Enabling/Disabling Missed Calls Display on Polycom Phones

Overview:

By default, the display of missed calls is enabled on Polycom phones for User Accounts/Ring Groups and disabled for Shared Line Accounts. Some cases may require different operation than the default. This document will explain how to enable or disable the display of missed calls as required.

To disable Missed Calls Display for User Accounts/Ring Groups
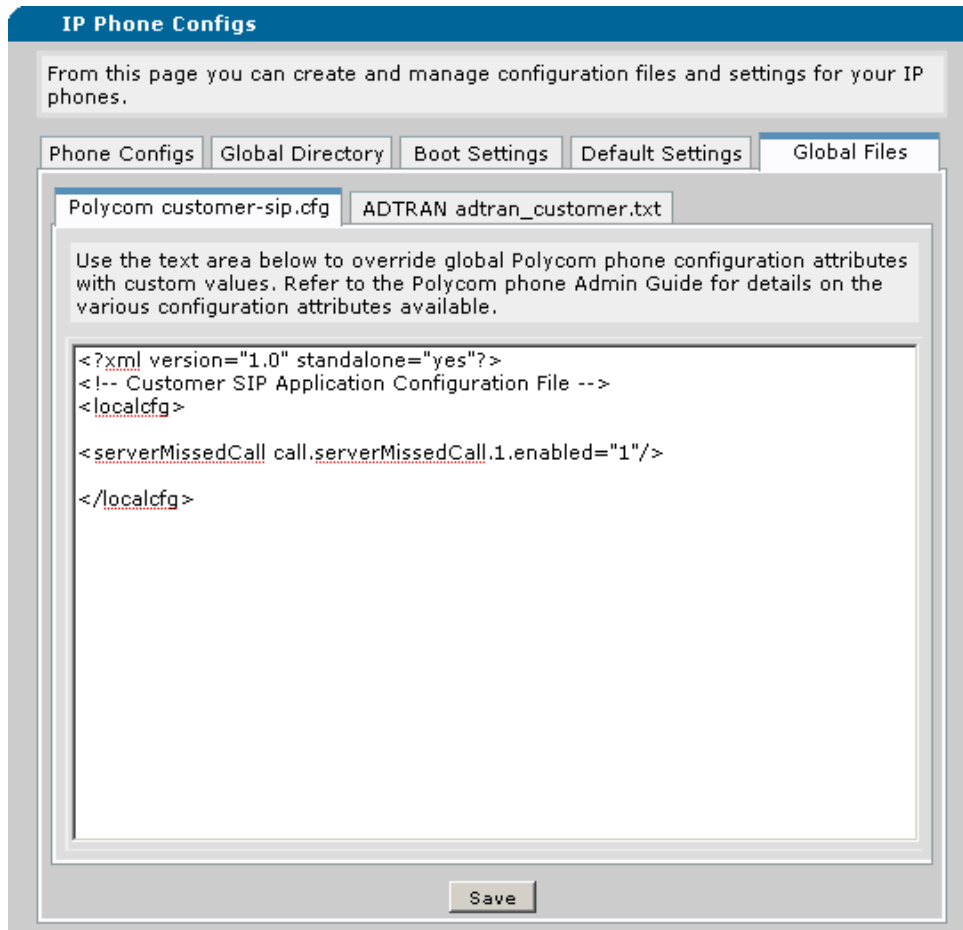
Configuration Steps:

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. Each entry shown below must be on a single line, or the phone will have problems reading the config file.

   <serverMissedCall call.serverMissedCall.**X**.enabled="1"/>

   If you have more than one private extension, use something similar to this example, again making sure to add the entry on a single line:

   <serverMissedCall call.serverMissedCall.**X**.enabled="1" call.serverMissedCall.**Y**.enabled="1"/>

   where **X** and **Y** are the numbers of the registration for the private extension (starting at 1)

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.

To enable Missed Calls Display for Shared Line Accounts
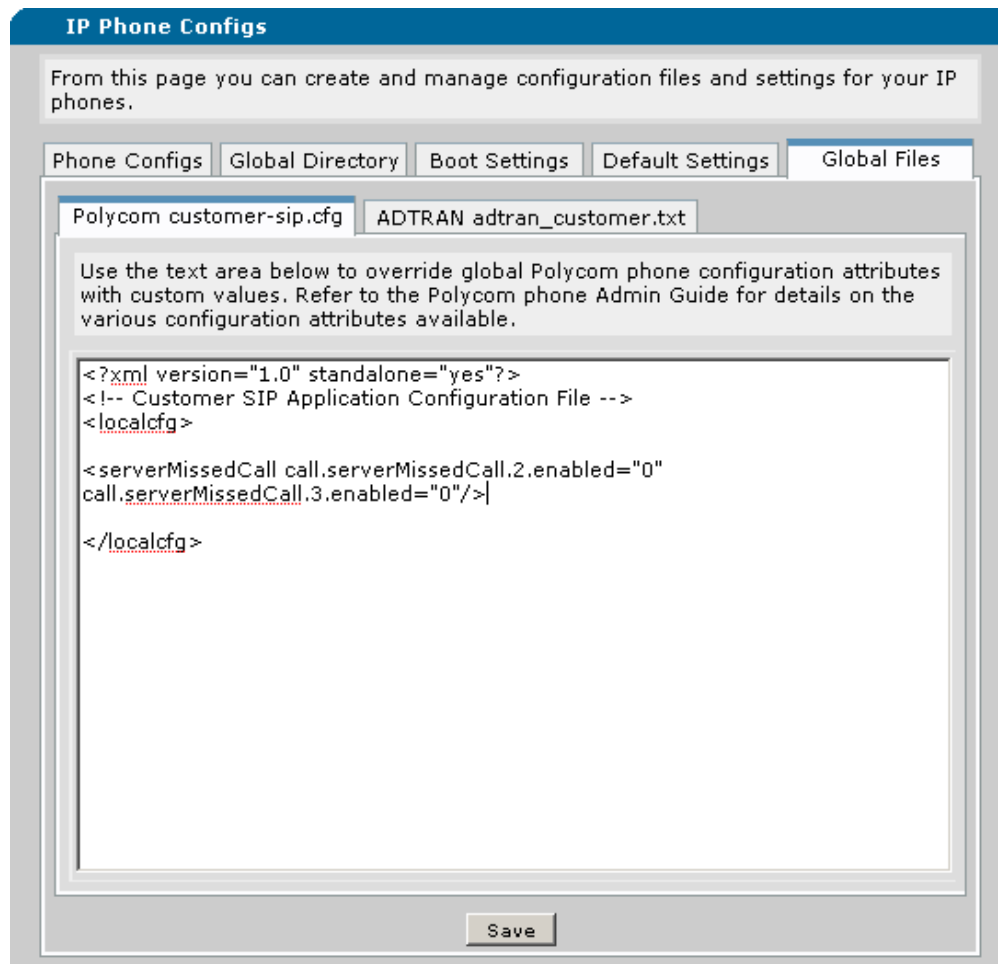
Configuration Steps:
1. In the GUI on the 7100, go to *Voice->IP Phone Configs->Global Files->Polycom customer-sip.cfg*
2. Add something similar to the following line between the <localcfg> and </localcfg> tags in the textbox (make sure each entry shown below is on a single line, or the phone will have problems reading the config file):

   <serverMissedCall call.serverMissedCall.**X**.enabled="0"/>

   If you have more than one shared line, use something similar to this example, again making sure to add the entry on a single line:

   <serverMissedCall call.serverMissedCall.**X**.enabled="0" call.serverMissedCall.**Y**.enabled="0"/>

   where **X** and **Y** are the numbers of the registrations for the shared lines (starting at 1)

IP Phone Configs

From this page you can create and manage configuration files and settings for your IP phones.

| Phone Configs | Global Directory | Boot Settings | Default Settings | Global Files |

| Polycom customer-sip.cfg | ADTRAN adtran_customer.txt |

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.

```
<?xml version="1.0" standalone="yes"?>
<!-- Customer SIP Application Configuration File -->
<localcfg>

<serverMissedCall call.serverMissedCall.2.enabled="0"
call.serverMissedCall.3.enabled="0"/>

</localcfg>
```

Save

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.