



USER GUIDE:

Poly Rove

BEFORE YOU BEGIN

This guide provides information that you need to quickly use your new Hosted PBX (HPBX) phone. First, verify with your system administrator that the IP network is ready for phone configuration. Also, be sure to read the Quick Start Guide, which can be found in your phone package, before you set up and use the phone. As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or available on your phone screen.

This guide contains overview information, procedures, and references you can use to perform tasks with your Poly Rove DECT IP phone.

This user guide covers the DECT IP phone models listed below:

- Poly Rove 30 wireless handset
- Poly Rove B2 base station
- Poly Rove B4 base station

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1 POLY ROVE DECT IP PHONE HARDWARE OVERVIEW

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

Note: The Rove wireless handsets do not support multicast paging.

1.1 Rove Series Wireless Handset

The following figure displays the hardware features on Rove 30 wireless handsets. The table lists each numbered feature shown in the figure.

1.1.1 Rove Series Wireless Handset Hardware Feature Descriptions

1. Call key **_** Place a call, answer a call, or view **-**recent calls.
2. Navigation keys / Select key **_** Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
3. Speakerphone key **_** Place or answer a call using the wireless handset speakerphone, and switch between the speakerphone and the earpiece during a call.
4. Mute key **_** Mute or unmute the microphone during an active call.
5. Volume keys **_** Adjusts the volume of the handset, headset, speaker, and ringer.
6. Speaker **_** Provides ringer and audio output.
7. Headset port **_** Connect a headset to the phone.
8. Soft keys **_** Enables you to select context sensitive keys that display along the bottom of the screen.
9. Menu key **_** Press to view the menu.
10. End key **_** Hang up a call or cancel the handset software update. Press and hold to power the wireless handset on or off.
11. Function keys **_** Select to perform programmed functions. Check with your system administrator for the functionality of this feature in your company's deployment.

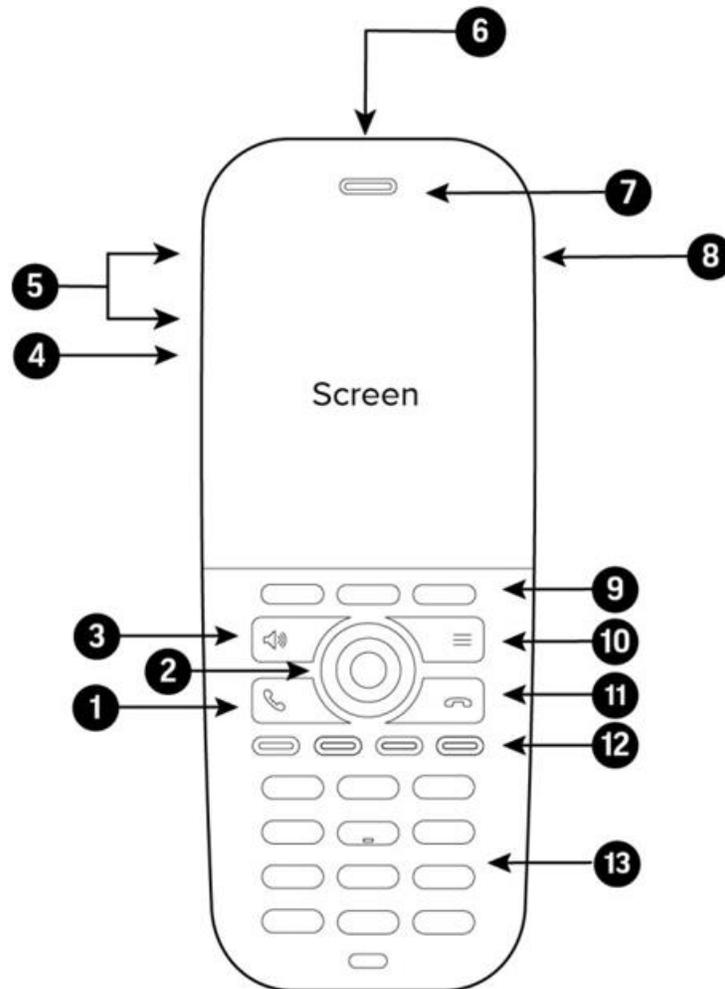


Figure 1 Rove Series Wireless Handset Hardware Features

1.2 Poly Rove Status Indicators

Poly Rove DECT IP phones have LED indicators that indicate the status of the different phone components.

Note: You can program the LED indicators on the wireless handset if you want to change them from the default settings.

The following tables show the LED indicators, and the default system states for each of the DECT IP phone components.

Poly Rove Wireless Handset Status Indicators

LED Indicator	Default Status
Green	Voice message
Yellow	Low battery
Red	Missed call
Flashing red and green	Software update

Poly Rove Base Station and Repeater Status Indicators

LED Indicator	Status
No indicator	Powered off
Solid green	Registered; good quality signal
Blinking green	Searching for nearby base stations
Solid red	Powered on, but has an error or no signal
Blinking red	Firmware update or factory reset in progress
Solid orange	Powered on, but has poor signal quality
Blinking orange	Searching for IP address

Poly Rove Multicharger Status Indicators

LED Indicator	Status
Red	Charging
Green	Charged

1.2.1 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 

1.3 Entering Information Using the Dialpad

You can use the dial pad on the Poly Rove wireless handsets to enter and edit information in text or numerical fields.

The following table describes how to enter different types of information.

Using the Dialpad to Enter Information

Task	Action
Enter uppercase or lowercase letters	The wireless handset automatically adjusts for uppercase and lowercase letters.
Enter numbers in text fields	Repeatedly press a key on the dialpad until you get the number for that key.
Enter a space	Press the 0 key. You can only enter a space in a text field.
Enter special characters	Press the !#? soft key. You can only enter special characters in a text field.
Delete characters	Use the arrow keys to position the cursor to the right of the character, then press the Clear softkey.

2 ACCESSIBILITY FEATURES

Poly products include several features to accommodate users with disabilities.

2.1 Users Who Are Deaf or Hard of Hearing

Your device includes accessibility features for users who are deaf or hard of hearing to use the system.

The following table lists the accessibility features for users who are deaf or hard of hearing.

Accessibility Features for Users Who are Deaf or Hard of Hearing

Feature	Description
Visual message indicators	An indicator light flashes or onscreen icons display to indicate that you have new messages.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.
Adjustable ringtone and volume	You can choose from a variety of ringtones for the phone. You can also change the volume of the ringer to suit your needs.
Vibration alert	You can set the wireless handset to vibrate and ring or vibrate only to alert you to incoming calls.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Hearing aid compatible (HAC) handsets	All Poly device handsets are Hearing Aid Compatible (HAC) and have telecoils that magnetically couple to most forms of wearable hearing aids per FCC section 508 (compliant to ADA Section 508 Recommendations: Subpart B 1194.23).

2.2 Users with Limited Mobility

Your device includes accessibility features to enable users with limited mobility to use various device features.

The following table lists the accessibility features for users with limited mobility.

Accessibility Features for Users with Limited Mobility

Feature	Description
Auto-answering	You can enable the phone to auto-answer calls.
Built-in speakerphone	A built-in speakerphone enables you to hear audio on the device without having to use a handset or headset.
Emergency button (Poly Rove 40 only)	The Poly Rove 40 wireless handset has a large, brightly colored emergency button that you can press to sound an alarm or call an emergency service.

2.3 Users Who Are Blind, Have Low Vision, or Have Limited Vision

Your device includes accessibility features for users who are blind, have low vision, or have limited vision to use the device.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Feature	Description
Auto-answering	You can enable the phone to auto-answer calls.
Illuminated feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.
Microphone mute alert	An audible alert plays when you mute or unmute the microphone.
Charging audio alert	You can set the wireless handset to play an audio alert when the battery is low and requires charging.
Tactile "5" key with raised bumps	The "5" key has two bumps that enable you discern the position of other keys on the keypad.
Tactile-discernible number, feature, and navigation keys	Keys on the phone console are discernible by their size and shape.
Emergency button (Poly Rove 40 only)	The Poly Rove 40 wireless handset has a large, brightly colored emergency button that you can press to sound an alarm or call an emergency service.

3 PLACING CALLS

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

3.1 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

- 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.
- Press Call .

3.2 Place a Call Using an Alternative 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 .

3.3 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 or recent calls.
3. Do one of the following:
 - Press Call.
 - If the called handset has multiple lines, choose a line and press Call.

3.4 Call a Contact from a Directory

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

Procedure

1. Do one of the following:
 - From the Home screen, select Contacts.
 - Press Menu > Contacts .
2. Choose a contact and select Call.

3.5 Call a Contact Using Speed Dial

You can quickly call contacts from the wireless handset using speed dial. Save the contact as a speed dial entry.

Procedure

1. Do one of the following:
 - Press and hold the number key for your speed dial entry.
 - If programmed for speed dials, press a function key for your speed dial entry. The phone dials the contact saved for that entry.

3.6 Call a Recent Contact

The wireless handset stores a record of all calls placed on the handset, and you can place calls from the Calls list.

Procedure

1. On the Home screen, select Calls.
By default, the All calls screen displays.
2. Do one of the following:
 - Choose a contact in the All Calls list and then select Call.
 - Use the navigation keys to view the Answered calls, Missed calls, or Dialed calls lists, then select a contact and select Call.

4 ANSWER RING CALLS

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

4.1 Answer an Incoming Call

Answer an incoming call from the wireless handset.

Procedure

1. Do one of the following:
 - Select Call .
 - Press the Speakerphone  button.

4.2 Answer an Incoming Call During a Call

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

Procedure

1. Do one of the following:
 - Select Call .
 - Press the Speakerphone  button. The first call goes on hold automatically.

5 Holding and Resuming Calls

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

5.1 Hold a Call

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

Procedure

- During a call, select Options > Hold.

5.2 Resume a Call

You can resume any held call on the wireless handset.

Procedure

- Select Options > Resume.

5.3 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.

6 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 its cradle or the charging cradle.

7 TRANSFERRING CALLS

You can transfer a call to another wireless handset, to a directory contact, or to a designated number.

7.1 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. Select Call.
4. Talk with your contact, then select Options > Transfer again to complete the transfer.

7.2 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.

8 REJECTING INCOMING CALLS

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

8.1 Reject an Incoming Call

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

Procedure

- Press End.

8.2 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. On the wireless handset, go to Menu > Do Not Disturb.
2. Select Enable.

9 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.

9.1 Enable/Disable Call Forward Always

You can enable your wireless handset to forward all incoming calls or forward calls based on the status of the handset.

Procedure to Enable Call Forward

1. Dial *72 and enter number you want to forward calls to. NOTE: You need to include area code with the number.

Procedure to Disable Call Forward

2. Dial *73 - Call forwarding has been disabled.

10 INITIATE A CONFERENCE CALL

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

Procedure

1. Call your first contact.
2. During the call, go to Options ... > Conference.
The first call is placed on hold.
3. Enter a number or select a contact from a directory or the recent calls list.
4. Go to Options ... > Conference.
The two calls are joined into a conference call.

10.1 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.

10.2 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.

11 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. Go to Options ... > Retrieve.

12 ACCESSING VOICEMAIL MESSAGES

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

Procedure

1. Dial **9999** and follow prompts.

The wireless handset accesses the message center, and you can listen to new voicemail messages.

13 PLACING INTERCOM CALLS

Intercom calls enable you to place a call to a contact that the contact's phone can answer 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. If the contact has automatic answering off, they will always be presented with the option to answer the call.

13.1 Place an Intercom Call

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

Procedure

1. Go to Menu  > Intercom, then 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 .

13.2 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.

14 CALL LISTS

Call lists maintain a log of incoming and outgoing calls on the Poly Rove handset. Poly Rove wireless handsets store up to 50 call entries in the call lists.

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

1. Missed calls: Record of calls you missed
2. Received calls / Answered: Record of calls you received
3. Dialed calls: Record of calls you made or dialed
4. Recent calls / All calls: Mixed record of the calls you missed, received, and dialed

14.1 View Call Entry Details

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

Procedure

1. On the wireless handsets, do one of the following:
 5. Select Calls.
 6. Select Menu  Calls .
2. Go to desired entry.
3. Select Options...> View Details.

14.2 Delete a Call List Entry

You can delete call list entries on your phone.

Procedure

1. On the wireless handsets, do one of the following:
 7. Select Calls.
 8. Select Menu  Calls .
2. Go to the desired entry.
3. Select Options ... > Delete Item.
4. Select Yes.

14.3 Delete All Call Entries

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

Procedure

On the wireless handsets, do one of the following:

Select Options ... > Delete All Items. 

15 SPEED DIAL

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

15.1 Add a Speed Dial Entry

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

Procedure

Do one of the following:

From the Home screen, select Contacts.

Press Menu  > Contacts .

Select a contact, then select Options

Select Speed Dial, then choose an index number.

16 CONTACT DIRECTORY

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

16.1 Adding Contacts

Add contacts by manually entering information directly into the contact directory or by using one of the call lists.

16.1.1 Add a Contact to the Contact Directory

You can add up to 250 contacts to the directory on the wireless handset to quickly place calls to frequent contacts.

Procedure

Do one of the following:

From the Home screen, select Contacts.

Press Menu  > Contacts .

On the Contacts screen, go to Options ... > Add contact.

Enter your contact's information, then select Save.

16.1.2 Add a Contact to the Directory from a Call List

You can add a new contact to the contact directory from a call list.

Procedure

1. On the wireless handsets, do one of the following:

- Select Calls.
- Select Menu  > Calls .

2. Choose a contact and select Options ...

Select Save as contact and select a phone number category.

Enter your contact's information, then select Save.

16.1.3 Add Additional Contact Details from a Call List

You can append additional contact details from a call list to an existing contact in the directory.

Procedure

On the wireless handsets, do one of the following:

- Select Calls.
- Select Menu  > Calls .

Choose a contact and select Options ...
Select Append to contact, then choose an existing contact.
Choose a category for the number, select Save, and select Yes.

16.1.4 Edit a Contact in the Contact Directory

After you add a contact to the contact directory, you can update the contact's information.

Procedure

Do one of the following:
From the Home screen, select Contacts.
Press Menu  > Contacts .
Select a contact, then select Edit contact.
Select a contact entry field and make your edits.
Select Save.

16.1.5 Delete a Contact from the Contact Directory

You can delete any contact from the contact directory.

Procedure

Do one of the following:
From the Home screen, select Contacts.
Press Menu  > Contacts .
Choose a contact and select Options .
Select Delete contact.
Select Yes.

17 SET THE TIME AND DATE FORMAT

You can choose how the time and date display on the wireless handset.

Procedure

1. Select Menu  > Preferences.
2. Select Time & Date.
3. Do one of the following:
 - Select Time > Options ... and choose a time format.
 - Select Date > Options ... and choose a date format.
4. Select Save.

18 SET THE DISPLAY LANGUAGE

The wireless handsets have a standard set of languages available that you can choose to set for the display.

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

Procedure

1. Select Menu ☰ > Preferences.
2. Select Language, then choose a language from the list.

19 ASSIGN LED INDICATORS

You can choose which LED indicators display for certain features and alerts on the wireless handset.

Procedure

1. Select Menu ☰ > Preferences.
2. Select LED signal.
3. Select an LED color, then choose one of the following:
 - Off
 - Missed call
 - Voice message
 - Low battery

Select Back to return to the Home screen.

20 SET TIMEOUT FOR POWER SAVING MODE

You can set when the wireless handset screen turns off after a period of inactivity to conserve energy when the handset isn't in the charging cradle.

By default, the wireless handset goes into power-saving mode after 60 seconds.

Procedure

1. Select Menu ☰ > Preferences.
2. Select Power save, then select a time option from 5 seconds to 60 seconds.
3. Select Back to return to the Home screen.

21 SET THE SCREEN SAVER DISPLAY

You can choose which screen displays when the wireless handset is idle.

The screen saver automatically starts when your phone is idle for a specified amount of time. You can stop the screen saver by pressing any key or touching the screen.

Procedure

1. Select Menu ≡ > Preferences.
2. Select Screen Saver.
3. Choose one of the following:
 - Off
 - Idle clock
 - Start-up image
 - Cradle screen

22 AUDIO ADJUSTMENTS

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

22.1 Adjust the Ringer and Alert Volume

You can increase or decrease the volume of the ringtone and audio alerts on your wireless handset.

Procedure

1. Select Menu ≡ > Preferences.
2. Select one of the following options:
 - Ring volume
 - Alert volume
3. Do one of the following:
 - Press the Volume Up + button to increase the volume.
 - Press the Volume Down - button to decrease the volume.

22.2 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.

22.3 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.

23 FUNCTION KEYS

There are four function keys on Poly Rove handsets that you can program for speed dials or shortcuts. If enabled by your system administrator, you can assign key functions, reset pre-programmed functions, and disable the keys.

23.1 Assign a Shortcut to a Function Key

You can assign shortcuts to a function key to quickly send a message, view the status of the wireless handset, or access settings.

Check with your system administrator to make sure you can reprogram the function keys. The keys may have functions already programmed.

Procedure

1. On the wireless handset, press the desired function key.
2. Select Yes to continue to assign a key function.
3. Navigate to a function and select Select.
4. Select Back to return to the Home screen.

23.2 Assign a Speed Dial Entry to a Function Key

You can assign a speed dial entry to a function key to quickly call a contact.

Check with your system administrator to make sure you can reprogram the function keys. The keys may have functions already programmed. To assign a speed dial entry to a function key, you must have the contact already assigned to a speed dial entry.

Procedure

1. On the wireless handset, press the desired function key.
2. Select Speed Dial, then select a contact from the list.
3. Select Back to return to the Home screen.

23.3 Reset a Function Key

You can reset a function key to add a new function or remove a shortcut.

Procedure

1. Go to **Menu** ≡ > **Settings**.
2. Select **Function keys**, then select a function key option.
3. Select **Toggle**.
Optional: Select **Back** if you want to reset any other function keys.
4. Select **Back** to return to the Home screen.

23.4 Disable a Function Key

You can deactivate a function key if you don't want to program functions or if you want to prevent others from programming functions for that key.

Procedure

1. On the wireless handset, press the desired function key.
2. Select **Yes** to continue to assign a key function.
3. Select **Ignore key press**, then select **On**.
4. The phone now does nothing when you press the function key.
5. Select **Back** to return to the Home screen.

24 VIEW INFORMATION FOR THE DECT IP PHONE

You can view information for the wireless handset and paired base station, including the software and hardware version, IP address, MAC address, battery level, and product name.

Procedure

- On the wireless handset, go to **Menu** ≡ > **Info** ⓘ. All the available handset information displays.

24.1 Clean Your System Components

When cleaning your DECT IP phone—handsets, base station, or chargers—be careful to not let any of the disinfecting solution seep into the phone or accessory.

To effectively clean your Poly Rove system components, use the following items:

- Cotton balls
 - Cotton swabs
 - 70:30 solution of isopropyl alcohol and water
- Caution:** Be careful not to wipe ports or cable connections.

Procedure

- Unplug all cables from the phone and accessories.
- Dip a cotton ball into the alcohol/water solution and squeeze out any excess liquid.
- Wipe all hardware surfaces.
- Dip a cotton swab into the alcohol/water solution and clean around the buttons.
- Let the phone and accessories air-dry completely before reconnecting any cables.

25 RESTART A WIRELESS 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 wireless handset restarts and restores connection with the base station.

25.1 Reset Wireless Handset Settings

You can return the wireless handset to its default settings. Contact your system administrator before resetting your handset.

Procedure

- Select Menu **Menu ≡ > Settings**⚙️.
- Select Reset Settings, then select Yes.

26 WIRELESS HANDSET RANGE

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

If the handset has enough signal strength, reboot the handset.

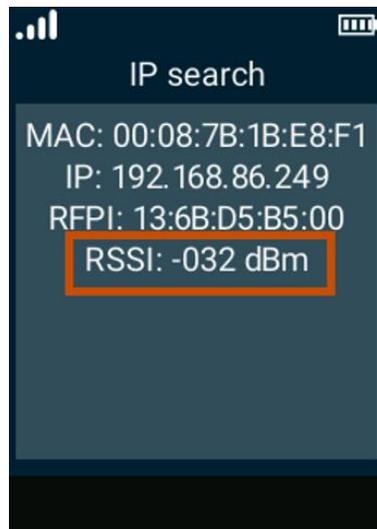
If the handset doesn't have enough signal strength, move it to a different location with better reception or consider relocating the base station to give better coverage.

27 CHECK THE WIRELESS HANDSET SIGNAL STRENGTH

If you are experiencing signal issues with a wireless handset, you can check the signal strength. Good signal strength is 0 dBm; however, anything above -85 dBm is considered fair.

Procedure

1. On the wireless handset, select Menu ☰ then press *47*.
2. Select a base station.



3. The signal strength displays next to RSSI, like shown here. If the signal strength is -85 dBm to 0 dBm (fair to good range) and you still have signal issues, restart the handset to see if that improves the signal.