Rove

IP DECT Phone

USER GUIDE

MOMENTUM

Contents

Before You Begin

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 20 wireless handset
- Poly Rove 30 wireless handset
- Poly Rove 40 wireless handset
- Poly Rove B1 base station
- Poly Rove B2 base station
- Poly Rove B4 base station
- Poly Rove R8 repeater

Audience, Purpose, and Required Skills

This guide is for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with Poly Rove DECT IP phones.

Related Poly and Partner Resources

See the following sites for information related to this product.

- Poly Support is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The Poly Documentation 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 Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

Getting Started with Poly Rove DECT IP Phones

Poly Rove DECT IP phones are standalone IP-based wireless phones that enable you to manage calls while you're away from your desk.

Poly Rove DECT IP Phone Hardware Overview

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

Rove 20 Wireless Handset

The following figure displays the hardware features on the Rove 20 wireless handset.

The table lists each numbered feature shown in the figure.
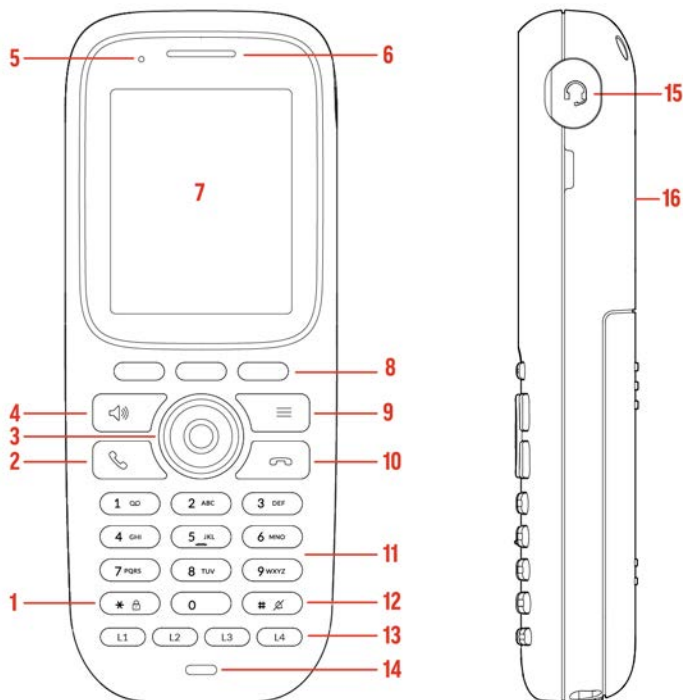
Figure 1: Rove 20 Wireless Handset Hardware Features

Rove 20 Wireless Handset Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Lock / Unlock	Long-pressing the * key locks or unlocks the phone.
2	Call key	Place a call, answer a call, or view recent calls.

Reference Number	Feature	Feature Description
3	Navigation keys / Select key	Scroll through information or options displayed on the phone's screen or select a field of displayed data. The Up and Down navigation keys are assigned shortcuts for adjusting the ringer volume. Press and hold the Select key to invoke Push-To-Talk if enabled. (Poly Rove 20 only)
4	Speakerphone key	Place or answer a call using the wireless handset speakerphone and switch between the speakerphone and the earpiece during a call.
5	LED status indicator	Provides call and phone status information.
6	Receiver	Provides audio output.
7	Screen	A color screen with a backlight that enables you to view menu options and data.
8	Softkeys	Select context-sensitive keys that display along the bottom of the screen.
9	Menu key	Press to view the menu options.
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	Dialpad	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.
12	Enable / Disable Silent mode	Long-pressing the **#** key enables or disables silent mode on the phone.
13	Line keys	Select to perform programmed functions. Check with your system administrator about this feature in your company's deployment.
14	Microphone	Transmits audio during a call.
15	3.5 mm Headset port	Connect a 3.5 mm headset to the phone.
16	Speaker	Provides ringer and speakerphone audio output.

Rove 30 and Rove 40 Wireless Handsets

The following figure displays the hardware features on Rove 30 and Rove 40 wireless handsets.

The table lists each numbered feature shown in the figure.
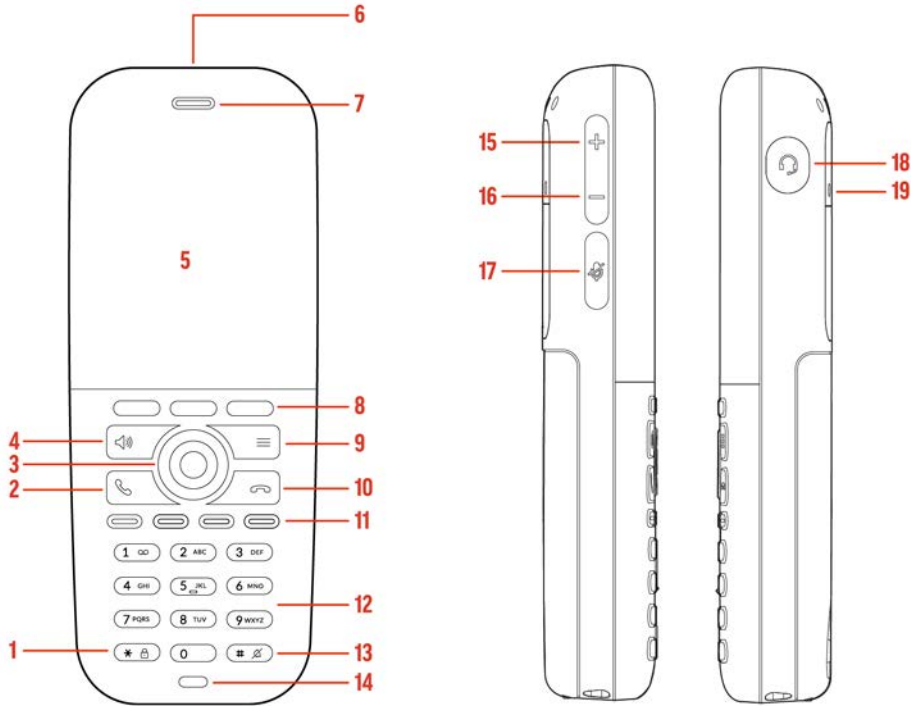
Figure 2: Rove 30 and Rove 40 Wireless Handsets' Hardware Features

Rove 30 and Rove 40 Wireless Handsets' Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Lock / Unlock	Long-pressing the * key locks or unlocks the phone.
2	Call key	Place a call, answer a call, or view recent calls.
3	Navigation keys / Select key	Scroll through information or options displayed on the phone's screen or select a field of displayed data. The Up and Down navigation keys are assigned shortcuts for adjusting the ringer volume.
4	Speakerphone key	Place or answer a call using the wireless handset speakerphone and switch between the speakerphone and the earpiece during a call.

Reference Number	Feature	Feature Description
5	Screen	Shows a 6.09 cm (2.4-inch) 2.4" thin-film-transistor color LCD with backlight display that enables you to view menu options and data.
6	Emergency button (Rove 40 only)	Press to call an emergency service or sound an alarm. Check with your system administrator about this feature in your company's deployment.
7	Receiver and LED status indicator	Provides audio output. LED status indicator provides call and phone status information.
8	Softkeys	Select context-sensitive keys that display along the bottom of the screen.
9	Menu key	Press to view the menu options.
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	Line keys	Select to perform programmed functions. Check with your system administrator about this feature in your company's deployment.
12	Dialpad	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.
13	Enable / Disable Silent mode	Long-pressing the **#** key enables or disables silent mode on the phone.
14	Microphone	Transmits audio during a call.
15, 16	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
17	Mute key	Mute or unmute the microphone during an active call. When the handset is idle, use to send Push-To-Talk (PTT) broadcast messages.
18	3.5 mm Headset port	Connect a 3.5 mm headset to the port.
19	Speaker	Provides ringer and speakerphone audio output.

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 Status Indicators

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

Poly Rove Repeaters have two states of LED indicators:

- Not registered to a base station or repeater
- Registered to a base station or repeater

Poly Rove Repeater Status Indicators - Not Registered

LED Indicator	Status
No indicator	Powered off
Blinking green	Unlocked; searching for base station
Flashing green	Registration/subscription mode and searching for open base station; registering procedure
Solid green	Locked to base station and ready for use; idle
n Blinking red	*n* handset relayed by repeater

LED Indicator	Status
Solid red	Registration procedure timed out after 5 minutes **Note:** When you press a key, the LED lights up in 2 seconds to indicate that releasing the key deletes the registration. The LED turns off after 4 more seconds.
Blinking red and green	Recovery mode – the repeater locks to a base station or repeater without repeater mode activated • Sync: source base station/repeater not found (Manual mode) • Timeout during Radio fixed Part Number (RPN) allocation because of a busy base station or repeater

Poly Rove Repeater Status Indicators - Registered

LED Indicator	Status
No indicator	Powered off
Solid red	Error condition; unacceptable Received Signal Strength Indicator (RSSI), below -90dBm; critical error
Solid green	Ethernet connection available; normal operation with good RSSI, equal to or better than -75dBm
Blinking green	Searching for base stations
Blinking red	Ethernet connection not available or handset de/registration failed
Solid orange	Normal operation with pure RSSI, from -90dBm to -75dBm

Poly Rove Multicharger Status Indicators

LED Indicator	Status
Red	Charging
Green	Charged

Access the Home Screen

You can access the **Home** screen from any other screen on the wireless handset.

Task

» Do one of the following:

• Press the **Back** softkey until you return to the **Home** screen.

• Press **End** 📞.

Power the Phone Off and On

You may want to restart the phone if it malfunctions or to help with troubleshooting.

When you remove the protective plastic tab from the battery, the phone automatically powers on. However, you may want to power on and off the phone at other times.

- To turn off the phone, press and hold the **End** key until the handset powers off.
- To turn on the phone, press and hold the **End** key again until the handset powers on.

Entering Information Using the Dialpad

You can use the dialpad 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 **!#?** softkey. 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.

Accessibility Features

Poly products include a number of features to accommodate users with disabilities.

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 device.

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.

Feature	Description
Hearing aid compatible (HAC) handsets	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).

Users with Limited Mobility

Your device includes accessibility features for users with limited mobility to use the device.

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.

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.

Audio Calls

Poly Rove DECT IP phones support up to ten concurrent calls per base station and can make or answer a maximum of two calls.

Placing Calls

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

Place a Call Using the Default Line

Unless you choose an alternate line, the phone uses your default line when you place a call.

Task

1   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.

2   Press **Call**   .

Place a Call Using an Alternate Line

You can choose to use an alternate line before placing a call.

Task

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**   .

Place a New Call During an Active Call

You can place new calls to contacts during active calls.

Task

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**.

Call a Contact from a Directory

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

Task

1   Do one of the following:

- From the **Home** screen, select **Contacts**.

- Press **Menu** ☰ > **Contacts** 📇.

2   Choose a contact and select **Call**.

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.
Task

» Do one of the following:

- Press and hold the number key for your speed dial entry.
- If programmed for speed dials, press a line key for your speed dial entry.

The phone dials the contact saved for that entry.

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.

Task

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 **Received calls**, **Dialed calls**, or **Missed calls** lists, then select a contact and select **Call**.

Access Voicemail Messages

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

Task

1   Go to **Menu** ☰ > **Messages**.

2   Choose a line, then press **Select**.
The wireless handset speed dials your voice mailbox number, and you can listen to new voicemail messages.

Placing Intercom Calls

Intercom calls enable you to place a call to a contact that the contact's phone answers 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.

Place an Intercom Call

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

Task

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** ⌢ .

Place an Intercom Call During a Call

Place an intercom call to another contact during an active call.

Task

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.

Answering Calls

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

Answer an Incoming Call

Answer an incoming call from the wireless handset.

Task

» Do one of the following:

- Press the **Call** 📞 button.
- Press the **Speakerphone** 🔊 button.
- Select the **Answer** softkey.

Answer an Incoming Call During a Call

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

Task

» Do one of the following:

- Select **Call** 📞 .
- Press the **Speakerphone** 🔊 button.

The first call goes on hold automatically.

Holding and Resuming Calls

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

Hold a Call

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

Task

» During a call, select **Options > Hold**.

Resume a Call

You can resume any held call on the wireless handset.

Task

» Select **Options > Resume**.

Switch Between Calls

You can switch between calls when you have at least one active call and one held call on the wireless handset.

Task

» With one active call and a held call, press **Swap**.

End a Call

You can end an active call at any time.

Task

» Do one of the following:

- Select **End** 〜.
- Place the wireless handset in its cradle or the charging cradle.

Transferring Calls

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

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.

Task

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.

Blind Transfer a Call to a Contact

Blind transferring a call sends the call to another contact without your speaking to the contact first.

Task

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.

Parking Calls

When you park a call, you can put the call on hold and resume it on another wireless handset.

You can park a Rove call in a parking lot on your service provider's network. You can retrieve a parked call on a wireless handset by entering a dedicated retrieval code. This feature is only available for lines registered with a service that supports call park. Check with your system administrator about this feature in your company's deployment.

Park a Call on a Extension

You can park active calls from your wireless handset directly onto a contact's line extension.

When you park a call on an extension, the call is moved from the handset's line, and the phone notifies the contact that a call is parked.

Task

1 During the call, go to **Options > Call Park**.

2   Enter the extension where you want to park the call.

    For example, enter `6889`.

3   Select **Park**.

Retrieve a Call Parked on an Extension

You can retrieve a parked call from any phone or wireless handset on the network.

You must have the retrieval code for the parked call. The retrieval code is set when parking a call.

Task

1   Enter the retrieval code, then enter the extension where you parked the call, followed by a pound sign (#).
    For example, enter `*88`, then enter `6889#`.

2   Press **Call** 📞 .

Enhanced Call Park

Enhanced Call Park is a feature that enables line keys on the phone to park a call and retrieve a parked call. Check with your system administrator about this feature in your company's deployment.

Park a Call with a Line Key

- During the call, press a **L1-L4** line key that is solid green.

    Solid green indicates that the park extension is available for parking a call.

View Parked Call Details

If your administrator has enabled enhanced call park, you can view the details of all calls parked in any parking lot your wireless handset is configured to monitor.

Task

1   Do one of the following:

- For Rove 30 or Rove 40 handsets, press the **L1-L4** line key that is red.
- For Rove 20 handsets, press the **L1-L4** line key that has a **P** icon over the line key displayed on the screen. Then press the middle softkey.

2   Press the middle softkey **(...)**.

Retrieve a Call with a Line Key

Task

»   Do one of the following:

- Press the **L1-L4** line key to view the parked call details, then press the **L1-L4** line key again or the **Pick Up** softkey to retrieve the call.
- Press the middle softkey **P** and then press the **Pick Up** softkey to retrieve the call.

Rejecting Incoming Calls

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

Reject an Incoming Call

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

Task

»   Do one of the following:

- Press **End** 📞 .
- Press the **Reject** softkey.
- Press the **Silence** ⌇ softkey.

Set an Incoming Call to Silent

You can set an incoming call to silent if you don't want to answer a particular call.

- When the phone is ringing, press the **Silence** ⌇ softkey.

  The phone stops ringing but the display continues to flash until the caller hangs up or the call goes to voicemail. The phone rings when the next call is received.

Rejecting Calls with Do Not Disturb

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.

Task

1 On the wireless handset, go to **Menu** ☰ **> Do Not Disturb**.
2 Select **Enable**.
   The handset doesn't ring for any calls until you disable **Do Not Disturb**.

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.

Enable Call Forward

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

Task

1 Go to **Menu** ☰ **> Call Forward**.
2 Choose one of the following options:
   - **Always**
   - **No answer**
   - **Busy**
3 Select **On**, then enter the number for your forwarding contact.
4 Optional: If you select **No answer** as your forwarding option, set the time in seconds when to forward the call.
5 Select **Back** to return to the **Home** screen.

Quickly Place an Emergency Call

Poly Rove 40 wireless handsets have an emergency button that you can press to quickly call an emergency service, such as 911 or on-site security.

Depending on how your administrator configures the handset, the button may also sound an alarm when pressed or there may be a slight delay before the call is placed. Check with your administrator for the exact feature configurations.
Task

» Press and hold the Emergency button for 5 seconds.

Cancel an Emergency Call or Alarm

You can cancel an emergency call or an alarm if you accidentally press the button or if the call is no longer needed.

If configured by your system administrator, a warning displays on screen when you press the Emergency button, and you have the option to cancel the alarm before the action is initiated.

Task

» Press **Cancel**.

Conference Calls

You can initiate audio conference calls with various contacts on Poly phones. When you initiate a conference call, you can manage conference participants, join calls into a conference, or split your conference into individual calls.

Initiate a Conference Call

Initiate a conference call with up to two contacts.

Task

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.

Join Calls to Create a Conference Call

Join one active call and one held call into a conference call.

Task

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.

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.

Task

» During a conference call, select **Split**.
The conference call ends, and phone places the two participants on hold in two separate calls.

Shared Lines

If there's a shared line for more than one Poly Rove wireless handset, any of the handsets can receive an incoming call on the line, barge in on other calls, and pick up a held call.

This feature is only available for lines registered with services that support shared lines.

Barge In

You can barge in on an active call on another wireless handset on the shared line.

Task

1   During an active call, select **Lines**.

2   Choose the shared line that contains the active call.

3   Go to **Options** ••• > **Barge In**.

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.

Task

1   On the wireless handset, select **Lines**.

2   Choose the shared line that contains the held call.

3   Go to **Options** ••• > **Resume**.

Push-To-Talk

The Push-To-Talk (PTT) feature enables you to transmit audio and listen to replies much like a walkie-talkie.

Important: The PTT feature is implemented at the handset level only on Poly Rove phones. It's independent of any service providers' PTT features.

Enable Push-To-Talk

Enable the PTT feature to send or listen to PTT audio on your device.

Task
1   Go to **Menu > Settings**.
2   Select **Push-To-Talk**.
3   Select **On**.

Send Push-To-Talk Audio

You can speak and listen to messages from your PTT group similar to using a walkie-talkie.

Your administrator assigns each handset to a group, and anyone in that group can speak and listen to each other using PTT.
Task

1   Do one of the following:

 • On your Rove 20 wireless handset, press and hold the **Center** navigation button.

 • On your Rove 30 or Rove 40 handset, press and hold the **Mute** 🎤 button.

2   Speak into the handset's microphone. Release the button when done.
All the handsets that have enabled PTT in your assigned group receive your message.

Disable Push-To-Talk

Disable the PTT feature to stop sending or listening to PTT audio on your device.

Task
1   Go to **Menu > Settings**.
2   Select **Push-To-Talk**.
3   Select **Off**.

Call Lists and Directories

You can access your contact directory, enterprise directory, and call lists on your Poly Rove wireless handset.

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:

- **Missed calls**: Record of calls you missed
- **Received calls**: Record of calls you received
- **Dialed calls**: Record of calls you made or dialed
- **All calls**: Mixed record of the calls you missed, received, and dialed

View Call Entry Details

View information for the call list entries on your phone.

Task

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

- Select **Calls**.

- Select **Menu** ☰ > **Calls** 🕐 .

2 Go to the desired entry.

3 Select **Options** ••• > **View Details**.

Delete a Call List Entry

Delete call list entries on your phone.

Task

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

- Select **Calls**.

- Select **Menu** ☰ > **Calls** 🕐 .

2 Go to the desired entry.

3 Select **Options** ••• > **Delete**.
4 Select **Yes**.

Delete All Call Entries

Delete all entries in a call list at one time.

Task

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

- Select **Calls**.

- Select **Menu** ☰ > **Calls** 🕐 .

2 Select **Options** ••• > **Delete All**.

Speed Dial

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

Add a Speed Dial Entry

You can add up to eight contacts as speed dial entries on the wireless handset. If you aren't using the line keys for other features such as enhanced call park, you can also use them as speed dial keys.

Task

1   Do one of the following:

- From the **Home** screen, select **Contacts**.

- Press **Menu** ☰ > **Contacts** 📇.

2   Select a contact, then select **Options** •••.
3   Select **Speed Dial**, then choose an index number.
4   Select **Add** to save the entry.

Contact Directory

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

Adding Contacts

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

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.

Task
1   Do one of the following:

- From the **Home** screen, select **Contacts**.

- Press **Menu** ☰ > **Contacts** 📇.

2   On the **Contacts** screen, go to **Options** ••• > **Add contact**.
3   Enter your contact's information, then select **Save**.

Add a Contact to the Directory from a Call List

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

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

- Select **Calls**.

- Select **Menu** ☰ > **Calls** 🕐.

2   Choose a contact and select **Options** •••.
3   Select **Save as contact**, and select a phone number category.
4   Enter your contact's information, then select **Save**.

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.

Task

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

- Select **Calls**.

- Select **Menu** ≡ > **Calls** 🕐 .

2 Choose a contact and select **Options** ••• .

3 Select **Append to contact**, then choose an existing contact.

4 Choose a category for the number, select **Save**, and select **Yes**.

Edit a Contact in the Contact Directory

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

Task

1 Do one of the following:

- From the **Home** screen, select **Contacts**.

- Press **Menu** ≡ > **Contacts** 📇 .

2 Select a contact, then select **Edit contact**.

3 Select a contact entry field and make your edits.

4 Select **Save**.

Delete a Contact from the Contact Directory

Delete any contact from the contact directory.

Task

1 Do one of the following:

- From the **Home** screen, select **Contacts**.

- Press **Menu** ≡ > **Contacts** 📇 .

2 Choose a contact and select **Options** ••• .

3 Select **Delete contact**.

4 Select **Yes**.

Central Directory

You can access central and enterprise directories on your wireless handset. Enterprise directories are a Cisco BroadWorks or LDAP feature that enables you to access network directories on your handset. Check with your system administrator about this feature in your company's deployment.

Find a Contact in the Central Directory

You can search for a contact in the central and enterprise directories on your wireless handset.

Once you find a contact, you can then call them from the central directory.
Task

1 Do one of the following:

- From the **Home** screen, select **Contacts**.

- Press **Menu** ≡ > **Contacts** 📇 .

2 Select **Central Directory**.

3 Optional: If your system is configured for Cisco BroadWorks directories, select the desired Cisco BroadWorks directory.

The default BroadWorks options include the following directories, but your service provider might use different names:

- Enterprise
- Enterprisecommon
- Group
- Groupcommon
- Personal

4 To find a contact in the directory, do one of the following:

- Press the center navigation key to scroll through the contacts until you find the one that you want, or, if a list of contacts is already displayed on the handset, simply scroll through the contacts.
- Follow the search prompt displayed on the handset, or, if there's no prompt, press the **Search** softkey and enter a search string. Then press the **Search** softkey.

5 Optional: To call a contact in the directory, once you have found the desired contact press the **Call** key.

Connecting Bluetooth Devices

You can connect up to four Bluetooth headsets to a Poly Rove 40 wireless handset.

Poly Rove 20 and Rove 30 wireless handsets do not have Bluetooth capabilities.

Connect a Bluetooth Headset

You can connect any Bluetooth-capable headset to the Poly Rove 40 wireless handset.

You can connect up to four Bluetooth devices to the wireless handset.
Task

1 Enable Bluetooth.

   A Go to **Settings > Bluetooth**.
   B Highlight **Enable Bluetooth** and press the **Toggle** softkey.
       The **Enable Bluetooth** status changes to **On**.

2 Select **Search for Devices**.

3 Select your Bluetooth headset in the list of devices and select **Pair**.

Edit the Name of a Paired Bluetooth Device

You can modify the default name for your Bluetooth device paired with the Poly Rove 40 wireless handset.

Task

1 Go to **Settings > Bluetooth**.

2 Select **Paired Devices** then select your Bluetooth device.

3 Select **Options** ••• **> Change Name**.

4 Press the **Clear** softkey to delete the current device name, then use the dialpad to enter a new device name.

5 Select **Save**.

View Information for Paired Bluetooth Devices

You can view the status, name, and MAC address for your paired bluetooth devices on the Poly Rove 40 wireless handset.

Task

1 Go to **Settings > Bluetooth**.

2 Select **Paired Devices**, then select your Bluetooth device.

3 Select **Options** ••• **> Info**.

Remove Bluetooth Devices

You can remove a Bluetooth device to make room for a new device or remove all paired Bluetooth devices.

Task

1 Go to **Settings > Bluetooth**.

2 Select **Paired Devices**.

3 Do one of the following:

   • Select a Bluetooth device, then select **Options** ••• **> Delete**.

- Select **Options** ••• > **Delete All**, then select **Yes**.

Poly Rove DECT IP Phone Settings

You can configure phone settings and personalize your Poly Rove wireless handset.

Set the Time and Date Format

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

Task

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**.

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.
Task

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

Assign LED Indicators

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

Task

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
4 Select **Back** to return to the **Home** screen.

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.
Task

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.

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.

Task

1 Select **Menu** ☰ > **Preferences**.

2 Select **Screen Saver**.

3 Choose one of the following:

- Off
- Idle clock
- Start-up image
- Cradle screen

Audio Adjustments

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

Enable Silent Mode

You can enable silent mode to turn off the ringer on your Rove handset.

- On the wireless handset, press and hold the ⬧ key.
  The message **Silent: Enabled** displays and the handset ringer doesn't ring for any calls until you disable silent mode by repeating the action.

Adjust the Ringer and Alert Volume

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

Task

1 Select **Menu** ☰ > **Preferences**.

2 Select **Audio Settings**.

3 Select one of the following options:

- **Ring volume**
- **Alert volume**

4 To increase or decrease the volume on your Rove handset, use the navigation keys.

On the Rove 30 or Rove 40 handset, you can also use the volume keys to increase or decrease the volume.

5 Select **OK** to confirm your setting or select **Back** to cancel your changes.

- On the Rove 20 handset, when the phone is idle you can adjust the ringer volume with the navigation keys.
- On the Rove 30 or Rove 40 handset, when the phone is idle you can adjust the ringer volume with the volume keys.

Change Ringtone

You can change the ringtone on your Rove handset.

Task

1 Select **Menu** ☰ > **Preferences**.

2   Select **Audio Settings > Ring Melody**.

3   Use the **Up** and **Down** navigation keys to view the list of ringtones.

4   Press the **Play** softkey to listen to a ringtone and press the **Stop** softkey to stop or use the navigation keys to move to another ringtone.

5   Press the **Select** softkey to choose your preferred ringtone.

6   Press the **Back** softkey to return to the **Home** screen.

Change Alert Tone

You can change the alert tone on your Rove handset.

Task

1   Select **Menu** ☰ **> Preferences**.

2   Select **Audio Settings > Alert Tone**.

3   Use the **Up** and **Down** navigation keys to view the list of alert tones.

4   Press the **Play** softkey to listen to an alert tone and press the **Stop** softkey to stop or use the navigation keys to move to another tone.

5   Press the **Select** softkey to choose your preferred alert tone.

6   Press the **Back** softkey to return to the **Home** screen.

## Set the Phone to Vibrate

You can set your Rove handset to vibrate.

Task

1   Select **Menu** ☰ **> Preferences**.

2   Select **Audio Settings > Vibrate**.

3   Select one of the following options:

- Off
- Vibrate then Ring
- Vibrate Only
- Vibrate and Ring

4   Press the **Select** softkey to choose your preferred vibration option.

5   Press the **Back** softkey to return to the **Home** screen.

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.

Task

»   During a call, press the **Speakerphone** 🔊 button.

Mute or Unmute the Microphone

You can mute the microphone so other parties cannot hear you.

Task

»   During a call, select one of the following options:

- To mute or unmute the microphone on a Rove 20 handset, press and hold the **Mute** softkey.

- To mute or unmute the microphone on a Rove 30 or a Rove 40 handset, press and hold the **Mute** 🔇 button on the side of the phone.

Change the Key Sound

You can change the key sound on your Rove handset.

Task

1   Select **Menu** ☰ **> Preferences**.
2   Select **Audio Settings > Key Sound**.
3   Select one of the following options:

- Silent
- Click
- Tone

4   Press the **Select** softkey to choose your preferred alert tone.
5   Press the **Back** softkey to return to the **Home** screen.

Enable and Disable Confirmation Sound

You can turn on or off the confirmation audio setting on your Rove handset. The confirmation sounds when you try to complete an action on your phone.

Task

1   Select **Menu** ☰ **> Preferences**.
2   Select **Audio Settings > Confirmation Sound**.
3   Use the **Toggle** softkey to enable or disable the confirmation sound.
4   Press the **Back** softkey to return to the **Home** screen.

Enable and Disable Coverage Warning

You can turn on or off the alert that sounds when your Rove handset is out of range of the base station.

Task

1   Select **Menu** ☰ **> Preferences**.
2   Select **Audio Settings > Coverage Warning**.
3   Use the **Toggle** softkey to enable or disable the coverage warning sound.
4   Press the **Back** softkey to return to the **Home** screen.

Enable and Disable Charger Warning

You can turn on or off the audio that sounds when you place the Rove handset correctly on the charger.

Task

1   Select **Menu** ☰ **> Preferences**.
2   Select **Audio Settings > Charger Warning**.
3   Use the **Toggle** softkey to enable or disable the charger warning sound.
4   Press the **Back** softkey to return to the **Home** screen.

Change Noise Reduction Settings

You can change the noise reduction settings on your Rove handset to suit your environment.

Task

1   Select **Menu** ☰ **> Preferences**.

2 Select **Audio Settings > Noise Reduction**.

3 Select one of the following options:

- Off
- Low
- High

4 Press the **Select** softkey to choose your preferred option.

5 Press the **Back** softkey to return to the **Home** screen.

Connect and Configure a Wired Headset

Optimize the audio settings for a wired headset.

Task

1 Connect a wired headset to the 3.5 mm port on your Rove handset.
The handset recognizes the headset and uses it for audio on calls.

2 Optional: If your headset is one of the following Poly devices, then you can optimize the audio for your handset.

- Poly Blackwire 3300
- Poly Blackwire 5200
- Poly Encore Pro 3.5 mm

A Select **Menu** ≡ **> Preferences > > Audio Settings**.

B Select **Headset Select**.

C Select one of the Poly headsets.

D Select **Back** to return to the **Home** screen.

Line Keys

There are four line 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.

Assign a Shortcut to a Line Key

You can assign shortcuts to a line 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 line keys. The keys may have functions already programmed.
Task

1 On the wireless handset, press the desired line key.

2 Select **Yes** to continue to assign a key function.

3 Select **Shortcuts**, then choose a function.

4 Select **Back** to return to the **Home** screen.

Assign a Speed Dial Entry to a Line Key

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

To assign a speed dial entry to a line key, you must have the contact already assigned to a speed dial entry.
Task

1 On the wireless handset, press the desired line key.

2 Select **Speed Dial**, then select a contact from the list.

3 Select **Back** to return to the **Home** screen.

Reset a Line Key

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

Task

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

Disable a Line Key

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

Task

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

Lock and Unlock the Phone

Locking your phone prevents accidental use of the handset. If you set a PIN, it can prevent unauthorized people from placing or answering calls. It also prevents anyone from viewing or changing phone information, such as your directory, call lists, or speed dial assignments.

Set a Phone Lock PIN

Set a PIN for your phone so that when you lock your handset, it can prevent unauthorized people from using the phone.

Task

1 Go to **Menu** ☰ > **Settings** > **Security**.
2 Select **Phone Lock**.
3 Enter a four-digit PIN and select **OK**.

   Make sure you remember your PIN so that you can use it to unlock your phone.
4 Select **Back** to return to the **Home** screen.

Lock the Phone

Lock your phone to prevent unauthorized people from placing or answering calls.

Task

» To lock your phone, on the handset, press and hold the 🔒 key.
   The message **Keypad locked** displays and the keypad is disabled until you unlock the phone by repeating the action.

Unlock the Phone

Unlock your phone to place calls.

Task

1 To unlock your phone, on the handset, press and hold the 🔒 key.
   The message **Enter PIN** displays.

2 Enter your four-digit PIN and select **OK**.
The phone unlocks and the returns to the **Home** screen.

Maintaining Poly Rove DECT IP Phones

When the phone isn't operating properly, you can investigate or troubleshoot issues along with other tasks your administrator may ask you to perform.

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.

Task

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

Enable Sanitized Mode

You can enable sanitized mode to facilitate cleaning of your handset. Sanitized mode is only available on Rove 30 and Rove 40 handsets.

When you enable sanitized mode on a handset, the keypad is locked and the screen displays a 30-second countdown timer. This helps to prevent you from making any unwanted calls and also gives you a clear indication of how much time is remaining for you to finish cleaning.

Task

» Press and hold the center navigation key for five seconds.

The keypad is locked to prevent you from making any unwanted calls or changes to your settings. The screen shows a 30-second countdown timer. When the 30 seconds are up, the handset shows a green LED and displays the **Handset Sanitized** message on the home screen. Pressing any key or moving the phone on or off the cradle will remove the message.

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.

Task

1 Unplug all cables from the phone and accessories.
2 For a Rove 30 or Rove 40, enable the sanitizing timer. See
3 Dip a cotton ball into the alcohol/water solution and squeeze out any excess liquid.
4 Wipe all hardware surfaces.
5 Dip a cotton swab into the alcohol/water solution and clean around the buttons.
6 Let the phone and accessories air-dry completely before reconnecting any cables.

On a Rove 30 or Rove 40 handset, when the time on the sanitizing timer is up, the handset shows a green LED. The message **Handset Sanitized** is displayed on the home screen. Pressing any key or moving the phone on or off the cradle will remove the message.

Restart a Wireless Handset

Your system administrator may ask you to restart the phone if it malfunctions or to help with troubleshooting.

- Do one of the following:

    - Remove and then reinsert the handset battery. The handset restarts and restores connection with the base station.
    - Press and hold the **End** key until the handset powers off. Then press and hold the **End** key again until the handset powers on. The handset restores connection with the base station.

Reset Wireless Handset Settings

You can return the wireless handset to its default settings.

Contact your system administrator before resetting your handset.

Task

1 Select **Menu** ☰ > **Settings** ⚙ .
2 Select **Reset Settings**, then select **Yes**.

Troubleshooting

If you have issues with your Poly Rove wireless handset or the base station, try the following troubleshooting procedures and solutions to resolve certain issues.

Find the Phone's Serial Number

Use the handset serial number to help technical support troubleshoot issues with your Rove phone.

Task

1 Remove the battery from the phone.

   The serial number is on the label under the battery.

2 Make a note of the number.

3 Replace the battery.

Find the Base Station or Repeater's Serial Number

Use the base station or repeater's serial number to help technical support troubleshoot issues with your device. You can find the serial number in one of the following ways.

Task

» Do one of the following:

   - For your Rove base station or your Rove R8 repeater, you can locate the serial number on the label on the rear of the device. The label is behind the power socket.
   - For your Rove base stations, in the system web interface, go to **Status > System Status**. You can see the serial number for the base station in the **Product Information** section.

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.
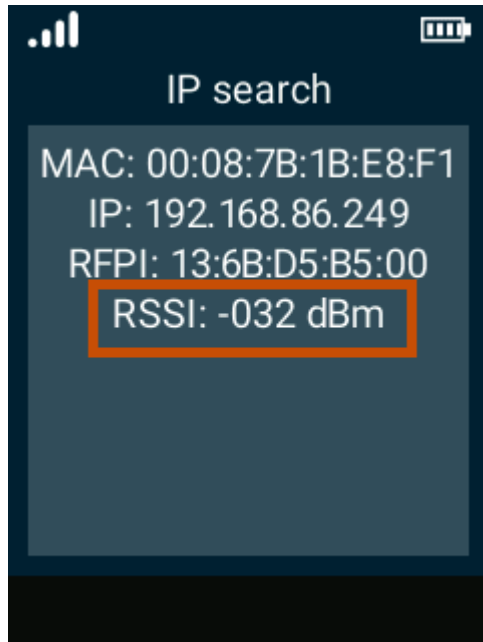
Check the Wireless Handset Signal Strength

If you're 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 fair.
Task

1 On the wireless handset, select **Menu** ≡ then press ＊47＊.

2 Select a base station.

   The signal strength displays next to **RSSI** like shown below.

If the signal strength is -85 dBm to 0 dBm (fair to good range) and you still want to improve the signal, restart the handset.

Contact Us

A team of expert Momentum product customer support professionals are here to assist with technical issues, questions related to billing, feature usage, and service upgrades, as well as any other general inquiries you may have. Simply contact us and a friendly representative will help you with your request.

In order to provide optimal support, we recommend that the account owner (or a fully Authorized Contact) contact us via our toll-free support number regarding any critical or timely issues that may require troubleshooting or impact billing, and submit support ticket for questions or requests. A phone call is always the fastest way to get expert assistance. And always keep your account number handy to help us better assist you right when you need us.

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