

Troubleshooting

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

VVX D230 Wireless Handset Range

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

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

VVX D230 Wireless Handset Registration

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

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

Radio Frequency Interference

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