



## Enabling the MWI Beep on Polycom Phones

### Overview:

By default Polycom phones will only light the MWI light to show that a voicemail is present. This document will explain how to also have the phone beep every so often as a reminder that a voicemail is present.

### 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.

```
<MESSAGE_WAITING se.pat.misc.1.name="message waiting" se.pat.misc.1.inst.1.type="chord"  
se.pat.misc.1.inst.1.value="1" se.pat.misc.1.inst.2.type="chord" se.pat.misc.1.inst.2.value="2"  
se.pat.misc.1.inst.3.type="chord" se.pat.misc.1.inst.3.value="1"/>
```

The screenshot shows the 'IP Phone Configs' interface. The top navigation bar includes tabs for 'Phone Configs', 'Global Directory', 'Boot Settings', 'Default Settings', and 'Global Files'. The 'Global Files' tab is selected. Below the tabs, there's a sub-tab section with 'Polycom customer-sip.cfg' and 'ADTRAN adtran\_customer.txt', where 'Polycom customer-sip.cfg' is currently active. A text area contains configuration XML code. At the bottom of the page is a 'Save' button.

```
<?xml version="1.0" standalone="yes"?>  
<!-- Customer SIP Application Configuration File -->  
<localcfg>  
  
<MESSAGE_WAITING se.pat.misc.1.name="message waiting"  
se.pat.misc.1.inst.1.type="chord" se.pat.misc.1.inst.1.value="1"  
se.pat.misc.1.inst.2.type="chord" se.pat.misc.1.inst.2.value="2"  
se.pat.misc.1.inst.3.type="chord" se.pat.misc.1.inst.3.value="1"/>  
  
</localcfg>
```

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.