



Disabling Call Waiting Beep on Polycom Phones

Overview:

Many people find the call waiting beep that is enabled by default on the Polycom phones to be annoying. This document will explain how to turn this off.

Configuration Steps for firmware 3.2.7 and below:

1. In the GUI on the 7100, go to *Voice->IP Phone Configs->Global Files->Polycom customer-sip.cfg*

2. Add the following lines between the `<localcfg>` and `</localcfg>` tags in the textbox (make sure each entry shown below is on a single line, or the phone will have problems reading the config file):

```
<CALLWAITING se.pat.callProg.6.inst.1.type="silence"  
se.pat.callProg.6.inst.1.value="10"/>
```

```
<CALLWAITINGLONG se.pat.callProg.7.name="long call waiting"  
se.pat.callProg.7.inst.1.type="silence" se.pat.callProg.7.inst.1.value="10"  
se.pat.callProg.7.inst.2.type="silence" se.pat.callProg.7.inst.2.value="150"  
se.pat.callProg.7.inst.3.type="silence" se.pat.callProg.7.inst.3.value="10"/>
```

The screenshot shows the 'IP Phone Configs' web interface. At the top, there's a navigation bar with tabs for 'Phone Configs', 'Global Directory', 'Boot Settings', 'Default Settings', and 'Global Files'. The 'Global Files' tab is active, showing a sub-tab for 'Polycom customer-sip.cfg'. Below the tabs, there's a text area for editing the configuration file. The text area contains the following XML code:

```
<?xml version="1.0" standalone="yes"?>  
<!-- Customer SIP Application Configuration File -->  
<localcfg>  
  
<CALLWAITING se.pat.callProg.6.inst.1.type="silence"  
se.pat.callProg.6.inst.1.value="10"/>  
  
<CALLWAITINGLONG se.pat.callProg.7.name="long call waiting"  
se.pat.callProg.7.inst.1.type="silence" se.pat.callProg.7.inst.1.value="10"  
se.pat.callProg.7.inst.2.type="silence" se.pat.callProg.7.inst.2.value="150"  
se.pat.callProg.7.inst.3.type="silence" se.pat.callProg.7.inst.3.value="10"/>  
  
</localcfg>
```

At the bottom of the text area, there is a 'Save' button.

3. Click *Save*

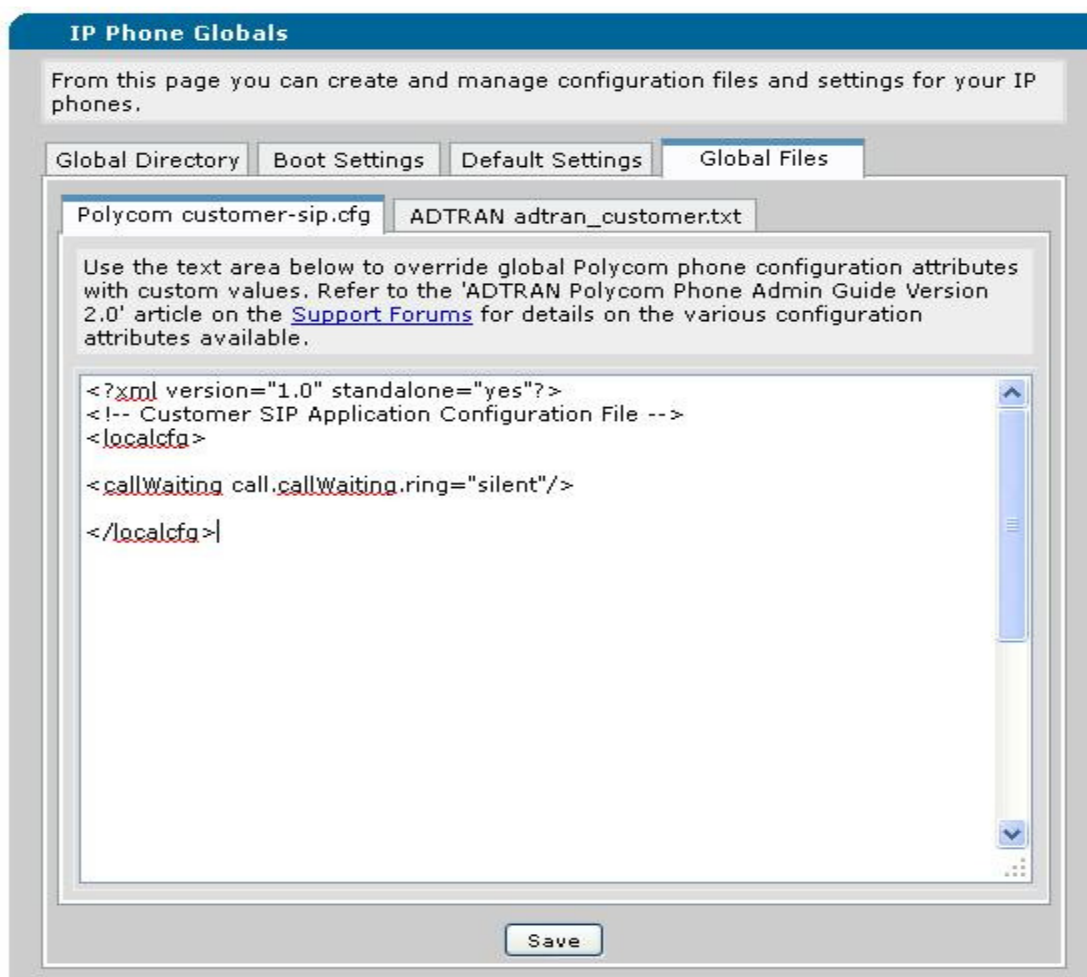
4. Reboot the phone(s) manually or issue a check-sync, which will cause them to reboot.

Configuration Steps for firmware 3.3.5 and higher:

1. In the GUI on the 7100, go to *Voice->IP Phone Configs->Global Files->Polycom customer-sip.cfg*

2. Add the following lines between the `<localcfg>` and `</localcfg>` tags in the textbox:

```
<callWaiting call.callWaiting.ring="silent"/>
```



3. Click *Save*

4. Reboot the phone(s) manually or issue a check-sync, which will cause them to reboot.