



ADMINISTRATOR GUIDE

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Poly VVX D230 DECT IP Phone

Getting Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

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Before You Begin

Topics:

- [Related Poly and Partner Resources](#)

This guide describes how to administer, configure, and provision VVX D230 devices, focusing on the VVX D230 DECT IP phone base station.

For information specific to using the VVX D230 DECT IP phone handset, see the *Poly VVX D230 DECT IP Phone User Guide*. For additional information about the concepts in this guide, see the *Poly OBi Device Technical Reference*.

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 [Poly 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 [Poly Partners](#) 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 [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

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Getting Started

Topics:

- [VVX D230 DECT IP Phone Overview](#)
- [Configuration Options](#)

VVX D230 DECT IP phones are standalone IP-based wireless phone systems that enable you to manage your calls when 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 Overview

VVX D230 phones support HD Voice technology.

VVX D230 phones implement the following features and functionalities:

- Aggregation and bridging of eight SIP accounts
- Recursive digit maps and associated call routing (outbound and inbound)
- Support for all standard SIP-based IP PBX and ITSPs/VSPs
- Cloud management enabled via the [PDMS-SP](#) service with both a user portal and an ITSP partner portal
- VoIP network management for endpoint devices and applications
- High-quality voice encoding using G.711, G.722, G.726, G.729, iLBC, and Opus codecs
- Registration of 10 handsets on a single base station

Overview of Poly VVX D230 Hardware

The VVX D230 system consists of these components:

- Base station: Interfaces with 1 to 10 handsets and connects to Ethernet for VoIP communications. The base station has one charger slot for storing and charging a handset.
- Handset: Provides the user interface with the base station, enabling voice communication and some system interaction.
- Handset charger: Provides one charger slot for storing and charging a handset.
- Power adapter: Powers the base station and handset chargers.

In this guide, the terms *base station* and *handset* refer to those individual components. The term *system* refers to the base station and handset together.

LED Status Indicators

VVX D230 systems contain one LED and one push button on the base station and one LED on the handset.

The following table describes the system's LED behavior and status information.

VVX D230 LED Status Indicators

Component	Indicator	Status
Base station	Solid red	Powering on On Idle
Base station	Blinking red	Waiting for network availability: On for 1 second and off for 1 second Locating a handset: On for 1 second and off for 1 second Registering a handset: On for 2 seconds and off for 1 second
Handset	Blinking red	Incoming call Missed call New voicemail

Configuration Options

You can use the following options to configure and manage your VVX D230 system:

- System web interface
- Remote provisioning
- Interactive voice response (IVR) system

Access the System Web Interface

You can access the VVX D230 system web interface from a computer using a web browser.

Although all popular browsers are tested for compatibility with the system web interface, some inconsistencies may arise from time to time. Contact obi.spsupport@polycom.com if you have any questions about the system web interface and how it appears in your browser window.

Note: When you change settings on the system web interface, you must submit every configuration page after you make changes. If you don't save the changes, the system discards them once you go to another page.

Many changes also require you to reboot the system for them to take effect. However, you can reboot the unit just once after you complete all the changes.

Procedure

1. On the handset, choose **Menu > Settings > Basestation Info**.
The base station's IP address displays.
2. Enter the IP address in a web browser on your computer.
3. When prompted, enter the username and password.

The default username is `admin`, and the default password is `admin`.

When you log in for the first time, you are required to change the password from the default.

Using the IVR System

You can configure the VVX D230 system by accessing the IVR system through a handset.

Note the following information regarding the IVR system:

- If a setting change requires a reboot, your VVX D230 reboots automatically when you quit the IVR system.
- You can access the next menu of the IVR system or invoke a command without waiting for the previous announcement to end.

For more information on the IVR menu options, see the *Poly OBi Device Technical Reference*.

Configure Basic Settings Using the IVR System

Use the IVR system's main menu to configure basic settings or to access additional configuration menus.

Procedure

1. Dial *** from the handset.
2. Enter the number for the configuration menu you want to access.

Configure the System Using the IVR System

You can configure system settings from the VVX D230 handset using the IVR system.

Procedure

1. Dial ***0 from the handset.
2. Enter the number for the configuration menu you want to access, followed by the # key.

Remote Provisioning

You can manage the local interface and network interaction on VVX D230 systems directly from the [PDMS-SP](#) service or using your own remote provisioning server.

For more information on remote provisioning your VVX D230 system, see the *Polycom Device Management Service for Service Providers Administrator Guide* at the [Poly Documentation Library](#).

Setting Up the System

Topics:

- [Set Up Ethernet and PC Connections](#)
- [Power the Base Station On and Off](#)
- [Power the Handset Charger On and Off](#)
- [Pair Handsets to the Base Station](#)
- [Complete Initial System Setup with the Setup Wizard](#)
- [Configure the Primary Line](#)

After you set up and power on your VVX D230 DECT IP phones, you can register your handsets and start configuring features.

Go to the [Poly Online Support Center](#) for more information on setting up your DECT IP phone.

Set Up Ethernet and PC Connections

By default, when you connect your base station to an internet router or Ethernet switch, it obtains an IP address, DNS information, and an internet (LAN) gateway IP address via DHCP.

Procedure

1. Plug an Ethernet cable into the Ethernet port on the base station.
If the base station powers on, you have PoE, and the base station automatically obtains an IP address via DHCP. If the base station doesn't power on, connect its 5V power adapter.
2. Optional: Connect your computer to the base station's **PC** port.

Power the Base Station On and Off

The VVX D230 base station turns on when you plug it into a power source such as Power over Ethernet (PoE).

Connect the power adapter to the base station if PoE isn't available. Don't use the 5V adapter when you use PoE with your VVX D230 base station.

Note: Use only the 5V adapter supplied with the original packaging to power the base station if PoE isn't available. Using any other adapter voids the warranty and may cause the unit to malfunction.

Procedure

- » Do one of the following:
 - Plug an Ethernet cable into the Ethernet port on the base station. If the base station powers on, you have PoE, and the base station automatically obtains an IP address via DHCP.
 - Plug in the base station's 5V power adapter.

Power the Handset Charger On and Off

The VVX D230 handset charger turns on when you plug in its 5V adapter.

Note: Use only the 5V adapter supplied with the original packaging to power the handset charger if PoE isn't available. Using any other adapter voids the warranty and may cause the unit to malfunction.

Procedure

1. Plug in the handset charger's 5V power adapter.
2. Place the handset in the charger.

Pair Handsets to the Base Station

Before you use your VVX D230 system, you must pair your handsets to your base station.

You can pair up to 10 handsets per base station.

Procedure

1. On the handset, go to **Menu > Settings > Registration**.
2. Select **Register**.
3. Press and hold the base station's **Find** button for 5 seconds.
4. On the handset, choose **Yes** to confirm registration.
5. Repeat for each handset.

Complete Initial System Setup with the Setup Wizard

The Setup Wizard located in the system web interface provides a convenient way to set basic system parameters on your VVX D230 base station.

Procedure

1. In the system web interface, go to **Setup Wizard**.
2. In the **Default** column, clear the check boxes for the following parameters and enter the applicable values in the **Value** column.

Record these values for future use, such as for troubleshooting.

System Management

Parameter	Description
LocalTimeZone	Local time zone.

Parameter	Description
AdminPassword	The administrator password is case-sensitive and can contain uppercase and lowercase letters, numerals, and special characters. Note: If the default password is set, a warning message displays in the top-right corner of the web page.

ITSP x Profiles (for x = ITSP A through ITSP D) Note: Your system has ITSP A - H

Parameter	Description
ITSP x SignalingProtocol	Signaling protocols for this ITSP. Choose from: • SIP • Google Voice
ITSP x SIP ProxyServer	Host name or IP address of the SIP proxy server.
ITSP x SIP ProxyServerPort	Destination port to connect to the SIP server. Don't choose a port at random.
ITSP x DigitMap	A digit map to restrict the numbers that can be dialed or called with this service. Maximum length is 511 characters.

Outbound Calls (for Phone1 and Phone2)

Parameter	Description
Phone1 PrimaryLine	This parameter indicates to your handset which voice service is considered as the primary line when dialing out from your system.
Phone1 DigitMap	Digit map to limit dialable numbers on this handset.
Phone1 OutboundCallRoute	Routing rule for outbound calls made via this handset.
Attendant PrimaryLine	This parameter indicates to your handset which voice service is considered as the primary line when using the Auto Attendant.

Voice Services (for n = SP1 through SP4 and OBiTalk). Note: Your system has SP1 - 8.

Parameter	Description
SPn X_ServProvProfile (ITSP Profile)	Selects a Service Provider profile for this service. Choices include the following: A , B , C , D , E , F , G , or H .
SPn AuthUserName	Username used to authenticate the connection to the server.
SPn AuthPassword	Password used to authenticate the connection to the server.

Parameter	Description
SPn URI	See the description of the URI parameter for more details and examples.
SPn InboundCallRoute	Routing rule for inbound calls on this trunk.
OBiTALK InboundCallRoute	Routing rule for directing incoming calls on this service. The default rule is to send all incoming calls to the handset (dtn).
POTS-line InboundCallRoute	Routing rule for directing incoming land line (POTS) calls.

3. Select **Submit**.
4. Reboot your system when you complete your changes.

Configure the Primary Line

The primary line is the default service used to make calls when not using an explicit access code prefix.

The primary line offers these services:

- SP1-8 Service: SIP-based service. By default, the primary line is SP1.
- OBiTalk Service: Peer-to-peer service provided free with all system models.

Your handset can simultaneously manage two calls maximum.

Procedure

1. Contact your service provider to get the values for these parameters:

SP Configuration Parameters

Service Provider Parameter	VVX D230 Parameter Name	Notes
Proxy server	ProxyServer	Proxy server for your service provider
Registrar server	RegistrarServer	Registrar server for your service provider
SIP account number	X_DisplayNumber	Account number (phone number)
User name	AuthUserName	SIP account user name
User password	AuthPassword	SIP account password

2. In the system web interface, go to **Service Providers > ITSP ProfileN > SIP**.
3. In the **Default** column, clear the check boxes for the `ProxyServer` and `RegisterServer` parameters.
4. Enter the values from your service provider for the `ProxyServer` and `RegisterServer` parameters.
5. Select **Submit**.
6. In the system web interface, go to **Voice Services > SPn Service**.
7. In the **Default** column, clear the check box for the `X_DisplayNumber` parameter.

8. Enter the value from your service provider for the `X_DisplayNumber` parameter.
9. Optionally, select **Submit**.
10. Scroll down to **SIP Credentials**.
11. In the **Default** column, clear the check boxes for the `AuthUserName` and `AuthPassword` parameters.
12. Enter the values from your service provider for the `AuthUserName` and `AuthPassword` parameters.
13. Select **Submit**.
14. Reboot your system when you complete your changes.

Configuring Call Settings

Topics:

- [Conference Calls](#)
- [Configuring Local Call Park](#)
- [Enable Network-Based Call Park](#)
- [Enable Music on Hold](#)

You can configure call features using different methods:

- A system-level feature applies to all calls on the system, regardless which line a call is on. For example, call waiting is a system feature.
- A line-level feature applies only to calls on a specific line. For example, server-based Do Not Disturb (DND) and centralized conferences are line-based features.
- Some features can have both a system feature version and a line feature version. For example, you can provision call park as a system feature for all calls and as a line feature for each line for supported voice services and OBiTALK services.

For more information on call feature parameters, see the [VVX D230 Data Model](#).

Conference Calls

VVX D230 DECT IP phones support users joining two or more remote parties into a conference call.

The system supports two methods of conference calls:

- Local mixing or bridging
- External conference bridges

Local Mixing or Bridging

Local mixing is the default conference feature available on VVX D230 phones.

Users can start three-way conference calls on VVX D230 phones, and they can see the two remote parties in the **Connected** state on the handset.

Note: The Opus audio codec doesn't support three-way calling when both legs of the call bridge are using Opus.

External Conference Bridges

When using an external conference bridge, the bridge limits the conference size.

Check with your service provider on the conference size limit.

Enable an External Conference Bridge

You can configure the conference bridge to enable call participants on the same SP service or using the same ITSP profile as the conference bridge to be added to conference calls.

For participants that are transferable, your system keeps them in the conference using local mixing. They're then subject to the local mixing limit.

Procedure

1. In the system web interface, go to **Voice Services > SPn Service**.
2. Enter the user ID or (SIP) URL of the external conference bridge in the `X_ConferenceBridge` parameter.
3. Go to **DECT Wireless > HandsetN > Calling Features** and set the `UseExternalConferenceBridge` parameter to **True**.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Configuring Local Call Park

Local call park enables users to park calls on a VVX D230 base station and retrieve calls from any handset registered to the base station.

VVX D230 systems provide local call park independent of your service provider. Local call park takes preference over service provider-based call park.

This feature provides 100 call parking slots (numbered 00 to 99), and a base station can hold up to 10 parked calls at a time.

Enable Local Call Park

You can configure local call park on the VVX D230 base station to enable users to park and retrieve calls locally.

When you enable local call park, the system also enables local call park status. The system displays a new status page on the system web interface at **Status > Parking Lot Status** that shows the list of parked calls.

Procedure

1. In the system web interface, go to **DECT Wireless > System**.
2. Under **Local Call Park**, in the **Default** column, clear the check box for the `LocalCallPark` parameter.
3. In the **Value** column for the `LocalCallPark` parameter, select the check box to set this parameter to **True**.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Set the Call Park Pickup Prefix

After users park a call, they can use a retrieval code that includes a pickup prefix and the parking slot number to retrieve the call from the parking lot, for example, `7xx`.

The default pickup prefix is 7, but you can configure the prefix in the system web interface.

Procedure

1. In the system web interface, go to **DECT Wireless > System > Local Call Park**.
2. In the **Default** column, clear the check box for the `PickupPrefix` parameter.
3. In the **Value** column for the `PickupPrefix` parameter, select a prefix between 2 and 8.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Enable Call Hold Transfer to Call Park

For shared lines, you can enable the system to automatically convert a held call into a parked call.

When a user places a call on hold, the system parks the call in an automatically selected parking lot instead holding the call like normal. The user doesn't know where the call is parked.

Before you enable this setting, verify that you have call park enabled on your system. In the system web interface, go to **DECT Wireless > System > Local Call Park** and make sure that `LocalCallPark` is set to `True`.

Procedure

1. In the system web interface, go to **Voice Services > SPn Service > Share Line Features**, where `n` is any voice service configured for your base station.
2. In the **Default** column, clear the check box for `X_LocalShareHoldIsPark`.
3. In the **Value** column of `X_LocalShareHoldIsPark`, select the check box to set this parameter to `True`.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

View Local Call Park Status

Enabling local call park also enables local call park status, which provides a parking lot status page on the system web interface for your VVX D230 base station.

This page shows calls currently parked by handsets registered to your base station, if any.

Procedure

- » In the system web interface, go to **Status > Parking Lot Status** to see calls parked by the handsets registered to your base station.

Remove a Call from the Parking Lot Status List

You can end parked calls using the **Parking Lot Status** list in the system web interface.

Procedure

1. In the system web interface, go to **Status > Call History**.
2. In the **Remove** column, select the check box for the call you want to remove.
3. Select **Remove**.

The VVX D230 system ends the call and removes it from the **Parking Lot Status** list.

Enable Local Call Back

You can enable your system to call you back after a given time when you park a call, preventing you from leaving a call on hold indefinitely.

You can configure the following Call Back options:

- `CallBackTimer` - The amount of time in seconds a call will sit in a parking slot before it is sent back to the phone that parked the call.
- `CallBackMaxRetry` - The number of attempts to return the call to the phone that parked it before the call is released. Set to **0** or leave blank for unlimited attempts.
- `CallBackRingTimeOut` - The amount of time in seconds between each call back attempt. If the parameter `CallBackMaxRetry` is set to **1**, the `CallBackRingTimeOut` doesn't apply.

Procedure

1. In the system web interface, go to **DECT Wireless > System > Local Call Park**.
2. In the **Default** column, clear the check boxes for the `LocalCallPark`, `CallBackTimer`, `CallBackMaxRetry`, and `CallBackRingTimeOut` parameters.
3. In the **Value** column for `LocalCallPark`, select the check box to set this parameter to `True`.
4. In the **Value** columns for the `CallBackTimer` and `CallBackRingTimeOut` parameters, enter a value in seconds for the parameters.

For example, if you set the value as 60 for both parameters, then parked calls automatically call back after 60 seconds and the call rings for 60 seconds before timing out.

5. In the **Value** column for `CallBackMaxRetry`, enter a value for the parameter.
6. Select **Submit**.
7. Reboot your system when you complete your changes.

Enable Network-Based Call Park

Network-based call park enables users to park calls to a monitored parking lot, and any users on the company's network can retrieve a call from the parking lot.

Procedure

1. In the system web interface, go to **Service Providers > ITSP Profile *N* > SIP > Feature Configuration**.
2. In the **Default** column, clear the check boxes for the following parameters:
 - `X_CallParkMethod`
 - `X_DirectedCallPickupMethod`
 - `X_CallParkStatusMethod`
3. In the **Value** column, select the options for the following parameters:
 - `X_CallParkMethod` - select a method for parking a call.
 - `X_DirectedCallPickupMethod` - select a method for directly parking a call.
 - `X_CallParkStatusMethod` - select a method for alerting users to parked calls.
4. Go to **Voice Services > SPn Services > Network Provided Services** (where *n* is the SP service you want to configure).

- a. In the **Default** column, clear the check boxes for the `CallPark` , `CallParkStatus`, and `CallParkExtensionsparameters`.
 - b. In the **Value** column, select the check boxes for `CallPark` and `CallParkStatus` .
 - c. In the **Value** column for `CallParkExtensions` , enter the park extensions you want to monitor, separated by a comma.
For example, 100, 101.
5. Select **Submit**.
 6. Reboot your system when you complete your changes.

Enable Music on Hold

When you enable this setting, this phone plays music to all callers that are on hold.

Note: You can't customize or configure the music that plays.

Procedure

1. In the system web interface, go to **DECT Wireless > System > Local Call Park**.
2. In the **Default** column, clear the check boxes for the `LocalCallPark` and the `CallParkMusic` parameters.
3. In the **Value** columns for the `LocalCallPark` and the `CallParkMusic` parameters, select the check boxes to set the parameters to `True` .
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Call Routing

Topics:

- [Edit the Inbound Call Route Configuration](#)
- [Edit the Outbound Call Route Configuration](#)
- [Multiline Setup](#)

Call routing is the process your VVX D230 system uses to set up a call bridge or an endpoint call based on information such as the trunk on which the call originates, the caller's number, and the called number.

From your system's perspective, calls that originate from the trunk side are considered inbound calls, while calls that originate from an endpoint are outbound calls.

Call routing parameters are comprised of a comma-separated list of rules where each rule is also surrounded by a pair of curly braces {}. You can't have extra white space. The `OutboundCallRoute` syntaxes are almost identical to those of the `InboundCallRoute`. The differences are mainly in the implied value when an optional field is omitted, no caller objects, and one and only one terminal object per terminal-list in an `OutboundCallRoute`.

Call routing rule configuration relies heavily on digit maps. If you aren't familiar with how digit maps work, see the *Poly OBi Device Technical Reference* at the [Poly Online Support Center](#).

Edit the Inbound Call Route Configuration

You can edit the inbound call route configuration to specify a different service (trunk) for each handset.

Every trunk has a corresponding `InboundCallRoute` parameter in your system configuration. The inbound call rules tell your VVX D230 system how to handle an inbound call, such as sending it to a handset and ringing any attached phones.

By default, the `X_InboundCallRoute` parameter specifies the handset on which an incoming call rings.

Procedure

1. In the system web interface, go to **Voice Services > SPn Service**.
2. In the **Default** column for the `X_InboundCallRoute` parameter, clear the check box.
3. In the **Value** column for the `X_InboundCallRoute` column, enter the device that uses this call route.

Recommended values are `dt1` (handset 1) for SP1 or `dt2` (handset 2) for SP2.

If you enter the same `dtN` value for more than one handset for the `X_InboundCallRoute` parameter, all handsets with that number ring for an incoming call.

Edit the Outbound Call Route Configuration

You can edit the outbound call route configuration to limit the numbers each handset can dial.

Every endpoint has an `OutboundCallRoute` parameter in its system configuration that tells your system where to send a call when the endpoint attempts to make one. Endpoints can use one of the trunks to call each other or an outside number. Forking isn't supported when routing outbound calls.

Note: Poly recommends keeping the default parameters. For more information on editing outbound call route configuration, see the *Poly OBi Device Technical Reference* at the [Poly Online Support Center](#).

Procedure

1. In the system web interface, go to **DECT Wireless > Handsetn**.
2. In the **Default** column, clear the check box for the parameters you want to edit.
3. In the **Value** columns for these parameters, enter your changes.

Multiline Setup

After you configure the primary line for your VVX D230 system, you can configure additional service provider and OBiTALK lines on registered handsets.

You can assign handsets with the following types of lines:

- Inbound service provider lines
- Outbound service provider lines
- OBiTALK (peer-to-peer) lines

You can assign two or more inbound or outbound lines and an OBiTALK line to up to 10 handsets. You can also assign a primary line and label for each handset when configuring the outbound call lines.

Assign Inbound Call Lines

You can assign each handset up to eight designated service provider lines for receiving incoming calls and assign which handsets can receive calls from OBiTALK (peer-to-peer) lines.

Procedure

1. In the system web interface, go to **DECT Wireless > Multiline Setup**.
2. Select the check boxes for the handsets that receive incoming calls for each service provider line and from OBiTALK devices.

Assign Outbound Call Lines

You can assign each handset up to eight designated service provider lines for placing outgoing calls and assign which handsets can place calls to OBiTALK (peer-to-peer) lines.

Procedure

1. In the system web interface, go to **DECT Wireless > Multiline Setup**.

2. Select the check boxes for the service provider (SP) lines that you want to assign to handsets to place outgoing calls.
3. Select a **Primary Line** for each handset.
4. (Optional) Assign a **Handset Name** to each handset.

Configuring Network and Security Settings

Topics:

- [Default DHCP Settings](#)
- [Enable DNS NAPTR Lookup](#)
- [Enable CDP](#)
- [Configure SRTP Crypto Suite](#)

You can control how your VVX D230 base station accesses the web and your network.

Default DHCP Settings

When you initialize a network connection to a configuration server, VVX D230 DECT IP phones extract DHCP Option 160 from a DHCP offer by default. You don't need to reconfigure this default setting.

VVX D230 phones also prioritize DHCP Option 160 ahead of other options in the `ConfigURL` parameter.

You can confirm DHCP Option 160 is enabled in the following locations:

- In the system web interface under **System Management > WAN Settings > DHCP Client Settings**, Option 160 is added to the `ExtraOptions` parameter.
- In the system web interface under **System Management > Auto Provisioning > ITSP Provisioning**, the `ConfigURL` parameter includes the `$DHCPOPT160/$MAC.xml;$DHCPOPT160/$DM.xml;$DHCPOPT160; tftp://$DHCPOPT66/$DM.xml;$DHCPOPT66/$DM.xml;$DHCPOPT66` macro string.

Enable DNS NAPTR Lookup

You can enable DNS Name Authority Pointer (NAPTR) lookup for SIP proxy servers or outbound proxies.

Combining NAPTR with SRV records enables chaining multiple records. With NAPTR lookup, your system can discover the following information:

- The hosts to access the SIP service for a given domain
- The SIP transport, preference, and order of each host
- The types of DNS records to use for each listed host (SRV or A record)

For more information on NAPTR lookup, see the *Poly OBi Device Technical Reference*.

Procedure

1. In the system web interface, go to **Service Providers > ITSP ProfileN > SIP**.
2. In the **Default** column, clear the check box for the `X_DnsNAPTR` parameter.
3. In the **Value** column for the `X_DnsNAPTR` parameter, select the check box to set this parameter to `True`.
4. Optional: Configure the `X_ProxyServerRedundancy` parameter.

- a. In the **Default** column, clear the check box for the `X_ProxyServerRedundancy` parameter.
 - b. In the **Value** column for the `X_ProxyServerRedundancy` parameter, select the check box to set this parameter to `True`.
5. Select **Submit**.
6. Reboot your system when you complete your changes.

Enable CDP

You can enable your VVX D230 systems to automatically configure VLAN and other network parameters using the Cisco Discovery Protocol (CDP).

Note: CDP can coexist with LLDP-MED, but LLDP-MED always takes precedence.

Procedure

1. In the system web interface, go to **System Management > WAN Settings > Internet Settings**.
2. Set the `CDP` parameter to `True`.
3. Select **Submit**.
4. Reboot your system when you complete your changes.

Configure SRTP Crypto Suite

You can configure SRTP encryption to enhance the security of your calls.

VVX D230 phones support the following crypto suites:

- AES_CM_128_HMAC_SHA1_32
- AES_CM_128_HMAC_SHA1_80
- AES_CM_192_HMAC_SHA1_32
- AES_CM_192_HMAC_SHA1_80
- AES_CM_256_HMAC_SHA1_32
- AES_CM_256_HMAC_SHA1_80
- AES_192_CM_HMAC_SHA1_32
- AES_192_CM_HMAC_SHA1_80
- AES_256_CM_HMAC_SHA1_32
- AES_256_CM_HMAC_SHA1_80

Procedure

1. In the system web interface, go to **Voice Services > SPn Service**.
2. In the **Default** column, clear the check boxes for the `X_SRTP` and `X_SRTPCryptos` parameters.
3. In the **Value** column for the `X_SRTP` parameter, select the check box.
4. In the **Value** column for the `X_SRTPCryptos` parameter, enter the crypto suites you want to use, separated by a comma.
5. Select **Submit**.

6. Reboot your system when you complete your changes.

Setting Up a Directory

Topics:

- [Enable a Generic Network Directory](#)
- [BroadSoft Network Directories](#)

You can configure a general local directory and a network-based directory, including a BroadSoft directory, on VVX D230 DECT IP phones.

Enable a Generic Network Directory

This feature enables support for a remotely maintained network directory.

All external enterprise directories are still available.

Procedure

1. In the system web interface, go to **Voice Services > SPn Service > Network Directory Setup**, where n is any voice service configured for your base station.
2. In the **Default** column, clear the check boxes for the `DirectoryType` and `URL` parameters.
3. In the **Value** column of `DirectoryType`, choose a directory type.
 - For a local directory, choose `Personal`.
 - For a directory shared within your company, choose `Group Common` or `Enterprise Common`. The default for a BroadWorks-hosted directory is `Enterprise`.
4. In the **Value** column of `URL`, enter the URL for your personal or network directory.
 - For a directory on your VVX D230 base station, enter the system's IP address.
 - For a directory shared within your company, enter a URL, or for a BroadWorks-hosted directory, leave this value blank.
5. Click **Submit**.
6. Go to **DECT Wireless > Handset n**, where n is any handset registered to your base station.
7. In the **Default** column, clear the check box for `DirectoryService`.
8. Select the SPn Service you just configured.

Using the default value of `Any` tells your base station to use the first directory it finds, which may cause unpredictable results if you configure more than one directory.
9. Click **Submit**.
10. Reboot your system when you complete your changes.

BroadSoft Network Directories

Network directories are directories hosted by a server somewhere in the network.

With the BroadSoft BroadWorks platform, the VVX D230 system supports the Enterprise Directory of a network. For more information on setting up and managing the directories on a BroadWorks server, refer to the [BroadSoft documentation](#).

Enable Network Directory Access

You can enable users to access a network directory from a handset.

Note: You can configure the network directory feature on a per-line basis only.

Procedure

1. In the system web interface, go to **Voice Services > SP n Service > Network Provided Services**.
2. Clear the check box in the **Default** column for `Directory` .
3. Select the box in the **Value** column for `Directory` .
4. Go to **SP n Service > Network Directory Setup**.
5. Clear the check box in the **Default** column for `DirectoryType` .
6. In the **Value** column, choose a directory type.
7. Click **Submit**.
8. Reboot your system when you complete your changes.

Access a Network Directory From the Handset

Once you enable network directory access on the handset, you can access a network directory from the handset.

Procedure

1. In the system web interface, enable network directory access for the service provider.
2. If you want to assign a directory service to a particular SP n line, go to **DECT Wireless > Handset n > Settings**.
3. Clear the check boxes in the **Default** column for `PrimaryLine` and `DirectoryService`.
4. In the **Value** columns for `PrimaryLine` and `DirectoryService` , choose a service.
5. Click **Submit**.
6. Reboot your system when you complete your changes.
7. On the handset, click **Directories** from the Main menu of the handset UI.

Configuring System Settings

Topics:

- [Codec Profile Features](#)
- [Ringtones](#)
- [Group Paging](#)
- [Push-to-Talk](#)
- [Configuring Star Codes](#)
- [Show the Call Forwarding Contact in the Diversion Header](#)
- [Hide Menu Items](#)

You can control system codec features, ringtones, group paging settings, and star codes on your VVX D230 base station.

You also can control how handsets dial calls using speed dial numbers and user-defined digit maps.

Codec Profile Features

Codecs define the digital process your system uses to encode and decode communications with other systems.

You can set codec profiles in three places:

- SP n Service
- OBiTALK Service Settings
- Page Groups

Your system provides two codec profiles (A and B) that you can select per trunk (SP n and OBiTALK). When you set the priority for a codec in a codec profile, that setting applies for all places that use the codec profile. For example, if you choose codec profile B for SP3 and OBiTALK, your codec priority applies to both SP3 and OBiTALK.

For more information on codec profile parameters, see the [VVX D230 Data Model](#).

Select a Codec for an SP n Service

You can select a codec as the preferred codec for an SP n service.

Procedure

1. In the system web interface, go to **Voice Services > SP n Service** (where n is the SP service whose codec you want to specify).
2. In the **Value** column for the X_CodecProfile parameter, choose the codec profile (A or B) you want to use.
3. **Select Submit.**
4. **Reboot your system when you complete your changes.**

5. When the reboot completes, go to **Codecs > Codec Profile A or Codecs Codec Profile B** (the codec profile you chose in step 2).
6. In the **Default** column, clear the check box for the `Priority` parameter.
7. In the **Value** column for the `Priority` parameter, set the value to 1.
8. Select **Submit**.
9. Reboot your system when you complete your changes.

Select a Codec for OBiTALK

You can select a codec as the preferred codec for OBiTALK.

Procedure

1. In the system web interface, go to **Voice Services > OBiTALK Service**.
2. In the **Default** column, clear the check box for the `CodecProfile` parameter.
3. In the **Value** column for the `CodecProfile` parameter, choose the codec profile (A or B) you want to use.
4. Select **Submit**.
5. Go to **Codecs > Codec Profile A or Codecs > Codec Profile B** (the codec you chose in step 3).
6. In the **Default** column, clear the check box for the `Priority` parameter.
7. In the **Value** column for the `Priority` parameter, set the value to 1.
8. Select **Submit**.
9. Reboot your system when you complete your changes.

Select a Codec for a Page Group

You can select a codec as the preferred codec for a page group.

When you set the priority for a codec in a codec profile, that setting applies for all places that use the codec profile. For example, if you choose Codec Profile B for SP3 and OBiTALK, your codec priority applies to both SP3 and OBiTALK.

Procedure

1. In the system web interface, go to **Voice Services > Page Groups**.
2. In the **Default** column for your chosen page group, clear the check box for the `AudioCodec` parameter.
3. In the **Value** column for the `AudioCodec` parameter, choose the codec profile (A or B) you want to use for this page group.
4. Click **Submit**.
5. Go to **Codecs > Codec Profile A or Codecs > Codec Profile B** (the codec you chose in step 3).
6. In the **Default** column, clear the check box for the `Priority` parameter.
7. In the **Value** column for the `Priority` parameter, set the value to 1 .
8. Select **Submit**.
9. Reboot your system when you complete your changes.

Ringtones

Ringtones provide audible call progress indicators to the user.

You can create customized tone patterns for the VVX D230 system.

Set a Custom Tone Pattern

You can create customized tone patterns to provide audible call progress indicators to the user.

Note: Tone Profile A default settings use North American telephone standards. Tone Profile B default settings use Australian telephone standards. You can download tone profiles for other countries from the OBiTALK forum.

Procedure

1. In the system web interface, go to **Tone Settings > Tone Profile A** or **Tone Settings > Tone Profile B**.
2. Select a tone pattern.
3. In the **Default** column, clear the check box for `TonePattern`.
4. In the **Value** column, enter the tone pattern you want to use.
For example tone patterns, see the *Poly OBi Device Technical Reference*.
5. Select **Submit**.
6. Reboot your system when you complete your changes.

Distinctive Ringtones and Patterns

You can add Alert-Info to the SIP invite header to configure distinctive ringtones based on how you set up incoming call parameters.

In a SIP-based distinctive ring, the `RingName` is matched against the Alert-Info of the form `Alert-Info: <http://127.0.0.1/ring-name>`, where *ring-name* is one of the preloaded ringtones.

If there's no `Alert-Info`, or if the specified `ring-name` doesn't match any of the ring patterns, the handset uses the ring tone configured in `X_DefaultRing` parameter under **SPn Service**.

Set the Call Waiting Indicator Tone

You can set a distinctive tone for incoming calls on the lines on your handset.

There are ten ring tones and patterns for each ring profile.

Procedure

1. In the system web interface, go to **Ring Settings > Ring Profile A** or **Ring Settings > Ring Profile B**.
2. Select **Call Waiting Tone X**.
3. In the **Default** column, clear the check box for `ToneName` and `TonePattern`.
4. In the **Value** column, enter the ringtone you want to use:
 - Handset Default

- Type 2 - Low Trill
 - Type 3 - Medium Trill
 - Type 4 - High Trill
 - Type 5 - Highest Trill
 - Type 6 - Beeble
 - Type 7 - Triplet
 - Silent Ring
5. Select **Submit**.
 6. Reboot your system when you complete your changes.

Set the Handset Ring Pattern

You can set a distinctive ring pattern for incoming calls on the lines on your handset.

There are ten ring tones and patterns for each ring profile.

Procedure

1. In the system web interface, go to **Ring Settings > Ring Profile A** or **Ring Settings > Ring Profile B**.
2. Select **Ring Pattern X**.
3. In the **Default** column, clear the check box for `RingName` and `RingType`.
4. In the **Value** column, enter the ringtone you want to use:
 - Handset Default
 - Type 2 - Low Trill
 - Type 3 - Medium Trill
 - Type 4 - High Trill
 - Type 5 - Highest Trill
 - Type 6 - Beeble
 - Type 7 - Triplet
 - Silent Ring
5. Select **Submit**.
6. Reboot your system when you complete your changes.

Group Paging

VVX D230 phones support 10 paging groups, group paging with UC multicast group paging, and group paging auto answer.

Enable Group Paging

You can enable your phones to connect to a Poly UCS group page.

When you connect to the UCS group page, the assigned VVX D230 phone can send and receive audio on that page group.

Note: Phones must use the same audio codec as the other phones in the UCS page group.

Procedure

1. In the system web interface, go to **Voice Services > Page Groups**.
 - a. In the **Default** column, clear the check boxes for the `Polycast` and `PolycastGroup` parameters.
 - b. In the **Value** column for `Polycast`, select the check box.
 - c. In the **Value** column for `PolycastGroup`, select the UCS page group you want to join.
2. Select **Submit**.
3. Reboot your system when you complete your changes.

Assign a Handset to a Page Group

You can choose which page groups users can access for each wireless handset.

Make sure you enable group paging.

Procedure

1. In the system web interface, go to **DECT Wireless > HandsetN**.
2. Under **Calling Features**, clear the check boxes for **JoinPageGroupN** in the **Default** column.
3. In the **Value** column, select the page groups you want to make available on the handset.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Name Page Groups

You can create unique names for each page group to help users more easily identify page groups.

Procedure

1. In the system web interface, go to **Voice Services > Page Groups**.
2. In the **Default** column, clear the check boxes for each **GroupName**.
3. In the **Value** column, enter a name for the page group.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Enable Handset Group Page Auto Answer

You can configure handsets to automatically answer incoming group pages and intercom calls.

You can configure the handset to auto answer up to 10 different page groups.

Procedure

1. In the system web interface, go to **DECT Wireless > Handsetn > Calling Features** (where *n* is the handset you want to configure).

- a. In the **Default** column, clear the check box for the `JoinPageGroup` parameter for the page group you want to join.
 - b. In the **Value** column for the `JoinPageGroup` parameter, select the check box.
2. Select **Submit**.
3. Reboot your system when you complete your changes.

Set the Page Group Interruption Priority

You can configure the priority settings to interrupt a call when receiving a page.

This setting doesn't stop emergency pages from interrupting calls. When calls are interrupted, the group page audio mixes with the call audio.

Procedure

1. In the system web interface, go to **DECT Wireless > Handset n > Calling Features** (where n is the handset you want to configure).
2. In the **Value** column for the `PgDoNotInterrupt` parameter, choose one of the following options:
 - **Never:** Allow pages to interrupt calls.
 - **During Active Call:** Ignore incoming pages during an active call.
 - **Always:** Ignore incoming pages.
3. Select **Submit**.
4. Reboot your system when you complete your changes.

Push-to-Talk

Push-to-Talk (PTT) enables users to broadcast messages to other handsets similar to a walkie-talkie. You can enable PTT on individual wireless handsets and designate a PTT group for each handset.

Assign a Push-to-Talk Group

You can assign a wireless handset to a PTT group and enable users to broadcast messages to a subscriber group.

By default, all handsets are assigned to Group 1.

Procedure

1. In the system web interface, go to **DECT Wireless > Handset N** .
2. Under **Calling Features**, clear the check box in the **Default** column for `PushToTalkGroup..`
3. In the **Value** column, select a Push-to-Talk group from the drop-down menu.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Configuring Star Codes

Star codes are short sequences of characters that users enter to perform certain operations.

Each sequence usually starts with the star (*) key followed by a two-digit code (such as *69).

A star code script contains a number of predefined variables and actions. Each variable represents one or a group of configuration parameters. An action can be checking or setting a variable's value, collecting a phone number, or calling a certain number.

The set of star codes that you can dial from the handset is a *star code profile*. VVX D230 has two star code profiles available in its configuration known as Star Code Profile A and Star Code Profile B. Each profile has 30 star code script parameters known as Code1 to Code30. The default star codes in both Star Code Profiles match the standard telephone provider star codes.

Find more information on star codes in the *Poly OBi Device Technical Reference* on the [Poly Online Support Center](#). See a list of star code parameters in the [VVX D230 Data Model](#).

Set the Star Code Profile

You can select a Star Code Profile (A, B, or None) for interpreting the star codes users enter on the phone.

Procedure

1. In the system web interface, go to **DECT Wireless > Handsetn**
2. In the **Default** column, clear the check box for the `StarCodeProfile` parameter.
3. In the **Value** column for the `StarCodeProfile` parameter, select **A** or **B**, or **None** if star codes aren't used.
4. Click **Submit**.
5. Reboot your system when you complete your changes.

Program a Star Code

You can program star codes for any enabled feature in addition to the default star codes available on VVX D230.

Procedure

1. In the system web interface, go to **Star Codes > Star Code Profile N**.
2. In the **Default** column, clear the check box for a Parameter Name with an empty value column.
3. In the **Value** column, enter a star code script in the following format: `code, name, action1`
 For example, for Code30, the star code script is `*01, Page Group 1 Talk, pg1tx`. Using the star code `*01` will send a page to Group 1.
4. Click **Submit**.
5. Reboot your system when you complete your changes.

Show the Call Forwarding Contact in the Diversion Header

The call server uses the **Diversion** field with a SIP header to track call history.

You can configure the **Diversion** header to display who a forwarded call is from and the phone number that forwarded the call.

Procedure

1. In the system web interface, go to **Voice Services > SPN > Service > Calling Features** .
2. In the **Default** column, clear the check box for the `X_ShowDiversion` parameter.
3. Choose one of the following options:
 - **Last:** Shows the last person who forwarded the call.
 - **First:** Shows the first person who forwarded the call.
 - **Off:** Doesn't show who forwarded the call.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Hide Menu Items

If there are features that you have disabled or don't want users to access, you can hide those menu items from the wireless handset menu.

Procedure

1. In the system web interface, go to **DECT Wireless > HandsetN**.
2. Under **Menu Items**, clear the check boxes in the **Default** column for the options you want to change.
3. In the **Value** column, clear the check boxes for the options you want to hide in the wireless handset menu.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Configuring BroadSoft Server Features

Topics:

- [BroadSoft AS-Feature-Event](#)
- [Configure BroadSoft XSI Features](#)

You can configure VVX D230 systems with BroadSoft server options.

BroadSoft AS-Feature-Event

The AS-Feature is a collection of network-provided features available on a BroadSoft application server.

These network-provided features are configured and executed in the context of a single SP service. You can view and change the settings from the system web interface.

Note: The features themselves run entirely on the server. Feature settings are stored on the server. The handset displays settings values as stored on the server, not settings entered and submitted by the administrator or user, which the server may or may not accept.

For more information on AS-Feature Event parameters, see the [VVX D230 Data Model](#).

Activate BroadSoft AS-Features

You can activate the BroadSoft AS-Feature set to access features available from your third-party server.

Activating BroadSoft AS-Feature lets you use the following network-provided services:

- Call Park
- Call Forward Always
- Call Forward Busy
- Call Forward No Answer
- Network Directory
- Do Not Disturb

Note: You can configure the BroadSoft AS-Feature set on a per-line basis only

Procedure

1. In the system web interface, go to **Voice Services > SPn Service > Calling Features**.
2. Clear the check box in the **Default** column for `X_ASFeatureEventSubscribe`.
3. Select the check box in the **Value** column for `X_ASFeatureEventSubscribe`.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Set the Subscription Renewal Intervals

The AS-Feature is based on the SIP subscribe and notify framework, and you can set the `expires` value of the subscription dialog to initiate the subscription renewal for each SP service feature enabled.

When a setting is changed, the server updates the VVX D230 system with a NOTIFY that specifies the latest settings of the affected features.

Procedure

1. In the system web interface, go to **Service Providers > ITSP Profile X > SIP > Feature Configuration**,
2. In the **Default** column, clear the check box for `X_ASFeatureEventSubscribeExpires`.
3. In the **Value** column, enter the value in seconds.
The default is 3600 seconds.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Enable Call Forwarding for All Calls

The functionality provided by **Call Forward All** is similar to that of the **CallForwardUnconditional** function provided natively by the handset (per line).

Poly recommends that you disable the native version when using the network-provided version to avoid ambiguity.

Procedure

1. In the system web interface, go to **Service Providers > ITSP ProfileN > SIP**.
2. Under **Network Provided Services**, clear the check box in the **Default** column for `CallForwardAlways`.
3. Select the check box in the **Value** column for `CallForwardAlways`.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

Note: When you specify the number to forward all incoming calls to, these settings are submitted to and stored on the server.

Enable Call Forwarding for Busy Lines

You can activate call forwarding for calls when the line is busy on your third-party provider.

The functionality provided by this feature is similar to that of the `CallForwardOnBusy` feature that is available natively on the VVX D230 system.

Procedure

1. In the system web interface, go to **Voice Services > SPn Service > Network Provided Services**.
2. In the **Default** column, clear the check box for `CallForwardBusy`.
3. In the **Value** column, select the check box for `CallForwardBusy`.
4. Select **Submit**.

Enable Call Forwarding on No Answer

You can activate call forwarding for calls that no one answers on your third-party provider.

This feature is similar to the `CallForwardOnNoAnswer` that is available natively on the VVX D230 system.

Procedure

1. In the system web interface, go to **Voice Services > SPn Service > Network Provided Services**.
2. In the **Default** column, clear the check box for `CallForwardNoAnswer`.
3. In the **Value** column, select the check box for `CallForwardNoAnswer`.
4. Select **Submit**.

Enable Do Not Disturb

You can enable Do Not Disturb (DND) on your third-party provider.

The functionality provided by this feature is similar to that of the `DoNotDisturb` that is available natively on the VVX D230 system.

Procedure

1. In the system web interface, go to **Voice Services > SPn Service > Network Provided Services**.
2. In the **Default** column, clear the check box for `DoNotDisturb`.
3. In the **Value** column, select the check box for `DoNotDisturb`.
4. Select **Submit**.

Configure BroadSoft XSI Features

XSI features is a collection of features provided with a BroadSoft XSI application server.

The VVX D230 system makes XSI features available per SP or SIP service, so you can configure as many as eight independent sets of XSI services per system and one per SP service.

You can access some of the XSI features from the system by launching dedicated apps (such as Network Directories) via the handset menu.

Procedure

1. In the system web interface, go to **Service Providers > ITSP Profile X > SIP**.
2. In the **Default** column, clear the check box for the following parameters:
 - `X_XsiServer`
 - `X_XsiServerPort`
 - `X_XsiServerScheme`
3. In the **Value** column, do the following:
 - For `X_XsiServer`, enter the hostname or IP address.
 - For `X_XsiServerPort`, enter the server port.
 - For `X_XsiServerScheme`, select **HTTP** or **HTTPS** from the drop down.
4. Select **Submit**.
5. Go to **Voice Services > SPn Service > SIP Credentials**.

6. In the **Default** column, clear the check box for the following parameters:
 - X_XsiUserName
 - X_XsiPassword
7. In the **Value** column, do the following:
 - For X_XsiUserName, enter the user name to authenticate the XSI server.
 - For X_XsiPassword, enter the password to authenticate the XSI server.
8. Select **Submit**.
9. Reboot your system when you complete your changes.

System Maintenance

Topics:

- [Backing Up and Restoring Your Base Station Configuration](#)
- [Saving and Erasing Call History](#)
- [Update the System Firmware](#)
- [View the Handset Battery Status in the System Web Interface](#)
- [Factory Resetting Your System](#)

You can perform several functions to keep your VVX D230 system running properly.

Backing Up and Restoring Your Base Station Configuration

You can back up your base station configuration and then restore it to any base station.

When you back up the current configuration of your base station, the system stores the backup file in XML format where you specify. The default storage location is your PC's `Downloads` folder, and the default name of the file is `backupxxxxxxxxxxxx.xml`, where `xxxxxxxxxxxx` represents the MAC address of your base station.

Note: Different web browsers may handle this differently. If the security settings of your web browser block this operation, you should change the security settings temporarily to allow this operation to complete.

Back Up Your Base Station Configuration

You can back up your base station's configuration to restore it later, or copy it to another base station.

Note: All passwords and PINs are excluded from the backup file. Hence, they aren't available to restore. Call history is excluded from the backup, but can be saved as an XML-formatted file separately from the **Call History** web page.

Procedure

1. In the system web interface, go to **System Management > Device Update**.
2. Under **Backup Configuration**, choose your backup options:

Option	Description
Incl. Running Status	If you select this option, the backup file includes the values of all status parameters. Otherwise, status parameters are excluded from the backup.

Option	Description
Incl. Default Value	If you select this option, the default values of parameters are included in the backup file. Otherwise, the backup excludes default values.
Use OBi Version	If you don't select this option, the backup file uses XML tags that are compliant with the TR-104 standard. Otherwise, the backup file is stored in an OBi proprietary format where the XML tags aren't compliant with TR-104, but the file size is smaller and the file is more readable.
Encrypt Content	If you select this option, the contents of backup file are encrypted using default encryption, and you can use the file to restore only this device. Otherwise, the file is not encrypted, and you can use it to restore any base station.

3. Select **Backup** to back up your base station configuration.

4. Select **Save**.

You can change the file name and choose the location to save the backup file if you want to change from the default options.

Note: All passwords and PINs are excluded from the backup file. Hence, they aren't available to restore. Call history is excluded from the backup, but can be saved as an XML-formatted file separately from the **Call History** web page.

Restore Your Base Station Configuration

You can restore the base station configuration you previously backed up.

Procedure

1. In the system web interface, go to **System Management > Device Update**.
2. Under **Restore Configuration**, choose a backup configuration file and select **Open**.
3. Select **Restore**.

Your system restarts.

Upload Your Base Station Configuration to Other Base Stations

You can share base station configuration files with other base stations to quickly provision base stations on the same network.

You must have a back up of the configuration file for one of your other base stations before uploading it to a new base station.

Procedure

1. In the system web interface, go to **System Management > Device Update**.
2. In the **Restore Configuration** section, choose that file and click **Restore**.

Saving and Erasing Call History

The **Call History** page shows the last 200 calls.

You can view the following detailed call information:

- The terminals involved
- The name (if available) of the peer endpoints making the call
- The direction/path the call took
- The time events took place

Save the Call History

You can save the phone's call history from the system web interface.

Procedure

1. In the system web interface, go to **Status > Call History**.
2. Select **Save All**.

The phone saves the call history to the `callhistory.xml` file in your Downloads folder.

Erase the Call History

You can erase the phone's call history from the web interface.

Procedure

1. In the system web interface, go to **Status > Call History**.
2. Select **Remove All**.

The phone permanently erases the call history.

Update the System Firmware

You can update the firmware for your base station from the system web interface.

The firmware file must be stored locally on a computer that you can access with a web browser.

Note: Don't disconnect the power from your base station during this procedure. If the new firmware updates successfully, your base station reboots automatically to start running the new firmware. Otherwise, the system web interface shows an error message explaining why the update failed.

Procedure

1. Download the latest firmware version from the [Poly Online Support Center](#).
2. In the system web interface, go to **System Management > Device Update > Firmware Update**.
3. Select **Browse** and then select the firmware update file.
4. Select **Update** to start the update process.

The process takes about 30 seconds to complete.

View the Handset Battery Status in the System Web Interface

You can view the battery level for all handsets registered with a base station in the system web interface.

Procedure

- » In the system web interface, go to **DECT Wireless > System**.

Under **Handset Status**, the battery level displays for each registered handset, and a plus sign (+) displays next to the level if the handset is currently charging.

Factory Resetting Your System

You can reset all VVX D230 configuration parameters to factory default values.

You can't undo a factory reset of your handset or base station.

After you factory reset your system, you must register your base station again with your service provider and register your handsets with the base station.

Factory Reset the VVX D230 Handset

You can reset your VVX D230 handset to factory default values from the handset's local interface.

Procedure

1. On the handset, go to **Settings**.
2. Select **Factory Reset**.
3. Press **OK**.

After your handset restarts, register it again with your base station.

Factory Reset a VVX D230 Base Station

You can reset your VVX D230 base station to factory default values in the system web interface.

Note: You can't undo a factory reset for your base station. Poly recommends that you back up your base station before you factory reset it.

Procedure

1. In the system web interface, go to **System Management > Device Update**.
2. Under **Reset Configuration**, select **Reset**.

After your base station restarts, you need to re-register it with your service provider and re-register your handsets to the base station.

Troubleshooting

Topics:

- [System Logs](#)
- [Possible Error Messages on Firmware Update Failure](#)
- [Reboot Reason Codes](#)
- [Enable Remote PCAP](#)
- [Extract PCAP Results](#)

Refer to the following topics to help you diagnose and fix issues with your system.

System Logs

You can capture system logs to help troubleshoot your VVX D230 DECT IP phone.

To capture syslog messages, you must run a syslog server application at an IPv4 address that your DECT IP phone can reach.

Activate Syslog Messaging

You can enable your VVX D230 system to send syslog messages for troubleshooting.

Procedure

1. In the system web interface, go to **System Management > Device Admin > Syslog**.
2. Enter the URL for your syslog server in `Server` parameter.
3. Set the `Port` parameter to 514.
4. Set the level parameters for the reporting levels you require.

Include Detailed SIP Messages in Syslog Messaging

You can include detailed SIP messages in your VVX D230 syslog messages.

Procedure

1. In the system web interface, go to **Voice Services > SPn Service > Debug Options**.
2. Set the `X_SipDebugOption` parameter to the reporting level you require.
3. In the `X_SipDebugExclusion` parameter, enter a list of SIP methods (requests and responses) to exclude from the log.

For troubleshooting a call flow, you can exclude methods such as `OPTIONS` that are used for keep-alive purpose in most cases.

View SPn Service Status Messages

The SP n Service Status ($n = 1-8$) values show the current state of the service and, if configured, its registration status.

If a problem exists with the registration or authentication of your system with a prescribed service, a **SIP 4xx** error message displays here. You can use this information for troubleshooting issues with SIP-based services.

Procedure

- » In the system web interface, go to **Status > System Status > SP n Service Status**.

The status for this service displays, including any error messages.

SPn Service Status Error Messages

The following table lists some of the SP n Service Status error messages encountered when a firmware upgrade fails.

SPn Service Status Error Messages(continued)

Error Message	Description
400 Bad Request	The server couldn't understand the request.
401 Unauthorized	The request needs to perform authentication.
402 Payment Required	Indicates that payment is required for further processing of request.
403 Forbidden	Sent when the server understands the request, found the request to be formulated correctly, but won't service the request.
404 Not Found	The server hasn't found the SIP URI indicated by the user.
405 Method Not Allowed	The request contains a list of methods that aren't allowed.
406 Not Acceptable	The request can't be processed due to a requirement in the request message.
407 Proxy Authentication Required	Indicates that the UAC first has to authenticate itself with the proxy before the request can be processed.
408 Request Timeout	The specified time period in the Expires header field of INVITE request has passed.
423 Interval Too Brief	Returned by a registrar that is rejecting a registration request because the requested expiration time on one or more Contacts is too brief.
480 Temporarily Unavailable	Indicates that the request has reached the correct destination, but the called party isn't available for some reason.
481 Dialog/Transaction Does Not Exist	Indicates that a response referencing an existing call or transaction has been received for which the server has no record or state information.
483 Too Many Hops	Indicates that the request has been forwarded the maximum number of times as set by the Max-Forwards header.

Error Message	Description
486 Busy Here	Indicates that the user agent is busy and can't accept the call.
487 Request Terminated	Sent by a User Agent that has received a CANCEL request for a pending INVITE request.

Possible Error Messages on Firmware Update Failure

The following table lists the possible error messages encountered when a firmware upgrade fails.

Error Messages for Firmware Update Failure(continued)

Error Message	Description	Suggested Solution
Firmware Package Checksum Error	A corrupted firmware package file was used for the update.	Check the file and / or re-download the firmware package and try again.
System Is Busy	Your base station is busy because one of the services in an active call or system provisioning is in progress.	Try to update again later.
Firmware Is Not Modified	Your base station is already running the same firmware as the one selected for update.	No need to upgrade.

Reboot Reason Codes

The product information status shows some basic product information, as well as the system up-time with the last reboot reason code in parentheses.

The following table lists the reboot reason codes.

Reboot Reason Codes (continued)

Reason Code	Description
0	Reboot on power cycle.
1	Operating system reboot.
2	Forward upgrade.
3	Reboot after new profile invoked.
4	Reboot after parameter value change or firmware has changed and invoked via system web interface.
5	Reboot after factory reset using your system hardware PIN.
6	New profile invoked AND profile URL changed.

Reason Code	Description
7	Reboot from SIP Notify (Reserved).
8	Reboot from telephone port (IVR).
9	Reboot from webpage — no change in parameter values or firmware.
10	Reboot during OBiTALK signup.
12	Reboot after DHCP server offers IP, GW-IP, and/or netmask different from what your system is currently using.
13	Reboot on data networking link re-establishment.
18	Reboot on WAN IP address change.
19	Reboot on LAN IP address change.

Enable Remote PCAP

You can enable Packet Capture (PCAP) to see network packet traffic for the VVX D230 base station.

Procedure

1. In the system web interface, go to **System Management > Device Admin > Remote PCAP Server**.
2. In the **Default** column, clear the check box for the `Enable` parameter.
3. In the **Value** column of the `Enable` parameter, select the check box to set this parameter to `True`.
4. Select **Submit**.

No reboot is required.

Extract PCAP Results

If PCAP is enabled on your base station, you can extract the PCAP results.

When you extract the results, the file saves to your PC with the name `trace.pcap`. The default save location is your downloads folder, unless otherwise specified.

Before extracting PCAP capture data, set the `Enable` parameter to `False` to prevent capturing extra data that could corrupt your file.

Procedure

1. In the system web interface, go to **System Management > Device Admin > Packet Capture**.
2. In the **Default** column, clear the check box for the `On` parameter.
3. In the **Value** column of the `On` parameter, select the check box to set this parameter to `True`.
4. (Optional) Change the **Storage** setting between `Internal Storage` (the default) and `OBiTalk Designated`.

5. Select **Submit**.

In the system web interface, go to **System Management > Device Admin > Packet Capture**.

6. In the **Value** column of the `On` parameter, clear the check box to set this parameter to `False`.

7. Go to **System Management > Device Update > PCAP Capture Result**.

8. Select **Extract** and specify a location to save your packet file.