

# Quick Tip 32567

## Remotely Removing Configuration Override Files on SoundPoint® IP Phones



This quick tip provides instructions for administrators on how to remove configuration override files on SoundPoint IP phones remotely.

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

## Introduction

In a hosted environment where a SoundPoint IP phone is moved to a new user, there is a need to remove the old user's settings (such as ring tones) remotely.

For more information, see the *SIP Administrator's Guide* at <http://www.polycom.com/support/voicedocumentation/>.

## How to Remove Configuration Override Files Remotely

If you upload an “empty” configuration override file (such as the one shown below) to the boot server and reboot the phone, then the phone will download this “empty” file and effectively clear the override file stored on the phone. The configuration override file is named **<MACaddress>-phone** on the boot server and will be located in the subdirectory pointed to by the `OVERRIDES_DIRECTORY` variable in the **<MACaddress>.cfg** file (or the `000000000000.cfg` file).

For example, **<MACaddress>-phone.cfg**:

```
<?xml version="1.0" standalone="yes"?>
<PHONE_CONFIG>
  <OVERRIDES/>
</PHONE_CONFIG>
```

### Note

To clear the Configuration Override File on the phone itself (locally), press the **Menu** key, then select **Settings > Advanced > Admin Settings > Reset to Default > Reset Local Config...** on the phone. You will be prompted for the administrative password.

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