

Quick Tip 35147

Disabling Common Features on SoundPoint® IP Phones



This quick tip provides step-by-step instructions for administrators on how to disable certain common features on SoundPoint IP phones.

This information applies to SoundPoint IP phones running SIP application version 2.0.1 or later.

Introduction

Many common features on the SoundPoint IP phones can be disabled. This quick tip includes the steps to:

- [Disabling Local Call Forwarding](#)
- [Modifying Aspects of the Missed Call Feature](#)
- [Disabling Do Not Disturb](#)

This quick tip also includes instructions on [Remapping Feature Keys](#).

For more information, see the *SIP 2.0 Administrator's Guide* and the *SIP 2.1 Addendum* at <http://www.polycom.com/support/voip/>.

Disabling Local Call Forwarding

The **Forward** soft key can be disabled on the SoundPoint IP phone by changing the **phone1.cfg** configuration file.

To disable the local Call Forwarding feature:

1. Modify the **phone1.cfg** configuration file as follows:
 - a Open **phone1.cfg** configuration file in an XML editor.
 - b Locate the diversion parameter, `<divert/>`.
 - c Set `divert.fwd.x.enabled` to 0 for all *x*, where *x* is the registration number.

For example, for a phone with two registrations:

```
divert.fwd.1.enabled=0  
divert.fwd.2.enabled=0
```

- d Save the modified **phone1.cfg** configuration file.

2. Reboot the SoundPoint IP phone(s).

The **Forward** soft key is not be available to the user from the idle display and the Call Forwarding feature is not accessible from the phone's menus.

Modifying Aspects of the Missed Call Feature

Disabling the Missed Call Counter

The Missed Call Counter can be disabled on the SoundPoint IP phone by changing the **phone1.cfg** configuration file. The Missed Call List is also disabled.

To disable the Missed Call Counter:

1. Modify the **sip.cfg** configuration file as follows:
 - a Open **sip.cfg** configuration file in an XML editor.
 - b Locate the feature parameter, `<feature/>`.
 - c Locate `feature.8.name="calllist-missed"`.
 - d Set `feature.8.enabled` to 0.
 - e Save the modified **sip.cfg** configuration file.
2. Reboot the SoundPoint IP phone(s).

The Missed Call Counter is now disabled.

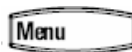
Note

In a future SIP release, it will be possible to disable just the counter.

Clearing the Missed Call List

Users can clear out the missed call list on their SoundPoint IP phones.

To clear the missed call list:

1. Press  , then select *Features > Call Lists > Clear > Missed Calls*.
2. Press to return to the idle display.

Disabling Do Not Disturb

The Do Not Disturb feature key can be disabled on certain SoundPoint IP phones by changing the **sip.cfg** configuration file.

To disable the Do Not Disturb feature key:

1. Modify the **sip.cfg** configuration file as follows:
 - a Open **sip.cfg** configuration file in an XML editor.
 - b Locate the keys parameter, `<key/>`.
 - c Add `key.x.y.function.prim` to "Null", where x is the platform type and y is the key number (see the table below).

Platform	Platform Type	Do Not Disturb Key Number
IP 300, 301	IP_300	23
IP 500, 501	IP_500	9
IP 550	IP_550	9
IP 600, 601	IP_600	9
IP 650	IP_650	9

Note

There is no Do Not Disturb feature key on the SoundPoint IP 430 and the SoundStation IP 4000 phones. The Do Not Disturb feature cannot be disabled on these phones.

- d Save the modified **sip.cfg** configuration file.
2. Reboot the SoundPoint IP phone(s).

The Do Not Disturb feature is now disabled.

Remapping Feature Keys

Feature key functions can be changed from the factory defaults. For example, you want to remap the Do Not Disturb feature key on a SoundPoint IP 501 to be the third Speed Dial key.

To remap the Do Not Disturb key to a Speed Dial key:

1. Modify the **sip.cfg** configuration file as follows:
 - a Open **sip.cfg** configuration file in an XML editor.
 - b Locate the keys parameter, `<key/>`.
 - c Add `key.IP_500.9.function.prim` to “SpeedDial”

where `IP_500` is the platform type for the SoundPoint IP 501 phone.

For more information, refer to the previous section, [Disabling Do Not Disturb](#).

- d Add `key.IP_500.9.subPoint.prim` to 3.
 - e Save the modified **sip.cfg** configuration file.
2. Reboot the SoundPoint IP phone(s).

The Do Not Disturb feature key is now the third Speed Dial key.

Note

Not all of the feature keys can be remapped, refer to the the “Configurable Feature Keys” section in the *SIP 2.0 Administrator’s Guide* and *SIP 2.1 Addendum* for more information on remapping feature keys.

Soft keys cannot be remapped.

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