

Polycom Phone Customization

Config Files

The main global config file for Polycom phones is `/etc/sipxpbx/polycom/polycom_sip.cfg`

Enhanced Feature Key (EFK) buttons

Adding EFK buttons to Polycom phones is fairly simple to do provided you are familiar with how to program EFK buttons and how to edit Polycom XML configuration files. A detailed PDF on creating EFK's can be found [here](#). A common scenario for this is adding a **Blind Transfer** button while in a call. The first thing you have to do is ensure **enhanced-feature-keys** is checked under the **Features** section of the phone or group of phones in sipXconfig for which you wish to enable this feature.

Once you have this setting checked you will need to modify `/etc/sipxpbx/polycom/polycom_sip.cfg` and add in the EFK XML.



Be sure to back this file up before editing. Changes to this file affect all Polycom phones that are configured in sipXcom. Proceed with caution. This XML snippet must be between the `<sip></sip>` tags which are at the top and bottom of the configuration file. I recommend placing the XML close to the bottom so it is easy to manage.

Blind Transfer Key

The following is an example of the EFK configuration for adding a **Blind Transfer** Key:

`/etc/sipxpbx/polycom/polycom_sip.cfg`

```
<efk>
  <version efk.version="2" />
  <efklist
    efk.efklist.4.mname="blndxfer1"
    efk.efklist.4.label="Blind Transfer"
    efk.efklist.4.status="1"
    efk.efklist.4.action.string="$P1N4$Trefer$"
  />
  <efkprompt
    efk.efkprompt.1.status="1"
    efk.efkprompt.1.label="Extension: "
    efk.efkprompt.1.userfeedback="visible"
    efk.efkprompt.1.type="numeric"
  />
</efk>
<softkey
  softkey.5.label="BlindXfer"
  softkey.5.action="!blndxfer1"
  softkey.5.enable="1"
  softkey.5.precede="1"
  softkey.5.use.idle="0"
  softkey.5.use.active="1"
  softkey.5.use.alerting=""
  softkey.5.use.dialtone=""
  softkey.5.use.proceeding=""
  softkey.5.use.setup=""
  softkey.5.use.hold="1"
  softkey.feature.newcall="1"
  softkey.feature.endcall="1"
  softkey.feature.split="1"
  softkey.feature.join="1"
  softkey.feature.forward="1"
  softkey.feature.directories=""
  softkey.feature.callers=""
  softkey.feature.mystatus="1"
  softkey.feature.buddies="1"
  softkey.feature.basicCallManagement.redundant="0"
/>
```

Intercom Key

The following is an example of how to add an Intercom key

/etc/sipxpbx/polycom/polycom_sip.cfg

```
<efk>
  <version efk.version="2" />
  <efklist
    efk.efklist.1.mname="intercom1"
    efk.efklist.1.label="Intercom"
    efk.efklist.1.status="1"
    efk.efklist.1.action.string="*76$P1N4$$Tinvite$"
  />
  <efkprompt
    efk.efkprompt.1.status="1"
    efk.efkprompt.1.label="Extension: "
    efk.efkprompt.1.userfeedback="visible"
    efk.efkprompt.1.type="numeric"
  />
</efk>
<softkey
  softkey.3.label="Intercom"
  softkey.3.action="!intercom1"
  softkey.3.enable="1"
  softkey.3.precede="0"
  softkey.3.use.idle="1"
  softkey.3.use.active="1"
  softkey.3.use.alerting="1"
  softkey.3.use.dialtone="1"
  softkey.3.use.proceeding=" "
  softkey.3.use.setup=" "
  softkey.3.use.hold="1"
  softkey.feature.newcall="1"
  softkey.feature.endcall="1"
  softkey.feature.split="1"
  softkey.feature.join="1"
  softkey.feature.forward="1"
  softkey.feature.directories=" "
  softkey.feature.callers=" "
  softkey.feature.mystatus="1"
  softkey.feature.buddies="1"
  softkey.feature.basicCallManagement.redundant="0"
/>
```

Group Page Key

The following is an example of how to add a Group Page key, assuming a 2 digit page group:

/etc/sipxpbx/polycom/polycom_sip.cfg

```
<efk>
  <version efk.version="2" />
  <efklist
    efk.efklist.3.mname="grppage1"
    efk.efklist.3.label="Group Page"
    efk.efklist.3.status="1"
    efk.efklist.3.action.string="*77$P3N2$$Tinvite$"
  />
  <efkprompt
    efk.efkprompt.3.status="1"
    efk.efkprompt.3.label="Page Group: "
    efk.efkprompt.3.userfeedback="visible"
    efk.efkprompt.3.type="numeric"
  />
</efk>
<softkey
  softkey.4.label="Grp Page"
  softkey.4.action="!grppage1"
  softkey.4.enable="1"
  softkey.4.precede="0"
  softkey.4.use.idle="1"
  softkey.4.use.active="1"
  softkey.4.use.alerting="1"
  softkey.4.use.dialtone="1"
  softkey.4.use.proceeding=" "
  softkey.4.use.setup=" "
  softkey.4.use.hold="1"
  softkey.feature.newcall="1"
  softkey.feature.endcall="1"
  softkey.feature.split="1"
  softkey.feature.join="1"
  softkey.feature.forward="1"
  softkey.feature.directories=" "
  softkey.feature.callers=" "
  softkey.feature.mystatus="1"
  softkey.feature.buddies="1"
  softkey.feature.basicCallManagement.redundant="0"
/>
```

Transfer To Voicemail Key

The following is an example of how to add a Transfer to Voicemail key:

/etc/sipxpbx/polycom/polycom_sip.cfg

```
<efk>
  <version efk.version="2" />
  <efklist
    efk.efklist.2.mname="xfervm1"
    efk.efklist.2.label="Transfer To Voicemail"
    efk.efklist.2.status="1"
    efk.efklist.2.action.string="8$P2N4$Trefer$"
  />
  <efkprompt
    efk.efkprompt.2.status="1"
    efk.efkprompt.2.label="Mail Box: "
    efk.efkprompt.2.userfeedback="visible"
    efk.efkprompt.2.type="numeric"
  />
</efk>
<softkey
  softkey.1.label="Xfer2VM"
  softkey.1.action="!xfervm1"
  softkey.1.enable="1"
  softkey.1.precede="0"
  softkey.1.use.idle="0"
  softkey.1.use.active="1"
  softkey.1.use.alerting=" "
  softkey.1.use.dialtone=" "
  softkey.1.use.proceeding=" "
  softkey.1.use.setup=" "
  softkey.1.use.hold=" "
  softkey.feature.newcall="1"
  softkey.feature.endcall="1"
  softkey.feature.split="1"
  softkey.feature.join="1"
  softkey.feature.forward="1"
  softkey.feature.directories=" "
  softkey.feature.callers=" "
  softkey.feature.mystatus="1"
  softkey.feature.buddies="1"
  softkey.feature.basicCallManagement.redundant="0"
/>
```

Tying it all together

To following is a combination of all the examples above:

/etc/sipxpbx/polycom/polycom_sip.cfg

```
<efk>
  <version efk.version="2" />
  <efklist
    efk.efklist.1.mname="intercom1"
    efk.efklist.1.label="Intercom"
    efk.efklist.1.status="1"
    efk.efklist.1.action.string="*76$P1N4$Tinvite$"
    efk.efklist.2.mname="xfervm1"
    efk.efklist.2.label="Transfer To Voicemail"
    efk.efklist.2.status="1"
    efk.efklist.2.action.string="8$P2N4$Trefer$"
    efk.efklist.3.mname="grppage1"
    efk.efklist.3.label="Group Page"
    efk.efklist.3.status="1"
    efk.efklist.3.action.string="*77$P3N2$Tinvite$"
    efk.efklist.4.mname="blndxfer1"
    efk.efklist.4.label="Blind Transfer"
    efk.efklist.4.status="1"
    efk.efklist.4.action.string="$P1N4$Trefer$"
  />
```

```
<efkprompt
  efk.efkprompt.1.status="1"
  efk.efkprompt.1.label="Extension: "
  efk.efkprompt.1.userfeedback="visible"
  efk.efkprompt.1.type="numeric"
  efk.efkprompt.2.status="1"
  efk.efkprompt.2.label="Mail Box: "
  efk.efkprompt.2.userfeedback="visible"
  efk.efkprompt.2.type="numeric"
  efk.efkprompt.3.status="1"
  efk.efkprompt.3.label="Page Group: "
  efk.efkprompt.3.userfeedback="visible"
  efk.efkprompt.3.type="numeric"
/>
</efk>
<softkey
  softkey.1.label="Xfer2VM"
  softkey.1.action="!xfervml"
  softkey.1.enable="1"
  softkey.1.precede="0"
  softkey.1.use.idle="0"
  softkey.1.use.active="1"
  softkey.1.use.alerting=""
  softkey.1.use.dialtone=""
  softkey.1.use.proceeding=""
  softkey.1.use.setup=""
  softkey.1.use.hold=""
  softkey.3.label="Intercom"
  softkey.3.action="!intercom1"
  softkey.3.enable="1"
  softkey.3.precede="0"
  softkey.3.use.idle="1"
  softkey.3.use.active="1"
  softkey.3.use.alerting="1"
  softkey.3.use.dialtone="1"
  softkey.3.use.proceeding=""
  softkey.3.use.setup=""
  softkey.3.use.hold="1"
  softkey.4.label="Grp Page"
  softkey.4.action="!grppagel"
  softkey.4.enable="1"
  softkey.4.precede="0"
  softkey.4.use.idle="1"
  softkey.4.use.active="1"
  softkey.4.use.alerting="1"
  softkey.4.use.dialtone="1"
  softkey.4.use.proceeding=""
  softkey.4.use.setup=""
  softkey.4.use.hold="1"
  softkey.5.label="BlindXfer"
  softkey.5.action="!blndxfer1"
  softkey.5.enable="1"
  softkey.5.precede="1"
  softkey.5.use.idle="0"
  softkey.5.use.active="1"
  softkey.5.use.alerting=""
  softkey.5.use.dialtone=""
  softkey.5.use.proceeding=""
  softkey.5.use.setup=""
  softkey.5.use.hold="1"
  softkey.feature.newcall="1"
  softkey.feature.endcall="1"
  softkey.feature.split="1"
  softkey.feature.join="1"
  softkey.feature.forward="1"
  softkey.feature.directories=""
  softkey.feature.callers=""
  softkey.feature.mystatus="1"
  softkey.feature.buddies="1"
  softkey.feature.basicCallManagement.redundant="0"
/>
```

To enable these EFK settings, send profiles and restart phones.

Park Keys

In the following example single digit park orbit numbers are utilized. This can be customized by changing the 1, 2 and 3 values in the following lines that contain action.string (change both the refer and invite lines).

/etc/sipxpbx/polycom/polycom_sip.cfg

```
<?xml version="1.0" encoding="utf-8" standalone="yes"?>
<!-- SIP Application Configuration File -->
<!-- $RCSfile: sip.cfg,v $ $Revision: 1.483.2.30 $ -->
<sip>
  <resource>
    <finder
      res.finder.sizeLimit="300"
      res.finder.minFree="600"
    />
    <quotas
      res.quotas.1.name="tone"
      res.quotas.1.value="1000"
      res.quotas.2.name="bitmap"
      res.quotas.2.value="10"
      res.quotas.3.name="font"
      res.quotas.3.value="10"
      res.quotas.4.name="xmlui"
      res.quotas.4.value="10"
      res.quotas.5.name="background"
      res.quotas.5.value="600"
    />
  </resource>
  <sampled_audio saf.1=""
    saf.2="BreakBeat.wav"
    saf.3="CTU.wav"
    saf.4="OldRing.wav"
    saf.5="Fantasy.wav"
    saf.6="PrettyBells.wav"
    saf.7="Retro.wav"
    saf.8="Jazzy.wav"
    saf.9="Perky.wav"
    saf.10=""
    saf.11=""
    saf.12=""
    saf.13=""
    saf.14=""
    saf.15=""
    saf.16=""
    saf.17=""
    saf.18=""
    saf.19=""
    saf.20=""
    saf.21=""
    saf.22=""
    saf.23=""
    saf.24=""
  />
  <efk>
    <version efk.version="2" />
    <efklist
      efk.efklist.1.mname="park1"
      efk.efklist.1.label="Park 1"
      efk.efklist.1.status="1"
      efk.efklist.1.action.string="1$Trefer$"
      efk.efklist.2.mname="park2"
      efk.efklist.2.label="Park 2"
      efk.efklist.2.status="1"
      efk.efklist.2.action.string="2$Trefer$"
      efk.efklist.3.mname="park3"
```

```

efk.efklist.3.label="Park 3"
efk.efklist.3.status="1"
efk.efklist.3.action.string="3$Trefer$"
    efk.efklist.4.mname="pickup1"
efk.efklist.4.label="Park 1"
efk.efklist.4.status="1"
efk.efklist.4.action.string="41$Tinvite$"
    efk.efklist.5.mname="pickup2"
efk.efklist.5.label="Park 2"
efk.efklist.5.status="1"
efk.efklist.5.action.string="42$Tinvite$"
    efk.efklist.6.mname="pickup3"
efk.efklist.6.label="Park 3"
efk.efklist.6.status="1"
efk.efklist.6.action.string="43$Tinvite$"
/>
<efkprompt
    efk.efkprompt.1.status="1"
    efk.efkprompt.1.label="Extension: "
    efk.efkprompt.1.userfeedback="visible"
    efk.efkprompt.1.type="numeric"
    efk.efkprompt.2.status="1"
    efk.efkprompt.2.label="Mail Box: "
    efk.efkprompt.2.userfeedback="visible"
    efk.efkprompt.2.type="numeric"
    efk.efkprompt.3.status="1"
    efk.efkprompt.3.label="Page Group: "
    efk.efkprompt.3.userfeedback="visible"
    efk.efkprompt.3.type="numeric"
/>
</efk>
<softkey
    softkey.1.label="Park 1"
    softkey.1.action="!park1"
    softkey.1.enable="1"
    softkey.1.precede="0"
    softkey.1.use.idle="0"
    softkey.1.use.active="1"
    softkey.1.use.alerting=""
    softkey.1.use.dialtone=""
    softkey.1.use.proceeding=""
    softkey.1.use.setup=""
    softkey.1.use.hold=""
    softkey.2.label="Park 2"
    softkey.2.action="!park2"
    softkey.2.enable="1"
    softkey.2.precede="0"
    softkey.2.use.idle="0"
    softkey.2.use.active="1"
    softkey.2.use.alerting=""
    softkey.2.use.dialtone=""
    softkey.2.use.proceeding=""
    softkey.2.use.setup=""
    softkey.2.use.hold="0"
    softkey.3.label="Park 3"
    softkey.3.action="!park3"
    softkey.3.enable="1"
    softkey.3.precede="0"
    softkey.3.use.idle="0"
    softkey.3.use.active="1"
    softkey.3.use.alerting=""
    softkey.3.use.dialtone=""
    softkey.3.use.proceeding=""
    softkey.3.use.setup=""
    softkey.3.use.hold="0"
    softkey.4.label="Park 1"
    softkey.4.action="!pickup1"
    softkey.4.enable="1"
    softkey.4.precede="0"
    softkey.4.use.idle="1"
    softkey.4.use.active="0"

```

```

softkey.4.use.alerting=""
softkey.4.use.dialtone=""
softkey.4.use.proceeding=""
softkey.4.use.setup=""
softkey.4.use.hold="0"
    softkey.5.label="Park 2"
softkey.5.action="!pickup2"
softkey.5.enable="1"
softkey.5.precede="0"
softkey.5.use.idle="1"
softkey.5.use.active="0"
softkey.5.use.alerting=""
softkey.5.use.dialtone=""
softkey.5.use.proceeding=""
softkey.5.use.setup=""
softkey.5.use.hold="0"
    softkey.6.label="Park 3"
softkey.6.action="!pickup3"
softkey.6.enable="1"
softkey.6.precede="0"
softkey.6.use.idle="1"
softkey.6.use.active="0"
softkey.6.use.alerting=""
softkey.6.use.dialtone=""
softkey.6.use.proceeding=""
softkey.6.use.setup=""
softkey.6.use.hold="0"
softkey.feature.newcall="1"
softkey.feature.endcall="0"
softkey.feature.split="1"
softkey.feature.join="1"
softkey.feature.forward="1"
softkey.feature.directories=""
softkey.feature.callers=""
softkey.feature.mystatus="1"
softkey.feature.buddies="1"
softkey.feature.basicCallManagement.redundant="0"
/>
</sip>

```

Custom Ringtones

For demonstration purposes here are five sample ringtones you can use:

[CTU.wav](#)
[OldRing.wav](#)
[Rooster.wav](#)
[Rhodes.wav](#)
[Fantasy.wav](#)

Version 4.6 using Polycom firmware 4.x and above

The template for newer phones within sipXcom 4.6 has a tab under the phone configuration, or phone group configuration for adding a customer Polycom file. At that tab, enter the name of a custom Polycom file that contains your customer ringtones.

Create the customer configuration file and use the following format within that file for your ring tones -

```

<sampled_audio saf.1="ctu_16.wav" saf.2="OldRing.wav" saf.3="Rooster.wav" saf.4="Rhodes.wav" saf.5="Fantasy.wav" saf.6="" saf.7="" saf.8="" saf.9=""
saf.10="" saf.11="" saf.12="" saf.13="" saf.14="" saf.15="" saf.16="" saf.17="" saf.18="" saf.19="" saf.20="" saf.21="" saf.22="" saf.23="" saf.24="" />

```

Upload the customer file and your ring tones to the /var/sipxdata/configserver/phone/profile/tftproot/

Upload your custom ring tones to the same directory

Version 4.4 and prior versions and 4.6 using Polycom firmware versions below 4.x

Under **Devices -> Device Files** upload them as **Unmanaged (T)FTP Files**. You will now need to modify `/etc/sipxpbx/polycom/polycom_sip.cfg` and find then change the following line:

`/etc/sipxpbx/polycom/polycom_sip.cfg`

```
<sampled_audio
  saf.1=""
  saf.2=""
  saf.3=""
  saf.4=""
  saf.5=""
  saf.6=""
  saf.7=""
  saf.8=""
  saf.9=""
  saf.10=""
  saf.11=""
  saf.12=""
  saf.13=""
  saf.14=""
  saf.15=""
  saf.16=""
  saf.17=""
  saf.18=""
  saf.19=""
  saf.20=""
  saf.21=""
  saf.22=""
  saf.23=""
  saf.24=""
/>
```

to

`/etc/sipxpbx/polycom/polycom_sip.cfg`

```
<sampled_audio
  saf.1=""
  saf.2="CTU.wav"
  saf.3="Rhodes.wav"
  saf.4="Rooster.wav"
  saf.5="OldRing.wav"
  saf.6="Fantasy.wav"
  saf.7=""
  saf.8=""
  saf.9=""
  saf.10=""
  saf.11=""
  saf.12=""
  saf.13=""
  saf.14=""
  saf.15=""
  saf.16=""
  saf.17=""
  saf.18=""
  saf.19=""
  saf.20=""
  saf.21=""
  saf.22=""
  saf.23=""
  saf.24=""
/>
```



Note that **saf.1** is left blank. This slot is actually used by the default sound file **SoundPointIPWelcome.wav** so if a sound file is defined in this slot it will not appear on the phone.

To enable the ringtones, send profiles and restart phones.

Change User and Admin Passwords for Polycom Phones

This will allow you to change the web and telephone keypad passwords for admin (default is 456) and User (default is 123) on the Polycom phones. Tested with Polycom firmware version 4.0.4 and sipXcom version 4.6 Update 8.

- Log into server command line interface.
- With your favorite text editor, create `/var/sipxdata/configserver/phone/profile/tftproot/passwords.cfg`
- The file should look like the following:

`/var/sipxdata/configserver/phone/profile/tftproot/passwords.cfg`

```
<?xml version="1.0" encoding="utf-8" standalone="yes"?>
<device device.set="1" />
  <auth device.auth.localAdminPassword.set="1" device.auth.localAdminPassword="your_user_pwd" />
  <auth device.auth.localUserPassword.set="1" device.auth.localUserPassword="your_user_pwd" />
```

- Save your file.
- In the sipXcom web interface, you can apply this to phones individually or to groups in the **Custom Configuration** field. If that field is blank, input just the filename you created above (not the entire path); if you already have other custom config files, you can append this to the list.
- Save, send profiles and restart phones.

Custom Background Logos

The lines that the user needs to enter or customize will be in red in the section below! The rest should mostly be copy-and-pastable.

Polycom Soundpoint IP 335

```
<?xml version="1.0" encoding="utf-8" standalone="yes"?>
<bg>
  <bg.medRes>
    <bg.medRes.gray bg.medRes.gray.selection="3,1">
      <bg.medRes.gray.bm bg.medRes.gray.bm.1.adj="0" bg.medRes.gray.bm.1.name="Logo256x116.
jpg" />
    </bg.medRes.gray>
  </bg.medRes>
</bg>
<up
  up.backlight.idleIntensity="0"
/>
```

Polycom Soundpoint IP 650

```
<?xml version="1.0" encoding="utf-8" standalone="yes"?>
<bg>
  <bg.hiRes>
    <bg.hiRes.gray bg.hiRes.gray.selection="3,1">
      <bg.hiRes.gray.bm bg.hiRes.gray.bm.1.adj="0" bg.hiRes.gray.bm.1.em.name="Logo320x160.jpg" bg.hiRes.gray.
bm.1.name="Logo320x160.jpg" />
    </bg.hiRes.gray>
  </bg.hiRes>
</bg>
<up
  up.backlight.idleIntensity="0"
/>
```

- Create a custom config file with your favorite text editor referencing the code blocks above.
- Change the logo filename portion appropriately and save.
- Upload the custom config file and your properly sized logo to the sipXcom/openUC system.

- Assign the custom config to either an individual phone profile or group.
- Push profiles to the modified phone(s).