

# How To Disable Default Softkeys And "Do Not Disturb" Feature

## Softkeys

In order to disable some or all softkeys (Forward, Hold, Transfer, etc) you need to take advantage of the **Enhanced Feature Keys** of the Polycom phones.

1. Enable Enhanced Keys feature on the phone (Phone > Features > Check Enhanced Keys)
2. Create a custom configuration file like this:

```
<?xml version="1.0" encoding="utf-8" standalone="yes"?>
<sip>
  <efk>
    <version efk.version="2" />
  </efk>
  <softkey>
    softkey.feature.basicCallManagement.redundant="0"
    softkey.feature.buddies="0"
    softkey.feature.callers="0"
    softkey.feature.directories="0"
    softkey.feature.endcall="0"
    softkey.feature.forward="0"
    softkey.feature.join="0"
    softkey.feature.mystatus="0"
    softkey.feature.newcall="0"
    softkey.feature.split="0" />
</sip>
```

3. Upload the configuration file as an unmanaged (T)FTP device file. Activate.
4. Go to Phones > [MAC] > Custom configuration, and write down in the field the name of the file you've just uploaded.
5. Send profiles to the phone.



### NOTE

*softkey.feature.basicCallManagement.redundant* groups together *Hold*, *Transfer*, and *Conference* soft keys. Disabling it will disable **ONLY THOSE KEYS THAT HAVE A CORRESPONDING HARD KEY**. For instance, on a SPIP 335 phone it will disable just the HOLD key (you will still get TRANSFER and CONF keys, whereas on a SPIP 560 it will disable all three keys. On a VVX 500, it disables none, since it has no hard key for any of the three features.

## Do Not Disturb

You may disable on the phone "**Do not disturb**" feature by enabling: Phones > [MAC] > Lines > [Line] > Registration > check *serverFeatureControl.dnd*. Send profiles.

Phone will reboot (or not depending on the model) but if you try to enable on the phone "Do not disturb" feature, nothing will happen. For instance on a SPIP 335 you go to Menu > Features > Do not disturb, or on a SPIP 560, press the "Do Not Disturb" hardkey.