



**USER GUIDE**

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## **VVX D230 DECT IP Phone**

### **GETTING HELP**

For more information about installing, configuring, and administering Poly/Polycom products or services, go to [Polycom Support](#).

Plantronics, Inc. (Poly – formerly Plantronics and Polycom)  
345 Encinal Street  
Santa Cruz, California  
95060

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# Important Safety Instructions

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When using your VVX D230 DECT IP Phone, follow basic safety precautions to reduce the risk of fire, electric shock and injury, including the following:

- Read and understand all the instructions.
- Follow all warnings and instructions marked on the handset.
- Unplug the handset from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a slightly damp cloth for cleaning.
- Do not use the handset near water, for example, near a bath tub, kitchen sink, or swimming pool.
- Do not expose the handset to direct sunlight or an extreme cold environment. Do not put the handset close to heating sources such as radiators, heaters, or cookers.
- Do not overload wall outlets and extension cords to help avoid fire or electric shock.
- Unplug the handset from the wall outlet and refer servicing to the distributor under the following conditions:
  - If the power supply cord or plug is damaged or frayed.
  - If the handset does not operate normally according to the operating instructions.
  - If the handset has been dropped and the casing has been damaged.
  - If the handset exhibits a distinct change in performance.
- Avoid using a telephone, other than a cordless type, during an electrical storm. There may be a remote risk of electric shock from lightning.
- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electric appliances during storms.
- Do not use the handset to report a gas leak in the vicinity of the leak.
- Use only the supplied battery pack. The operation periods for the handsets are applicable only with the default battery capacities.
- The use of other battery types or non-rechargeable batteries or primary cells can be dangerous, causing interference and unit damages. The manufacturer is not held liable for damage arising from such non-compliance.
- Do not use third-party charging bays as they can damage the battery.
- Note the correct polarity while inserting the batteries.
- The battery should not be exposed to excessive heat such as bright sunshine or fire.
- The battery should not be immersed in water.

Your wireless handset can be damaged if it gets wet. Do not use the wireless handset in the rain, and do not handle it with wet hands. Do not install the base station near a sink, bathtub, or shower.



If the base station falls into water, do not retrieve it until you unplug the power cord and telephone line cords from the wall. Then pull the unit out by the unplugged cords.

## ***Replacing the Battery***

Dispose of used batteries according to local published guidelines.



Replacement with an incorrect battery can cause an explosion.

## ***Disposal warning***

- 1 When this crossed-out wheeled bin symbol is attached to a product, it means the product is covered by the European Directive 2002/96/EC.



- 2 All electrical and electronic products and batteries should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.
- 3 The correct disposal of your old appliance or battery helps prevent potential negative consequences for the environment and human health.

For more detailed information about disposal of your old appliance or battery, contact your city office, waste disposal service, or the reseller where you purchased the product.

# Introducing the VVX D230 DECT IP Phone

The VVX D230 DECT IP Phone is a standalone IP based wireless phone that enables you to manage calls to your line at any time while you're away from your desk. The system consists of a base station with support for up to 10 handsets. This section includes overview information on using the VVX D230 DECT IP Phone.

## Overview of the VVX D230 DECT IP Phone

This following figure displays the hardware features on the VVX D230 DECT IP Phone. The table lists each numbered feature shown in the following figure.

### VVX D230 DECT IP Phone Hardware Features



### VVX D230 DECT IP Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Soft keys	Select a menu item displayed above the key.
2	Navigation keys / OK button	Increase or decrease the ringer volume, scroll through menus, or move the cursor within fields. Press <b>OK</b> to enter the main menu, select a highlighted item, or save an entry or setting while in a menu.
3	Call button	Place a call, answer a call, or view recent calls.



**VVX D230 DECT IP Phone Hardware Feature Descriptions**

Reference Number	Feature	Feature Description
4	End button	Hang up during a call or cancel the handset software update. Press and hold to power on or off the wireless handset.
5	Keypad	Enter numbers or characters. Press and hold * to turn on or turn off the ringer. Press and hold # to lock or unlock the keypad. Press and hold 0 to insert a plus sign (+) for international calls.
6	Speakerphone	Place or answer a call using the wireless handset speakerphone. Switch between the wireless handset speakerphone and the wireless handset earpiece during a call.
7	Redial button	Redial the last dialed number.
8	Mute button	Mute or unmute the microphone during an active call.
9	Microphone	Transmit your audio during a call.
10	LED Light	Flashes to indicate an incoming call, missed call, or new voicemail.
11	Earpiece	Enables you to hear audio from contacts during a call.
12	Headphone port	Enables you to connect a headset to the phone.

## Overview of the VVX D230 Base Station

This following figure displays the hardware features on the VVX D230 DECT Base Station. The table lists each numbered feature shown in the following figure.

**VVX D230 DECT Base Station Hardware Features**



**VVX D230 DECT Base Station Hardware Feature Descriptions**

Reference Number	Feature	Feature Description
1	Find	Press to locate the registered wireless handsets. Press and hold for 5 seconds or more to register a wireless handset to the base station.
2	Status Indicator	See <a href="#">VVX D230 DECT Base Station Status Indicator</a> .
3	Charging Cradle	Place the wireless handset in the cradle to charge.

**VVX D230 DECT Base Station Status Indicator**

The following table shows the behavior of the status indicator on the base station.

Base Station State	Status Indicator Behavior
Powering On On Idle	Steady indicator.
Waiting for network to be ready	Repeatedly flashes on for 1 second and off for 1 second.
Locating a handset	Repeatedly flashes on for 1 second and off for 1 second.
Registering a handset	Repeatedly flashes on for 2 seconds and off for 1 second.

**Navigate the Handset Menus**

The following table lists the menu structure on the VVX D230 DECT IP Phone.

**Menu Structure**

Call Log	Message	Intercom	Directories	DND	Call Forwarding	Preferences	Settings
Missed Calls	[List of Lines]	List of Handsets	Contact Directory	Select All [List of Lines]	List of Lines	Ring Type Keypad Tones	Outgoing Line Handset Name
Received Calls			Enterprise Directory			Language List	Registration Handset Info
Dialed Calls			Add New Contact			Time & Date	Basestation Info
Recent Calls			Speed Dial List				Factory Reset


**To navigate the menu:**

- 1 On the wireless handset, press **Menu**.

- 2 Use the navigation keys to go the menu options.
- 3 Press **OK** or **Select** to enter a menu.

## Return to the Home Screen

You can return to the Home screen from any other screen on the wireless handset.

Note that if you press **End**  during a call, it will drop the ongoing call and then return to the home screen.

### To return to the Home screen:

- » Press **End** .

## Tips for Setting Up the Base Station

For maximum coverage and to reduce interference, follow these recommendations when you set up the VVX D230 Base Station:

- Place the base station within 1.8 m (6 ft) of the main power socket (when not using PoE) and Ethernet port so that the cables can reach.
- Make sure that the base station is at least 0.9 m (3 ft) from other electrical appliances to avoid interference.

Your wireless handset works by sending radio signals between the wireless handset and the base station. The strength of the signal depends on where you place the base station. Placing it as high as possible ensures the best signal.

- If the reception for the base station location isn't satisfactory, move it to another location for better reception.

Depending on the surrounding conditions, as well as spatial and structural factors, the range may reduce. The range indoors is normally less than outdoors.

# Getting Started with the VVX D230 DECT IP Phone

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Before you can begin using your VVX D230 Wireless Handset, you must first register it to the base station.

## Register the Wireless Handset

You can register up to 10 wireless handsets to the base station.

### To register a handset to a base:

- 1 Press and hold the **FIND** button on the base station for 5 or more seconds.
- 2 On the wireless handset, go to **Menu > Settings > Registration**.
- 3 Select **Register**.  
When the handset finds the base station, it asks you to register to it.
- 4 Select **Yes**.  
When the registration is successful, a message indicates successful registration.

## Unregister the Wireless Handset

If you need to replace a wireless handset, unregister the wireless handset before you register the new wireless handset to the base station.

### To unregister a wireless handset:

- 1 On the wireless handset, go to **Menu > Settings > Registration**.
- 2 Select **Deregister**.  
The wireless handset displays a message confirming the unregistration.
- 3 Select **Yes**.

# Using Your VVX D230 DECT IP Phone

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You can perform similar call functions on the VVX D230 DECT IP Phone as you do with a wired desktop IP phone. This section includes the following call functions you can perform on the wireless handset.

## Placing Calls

You can place a call using the default line or an alternate line.

### ***Place a Call Using the Default Line***

By default, when you place a call on the wireless handset, the call is placed on the default line.


#### **To place a call using the default line:**

- » Enter your contact's number and press the **Call** button .

### ***Place a Call Using an Alternate Line***

You can choose to use an alternate line before placing a call.

#### **To place a call using another line:**

- 1 Press **Lines**, and select a line.
- 2 Enter your contact's number or select a contact from a directory or the recent calls list.
- 3 Press **OK**, then press the **Call** button  to dial.

### ***Place a New Call During an Active Call***

You can place new calls to contacts during active calls.

#### **To place a new call during a call:**

- 1 While in an active call, press **New Call**.
- 2 Enter a contact's number or choose a contact from the directory.
- 3 Press **Call**.  
If the called handset has multiple lines, choose a line, then press **Call**.

## Forwarding Calls

You can choose to enable call forwarding for any private lines registered on the wireless handset, and you can choose to forward an incoming call to the handset.

You can't enable call forwarding or forward incoming calls on shared lines or lines registered on multiple phones.

### ***Enable Call Forwarding on a Particular Line***

You can enable call forwarding on any line on the wireless handset.

#### **To enable call forwarding:**

- 1 Press **Lines**.
- 2 Go to a registered line on the wireless handset, then press **Options**.
- 3 Select **Enable Forward**.
- 4 Choose **Always**, **No Answer**, or **Busy**, then press **OK**.
- 5 Enter your forwarding contact's number, then press **OK**.

### ***Forward an Incoming Call***

You can forward incoming calls to a contact.

#### **To forward an incoming call to a designated number:**

- 1 During an incoming call, press **Forward**.
- 2 Use the dialing keys to enter a contact's number to forward the call, then press **OK**.  
The call is forwarded when the far end answers the call.



## Answering and Rejecting Calls

You can choose to answer or reject incoming calls on the wireless handset.

### ***Answer an Incoming Call***

You can answer an incoming call on the wireless handset.

#### **To answer an incoming call:**

- » Press the **Call** button  or the **Speakerphone** button .

### ***Answer an Incoming Call During a Call***

A tone plays when you receive an incoming call during an active call on the wireless handset.

**To answer an incoming call during a call:**


- » Press the **Call** button  or the **Speakerphone** button  to answer the incoming call.

If you answered the incoming call, the first call goes on hold automatically.

***Reject an Incoming Call***

You can reject rather than answer incoming calls on the wireless handset.

**To reject an incoming call:**

- » Press the **End** button .

The call is rejected and the screen returns to the Home screen.

**Hold a Call**

You can place active calls on hold.

**To hold a call:**

- 1 During a call, press **Options**.
- 2 Select **Hold**.

**Resume a Call**

You can resume any held call on the wireless handset.

**To resume a call:**

- » Press **Options**, then select **Resume**.



**Placing Intercom Calls to Another Wireless Handset**

You can create an intercom call with another wireless handset to quickly send an announcement.

***Place an Intercom Call When Not in a Call***

You can create an intercom call with another wireless handset when you're not in a call.


**To place an intercom call to another wireless handset when not in a call:**

- 1 Press **Menu > Intercom**, then highlight the wireless handset you want to connect with.
- 2 Press the **Speakerphone** button , the **Call** button, or the **OK** button.
- 3 Press the **End** button  when you're done with your message.

## ***Place an Intercom Call During a Call***

You can create an intercom call with another wireless handset during an active call.

### **To place an intercom call to another wireless handset during a call:**

- 1 During a call, press **Options** > **Hold**.
- 2 Press **New Call**, select **Intercom**, then select the wireless handset you want to connect with.
- 3 Press the **End** button  when you're done with your message, and resume the held call.

## **Transferring Calls**

You can transfer a call to another wireless handset, to a directory contact, or to a designated number.

### ***Transfer a Call to Another Wireless Handset***

You can transfer a call on your wireless handset to another contact to enable someone else to take the call or to resume the call on another handset.

#### **To transfer a call to another registered wireless handset:**

- 1 During a call, press **Options**, then select **Transfer**.
- 2 Enter a number or select a contact from a directory or the recent calls list.
- 3 Press the **Call** soft key, the **Call** button, or the **OK** button.
- 4 Talk with your contact, then press **Transfer** again to complete the transfer.

### ***Blind Transfer a Call***

You can transfer a call to another contact without speaking to the contact first.

#### **To blind transfer a call:**

- 1 During a call, press **Options**, then select **Blind Transfer**.
- 2 Enter a number or select a contact from a directory or the recent calls list.
- 3 Press **Transfer**.  
The call is transferred when the contact answers the call.

## **Conference Calls**

You can make a conference call with two contacts at the same time.

### ***Start a Conference Call***

You can start a conference call with two other contacts.



**To start a conference call:**

- 1 During a call, press the **New Call** soft key.
- 2 Enter your contact's number or choose a directory contact, then press **Dial**.
- 3 After you answer the new call, press **Options > Conference**.

***Split a Conference Call***

When you split a conference into two calls, both calls go on hold, then you can choose which call to make the active call.

**To split a conference call:**

- 1 During a conference call, press **Split**.
- 2 Select which call you want to resume.

***Join Calls into a Conference Call***

When you have an active call and a held call on the wireless handset, you can join the two calls to make a conference call.

**To join two calls into a conference call:**

- 1 With one active call and one held call, press **Options**.
- 2 Go to **Conference**, then press **Select**.  
This establishes a conference call.

**Switch Between Calls**

You can switch between calls when you have at least one active call and one held call on the wireless handset.

**To switch between calls:**

- » With one active call and a held call, press **Swap**.

**Park Calls**

You can park the current call and retrieve it on another wireless handset by entering the dedicated retrieval code.

This feature is only available for lines registered with the service that supports call park.


**To park a call:**

- 1 During the call, press **Options > Call Park**.
- 2 Enter the extension where you want to park the call. For example, enter 6889.

## Retrieve Parked Calls

You can retrieve a parked call from any phone or wireless handset on the network.

### To retrieve a parked call:

- 1 Enter the retrieval code, then the extension where you parked the call, followed by a pound sign (#).  
For example, enter \*88 then enter 6889#.
- 2 Press the **Call** button .

## Shared Line Calls

If there's a shared line for more than one wireless handset, any of the handsets can receive an incoming call on the line, barge in on other calls, and pick up a held call.

This feature is only available for lines registered with services that support shared lines.

### ***Barge In***

You can barge in on an active call on another wireless handset on the shared line.

### To barge in on a call:

- 1 When there's an active call, press **Lines** and select the shared line.
- 2 Select **Options > Barge In**.

### ***Pick Up Held Calls***

When you place a call on hold on the shared line, you can pick up and resume the call from your wireless handset.


### To pick up a held call:

- 1 On the wireless handset, press **Lines** and select the shared line.
- 2 Select **Options > Resume**.

## End a Call

You can end an active call at any time.

### To end a call:

- » Do one of the following:
  - Press the **End** button .
  - Place the wireless handset in the base station or charging cradle.

## Redial a Number

You can redial the last dialed number on your phone.

### To redial a number:

- » Press **Redial**.

## Audio Adjustments

You can control many audio functions on the handset, including using the speakerphone or earpiece, controlling the volume, or muting the microphone.

### *Switch Between the Earpiece and the Speakerphone*

You can switch between listening to audio on the speakerphone and the earpiece.

### To switch between the earpiece and speakerphone:

- » During a call, press the **Speakerphone** button .

### *Adjust the Volume*

You can increase or decrease the volume of the ring\_tone or call audio on your wireless handset.

### To adjust the volume:

- » Press the **Upward Arrow Key**  or the **Downward Arrow Key**  to adjust the listening volume.

### *Mute or Unmute the Microphone*

During a call, you can mute the microphone to stop sending audio to the far end, and you can unmute the microphone when you're ready to resume sending audio.

### To mute or unmute your audio:

- » During a call, press the **Mute** button  to mute or unmute the microphone.

## Access Voicemail Messages

You can access and listen to new voicemail messages from the wireless handset.

### To access and listen to voicemail messages:

- 1 Press **Menu**, then select **Messages**.
- 2 Select the **Message Center**.

- 3 Choose a line, then press **Select**.

The wireless handset accesses the message center and you can listen to new voicemail messages.

## Enable Do Not Disturb

If you don't want any disturbance, enable Do Not Disturb (DND) to prevent the handset from ringing for incoming calls.

### To enable DND:

- 1 Press **Menu**, then go to **DND**.
- 2 Do one of the following:
  - To enable DND on all lines, choose **Select all**.
  - Select the lines you want to enable DND for.
- 3 Press **OK**.

## Disable Do Not Disturb

You can disable DND at any time from the wireless handset.

### To disable DND:

- 1 Press **Menu**, then select **DND**.
- 2 Deselect the lines you want to disable DND for, then press **OK**.

# Directories and Speed Dial

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The VVX D230 DECT IP Phone can access the handset's contact directory and enterprise directory, if available on the phone.

You can perform the following tasks in each directory:

- In the contact directory, you can call, view, edit, delete, or save any contact.
- In the enterprise directory, you can view and search for enterprise contacts. You can also call any contacts in the list and add the contact to the contact directory. You can't edit or delete any of the contacts in the enterprise directory.

## Contact Directory

You can call, view, delete, save, or edit contact information for any contact in the contact directory.

### *Add a Contact to the Contact Directory*

You can add a new contact to the contact directory on the wireless handset.

#### To add a contact to the contact directory:

- 1 Do one of the following:
  - Press the **Left Navigation Key** <, then select **Add New Contact**.
  - Go to **Menu > Directories > Add New Contact**.
- 2 Enter the first name, then press the **Downward Arrow Key** ▼ .
- 3 Enter the last name, then press the **Downward Arrow Key** ▼ .
- 4 Enter the office number, then press the **Downward Arrow Key** ▼ .
- 5 If applicable, enter any additional numbers, then press the **Downward Arrow Key** ▼ .
- 6 Use the **Left Navigation Key** ◀ or the **Right Navigation Key** ▶ to select a ringtone.
- 7 Press **Save** to save the entry.

### *View Contact Information*

Contact directory entries display alphabetically, and you can select a contact to view the contact's information.

#### To view contact information:

- 1 Do one of the following:

- Press the **Left Navigation Key <**, then select **Contact Directory**.
  - Go to **Menu > Directories > Contact Directory**.
- 2 Enter your contact's first name or the last name to search for your contact or press the **Downward Arrow Key ▼** to go to the directory to your contact.
  - 3 Press **Options > View Details**.

## ***Sort the Contact Directory***

You can sort the directory to quickly search for a contact.

### **To sort the contact directory:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Contact Directory**.
  - Go to **Menu > Directories > Contact Directory**.
- 2 Press **Options > Sort by**.
- 3 Choose **First Name** or **Last Name**.

## ***Call a Contact from the Contact Directory***

You can call any contact stored in the contact directory from the wireless handset.

### **To call a contact directory entry:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Contact Directory**.
  - Go to **Menu > Directories > Contact Directory**.
- 2 Enter your contact's first name or the last name to search for your contact or press the **Downward Arrow Key ▼** to go to the directory to your contact.
- 3 Press **Options > Call**.

## ***Edit Contacts in the Contact Directory***

You can edit any contact in the contact directory from the wireless handset.

### **To edit a contact directory entry:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Contact Directory**.
  - Go to **Menu > Directories > Contact Directory**.
- 2 Enter your contact's first name or the last name to search for your contact or press the **Downward Arrow Key ▼** to go to the directory to your contact.
- 3 Press **Options > Edit**.
- 4 Edit the contact's information, then press **Save**.

## **Delete a Contact from the Contact Directory**

You can delete any contact in the contact directory from the wireless handset.

### **To delete a contact directory entry:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Contact Directory**.
  - Go to **Menu > Directories > Contact Directory**.
- 2 Enter your contact's first name or the last name to search for your contact or press the **Downward Arrow Key ▼** to go to the directory to your contact.
- 3 Press **Options > Delete**.
- 4 Press **OK** to confirm.

## **Enterprise Directory**

When your VVX D230 handset is registered with your enterprise and the directory is available on the paired VVX D230 phone, you can access the enterprise directory from the wireless handset. You can view, search for, and call enterprise contacts on the wireless handset.

### **View Contact Information for Enterprise Directory Contacts**

You view contact information for any contact stored in the enterprise directory. Enterprise directory entries display alphabetically. If there are no entries in the directory, the screen displays **No Records**.

### **To view an enterprise directory entry:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Enterprise Directory**.
  - Go to **Menu > Directories > Enterprise Directory**.
- 2 Enter your contact's first name or the last name to search for your contact or press the **Downward Arrow Key ▼** to go to the directory to your contact.
- 3 Press **Options > View Details**.

### **Call a Contact from the Enterprise Directory**

You can call any contact stored in the enterprise directory from the wireless handset.

### **To call an Enterprise Directory entry:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Enterprise Directory**.
  - Go to **Menu > Directories > Enterprise Directory**.
- 2 Enter your contact's first name or the last name to search for your contact or press the **Downward Arrow Key ▼** to go to the directory to your contact.

- 3 Press **Options > Call**.

## ***Search the Enterprise Directory***

You can search for contacts in the enterprise directory using a contact's first or last name.

### **To perform an advanced search for an enterprise directory entry:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Enterprise Directory**.
- 2 Go to **Menu > Directories > Enterprise Directory**.
- 3 Press **Options > Advanced Search**.
- 4 Enter your contact's information, then press **Search**.

## ***Save Enterprise Directory Contacts to the Contact Directory***

You can copy contacts from the enterprise directory to the contact directory and edit the contact's information before saving to the contact directory.

### **To save an enterprise directory entry to the contact directory:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Enterprise Directory**.
  - Go to **Menu > Directories > Enterprise Directory**.
- 2 Enter your contact's first name or the last name to search for your contact or press the **Downward Arrow Key ▼** to go to the directory to your contact.
- 3 Press **Options > Copy to Contact Directory**.
- 4 If necessary, edit the contact information, then press **Copy**.

## **Speed Dial**

You can assign your directory entries to a speed dial spot to quickly call a contact from the wireless handset. You can add up to nine contacts as speed dial entries on the wireless handset.

## ***Add a Speed Dial Entry***

When you add a contact as a speed dial entry, you can quickly call that contact without needing to find the contact in a directory.

### **To add a speed dial entry:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Speed Dial List**.
  - Go to **Menu > Directories > Speed Dial List**.
- 2 Select an empty speed dial slot, then choose a directory or **Manual Entry**.



- 3 Enter the contact's first name or the last name to search the directory or go to the directory to find the contact.  
If you chose **Manual Entry**, enter the contact's number.
- 4 Press **Select** to save the speed dial entry.

## ***Call a Speed Dial Entry***

You can quickly call a contact from the speed dial list.

### **To call a speed dial entry:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Speed Dial List**.
  - Go to **Menu > Directories > Speed Dial List**.
- 2 Go to the desired speed dial, press **Options**, and select **Call**.

## ***Replace a Speed Dial Entry***

If a contact's number changes, or if you want to change the speed dial entry, you can replace the current speed dial entry with another contact.

### **To replace a speed dial entry:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Speed Dial List**.
  - Go to **Menu > Directories > Speed Dial List**.
- 2 Go to the desired speed dial, press **Options**, and select **Replace**.
- 3 Choose a directory or select **Manual Entry**.
- 4 Enter the contact's first name or the last name to search the directory or go to the directory to find the contact.  
If you chose **Manual Entry**, enter the contact's number.
- 5 Press **Replace** to save the new speed dial entry.

## ***Delete a Speed Dial Entry***

You can delete a contact from the speed dial list when you no longer need them as a speed dial contact.

### **To delete a speed dial entry:**

- 1 Do one of the following:
  - Press the **Left Navigation Key <**, then select **Speed Dial List**.
  - Go to **Menu > Directories > Speed Dial List**.
- 2 Go to the desired speed dial, press **Options**, and select **Delete**.
- 3 Select **Yes** to confirm.

# Call Logs

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You can view the following types of call entries in the call logs:

- **Missed calls:** Record of calls missed by you
- **Received calls:** Record of calls received by you
- **Dialed calls:** Record of calls made or dialed by you
- **Recent calls:** Mixed record of the missed, received, and dialed calls

## Missed Calls

Missed calls include all the calls missed by the wireless handset and calls missed because the line was busy. You can return a missed call, view details for missed calls, and delete missed call entries. You can also add contacts to the contact directory from the missed calls list.

### *Call a Missed Call Entry*

You can return a call to a missed caller from the missed calls list.

#### **To call a missed call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Missed Calls**.
  - Go to **Menu > Call logs > Missed Calls**.
- 2 Go to the desired entry, press **Options**, and select **Call**.

### *View Details for a Missed Call Entry*

You can view information for the missed call in the missed calls list.

#### **To view details of a missed call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Missed Calls**.
  - Go to **Menu > Call logs > Missed Calls**.
- 2 Go to the desired entry, press **Options**, and select **View Details**.

### *Delete a Missed Call Entry*

You can delete a missed call entry from the missed calls list.

**To delete a missed call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Missed Calls**.
  - Go to **Menu > Call logs > Missed Calls**.
- 2 Go to the desired entry, press **Options**, and select **Delete**.
- 3 Select **Yes** to confirm.

**Delete All Missed Call Entries**

You can delete all missed calls in the missed calls list at one time.

**To delete all missed call entries:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Missed Calls**.
  - Go to **Menu > Call logs > Missed Calls**.
- 2 Press **Options**, and select **Delete All**.
- 3 Select **Yes** to confirm.

**Add a Missed Call Entry to the Contact Directory**

You can add a call entry from the missed calls list to the contact directory.

**To add a missed call entry to the contact directory:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Missed Calls**.
  - Go to **Menu > Call logs > Missed Calls**.
- 2 Go to the desired entry, press **Options**, and select **Add/Edit Contact**.
- 3 Enter or edit the contact's information, then press **Save**.

## Received Calls

You can return a received call, view details for received calls, and delete received call entries. You can also add contacts to the contact directory from the Received Calls list.

**Call a Received Call Entry**

You can call a recent contact from the received calls list.

**To call a received call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Received Calls**.

- Go to **Menu > Call logs > Received Calls**.
- 2 Go to the desired entry, press **Options**, and select **Call**.

### ***View Details for a Received Call Entry***

You can view information for the received call in the received calls list.

#### **To view details of a received call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Received Calls**.
  - Go to **Menu > Call logs > Received Calls**.
- 2 Go to the desired entry, press **Options**, and select **View Details**.

### ***Delete a Received Call Entry***

You can delete a received call entry from the received calls list.

#### **To delete a received call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Received Calls**.
  - Go to **Menu > Call logs > Received Calls**.
- 2 Go to the desired entry, press **Options**, and select **Delete**.
- 3 Press **Yes** to confirm.

### ***Delete All Received Call Entries***

You can delete all received calls in the received calls list at one time.

#### **To delete all received call entries:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Received Calls**.
  - Go to **Menu > Call logs > Received Calls**.
- 2 Press **Options**, and select **Delete All**.
- 3 Select **Yes** to confirm.

### ***Add a Received Call Entry to the Contact Directory***

You can add a call entry from the received calls list to the contact directory.

#### **To add a received call entry to the contact directory:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Received Calls**.

- Go to **Menu > Call logs > Received Calls**.
- 2 Go to the desired entry, press **Options**, and select **Add/Edit Contact**.
- 3 Enter or edit the contact's information, then press **Save**.

## Dialed Calls

Dialed calls records the calls made by you. You can call previously dialed calls, view details for dialed calls, and delete dialed call entries. You can also add contacts to the contact directory from the dialed calls list.

### *Call a Dialed Call Entry*

You can call a contact from the dialed calls list.

#### **To call a dialed call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Dialed Calls**.
  - Go to **Menu > Call logs > Dialed Calls**.
- 2 Go to the desired entry, press **Options**, and select **Call**.

### *View Details for a Dialed Call Entry*

You can view information for the dialed call in the dialed calls list.

#### **To view details of a dialed call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Dialed Calls**.
  - Go to **Menu > Call logs > Dialed Calls**.
- 2 Go to the desired entry, press **Options**, and select **View Details**.

### *Delete a Dialed Call Entry*

You can delete a dialed call entry from the dialed calls list.

#### **To delete a dialed call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Dialed Calls**.
  - Go to **Menu > Call logs > Dialed Calls**.
- 2 Go to the desired entry, press **Options**, and select **Delete**.
- 3 Press **Yes** to confirm.

## ***Delete All Dialed Call Entries***

You can delete all dialed calls in the dialed calls list at one time.

### **To delete all dialed call entries:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Dialed Calls**.
  - Go to **Menu > Call logs > Dialed Calls**.
- 2 Press **Options**, and select **Delete All**.
- 3 Select **Yes** to confirm.

## ***Add a Dialed Entry to the Contact Directory***

You can add a call entry from the dialed calls list to the contact directory.

### **To add a dialed call entry to the contact directory:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Dialed Calls**.
  - Go to **Menu > Call logs > Dialed Calls**.
- 2 Go to the desired entry, press **Options**, and select **Add/Edit Contact**.
- 3 Enter or edit the contact's information, then press **Save**.

## **Recent Calls**

Recent calls record all the recent call activities, including Missed, Received, Dialed, and Remotely Answered calls. You can return a recent call, view details for recent calls, and delete recent call entries. You can also add contacts to the contact directory from the recent calls list.

### ***Call a Recent Calls Entry***

You can call a contact from the recent calls list.

### **To call a recent call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Recent Calls**.
  - Go to **Menu > Call logs > Recent Calls**.
- 2 Go to the desired entry, press **Options**, and select **Call**.

### ***View Details for a Recent Calls Entry***

You can view information for a recent call entry in the recent calls list.

**To view details of a recent call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Recent Calls**.
  - Go to **Menu > Call logs > Recent Calls**.
- 2 Go to the desired entry, press **Options**, and select **View Details**.

**Delete a Recent Call Entry**

You can delete a recent call entry from the recent calls list.

**To delete a recent call entry:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Recent Calls**.
  - Go to **Menu > Call logs > Recent Calls**.
- 2 Go to the desired entry, press **Options**, and select **Delete**.
- 3 Press **Yes** to confirm.

**Delete All Recent Call Entries**

You can delete all recent calls in the recent calls list at one time.

**To delete all recent call entries:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Recent Calls**.
  - Go to **Menu > Call logs > Recent Calls**.
- 2 Press **Options**, and select **Delete All**.
- 3 Select **Yes** to confirm.

**Add a Recent Call Entry to the Contact Directory**

You can add a call entry from the recent calls list to the contact directory.

**To add a recent call entry to the contact directory:**

- 1 Do one of the following:
  - Press the Right navigation key > then select **Recent Calls**.
  - Go to **Menu > Call logs > Recent Calls**.
- 2 Go to the desired entry, press **Options**, and select **Add/Edit Contact**.
- 3 Enter or edit the contact's information, then press **Save**.

# VVX D230 DECT IP Phone Settings

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The VVX D230 DECT IP Phone has a selection of settings that you can use to personalize the wireless handset.

## Set the Time and Date Format

You can choose how the time and date display on the wireless handset.

**To set the time or date format:**

- 1 Go to **Menu > Preferences > Time & Date**.
- 2 Select **Clock Date**, and choose a format.
- 3 Select **Clock Time**, and choose a format.

## Ring Type Settings

You can set the ring type for external and internal calls.

### *Set the Ring Type for External Calls*

External calls are any incoming calls from outside your network. You can set a ring type to distinguish these calls from internal calls.

**To set the ring type for external calls:**

- 1 Go to **Menu > Preferences > Ring Type**.
- 2 Select **External Calls**, and choose a ring type.  
A sample of the ring type plays as you scroll through the list.

### *Set the Ring Type for Internal Calls*

Internal calls are incoming calls from within in your network. You can set a ring type to distinguish these calls from external calls.

**To set the ring type for internal calls:**

- 1 Go to **Menu > Preferences > Ring Type**.



- 2 Select **Internal Calls**, and choose a ring type.  
A sample of the ring type plays as you scroll through the list.

## Enable or Disable Keypad Tones

By default, tones play when you press keys on the wireless handset. You can choose to disable this feature and stop tones from playing when pressing the keypad keys.

**To enable or disable keypad tones:**

- 1 Go to **Menu > Preferences > Keypad Tones**.
- 2 Choose **Turn on** or **Turn off**, depending on the current setting.

## Set a Language

You can choose the language that displays on the wireless handset.

**To set the language:**

- 1 Go to **Menu > Preferences > Language list**.
- 2 Choose your desired language.

## Name the Wireless Handset

You can create a customized name with up to 15 characters for each wireless handset.

**To set a name for the wireless handset:**

- 1 Go to **Menu > Settings > Handset Name**.
- 2 Edit the wireless handset name, then press **Save**.

## Enable Call Forwarding

You can forward all incoming calls to another wireless handset or contact.

**To enable call forwarding:**

- 1 Go to **Menu > Call Forwarding**.
- 2 Choose a line, then choose **Always**, **No Answer**, or **Busy**.
- 3 Enter the number you want to forward calls to, then press **OK** to confirm.

## Outgoing Line Setup

You can set the default line used to automatically handle outgoing calls on the wireless handset.

**To set up Outgoing Lines:**

- 1 Go to **Menu > Settings > Outgoing Line**.
- 2 Select the outgoing line.
- 3 Click **OK**

## View Wireless Handset Information

You can view the wireless handset information, including product name and software version.

**To view wireless handset information:**

- 1 Go to **Menu > Settings > Handset Info**.
- 2 Press **Back** to return to the Settings menu.

## View Wireless Base Station Information

You can view the wireless base station information, including the base station IP and package version.

**To view wireless base station information:**

- 1 Go to **Menu > Settings > Basestation Info**.

The handset displays the base station IP address and the Package Version.

## Reset the Wireless Handset to Factory Defaults

If necessary, you can reset your wireless handset to the factory default settings.

Resetting to factory defaults does the following:

- Resets all settings to defaults.
- Deletes all contacts or call records.
- Unregisters the wireless handset from the base station.

Contact your system administrator before resetting the wireless handset to its factory defaults.

**To reset the wireless handset to factory defaults:**

- 1 Go to **Menu > Settings > Factory Reset**.
- 2 Press **OK** to confirm.

# Care and Maintenance

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Your wireless handset contains sophisticated electronic parts, so you must treat it with care.

## Take Care of Your VVX D230 DECT IP Phone

- Place the wireless handset down gently.
- Save the original packing materials to protect your telephone if you need to ship it.

## Cleaning Your Wireless Handset

- Your wireless handset has a durable plastic casing. Clean it with a soft cloth slightly dampened with water or a mild soap only.
- Don't use excess water or cleaning solvents of any kind.

# Troubleshooting

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If you have issues with your VVX D230 DECT IP Phone or the base station, try the following troubleshooting procedures and solutions to resolve certain issues.

## VVX D230 Wireless Handset Range

If your VVX D230 wireless handset isn't reachable or misplaced, do the following:

- Check if the handset has enough signal strength. If the handset has enough signal strength, reboot the handset.
- If you misplace the handset, you can locate the handset by pressing **Find** on the base station.

## VVX D230 Wireless Handset Registration

If the VVX D230 DECT IP Phone fails to register with the VVX D230 base station, do one of the following:

- Make sure that the VVX D230 DECT IP Phone and base station are in the same DECT region.
- » Go to **DECT Wireless > System > DECT Base Information > DECT Type** in the system web interface.  
The DECT Type must match **Region** as shown on the **Handset Info menu** under **Settings**. Note that you can't register non-Poly DECT phones with the VVX D230 base station.
- Verify whether the VVX D230 base station is in subscription mode.
- » Go to **DECT Wireless > Registration**.
- » Check that **<RegistrationWindow>** is OPEN or the LED on the base station is flashing.

## Radio Frequency Interference

To avoid noise in audio calls and interference between VVX D230 base stations, place multiple VVX D230 base stations more than 4 m (13 ft) apart.