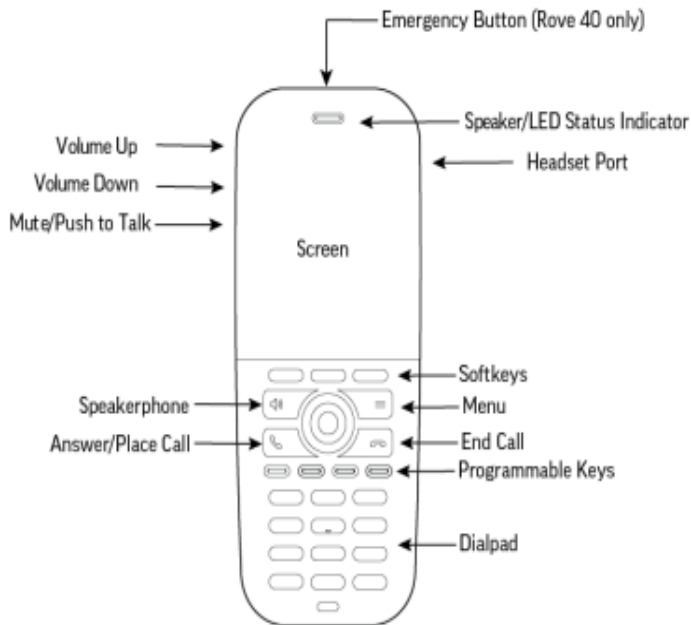# Welcome to OfficeSuite Poly ROVE 30 & 40 Cordless Handset
Features and Voicemail Set up

POLY ROVE 30 and 40

LED Indicator Default Status

Green	Voice message
Yellow	Low battery
Red	Missed call
Flashing red & green	Software update

(Poly Rove 40: Emergency Key, Bluetooth & Vibrate Mode)

To Answer a Call
1. Press the **Call** key or Press the **Speakerphone** button
   o Press the speaker key to change to speaker phone mode
   o Press the **Call** key a second time to answer another call
     (This will automatically put your 1st call on hold)
   o The **SWAP** soft key toggles between the 2 calls

To End a Call
1. Press the **End** key

To Place an External Call
1. Local: Dial 9 plus the 10-digit number
2. Long Distance & Toll Free: 9, 1 then the 10-digit number
3. Press the **Call** key

To Mute a Call
1. While on an active call, press **Mute** (located on the middle-left side of the handset).
2. Press **Mute** a second time to unmute.

To Place a Call on Hold
1. Press the **Options** Softkey
2. Use the navigation arrows to highlight **HOLD**
3. Press **OK**

To Resume a Held Call
1. Press the **Resume** softkey

To Transfer a Call
1. **Blind Transfer** User does not talk to the transfer recipient prior to transferring a call.
   a. While on an active call, press **Options** then **Blind Transfer**
   b. Dial the transfer recipient's number **(9 + external number)** – Press **Call**
   c. Press **Transfer**

2. **Attended Transfer:** User talks with the transfer recipient prior to transferring a call.
   a. While on an active call, press **Options** then **Transfer**
   b. Press the **Attended** Softkey.
   c.b. Dial the transfer recipient's number **(9 + external number)** – Press **Call**
   d.c. Wait for the user to answer then, announce the call.
   e.d. Press **Options** then **Transfer**
      Press the **END softkey at any point prior to completing a transfer to return to the original call****

3. **Transfer directly to a user's voicemail**
   a. While on an active call, press **Options** then **Transfer**
   b. Press the **Voicemail Key** and enter the **Extension #** of the voicemail box
   c. Press the **TRANS** or the **Transfer** soft key again

To Place a Conference Call
Join up to four parties (including the originator) on one conference call
1. While on an active call, press the **Options** then **Conference**
2. Dial the second party (9 + external number) - Press **Call** Key
3. When the party answers, press **Options** then **Conference Softkey** 3
   The two calls are joined into a conference call

To Park a Call
>   1. While on an active call, press **Options** then **Transfer**
>   2. Dial ***95**, then dial the **park location #** (pick a number between 1-3)
>   3. Press **Options** then **Transfer**
>   **Note – once the call is parked, your screen will be blank

To Retrieve a Parked Call
>   1. Dial ***96,** then dial the **park location #** (1,2 or 3)
>   2. Press **Send** or **Ok** softkey

To Access Recent Calls List
>   **1.** On the wireless handsets, do one of the following:
>   **2.** Select **Calls** Or Select **Menu** > **Calls**
>   **3.** Go to the desired entry (Missed, Answered, Dialed or Recent)
>   **4.** Select **Options** > **View Details**.

To Page (if your location has an external paging system)
>   1. Dial **paging ext#** - _____
>   2. Press **Call**
>   3. Paging system will open / Begin speaking

Connect a Bluetooth Headset (Poly Rove 40 only)
You can connect any Bluetooth-capable headset to the Poly Rove 40 wireless handset.
>   1. Go to **Settings** > **Bluetooth**.
>   2. Highlight **Enable Bluetooth** and press the **Toggle** softkey.
>   The **Enable Bluetooth** status changes to **On**.
>   3. Select **Search for Devices**.
>   4. Select your Bluetooth headset in the list of devices and select **Pair**.

Add a Speed Dial Entry
You can add up to eight contacts as speed dial entries on the wireless handset.
>   **1.** From the **Home** screen, select **Contacts** or Press **Menu** > **Contacts**
>   **2.** Select a contact, then select **Options**
>   **3.** Select **Speed Dial**, then choose an index number.

Add a Contact to the Contact Directory
You can add up to 250 contacts to the directory on the wireless handset
>   **1.** From the **Home** screen, select **Contacts** or Press **Menu** > **Contacts**
>   **2.** On the **Contacts** screen, go to **Options** > **Add contact**.
>   **3.** Enter your contact's information, then select **Save**.

Personal Voicemail Setup & Features

SET UP VOICEMAIL:
1. Dial *98 (star 98) on your phone
You will hear, **"Please enter your passcode. If you are not calling from your phone press * (star)"**
2. Enter your passcode followed by the **#** sign.
        Vmail PIN will be provided by your Project Manager or Trainer
3. Follow the prompts to set up your mailbox and change your passcode.

MESSAGE NOTIFICATION / RETRIEVAL:
When new messages have arrived, the 'Messages' function button will **illuminate green**.

TO RETRIEVE A MESSAGE:
1. Dial *98
You will hear, **"Please enter your passcode. If you are not calling from your phone press *(star)"**
2. Enter your **passcode** followed by the **#** sign.

To RETRIEVE YOUR MESSAGEs FROM ANY PHONE OUTSIDE YOUR OFFICE (if you have a direct line):
1. Call your own phone number
2. During your voicemail greeting press ***** and follow the prompts.

LISTENING SHORTCUTS:

While Listening to Messages, you can perform the following actions:
1 Replay
2 Save
3 Delete
6 Message Information
7 Play Previous Message
9 Play Next Message
0 Help
Note: Messages are automatically saved unless deleted

To report OfficeSuite phone related issues or Windstream Internet Trouble
- Call **833.241.0100**