

Technical Bulletin 39358

Using Custom Ring Tones on Polycom® SoundPoint® IP,
SoundStation® IP, and VVX® 1500 Phones



This technical bulletin provides detailed information for system administrators on using custom ring tones on the Polycom SoundPoint IP, SoundStation IP, and VVX 1500 phones.

This information applies to Polycom SoundPoint IP, SoundStation IP, and VVX 1500 phones running SIP application version 3.2.0 or later.

Introduction

SoundPoint IP, SoundStation IP, and Polycom VVX phones come configured with a number ring tones.

Administrators can configure the phones to offer additional ring tones by playing a custom .wav file. This configuration is described in “Patterns <pat/>” in the latest *SIP Administrator’s Guide*, which is available at <http://www.polycom.com/support/voicedocumentation/>.

One examples of the use of this feature is detailed in the remainder of this document.

Two custom ring tones are provided that have their volume levels increased. These are intended for environments with high ambient background noise.

In the SIP 3.2.0 software release, a custom file (**LoudRing.wav**) is included in the software distribution file. A second custom file (**Warble.wav**) is attached to this document. By using these files to configure a ‘Custom Ring Tone’, a very loud ringer can be implemented. This technical bulletin describes the steps to configure phones to offer the user such a ‘Loud Ring’ or ‘Warble’ as a Ring Tone option.



Within the SIP 3.2.0 build package, you will find **LoudRing.wav** . **Warble.wav** is attached to this document.

Make sure that these files are uploaded to your provisioning server. The phone will need to read the **LoudRing.wav** or **warble.wav** file each time it is restarted.

The topics in this technical bulletin include:

- [Changing Configuration Files](#)
- [Changing the Phone’s Ring Type](#)



Polycom recommends that you use Adobe Reader 8 or 9 to view this technical bulletin and the attached files. Click on the paperclip icon on the bottom left-hand side to locate the attachment.

What Administrators Need to Know

You can generate your own custom ring tones. Any **.wav** file with the following properties can be used:

- Bite rate: 256 kbps
- Sample size: 16 bit
- Channels: Mono
- Sample rate: 16 kHz
- Format PCM

For more information, refer to “Customizable Audio Sound Effects” in the latest *SIP Administrator’s Guide*, which is available at <http://www.polycom.com/support/voicedocumentation/>.

Changing Configuration Files



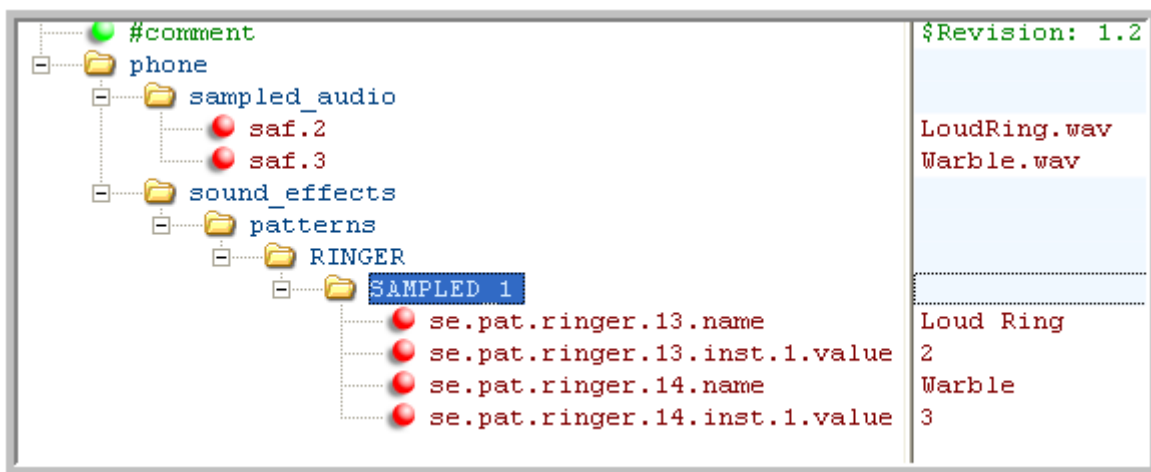
Polycom recommends that you create another configuration file with your organization’s modifications. If you must change any Polycom templates, back them up first.

For more information, refer to the “Configuration File Management on SoundPoint IP Phones” whitepaper at http://www.polycom.com/common/documents/whitepapers/configuration_file_management_on_soundpoint_ip_phones.pdf.

To change the configuration to use a custom ringer tone:

1. Using an XML editor, create a configuration file.

For example, create **loudringer.cfg** as shown below:



```
#comment
phone
  sampled_audio
    saf.2
    saf.3
  sound_effects
    patterns
      RINGER
        SAMPLED 1
          se.pat.ringer.13.name Loud Ring
          se.pat.ringer.13.inst.1.value 2
          se.pat.ringer.14.name Warble
          se.pat.ringer.14.inst.1.value 3

$Revision: 1.2

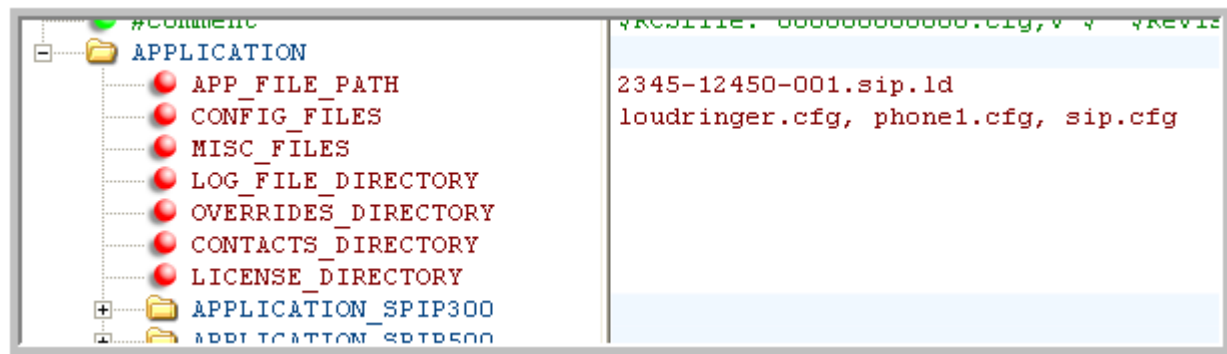
LoudRing.wav
Warble.wav
```



You can also change the ring type on the phone through the phone's menu. Refer to [Changing the Phone's Ring Type](#) on page 3.

- Using an XML editor, update the `000000000000.cfg` or `<MACaddress>.cfg` file for the individual phone(s) to use the new configuration files that you created in step 1.

For example, add `loudringer.cfg` to `0004f21005e7.cfg`.



- Reboot the phone.

For the next incoming call, the custom ring type will be used.

Changing the Phone's Ring Type

To change the ring type used by the phone through the phone's menu:

- Press the **Menu** key, and then select **Settings > Basic > Ring Type**.
- (Optional.) Select the appropriate line.
- Scroll down the ring tones list until you find the appropriate ring type.

A screen similar to the following appears. (Both **Loud Ring** and **Warble** appear in the list.)



- Select the ring type that you want to use and press the **Select** soft key.

5. Press the **Menu** key to exit.

For the next incoming call, the custom ring type will be used.

6. (Optional.) Use the **Volume Up** and **Volume Down** keys to adjust the volume of the ring type.



Since the Loud Ring tone is designed to be as loud as possible, it will likely sound 'distorted' and high pitched to the user. This is deliberate as the intent is to make the ringer as loud as possible.

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