



Hosted VoIP Poly VVX D230 Cordless IP Phone



Quick Reference Guide



Let's Get Started

Common Actions When Using Your IP Phone

Placing or Answering Calls



To place a call, enter your contact's number and press the Call  button or the speakerphone  button.

To answer an incoming call, press the Call  button or the Speakerphone  button.


To answer an incoming call during an active call, press the Call  button or the Speakerphone  button to answer the call. When you answer the new call, the first call goes on hold automatically.

End a Call



You can end an active call at any time. To end a call, do one of the following:

1. Press the End  button .
2. If on Speakerphone, press the Speakerphone  button
3. Place the wireless handset in the base station or charging cradle.





Rejecting Calls

To reject an incoming call, press the End  button. The call is rejected and the handset is returned to the Home screen.

Muting a Call

To mute the phone or speaker, press the Mute  button. Press the Mute  button again to unmute the phone.

Volume Adjustment

- Press  or  when the handset is idle or ringing to adjust the ringer volume.
- Press  or  during a call to adjust the receiver volume of the call.

Putting a Call on Hold

To place an active call on hold, press **Options** during the call and select **Hold**.

To resume a held call, press **Options** and then select **Resume**.

Transferring Calls

To transfer a call to another phone:

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.

To blind transfer a call (transfer a call without speaking to the contact first):

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 **Transfer**. The call is transferred when the contact answers the call.

A detailed User Guide can be found at: <http://www.wowforbusiness.com/support>

WARNING: You will not be able to access E911: (i) in the event of a power outage; (ii) in the event of a Company network outage; (iii) if you use your VoIP phone service outside of the Company's network; or (iv) during periods when your broadband connection is unavailable. Also, any E911 call placed from this phone will be linked to the authorized address where your VoIP phone service was originally provisioned. If you move the physical location of your VoIP phone from the original service location, a call placed to E911 from the new location will still be linked back to, and identify, the original service location.

Hardware Features

#	Phone Feature	Description
1	LED Light	Flashes to indicate an incoming call, missed call, or new voicemail.
2	Headphone port	Enables you to connect a headset to the phone.
3	Soft Keys	Select a menu item displayed above the key.
4	Navigation keys/ OK button	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.
5	Call button	Place a call, answer a call, or view recent calls.
6	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.
7	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.
8	Microphone	Transmits your audio during a call.
9	Mute button	Mute or unmute the microphone during an active call.
10	Redial button	Redial the last dialed number.
11	End button	Hang up during a call or cancel the handset software update. Press and hold to power on or off the wireless handset.
12	Earpiece	Enables you to hear audio from contacts during a call.



The photo above shows the Poly VVX D230 Cordless IP. Other models differ.



Base Station Hardware Features

#	Phone 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 VVX D230 DECT Base Station Status Indicator table to the right.
3	Charging Cradle	Place the wireless handset in the cradle to charge.

Base Station Status Indicator

Base Station State	Status Indicator Behavior
Powering On	
On	Steady indicator
Idle	
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.

For more information, contact us at wowforbusiness.com/contact-us

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