

Call Park

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Information About Call Park

Call Park Enhancements in Cisco Unified CME 7.1

Cisco Unified CME 7.1 adds Call Park support for SIP phones, introduces Park Reservation Groups, and enhances the Directed Call Park feature. Park slots can be shared among SCCP and SIP phones. For example, a call parked on a SCCP phone can be retrieved by a SIP phone on the same Cisco Unified CME router. Call Park features are available on SCCP and SIP phones that support the Park soft key. The Park soft key displays on supported phones by default.

Table describes how phone users park and retrieve calls in Cisco Unified CME 7.1 and later versions compared to previous versions. For SCCP phones, the only change is in how users perform Directed Call Park Retrieval. The Call Park method supported in previous versions of Cisco Unified CME is enabled by default. You can change the park and retrieval method only when there are no parked calls.

Feature	Cisco Unified CME 7.1 and Later Versions (SCCP and SIP Phones)[1]	Before Cisco Unified CME 7.1 (SCCP Phones Only)
Call Park (Basic)	Press Park soft key to park the call.	Press Park soft key to park the call.
Call Park Retrieval[2]	Do one of the following: • Dial the park slot extension (SCCP and SIP). • Press Pickup soft key and dial park-slot extension (SCCP only). • Press Pickup soft key and the asterisk (*) on phone that parked the call (SCCP only).	Do one of the following: • Dial the park slot extension. • Press Pickup soft key and dial park-slot extension. • Press Pickup soft key and the asterisk (*) on phone that parked the call.

Feature	Cisco Unified CME 7.1 and Later Versions (SCCP and SIP Phones)[1]	Before Cisco Unified CME 7.1 (SCCP Phones Only)
Directed Call Park	Press Transfer soft key and dial park-slot extension.	Press Transfer soft key and dial park-slot extension.
Directed Call Park Retrieval	Dial the retrieval FAC and park-slot extension.	Same as Basic Call Park Retrieval.

1 You must enable the **call-park system application** command.
2 SCCP phones support the Pickup soft key for Park Retrieval only if the **service directed-pickup** command is configured (default). Otherwise, the Pickup soft key initiates Local Group Pickup.

To enable Call Park features, see Enable Call Park or Directed Call Park, on page 8.

Basic Call Park

The Call Park feature allows a phone user to place a call on hold at a special extension so it can be retrieved from any other phone in the system. A user parks the call at the extension, known as the **call-park** slot, by pressing the Park soft key. Cisco Unified CME chooses the next available call-park slot and displays that number on the phone. A user on another phone can then retrieve the call by dialing the extension number of the call-park slot.

You can define either a single extension number or a range of extension numbers to use as call-park slots. Each call-park slot can hold one call at a time so the number of calls that users can park is equal to the number of slots you create. If the secondary number is used to group calls together, calls are retrieved in the order in which they were parked; the call that has been parked the longest is the first call retrieved from the call-park slot.

A caller who is parked in a park slot hears the music-on-hold (MOH) audio stream if the call uses the G.711 codec or if the call uses G.729 with transcoding; otherwise, callers hear a tone on hold. Users who attempt to park a call at a busy slot hear a busy tone.

Call-park slots can also be monitored by assigning the call-park slot to a monitor button using the **button m** command. The line status shows “in use” when a call is parked in the monitored slot. A call that is parked on the monitored call-park slot can be picked up by pressing the assigned monitor button.

You can create a call-park slot that is reserved for use by one extension by assigning that slot a number whose last two digits are the same as the last two digits of the extension. When an extension starts to park a call, the system searches first for a call-park slot that has the same final two digits as the extension. If no such call-park slot exists, the system chooses an available call-park slot.

Multiple call-park slots can be created with the same extension number so that more than one call can be parked for a particular department or group of people at a known extension number. For example, at a hardware store, calls for the plumbing department can be parked at extension 101, calls for lighting can be parked at 102, and so forth. Everyone in the plumbing department knows that calls parked at 101 are for them and can pick up calls from extension 101. When multiple calls are parked at the same call-park slot number, they are picked up in the order in which they were parked; that is, the call that has been parked the longest is the first call picked up from that call-park slot number.

If multiple call-park slots use the same extension number, you must configure each ephone-dn that uses the extension number with the **no huntstop** command, except for the last ephone-dn to which calls are sent. In addition, each ephone-dn must be configured with the **preference** command. The preference numeric values must increase to match the order of the ephone-dns. That is, the lowest ephone-dn tag park-slot must have the

lowest numeric preference number, and so forth. Without the configuration of the **preference** and **huntstop** commands, all calls that are parked after a second call has been parked will generate a busy signal. The caller who is being transferred to park will hear a busy signal, while the phone user who parked the call will receive no indication that the call was lost.

A reminder ring can be sent to the extension that parked the call by using the **timeout** keyword with the **park-slot** command. The **timeout** keyword and argument set the interval length during which the call-park reminder ring is timed out or inactive. If the **timeout** keyword is not used, no reminder ring is sent to the extension that parked the call. The number of timeout intervals and reminder rings are configured with the **limit** keyword and argument. For example, a limit of 3 timeout intervals sends 2 reminder rings (interval 1, ring 1, interval 2, ring 2, interval 3). The **timeout** and **limit** keywords and arguments also set the maximum time that calls stay parked. For example, a timeout interval of 10 seconds and a limit of 5 timeout intervals (**park-slot timeout 10 limit 5**) will park calls for approximately 50 seconds.

The reminder ring is sent only to the extension that parked the call unless the **notify** keyword is also used to specify an additional extension number to receive a reminder ring. When an additional extension number is specified using the **notify** keyword, the phone user at that extension can retrieve a call from this slot by pressing the PickUp soft key and the asterisk (*) key.

You can define both the length of the timeout interval for calls parked at a call-park slot and the number of timeout intervals that should occur before the call is either recalled or transferred. If you specify a transfer target in the **park-slot** command, the call is transferred to the specified target after the timeout intervals expire rather than to the primary number of the parking phone.

If a name has been specified for the call-park slot using the **name** command, that name will be displayed on a recall or transfer rather than an extension number.

You can also specify an alternate target extension at which to transfer a parked call if the recall or transfer target is in use (ringing or connected). For example, a call is parked at the private park slot for the phone with the primary extension of 2001, as shown in Figure 1: Dedicated Call Park Example, on page 7 . After the timeouts expire, the system attempts to recall the call to extension 2001, but that line is connected to another call. The system then transfers the call to the alternate target, extension 3784.

View Active Parked Calls

You can view the list of active parked calls on SIP and SCCP phones using the phone menu by pressing the **Service** button on the phone and navigating to **My Phone Apps** > **Park List** .

To recall a call from the list of parked calls, you can select the desired call and press the **Pickup** soft key.

To refresh the list of parked calls you can press the **Update** soft key in the menu.

Latest parked call will be displayed on top of the list.

Note This feature can be configured as PLK button for SCCP and SIP Phone. For more information see Configure Feature Button on a Cisco Unified SCCP Line Key and Configure Feature Button on a Cisco Unified SIP Phone Line Key.

Configure User Interface to View Active List of Parked Calls

This feature enables a user to view the list of active parked calls and is enabled by default.

Note You must perform this task only if the feature was previously disabled on a phone.

This feature is enabled by default for SCCP and SIP phones. For SCCP phones, this feature can be enabled and disabled. However, SIP phones do not have the enable or disable option.

Restriction

- If there are more than 20 active calls parked, then only the first 20 active parked calls will be displayed.
- Dedicated, private call-park slots configured using the reserved-for command are not supported on the phone's display.

Before you begin

- Cisco Unified CME 10.5 or a later version.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone** *phone-tag*
4. **phone-ui park-list**
5. **end**

DETAILED STEPS

Procedure

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**ephone** *phone-tag* **Example:** `Router(config)# ephone 12`	Enters ephone configuration mode. • *phone-tag*—Unique number that identifies this ephone during configuration tasks.
Step 4	**phone-ui park-list** **Example:** `Router(config-ephone)# phone-ui park-list`	Enables a phone user to view the list of active parked calls. • This command is enabled by default.

	Command or Action	Purpose
Step 5	**end** **Example:** `Router(config-ephone)# end`	Exits to privileged EXEC mode.

Directed Call Park

The Directed Call Park feature allows a phone user to transfer a call to a specific call-park slot using the Transfer soft key. For example, a customer calls a retail store and asks for the sporting goods department. The operator who answers the call transfers the call to one of the park-slots associated with the sporting goods department and pages the sporting goods department to retrieve the call. You can configure phones that support the directed call-park Busy Lamp Field (BLF) to monitor the busy and idle status of specific directed call-park slots.

In versions before Cisco Unified CME 4.0, callers can directly dial call-park slot numbers to be placed in park. If another call is already parked in the slot, the caller hears a busy tone.

In Cisco Unified CME 4.0 to Cisco Unified CME 7.0, users retrieve a call from a directed call-park slot by dialing the park-slot extension or using the PickUp soft key and dialing the park-slot extension. If no call is parked in the slot, the caller hears a busy tone.

In Cisco Unified CME 7.1 and later versions, users retrieve a call from a directed call-park slot by dialing a feature access code (FAC) and the number of the call-park slot.

Cisco Unified CME supports Directed Call Park from remote phones, however only phones that are local to the directed call-park slot can retrieve a call.

Park Reservation Groups

Cisco Unified CME 7.1 and later versions allow you to assign ownership to call-park slots by using Park Reservation Groups. A park slot configured with a park reservation group can only be used by phones configured with the same park reservation group. A park slot without a park reservation group can be used by any phone not assigned to a park reservation group.

In versions earlier than Cisco Unified CME 7.1, you could reserve a dedicated call-park slot for a specific phone based on its primary line. All lines on that phone could use the dedicated park slot. The new Park Reservation Group feature in Cisco Unified CME 7.1 provides an enhanced method of reserving park slots that replaces the use of dedicated park slots.

Park reservation groups are not supported for directed call-park slots.



Note The reservation-group is used so that the phone with a reservation group is allowed to park to park-slot(s) within the same reservation group.

Any phone within the same CME can retrieve any parked calls. So the rule is applied when you park the call, not when you retrieve the call.

Dedicated Call-Park Slots

A dedicated, private call-park slot can be configured for an ephone using the **reserved-for** keyword in the **park-slot** command. The dedicated call-park slot is associated with the primary extension of the ephone. All extensions on this phone can park calls in the dedicated park slot. The extensions on this phone are the only extensions that can park a call in the dedicated park slot. Only one call at a time can be parked in a park slot; a busy tone is returned to any attempt to park a call in a slot that is already in use.

Calls can be parked in dedicated call-park slots using any of the following methods (the extension doing the parking must be on a phone whose primary extension is associated with a dedicated park slot).

- With an active call, an IP phone user presses the Park soft key.
- With an active call, an IP phone user presses the Transfer soft key and a standard or custom FAC (feature access code) for the call-park feature. The standard FAC for call park is **6.
- With an active call, an analog phone user presses hookflash and the standard or custom FAC for the call park feature.

Calls can be retrieved from dedicated call-park slots using any of the following methods:

- An IP phone user presses the Pickup soft key and dials the park-slot number.
- An IP phone user presses the New Call soft key and dials the park-slot number.
- An analog phone user lifts the handset, presses the standard or custom FAC for directed call pickup, and dials the park-slot number. The standard FAC for directed pickup is **5.

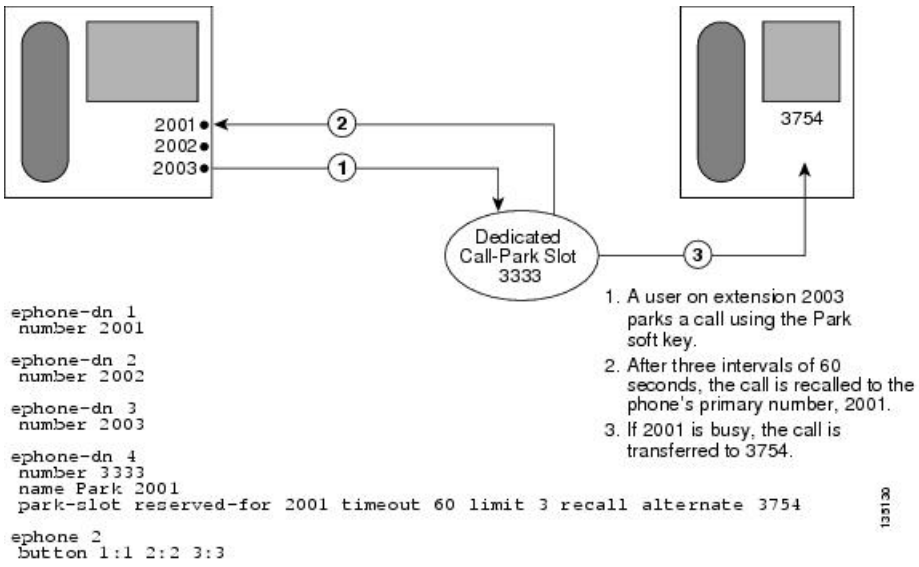
If no dedicated park slot is found anywhere in the Cisco Unified CME system for an ephone-dn that is attempting to park a call, the system uses the standard call-park procedure; that is, the system searches for a preferred park slot (one with an ephone-dn number that matches the last two digits of the ephone-dn attempting to park the call) and if none is found, uses any available call-park slot.

Figure 1: Dedicated Call Park Example, on page 7 shows an example of a dedicated call-park slot.

If the configuration specifies that a call should be recalled to the parking phone after the timeout intervals expire, the call is always returned to the phone's primary extension number, regardless of which extension on the phone did the parking. Figure 1: Dedicated Call Park Example, on page 7 shows an ephone that is configured with the extension numbers 2001, 2002, and 2003, and a private call-park slot at extension 3333. The private park slot has been set up to recall calls to the parking phone when the parked call's timeouts expire. In the example, extension 2003 parks a call using the Park soft key. When the timeout intervals expire, the call rings back on extension 2001.

The configuration in Figure 1: Dedicated Call Park Example, on page 7 specifies that the call will recall or transfer from the park slot after 3 times the 60-second timeout, or after 180 seconds. Also, before the exhaustion of the 3 timeouts the phone will receive reminder notifications that a parked call is waiting. The reminders are sent after each 60-second timeout interval expires (that is, at 60 seconds and at 120 seconds). You may want to set the **timeout** command with a limit of 1 instead, so that the call simply parks and recalls or transfers without sending a reminder ring.

Figure 1: Dedicated Call Park Example



Call-Park Blocking

In Cisco Unified CME 4.0 and later versions, individual ephones can be prevented from making transfers to call-park slots by using the **transfer-park blocked** command. This command prevents transfers to park that use the Transfer soft key and a call-park slot number, while allowing call-parks that use only the Park soft key. (To prevent use of the Park soft key, use an ephone template to remove it from the phone. See Customize Softkeys.)

An exception is made for phones with reserved, or dedicated, park slots. If the **transfer-park blocked** command is used on an ephone that has a dedicated park slot, the phone is blocked from parking calls at park slots other than the phone's dedicated park slot but can still park calls at its own dedicated park slot.

Call-Park Redirect

By default, H.323 and SIP calls that use the call-park feature use hairpin call forwarding or transfer to park calls and to pick up calls from park. The **call-park system redirect** command allows you to specify that these calls should use H.450 or the SIP Refer method of call forwarding or transfer. The **no** form of the command returns the system to the default behavior.

Call Park Recall Enhancement

In Cisco Unified CME 9.5 and lower versions, a parked call could not be recalled by or transferred to the phone that put the call in park or the original phone that transferred the call when the destination phone was offhook or ringing.

In Cisco Unified CME 9.5, the **recall force** keyword is added to the **call-park system** command in telephony-service configuration mode to allow a user to force the recall or transfer of a parked call to the phone that put the call in park or the phone with the reserved-for number as its primary DN when the destination phone is available to answer the call. For more configuration examples, see Example for Configuring Call Park Recall, on page 17.

Prior to Unified CME 10.5, the ring tones for Call Park Recall and incoming calls were the same. In Unified CME 10.5, a new ring tone is introduced for park recall to assist the user to distinctly identify the type of call. No configurations are required to activate this feature. The ringtone for SCCP endpoints is a feature-ring and for SIP endpoints the ringtone is a Bellcore-dr2.

The Distinctive Call Park Recall feature is supported on all phone families for SCCP endpoints. For SIP phones, the feature is supported on Cisco IP Phone 7800 Series, 8900 Series and 9900 Series phones.

Note Cisco IP Phone 8800 Series phones do not support Distinctive Call Park Recall feature.

Park Monitor

In Cisco Unified CME 8.5 and later versions, the park monitor feature allows you to park a call and monitor the status of the parked call until the parked call is retrieved or abandoned. When a Cisco Unified SIP IP Phone 8961, 9951, or 9971 parks a call using the park soft key, the park monitoring feature monitors the status of the parked call. The park monitoring call bubble is not cleared until the parked call gets retrieved or is abandoned by the parkee. This parked call can be retrieved using the same call bubble on the parker's phone to monitor the status of the parked call.

Once a call is parked, Cisco Unified CME sends a SIP NOTIFY message to the parker phone indicating the "parked" event along with the park slot number so that the parker phone can display the park slot number as long as the call remains parked.

When a parked call is retrieved, Cisco Unified CME sends another SIP NOTIFY message to the parker phone indicating the "retrieved" event so that the phone can clear the call bubble. When a parked call is disconnected by the parkee, Cisco Unified CME sends a SIP NOTIFY message to the parker phone indicating the "abandoned" event and the parker phone clears the call bubble upon cancellation of the parked call.

When a parked call is recalled or transferred, Cisco Unified CME sends a SIP NOTIFY message to the parker phone indicating the "forwarded" event so that parker phone can clear the call bubble during park, recall, and transfer. You can also retrieve a parked call from the parker phone by directly selecting the call bubble or pressing the resume soft key on the phone.

Note Park Monitor is supported in Cisco IP Phone 7800 Series and Cisco Unified IP Phone 9900 Series. However, Cisco IP Phone 8800 Series do not support Park Monitor feature.

Configure Call Park

Enable Call Park or Directed Call Park

To enable Call Park on SCCP or SIP phones, perform the following steps.

Restriction

- For SIP phones, the Park soft key is not supported for Cisco Unified IP Phone 7905, 7912, 7921, 7940, or 7960.
- Park Retrieval is supported only on local phones. Phones can park calls remotely to another Cisco Unified CME router but only phones that are registered to the local router hosting the call-park slots can retrieve a call.
- In versions earlier than Cisco Unified CME 7.1, Call Park and Directed Call Park shared the same call-park slots. In Cisco Unified CME 7.1 and later versions, if a user attempts to transfer a call to a basic park slot when using Directed Call Park, Cisco Unified CME considers that a Park Retrieval.
- A user can retrieve a parked call on an SCCP phone by pressing the PickUp soft key and dialing the extension number of the call-park slot or an asterisk (*) only if the **service directed-pickup** command is enabled (default). Otherwise this initiates a local group pickup.
- Park Reservation Groups are not supported with Directed Call Park.
- Different directory numbers with the same extension number must have the same Call Park configuration.
- Calls from H.323 trunks are not supported on SIP phones.
- Hold Pickup is not supported with the **call-park system application** command.

Before you begin

- SIP phones require Cisco Unified CME 7.1 or a later version.
- IP phone must support the Park soft key. The Park soft key displays by default on supported SCCP and SIP phones. If previously disabled, you must use the **softkeys connected** command to enable the Park soft key.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **telephony-service**
4. **call-park system** { **application** | **redirect** }
5. **fac** { **standard** | **custom dpark-retrieval** *custom-fac* }
6. **exit**
7. **ephone-dn** *dn-tag* [**dual-line**]
8. **number** *number* [**secondary** *number*] [**no-reg** [**both** | **primary**]]
9. **park-slot** [**directed**] [**reservation-group** *group-number*] [**reserved-for** *extension-number*] [[**timeout** *seconds***limit** *count*] [**notify** *extension-number* [**only**]] [**recall**] [**transfer** *extension-number*] [**alternate** *extension-number*] [**retry** *seconds***limit** *count*]]
10. **exit**
11. **ephone** *phone-tag* or **voice register pool** *phone-tag*
12. **park reservation-group** *group-number*
13. **end**

DETAILED STEPS

Procedure

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**telephony-service** **Example:** `Router(config)# telephony-service`	Enters telephony-service configuration mode.
Step 4	**call-park system** { **application** | **redirect** } **Example:** `Router(config-telephony)# call-park system application`	Defines system parameters for the Call Park feature. • **application**—Enables the Call Park and Directed Call Park features supported in Cisco Unified CME 7.1 and later versions. • **redirect**—Specifies that H.323 and SIP calls use H.450 or the SIP Refer method of call forwarding or transfer to park calls and pick up calls from park.
Step 5	**fac** { **standard** | **custom dpark-retrieval** *custom-fac* } **Example:** `Router(config-telephony)# fac custom dpark-retrieval #25`	Enables standard FACs or creates a custom FAC or alias for the Directed Park Retrieval feature on SCCP and SIP phones. • Enable this command to use the Directed Park Retrieval feature in Cisco Unified CME 7.1 and later versions. • **standard**—Enables standard FACs for all phones. Standard FAC for Park Retrieval is **10. • **custom**—Creates a custom FAC for a feature. • *custom-fac*—User-defined code to dial using the keypad on an IP or analog phone. Custom FAC can be up to 256 characters and contain numbers 0 to 9 and * and #.
Step 6	**exit** **Example:** `Router(config-telephony)# exit`	Returns to privileged EXEC mode.

	Command or Action	Purpose
Step 7	**ephone-dn** *dn-tag* [**dual-line**] **Example:** `Router(config)# ephone-dn 1`	Enters ephone dn configuration mode to define a directory number for an IP phone, intercom line, voice port, or a message-waiting indicator (MWI). • *dn-tag*—identifies a particular directory number during configuration tasks. Range is 1 to the maximum number of directory numbers allowed on the router platform. Type **?** to display the range.
Step 8	**number** *number* [**secondary** *number*] [**no-reg** [**both** | **primary**]] **Example:** `Router(config-ephone-dn)# number 3001`	Associates an extension number with this directory number. • *number*—String of up to 16 digits that represents an extension or E.164 telephone number. **Note** The primary number must be unique for call-park slots.
Step 9	**park-slot** [**directed**] [**reservation-group** *group-number*] [**reserved-for** *extension-number*] [[**timeout** *seconds***limit** *count*] [**notify** *extension-number* [**only**]] [**recall**] [**transfer** *extension-number*] [**alternate** *extension-number*] [**retry** *seconds***limit** *count*]] **Example:** `Router(config-ephone-dn)# park-slot directed`	Creates an extension (call-park slot) at which calls can be temporarily held (parked). • **directed**—(Optional) Enables Directed Call Park using this extension. This keyword is supported in Cisco Unified CME 7.1 and later versions. • **reservation-group***group-number* —(Optional) Reserves this slot for phones configured with the specified reservation group. This is the group assigned to the phone in Step 12. This keyword is supported in Cisco Unified CME 7.1 and later versions. • **reserved-for***extension-number* —(Optional) Reserves this slot as a private park-slot for the phone with the specified extension number as its primary line. **Note** The **reservation-group** and **reserved-for** keywords are mutually exclusive. If you use the **reservation-group** keyword, the **reserved-for** keyword is ignored. The reservation-group is used so that the phone with a reservation group is allowed to park to park-slot(s) within the same reservation group. Any phone within the same CME can retrieve any parked calls. So the rule is applied when you park the call, not when you retrieve the call.
Step 10	**exit** **Example:** `Router(config-ephone-dn)# exit`	Exits configuration mode.
Step 11	**ephone** *phone-tag* or **voice register pool** *phone-tag* **Example:**	Enters ephone configuration mode to set phone-specific parameters for an SCCP phone.

	Command or Action	Purpose

	`Router(config)# ephone 1`
	or
	`Router(config)# voice register pool 1`
		or
		Enters voice register pool configuration mode to set phone-specific parameters for a SIP phone.
		• *phone-tag*—Unique sequence number that identifies the phone. Range is version and platform-dependent; type **?** to display range.

Step 12	**park reservation-group** *group-number*
	Example:
	`Router(config-ephone)# park reservation-group 1`
	or
	`Router(config-register-pool)# park reservation-group 1`
		(Optional) Assigns a call-park reservation group to a phone.
		• *group-number*—Unique number that identifies the reservation group. String can contain up to 32 digits.
		• This command can also be configured in ephone-template or voice register template configuration mode and applied to one or more phones. The phone configuration has priority over the template configuration.
		• This command is supported in Cisco Unified CME 7.1 and later versions.

Step 13	**end**
	Example:
	`Router(config-ephone)# end`
	or
	`Router(config-register-pool)# end`
		Exits configuration mode.

Examples for Basic Call Park, Directed Call Park and Park Reservation Groups

Basic Call Park

The following example shows three basic call-park slots that can be used by either SCCP or SIP phones. Any phone can retrieve calls parked at these extensions.

```
ephone-dn  23
 number 8123
 park-slot timeout 10 limit 2 recall
 description park slot for Sales
!
ephone-dn  24
 number 8124
 park-slot timeout 10 limit 2 recall
 description park slot for Sales
!
ephone-dn  25
 number 8125
 park-slot timeout 15 limit 3 recall retry 10 limit 2
 description park slot for Service
```

Directed Call Park

The following example shows that the enhanced Call Park and Directed Call Park features in Cisco Unified CME 7.1 and later versions is enabled with the **call-park system application** command in telephony-service configuration mode. Two call-park slots, extension 3110 and 3111, can be used to park calls for the pharmacy using Directed Call Park.

```
telephony-service
 load 7960-7940 P00308000500
 max-ephones 100
 max-dn 240
 ip source-address 10.7.0.1 port 2000
 cnf-file location flash:
 cnf-file perphone
 voicemail 8900
 max-conferences 8 gain -6
 call-park system application
 transfer-system full-consult
 fac standard
 create cnf-files version-stamp 7960 Sep 25 2007 21:25:47
!
!
ephone-dn  10
 number 3110
 park-slot directed
 description park-slot for Pharmacy
!
ephone-dn  11
 number 3111
 park-slot directed
 description park-slot for Pharmacy
```

Park Reservation Groups

The following example shows park reservation groups set up for two call-park slots. Extension 8126 is configured for group 1 and assigned to phones 3 and 4. Extension 8127 is configured for group 2 and assigned to phones 10 and 11. When calls for the Pharmacy are parked at extension 8126, only phones 3 and 4 can retrieve them.

```
ephone-dn  26
 number 8126
 park-slot reservation-group 1 timeout 15 limit 2 transfer 8100
 description park slot for Pharmacy
!
ephone-dn  27
 number 8127
 park-slot reservation-group 2 timeout 15 limit 2 transfer 8100
 description park slot for Auto
!
!
ephone  3
 park reservation-group 1
 mac-address 002D.264E.54FA
 type 7962
 button  1:3
!
!
ephone  4
 park reservation-group 1
 mac-address 0030.94C3.053E
 type 7962
```

```
 button  1:4
!
!
ephone  10
 park reservation-group 2
 mac-address 00E1.CB13.0395
 type 7960
 button  1:10
!
!
ephone  11
 park reservation-group 2
 mac-address 0016.9DEF.1A70
 type 7960
 button  1:11
```

Verify Call Park

Procedure

Step 1 Use the **show running-config** command to verify your configuration. Call-park slots are listed in the ephone-dn portion of the output.

Example:

```
Router# show running-config

!
ephone-dn  23
 number 853
 park-slot timeout 10 limit 1 recall
 description park slot for Sales
!
!
ephone-dn  24
 number 8126
 park-slot reserved-for 126 timeout 10 limit 1 transfer 8145
!
!
ephone-dn  25
 number 8121 secondary 121
 park-slot reserved-for 121 timeout 30 limit 1 transfer 8145
!
!
ephone-dn  26
 number 8136 secondary 136
 park-slot reserved-for 136 timeout 10 limit 1 recall
!
!
ephone-dn  30  dual-line
 number 451 secondary 501
 preference 10
 huntstop channel
!
!
ephone-dn  31  dual-line
 number 452 secondary 502
 preference 10
```

```
 huntstop channel
!
```

Step 2 Use the **show telephony-service ephone-dn** command to display call park configuration information.

Example:

```
Router# show telephony-service ephone-dn

ephone-dn  26
 number 8136 secondary 136
 park-slot reserved-for 136 timeout 10 limit 1 recall
```

Configure Timeout Duration for Recalled Calls

To set a timeout duration for no response for a recalled call, perform the following steps. This command is also applicable to all IP phones where a call in ringing state if not answered, is automatically disconnected after the timeout duration.

This feature is enabled by default. You must perform this task only if the feature was previously disabled on a phone.

Before you begin

Cisco Unified CME 10.5 or a later version.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone ring timeouts** *seconds*
4. **exit**

DETAILED STEPS

Procedure

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.

	Command or Action	Purpose
Step 3	**ephone ring timeouts** *seconds* **Example:** `Router(config)# ring timeout 25`	Enters a timeout period before disconnecting the call.
Step 4	**exit** **Example:** `Router(config-ephone)# exit`	Exits to privileged EXEC mode.

Example

The following example shows that the ring timeouts command is enabled on phone:

```
ephone-dn 10 dual-line
number 1001
no huntstop
huntstop channel
ephone-dn 11 dual-line
```

Troubleshooting Call Park

Procedure

Step 1 **show ephone-dn park**

Use this command to display configured call-park slots and their status.

```
Router# show ephone-dn park

DN 50 (1560) park-slot state IDLE
Notify to () timeout 30 limit 10
```

Step 2 Use the **debug ephone** commands to observe messages and states associated with an ephone. For more information, see Cisco Unified CME Command Reference.

Configuration Examples for Call Park

Example for Configuring Basic Call Park

The following example creates a call-park slot with the number 1560. After a call is parked at this number, the system provides 10 reminder rings at intervals of 30 seconds to the extension that parked the call.

```
ephone-dn 50
```

```
number 1560
park-slot timeout 30 limit 10
```

Example for Blocking Phone From Using Call Park

The following example prevents ephone 25 and extensions 234, 235, and 236 from parking calls at any call-park slots.

```
ephone-dn 11
 number 234

ephone-dn 12
 number 235

ephone-dn 13
 number 236

ephone 25
 button 1:11 2:12 3:13
 transfer-park blocked
```

The following example sets up a dedicated park slot for the extensions on ephone 6 and blocks transfers to call park from extensions 2977, 2978, and 2979 on that phone. Those extensions can still park calls at the phone's dedicated park slot by using the Park soft key or the Transfer soft key and the FAC for call park.

```
ephone-dn 3
 number 2558
 name Park 2977
 park-slot reserved-for 2977 timeout 60 limit 3 recall alternate 3754

ephone-dn 4
 number 2977

ephone-dn 5
 number 2978

ephone-dn 6
 number 2979

ephone 6
 button 1:4 2:5 3:6
 transfer-park blocked
```

Example for Configuring Call-Park Redirect

The following example specifies that H.323 and SIP calls that are parked should use H.450 or the SIP Refer method to when they are parked or picked up.

```
telephony-service
call-park system redirect
```

Example for Configuring Call Park Recall

The following example shows how to force the recall of a call previously parked when the phone was busy:

```
Router# configure terminal
```

```
Router(config)# telephony-service
Router(config-telephony)# call-park system ?
recall       Configure parameters for recall
Router(config-telephony)# call-park system recall ?
force  Force recall for busy call park initiator
Router(config-telephony)# call-park system recall force
```

Where to Go Next

Controlling Use of the Park Soft Key

To block the functioning of the call park (Park) soft key without removing the key display, create and apply an ephone template that contains the **features blocked** command. For more information, see Customize Softkeys.

To remove the call park (Park) soft key from one or more phones, create and apply an ephone template that contains the appropriate **softkeys** command. For more information, see Customize Softkeys .

Ephone Templates

The **transfer-park blocked** command, which blocks transfers to call-park slots, can be included in ephone templates that are applied to individual ephones.

The Park soft key can be removed from the display of one or more phones by including the appropriate **softkeys** command in an ephone template and applying the template to individual ephones.

For more information, see Templates.

Feature Access Codes

You can park calls using a feature access code (FAC) instead of a soft key on the phone if standard or custom FACs have been enabled for your system. The call-park FAC is considered a transfer to a call-park slot and therefore is valid only after the Trnsfer soft key (IP phones) or hookflash (analog phones) has been used to initiate a transfer. The following are the standard FACs for call park:

- Dedicated park slot—Standard FAC is **6.
- Any available park slot—Standard FAC is **6 plus optional park-slot number.

For more information about FACs, see Feature Access Codes.

Feature Information for Call Park

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to https://cfnng.cisco.com/. An account on Cisco.com is not required.

Table 1: Feature Information for Call Park

Feature Name	Cisco Unified CME Version	Feature Information
Call Park Recall Enhancement	9.5	Added recall force keyword to the call-park system command.
Call Park	8.5	Support for Park Monitor was introduced.
	7.1	Adds Call Park support for SIP phones, introduces Park Reservation Groups, and enhances Directed Call Park.
	4.0	Dedicated call-park slots, alternative recall locations, and call-park blocking were introduced. Direct calls to park slots are now interpreted as attempts to pick up parked calls rather than attempts to be parked at the slot.
	3.2.1	Monitoring of call-park slots was introduced.
	3.1	Call park was introduced.