

Avaya IP Office Standard Mode Call Park with Automatic Park Codes Telquest Tech Support

The IP Office can create Park Codes, to allow other phones to Pickup calls, automatically.

The person placing the call in a Park area **must** have a Park Button on their phone.

Here is how to put a Park button on the phone:

1. Click here... (Points to the 'User' icon in the left sidebar)

2. Pick a User... (Points to the 'User' list in the central pane)

3. Click here... (Points to the 'Ext 201' tab in the right pane)

4. Double Click on a spare button... (Points to button 4 in the table)

| Button ... | Label | Action | Action Data |
|------------|-------------|--------------------------|-------------|
| 1 | | Appearance | a = |
| 2 | | Appearance | b = |
| 3 | | Appearance | c = |
| 4 | Park | Call Park | |
| 5 | Fwd Number | Forward Number | |
| 6 | Fwd On | Forward Unconditional On | |
| 7 | Twin Number | Dial | *601 |
| 8 | Twin On | Twining | |
| 9 | | | |
| 10 | | | |
| 11 | | | |
| 12 | | | |
| 13 | | | |

5. Label it Park... (Points to the 'Label' field in the dialog)

6. Click here... (Points to the '...' button next to the 'Action' field)

7. Click here... (Points to the 'Leave Blank...' option in the context menu)

8. Click here... (Points to the 'Call Park' option in the context menu)

9. Click here... (Points to the 'OK' button in the dialog)

Automatic Intercom
Call Forwarding All
Call Park

Leave Blank...
Dial
Group
User
Emulation
Advanced
Appearance

Create an “UnPark Call” pickup Short Code

1. Right Click here...

2. Select New...

3. Set like this...

4. Click here...

| Code | Telephone |
|--------|-----------|
| *12*N# | N |
| *13*N# | N |
| *14*N# | N |
| *15 | |
| *16 | |
| *17 | *?U |
| *18 | |
| *19 | |
| *20*N# | N |
| *21*N# | N |
| *29 | |
| *33 | N |
| *34 | N |
| *35 | N |
| *43 | 2 |
| *44 | 2 |
| *45*N# | N |
| *46 | |

Short Code configuration form (5XXXX: UnPark Call*):

- Code: 5XXXX
- Feature: UnPark Call
- Telephone Number: N
- Line Group ID: 0
- Locale: [Dropdown]
- Force Account Code: ☐
- Force Authorization Code: ☐

Buttons: OK, Cancel, Help

Note:

You can create any Shortcode if you want to.

I am using 5 because it is available and easy for the Users to use.

Operation Using a 14xx or 16xx Phone

This example has Extension 201 answering the call and placing it into a Park area:

Answer the incoming call

Press the Park Button

Wait about 2 seconds and you will see the word **Status** appear in the LCD

Press the button below Status

You will see the following in the LCD:

| | |
|--------|------|
| Status | |
| Parks | 2010 |
| CpkUp | Exit |

“Parks” indicates the area where the caller has been parked

Any User in the system can then dial 5 plus the area number to pickup the call.

In this example, a User would dial 52010 to pickup the call.

If you see an “Arrow” next to Parks, it means there is more than 1 call parked.

| | |
|--------|------|
| Status | |
| ↓Parks | 2010 |
| CpkUp | Exit |

Just press the “Down Arrow” on the Navigation Disk. (Just below OK)

The last number that appears is the most recent call that was parked.

Now, announce the Park Area Number like this:

“Bob, you have a call parked on 52010”

This tells Bob exactly what to dial to pickup the call.

Operation Using a 95xx or 96xx Phone

This example has Extension 201 answering the call and placing it into a Park area:

Answer the incoming call

Press the Park Button

You will see **Status** appear in the LCD

Press the button below Status

You will see the following in the LCD:

| |
|---------------------|
| Status |
| Parks_____2010: 101 |
| |
| |

(the 101 is not important)

“Parks” indicates the area where the caller has been parked

Any User in the system can then dial 5 plus the area number to pickup the call.

In this example, a User would dial 52010 to pickup the call.

If you see multiple Parks, it means there is more than 1 call parked.

The last number that appears is the most recent call that was parked.

Now, announce the Park Area Number like this:

“Bob, you have a call parked on 52010”

This tells Bob exactly what to dial to pickup the call.