



Get started with the Poly Rove 20

Use this guide to familiarize yourself with the features and functions of your Wow Poly Rove 20 cordless phone. Learn how to handle your device, manage calls, and access voicemail.



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

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 button

Allows you to place or answer a call using the wireless handset speakerphone.

Call Button

Allows you to place or answer a call. Additionally, use it to switch from Receiver mode to Hands-free (speakerphone) mode.

End Button

Allows you to hang up during a call. Use it to also power off the unit by long pressing the button.

Navigation Arrows

Use the navigation arrows 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
- **Right arrow:** Call logs.

Softkeys

The softkeys perform the functions that appear directly above them on display. Their functions are context-sensitive, meaning they change depending on 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**.



Learn to use your cordless phone

Place Calls

To place a call:

1. Dial the valid 10-digit number, and press the **Talk** Button.

To place a new call while on an active call:

1. Press the **New Call** softkey.
2. Enter the valid 10-digit numbers or select one of the options: **Contacts**, **Central Directory**, **Recent Calls**, or **Intercom**.
3. Press the **Talk** button or press the **Call** Softkey. The first call is placed on hold.

Receive Calls

To answer a call"

1. Press the **Talk** Button or the **Answer** softkey.

To answer an incoming call when you're already on an active call:

1. Press the **Talk** button or the **Answer** softkey.
2. The first call is automatically placed on hold.
3. 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:

1. Press the **Options** soft key, select the **Hold** option, and press the **Select** softkey or the **OK** button.
2. To resume the call, press **Options** and select **Resume**.

Call Transfer

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:

1. Press **Options**.



2. Select **Blind Transfer**.
3. 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.
4. Press **Transfer**.

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:

1. Press **Options**.
2. Select **Transfer**.
3. Input either an extension or a valid 10-digit number.
4. Press the **Call** button or softkey.
5. Once the party answers, you can announce the call and press **Options** again.
6. Select **Transfer**.

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:

1. Press **Options**.
2. Select **Transfer**. The caller is automatically placed on hold.
3. Enter **Star (*) 55**, followed by the user's mailbox ID, then press the **pound (#)** key.

Three-Way Conference Calls

To initiate a three-way conference call:

1. Press the **New Call** soft key while on an active call.
2. Enter the valid extension or 10-digit number, and press the **Call** button or softkey.
3. Once the party answers, proceed to press **Options** and locate and select **Conference**.
4. The two calls are now connected.



Do Not Disturb (DND)

The do not disturb (DND) feature is used to send all incoming calls to voicemail.

To enable DND:

1. Press the **Menu** button
2. Select **Do Not Disturb** "DND."
3. Use the navigation arrows to select **Enabled**.

Your phone is now in DND mode, and this is reflected on your home screen.

Note: Once DND 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:

1. Press **Menu**.
2. Select **Call Forward**.

Choose the forwarding option you would like to enable:

- **Always**: Forwards all incoming calls to a specified forward-to destination,
- **No Answer**: Forwards calls when the DND feature is enabled, or if you do not answer,
- **Busy**: Only forwards calls if your line is busy.

Press the **Toggle** softkey and enter a **Forward to** destination phone number.

Note: When configuring no answer forwarding, you must also select the number of seconds before the call is forwarded.

To configure:

1. Select **Call Forward**, then **No Answer**.
2. Switch the service to **On** and enter the number to forward calls.
3. Select the number of seconds it would take to forward calls. Choose from 0 – 120 seconds.
4. Select the **Save** softkey.

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



Enhanced Call Park

Enhanced call park enables line keys on the phone to park a call and retrieve a parked call.

To park a call with a line key:

1. During the call, press the L1-L4 line key that is solid green.
Solid green indicates that the park extension is available for parking a call.

You can view the details of all calls parked in any parking lot your wireless handset is configured to monitor.

Do the following:

1. Press the L1-L4 line key that is red.
2. Press the **Middle** softkey (...)

To retrieve a call with a line key:

Do the following:

1. 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.
2. Press the **Middle** softkey and then press the **Pick up** softkey to retrieve the call.

Add New Contacts

To add a new contact:

1. Press **Menu**.
2. Select **Contacts**, then select the **more options** softkey.
3. Press **Add New Contact**.
4. Proceed to fill out the necessary information using the navigation arrow to move between fields.
5. Press **Save**. The contact is now saved to your directory.

Access Voicemail

To access your voicemail:

1. Dial your extension.
You can also press **Menu**, then select **Messages**.
2. When prompted, enter your voicemail **passcode** followed by the **Pound (#)** Key.
3. Follow the audio prompts to retrieve your messages.
Note: If you forget your voicemail passcode, please contact your system administrator to have it reset.



Access Call History

To access call history:

1. Select the **Call** button.
The **All calls** list is displayed, where you can use the navigation arrows to access **Received**, **Dialed**, and **Missed** lists.
2. To call the phone number on any list, press the **Call** button or softkey.
3. 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 handset status indicators

Refer to the following table to understand the status of each LED indicator.

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



Poly Rove base station status indicators

Refer to the following table to understand the status of each LED indicator.

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