



Enabling the Hold Reminder on Polycom Phones

Overview:

By default Polycom phones do not beep every so often to let you know that you have a call on hold. This document will explain how to enable this functionality.

Configuration Steps:

1. In the web interface on the NetVanta 7000 series products, 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. This example config will enable the hold reminder, delay the start of the reminder by 60 seconds and then have the phone send a reminder every 30 seconds afterward. Each entry shown below must be on a single line, or the phone will have problems reading the config file.

```
<localReminder call.hold.localReminder.enabled="1"/>  
<localReminder call.hold.localReminder.period="30"/>  
<localReminder call.hold.localReminder.startDelay="60"/>
```

The screenshot shows the 'IP Phone Configs' web interface. At the top, there is a blue header with the text 'IP Phone Configs'. Below the header, there is a grey box with the text: 'From this page you can create and manage configuration files and settings for your IP phones.' Below this, there are five tabs: 'Phone Configs', 'Global Directory', 'Boot Settings', 'Default Settings', and 'Global Files'. The 'Global Files' tab is selected. Below the tabs, there are two file names: 'Polycom customer-sip.cfg' and 'ADTRAN adtran_customer.txt'. Below the file names, there is a text area with the following text: 'Use the text area below to override global Polycom phone configuration attributes with custom values. Refer to the Polycom phone [Admin Guide](#) for details on the various configuration attributes available.' Below the text area, there is a large text box containing the following XML code:

```
<?xml version="1.0" standalone="yes"?>  
<!-- Customer SIP Application Configuration File -->  
<localcfg>  
  
<localReminder call.hold.localReminder.enabled="1"/>  
<localReminder call.hold.localReminder.period="30"/>  
<localReminder call.hold.localReminder.startDelay="60"/>  
  
</localcfg>
```

 Below the text box, there is a 'Save' button.

3. Click **Save**
4. Reboot the phone(s) manually or select the MAC address of the phones and click **Sync Phones** on the **Phone Configs** tab. This should cause the phones to reboot and download the new configuration.