

Unified Communication Manager: Parked Calls are Dropped

Document ID: 106384

Introduction

Prerequisites

Requirements

Components Used

Conventions

Call Park Feature

Problem

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes how to resolve the issue when parked calls are dropped across WAN in Cisco Unified Communication Manager 5.x.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communication Manager 5.x

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified Communication Manager 5.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Call Park Feature

The Call Park feature allows you to place a call on hold, so it can be retrieved from another phone in the Cisco Unified Communication Manager system, such as a phone in another office or in a conference room. If you are on an active call at your phone, you can press the Park softkey or the Call Park button in order to park the call to a call park extension. Someone on another phone in your system can then dial the call park extension to

retrieve the call.

Problem

In Cisco Unified Communication Manager 5.x, if a call is parked, when you go back to retrieve that call, the call is gone or a fast busy is heard. This happens when calls are parked to phones that are connected remotely through MGCP gateways.

Note: This issue can also occur if there is a firewall in the network.

Solution

Note: Each Cisco Unified Communication Manager to which devices are registered needs its own unique call park directory number and range.

In order to solve the call park issue, complete these steps:

1. Log into the Cisco Unified Communication Manager Administration page. Choose **System > Service Parameters**.
2. Select the Cisco Unified Communication Manager to which the phones are registered, and choose **Callmanager service** from the services drop-down list.
3. Find the **Disable Alerting Progress Indicator** parameter under the **Clusterwide Parameters (Device – PRI and MGCP Gateway)**

section.

Clear Calls Flag When Datalink Is Down *	True	True
Device Status Poll Interval *	3000	3000
Disable Alerting Progress Indicator *	True	False
Discard Non Inband Progress in Overlap Sending *	False	False

Change the parameter value from **False** to **True**, and click the **Save** icon. The default value is false.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: May 12, 2008

Document ID: 106384
