



Call Park

Call park allows you to place a call on hold so that it can be retrieved from another phone in the system. For example, if you are on an active call at your phone, you can park the call to a call park extension such as 1234. Someone on another phone in your system can then dial 1234 to retrieve the call.

You can define either a single directory number or a range of directory numbers for use as call park extension numbers. You can park only one call at each call park extension number.

Use the following procedures to add, update, or delete a call park extension:

- Adding a Call Park Number, page 35-2
- Updating a Call Park Number, page 35-3
- Deleting a Call Park Number, page 35-3

Adding a Call Park Number

This section describes how to add a single call park extension number or range of extension numbers.

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Feature > Call Park**.
- Step 3** Enter the call park extension number. You can enter literal digits or the wildcard character X. For example, enter 5555 to define a single call park extension number of 5555, or enter 55XX to define a range of call park extension numbers from 5500 to 5599.
- Step 4** If you want to use a route partition to restrict access to the call park numbers, select the desired route partition from the drop-down list box. If you do not want to restrict access to the call park numbers, select None for the route partition.



Note The combination of call park extension number and route partition must be unique within the Cisco CallManager cluster.

- Step 5** Using the drop-down list box, select the Cisco CallManager to which these call park numbers apply.



Note Each Cisco CallManager in a cluster requires its own unique call park numbers.

- Step 6** Click **Insert** to save the new call park numbers in the database.
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Additional Information

For more information on Cisco CallManager clusters, see:

- Clusters, page 1-1
- Adding a Cisco CallManager, page 9-1

Updating a Call Park Number

This section describes how to update a call park extension number or range of numbers.

Procedure

- Step 1** Open Cisco CallManager Administration.
 - Step 2** Select **Feature > Call Park**.
 - Step 3** From the call park list, select the call park number or range of numbers you want to update.
 - Step 4** Make the desired changes in the fields you want to update. Before saving the changes, you can click **Cancel** to reset all fields to their original value.
 - Step 5** Click **Update** to save the changes in the database.
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Deleting a Call Park Number

This section describes how to delete call park numbers from the Cisco CallManager database.

Procedure

- Step 1** Open Cisco CallManager Administration.
 - Step 2** Select **Feature > Call Park**.
 - Step 3** From the call park list, select the call park number or range of numbers you want to delete.
 - Step 4** Click **Delete**.
 - Step 5** When asked to confirm the delete operation, click either **OK** to delete or **Cancel** to cancel the delete operation.
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