# poly

# VVX D230 DECT IP Phone

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# Contents

# Before You Begin

**Topics:**

- [Audience, Purpose, and Required Skills](#)
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This guide contains overview information, procedures, and references you can use to perform tasks with your Poly VVX D230 DECT IP phone.

## Audience, Purpose, and Required Skills

This guide is for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with VVX D230 DECT IP phones.

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.

- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.

- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

# Getting Started with Poly VVX D230 DECT IP Phones

**Topics:**

- [VVX D230 DECT IP Phone Hardware Overview](#)
- [Setting Up the VVX D230 Base Station](#)
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VVX D230 DECT IP phones are standalone IP-based wireless phones that enable you to manage calls to your line while you're away from your desk.

The system consists of a base station with support for up to 10 handsets.

# VVX D230 DECT IP Phone Hardware Overview

The following figures and tables provide information about hardware features available on your phone.

## VVX D230 Wireless Handset

The following figure displays the hardware features on VVX D230 wireless handsets.

The table lists each numbered feature shown in the figure.

**Figure 1: VVX D230 wireless handset hardware features**

**VVX D230 Wireless Handset Hardware Feature Descriptions**

| Reference Number | Feature | Feature Description |
|---|---|---|
| 1 | Softkeys | Select a menu item displayed above the key. |
| 2 | Navigation keys / OK key | Use the navigation keys to increase or decrease the ringer volume, scroll through menus, or move the cursor within fields. |
| | | Press **OK** to enter the main menu, select a highlighted item, or save an entry or setting while in a menu. |
| 3 | Call key | Place a call, answer a call, or view recent calls. |
| 4 | End key | Hang up during a call or cancel the handset software update. |
| | | Press and hold to power the wireless handset on or off. |
| 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 key | Redial the last dialed number. |
| 8 | Mute key | Mute or unmute the microphone during an active call. |
| 9 | Microphone | Transmit audio during a call. |
| 10 | LED indicator | Flashes to indicate an incoming call, missed call, or new voicemail. |
| 11 | Earpiece | Listen to audio directly from the handset. |
| 12 | Headset port | Connect a headset to the phone. |

# VVX D230 Base Station

The following figure displays the hardware features on the VVX D230 DECT base station.

The table lists each numbered feature shown in the figure.

**Figure 2: 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 longer to register a wireless handset to the base station. |
| 2 | Status indicator | Shows the status of the phone. |
| 3 | Charging cradle | Charges the wireless handset. |

# Setting Up the VVX D230 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 connectivity range between the handset and base station may fluctuate. The range indoors is normally less than outdoors.

# Access the Home Screen

You can access the **Home** screen from any other screen on the wireless handset.

**Procedure**

- » Do one of the following:
    - Press **Back** repeatedly until you return to the **Home** screen.
    - Press **End** .

# VVX D230 Base Station Status Indicator

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

**VVX D230 Base Station Status Indicator**

| Base Station State | Status Indicator Behavior |
| --- | --- |
| Powering on<br>On<br>Idle | Steady indicator. |
| Waiting for network readiness | 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. |

# Audio Calls

**Topics:**

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You can perform similar call functions on VVX D230 DECT IP phones as you do with a wired desktop IP phone.

# Placing and Answering Audio Calls

VVX D230 DECT IP phones support seven concurrent calls per base station.

The wireless handset can make or answer a maximum of two calls.

## Placing Calls

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

### Place a Call Using the Default Line

Unless you choose an alternate line, the phone uses your default line when you place a call.

**Procedure**

1. Do one of the following:
    - Enter your contact's number.
    - Select a contact from a directory.
    - Select a contact from the recent calls list.
    - Select a message from the **Messages** list.
2. Press **Call** .

### Place a Call Using an Alternate Line

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

**Procedure**

1. Press **Lines** and select a line.
2. Do one of the following:

- Enter your contact's number.
- Select a contact from a directory.
- Select a contact from the recent calls list.

3. Select **OK**
4. Press **Call** .

## Place a New Call During an Active Call

You can place new calls to contacts during active calls.

**Procedure**

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

## Calling Contacts from the Directory

You can search for and call contact in your contact directory or the enterprise directory.

## Call a Contact from the Contact Directory

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

**Procedure**

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

## Call a Contact from the Enterprise Directory

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

**Procedure**

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

## Call a Speed Dial Entry

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

**Procedure**

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 entry and select **Options** > **Call**.

## Call a Missed Call Entry

Use the missed call list to return a call to a missed caller.

**Procedure**

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 and select **Options** > **Call**.

## Call a Received Call Entry

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

**Procedure**

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 and select **Options** > **Call**.

## Call a Dialed Call Entry

You can call a contact from the dialed calls list.

**Procedure**

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 and select **Options** > **Call**.

## Call a Recent Calls Entry

You can call a contact from the recent calls list.

**Procedure**

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 and select **Options** > **Call**.

## Redial a Number

You can redial the last number you dialed.

**Procedure**

» Select **Redial**.

## Answering Calls

When you get an incoming call on a VVX D230 DECT IP phone, you can choose to answer the call in various ways.

### Answer an Incoming Call

Answer an incoming call from the wireless handset.

**Procedure**

» Do one of the following:

- Select **Call** 📞.

- Press the **Speakerphone** 🔊 button.

### Answer an Incoming Call During a Call

A tone plays when you receive an incoming call during an active call.

**Procedure**

» Do one of the following:

- Select **Call** 📞.

- Press the **Speakerphone** 🔊 button. The first call goes on hold automatically.

# Holding and Resuming Calls

When you are in a call, you can place an active audio call on hold and resume the call.

## Hold a Call

You can place up to two active calls on hold at any time.

**Procedure**

» During a call, select **Options** > **Hold**.

## Resume a Call

You can resume any held call on the wireless handset.

**Procedure**

» Select **Options** > **Resume**.

## Switch Between Calls

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

**Procedure**

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

# End a Call

You can end an active call at any time.

**Procedure**

» Do one of the following:

- Select **End** .

- Place the wireless handset in the wireless handset or charging cradle.

# 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.

**Procedure**

1. During a call, select **Options** > **Transfer**.
2. Enter a number or select a contact from a directory or the recent calls list.
3. Do one of the following:

    - Select the **Call** softkey.

    - Press the **Call** button.

    - Select **OK**.
4. Talk with your contact, then select **Transfer** again to complete the transfer.

## Blind Transfer a Call to a Contact

Blind transferring a call sends the call to another contact without your speaking to the contact first.

**Procedure**

1. During a call, select **Options** > **Blind Transfer**.
2. Enter a number or select a contact from a directory or the recent calls list.
3. Select **Transfer**.

    The phone transfers the call when the contact answers the call.

# Parking Calls

When you park a call, you can put the call on hold and resume it on another wireless handset.

You can park a call locally on the VVX D230 base station, if available, or in a parking lot on your service provider's network, if available. You can retrieve a parked call on a wireless handset by entering a dedicated retrieval code. This feature is only available for lines registered with a service that supports call park.

## Park a Call on a Extension

You can park active calls from your wireless handset directly onto a contact's line extension.

When you park a call on an extension, the call is moved from the handset's line, and the contact is notified that a call is parked.

**Procedure**

1. During the call, go to **Options** > **Call Park**.
2. Enter the extension where you want to park the call.

    For example, enter `6889`.
3. Press the **Call Park** softkey.

## Park a Call Locally on a Base Station

You can park a call on a base station, and anyone with a handset registered to that base station can retrieve the parked call.

When you park a call, you can manually choose the parking lot for the call or allow the phone to automatically choose the first available parking lot.

**Procedure**

1. During the call, go to **Options** > **Call Park**.
2. Do one of the following:
    - Enter a one or two-digit number to choose a parking lot.
    - Press the star (*) key to choose the first available parking lot.
3. Press the **Call Park** softkey.

# View Parked Call Details

If your administrator has enabled Enhanced Call Park, you can view the details of all calls parked in any parking lot your handset is configured to monitor.

**Tip:**  You can resume a parked call from the **Parked Calls** screen.

**Procedure**

1. Do one of the following:
   - Press the **Pick Up** softkey and select **Parked Calls**.
   - Press **Menu** and select **Parked Calls**.
2. Select a parked call from the list and press the **Info** softkey.
3. Press the **Down Arrow Key** ▼ to view more details.

# Retrieve a Call Parked on an Extension

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

You must have the retrieval code for the parked call. The retrieval code is set when parking a call.

**Procedure**

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

# Retrieve a Locally Parked Call

You can retrieve a locally parked call using a retrieval code that includes a pick-up prefix and the call's parking lot number.

The default pick-up prefix is 7, but the prefix may vary. Check with your administrator for the pick-up prefix for your handset.

**Procedure**

1. On a registered handset, enter the pick-up prefix + the parking lot number.

   For example, enter 702.
2. Press **Call** .

# Rejecting Incoming Calls

You can reject incoming calls manually via the handset, or automatically by enabling Do Not Disturb (DND).

## Reject an Incoming Call

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

**Procedure**

>> Press **End** .

The phone rejects the call and returns to the Home screen.

## Rejecting Calls with Do Not Disturb

Do Not Disturb (DND) enables you to set your phone to automatically reject calls when you don't want to be interrupted.

## Enable Do Not Disturb

Do Not Disturb (DND) enables you to set your phone to automatically reject calls when you don't want to be interrupted.

**Procedure**

1. Go to **Menu** > **DND**.
2. Do one of the following:
   - To enable DND on all lines, choose **Select all**.
   - To enable DND on specific lines, select the lines where you want to enable DND.
3. Select **OK**.

## Disable Do Not Disturb

If you disable Do Not Disturb, incoming calls ring normally.

**Procedure**

1. Go to **Menu** > **DND**.
2. Clear the lines where you want to disable DND.
3. Select **OK**.

# Forwarding Calls

You can 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

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

**Procedure**
1. Go to **Menu** > **Call Forwarding**.
2. Select a line, then choose one of the following options:
   - **Always**
   - **No Answer**
   - **Busy**
3. Enter the number you want to forward calls to.
4. Select **OK**.

# Forward an Incoming Call

You can forward an incoming call directly to a contact without answering the call.

**Procedure**
1. During an incoming call, select **Forward**.
2. Enter your forwarding contact's number, then select **OK**.

   The phone forwards the call when the far end answers.

# Enable Call Forwarding on a Specific Line

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

The phone always forwards calls to this line to the contact that you designate.

**Procedure**
1. Select **Lines**.
2. Go to a registered line on the wireless handset, then select **Options** > **Enable Forward**.
3. Choose one of the following options:
   - **Always**
   - **No Answer**
   - **Busy**
4. Enter your forwarding contact's number.
5. Select **OK**.

# Conference Calls

**Topics:**

When you initiate a conference call, you can hear audio for two or more contacts, manage conference participants, and join calls into a conference or split a conference into individual calls.

## Initiate a Conference Call

You can initiate a conference call with up to two contacts.

**Procedure**

1. Call a contact.
2. When the contact answers, go to **Options** > **Conference**.
3. Enter another contact's number or choose a directory contact, then press **Dial**.

   The phone adds all call participants to a conference call.

## Join Calls to Create a Conference Call

You can join one active call and one held call into a conference call.

**Procedure**

1. When you have an active call and a held call, go to **Options** > **Conference**.
2. Select **Select**.

   The phone joins the calls into a conference call. If you have multiple held calls, the other held calls on the line remain held.

## Split a Conference Call

When you split a conference, you end the conference call and place the other two people on hold.

After you split a conference call, you can resume one of the held calls.

**Procedure**

» During a conference call, select **Split**.

   The conference call ends, and phone places the two participants on hold in two separate calls.

# Shared Lines

**Topics:**

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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.

**Procedure**

1. During an active call, select **Lines**.
2. Choose the shared line that contains the active call.
3. Select **Options** > **Barge In**.

# Pick Up Held Calls

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

**Procedure**

1. On the wireless handset, select **Lines**.
2. Choose the shared line that contains the held call.
3. Select **Options** > **Resume**.

# Accessing and Broadcasting Messages

**Topics:**

You can access and broadcast a variety of audio messages.

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**Note:** Your phone may not support all of the features described in this section. Check with your administrator to find out which features are available on your phone.

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## Access Voicemail Messages

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

**Procedure**

1. Go to **Menu** > **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.

## Placing Intercom Calls

Intercom calls enable you to place a call to a contact that the contact's phone answers automatically as long as the contact isn't in an active call.

If the contact is in an active call, the contact can choose to answer the intercom call, or the phone answers the intercom call automatically after the active call ends.

### Place an Intercom Call

You can place an intercom call to quickly relay a message to a contact.

**Procedure**

1. Go to **Menu** > **Intercom** and choose the wireless handset you want to connect with.
2. Do one of the following:
   - Press the **Speakerphone** button.
   - Select **Call**.
   - Select **OK**.
3. When you're done with your message, select **End**.

# Place an Intercom Call During a Call

You can place an intercom call to another contact during an active call.

**Procedure**

1. During a call, go to **Options** > **Hold**.
2. Select **New Call** > **Intercom**, then choose the wireless handset you want to connect with.
3. When you're done with your message, select **End** 📞 .
4. Resume the held call.

# Call Lists and Directories

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You can access your contact directory, enterprise directory, and call lists on your wireless handset.

# Call Lists

Call lists maintains a log of incoming and outgoing calls on the VVX D230 handset.

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

- **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

## View Details for a Call List Entry

You can view information for the call list entries on your phone.

**Procedure**

1. Do one of the following:

   - Press the **Right Navigation Key** ▶, then select a call list.

   - Go to **Menu** > **Call Logs** and select a call list.

2. Go to the desired entry and select **Options** > **View Details**.

## Delete a Call List Entry

You can delete call list entries on your phone.

**Procedure**

1. Do one of the following:

   - Press the **Right Navigation Key** ▶, then select a call list.

   - Go to **Menu** > **Call Logs** and select a call list.

2. Go to the desired entry and select **Options** > **Delete**.
3. Select **Yes**.

# Delete All Entries in a Call List

You can delete all entries in a call list at one time.

**Procedure**

1. Do one of the following:
    - Press the **Right Navigation Key** ▶, then select a call list.
    - Go to **Menu** > **Call Logs** and select a call list.
2. Select **Options** > **Delete All**.
3. Select **Yes**.

# Speed Dial

You can assign your directory entries to a speed dial spot to quickly call a contact from the wireless handset.

## Add a Speed Dial Entry

You can add up to eight contacts as speed dial entries on the wireless handset.

**Procedure**

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.
3. Do one of the following:
    - Choose a directory and search the directory for your contact.
    - Select **Manual Entry** and enter the contact's number.
4. Select **Select**.

## 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 new contact information.

**Procedure**

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 entry and select **Options** > **Replace**.
3. Do one of the following:
    - Choose a directory and search the directory for your contact.
    - Select **Manual Entry** and enter the contact's number.
4. Select **Replace**.

## Delete a Speed Dial Entry

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

**Procedure**

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 entry and select **Options** > **Delete**.
3.  Select **Yes**.

# Contact Directory

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

## Adding Contacts

Add contacts by manually entering information directly into the contact directory or by using one of the call lists (missed calls, dialed calls, or received calls).

### Manually Add a Contact to the Contact Directory

Add a new contact to the contact directory on the wireless handset.

**Procedure**

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 contact's information, pressing the **Downward Arrow Key** ▼ after each entry.
3.  Use the **Left Navigation Key** ◀ or the **Right Navigation Key** ▶ to select a ringtone.
4.  Select **Save**.

### Add a Contact to the Contact Directory from a Call List

You can add a contact from the missed, received, dialed, or recent call lists to the contact directory.

**Procedure**

1.  Do one of the following:
    - Press the **Right Navigation Key** ▶, then select a call list option.
    - Go to **Menu** > **Call Logs** and select a call list option.
2.  Go to the desired entry and select **Options** > **Add/Edit Contact**.
3.  Enter or edit the contact's information.
4.  Select **Save**.

# View Contact Information

You can select a contact to view the contact's information.

Contact directory entries display alphabetically.

**Procedure**

1. Do one of the following:

    • Press the **Left Navigation Key** ◀, then select **Contact Directory**.

    • Go to **Menu** > **Directories** > **Contact Directory**.

2. Do one of the following:

    • Enter your contact's first name or the last name to search for your contact.

    • Press the **Downward Arrow Key** ▼ to go to your contact.

3. Select **Options** > **View Details**.

# Sort the Contact Directory

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

**Procedure**

1. Do one of the following:

    • Press the **Left Navigation Key** ◀, then select **Contact Directory**.

    • Go to **Menu** > **Directories** > **Contact Directory**.

2. Select **Options** > **Sort by**.

3. Choose **First Name** or **Last Name**.

# Edit a Contact in the Contact Directory

After you add a contact to your Contact Directory, you can update the contact's information.

**Procedure**

1. Do one of the following:

    • Press the **Left Navigation Key** ◀, then select **Contact Directory**.

    • Go to **Menu** > **Directories** > **Contact Directory**.

2. Do one of the following:

    • Enter your contact's first name or the last name to search for your contact.

    • Press the **Downward Arrow Key** ▼ to go to your contact.

3. Select **Options** > **Edit**.

4. Edit the contact's information, then select **Save**.

## Delete a Contact from the Contact Directory

You can delete any contact from the Contact Directory.

**Procedure**

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

# Enterprise Directory

When you register your VVX D230 wireless handset and the enterprise directory is available on the paired VVX D230 DECT IP 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 can 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**.

**Procedure**

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

## Search the Enterprise Directory

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

**Procedure**

1. Do one of the following:
    - Press the **Left Navigation Key** ◀, then select **Enterprise Directory**.
    - Go to **Menu** > **Directories** > **Enterprise Directory**.

2. Select **Options** > **Advanced Search**.

3. Enter your contact's information, then select **Search**.

## Save Enterprise Directory Contacts to the Contact Directory

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

**Procedure**

1. Do one of the following:

   • Press the **Left Navigation Key** ◀, then select **Enterprise Directory**.

   • Go to **Menu** > **Directories** > **Enterprise Directory**.

2. Do one of the following:

   • Enter your contact's first name or the last name to search for your contact.

   • Press the **Downward Arrow Key** ▼ to go to your contact.

3. Select **Options** > **Copy to Contact Directory**.

4. If necessary, edit the contact information.

5. Select **Copy**.

# VVX D230 DECT IP Phone Settings

**Topics:**

You can configure VVX D230 DECT IP phone settings to personalize the wireless handset.

## Set the Time and Date Format

Choose how the time and date display on the wireless handset.

**Procedure**

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

## Set the Display Language

Choose the language that displays on the wireless handset.

Check with your system administrator to find out which languages your phone supports.

**Procedure**

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

## Audio Adjustments

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

### Adjust the Volume

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

**Procedure**

» Press the **Upward Arrow Key** ▲ or the **Downward Arrow Key** ▼ to adjust the ringtone and listening volume.

# Switch Between the Earpiece and the Speakerphone

At any point in a call, you can switch between listening to audio on the speakerphone and the earpiece.

**Procedure**

» During a call, press the **Speakerphone** ◀)) button.

# Mute or Unmute the Microphone

You can mute the microphone so other parties cannot hear you.

**Procedure**

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

# Maintaining VVX D230 DECT IP Phones

**Topics:**

When the phone isn't operating properly, you can investigate or troubleshoot issues along with other tasks your administrator may ask you to perform.

## View Wireless Handset Information

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

**Procedure**

» Go to **Menu** > **Settings** > **Handset Info**.

## View Base Station Information

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

**Procedure**

» Go to **Menu** > **Settings** > **Basestation Info**.

## Clean Your VVX D230 System Components

You can clean your wireless handset, charger, and base station.

To clean your D230 system components, you need the following:

- Cotton balls
- Cotton swabs
- 70:30 solution of isopropyl alcohol and water

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**Caution:**   Be careful not to wipe ports or cable connections.

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**Procedure**

1. Unplug all cables from the phone and accessories.
2. Dip a cotton ball into the alcohol/water solution, making sure to squeeze out any excess liquid.
3. Wipe all hardware surfaces (do not wipe ports or cable connections).
4. Dip a cotton swab into the alcohol/water solution and clean around the buttons.
5. Let the phone and accessories air-dry completely before reconnecting any cables.

# Restart a Handset

Your system administrator may ask you to restart the phone if it malfunctions or to assist in troubleshooting.

**Procedure**

» Remove and then reinsert the handset battery.

The handset restarts and restores connection with the base station.

# Register a Handset

If a handset can't contact the base station and it's in range, you may need to register it.

**Procedure**

1. On your handset, go to **Menu** > **Settings** > **Registration**.
2. Select **OK**.
3. On the base station, press and hold the **Find** button for five seconds.
4. When prompted on your handset to register, select **Yes**.

# Deregister a Handset

If you need to move your handset to a different base station, you must first deregister it from its existing base station.

Contact your administrator before deregistering a handset.

**Procedure**

1. On your handset, go to **Menu** > **Settings** > **Factory Reset**.
2. Select **OK**.
3. After your handset reboots, go to **Menu** > **Settings** > **Registration**.
4. Select **Deregister**.
5. Select **OK**.
6. Select **Yes**.

Your handset is deregistered from the base station. You can now register it to a different base station.

# Factory Reset a Handset

You can factory reset a handset, which erases all stored information and returns all settings to the original factory settings.

Contact your administrator before factory resetting your handset.

**Procedure**

1. On your handset, go to **Menu** > **Settings** > **Factory Reset**.
2. Select **OK**.
3. After your handset reboots, go to **Menu** > **Settings** > **Registration**.
4. Select **Register**.
5. At the base station, press and hold the **Find** button for five seconds.
6. When prompted on your handset to register, select **Yes**.

You must re-register your handset after you factory reset it.

# Troubleshooting

**Topics:**

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

## Wireless Handset Range

If you can't reach your VVX D230 wireless handset from the base station, verify that the handset has enough signal strength.

- If the handset has enough signal strength, reboot the handset.
- If the handset doesn't have enough signal strength, move it to a different location with better reception or consider relocating the base station to give better coverage.

## Find a Misplaced Handset

If you can't locate the handset, find it using the base station.

**Procedure**

» On the base station, press the **Find** button.