

# Technical Bulletin 35656

## Changing the Line 2 Key to a Messages Key on Polycom® SoundPoint® IP 32x/33x Phones



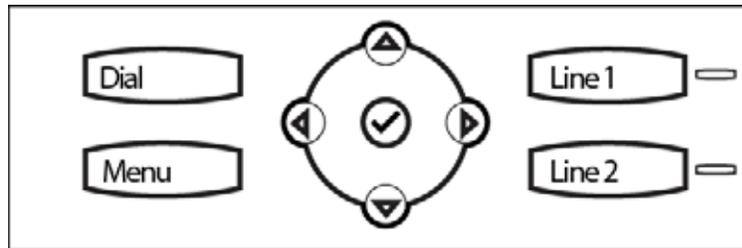
This technical bulletin provides detailed information for system administrators on how to change the Line 2 key to a Messages key on Polycom® SoundPoint® IP 320/321/330/331/335 phones.

The information in this bulletin applies to:

- SoundPoint IP 320/321/330/331/335 phones running SIP application version 3.3.0 or later

## Introduction

The SoundPoint IP phones outlined in this bulletin were designed with four feature keys (**Dial**, **Menu**, **Line 1**, and **Line 2**), as shown below.



In your organization, however, a Messages key may be more practical or desired than a second line key.

Since feature keys are changeable by design, you can reassign a different feature to a particular feature key location by changing the **features.cfg** configuration file. For more information, refer to the UCS 4.0.5 *Administrator's Guide for the Polycom SoundPoint IP/SoundStation IP/ VVX Family*, available from

[http://support.polycom.com/PolycomService/support/us/support/voice/soundpoint\\_ip/index.html](http://support.polycom.com/PolycomService/support/us/support/voice/soundpoint_ip/index.html)

## Changing the Line 2 Key to the Messages Key

To change the Line 2 key to the Messages key, remap the keys, and then replace the Line 2 key with the Messages key.

### Remapping the Line 2 Key to the Messages Key

Remap the Line 2 key functionality to the Messages key functionality by changing the **features.cfg** configuration file and rebooting your phone.

**To remap the Line 2 key to a Messages key:**

- 1 Modify the **features.cfg** configuration file as follows:
  - a In an XML editor, open the **features.cfg** configuration file.



The **features.cfg** configuration file is read-only by default.



Polycom recommends that you create another 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* white paper at

[http://www.polycom.com/global/documents/support/technical/products/voice/white\\_paper\\_configuration\\_file\\_management\\_on\\_soundpoint\\_ip\\_phones.pdf](http://www.polycom.com/global/documents/support/technical/products/voice/white_paper_configuration_file_management_on_soundpoint_ip_phones.pdf).

- b Locate the keys parameter <key/>.
    - c Add key. SPI P330. 10. functi on. pri m = "Messages".
    - d Optionally, add parameter up. oneTouchVoi ceMai l = " 1".
    - e Save the modified **features.cfg** configuration file.
  2. Reboot the phone(s).

The Line 2 key is now the Messages key.

## Changing the Feature Keys

After the application on the phone is updated, remove the Line 2 key and replace it with the Messages key that was included in your phone package.

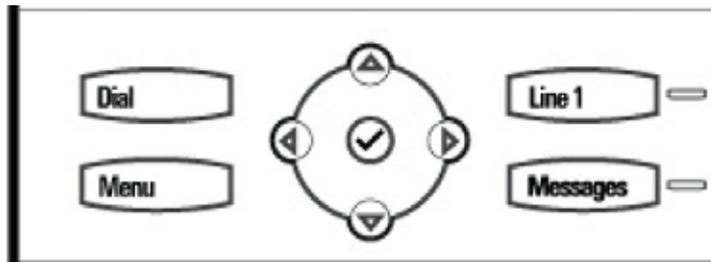
### To change the feature keys:

- 1 Using your fingernails or a small screwdriver, remove the Line 2 key cap by pulling up gently with your fingers or lightly twisting the screwdriver to raise the key cap from its installed location.
- 2 Position the Messages key cap where the Line 2 key cap was and press gently.

Make sure the key cap is secure in its new location.

- 3 Press the Messages key and verify that it invokes the voice mail service.

The following figure shows the phone with the new Messages key.



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