

ROVE 20

Quick Start Guide



Access Codes

- *68+ext** Call Park Send
- *88+ext** Call Park Retrieve
- *55+ext** Direct Voicemail Transfer
- #70** Night Service Activate
- #71** Night Service Deactivate
- *50+ext** Push To Talk
- *86** User Voicemail Access

[Nextiva Feature Access Codes](#)

Xbert Tip: Some access codes may need additional setup to enable. Please reach out to Nextiva for setup assistance!

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Voicemail

First Time Setup

To set up your voicemail for the first time, follow these steps:

1. Enter ***86** and then the **Dial** button.
2. Enter **0000 #**.

XBert Tip: 0000 is the Nextiva default password.

3. Set your new four-digit password.
4. Record your name.

Access Voicemail

Access the voicemail button through the following options:

- On your phone's keypad
- Dial ***86**

From an Outside Line

1. Dial your phone number.
2. Press *****.

Listening to Messages

1. Access the voicemail, then the select "**Dial/Call**" button.
2. Enter your password
3. Select **#**.
4. Select **OPTION 1** to listen to New Messages and Saved Message.

Options while Listening to Voicemail	
2	Repeat message
5	Play message envelope (repeats details)
6	Go to next message
7	Erase message
9	More options
9 then 2	Forward voicemail to another extension
*	Back to previous menu
#	Save message

Voicemail Greetings

After entering your mailbox passcode, select **OPTION 1**.

No Answer Greeting

The No Answer Greeting plays if you are away from your desk, or unable to answer the call.

1. Select **OPTION 3**,
2. After the tone, record your desired busy greeting and select **#**.

Busy Greeting

The Busy Greeting plays if your phone is on Do Not Disturb, not connected to the internet, or when all line appearances are busy).

1. Select **OPTION 2**.
2. After the tone, record your desired busy greeting and select **#**.

Extended Away Greeting

The Extended Away Greeting plays to alert callers you will be unavailable for an extended time.

1. Select **OPTION 4** to record your extended away greeting.
2. Select **#** when finished.

Call Group Voicemail

When no one in the Call Group is available, Nextiva Voice can route calls to the call group's voice mailbox.

Access Call Group Voicemail from a Nextiva Device

1. Dial **9999** or ***86**.
2. At the greeting, press *****.
3. At the Mailbox ID prompt, enter the assigned **Call group Extension Number**.
4. Select **#**.
5. Enter the voicemail PIN.

XBert Tip: If checking voicemail for the first time, the default PIN is: 0000.

Access Call Group Voicemail from a non-Nextiva Device

1. Dial **the business phone number**.
2. At the greeting, press *****.
3. At the PIN prompt, press *****.
4. At the Mailbox ID prompt, enter the assigned **Call group Extension Number**.
5. Select **#**.
6. Enter the voicemail PIN.

Forward a Voicemail to Another Extension's Mailbox

Transfer a voicemail from your mailbox to another extension's mailbox.

XBert Tip: This feature is useful if you need to share a voicemail message with a colleague.

Your voicemail is transferred to the new extension.

1. Enter your **4-digit passcode**.
2. Select **#**.
3. Select **OPTION 1**.
4. After listening to the voicemail message you'd like to forward, select **OPTION 9** additional options.
5. Select **OPTION 2**.
6. Record your Intro Message.

Optional Message Options

- **Option 1** Change the message
- **Option 2** Listen to your message
- **Option 6** Mark as Urgent
- **Option 7** Mark as Confidential

7. Select **#**.
8. Select **OPTION 3**.
9. Enter the extension you want to forward the message to.
10. Select **#**.

Making a Phone Call

Press **Call**  to place the call.

Dial the area code and number for **local calls** and **long distance**: (i.e., 404-555-1212).

For **international calls**, dial **011 +** country code + number (i.e., 011-xx-xxx-xxxxx).

Dialing an Extension

1. Dial the 2 to 6-digit extension number.

2. Select either:

- The **Call**  button.
- The **Speakerphone**  button.

Placing a Call on Hold

1. Select **Options**.

2. Highlight the **Hold** option.

3. Press **Select**.

Resume the Call

1. Select **Options**.

2. Highlight the **Resume** option.

3. Press **Select**.

Transferring a Call

Warm Transfer

Talk to the person before transferring the call to them.

1. While on a call, select **Options**.

2. Highlight **Transfer**.

3. Press **Select**.

3. Dial the extension or phone number to whom you want to transfer

4. Select **Call** .

Complete the Transfer

1. Select **Options**.

2. Highlight **Transfer**.

3. Press **Select**.

Blind Transfer

Transfer the call to someone without speaking to them.

1. During a call, select **Options**.

2. Highlight the **Blind Transfer**.

3. Choose **Select**.

3. Dial the extension or phone number to whom you want to transfer

4. Press **Transfer**.

Conference Calling

1. While on a call, select **Options**.

2. Highlight **Conference**.
3. Press **Select**.
4. Dial the extension or phone number for whom you want to conference.
5. Select the **Call**  button.

Complete the Conference

1. Select **Options**.
2. Highlight the **Conference** option.
3. Press **Select**.

Call History

1. Select the **Menu**  button.
2. Highlight **Calls**.
3. Press **Select**.
4. Select one of the categories displayed:
 - Missed Calls
 - Received Calls
 - Dialed Calls
 - All Calls

Call Park

Call park allows you to place an active call on hold in a virtual "parking lot".

1. During a call, select **Options**.
2. Highlight **Blind Transfer**.

3. Press **Select**.
3. Dial ***68**.
4. Enter the extension to which you want to park the call.
5. Select **#**.

Retrieve a Parked Call from Your Phone

1. Dial ***88**
2. Select **#**.

Retrieve a Parked Call from a Different Phone

1. Dial ***88** and the destination extension
2. Select **#**.

Orbital Call Park

[Orbital Call Park](#) allows you to place a call on hold in a virtual "parking lot" so that it can be retrieved by another user from any other extension. This requires an additional line from Nextiva for parking the call on.

Once set up, use the Blind Transfer steps with the Call Park extension for Orbital Call Park.

Hoteling

Hoteling allows you to temporarily use your phone profile on any office phone. *Hoteling must be enabled by Nextiva.*

Sign In

1. Select **Guest-In**.
2. Enter your extension as your username
3. Enter your Voicemail PIN.
4. Select **OK**.

Sign Out

Select the “**Guest-Out**” soft key.

Speakerphone

1. Select **Speakerphone**  on the left side of the phone.
2. Dial the desired number (or extension number),
3. Select **Call** .

Connecting Bluetooth Headset

Follow the steps from the Bluetooth headset.

Using a Wired Headset

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.

Switching During a Call

At any point in a call, you can switch between listening to audio on the speakerphone and the headset.

XBert Tip: Only one function at a time can be used.

To Speakerphone From Handset or Headset

Select **Speakerphone** .

To Headset From Handset or Speaker

Plug in the headset into the 3.5mm port.

To Handset From Speakerphone

Select **Speakerphone** .

To Handset From Headset

Pick up the handset and unplug the headset.