Poly Rove DECT IP Phone User Guide

8.0.5 | April 2023 | 3725-34052-001A

Contents

Before You Begin 4
Audience, Purpose, and Required Skills 4
Related Poly and Partner Resources 4
Getting Started with Poly Rove DECT IP Phones 5
Poly Rove DECT IP Phone Hardware Overview 5
Rove 20 Wireless Handset 5
Rove Series Wireless Handset 6
Poly Rove Status Indicators 8
Access the Home Screen 10
Entering Information Using the Dialpad 10
Accessibility Features 10
Users Who Are Deaf or Hard of Hearing 10
Users with Limited Mobility 11
Users Who Are Blind, Have Low Vision, or Have Limited Vision 11
Audio Calls 13
Placing Calls 13
Place a Call Using the Default Line 13
Place a Call Using an Alternate Line 13
Place a New Call During an Active Call 13
Call a Contact from a Directory 13
Call a Contact Using Speed Dial 14
Call a Recent Contact 14
Answering Calls 14
Answer an Incoming Call 14
Answer an Incoming Call During a Call 14
Holding and Resuming Calls 14
Hold a Call 15
Resume a Call 15
Switch Between Calls 15
End a Call 15
Transferring Calls 15
Transfer a Call to Another Wireless Handset 15
Blind Transfer a Call to a Contact 15
Parking Calls 15
Park a Call on a Extension 16
View Parked Call Details 16
Retrieve a Call Parked on an Extension 16
Rejecting Incoming Calls 16
Reject an Incoming Call 16
Rejecting Calls with Do Not Disturb 16
Forwarding Calls 17
Enable Call Forward 17
Quickly Place an Emergency Call 17
Cancel an Emergency Call or Alarm 17
Conference Calls 18
Initiate a Conference Call 18
Join Calls to Create a Conference Call 18
Split a Conference Call 18
Shared Lines 19
Barge In 19
Pick Up Held Calls 19
Accessing and Broadcasting Messages 20
Access Voicemail Messages 20
Placing Intercom Calls 20
Place an Intercom Call 20

Place an Intercom Call During a Call 20
Broadcasting Audio with Push to Talk 20
Enable Push to Talk 21
Send Push to Talk Audio 21
Disable Push to Talk 21
Call Lists and Directories 22
Call Lists 22
View Call Entry Details 22
Delete a Call List Entry 22
Delete All Call Entries 22
Speed Dial 23
Add a Speed Dial Entry 23
Contact Directory 23
Adding Contacts 23
Edit a Contact in the Contact Directory 24
Delete a Contact from the Contact Directory 24
Connecting Bluetooth Devices 25
Connect a Bluetooth Headset 25
Connect a Smartphone over Bluetooth 25
Edit the Name of a Paired Bluetooth Device 25
View Information for Paired Bluetooth Devices 25
Remove Bluetooth Devices 26
Poly Rove DECT IP Phone Settings 27
Set the Time and Date Format 27
Set the Display Language 27
Assign LED Indicators 27
Set Timeout for Power-Saving Mode 27
Set the Screen Saver Display 28
Audio Adjustments 28
Adjust the Ringer and Alert Volume 28
Switch Between the Earpiece and the Speakerphone 28
Mute or Unmute the Microphone 28
Function Keys 29
Assign a Shortcut to a Function Key 29
Assign a Speed Dial Entry to a Function Key 29
Reset a Function Key 29
Disable a Function Key 29
Maintaining Poly Rove DECT IP Phones 31
View Information for the DECT IP Phone 31
Clean Your System Components 31
Restart a Wireless Handset 31
Reset Wireless Handset Settings 31
Troubleshooting 32
Find the Phone's Serial Number 32
Find the Base Station or Repeater's Serial Number 32
Wireless Handset Range 32
Check the Wireless Handset Signal Strength 32
Support 34

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 to your line 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.

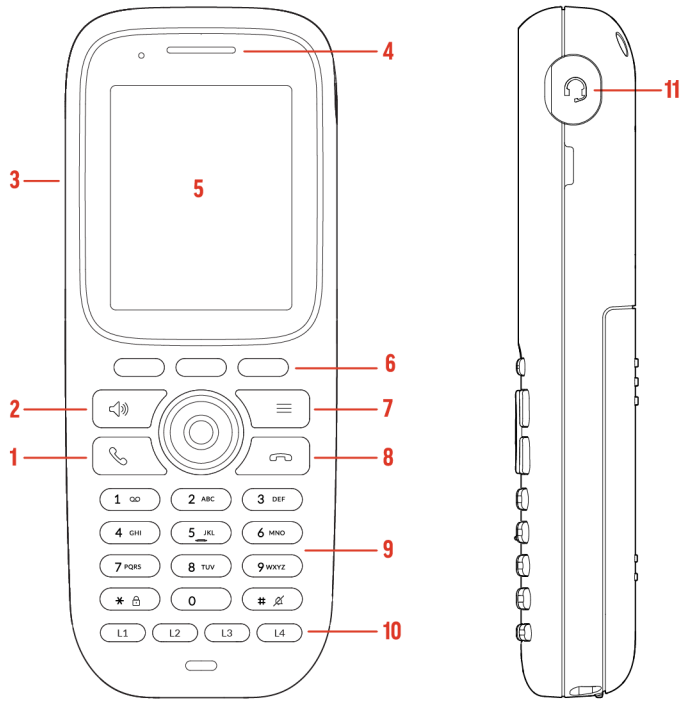

Figure 1: Rove 20 wireless handset hardware features

Rove 20 Wireless Handset Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Call key	Place a call, answer a call, or view recent calls.
2	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
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	Speaker	Provides ringer and audio output.
5	Screen	Displays the phone's status and activity.
6	Softkeys	Select context-sensitive keys that display along the bottom of the screen.
7	Menu key	Press to view the menu.
8	End key	Hang up a call or cancel the handset software update. Press and hold to power the wireless handset on or off.
9	Dialpad	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers. Long-pressing the * key will lock or unlock the phone. Long-pressing the **#** key will mute or unmute the phone.
10	Function keys	Select to perform programmed functions. Check with your system administrator for the functionality of this feature in your company's deployment.
11	Headset port	Connect a headset to the phone.

Rove Series Wireless Handset

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.

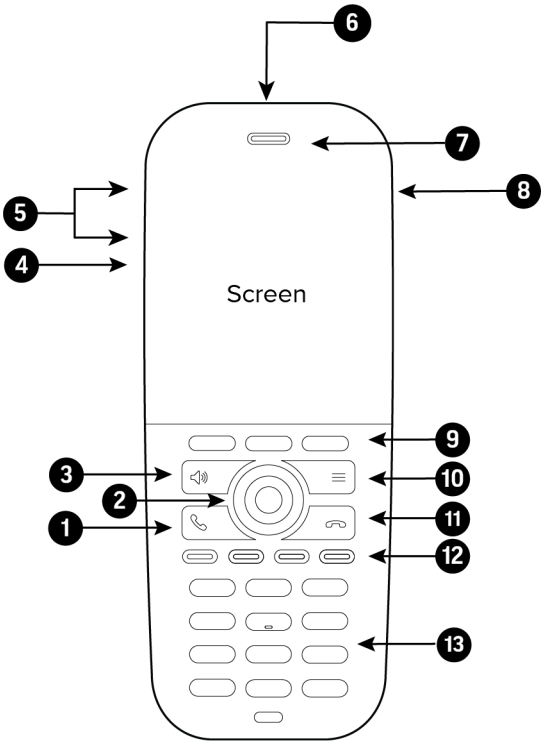

Figure 2: Rove Series wireless handset hardware features

Rove Series Wireless Handset Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Call key	Place a call, answer a call, or view recent calls.
2	Navigation keys / Select key	Scroll through information or options displayed on the phone's screen or select 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. When the handset is idle, use to send Push to Talk (PTT) broadcast messages.
5	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
6	Emergency button (Rove 40 only)	Press to call an emergency service or sound an alarm. Check with your system administrator for the functionality of this feature in your company's deployment.

Reference Number	Feature	Feature Description
7	Speaker	Provides ringer and audio output.
8	Headset port	Connect a headset to the phone.
9	Softkeys	Select context-sensitive keys that display along the bottom of the screen.
10	Menu key	Press to view the menu.
11	End key	Hang up a call or cancel the handset software update. Press and hold to power the wireless handset on or off.
12	Function keys	Select to perform programmed functions. Check with your system administrator for the functionality of this feature in your company's deployment.
13	Dialpad	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.

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
Solid red	Powered on, but has an error or no signal

LED Indicator	Status
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 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
Solid red	Registration procedure timed out after 5 minutes. When a key is held pressed, 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. **1** Sync. Source base station/repeater not found (Manual mode) **2** Timeout during 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 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, between -75dBm and -90dBm

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 **Back** repeatedly until you return to the **Home** screen.
- Press **End** .

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 **!#?** 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.

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.
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.

Feature	Description
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 function 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 **Answered calls**, **Missed calls**, or **Dialed calls** lists, then select a contact and select **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:

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

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 call locally on the Rove base station or in a parking lot on your service provider's network, if available. 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.

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**.

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.

Tip: You can resume a parked call from the **Parked Calls** screen.

Task

1 Do one of the following:
   - Select **Pick Up** and then select **Parked Calls**.
   - Select **Menu** and then select **Parked Calls**.
2 Choose a parked call from the list and press the **Info** softkey.
3 Press the **Down Arrow Key** to view more details.

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** .

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

» Press **End** .

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.

Task

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

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:
   - **Unconditionally**
   - **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**.

Accessing and Broadcasting Messages

You can access and broadcast a variety of audio messages from a Poly Rove DECT IP phone.

Note: Your phone may not support all of the features described in this section. Check with your administrator to find out which features are available on your phone.

Access Voicemail Messages

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

Task

1 Go to **Menu** > **Messages**.
2 Select **Message Center**.
3 Choose a line, then press **Select**.
The wireless handset accesses the message center, 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.

Broadcasting Audio with 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 is 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. On your wireless handset, press and hold the **Mute** button.
2. Speak into the handset's microphone. Release the **Mute** button when you're 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
- **Answered**: 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.

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.

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**.

Connecting Bluetooth Devices

You can connect up to four Bluetooth devices, including Bluetooth headsets and smartphones, 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**.

Connect a Smartphone over Bluetooth

You can connect a smartphone to your Poly Rove 40 wireless handset using Bluetooth.

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. Enable Bluetooth on your smartphone.
4. On the wireless handset, select your smartphone in the list of devices and select **Pair**.
5. Confirm that the PIN on the wireless handset matches the PIN displayed on your smartphone and select **Yes**.

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.

Adjust the Ringer and Alert Volume

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

Task

1 Select **Menu** ☰ **> Preferences**.
2 Select **Audio Settings**.
3 Select one of the following options:
   - **Ring volume**
   - **Alert volume**
4 To increase the volume on your wireless handset:
   - If your handset is a Rove 30 or a Rove 40, press the **Volume Up** + button to increase the volume
   - If your handset is a Rove 20, use the navigation keys to increase the volume.
5 To decrease the volume on your wireless handset:
   - If your handset is a Rove 30 or a Rove 40, press the **Volume Down** − button to decrease the volume.
   - If your handset is a Rove 20, use the navigation keys to decrease the volume.

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 **#** key.
- To mute or unmute the microphone on a Rove 30 or a Rove 40 handset, press and hold the **Mute** button.

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.

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.

Task

1. On the wireless handset, press the desired function 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 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.

Task

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.

Reset a Function Key

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

Task

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

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.

Task

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**.
The phone now does nothing when you press the function key.

4 Select **Back** to return 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.

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

Restart a Wireless Handset

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

Task

» Remove and then reinsert the handset battery.
The wireless handset restarts and 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 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.

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 have signal issues, restart the handset to see if that improves the signal.

FCC Warning
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-Reorient or relocate the receiving antenna.
-Increase the separation between the equipment and receiver.
-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-Consult the dealer or an experienced radio/TV technician for help.
Specific Absorption Rate (SAR) information:
This Wireless Handset meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health.
FCC RF Exposure Information and Statement
The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device types: Wireless Handset (FCC ID: T7HCT8437) has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification for use at the ear is 0.080W/kg and when properly worn on the body is 0.058W/kg. This device was tested for typical body-worn operations with the back of the handset kept 5mm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 5mm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.
Body-worn Operation
This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 5mm must be maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna.

NEED MORE HELP?

poly.com/support

Poly Worldwide Headquarters

345 Encinal Street
Santa Cruz, CA 95060
United States

© 2023 Poly. Bluetooth is a registered trademark of Bluetooth SIG, Inc. DECT is a trademark of ETSI. All trademarks are the property of their respective owners.