

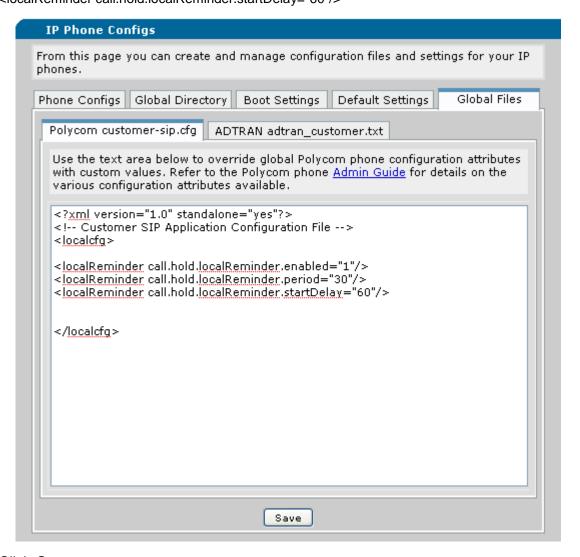
Enabling the Hold Reminder on Polycom Phones

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"/>



- 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.