


Avaya IPO Office Essential Edition

Park Buttons

Telquest Tech Support



User

Click on User...

Click on Button Programming

Button Programming

Double Click on a blank line...

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4			
5			
6			
7			

Enter ALL 3 of these

Edit Button

Button No.

Label

Action

Action Data

6

Park

Call Park

600

See Page 2 to set this

How to set the Action to Call Park

17

18

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20

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23

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25

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33

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37

38

Automatic Callback

Automatic Intercom

Call Forwarding All

Call Park

Call Park To Other Extension

Call Pickup

Cancel Leave Word Calling

Consult

Dial Intercom

Directed Call Pickup

Directory

Drop

Group Paging

Headset Toggle

Inspect

Internal Auto-Answer

Leave Word Calling

Manual Exclude

Priority Calling

Ringer Off

Self-Administer

Send All Calls

Stored Number View

Time Of Day

Timer

Twinning

Visual Voice

3. Select Call Park

2. Select Emulation

1. Click the Action button

Edit Button

Button No.6

LabelPark 600

Action

Action Data

Dial

Group

User

Emulation

Advanced

Appearance

Page 1 shows you how to create a SINGLE Park button for Park Zone 600.

You can create additional Park buttons with different Park Zones by changing the value in the Action Data from 600 to 601 or 602 etc...

Yo can create as many Park buttons as you like.

Multiple buttons will make it easy for a busy receptionist to Park calls quickly.

If you create 3 Call Park buttons, 600, 601 and 602, it will look like this.

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	
4			
5			
6	Park 600	Call Park	600
7	Park 601	Call Park	601
8	Park 602	Call Park	602
9			

Any other phones that have the same Park Button(s) on them can pick up Parked Calls by pressing the “Park Button” once or twice depending on the phone type.

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Un-Park Buttons

Telquest Tech Support

This will show you how to create an Un-Park or Park Pickup button.



User

Click on User...

Button Programming

Click on Button Programming

Double Click on a blank line...

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4			
5			
6			
7			

Enter ALL 3 of these

Edit Button

Button No.

4

Label

Un-Park

Action

Dial

Action Data

38

User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Fc
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Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Un-Park	Dial	*38*

It will look like this when you are done...

Operation:

To Park a call, just press the Park button and then using the Page System, announce the code (601, 602, 603 etc...). Example: "New car sales you have a call parked on 600"

The Park button will give a visual indication while a caller is still Parked.

To Un-Park or Pickup a Parked call:

Press the Un-Park button
Dial the code that was announced
Dial a # (POUND)

OR

If you have the same Park Button on your phone, you can press it to pick up the call.

You will then have the Parked call on your telephone.