

Poly Rove 20 - Phone Guide

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Your cordless device



Charging cradle

Place the phone onto the cradle to charge or rest it.

Earpiece

Enables you to hear audio from contacts during a call.

LED Light

Flashes to indicate an incoming call, missed call, or new voicemail.

Mute Button

The mute button allows you to mute or unmute the microphone during an active call.

Volume controls

Increase or decrease the volume input (on the left side of the phone).

Headset port

Enables you to connect a headset to the phone (on the right side of the phone).

Speakerphone

The speakerphone button allows you to place or answer a call using the wireless handset speakerphone.

Call Button

The call button allows you to place or answer a call. Also, it allows you to switch from Receiver mode to Handsfree (speakerphone) mode.

End Button

The end button allows you to hang up during a call. The end button also allows you to power off the unit by long pressing the button.

Navigation Arrows

Use the navigation arrow to increase or decrease the ringer volume, scroll through menus, or move the cursor within fields. The center key is used to confirm a selection. In standby mode, the arrow keys perform the following: Up arrow: ringer volume up, down arrow: ringer volume down, left arrow: directories, and right arrow: call logs.

Softkeys

The softkeys perform the functions that appear directly above them on display. Their functions are context-sensitive, meaning the Softkeys' function changes depending upon your current activity.

Line Keys

Line keys can be programmed to act as speed dials or shortcuts. The Rove 20 is equipped with 3 line keys for optimal accessibility.

Press one of the 3 Line keys to assign an action to it. You are prompted to select Yes, or No.

Press Yes, and choose **Ignore Key Press**, **Speed Dial**, or **Shortcuts**.

Use your cordless device

Place Calls

To place a call, dial the valid 10-digit number, and press the **Talk** Button.

To place a new call while on an active call, press the **New Call** softkey. Enter the valid 10-digit numbers or select one of the options: Contacts, Central Directory, Recent Calls, or Intercom. When complete, press the **Talk** button or press the **Call** Softkey. The first call is placed on hold.

Receive Calls

To answer a call, press the **Talk** Button or the **Answer** softkey.

To answer an incoming call when you're already on an active call, press the **Talk** button or the **Answer** softkey. The first call is automatically placed on hold. To retrieve the first call, press the **Swap** Softkey or the Navigation Arrows to scroll back to the first call.

Hold and Resume

To put an active call on hold, press the **Options** soft key, select the **Hold** option, and press the **Select** softkey or the **OK** button. To resume the call, press **Options** and select the **Resume** option.

Perform a Blind Transfer

A Blind (or unannounced) Transfer takes place when you transfer a call to someone else without announcing the call first.

To conduct a blind transfer while on an active call, press **Options**. Proceed to select **Blind Transfer**. Next, input either an extension or a Valid 10-digit number. You can also press the Contacts, Central Directory, or Recent Calls options to select a number from those lists. Press **Transfer**; the call will now be transferred.

Perform a Consulted Transfer

A Consulted (or announced) Transfer is performed when you announce the call to the recipient before transferring the call.

To conduct a Consulted Transfer while on an active call, press **Options**. Proceed to select **Transfer**. Next, input either an extension or—a valid 10-digit number. Press the Call button or softkey. Once the party answers, you can announce the call and press **Options** again. Select **Transfer** to finalize this interaction.

Perform a Direct-to-Voicemail Transfer

A Direct-to-Voicemail Transfer is performed when you wish to transfer a call directly to another User's Voicemail.

To conduct a Direct-to-Voicemail Transfer to another user within the group while on an active call, press Options. Proceed to select Transfer. The caller is automatically placed on hold. Next, enter **Star (*) 55**, followed by the User's mailbox ID, then press the pound (#) key. This completes the transfer to Voicemail.

Three-Way Conference Calls

To initiate a Three-Way Conference Call, press the **New Call** soft key while on an active call, enter the valid extension or 10-digit number, and press the Call button or softkey.. Once the party answers, proceed to press **Options** and locate and select the **Conference** option. The two calls are now connected.

Do Not Disturb

The Do Not Disturb Feature is used to send all incoming calls to Voicemail. To enable Do Not Disturb, press the **Menu** button, then proceed, and select **Do Not Disturb** "DND." Use the navigation arrows to select **Enabled**. Your phone is now in DND mode, and your home screen will reflect this as well.

Please note: Once Do Not Disturb is enabled, calls cannot be received until you disable the feature. To disable this feature, repeat the previous steps.

Call Forward

By default, calls that are not answered will go to Voicemail. To forward calls to a destination other than Voicemail, enable Call Forwarding or change your Voice Portal Busy and No Answer settings.

To enable this feature, press **Menu**. Proceed to select **Call Forward**. Choose the forwarding option you would like to enable. Options include:

- Always, which will forward all incoming calls to a specified forward-to destination,
- No Answer, which will forward calls when the Do Not Disturb feature is enabled, or if you do not answer,
- and Busy, which will only forward calls if your line is busy.

Press the Toggle softkey and enter a **Forward to** destination phone number. Please Note: When configuring No Answer forwarding, you must also select the number of seconds before the call is forwarded. To configure, select **Call Forward**, then **No Answer**. Switch the service to **On** and enter the number to forward calls. Then, select the number of seconds it would take to forward calls. You can choose from 0 – 120 seconds. Make your selection and select the **Save** soft key when you are done.

To disable Call Forwarding, select the forwarding service to disable and set the feature to **Off**.

Park Calls

To park calls while on an active call, you need to first create a local contact with the known extension, for example: Park 101 and set the number to *68101.

While on an active call, press **Options** and locate and select **Contact** and then select the Park 101 option to park a call. You should receive a message confirming that the call has been parked.

To retrieve a parked call, dial *88, then the talk button. When prompted, dial the Extension number against which the call was parked, followed by the Pound (#) Key..

Add New Contacts

To add a new contact, press **Menu**. Then proceed to select **Contacts** and then select the more options softkey. Press **Add New Contact**. Proceed to fill out the necessary information using the navigation arrow to move between fields. When complete, press Save. The contact is now saved to your directory.

Access Voicemail

To check your Voicemail, dial your extension. You can also press **Menu**, then select **Messages**. When prompted, enter your Voicemail **passcode** followed by the **Pound (#)** Key. Follow the audio prompts to retrieve your Voicemail messages. If you forget your Voicemail passcode, please contact your System Administrator to have it reset.

Access Call History

You can use the **Call** button to review your Call History.

This will display the **All calls** list, where you can use the navigation arrows to access **Received**, **Dialed**, and **Missed** lists.

To call the phone number on any list, press the **Call** button or softkey. You can press the **More options** icon to view the call details, save the contact, append to contact, edit before calling, delete this section, or delete all call history on this list.

Handset pairing

To pair a handset to the Rove B1 base station:

1. Hold down the button on the top of the base station.
2. Once the LED starts slowly blinking green (about 5 seconds), release the button.
3. On the handset, go to **Settings > Connectivity > Easy registration**. The device should pair after a few seconds of searching.

Note: After a handset is initially paired, it downloads its firmware in the background. This process starts when the phone is idle, in the cradle, and has sufficient battery life (>70%). The LED of the phone will flash green and red indicating the software upgrade is in progress. The upgrade process can take around an hour to fully complete.

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, 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