



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:

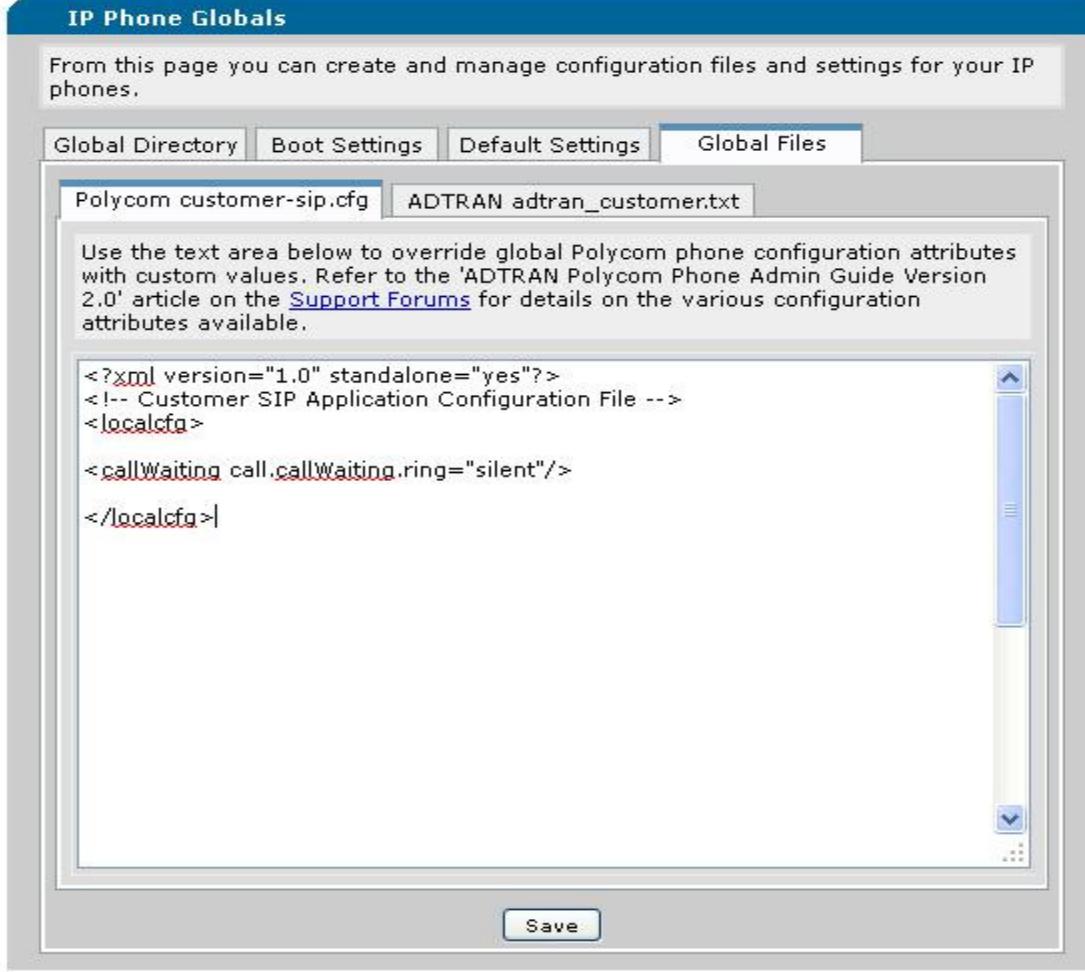
1. In the GUI on the 7100, go to *Voice->IP Phone Configs->Global Files->Polycom customer-sip.cfg*
2. Add the following lines between the `<localcfg>` and `</localcfg>` tags in the textbox (make sure each entry shown below is on a single line, or the phone will have problems reading the config file):

```
<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' interface with the 'Global Files' tab selected. A specific configuration file, 'Polycom customer-sip.cfg', is open. The text area contains the XML code provided in the previous section, which disables call waiting beeps. The code includes the opening and closing `<localcfg>` tags and two separate `<CALLWAITING>` and `<CALLWAITINGLONG>` sections, each with its own set of parameters. A 'Save' button is visible at the bottom right of the editor window.

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"/>
```
- 
- The screenshot shows the 'IP Phone Globals' configuration page. At the top, there's a header bar with tabs: Global Directory, Boot Settings, Default Settings, and Global Files. The Global Files tab is selected. Below the tabs, there's a title bar for the file 'Polycom customer-sip.cfg'. The main area contains a text input field with the following XML code:
- ```
<?xml version="1.0" standalone="yes"?>
<!-- Customer SIP Application Configuration File -->
<localcfg>

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

</localcfg>
```
- At the bottom of the window is a 'Save' button.
3. Click *Save*

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