# Quick Tip 35147
## Disabling Common Features on SoundPoint® IP Phones

This quick tip provides step-by-step instructions for administrators on how to disable certain common features on SoundPoint IP phones.

This information applies to SoundPoint IP phones running SIP application version 2.0.1 or later.

# Introduction

Many common features on the SoundPoint IP phones can be disabled. This quick tip includes the steps to:

- Disabling Local Call Forwarding

- Modifying Aspects of the Missed Call Feature

- Disabling Do Not Disturb

This quick tip also includes instructions on Remapping Feature Keys.

For more information, see the *SIP 2.0 Administrator's Guide* and the *SIP 2.1 Addendum* at http://www.polycom.com/support/voip/ .

# Disabling Local Call Forwarding

The **Forward** soft key can be disabled on the SoundPoint IP phone by changing the **phone1.cfg** configuration file.

**To disable the local Call Forwarding feature:**

1. Modify the **phone1.cfg** configuration file as follows:

   a  Open **phone1.cfg** configuration file in an XML editor.

   b  Locate the diversion parameter, `<divert/>`.

   c  Set `divert.fwd.x.enabled` to 0 for all x, where x is the registration number.

      For example, for a phone with two registrations:
      ```
      divert.fwd.1.enabled=0
      divert.fwd.2.enabled=0
      ```

   d  Save the modified **phone1.cfg** configuration file.

2. Reboot the SoundPoint IP phone(s).

The **Forward** soft key is not be available to the user from the idle display and the Call Forwarding feature is not accessible from the phone's menus.

# Modifying Aspects of the Missed Call Feature

## Disabling the Missed Call Counter

The Missed Call Counter can be disabled on the SoundPoint IP phone by changing the **phone1.cfg** configuration file. The Missed Call List is also disabled.

### To disable the Missed Call Counter:

1. Modify the **sip.cfg** configuration file as follows:

    a   Open **sip.cfg** configuration file in an XML editor.

    b   Locate the feature parameter, `<feature/>`.

    c   Locate `feature.8.name="calllist-missed"`.

    d   Set `feature.8.enabled` to 0.

    e   Save the modified **sip.cfg** configuration file.

2. Reboot the SoundPoint IP phone(s).

The Missed Call Counter is now disabled.

| Note | In a future SIP release, it will be possible to disable just the counter. |
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## Clearing the Missed Call List

Users can clear out the missed call list on their SoundPoint IP phones.

### To clear the missed call list:
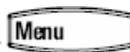
1. Press [Menu] , then select *Features > Call Lists > Clear > Missed Calls*.

2. Press  to return to the idle display.

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# Disabling Do Not Disturb

The Do Not Disturb feature key can be disabled on certain SoundPoint IP phones by changing the **sip.cfg** configuration file.

### To disable the Do Not Disturb feature key:

1. Modify the **sip.cfg** configuration file as follows:

   a    Open **sip.cfg** configuration file in an XML editor.

   b    Locate the keys parameter, `<key/>`.

   c    Add `key.x.y.function.prim` to "Null", where x is the platform type and y is the key number (see the table below).

| Platform | Platform Type | Do Not Disturb Key Number |
|----------|---------------|---------------------------|
| IP 300, 301 | IP_300 | 23 |
| IP 500, 501 | IP_500 | 9 |
| IP 550 | IP_550 | 9 |
| IP 600, 601 | IP_600 | 9 |
| IP 650 | IP_650 | 9 |

| Note | There is no Do Not Disturb feature key on the SoundPoint IP 430 and the SoundStation IP 4000 phones. The Do Not Disturb feature cannot be disabled on these phones. |
|------|---|

   d    Save the modified **sip.cfg** configuration file.

2. Reboot the SoundPoint IP phone(s).

   The Do Not Disturb feature is now disabled.

# Remapping Feature Keys

Feature key functions can be changed from the factory defaults. For example, you want to remap the Do Not Disturb feature key on a SoundPoint IP 501 to be the third Speed Dial key.

**To remap the Do Not Disturb key to a Speed Dial key:**

1. Modify the **sip.cfg** configuration file as follows:

   a  Open **sip.cfg** configuration file in an XML editor.

   b  Locate the keys parameter, `<key/>`.

   c  Add `key.IP_500.9.function.prim` to "SpeedDial"

   where `IP_500` is the platform type for the SoundPoint IP 501 phone.

   For more information, refer to the previous section, Disabling Do Not Disturb.

   d  Add `key.IP_500.9.subPoint.prim` to 3.

   e  Save the modified **sip.cfg** configuration file.

2. Reboot the SoundPoint IP phone(s).

   The Do Not Disturb feature key is now the third Speed Dial key.

| Note | Not all of the feature keys can be remapped, refer to the the "Configurable Feature Keys" section in the *SIP 2.0 Administrator's Guide* and *SIP 2.1 Addendum* for more information on remapping feature keys. |
|------|---|
|      | Soft keys cannot be remapped. |

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