

Avaya IP Office Essential

Creating Park Buttons 1

Telquest Tech Support

If you operate the IP Office Essential Edition as a PBX and not a Key System, you will most likely not have Direct CO Line Appearances on all your telephones.

Incoming calls can be Transferred to different extensions or Parked.

If you need to use the Park method, you will find it easier to distribute calls by creating a few “Park” buttons on the Receptionists telephone.

When an incoming call is parked, it is given a “Parking Space Number”.

Then any extension in the IP Office can dial a “Parked Call Pickup Number” and retrieve the call.

Operation:

The Receptionist answers an incoming call.

She presses one of the vacant Park Buttons.

(When a call is Parked, the Receptionists Park Button gives a visual indication of activity)

She then announces (by Paging or some other method) that a call is Parked in a specific spot.

Example of a Page:

“Jim, you have a call Parked on 123”

Jim can dial from any phone ***38*123# to pick up the Parked call. (STAR 3 8 STAR 123 POUND)**

Note: *** 3 8 * N # is the default Short Code to pick up Parked calls.**

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If you don't want to use the Default Short Code of *38*N# to pick up Parked Calls, you can change it to something easier to remember like the example below:

Short Code	
Code	5xxx
Feature	UnPark Call
Telephone Number	N
Line Group Id	0
Locale	

This will allow users to dial 5 (plus the Park Spot Number).

Examples

If a call were Parked in Space Number 123, the user would dial **5123** to get the call.

If a call were Parked in Space Number 124, the user would dial **5124** to get the call.

Etc.....

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Programming the Park Buttons to the Receptionists phone

Go to the User area in the Manager program:

Create 3 (or more if needed) Park Buttons

Park 123

Park 124

Park 125



[Edit Button](#)

Button No.	4
Label	Park 123
Action	Call Park
Action Data	123

Don't forget to OK and Save your changes.....