



## 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:

- [Finding a Call Park Number, page 31-1](#)
- [Adding a Call Park Number, page 31-4](#)
- [Updating a Call Park Number, page 31-4](#)
- [Deleting a Call Park Number, page 31-5](#)
- [Call Park Configuration Settings, page 31-6](#)

## Finding a Call Park Number

Because you might have several call park numbers in your network, Cisco CallManager lets you locate specific call park numbers on the basis of specific criteria. Use the following procedure to locate call park numbers.



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**Note** During your work in a browser session, Cisco CallManager Administration retains your call park number search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your call park number search preferences until you modify your search or close the browser.

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### Procedure

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**Step 1** Choose **Feature > Call Park**.

The Find and List Call Park Numbers window displays. Use the two drop-down list boxes to search for a call park number.

**Step 2** From the first Find Call Park Numbers where drop-down list box, choose one of the following criteria:

- Number
- Partition
- Description



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**Note** The criterion that you choose in this drop-down list box specifies how the list of call park numbers that your search generates will be sorted. For example, if you choose Partition, the Partition column will display as the left column of the results list.

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From the second Find Call Park Numbers where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly

**Step 3** Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.

**Tip**

To find all call park numbers that are registered in the database, click **Find** without entering any search text.

A list of discovered call park numbers displays by

- Call Park Number icon
- Call Park Number
- Partition
- Description
- CallManager

**Note**

You can delete multiple call park numbers from the Find and List Call Park Numbers window by checking the check boxes next to the appropriate call park numbers and clicking **Delete Selected**. You can delete all call park numbers in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

- Step 4** From the list of records, click the Call Park Number icon or number; or the associated partition, description, or CallManager that matches your search criteria.

The window displays the call park number that you choose.

**Related Topics**

- [Adding a Call Park Number, page 31-4](#)
- [Updating a Call Park Number, page 31-4](#)
- [Deleting a Call Park Number, page 31-5](#)
- [Call Park Configuration Settings, page 31-6](#)

# 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** In the upper, right corner of the window, click the **Add a New Call Park Number** link.
- The Call Park Number Configuration window displays.
- Step 3** Enter the appropriate settings as described in [Table 31-1](#).
- Step 4** To save the new call park numbers in the database, click **Insert**.
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## Related Topics

- [Call Park Configuration, page 31-1](#)
- [Finding a Call Park Number, page 31-1](#)
- [Updating a Call Park Number, page 31-4](#)
- [Deleting a Call Park Number, page 31-5](#)
- [Call Park Configuration Settings, page 31-6](#)

# 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** Locate the call park number or range of numbers by using the procedure in the [“Finding a Call Park Number”](#) section on page 31-1.
- Step 2** Click the call park number or range of numbers that you want to update.

- Step 3** Update the appropriate settings as described in [Table 31-1](#).
- Step 4** Click **Update** to save the changes in the database.
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#### Related Topics

- [Call Park Configuration, page 31-1](#)
- [Finding a Call Park Number, page 31-1](#)
- [Adding a Call Park Number, page 31-4](#)
- [Deleting a Call Park Number, page 31-5](#)
- [Call Park Configuration Settings, page 31-6](#)

## 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** Locate the call park number or range of numbers by using the procedure in the “[Finding a Call Park Number](#)” section on [page 31-1](#).
- Step 2** Click 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 31-1](#)
- [Finding a Call Park Number, page 31-1](#)
- [Adding a Call Park Number, page 31-4](#)
- [Updating a Call Park Number, page 31-4](#)
- [Call Park Configuration Settings, page 31-6](#)

# Call Park Configuration Settings

Table 31-1 describes the call park configuration settings.

**Table 31-1 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 that 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>
Description	Enter up to 30 alphanumeric characters for a description of the call park; for example, Operations.

Table 31-1 Call Park Configuration Settings (continued)

Field	Description
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>
Cisco CallManager	<p>Using the drop-down list box, choose the Cisco CallManager to which these call park numbers apply.</p> <p><b>Note</b> You can create a maximum of 100 call park numbers with one call park range definition. Make sure that 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>

### Related Topics

- [Call Park Configuration, page 31-1](#)
- [Finding a Call Park Number, page 31-1](#)
- [Adding a Call Park Number, page 31-4](#)
- [Updating a Call Park Number, page 31-4](#)

