

Technical Bulletin 18292

Adding a Custom Idle Display Logo to Polycom® SoundPoint® IP and SoundStation® IP Phones



This technical bulletin provides end users, system administrators, and service providers with step-by-step instructions on how to add a custom idle display logo to Polycom® SoundPoint® IP and SoundStation® IP phones.

This information applies to SoundPoint IP and SoundStation IP phones running BootROM version 2.0.0 or later and SIP software version 1.0.0 or later. The configuration for Polycom UC Software version 3.3.0 or later is different, and is outlined in a separate section of this document.
This technical bulletin is up-to-date for UC Software 3.3.0.

Introduction

You can add a custom image, such as your company's logo, to SoundPoint IP and SoundStation IP phones to display while the phone is in the idle state.



Although the VVX 1500 phone does not support custom idle display logos, administrators and service providers can display a custom logo using the Idle Browser or Digital Picture Frame features. For more information on using these features, see Technical Bulletin 62470 *Customizing the Display Background on Your Polycom® VVX® 1500 Business Media Phone*.

In addition to adding custom idle display logos, certain SoundPoint IP phones enable you to add custom backgrounds. For more information, refer to Technical Bulletin 62473 *Customizing the Display Background on Your Polycom® SoundPoint® IP Phone*.

Both technical bulletins are available from

http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html

Before adding your custom logo to the phone, ensure your digital image is correctly formatted. Only BMP images are supported for use as idle display logos.

The table shown next lists the maximum logo size allowed for each phone model, as well as the color depth supported. Although logos smaller than those listed in the table are compatible, larger logos will be truncated and may interfere with areas of the user interface.

Model	Width	Height	Color Depth
SoundPoint IP 32x/33x	87	11	monochrome (1-bit)
SoundPoint IP 430	94	23	monochrome
SoundPoint IP 450	170	73	4-bit grayscale or monochrome
SoundPoint IP 550/560/650	213	111	4-bit grayscale or monochrome
SoundPoint IP 670	213	111	12-bit color
SoundStation IP 5000	240	32	32-bit grayscale or monochrome
SoundStation IP 6000	240	32	32-bit grayscale or monochrome
SoundStation IP 7000	255	75	32-bit grayscale or monochrome

For information on how to configure an idle display logo, refer to the section presented next that corresponds to your phone’s software version:

- For UC Software version 3.3.0 or later, refer to [Using UC Software Version 3.3.0 or Later](#) on page 2.
- For SIP software version 3.2.x or earlier, refer to [Using SIP Software Version 3.2.x or Earlier](#) on page 5.



If you configure parameters that are not compatible with your phone’s software version, you will encounter errors and the feature will not operate correctly.

Using UC Software Version 3.3.0 or Later

You must be running at least BootROM 4.3.0 and UC Software 3.3.0 to perform the configuration described in the following sections.



Polycom recommends that you use a dedicated XML editor to edit configuration files. Some standard text editors may introduce errors to the XML formatting which can adversely affect the phone’s ability to properly parse the parameters.

You can add a custom idle display logo globally to multiple phones in your organization, or to just a single phone. Your custom logo can be a BMP image that resides on a Web page or is downloaded to the phone from your provisioning server.



UC Software version 3.3.0 or later is not compatible with the SoundPoint IP 430 phone or the idle display *animations* feature.

To configure a custom idle display logo from a Web link:

>> Set *bitmap.idledisplay.name* to the desired Web link. The `<bitmap>` parameters can be found in the **features.cfg** configuration file, located in the *Config* folder of your UC Software download package.

For example, to link to

http://123.45.67.78/company/common/company-logo.bmp, enter:

```
<bitmap bitmap.idledisplay.name=
"http://123.45.67.89/company/common/company-logo.bmp" />
```

To configure a custom idle display logo using a .bmp image file downloaded from the provisioning server:

1. Upload the *.bmp* image to the root directory of the provisioning server.
2. Set *bitmap.idledisplay.name* to the desired file name. The `<bitmap>` parameters can be found in the **features.cfg** configuration file, located in the *Config* folder of your UC Software download package.

For example, to use *my_logo.bmp*, enter:

```
<bitmap bitmap.idledisplay.name="my_logo.bmp" />
```

Adding a Custom Idle Display Logo Globally to Multiple Phones

To add a customizable idle display logo globally to multiple phones in your organization, you must create a configuration file containing the appropriate `<bitmap>` parameter for each different logo you would like to use. You can download only the required logos for each phone by overriding the **000000000000.cfg** master configuration file parameters.



All phones on a network will use the **000000000000.cfg** master configuration file unless the `<ethernet-address>.cfg` master configuration file associated with their ethernet address exists on the network. If you would like a phone to use the **000000000000.cfg** file, be sure that the associated `<ethernet-address>.cfg` file does not exist on the provisioning server.

For more information on the overrides, see Technical Bulletin 35361 *Overriding Master Configuration File Parameters for Polycom SoundPoint IP, SoundStation IP, and VVX 1500 Phones*, available at

http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

To add a custom idle display logo globally to all phones:

1. Create a configuration file containing the *bitmap.idledisplay.name* parameter. The **features.cfg** file, located in the *Config* folder of your UC Software download package, can be used as a template.

Note that the size of the logo you use may differ by phone model. Consider using logo files that feature a size optimized for each specific model. You may specialize the configuration parameter by adding a *<phone-model>*, *<phone_part_number>*, or *<phone_ethernet_address>* variable to the end of the parameter. The variables are outlined in the table shown next.

For example, you may use *bitmap.idledisplay.name.SPIP670* for IP 670 phones only, *bitmap.idledisplay.name.000000000000* for the phone with ethernet address 000000000000 only, or *bitmap.idledisplay.name.2345-12200-005* for SoundPoint IP 320 phones with part number 2345-12200-005 only.

Product name	Model Name	Product Part Number
SoundPoint IP 320	SPIP320	2345-12200-002, 2345-12200-005
SoundPoint IP 321	SPIP321	2345-13600-001
SoundPoint IP 330	SPIP330	2345-12200-001, 2345-12200-004
SoundPoint IP 331	SPIP331	2345-16365-001
SoundPoint IP 335	SPIP335	2345-12375-001
SoundPoint IP 450	SPIP450	2345-12450-001
SoundPoint IP 550	SPIP550	2345-12500-001
SoundPoint IP 560	SPIP560	2345-12560-001
SoundPoint IP 650	SPIP650	2345-12600-001
SoundPoint IP 670	SPIP670	2345-12670-001
SoundStation IP 5000	SSIP5000	3111-30900-001
SoundStation IP 6000	SSIP6000	3111-15600-001
SoundStation IP 7000	SSIP7000	3111-40000-001

2. Enter the file name of the configuration file you edited as the value of the CONFIG_FILES parameter in the **000000000000.cfg** master configuration file to apply your changes across multiple phones on your network.



All phones on a network will use the **000000000000.cfg** master configuration file unless the **<ethernet-address>.cfg** master configuration file associated with their ethernet address exists on the network. If you would like a phone to use the **000000000000.cfg** file, be sure that the associated **<ethernet-address>.cfg** file does not exist on the provisioning server.

If your edited configuration file is located in a folder on your provisioning server, include both the path of the folder and the file name. For example, *MyFolder/features.cfg*.

Adding a Custom Idle Display Logo to a Single Phone

To add a custom idle display logo to a single phone in your organization, you must use the phone's **<ethernet-address>.cfg** master configuration file to download the appropriate configuration files.

To add a custom idle display logo to a single phone:

1. Create a configuration file containing the *bitmap.idledisplay.name* parameter configured as described in the introduction to the section [Using UC Software Version 3.3.0 or Later](#) on page 2.
2. Enter the name of the configuration file you created as the CONFIG_FILES value in the **<ethernet-address>.cfg** file associated with the phone you would like to configure.
3. If you are using a physical BMP image, enter its file name (including the *.bmp* extension) as the MISC_FILES value in the **<ethernet-address>.cfg** file.
4. Save your changes and restart the phone.

Using SIP Software Version 3.2.x or Earlier

You can add a custom idle display logo globally to all the phones in your organization, or to just a single phone.



As mentioned in the previous section, Polycom recommends that you use a dedicated XML editor to edit configuration files. Some standard text editors may introduce errors to the XML formatting which can adversely affect the phone's ability to properly parse the parameters.

Adding a Custom Idle Display Logo Globally to Multiple Phones

To add a custom idle display logo globally to multiple phones in your organization, edit the global **sip.cfg** file, as well as the **<ethernet-address>.cfg** file associated with each phone you would like to configure.

One bitmap file is required for each model.

To add a custom idle display logo globally to all phones in your network:

1. In the **<bitmaps>** section of **sip.cfg**, find the end of each phone model's bitmap list. At the end of each list, add a new entry that references the phone model's bitmap. Use any bitmap file name you wish, but do not include the **.bmp** extension.

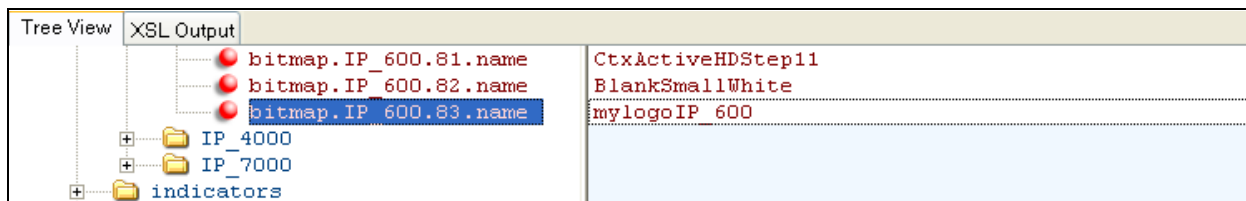
For the following phone models, use the following parameters:

Model	Parameter
SoundPoint IP 32x/33x	bitmap.IP_330.68.name
SoundPoint IP 430	bitmap.IP_400.61.name
SoundPoint IP 450	bitmap.IP_450.82.name
SoundPoint IP 550/560/650/670	bitmap.IP_600.83.name
SoundStation IP 5000/6000	bitmap.IP_4000.83.name
SoundStation IP 7000	bitmap.IP_7000.84.name

The following example shows the values entered using a standard text editor:

```
< bitmaps >
< IP_600 ... bitmap.IP_600.82.name="BlankSmallWhite" />
< IP_600 ... bitmap.IP_600.83.name="mylogoIP_600" />
< IP_7000 ... bitmap.IP_7000.83.name="BlankSmallWhite" />
< IP_7000 ... bitmap.IP_7000.84.name="mylogoIP_7000" />
</ bitmaps >
```

The following example shows the values entered using an XML editor:



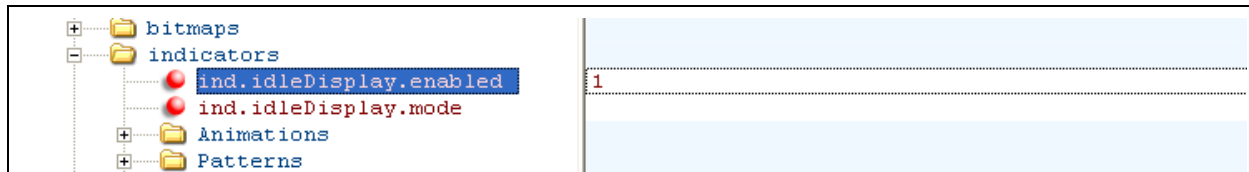
2. Enable the idle display feature:

In the *<indicators>* section of **sip.cfg**, set the value of the **ind.idleDisplay.enabled** parameter to **1**.

The following example shows the values entered using a standard text editor:

```
<indicators ind.idleDisplay.enabled="1">
```

The following example shows the values entered using an XML editor:



3. Modify the IDLE_DISPLAY *animation* for each phone model to point to your bitmap:

In the *<indicators>* *<Animations>* section of **sip.cfg**, update the IDLE_DISPLAY parameter for each phone model by entering the name of the phone model's bitmap. Do not include the *.bmp* extension.

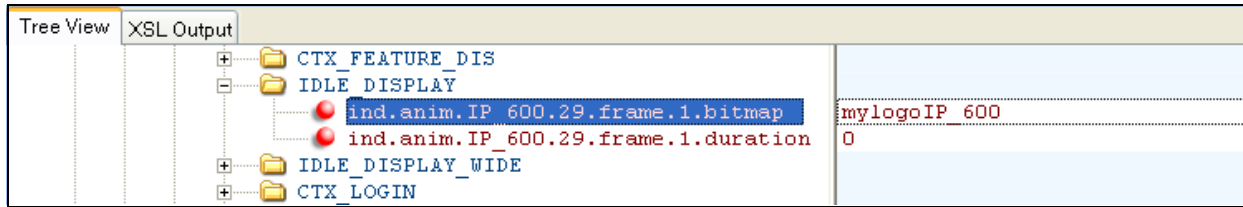
For the following phone models, use the following parameters:

Model	Parameter
SoundPoint IP 32x/33x	ind.anim.IP_330.23.frame.1.bitmap
SoundPoint IP 430	ind.anim.IP_400.frame.1.bitmap
SoundPoint IP 450	ind.anim.IP_450.frame.1.bitmap
SoundPoint IP 550/560/650/670	ind.anim.IP_600.frame.1.bitmap
SoundStation IP 5000/6000	ind.anim.IP_4000.frame.1.bitmap
SoundStation IP 7000	ind.anim.IP_7000.frame.1.bitmap

The following example shows the values entered using a standard text editor:

```
<indicators ind.idleDisplay.enabled="1">
<Animations>
< IP_600 >...
< IDLE_DISPLAY ind.anim.IP_600.29.frame.1.bitmap="mylogoIP_600"
ind.anim.IP_600.29.frame.1.duration="0" />
...
</ IP_600 >
</ Animations >
...
</ indicators >
```

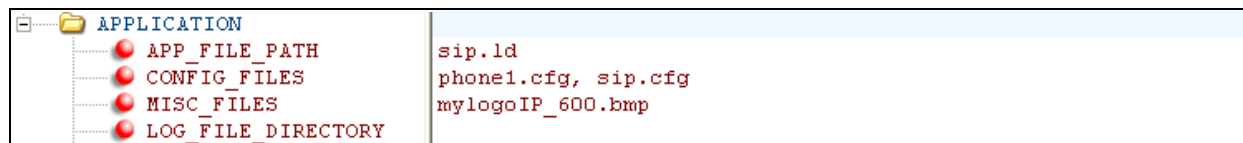
The following example shows the values entered using an XML editor:



6. Edit `<ethernet-address>.cfg` for each phone to instruct the phone to download your bitmap at boot time:

From `<ethernet-address>.cfg`, update the MISC_FILES parameter by entering the name of the phone model’s bitmap. Be sure to include the `.bmp` extension.

The following example shows the values entered using an XML editor:



For many configuration-generation systems, it is difficult to customize the contents of this file based on the phone model. If you use one of these systems, you can configure all the phones to download all the bitmaps. For example:

```
MISC_FILES="mylogoIP_500.bmp, mylogoIP_600.bmp, mylogoIP_7000.bmp"
```

7. Save your changes and restart the phone.

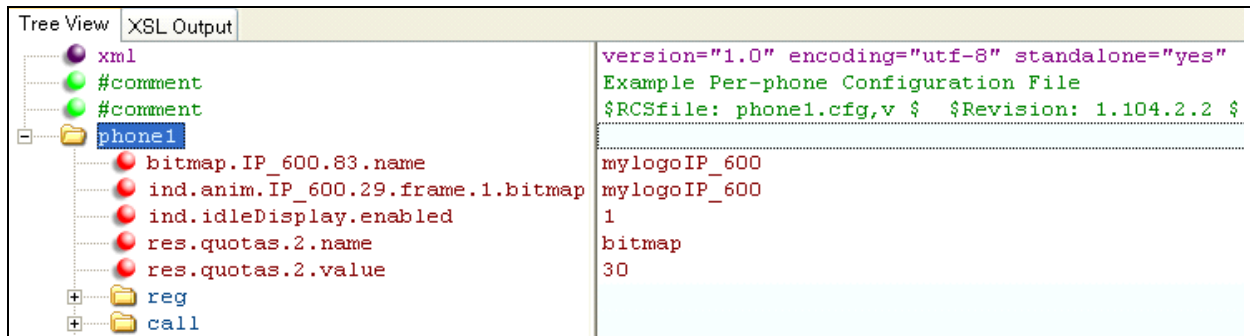
Adding a Custom Idle Display Logo to a Single Phone

To add a custom idle display logo to a single phone, edit the phone’s configuration file, `phone1.cfg` (the default file name), as well as the phone’s `<ethernet-address>.cfg` file.

To add a custom idle display logo to a single phone:

1. In `phone1.cfg` (the default file name), add the bitmap name, idle display, and idle display animation parameters and values. The parameters you add must be within the root `<phone1> ... </phone1>` XML tags. For information on the parameter names and values to add, see steps 1 through 3 in [Adding a Custom Idle Display Logo Globally to Multiple Phones](#) on page 6.

The following example shows the values entered using an XML editor:



If your phone's memory is low, the bitmap may fail to load. For information on resolving low memory issues, search for **res.quotas.x.value** in the *Administrator's Guide for the Polycom® SoundPoint® IP/SoundStation® IP/VVX™ Family*, available from <http://www.polycom.com/support/>.

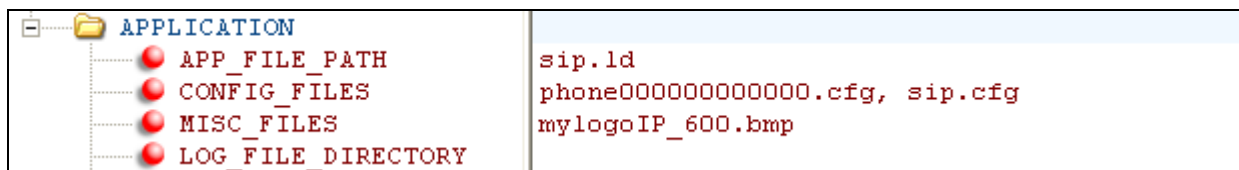
2. Save the **phone1.cfg** file as **phone<ethernet-address>.cfg**.

This is called a *per-phone* configuration file.

3. Edit the **<ethernet-address>.cfg** associated with the phone so your bitmap is downloaded at boot time:

Specifically, update the MISC_FILES parameter by entering the name of the phone's bitmap. Make sure you include the *.bmp* extension. You will also need to change the **phone1.cfg** configuration file to **phone<ethernet-address>.cfg** (as shown next for ethernet address 000000000000).

The following example shows the values entered using an XML editor:



4. Save your changes and restart the phone.

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