



DEPLOYMENT GUIDE

August 2021 | 3725-34017-001A

# Poly Rove Deployment Guide for Cisco® Unified Communications Manager (CUCM)

## GETTING HELP

For more information about installing, configuring, and administering Poly/Poly products or services, go to the [Poly Online Support Center](#).

Plantronics, Inc.  
345 Encinal Street  
Santa Cruz, California  
95060

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## Before You Begin

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This guide is intended for IT administrators with admin access to Cisco® Unified Communications Manager (CUCM). This guide shows you how to deploy the Poly Rove B2 and Rove B4 base stations in a Cisco® Unified Communications Manager (CUCM) environment. Note that CUCM environments differ, and this guide doesn't account for a particular CUCM environment.

To illustrate registration steps, this guide uses Rove B2 and Rove B4 base stations in a CUCM environment, version 12.1 or later. You can use this guide to deploy Rove in CUCM environment versions 6 or later. However, the instructions and figures in this guide refer to CUCM version 12.1, and more importantly, Poly doesn't officially support anything earlier than CUCM 12.1.

You can deploy the Poly Rove DECT IP phone as a third-party device with CUCM.

### Supported Poly Rove Devices

<p><b>Rove B2 and Rove B4 Base Station</b></p>  A dark blue, square-shaped base station with the Poly logo and a green indicator light at the bottom.	<p><b>Rove R8 Repeater</b></p>  A dark blue, square-shaped repeater with the Poly logo and a green indicator light at the bottom.
<p><b>Rove 30 Wireless Handset</b></p>  A dark blue wireless handset with a screen displaying "10:45 AM 01-Aug-2021" and the Poly logo.	<p><b>Rove 40 Wireless Handset</b></p>  A light grey wireless handset with a screen displaying "10:45 AM 01-Aug-2021" and the Poly logo.

## Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com).

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document 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 [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

# Getting Started

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## Before You Begin

### *Current Licensing*

Before deploying your Rove devices (hereafter referred to as Rove) as third-party SIP devices with CUCM, ensure that you obtain the proper licenses.

As of CUCM 8.0, each Rove registration to CUCM requires one Unified Workspace Licensing (UWL) Standard, or one User Connected Licensing (UCL) Enhanced. You don't need Device User Licenses (DULs). Contact your Cisco representative to clarify your licensing questions. For CUCM 9 and later, Rove registration uses a CUCM basic license.

### *Audio Settings*

For the best audio experience on your Rove phones, use codec G.722.

## Frequently Asked Questions

Before you begin, refer to the frequently asked questions (FAQs) to help answer questions you have about the solution.

### **What versions of CUCM are tested and supported?**

Poly has tested and verified the Rove with CUCM version 12.1. Poly hasn't tested or verified Poly endpoints with any other Cisco call-control platforms, including Cisco Unified Communications Manager Express and Cisco Business Edition 6000.

### **What models of Poly SoundStation IP conference phones are compatible with CUCM?**

The Poly Rove running versions 8.0.0.0033 and later are compatible with CUCM.

### **What capabilities are supported?**

See [Supported Phone Features](#) for a list of all supported and unsupported features.

### **Are there important features that are not supported?**

The following features aren't supported:

MoH, Busy lamp field, shared-line, call park, call group pickup, hunt group sequential, hunt group parallel, extension mobility, SRTP, Cisco phone directory (support is possible using LDAP), IM & Presence, Cisco XML Apps, Cisco Music on Hold, and Cisco MeetMe. For a full list of supported and unsupported features, see [Supported Phone Features](#).

### Does Poly Rove support Cisco Skinny Client Control Protocol (SCCP)?

Poly Rove doesn't use Cisco proprietary SCCP. SoundStation IP phones are compliant with Internet Engineering Task Force (IETF) [RFC 3261, SIP: Session Initiation Protocol](#) and can be used with CUCM as third-party SIP devices.

### Are there additional fees or licensing required on the Cisco platform?

There are no additional fees for third-party SIP devices on CUCM versions supported by Poly. For more information, review the licensing information in [Before You Begin](#).

## Get Help and Support Resources

This guide includes a [Related Poly and Partner Resources](#) section where you can find links to Poly product and support sites and partner sites. You can also find information about [The Poly Community](#), which provides access to discussion forums you can use to discuss hardware, software, and partner solution topics with your colleagues. To register to the Poly Community, you will need to create a Poly online account.

The Poly Community includes access to Poly support personnel, as well as user-generated hardware, software, and partner solutions topics. You can view top blog posts and participate in threads on any number of recent topics.

## Hardware and Software Dependencies

Poly recommends using the latest version of Rove firmware. When deploying Rove in CUCM environments, Poly supports CUCM deployments using Rove 8.0.0.0033 and later.

### Poly Phones and UC Software

<i>Phone</i>	<i>UC Software Release</i>
Poly Rove B2 base station	8.0.0.0033
Poly Rove B4 base station	8.0.0.0033
Poly Rove 30 wireless handset	8.0.0.0033
Poly Rove 40 wireless handset	8.0.0.0033
Poly Rove R8 repeater	8.0.0.0001

## Supported Phone Features

The following table indicates which features the Rove supports when deployed with CUCM.

### CUCM Features on SoundStation Phones

<i>Feature</i>	<i>Supported / Not Supported</i>
Place and receive calls	Supported
On-hook dialing	Supported
Do Not Disturb	Supported
Call hold and resume	Supported
Call waiting	Supported
Call appearances (Number of simultaneous calls on a single registration)	Supported CUCM supports up to two call appearances on third-party SIP devices.
Caller ID display	Supported
Speed dial	Supported
Three-way audio conference with management options	Supported  Poly phones provide conferencing from the phone itself. Cisco phones provide conferencing from the CUCM server.
Voice hunt group	Supported
Incoming call forwarding	Supported
Call forward busy	Supported
Call forward no answer	Supported
Call transfer – blind and consultative	Supported
Clock display	Supported
Music on Hold (MoH)	Not supported
Message Waiting Indicator (MWI)	Supported
<b>Additional Services</b>	
Busy trigger	Supported

Missed/Placed/Received calls	Supported Poly phones enable you to view and dial missed, placed, and received calls from the phone interface.
Directory-Service directory listing	Not supported
Call park	Not supported
Call group pickup, Hunt group sequential, Hunt group parallel	Not supported
Busy Lamp Field (BLF) monitoring	Not supported
Barge-In	Not supported
Conveying microphone mute status between endpoints	Not supported
Provisioning and Management	
Configuration file compatibility with CUCM	Not supported Configuration requires the use of Poly configuration files, or you can apply parameters on a per phone basis using the Web Configuration Utility.
Server redundancy	Supported with custom configuration on phone
Digest authentication	Supported
Phone authentication	Supported
SNMP support	Not supported
Secure Real-time Transport Protocol (SRTP)	Not supported
Codec Support	
G.711ulaw, G.722	Supported
Unsupported CUCM Features	
Presence and buddy lists	Not supported
Instant messaging	Not supported
Cisco XML applications	Not supported
Cisco phone directory	Not supported
Cisco ad hoc conferencing	Not supported



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Cisco TFTP software/configuration file

Not supported

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# Setting Up Cisco Unified Communications

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The Cisco® Unified Communications Manager (CUCM) enables you to deploy and register Poly Rove B2 or Rove B4 base stations. Use this section to set up a CUCM environment for your Poly Rove phones. For information and documentation specific to Poly Rove DECT IP phones, see [Poly Rove DECT IP Phones](#) on the Poly Online Support Center.

## Cisco Unified Communications Manager

This section uses a Rove B4 base station as an example. You must complete three procedures to set up Cisco Unified Communications Manager for Poly Rove DECT IP phones:

- Create phone security profiles.
- Create a user for each phone.
- Add device information to the CUCM manager.

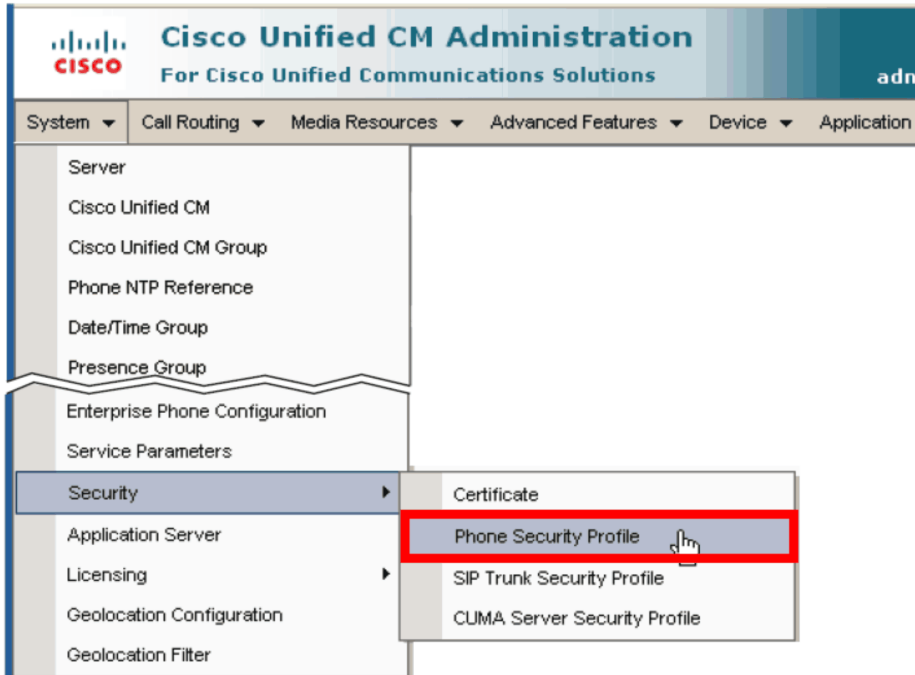
### ***Create Phone Security Profiles***

Set Rove's security profiles (optional for all Poly devices). If you don't use security profiles, the device authenticates with a username and extension only, no password.

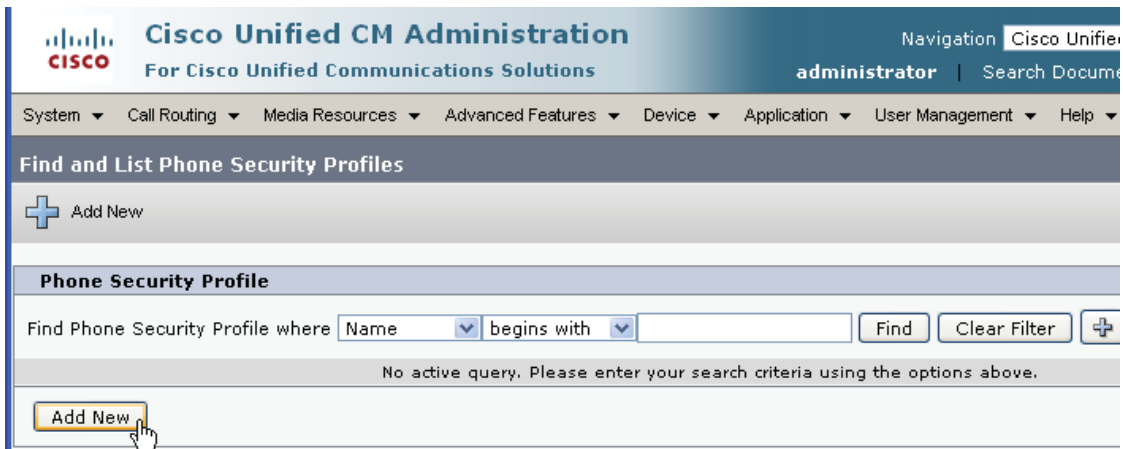
To create phone security profiles:

- 1 Open a Cisco Unified Communications Manager web administration session and enter your username and password when prompted.

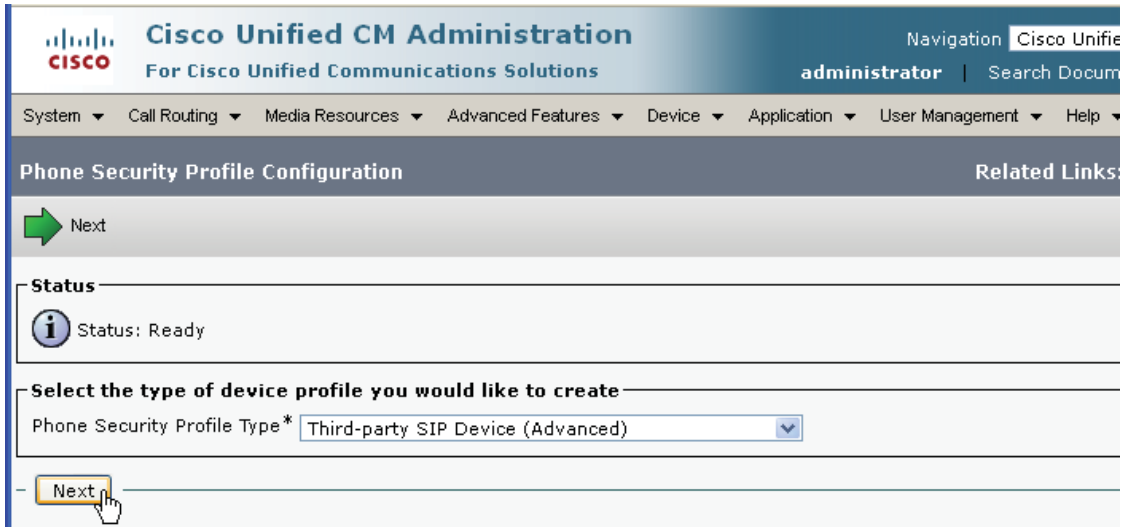
2 Select **System > Security > Phone Security Profile**.



3 Click **Add New**.



4 Choose **Third-party SIP Device (Advanced)** and click **Next**.



5 Under Phone Security Profile Information, complete the following fields.

- In **Name**, enter a profile name for your system.
- (Optional) Enter a Description.

➤ Check **Enable Digest Authentication**.

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾

### Phone Security Profile Configuration

Save

**Status**

Status: Ready

**Phone Security Profile Information**

**Product Type:** Third-party SIP Device (Advanced)  
**Device Protocol:** SIP

Name\*

Description

Nonce Validity Time\*

Transport Type\*

Enable Digest Authentication

**Parameters used in Phone**

SIP Phone Port\*

6 Click **Save**.

In the status bar near the top of the page, the message *Add Successful* displays.

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾

### Phone Security Profile Configuration

Save Delete Copy Reset Apply Config Add New

**Status**

Add successful

**Phone Security Profile Information**

**Product Type:** Third-party SIP Device (Advanced)  
**Device Protocol:** SIP

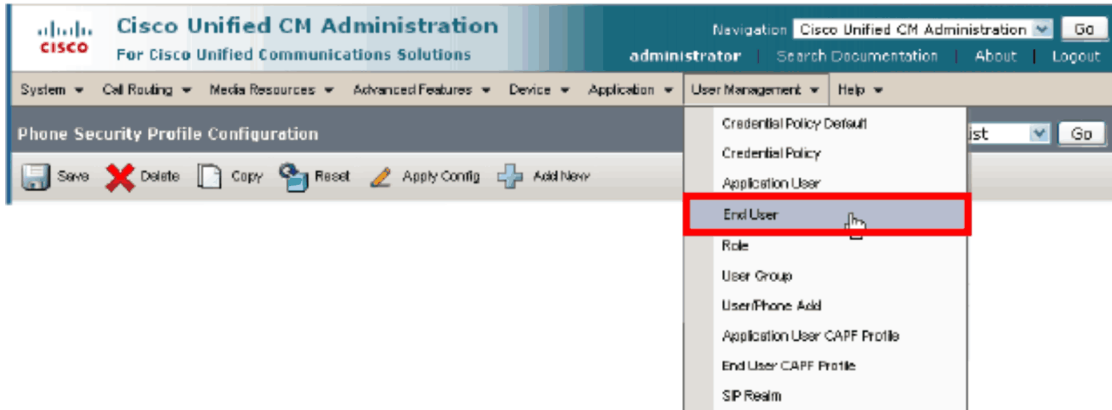
Name\*

## Create a User

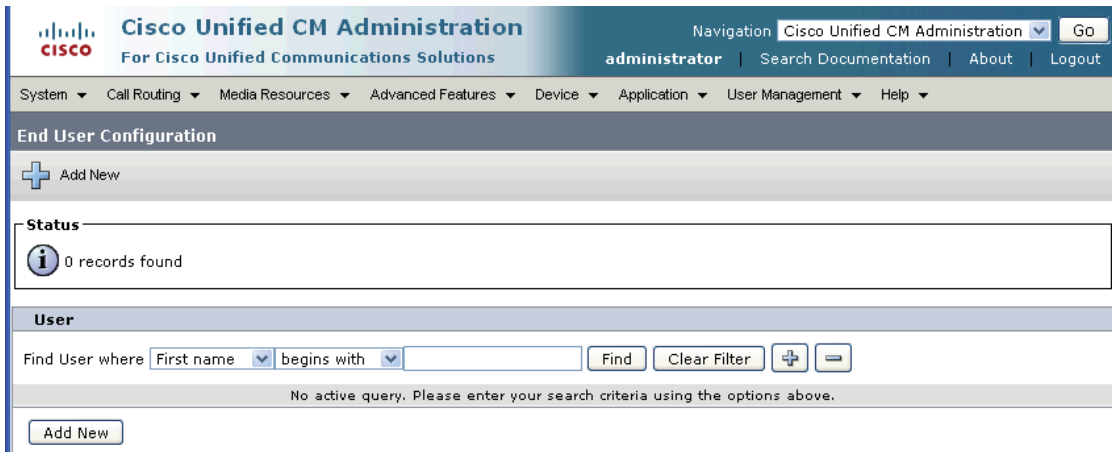
After you create phone security profiles, create a user for each Poly Rove DECT IP phone.

To create a user:

- 1 Select **User Management > End User**.



- 2 Click **Add New**.



- 3 In the **User ID** text box, enter a user ID according to system and account policies. In this example, the username is PolyRove1.

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**Note:** If you cannot add a user here, verify that your system is integrated with Lightweight Directory Access Protocol (LDAP). If so, use an existing user ID to associate the phone to an existing user, or create a new user ID for this phone. If your CUCM is integrated with an LDAP directory, you can add users using the LDAP directory itself.

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- 4 In the **Last Name** field, enter a last name.
- 5 In the **Digest Credentials** field and the **Confirm Digest Credentials** field, enter the digital credentials for the phone.

The password is used with the User ID as the authentication password in the phone’s configuration file or when entering the line registration information with the Web Configuration.

**End User Configuration**

Save Delete Add New

**Status**

Update successful

**User Information**

User Status: Enabled Local User

User ID\*: PolyRove1

Password: [Redacted] Edit Credential

Confirm Password: [Redacted]

Self-Service User ID: [Empty]

PIN: [Redacted] Edit Credential

Confirm PIN: [Redacted]

Last name\*: PolyRove1

Middle name: [Empty]

6 Click **Save**.

In the status bar near the top of the page, the message *Update Successful* displays.

## Add Device Information to CUCM

After you create users, add device information to CUCM.

To add device information to CUCM:

1 Select **Device > Phone** and click **Add New**.





- In **Phone Type**, choose **Third-party SIP Device (Advanced)** if using the Trio with the Trio Visual+ and video calls. Choose **Third-party SIP Device (Basic)** if doing voice only. Then, click **Next**.



- Enter the device information in the fields shown on the Device Information screen. Many of the fields provide choices in a drop-down menu. Descriptions of the fields are listed following the illustration.

Device Information	
<input checked="" type="checkbox"/> Device is Active	
<input type="checkbox"/> Device is not trusted	
MAC Address*	64167FF4C86E
Description	64167FF4C86E
Device Pool*	Default <a href="#">View Details</a>
Common Device Configuration	< None > <a href="#">View Details</a>
Phone Button Template*	Third-party SIP Device (Advanced)
Common Phone Profile*	Standard Common Phone Profile <a href="#">View Details</a>
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
Location*	Hub_None
AAR Group	< None >
Device Mobility Mode*	Default <a href="#">View Current Device Mobility Settings</a>
Owner	<input checked="" type="radio"/> User <input type="radio"/> Anonymous (Public/Shared Space)
Owner User ID*	PolyRove1
Mobility User ID	< None >
Use Trusted Relay Point*	Default
Always Use Prime Line*	Default
Always Use Prime Line for Voice Message*	Default
Geolocation	< None >
<input checked="" type="checkbox"/> Retry Video Call as Audio	
<input type="checkbox"/> Ignore Presentation Indicators (internal calls only)	
<input checked="" type="checkbox"/> Logged Into Hunt Group	
<input type="checkbox"/> Remote Device	

- In the **MAC Address** field, enter the MAC Address of the Rove base station. You can find the MAC address on a label on the bottom of the Rove base station. For CUCM, a MAC address is an arbitrary way to identify a third-party SIP device. However, Poly recommends using the phone's MAC address to ensure you give each device a unique identifier and common format.
- (Optional) In the **Description** field, enter a description.
- In **Device Pool**, choose the device pool you're using for your Cisco Unified Communications Manager system phones.
- In **Phone Button Template**, select **Third-party SIP Device (Advanced)** or **Third-party SIP Device (Basic)** as appropriate.
- (Optional) In **Calling Search Space**, select a calling search space for the phone.
- In **Location**, select a location for the phone.

**4** Configure the following settings in **Protocol Specific Information**.

**Protocol Specific Information**

BLF Presence Group\* Standard Presence group

MTP Preferred Originating Codec\* 711ulaw

Device Security Profile\* Poly Rove

Rerouting Calling Search Space < None >

SUBSCRIBE Calling Search Space < None >

SIP Profile\* Standard SIP Profile - Phone Devices [View Details](#)

Digest User PolyRove1

Media Termination Point Required

Unattended Port

Require DTMF Reception

Allow Presentation Sharing using BFCP

Allow iX Applicable Media

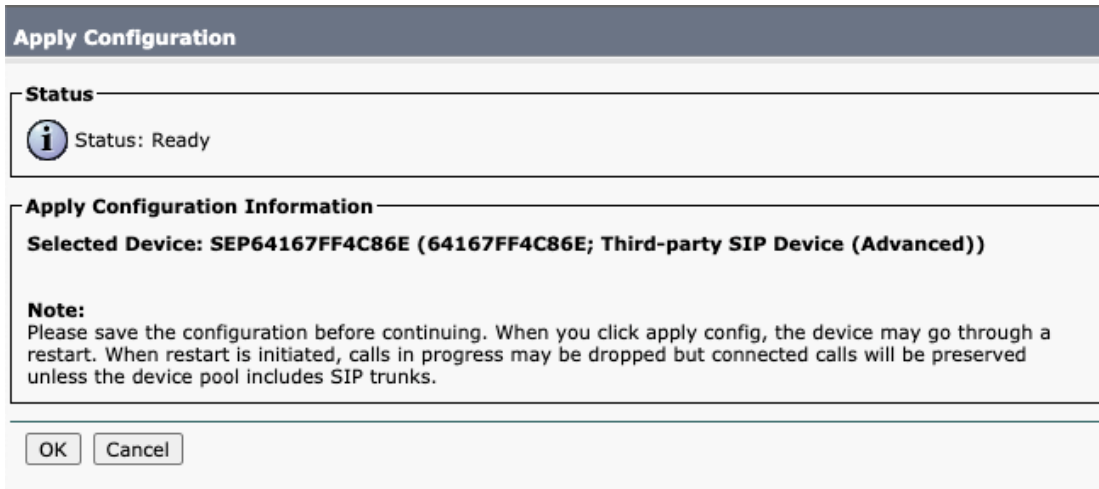
- In **Device Security Profile**, select the profile you created in step 5 of the procedure [Create Phone Security Profiles](#).
- In **Rerouting Calling Search Space**, choose an option to enable call forwarding on the phone.
- In **SIP Profile**, enter the SIP profile you want to use.
- In **Digest User**, select the user you created in step 2 of the procedure [Create a User](#). In this example, the user is PolyRove1.

**5** Click **Save**.

In the status bar near the top of the page, the message *Update Successful* displays.

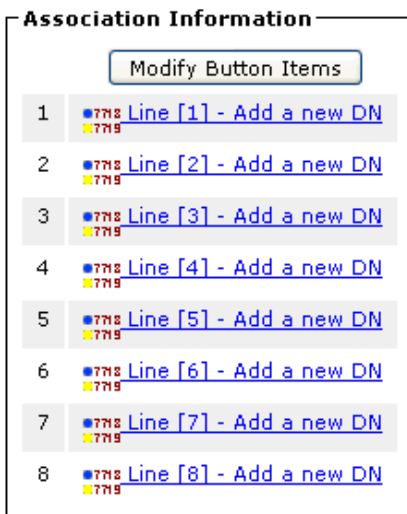
**6** Click **Apply Configuration**.

The following status message displays.



7 Click **OK** to continue.

8 In the **Association Information** area on the left side of the window, add a new directory number (DN) by clicking on the **Line [1] — Add a new DN** link.



The Directory Number Information screen displays.

- 9 Enter the directory number information in the fields shown in the Directory Number Information screen. Some of the fields provide choices in a drop-down menu. Descriptions of the fields are listed following the illustration.

**Directory Number Information**

Directory Number\*   Urgent Priority

Route Partition

Description

Alerting Name

ASCII Alerting Name

External Call Control Profile

Associated Devices

- In **Directory Number**, enter a phone extension. The example uses extension 4805550001.
- In **Route Partition**, select a route partition.
- In **Alerting Name**, enter an alerting name. The example uses Rov Test Account - JOV.
- **ASCII Alerting Name** is automatically populated with the value you enter in Alerting Name. The example uses Rov Test Account - JOV.

- 10 Set **Voice Mail Profile** to the Cisco Unified Communications Manager system requirements. The following example shows the default settings.

**Directory Number Settings**

Voice Mail Profile  (Choose <None> to use system

Calling Search Space

Presence Group\*

User Hold MOH Audio Source

Network Hold MOH Audio Source

**11** In the **Call Forward and Call Pickup Settings** screen, set values for your system. This example shows the default screen and settings.

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			Use System Default
Forward All	<input type="checkbox"/> or	<input type="text"/>	< None >
Secondary Calling Search Space for Forward All			< None >
Forward Busy Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Busy External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Answer Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Answer External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward on CTI Failure	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered External	<input type="checkbox"/> or	<input type="text"/>	< None >
No Answer Ring Duration (seconds)		<input type="text"/>	
Call Pickup Group			< None >

**12** Enter the following information for Line 1 of your device.

- In **Display (Internal Caller ID)**, enter a caller ID. This example uses the caller ID `PolyRove1`. The caller ID you enter here displays on the recipient's phone when receiving a call from the SoundStation IP phone.
- In **ASCII Display (Internal Caller ID)**, enter a caller ID. This example uses the caller ID `PolyRove1`.

Line 1 on Device SEP64167FF4C86E	
Display (Caller ID)	<input type="text" value="PolyRove1"/> D receiving a call may not see the proper identity of the caller.
ASCII Display (Caller ID)	<input type="text" value="PolyRove1"/>
External Phone Number Mask	<input type="text"/>
Monitoring Calling Search Space	< None >

**13** Enter the following information in Multiple Call/Call Waiting Settings for your device.

- In **Maximum Number of Calls**, enter a value for your environment. Note that Rove supports a maximum of two calls.

- In **Busy Trigger**, enter a value for your environment. Busy Trigger defines the maximum number of simultaneous call appearances—active, busy, and on-hold calls—the device can support before additional calls receive a busy signal. Currently CUCM supports a maximum of two call appearances for third-party SIP devices.

**Multiple Call/Call Waiting Settings on Device SEP0004F2BF001D**

Note: The range to select the Max Number of calls is:  
1-16

Maximum Number of Calls*	<input type="text" value="2"/>
Busy Trigger* (Calls)	<input type="text" value="2"/>

**14** Click **Save**.

In the status bar near the top of the page, the message *Update Successful* displays.

You have successfully added device information to the CUCM manager.

# Configuring Rove B2 and Rove B4 Base Stations with CUCM

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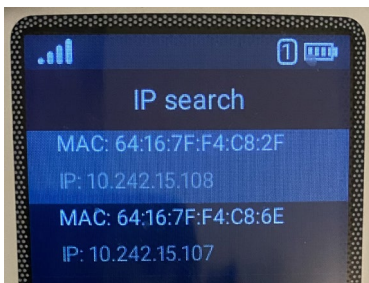
This section uses a Rove B4 base station as an example.

## Configure Rove's Line Registration and Handset

This procedure sets Rove's line registration that you created in the previous procedure.

To configure the line registration and handset:

- 1 Ensure that the Rove handset is paired to the base station. For more information, refer to the [Poly Rove DECT IP Phone Administrator Guide 8.0.0](#).
- 2 Obtain the IP address of the base station. On the Rove handset, select **Menu** and type \* 4 7 \* . A list of base station MAC addresses and corresponding IP addresses displays on the handset.



- 3 On your computer web browser, use the IP address found in the previous step to connect to the Rove base station web admin interface and sign in as administrator. The default username is admin/password admin.
- 4 Once you're logged into the web admin interface of the Rove base station, go to to **Service Providers | ITSP Profile A | SIP** and configure the following settings:
  - Clear the **ProxyServer** default check box and enter the FQDN or IP address of the CUCM registration server.
  - Clear the **ProxyServerPort** check box and enter **5060**.
  - Clear the **ProxyServerTransport** check box and select **TCP**.

Parameter Name	Value	Default
ProxyServer	na1-cucm-1.mypolycom.com	<input type="checkbox"/>
ProxyServerPort	5060	<input type="checkbox"/>
ProxyServerTransport	TCP	<input type="checkbox"/>
X_SignalTCPPort	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
X_OneTCPConnPerExt	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
X_ServerAlias		<input checked="" type="checkbox"/>
OutboundProxy		<input checked="" type="checkbox"/>
OutboundProxyPort		<input checked="" type="checkbox"/>
X_OutboundProxyMode	All SIP requests	<input checked="" type="checkbox"/>
X_RegisterEnable	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- 5 Click **Submit**. Otherwise, your changes will be lost.
- 6 On the **Configuration Updated Screen**, click the **Return** button to continue the configuration process. Don't reboot the system.

- 7 Go to to **Voice Services | SP1 Service** and configure the following settings:
  - Clear the **Enable** default check box and check the value to enable the service.
  - Clear the **X-ServProvProfile** check box and select **A** to associate to ITSP Profile A configured in the previous step.
  - Clear the **X\_Handset** check box and select **1** to associate it with the appropriate Rove handset.
  - Under **SIP Credentials**, clear the **AuthUserName** check box and enter the CUCM digest username.
  - Clear the **AuthPassword** check box and enter the CCUM digest password.
  - Clear the **URI** and enter the Directory Number (DN) of the CUCM phone account.



**poly** Logout User Login Reboot Force Reboot

**Setup Wizard**

- + Status
- + System Management
- + Service Providers
- Voice Services
  - SP Services 1-50
    - SP1 Service
    - SP2 Service
    - SP3 Service
    - SP4 Service
    - SP5 Service
    - SP6 Service
    - SP7 Service
    - SP8 Service
    - SP9 Service
    - SP10 Service
    - SP11 Service
    - SP12 Service
    - SP13 Service
    - SP14 Service
    - SP15 Service
    - SP16 Service
    - SP17 Service
    - SP18 Service
    - SP19 Service

**SP1 Service**

Parameter Name	Value	Default
Enable	<input checked="" type="checkbox"/>	<input type="checkbox"/>
X_DisplayNumber		<input checked="" type="checkbox"/>
X_LineName		<input checked="" type="checkbox"/>
X_PrefSipID		<input checked="" type="checkbox"/>
X_ServProvProfile	A	<input type="checkbox"/>
X_IncomingRingTimeOut	60	<input checked="" type="checkbox"/>
X_Handset	1	<input type="checkbox"/>

**SP1 Service Status**

Parameter Name	Value	Default
Status	Registered (server=na1-cucm-1.mypolycom.com)	

**SIP Credentials**

Parameter Name	Value	Default
AuthUserName	PolyRove1	<input type="checkbox"/>
AuthPassword	*****	<input type="checkbox"/>
URI	4805550001	<input type="checkbox"/>
X_XsiUserName		<input checked="" type="checkbox"/>
X_XsiPassword		<input checked="" type="checkbox"/>

8 Save the settings and reboot the base station.

**Configuration Updated.**

New configuration will take effect shortly.

Return

# Troubleshooting the Rove B2 and Rove B4 Base Stations

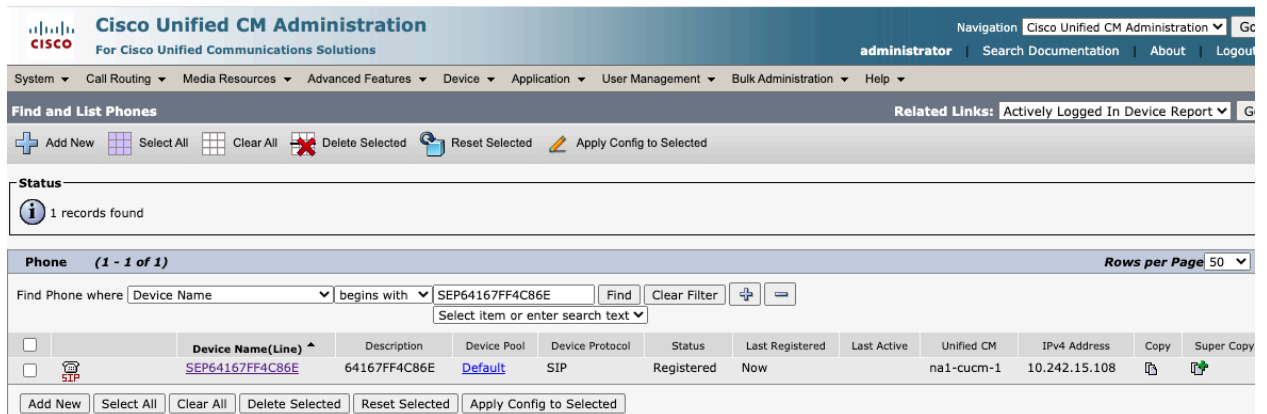
This section provides a few ways to troubleshoot the Rove B2 and Rove B4 base stations if they aren't properly registering to CUCM.

## Verify Registration

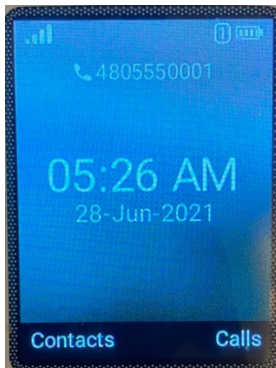
You can confirm that the Rove B2 and Rove B4 base stations are successfully registered in the CUCM administration console and on the handset.

To verify registration:

- 1 Verify that the Rove is registered on CUCM Administration console.
  - Select Device and Phone in the CUCM Administration console and search for the Rove's device name. You will see **Registered** under **Status**.



- 2 Verify that the Rove is registered from the handset.
  - The Rove handset displays the CUCM DN at the top of the screen.



- 3 Verify that the Rove is registered from the Base Station Service Status.

- On the Rove base station's web admin interface, select **Status** and **Service Status**. Under **SP Service Status**, you will see the extensions registered and the server they're registered to.

The screenshot shows the Poly Rove web admin interface. The top navigation bar includes the Poly logo and buttons for Logout, User Login, Reboot, and Force Reboot. A left sidebar contains a Setup Wizard and a menu with options like Status, System Status, Service Status, System Management, Service Providers, Voice Services, DECT Wireless, Alarm, Line Keys, and Platform. The main content area is titled 'Service Summary' and features a 'Config Current' icon. It displays two tables: 'Call Status' and 'SP Service Status'.

Call Status	
Name	Value
Active calls	0
Local RTP Connections	0
System-wide RTP Connections	0

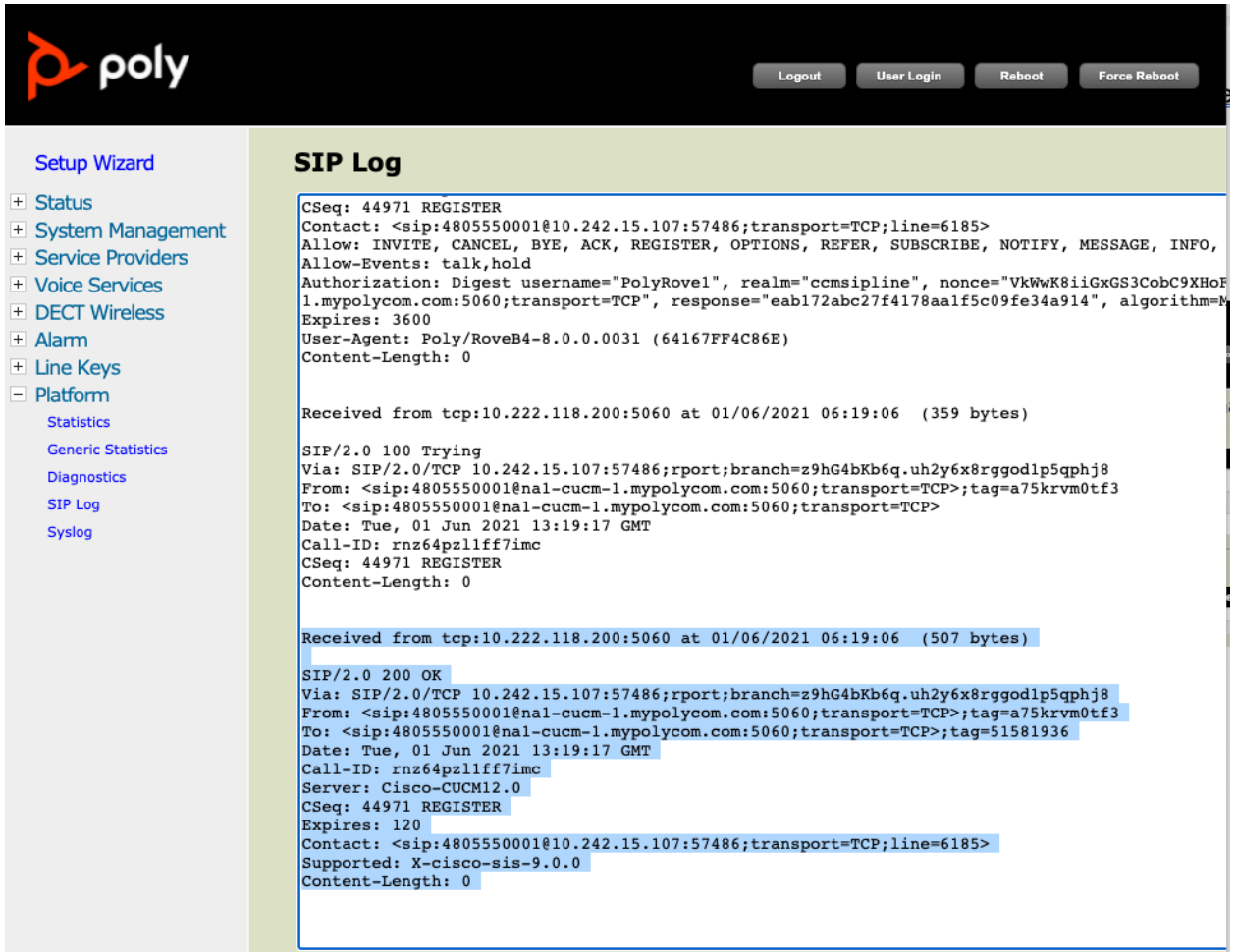
SP Service Status					
Index	Extension	Display Number	SP Service	Server	Handset
1	4805550001		SP1 Registered	na1-cucm-1.mypolycom.com	1
2	4805550002		SP2 Registered	na1-cucm-1.mypolycom.com	2

## Verify That the Registration Request Displays 200 OK

When the registration request is successful, **200 OK** displays in the SIP Log.

To verify that you're getting a 200 OK from the registration request:

- 1 Select **Platform** and **SIP log**.
- 2 Confirm that **200 OK** is displayed in the log.

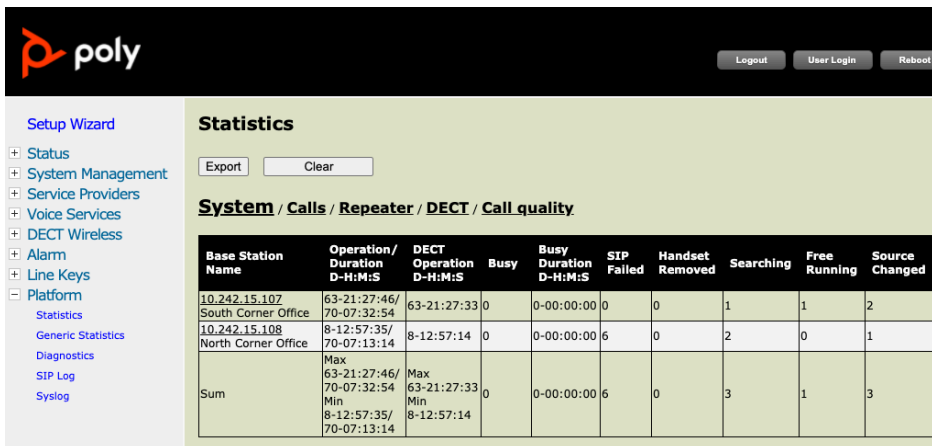


## Verify That There Are No SIP Failures From Statistics

You can verify whether SIP failures have occurred by viewing the Statistics.

To verify that there are no SIP failures from Statistics:

Select **Platform** and **Statistics**.



# View Critical SIP Events In the Syslog

When Syslog LevelPLT and LevelPLTSrv are set to debug, they also provide Syslog events for any critical SIP events.

To view critical SIP events in the Syslog:

Select **Platform** and **Syslog**.

The screenshot shows the Poly Rove web interface. On the left is a navigation menu with categories like Setup Wizard, Status, System Management, Service Providers, Voice Services, DECT Wireless, Alarm, Line Keys, and Platform. The Platform section is expanded to show 'Syslog'. The main area displays a list of Syslog messages, including several SIP-related events such as 'DECT:FP\_CCF\_DEBUG\_CLOSE\_INSTANCE', 'MEDIAMGT: MAC connection disconnected', 'DECT:FP\_LCE\_DEBUG\_CLOSE\_INSTANCE', 'DECT:DL\_RELEASE\_REQ normal', 'DECT:MAC\_DIS\_REQ', 'SYNCGMR: SendExtCallIns', 'SIP: SIPwSendRegisterInd', 'UATASK: Registration indication of AppId#04', 'PP FWU mail handler FWU\_UPDATE\_PP\_INFOS', and 'Statistics: ROS\_0 mail queue MAX 0 %'. At the bottom of the Syslog view are buttons for 'Clear', 'Reload', 'Dump Crash Log', 'Clear Crash Log', and 'Export'.