G or both for Wi-Fi connections. Once connected to Wi-Fi, there will be an icon on the upper status bar to indicate whether 2.4G or 5G is being used.



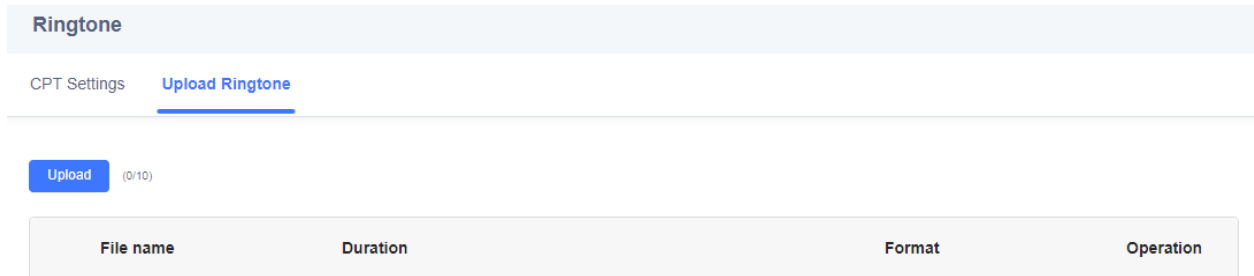
- New P-value**

P value	Description	Value Range	Default
P25420 P25421	Wi-Fi Band	2.4G & 5G - P25420=1 P25421=1 2.4G - P25420=1 P25421=0 5G - P25420=0 P25421=1	P25420=1 P25421=1

## CUSTOM RINGTONE

- Web Configuration**

The options can be found on the web UI under Phone Settings->Ringtone



File name	Duration	Format	Operation
-----------	----------	--------	-----------

Click "Upload" Button to upload files in .mp3/.wav/.ogg format and size less than 2M.

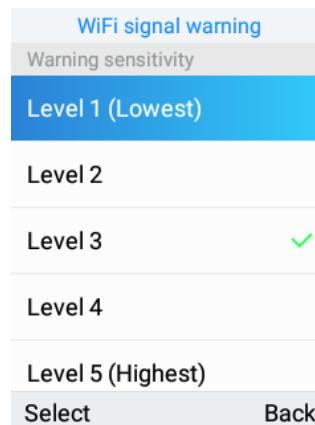
- Functionality**

Allow users to upload a ringtone file and select the uploaded ringtone to be used for incoming calls.

## WIFI SIGNAL WARNING

- LCD Configuration**

The options can be found on the handset UI under Settings->Network Settings->Wi-Fi signal warning.



- Functionality**

Enables low Wi-Fi signal warning notification. When the Wi-Fi signal becomes weak, WP820 will prompt a toast to notify the user. The user can adjust the sensitivity level for WIFI signal warning. The higher the sensitivity level, the more frequent the notifications when the Wi-Fi signal is getting weak.

There are 5 sensitivity levels for users to select:

- Level 1: Wi-Fi signal strength -80 dBm.
- Level 2: Wi-Fi signal strength -75 dBm.
- Level 3: Wi-Fi signal strength -70 dBm.
- Level 4: Wi-Fi signal strength -65 dBm.
- Level 5: Wi-Fi signal strength -60 dBm. This is the highest sensitivity level.

For example, if select Level 1 and the Wi-Fi signal strength is lower than -80 dBm, the low Wi-Fi signal prompt will be shown on the handset.

## CUSTOM CERTIFICATE

- Web Configuration**

The options can be found on the web UI under System Settings->Security Settings->Certificate Management.

### CA Certificate

Import trusted CA certificates



Trusted CA Certificates

Index ID	Issued to	Issued by	Expiration	Operation
----------	-----------	-----------	------------	-----------

No data

### User Certificate

Add Certificate



Index ID	Certificate Name	Certificate Application	Operation
----------	------------------	-------------------------	-----------

No data

### Custom Certificate

Import custom certificate



Custom Certificate

Index ID	Issued to	Issued by	Expiration	Operation
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No data

- Functionality**

Allows users to upload custom certificates to be used for HTTPS provisioning.

- New P-value**

P value	Description	Value Range	Default
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P8472	Custom Certificate	String	N/A
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## CONFIG PROVISION OPTION

- Web Configuration**

| **Config Provision**

Config Provision ?

Available	Selected
0 item	4 items
Not Found	<input type="checkbox"/> cfg000b82d64c80 <input type="checkbox"/> cfg000b82d64c80.xml <input type="checkbox"/> cfgwp820.xml <input type="checkbox"/> cfg.xml

- Functionality**

Sets the config provision files and the requesting sequence.

In the above example, WP820 will request config files in the order of:

cfg000b82d64c80

cfg000b82d64c80.xml

cfgwp820.xml

cfg.xml

## IGMP KEEP ALIVE INTERVAL

- Web Configuration**

This option can be found on web UI under Phone Settings->PTT/Multicast Setting.

| **General Settings**

IGMP Keep-alive Interval (s) ?

30

- Functionality**

Specifies how often the phone report IGMP when PTT/ Paging function is turned on. IGMP reporter help to keep PTT/ Paging receivable in dormant state. The interval may take some effect to standby time.

- New P-value**

P-value	Description	Value range	Default
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P22251	IGMP Keep-alive interval (s)	0 – 120	0
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## GESTURE CONTROL

- Web Configuration**

This option can be found on web UI under System Settings->Preferences->Gesture Control

### Flip phone

Reject incoming call ?

Off

### Pick up the phone

Ringtone ?

Off

Alarm Ringtone ?

Off

- Functionality**

WP820 supports movement gestures to control certain phone behavior. Flip phone – Flip the phone 180 degrees to reject the call or reject with SMS message. Pick up the phone – When the phone is picked up you can choose to mute or turn down the ringtone or alarm tone.

- New P-value**



P-value	Description	Value range	Default
P22225	Reject incoming call	1 – Reject 2 – Reject with SMS 3 – Off	3
P22228	Reply content	not_convenient, call_later, in_meeting, in_a_call, customize	not_convenient
gsensor_flip_reply_sms_customer	Customize (message)	String	N/A
P22226	Ringtone	1 – Mute 2 – Ringing Down 3 – Off	3
P22227	Alarm ringtone	1 – Mute 2 – Ringing Down 3 – Off	3



## DEFAULT RINGTONE

- Web Configuration**

This option can be found on web UI under Phone Settings->Call Settings.

Default Ringtone  Flutey Phone 

- LCD Configuration**

This option can be found on handset UI under Settings->Basic Settings->Sound->Default Ringtone

Ringtones	
Flutey Phone	<input checked="" type="checkbox"/>
Free Flight	<input type="checkbox"/>
Friendly Ghost	<input type="checkbox"/>
Funk Y'all	<input type="checkbox"/>
Game Over Guitar	<input type="checkbox"/>
Gimme Mo' Town	<input type="checkbox"/>
Save	Back

- Functionality**

Configures the default ringtone for incoming calls. If an account's ringtone is set to "Default Ringtone," it will use the ringtone specified here.



- New P-value**

P-value	Description	Value range	Default
TBA	Default Ringtone	(See config template for full tone list)	/system/media/audio/ringtones/Ring_Synth_04.ogg

## NOTIFICATION TONE

- Web Configuration**

This option can be found on web UI under Phone Settings->Call Settings.

Notification Tone  Pixie Dust 

- LCD Configuration**

This option can be found on handset UI under Settings->Basic Settings->Sound->Notification tone

Ringtones	
Adara	<input type="checkbox"/>
Aldebaran	<input type="checkbox"/>
Altair	<input type="checkbox"/>
Alya	<input type="checkbox"/>
Antares	<input type="checkbox"/>
Antimony	<input type="checkbox"/>
Arcturus	<input type="checkbox"/>
Save	Back

- **Functionality**

Configures notification tone for new notifications such as new SMS, Voicemail and etc.

- **New P-value**

P-value	Description	Value range	Default
TBA	Notification Tone	(See config template for full tone list)	/system/media/audio/notifications/pixiedust.ogg

## NOISE SHIELD

- **Web Configuration**

This option can be found on web UI under Phone Settings->Call Settings.

Enable Noise Shield  ☐

- **Functionality**

Configures whether to enable noise shield feature. If enabled, all the background noise will be suppressed except the sound from speaker.

- **New P-value**

P-value	Description	Value range	Default
avs_edrc	Enable Noise Shield	0 – No 1 – Yes	0

## **FIRMWARE VERSION 1.0.1.15**

### **PRODUCT NAME**

WP820

### **DATE**

09/27/2018

This is the initial firmware.