

Grandstream Networks, Inc.

WP856

Zoom Push-to-Talk Configuration Guide

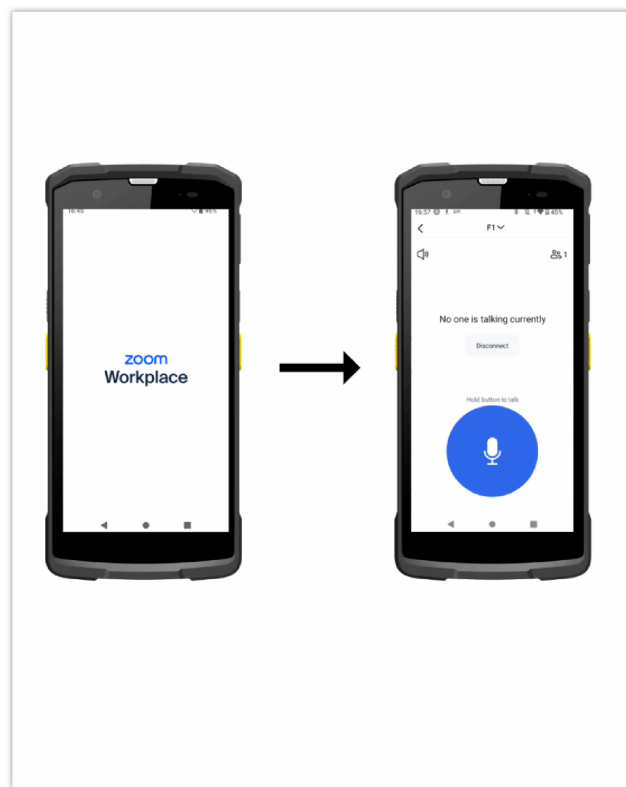


WP856 – Zoom Push-to-Talk Configuration Guide

Introduction

The Grandstream WP856 is a device compatible with Zoom Phone's Push-to-Talk (PTT) feature, utilizing a customized button. Zoom Phone push-to-talk (PTT) is the classic walkie-talkie solution used by front-line workers in retail, healthcare, manufacturing, and many more industries. This feature allows users to quickly send or receive voice messages to a group of users in real time—Zoom Phone push-to-talk, built into the Zoom app and available on smart mobile devices.

This document serves as an admin and user guide on how to configure WP856 for the Zoom PTT feature with the customized button.



Zoom Push to Talk Function

Requirements

Before configuring the Zoom push-to-talk functionality on the WP856 smartphone, the following conditions need to be met:

- **Zoom Phone license:** Members must be a paid Zoom Phone user/have a Zoom Phone package.
- **Push to Talk** is enabled for the account, since the Push to Talk (PTT) is built into the Zoom mobile app but remains hidden until the user is assigned PTT functionality.
- Account owner or admin must create **the channel** and assign members in the Zoom web portal.
- Zoom mobile app with [Global minimum version](#) or higher is installed on WP856.

The remainder of the guide will consider the above conditions fulfilled and will configure the WP856 device based on that.

Admin Configuration

The admin configuration is performed in the Zoom web portal. The configuration will include:

- **Adding a site**
- **Adding a channel**

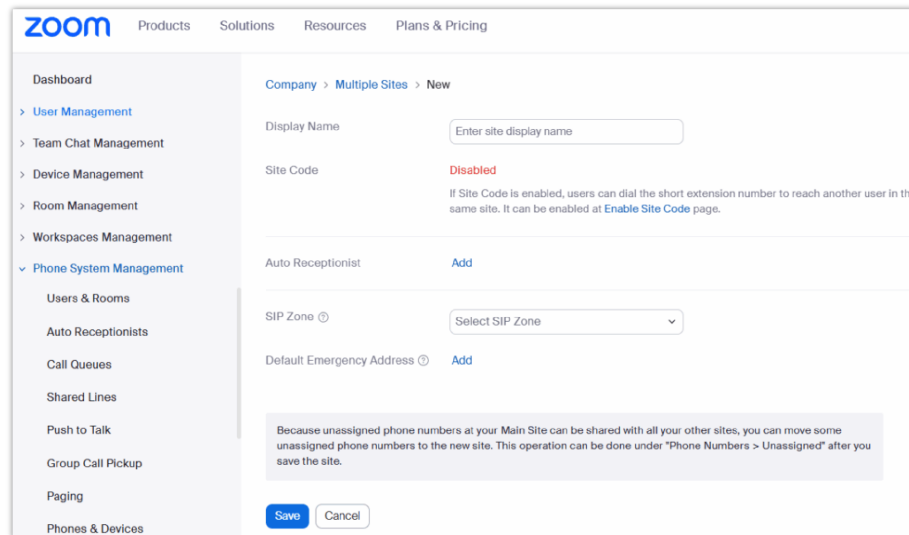
Add a site

A **Site** in Zoom Phone is a logical grouping of users, numbers, and phone system settings within your organization. Creating sites allows you to:

- Separate departments, locations, or teams.
- Assign different extensions, rules, and routing settings.
- Organize PTT users based on their operational area.

For PTT deployments, sites help ensure that each group of users can be managed independently, especially when companies operate across multiple branches or floors.

Please refer to the [Zoom webpage](#) to add a site.

The screenshot shows the Zoom Admin Console interface for adding a new site. The left sidebar contains navigation links: Dashboard, User Management, Team Chat Management, Device Management, Room Management, Workspaces Management, and Phone System Management (which is expanded to show Users & Rooms, Auto Receptionists, Call Queues, Shared Lines, Push to Talk, Group Call Pickup, Paging, and Phones & Devices). The main content area is titled 'Company > Multiple Sites > New'. It contains several form fields: 'Display Name' with a placeholder 'Enter site display name', 'Site Code' which is currently 'Disabled' with a note that it can be enabled on the 'Enable Site Code' page, 'Auto Receptionist' with an 'Add' link, 'SIP Zone' with a dropdown menu labeled 'Select SIP Zone', and 'Default Emergency Address' with an 'Add' link. At the bottom, there is a 'Save' button and a 'Cancel' button. A note at the bottom states: 'Because unassigned phone numbers at your Main Site can be shared with all your other sites, you can move some unassigned phone numbers to the new site. This operation can be done under "Phone Numbers > Unassigned" after you save the site.'

Add a site

Add a channel

A **Channel** is a communication group used specifically for Push-to-Talk. Each PTT channel includes:

- A list of members (users or devices)
- A name and description
- Optional auto-connect behavior (whether devices automatically listen to the channel)

Users added to the same PTT channel can instantly communicate with one another using their WP device's PTT button, similar to a two-way radio system.

Channels allow organizations to structure communication—for example:

- Security Team Channel
- Warehouse Channel
- Front Desk Channel
- Emergency Response Channel

This makes communication fast, focused, and efficient.

Please refer to the [Zoom webpage](#) to add a channel.

zoom Products Solutions Resources Plans & Pricing

Dashboard

> User Management

> Team Chat Management

> Device Management

> Room Management

> Workspaces Management

> Phone System Management

Users & Rooms

Auto Receptionists

Call Queues

Shared Lines

Push to Talk

Push to Talk > Add

Add Channel

Site: Main Site

Name: Enter

Description (Optional): Enter

Member(s): Add

☐ Set as auto-connect channel

Save Cancel

Add a channel step 1

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Settings

Data & Privacy

> Analytics & Reports

ADMIN

Dashboard

> User Management

> Team Chat Management

> Device Management

> Room Management

> Workspaces Management

> Phone System Management

Users & Rooms

Auto Receptionists

Call Queues

Shared Lines

Push to Talk

Group Call Pickup

Paging

Phone Numbers

Provider Exchange

Push to Talk is only available on Mobile Clients for users or Common Areas activated as a Smart Device. Push to Talk is not available on hardware based IP Phones at the moment. [Add or modify devices in Common Areas](#)

Push to Talk

Add

Channel Name Search by Name Channel (All)

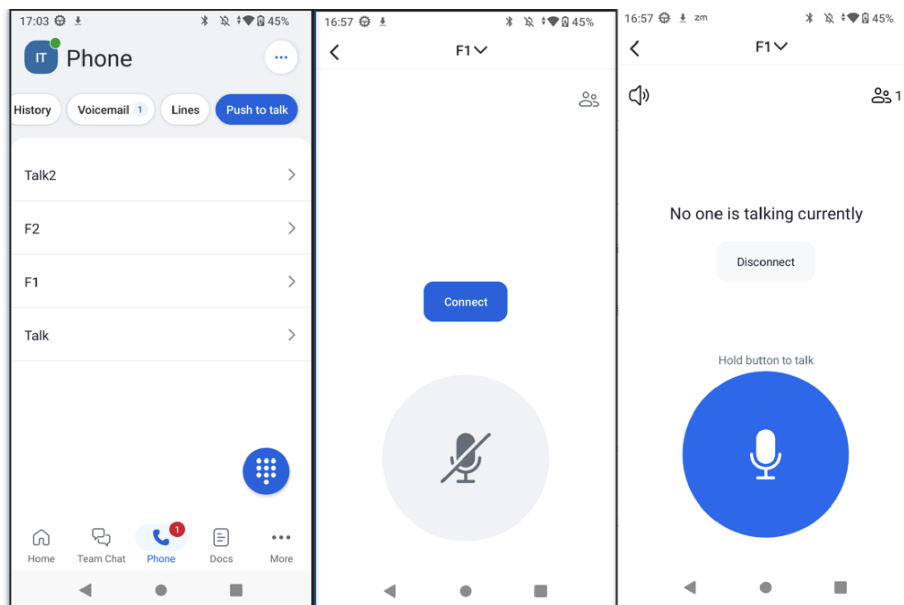
☐	Channel Name	Description	Site	Member(s)
☐	F1	--	Main Site	5 user(s)
☐	F2	--	Main Site	5 user(s)
☐	Test-Chan-1	--	Test Site	3 user(s)
☐	Test-Chan-2	--	Test Site	3 user(s)
☐	Talk	Test PTT	bak site	2 user(s)
☐	Talk2	--	bak site	3 user(s)
☐	nice channel	--	nice site	2 user(s)

Add a channel step 2

User Configuration

Connect a channel

1. On WP856, install the Zoom app.
2. Sign in the Zoom.
3. Tap on "Phone" at the bottom. At the top of the screen, select the "Push to talk" tab to view the channel list.
4. Tap the channel you want to participate in.
5. (Optional) Tap **Connect** to connect with the channel.
6. At the top of the screen, to the right of the channel name, tap the "down" arrow, then tap the name of the channel you want to switch to.
7. Tap **Connect** to connect with the selected channel.



Connect a channel

Note

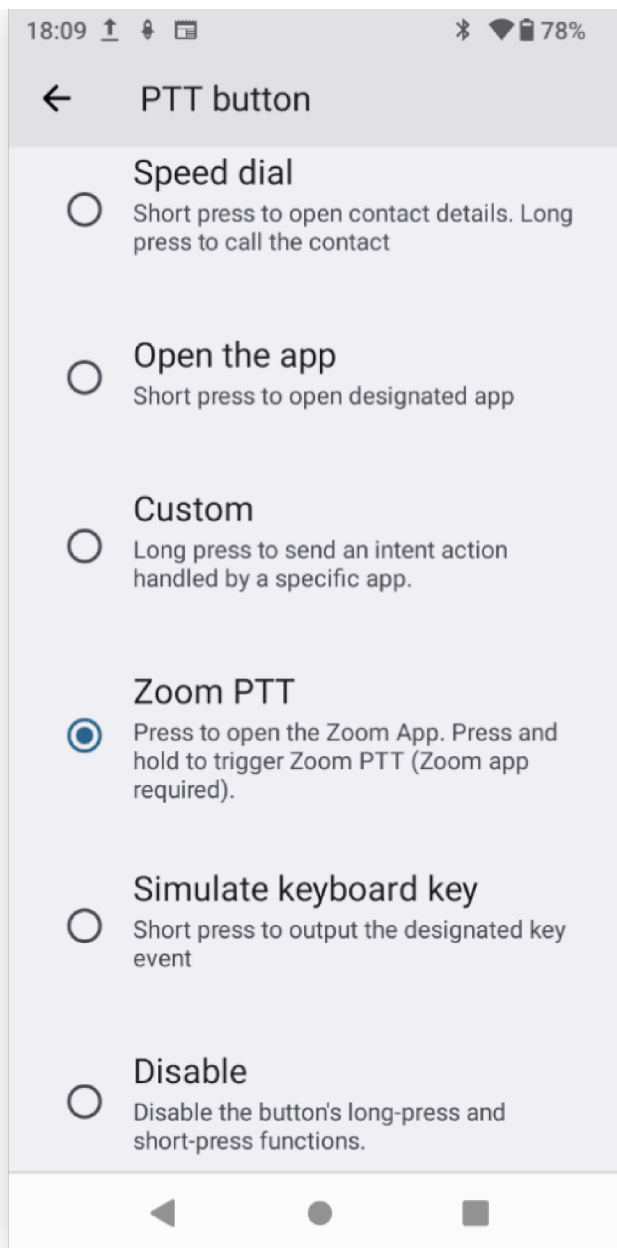
You can only be connected to 1 channel at a time. If you switch and connect with another channel, the previous channel will be automatically disconnected.

Use Push-to-talk in the Zoom app

1. Sign in to the Zoom mobile app.
2. Tap **Phone icon**.
3. At the top of the screen, tap the **Push to Talk** tab. The list of push-to-talk channels will appear.
4. Tap the channel you want to participate in.
5. Tap **Connect**.
You will be connected to the push-to-talk channel. In the top-right corner, the number of participants will be displayed by the **participant icon**.
6. On the screen, hold the **speaker button** to talk to the channel. The screen will notify you that you are live and talking, and your voice will be broadcasted to all participants of the channel.
7. Release the **speaker button** to stop talking.
8. Tap Disconnect to disconnect from the channel, this is optional.

Use Push-to-talk with custom button

1. Sign in to the Zoom mobile app and connect to a channel.
2. From WP85 LCD, open **GS Settings**. Select **Intelligent assistance**, then **Button customization**.
3. Select **PTT button** and select **Zoom PTT** from the list. You can also select other buttons and set as Zoom PTT.
4. Press and hold the PTT button on the side of WP856 to talk to the channel.
5. Release the PTT button to stop talking.
6. Short press the PTT button to open Zoom app.



Use Push to talk with a custom button

Note

For WP856 devices running firmware earlier than version 1.0.3.16, you must disable the default Grandstream 'PTT Paging Function' before configuring Zoom. For devices on firmware version 1.0.3.16 or later, this step is no longer required, and you can proceed directly with the configuration as described above.

Need Support?

Can't find the answer you're looking for? Don't worry we're here to help!

[CONTACT SUPPORT](#)