

Call Park and retrieve settings for the Hosted UC telephone system.

To park an active call:

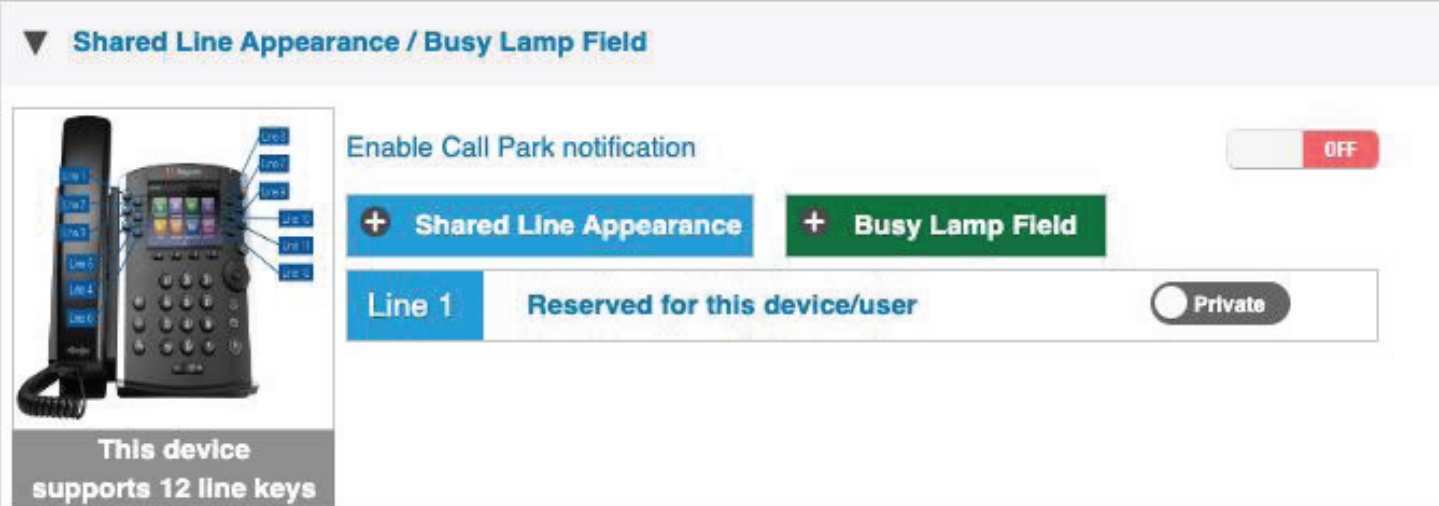
1. Place the call on hold, then one of the following actions:
 - a. Press the **CALL PARK** soft key (some devices).
 - b. Press the **PARK** soft key (most devices).
 - c. Dial ***68**.
2. The audio prompts will ask for an extension upon which to park the call. Enter a valid extension and then the # key to park the call on that extension.

You can input any extension on your system, as long as it corresponds to an active non-Primer seat. If you press # without an extension, it defaults to the extension of the parking phone itself.

To retrieve a parked call:

1. Enter ***88** from the phone.
2. Lift the handset or press the **SPEAKERPHONE** key to dial the number entered.
3. The audio prompt will ask you to enter the extension upon which the call is parked. Enter it and the # key to make the parked call your active call.

Call Park Notification:



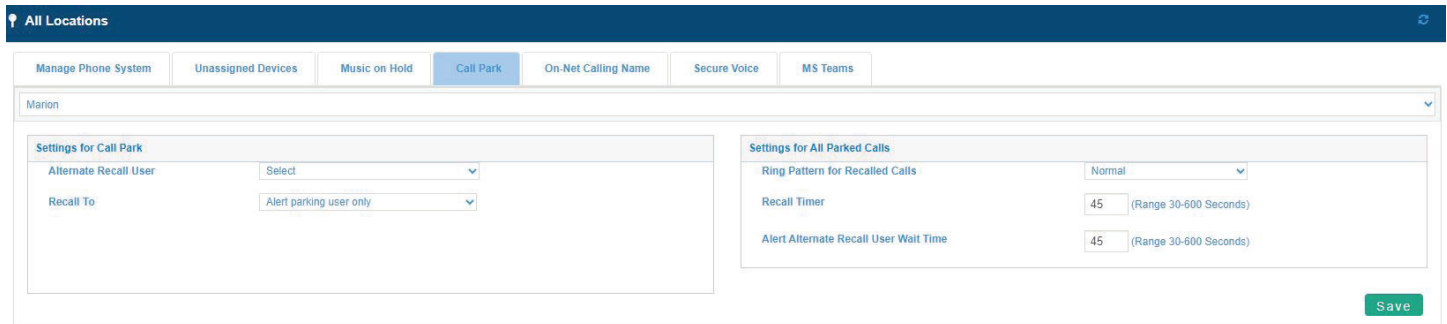
The screenshot shows a configuration interface for a 12-line device. On the left is an image of a Cisco IP phone with 12 line keys labeled Line 1 through Line 12. Below the image is a grey box with the text "This device supports 12 line keys". To the right of the image is a section titled "Shared Line Appearance / Busy Lamp Field". This section contains a toggle switch for "Enable Call Park notification" which is currently set to "OFF". Below this are two buttons: a blue button with a plus sign and the text "Shared Line Appearance", and a green button with a plus sign and the text "Busy Lamp Field". At the bottom of this section is a row for "Line 1" with the text "Reserved for this device/user" and a "Private" toggle switch.

Each extension can have their **Call Park Notification** enabled.

1. Go to **Locations** and find the extension.
2. Press the **EDIT** icon to go to the **Manage Settings**.
3. Navigate to the **Call Control Tab**.
4. Open the **Shared Line Appearance / Busy Lamp** Field section.
5. Toggle the **Enable Call Park Notification** button to the desired setting.

When this setting is active, a parked call on this device's extension will be noted on the display screen.

Call Park Settings:



All Locations

Manage Phone System Unassigned Devices Music on Hold **Call Park** On-Net Calling Name Secure Voice MS Teams

Marion

Settings for Call Park

Alternate Recall User

Recall To

Settings for All Parked Calls

Ring Pattern for Recalled Calls

Recall Timer (Range 30-600 Seconds)

Alert Alternate Recall User Wait Time (Range 30-600 Seconds)

Save

There are settings for the contingencies involved in parking and retrieving calls.

1. Go to **Locations** and select **All Locations**.
2. Select the **Call Park** tab.
3. Alter the settings as you see fit:
 - **Alternate Recall User:** Use the drop-down menu to select a seat in that location to send parked calls that have not been retrieved by the recall timer timeframe.
 - **Recall To:** This drop-down will define the recall pattern.
 - **Ring Pattern for Recalled Calls:** This drop-down will select a ring pattern for parked calls that have been recalled.
 - **Recall Timer:** This field can edit the length of time before a call park recall.
 - **Alert Alternate Recall User Wait Time:** This defines the time for an alternate recall user.