

POLY ROVE

Frequently Asked Questions



WHAT IS THE POLY ROVE FAMILY?

Poly Rove Family is a scalable and secure workplace wireless communication solution comprised of DECT™:

- Handsets: Poly Rove 30
- Base stations: Poly Rove B2 and Poly Rove B4
- Repeater: Poly Rove R8

In addition to the individual product offerings we offer:

- Poly Rove kit with one Poly Rove 30 handset and one Poly Rove B2 base station
- Poly Rove multi charger capable of charging three handsets and three batteries simultaneously

Poly Rove 30 is a ruggedized wireless DECT™ handset with Microban antimicrobial product protection. The Poly Rove 30 is simple to use with features like four programmable line keys, a large 2.4-inch color display, and dedicated keys for push to talk, volume and mute.

WHAT DOES 'RUGGEDIZED' MEAN?

The Poly Rove handsets are ruggedized IP65 and drop proof (up to 6.6 ft/2 m).

- IP65 is defined as totally dust tight with full protection against dust, tested against continuous airflow and water resistant with water projected by a nozzle (6.3 mm /0.25 in) against enclosure from any direction shall have no harmful effects.
- This ruggedization is especially important when thinking about the target markets for Poly Rove: healthcare, retail, manufacturing and hospitality. Devices often receive rough treatment and knowing that the Poly Rove handsets are built to last gives your customers confidence that their devices will last and that their investment is protected.

WHAT IS THE POLY ROVE MULTI CHARGER?

An additional charger, sold separately, that charges three handsets and three batteries simultaneously. Additional batteries can be purchased as spares to charge up and swap if handsets are low battery. Each handset comes with a single handset charging stand and a battery.

WHAT IS THE DIFFERENCE BETWEEN THE POLY ROVE B2 BASE, POLY ROVE B4 BASE AND POLY ROVE R8 REPEATER?

- Poly Rove B2 is a single/dual cell DECT™ base station that connects up to 20 handsets. When in single cell mode you can have up to 10 concurrent calls and when in dual cell mode you can have up to 20 concurrent calls.
- Poly Rove B4 is a multi-cell DECT™ base station that connects up to 30 handsets and enables 8 concurrent calls per base station. The Poly Rove B4 is a multi-cell solution and can scale to support up to 254 base stations which connects up to 1,000 handsets and enables 2,000 concurrent calls.
- Poly Rove R8 is a DECT™ repeater, up to six repeaters can be connected to one base station enabling extended encrypted DECT™ range. The Poly Rove R8 also allows daisy-chaining allowing up to three repeaters in a cascade setup.

WHY WOULD A CUSTOMER WANT A POLY ROVE R8 REPEATER INSTEAD OF ANOTHER BASE?

Poly Rove R8 provides extended range, but it does not increase the number of calls/handsets in your system. A benefit of adding a repeater to your system is it only needs a power outlet and not an ethernet connection like base stations. If a customer needs more range but does not need more calls, recommend the Poly Rove R8 repeater.

WHY WOULD A CUSTOMER WANT A POLY ROVE R8 INSTEAD OF ANOTHER POLY ROVE B4 BASE?

If your customer just needs to extend range, you should recommend the Poly Rove R8 repeater which is lower in cost than purchasing another Poly Rove B4 base. If your customer needs to increase calls and or handsets in their system you should recommend, they purchase another Poly Rove B4 base station. Adding another base station would extend range and calls/handsets. Adding a repeater would only extend range.

WHY WOULD A CUSTOMER WANT A POLY ROVE R8 INSTEAD OF ANOTHER POLY ROVE B2 BASE?

If a customer has one Poly Rove B2 base station and is deciding between buying another Poly Rove B2 or a Poly Rove R8, recommend the Poly Rove B2. The Poly Rove B2 base station increases calls and range at the same price point of the Poly Rove R8 that only extends range. If your customer just has a power outlet and not another ethernet port they might opt to purchase the Poly Rove R8 instead of the Poly Rove B2. Once a customer has two Poly Rove B2 base stations they can only add Poly Rove R8 repeaters if they need to extend the range. This is because the Poly Rove B2 base station is a dual cell solution (two base stations max).

WHAT DO WE MEAN WHEN WE SAY CELL?

This refers to the amount of base stations you can have per system and helps determine which kind of “cell” is best suited for the size of the organization:

- Single cell: Small workplaces
- Dual cell: Small to Medium workplaces
- Multi cell: Medium to Large workplaces

IN GENERAL, HOW MUCH RANGE DOES EACH INDIVIDUAL POLY ROVE BASE AND/OR REPEATER PROVIDE?

Each Poly Rove base and/or repeater provides an average range up to 165 ft/50 m indoors and up to 980 ft/300 m outdoors. This is the standard range for DECT™ technology.

WHAT IS POLY’S “REDUNDANCY” FEATURE MEAN?

Poly’s redundancy feature enables each base station to act as a primary base. This ensures your system keeps running if one base in the system fails. If the primary base station goes down, the main signal transfers to a secondary base station within 60 seconds and the secondary base becomes the primary base.

HOW MANY SERVICE PROVIDER LINES CAN EACH HANDSET HAVE?

Each Poly Rove handset supports up to 20 service provider lines if the lines are all private. If the lines are shared, we support up to four shared/private lines (SCA/Private).

WILL THE POLY ROVE FAMILY BE RELEASED GLOBALLY?

Yes, Poly Rove Family will be available globally in the following regions at launch: USA, Canada, United Kingdom, European Union, Australia, New Zealand, Singapore and Hong Kong.

POLY ROVE FAMILY — INTEGRATION WITH MICROBAN ANTIMICROBIAL PRODUCT PROTECTION

WHAT IS POLY’S RELATIONSHIP WITH MICROBAN®?

Poly and Microban® have partnered together to do what they do best...combining Poly’s legendary audio and video solutions with 35+ years of Microban® antimicrobial technology innovation. Poly has exclusively partnered with Microban® to feature antimicrobial product protection in select devices.

For more information, visit epb.com/customer-support/business-support or call 423-648-1500, option 2

WHAT DOES “EXCLUSIVE” RELATIONSHIP MEAN?

Poly is the only provider that can integrate Microban’s® antimicrobial technology into unified communication:

- IP, USB, and conference devices
- Mobile, Wi-Fi, and DECT handsets
- Business grade headset
- Video devices

Our exclusive partnership contract extends through calendar year 2025 with the opportunity to extend.

WHY DID POLY PARTNER WITH MICROBAN®?

Microban® is the global leader in built-in antimicrobial product protection. They pride themselves on being an innovation engine for companies worldwide. With more than 300 companies in their partner network, Microban® is recognized as a global trustmark of antimicrobial performance.

WHO IS MICROBAN®?

Microban® is a global specialist in antimicrobial technologies and odor control solutions. Their proven formulations are successfully integrated into a range of materials, providing lasting product protection against the growth of bacteria, mold, mildew and algae. Added during manufacturing, Microban® solutions become an intrinsic feature of a product and will not wash off or wear away. A history of success has helped Microban® to secure winning partnerships with more than 300 companies including P&G, GE Appliances, Reebok and Samsonite to name but a few.

WHAT IS AN ANTIMICROBIAL?

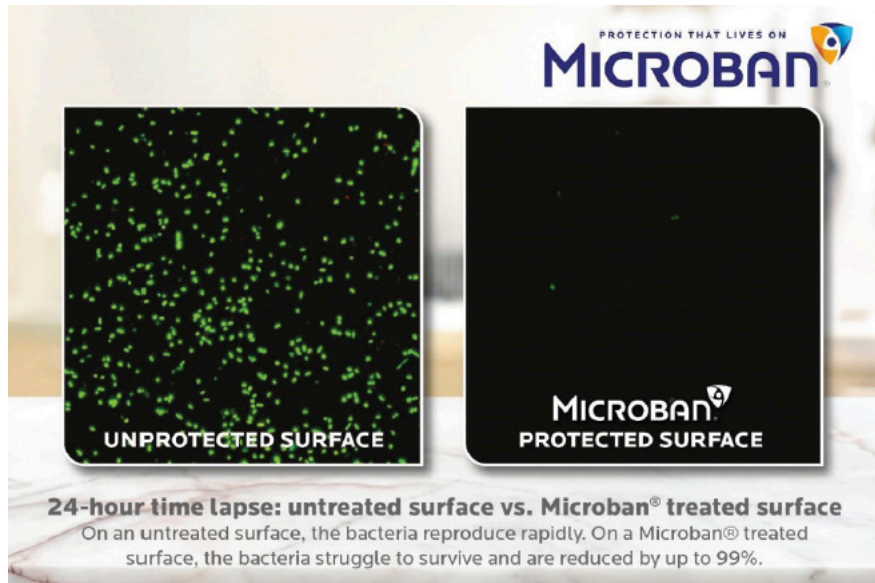
An antimicrobial can be defined as a substance that works to inhibit the growth and reproduction of microorganisms such as bacteria.

WHAT IS MICROBAN® ANTIMICROBIAL PRODUCT PROTECTION?

Microban® is built-in protection for solid products, coatings and fibers. The technology works to inhibit the growth of microbes on a surface that can cause staining, bad odors and premature degradation. Microban® has a portfolio of more than 25 approved antimicrobial technologies that are selected and optimized for a broad range of product applications.

HOW DOES MICROBAN® TECHNOLOGY WORK?

Microban® antimicrobial technology works at a cellular level to continually disrupt the growth and reproduction of microorganisms. It operates a multi-modal attack, damaging the protein, cell membrane, DNA and internal systems of a microbe. Once infused into a product, Microban® antimicrobial technology will start to work as soon as a microorganism comes into contact with the protected surface.



DOES MICROBAN® PRODUCT PROTECTION BEGIN WORKING IMMEDIATELY?

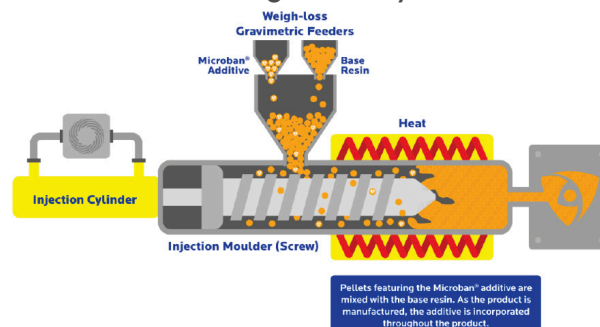
Microban® protection begins to work as soon as a microorganism comes into contact with the product surface. It then works continuously to maintain a consistently lower bio-burden than would be expected on a product without Microban® antimicrobial protection.

DOES MICROBAN® PRODUCT PROTECTION REDUCE THE NEED FOR REGULAR CLEANING?

No. Microban® antimicrobial technology is designed to complement existing cleaning practices and should not replace them. Regular cleaning practices should be maintained.

IS MICROBAN® TECHNOLOGY A SURFACE COATING?

Microban® antimicrobial additives are used in a range of material types including polymers, coatings, ceramics and textiles. When incorporated into paints, lacquers or powder coatings, Microban® is designed to function in the coating only. However, when incorporated into solid materials such as polymers, Microban® is homogeneously distributed throughout the entire product.



For more information, visit epb.com/customer-support/business-support or call 423-648-1500, option 2

HOW DURABLE IS MICROBAN® PRODUCT PROTECTION?

Integrated Microban® product protection will remain present in a product for its expected lifetime. The technology will not wash off, leach out or wear away.

IS MICROBAN® TECHNOLOGY SAFE TO USE?

Microban® antimicrobial additives have undergone extensive independent laboratory testing and have a long history of safe use, across a wide range of product types. The biocidal active components of Microban® antimicrobial additives are regulated by various agencies* in each region as treated articles and are proven safe and effective for their specific end use applications.

*The following organizations regulate the use of antimicrobial additives in North America, Canada and Europe: Environmental Protection Agency (EPA) in North America, Pest Management Regulatory Agency (PMRA) in Canada and Biocidal Products Regulation (BPR) in Europe