Poly Rove DECT IP Phone User Guide 8.0.12

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

Before You Begin

This guide describes how to configure and administer Poly Rove devices with OBi Edition software.

This guide focuses on the following Poly devices:

- 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

For information specific to using a Poly OBi device, see Poly Support. For more information about the concepts in this guide, see the *Poly OBi Device Technical Reference*.

Related Poly and Partner Resources

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products is now transitioning from the Poly Support site to the HP Support site.

Visit the following sites for information related to this product.

- HP Support is the entry point to online product, service, and solution support information. Find product-specific information such as **Troubleshooting** information, **Setup & User Guides**, **Product Specifications**, **Warranty & Repair** information, support videos, and knowledge base articles on the product page. You can also download software for desktop and mobile platforms from **Software & Drivers** and access additional services from the **Account & Registration** page.
- 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 HP Community provides additional tips and solutions from other HP product users.
- 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. You can also download current software for your products directly from the Poly Lens portal.

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Getting Started

Poly Rove DECT IP phones are standalone IP-based wireless systems that consist of the following devices: three wireless handset models, single/dual-cell and multicell base stations, repeaters, chargers, and multihandset charging stations.

Overview of HP Poly Rove DECT IP Phones

Review the following information for an overview of Poly Rove DECT IP phones.

Poly Rove phones include the following features and functionality:

- Signal range up to 50 m (165 ft) indoors and 300 m (980 ft) outdoors
- Support for standard SIP-based IP PBX and ITSPs/VSPs
- High-quality voice encoding using G.711, G.722, G.726, and Opus codecs
- VoIP network management for endpoint devices and applications
- Cloud management enabled via the PDMS-SP service with both a user portal and an ITSP partner portal
- Recursive digit maps and associated call routing (outbound and inbound)
- Support for large scale deployments with up to 254 Rove B4 base stations

Poly Rove wireless handsets

Poly Rove wireless handsets enable voice communication and some system interaction for controlling features on a Poly Rove base station.

There are multiple models of Poly Rove wireless handsets:

- Poly Rove 20 wireless handset
- Poly Rove 30 wireless handset
- Poly Rove 40 wireless handset

Overview of Poly Rove 20 Wireless Handsets

Poly Rove 20 wireless handsets support the following features and functionalities:

- Four programmable line keys for speed dials or features
- Wideband audio support for the G.722 and Opus audio codecs
- 5.08 cm (2 in.) color screen
- Lithium ion battery with up to 400 standby hours and 35 talk hours
- 3.5 mm headset port

Overview of Poly Rove 30 Wireless Handsets

Poly Rove 30 wireless handsets support the following features and functionalities:

- Antimicrobial coating to make cleaning and sanitizing handsets easier
- Four programmable line keys for speed dials or features
- Wideband audio support for the G.722 and Opus audio codecs
- 6 cm (2.4 in.) rugged color screen with a IP65 rating
- Lithium ion battery with up to 300 standby hours and 18 talk hours

Overview of Poly Rove 40 Wireless Handsets

Poly Rove 40 wireless handsets support the following features and functionalities:

- Antimicrobial coating to make cleaning and sanitizing handsets easier
- Four programmable line keys for speed dials or features
- Wideband audio support for the G.722 and Opus audio codecs
- 6 cm (2.4 in.) rugged color screen with a IP65 rating
- Lithium ion battery with up to 300 standby hours and 18 talk hours
- Programmable emergency button
- Bluetooth device pairing for up to four devices

Poly Rove Base Stations

Rove DECT IP phone systems support up to 254 base stations on the same network and can support up to 1000 registered handsets, depending on the number of paired base stations.

There are multiple models of Poly Rove base stations:

- Poly Rove B1 single-cell base station
- Poly Rove B2 single/dual-cell base station
- Poly Rove B4 multicell base station

NOTE: You can pair only the same model base stations. For example, you can't pair Poly Rove B2 base stations with Rove B4 base stations.

Overview of Poly Rove B1 Single-Cell Base Stations

The following features are supported for each Rove B1 base station:

- Support for up to 10 SIP registrations
- Support for up to 10 registered handsets
- Support for up to 10 concurrent narrowband calls and 5 concurrent wideband calls
- Support for 1 base station per system
- Support for up to 3 paired Rove R8 repeaters per base station
- High-quality voice encoding
- Cloud management via the PDMS-SP service with both a user portal and an ITSP partner portal

Overview of Poly Rove B2 Single/Dual-Cell Base Stations

The following features are supported for each Rove B2 base station:

- Support for up to 20 SIP registrations
- Support for up to 20 registered handsets

- Support for up to 10 concurrent narrowband calls and 5 concurrent wideband calls
- Support for up to 2 paired base stations
- Support for up to 6 paired Rove R8 repeaters per base station
- High-quality voice encoding
- Dual DECT base station solution for wider coverage, higher concurrent call volume, and redundancy
- Cloud management via the PDMS-SP service with both a user portal and an ITSP partner portal

Overview of Poly Rove B4 Multicell Base Stations

The following features are supported for each Rove B4 base station:

- Support for up to 1000 SIP registrations
- Support for up to 30 registered handsets per base station and 1000 handsets in a multicell system
- Support for up to 10 concurrent calls per station and 1000 concurrent calls in a multicell system
- Support for up to 254 paired base stations in large-scale DECT deployments
- Support for up to 3 paired Rove R8 repeaters per base station
- High-quality voice encoding
- Multicell base station solution for wider coverage, higher concurrent call volume and redundancy
- Cloud management via the PDMS-SP service with both a user portal and an ITSP partner portal

Poly Rove repeaters

Poly Rove R8 repeaters enable you to increase the signal coverage between Poly Rove wireless handsets and base stations. This ensures that your users have the best signal coverage for managing calls.

Poly Rove R8 repeaters extend the signal range between base stations and wireless handsets by 50 m (165 ft) indoors and up to 300 m (980 ft) outdoors. You can pair a maximum of six repeaters to one base station and daisy-chain up to three repeaters.

Overview of Poly Rove R8 Repeaters

Poly Rove R8 repeaters support the following features and functionalities:

- Pairing up to three repeaters for each Poly Rove B1 base station
- Pairing up to six repeaters for each Poly Rove B2 base station
- Pairing up to three repeaters for each Poly Rove B4 base station
- Encrypted daisy-chaining (cascade) for up to three repeaters
- Two simultaneous wideband calls and five narrowband calls per repeater
- High-level DECT encryption
- DECT recovery
- Automatically hand-off calls between repeaters

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 provide information on the LED indicators and the default system states for each of the DECT IP phone components.

Table 1 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

Table 2 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 blink 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

Table 3 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

Table 3 Poly Rove repeater status indicators - not registered (continued)

LED indicator	Status
n Blinking red	*n* handset relayed by repeater
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

Table 4 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 and handset/repeater registration
Blinking red	Ethernet connection not available or handset de/registration failed
Slow blinking red	SIP registration error
Solid orange	Normal operation with pure RSSI, from -90dBm to -75dBm

Table 5 Poly Rove multicharger status indicators

LED indicator	Status
Red	Charging
Green	Charged

Supported Audio Codecs and Concurrent Calls

Poly Rove base stations and R8 repeaters support several narrow and wideband audio codecs. For each base station, the number of concurrent calls that are supported varies according to the codec used.

IMPORTANT: If the Push-to-Talk feature is in use, it uses two of the DECT channels and reduces the number of concurrent calls supported by two. For example, using PTT in a Rove B2 single cell system using the G.711 codec with SRTP reduces the number of supported concurrent calls from 10 to eight. To enable the feature, see the Poly Rove DECT IP Phone User Guide.

Poly Rove Base Stations - Supported Audio Codecs and Concurrent Calls

The information in the following table describes the number of concurrent calls supported for an audio codec for a Rove B1, a single-cell Rove B2 or a Rove B4 base station. If you have deployed a single-cell or dual-cell B2 or B4, or a multicell B4 base station, use the following examples to determine how many concurrent calls are supported for each codec.

- Using the G.711 codec with SRTP, a single-cell B2 device supports 10 concurrent calls.
- Using the G.711 codec with SRTP, a dual-cell device supports 20 concurrent calls, or *2 x 10*. You can use this formula:

```
n x c
```

  where *n* is the number of cells and *c* is the number of calls supported for a single cell device. As this is a dual -cell device, the value for *n* is always two.

- Using the G.711 codec with SRTP, a single-cell B4 device supports 8 concurrent calls.
- Using the G.711 codec with SRTP, a dual-cell device supports 16 concurrent calls, or *2 x 8*. You can use the formula introduced earlier:

```
n x c
```

  where *n* is the number of cells and *c* is the number of calls supported for a single-cell device.

- Using the G.711 codec with SRTP, you can work out how many concurrent calls a multicell device supports by using the same formula:

```
n x c
```

  where *n* is the number of cells in the multicell Rove B4, and *c* is the number of calls supported for a single-cell Rove B4. For this codec example, *n* x 8 concurrent calls, where *n* is the number of cells.

Table 6 Poly Rove Base Stations: Supported Audio Codecs and Concurrent Calls

Functionality	Rove B1	Rove B2	Rove B4
Number of SIP extensions per system	10	20	30
Number of DECT registrations per system	10	20	30
G.711 number of concurrent calls per device with SRTP	10	10	8
G.711 number of concurrent calls per device without SRTP	10	10	10
G.722 number of concurrent calls per device with SRTP	5	5	5
G.722 number of concurrent calls per device without SRTP	5	5	5

Table 6 Poly Rove Base Stations: Supported Audio Codecs and Concurrent Calls (continued)

Functionality	Rove B1	Rove B2	Rove B4
Number of concurrent calls per device with or without SRTP and with G.722 in the codec list	9	9	9
G.729 number of concurrent calls per device with SRTP	4	4	8
G.729 number of concurrent calls per device without SRTP	4	4	10
Opus number of concurrent calls per device with SRTP	2	2	4
Opus number of concurrent calls per device without SRTP	2	2	4

Poly Rove R8 Repeaters - Supported Audio Codecs and Concurrent Calls

The information in the following table describes the number of Rove R8 repeaters and concurrent calls supported for audio codecs for a single-cell Rove B1, B2 or Rove B4 base station, a dual-cell Rove B2 or Rove B4, and a multicell Rove B4 base station.

IMPORTANT: The base station determines the number of concurrent calls supported. Repeaters only extend the call range.

Table 7 Poly R8 Repeaters Supported Audio Codecs and Concurrent Calls

Functionality	Single Cell		Dual Cell		Multicell
	Rove B1/B2	Rove B4	Rove B2	Rove B4	Rove B4
Number of Rove R8 repeaters supported	3/6	3	12	6	100 NOTE: The maximum number of repeaters allowed in a multicell system is 100.
Number of concurrent calls per system - Narrowband	5	5	5	5	*n* x *c* NOTE: *n* is the number of cells in the multicell Rove B4, and *c* is the number of calls supported for a single-cell Rove B4.
Number of concurrent calls per system - Wideband	2	2	2	2	*n* x *c*

Table 7 Poly R8 Repeaters Supported Audio Codecs and Concurrent Calls (continued)

Functionality	Single Cell		Dual Cell		Multicell
	Rove B1/B2	Rove B4	Rove B2	Rove B4	Rove B4
Number of concurrent calls per system with daisy-chaining repeaters - Narrowband NOTE: Daisy-chaining repeaters reduces the number of concurrent calls by one, regardless of the number of repeaters chained together.	4	4	4	4	*n* x *c*
Number of concurrent calls per system with daisy-chaining repeaters - Wideband NOTE: Daisy-chaining repeaters reduces the number of concurrent calls by one, regardless of the number of repeaters chained together.	2	2	2	2	*n* x *c*

Configuration Options

Poly offers different methods to configure your Poly Rove system.

Use the following options to configure and manage your Poly Rove system:

- System web interface
- Remote provisioning
- Interactive voice response (IVR) system

Access the system web interface

Access the Poly Rove system web interface from a computer using a web browser.

Although all popular browsers are tested for compatibility with the system web interface, some inconsistencies may arise from time to time. Contact HP Support if you have any questions about the system web interface and how it appears in your browser window.

IMPORTANT: When you change settings on the system web interface, you must submit every configuration page after you make changes. If you don't save the changes, the system discards them once you go to another page.

Many changes also require you to reboot the system for them to take effect. However, you can reboot the unit just once after you complete all the changes.

1. On the wireless handset, press **Menu** ☰, then select **Info** ⓘ.

   The base station's IP address displays.
2. Enter the IP address in a web browser on your computer.
3. When prompted, enter the username and password.

   The default username is `admin`, and the default password is `admin`.

NOTE: When you log in for the first time, you must change the password from the default.

Remote provisioning

Manage the local interface and network interaction on Poly Rove systems directly from the PDMS-SP service or using your own remote provisioning server.

For more information on remote provisioning your Poly Rove system, review the Poly Rove Parameter Reference Guide and the OBi Edition Provisioning Guide at the Poly Documentation Library.

Audio Calls

Poly Rove DECT™ IP phone DECT IP phones support up to seven 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.

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.

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.

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.

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.

- 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.

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.

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.

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.

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 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.

- 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.

- 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.

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

Resume a Call

You can resume any held call on the wireless handset.

- 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.

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

End a Call

You can end an active call at any time.

- 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.

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.

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 Poly 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.

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.

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.

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

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 with a Line Key

- 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.

- Press **End**.

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

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.

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.

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

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.

- 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.

- 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.

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.

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.

- 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 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.

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.

1. On the wireless handset, select **Lines**.
2. Choose the shared line that contains the held call.
3. Go to **Options** ••• > **Resume**.

Group paging

Group paging enables you to broadcast one-way audio announcements to users who are subscribed to a specific page group. Group paging is available on all Poly Rove phones.

Use the group paging feature to message users using the following Poly phones in addition to users on Poly Rove devices:

- Poly VVX Series phones
- Poly CCX Series phones
- Poly Trio phones
- Poly Edge E Series phones

The following limitations apply when using group paging on Poly Rove phones:

- Enabling group paging on Poly Rove decreases the number of concurrent calls allowed on the system by two.
- Only one group page can be active on the Poly Rove system at one time. If there is an active page and a user tries to send a group page from a Poly Rove handset, the handset displays an error.
- There are 25 UC Software page groups users can subscribe to, but you can configure only up to 8 page groups on Poly Rove. By default, the phone selects page groups 1 to 6, as well as the priority (24) and emergency (25) groups.

  While Poly Rove can send and receive group pages for the priority and emergency groups, there is no special handling of those groups. Poly Rove treats them the same as the other page groups.
- The audio codec used for group paging must match all other devices and phones on the network that support the multicast group paging feature.

  For example, if you configure Poly Rove to use G722 for the group paging codec, then you must also configure all UCS phones on the network to use the G722 codec for multicast group paging.
- Group pages are only broadcast on handsets registered to base stations located on the group page originator's broadcast subnet unless Poly Rove B2 and Poly Rove B4 systems are comprised of base stations on multiple network subnets, however, group pages will only be broadcast on handsets registered to base stations that are located on the group page originator's broadcast subnet unless the local network switching infrastructure permits cross-subnet multicast traffic.
- The caller ID used in outgoing group pages from Poly Rove use the SIP display name (X_DisplayNumber) configured for the lowest SPx service that the handset is assigned to. If there is no configured SIP display name, then the phone uses the IPEI of the handset sending the group page as the caller ID.

Using group paging on Poly Rove

Use the Group Paging feature to make an announcement over a group of phones.

If group paging is configured on your phone, you do the following:

- Subscribe to a paging group.
- Change the default paging group used for sending pages using the Push-To-Talk (PTT) method on the Poly Rove handset.
- Send a page to a group by selecting a group from the paging menu.
- Send a page using the PTT action.

Subscribe to a paging group

Group paging allows users to subscribe to up to 8 paging groups.

IMPORTANT: Changing the subscription from the handset will override the `PageGroupReceiveMask` setting on the Rove base station. Resetting the settings on the handset will revert the settings on the handset to match `PageGroupReceiveMask`.

1. On the phone's local interface, go to **Menu** > **Settings** > **Group Subscribe**.
2. Scroll to the group you want to subscribe to.
3. Toggle to enable the subscription.
4. Press **Back** to save your changes.

Changing the default paging group

Change the default paging group that the handset sends to when the PTT key is pressed and held.

IMPORTANT: Changing the default paging group from the handset will override the `PageGroupPushToTalk` setting on the Rove base station. Resetting the settings on the handset will revert the settings on the handset to match `PageGroupPushToTalk`.

1. On the phone's local interface, go to **Menu** > **Settings** > **Default Group**.
2. Use the up and down arrow keys to highlight the desired default paging group.
3. Press **Select** to save your changes.

Paging a group

Send an outgoing group page by selecting a group from the menu.

1. On the phone's idle screen, select the **Speaker** key.
2. Scroll and highlight the desired group.
3. Press **Call** and wait a few seconds.

   Your phone sends a preamble.
4. Begin speaking.
5. Press the **End** key when you have finished your message.

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.

1. Go to **Menu** > **Settings**.
2. Select **Push to Talk**.
3. Select **On**.
4. Select **Back**.
5. Select **Default Group**.
6. Scroll down and select **Push to Talk**.

Send Push-To-Talk Audio

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

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. On your Rove handset, press and hold the **Mute** button.
3. Speak into the handset's microphone. Release the button when done.

   All the handsets that have enabled PTT receive your message.

Disable Push-To-Talk

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

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 wireless handset.

Call Lists

Call lists maintain a log of incoming and outgoing calls on the 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
- **Recent calls 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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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 devices, including Bluetooth headsets and smartphones, to a Poly Rove 40 wireless handset.

Poly 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.

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.

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.

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.

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**.

DECT IP Phone Settings

You can configure phone settings and personalize your wireless handset.

Set the Time and Date Format

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

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.

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.

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.

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.

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 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.

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.

   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.

Change Ringtone

You can change the ringtone on your Rove handset.

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.

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.

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.

- During a call, press the **Speakerphone** button.

Mute or Unmute the Microphone

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

- 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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

- 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.

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 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.

- 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.

- 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 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.

1. Unplug all cables from the phone and accessories.
2. For a Rove 30 or Rove 40, enable the sanitizing timer. See Enable Sanitized Mode on page 50.
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 assist in troubleshooting.

- 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.

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

Troubleshooting

Refer to the following topics to help you diagnose and fix issues with your system.

Find the phone's serial number

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

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's or repeater's serial number

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

- Do one of the following:
  - For Poly Rove B1, Poly Rove B2 or Poly Rove B4 base stations or Poly Rove R8 repeaters, locate the serial number on the label on the rear of the device. The label is behind the power socket.
  - For poly Rove B1, Poly Rove B2 or Poly Rove B4 base stations, in the system web interface, go to **Status** > **System Status**. The serial number for the base station in the **Product Information** section.

Test the radio signal strength

The Poly Rove wireless handsets can connect with any nearby Poly Rove base stations in different areas to get general information, such as IP address and signal strength, before you register the handsets to a base station.

The signal strength varies depending on if the Poly Rove phone is set up outside or inside a building. The following table provides a general reference of possible signal strengths.

Table 8 **Signal quality**

RSSI	Signal quality
0 dBm to -30 dBm	Excellent
-31 dBm to -50 dBm	Good
-51 dBm to -70 dBm	Fair
-71 dBm to -80 dBm	Weak
-81 dBm to -95 dBm	Poor
-96 dBm and higher	Disconnected

1. Place a few Poly Rove base stations and wireless handsets in the areas where you are planning to set them up.

2. Power on the devices and connect the LAN cable to the base stations.

3. On a wireless handset, select **Menu** , then enter `*47*` on the keypad.

   The IP search screen displays with a list of all the nearby base stations.

4. Select a base station from the list.

   The signal strength displays next to RSSI.



As you walk around with the wireless handset, the RSSI automatically updates onscreen with the signal strength for that area.

System Logs

Capture system logs to help troubleshoot your DECT IP phone.

To capture syslog messages, you must run a syslog server application at an IPv4 address that your DECT IP phone can reach.

Activate Syslog Messaging

Enable your Poly Rove DECT™ IP phone system to send syslog messages for troubleshooting.

1. In the system web interface, go to **System Management** > **Device Admin** > **Syslog**.
2. In the **Default** column, clear the check boxes for **Server**, **Port**, and any **Level** settings you want to modify.
3. In the **Value** column, enter the hostname, FQDN, or IP address for your syslog server for **Server**.
4. Set the **Port** to `514`.
5. **Optional:** For the **Level*X*** settings, choose options from the drop-down menus for the reporting levels you require.
6. **Optional:** For the **Reporting*X*** settings, configure the options to enable the system to periodically upload buffered syslog files to a web server.
7. Select **Submit**.
8. **Optional:** To enable SIP messages to be sent to the syslog server, go to **Voice Services** > **SP*n*** **Service**.
   a. Under **Debug Options**, in the **Default** column, clear the check box for **X_SipDebugOption**.
   b. In the **Value** column, select **Log All Messages**.
   c. Select **Submit**.
9. Restart your system when you complete your changes.

View and Export the System Syslog

View the syslog for the system and export it for troubleshooting help.

1. In the system web interface, go to **Platform**.
2. Select **Syslog**.

   The syslog for the system's current state displays.
3. Select **Export**.

View and Export the SIP Log

View an active log of SIP server messages in the system web interface.

1. In the system web interface, go to **Platform**.
2. Select **SIP Log**.

   The SIP messages for the system's current state displays.

3. Select **Export**.

   The log downloads as a text file titled `SipDebug.txt`.

System Diagnostics

The system web interface provides diagnostic information on Poly Rove devices to help you assess issues with the system.

View base station diagnostics

View basic diagnostic information for your Poly Rove base station.

1. In the system web interface, go to **Platform**.
2. Select **Diagnostics** > **Base Stations**.

   The following information displays:

Table 9 Rove Base Station diagnostics

Field	Description
Base Station Name	Displays the name and IP address for all connected base stations. If there is only one base station, then only the summary (Sum) row displays.
Active DECT Ext (Mm/Ciss/CcOut/CcIn)	Displays the number of active connections to extensions registered on the base station. • Mm–Mobility Management • Ciss–Call Independent Supplementary Service • CcOut–Call Control Out • CcIn–Call Control In
Active DECT Rep (Mm/Ciss/CcOut/CcIn)	Displays number of connections to repeaters paired with the base station. • Mm–Mobility Management • Ciss–Call Independent Supplementary Service • CcOut–Call Control Out • CcIn–Call Control In
Active RTP (Lcl/Rx BC)	Displays the number of active RTP streams. • Lcl–local RTP stream • Rx BC–broadcast receive RTP stream
Active Relay RTP (Lcl/Remote)	Displays the number of active relay streams. • Lcl–Local RTP relay stream • Remote–remote RTP relay stream
Latency [ms] (Avg.Min/Average/Avg.Max)	Displays the latency of ping between the base station.

View wireless handset extensions diagnostics

View diagnostic information on the wireless handsets registered to the base station.

1. In the system web interface, go to **Platform**.

2. Select **Diagnostics** > **Extensions**.

The following information displays:

Table 10 Rove Handset Extensions Diagnostics

Column	Description
Idx	The index number for the wireless handset
No of HS Restarts	The total number of times the wireless handset restarted
Last HS restart	The previous date when the wireless handset restarted

Packet Capture

Poly Rove includes a built-in packet capture (PCAP) tool to troubleshoot issues.

Enable Packet Capture

Enable the packet capture tool to start a packet capture from a Poly Rove base station.

1. In the system web interface, go to **Platform**.
2. Select **Diagnostics** > **Logging**.
3. Under **PCAP internal tracing**, select the desired packet trace options.
4. Select **Save.**

Download Packet Capture

Download the packet capture from the Poly Rove base station.

1. In the system web interface, go to **Platform**.
2. Select **Diagnostics** > **Logging**.
3. Under **Download tracing from**, select the desired option:

Option	Description
Current Basestation	Downloads the captured logging information from the current base station
All Basestations	Downloads the captured logging information from all base stations

Packet capture files are compressed and downloaded to your **Downloads** directory.

Disable Packet Capture

Once you have completed troubleshooting, disable the packet capture tool.

1. In the system web interface, go to **Platform**.
2. Select **Diagnostics** > **Logging**.
3. Under **PCAP internal tracing**, clear all check boxes for the packet trace options.
4. Select **Save.**

Onboard the base station to PDMS-SP

You can onboard the Rove base station to Poly Device Management Service for Service Providers (PDMS-SP) using a code. Refer to the "Add a Poly OBi Device" topic in the PDMS-SP Administrator Guide for instructions to obtain the code.

1. In the system web interface, go to **System Management** > **Device Maintenance**.
2. Under **Add Device to PDMS-SP**, enter the code obtained from the PDMS-SP portal.
3. Select **Join**.

   If successful, the base station reboots.

Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

The Poly Documentation Library is continuing to host the installation, configuration/administration, and user guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library provides Poly customers with information about the transition of Poly content from Poly Support to HP Support.

The HP Community provides additional tips and solutions from other HP product users.

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Review the following document information.

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Email us at documentation.feedback@hp.com with queries or suggestions related to this document.