Poly VVX D230 WiFi Handset
Quick Reference Guide

Device overview

Overview

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 which supports up to 10 handsets. This guide provides overview information on using the VVX D230 DECT IP phone.

Seamless call management while 'on-the-go', workspace mobility:
- Easy to operate, reliable performance
- Range - indoors 165 feet, outdoors 980 feet
- Battery capacity - 10 hours talk time, 100 hours standby
- 10 handsets per base station
- Shared call appearances, call park, pickup, intercom

Device setup overview

Handset features

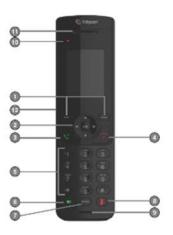1. **Soft Keys** - select feature and menu options at the bottom of the display
2. **Navigation Keys / OK Button** - increase/decrease ringer volume, scroll through menus, or move the cursor within various fields; press the OK button to access the main menu, select highlighted items, or save entries or settings while in the menu
3. **Call Button** - make or answer calls, view recent calls
4. **End Button** - disconnect your call
5. **Keypad** - enter numbers or characters
6. **Speakerphone** - make or answer calls using the speakerphone; or move from the handset to a handsfree call
7. **Redial Button** - redial the last number dialed
8. **Mute Button** - mute or unmute while on an active call
9. **Microphone** - transmits your audio on the handset or speakerphone
10. **LED Light** - flashes to indicate an incoming call, missed call or new voicemail message
11. **Earpiece** - allows you to hear audio during active calls
12. **Headphone Port** - headset connection port

Handset hardware

Base unit features

1. **FIND** - press to register wireless handset
2. **Status Indicator** - indicates whether the handset is charging, or the phone is in use
3. **Charging Cradle** - charges the wireless handset when placed in the cradle

Base unit hardware

Handset registration

1. On the wireless handset, navigate to **Menu** > **Settings** > **Features** > **Registration**
2. Select **Register** and press the **OK** button
3. Press and hold the **FIND** button on the base station for 5 seconds
4. Press the **Yes** soft key to confirm registration with the base station

"**Registration Successful**" displays if the phone successfully registered.

Base unit tips

For maximum coverage and to reduce interference, follow these recommendations:
- Make sure the base station is at least 3 ft from other electrical appliances to avoid interference
- If the reception for the base station location isn't satisfactory, move it to another location, placing it as high as possible ensures the best signal
- Depending on surrounding conditions, as well as spatial and structural factors, the range may reduce

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Feature overview

Menu

Press the **Menu** soft key to expose the following features:
1. **Call Logs**
2. **Messages**
3. **Directories**
4. **DND**
5. **Call forwarding**
6. **Preferences**
7. **Settings**

Navigation and soft keys

After accessing menu options by pressing the **Menu** soft key, use the **Up/Down Navigation** keys to scroll through various options. With an option highlighted, press the **OK** button to select. Continue using the **Navigation** keys, the **OK** button, and the **Soft Keys** at the bottom of the display, to manage features within the **Menu** option.

Making/ending calls

Making a call:
1. Enter a **10-digit number**, or **extension**, on the keypad
2. To use the handset: press the **Green handset** button to send your call
3. To use the speakerphone: press the **Speakerphone** button then the **Green handset** button to send your call

Ending a call:
1. Press the **Red handset** button or return the handset to the cradle

Note: Pressing the **Red handset** button is less disruptive to your caller

Answering incoming calls

Answering a call:
1. Press the **Green handset** button or the **Speakerphone** button

Answering a second call while on an active call
1. You hear a tone when receiving an incoming call
2. Press the **Green handset** button to answer on the handset; press the **Speakerphone** button then the **Green handset** button to answer on handsfree
3. This automatically places your existing caller on hold

Note: Press the **Swap** soft key to move between active and held calls

Transfer (consultative)

Consultative transfer allows you to announce the call before completing the transfer:

Consultative transfer:
1. While on an active call, press the **Options** soft key
2. With **Transfer** highlighted, press the **OK** button or **Select** soft key
3. Enter the **extension** or **10-digit phone number** you wish to transfer to
4. Press the **Green** handset button or the **New Call** soft key
5. After announcing the call, press the **Transfer** soft key to complete the transfer

Transfer (blind)

Blind transfer does not allow you to announce the call:

Blind transfer:
1. While on an active call, press the **Options** soft key
2. Navigate to **Blind Transfer**, press the **OK** button or **Select** soft key
3. Enter the **extension** or **10-digit number** you wish to transfer to
4. Press the **Transfer** soft key to complete the transfer

Hold/navigate between calls

Placing a call on hold:
1. While on an active call, press the **Options** soft key
2. With **Hold** highlighted, press the **OK** button or **Select** soft key

Resume a held call:
1. Press the **Options** soft key
2. With **Resume** highlighted, press the **OK** button or **Select** soft key

Navigate between active calls:
1. With an active call and a call on hold, press the **Swap** soft key
2. This places your active call on hold and returns you to the caller on hold

Note: The active caller will always be at the top of the display; refer to caller ID to determine which caller you're speaking to

Conference (3-way) calling

Placing a 3-way conference call:
1. While on an active call, press the **New Call** soft key
2. Enter the **extension** or **10-digit number** for the next party
3. Press the **Call** soft key
4. When the party answers, announce the conference call
5. Press the **Options** soft key
6. Navigate to **Conference** and press the **OK** button or **Select** soft key

Note: If you disconnect from the call, all parties are disconnected as well

Feature overview—continued

Call forwarding

Call forwarding allows you to send incoming calls to another device, including a mobile device such as a cell phone:

Enable Call Forwarding (Always):
1. Press the **Menu** soft key
2. Navigate to **Call Forwarding** and press the **OK** button or **Select** soft key
3. With your extension highlighted, press the **OK** button or **Select** soft key
4. With **Always** highlighted, press the **OK** button to select that option
5. Press the **OK** soft key
6. In the **Forward to** field, enter an extension or 10-digit number you want to forward to
7. Press the **Save** soft key

Disable Call Forwarding (Always):
1. Press the **Menu** soft key
2. Navigate to **Call Forwarding** and press the **OK** button or **Select** soft key
3. With your extension highlighted, press the **OK** button or **Select** soft key
4. With **Always** highlighted, press the **OK** button
5. Press the **OK** soft key to disable forwarding

Note: You can also enable/disable **Call Forwarding No Answer** and **Busy**, however, by default those options roll to voicemail; in most cases those forwarding options should remain at their default setting to avoid missed messages

Do not disturb (DND)

With do not disturb (DND) enabled, all calls roll directly to voicemail:

Enable DND:
1. Press the **Menu** soft key
2. Navigate to **DND** then press the **OK** button or the **Select** soft key
3. All lines programmed on the handset are displayed
4. Press the **OK** soft key with **Select All** highlighted to place all lines in DND, or navigate to a specific line
5. With **Select All** or the **correct line** highlighted, press the **OK** soft key to select the line(s)
6. Press the **OK** soft key again

Disable DND:
1. Press the **Menu** soft key
2. Navigate to **DND** then press the **OK** button or **Select** soft key
3. All lines programmed on the handset are displayed
4. Highlight **Select All** or the **line** that's currently enabled for DND, press the **OK** button

Note: A **DND** icon appears next to the handset for each line having this feature enabled

Voicemail

Voicemail for your business media phone can be accessed from your VVX D230 handset. Listen to new and saved messages, and manage voicemail features:

1. Press the **Menu** soft key
2. Highlight **Messages** and press the **OK** button or the **Select** soft key
3. With **Message Center** highlighted, press the **OK** button or the **Select** soft key
4. Highlight the line for the voicemail you wish to access, then press the **OK** button or the **Select** soft key
5. When prompted, enter the **PIN** to access that mailbox