



## Call Park Configuration

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The call park feature allows you to place a call on hold, so 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 topics to add, update, or delete a call park extension:

- [Adding a Call Park Number, page 33-1](#)
- [Updating a Call Park Number, page 33-2](#)
- [Deleting a Call Park Number, page 33-3](#)
- [Call Park Configuration Settings, page 33-4](#)

## Adding a Call Park Number

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

### Procedure

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- Step 1** Choose **Feature > Call Park**.
- Step 2** Enter the appropriate settings as described in [Table 33-1](#).

- Step 3** To save the new call park numbers in the database, click **Insert**.  
The call park number that you added appears in the Call Park Numbers/Ranges list.
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**Related Topics**

- [Call Park Configuration, page 33-1](#)
- [Updating a Call Park Number, page 33-2](#)
- [Deleting a Call Park Number, page 33-3](#)
- [Call Park Configuration Settings, page 33-4](#)

## Updating a Call Park Number

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

**Procedure**

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- Step 1** Choose **Feature > Call Park**.
- Step 2** From the Call Park Numbers/Ranges list, choose the call park number or range of numbers that you want to update.
- Step 3** Update the appropriate settings as described in [Table 33-1](#).
- Step 4** Click **Update** to save the changes in the database.
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**Related Topics**

- [Call Park Configuration, page 33-1](#)
- [Adding a Call Park Number, page 33-1](#)
- [Deleting a Call Park Number, page 33-3](#)
- [Call Park Configuration Settings, page 33-4](#)

# Deleting a Call Park Number

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

## Procedure

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- Step 1** Choose **Feature > Call Park**.
- Step 2** From the Call Park Numbers/Ranges list, choose the call park number or range of numbers that you want to delete.
- Step 3** Click **Delete**.
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## Related Topics

- [Call Park Configuration, page 33-1](#)
- [Adding a Call Park Number, page 33-1](#)
- [Updating a Call Park Number, page 33-2](#)
- [Call Park Configuration Settings, page 33-4](#)

# Call Park Configuration Settings

Table 33-1 describes the call park configuration settings.

**Table 33-1 Call Park Configuration Settings**

Field	Description
Call Park Number/Range	<p>Enter the call park extension number. You can enter literal digits or the wildcard character X (the system allows one or two Xs). 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.</p> <p><b>Note</b> You can create a maximum of 100 call park numbers with one call park range definition. Make sure the call park numbers are unique.</p> <p><b>Note</b> You cannot overlap call park numbers between Cisco CallManager servers. Each Cisco CallManager server must have its own number range.</p>
Partition	<p>If you want to use a partition to restrict access to the call park numbers, choose the desired partition from the drop-down list box. If you do not want to restrict access to the call park numbers, choose &lt;None&gt; for the partition.</p> <p>If more than 250 partitions exist, the ellipsis (...) button displays next to the drop-down list box. Click the ... button to display the Select Partition window. Enter a partial partition name in the <b>List items where Name contains</b> field. Click the desired partition name in the list of partitions that displays in the <b>Select item to use</b> box, and click <b>OK</b>.</p> <p><b>Note</b> Make sure that the combination of call park extension number and partition is unique within the Cisco CallManager cluster.</p>

**Table 33-1 Call Park Configuration Settings (continued)**

Field	Description
Cisco CallManager	<p data-bbox="603 293 1197 383">Using the drop-down list box, choose the Cisco CallManager to which these call park numbers apply.</p> <p data-bbox="603 402 1188 492"><b>Note</b> You can create a maximum of 100 call park numbers with one call park range definition. Make sure the call park numbers are unique.</p> <p data-bbox="603 524 1214 643"><b>Note</b> You cannot overlap call park numbers between Cisco CallManager servers. Each Cisco CallManager server must have its own number range.</p>

**Related Topics**

- [Call Park Configuration, page 33-1](#)
- [Adding a Call Park Number, page 33-1](#)
- [Updating a Call Park Number, page 33-2](#)

