Add Call Park on a Cisco 7800 or 8800 Series Multiplatform Phone Key Expansion Module

Objective

Call park allows the user of the phone to put an incoming call on hold so that the call can be retrieved on another phone. A call is parked by pressing the **Park** softkey on the phone, and the code to retrieve the call is displayed. To retrieve the call, the code is dialed on the extension where the parked call is to be retrieved. Call Park is only available when there is an incoming call. This feature can be configured through the phone, or through the call manager. Call Park is commonly used with the Paging feature. Call Parking is useful when the extension is in another building and the receptionist is in another. For example: A telephone call for the warehouse comes into the phone system of a hardware store. The receptionist may park the call and page the warehouse and say that a call is parked at a specific extension.

This article aims to show you how to add call park on a Key Expansion Module (KEM). It assumes that you have a working phone and KEM.
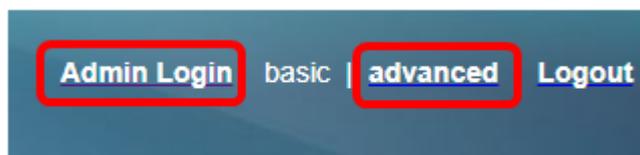
Applicable Devices

- CP8861
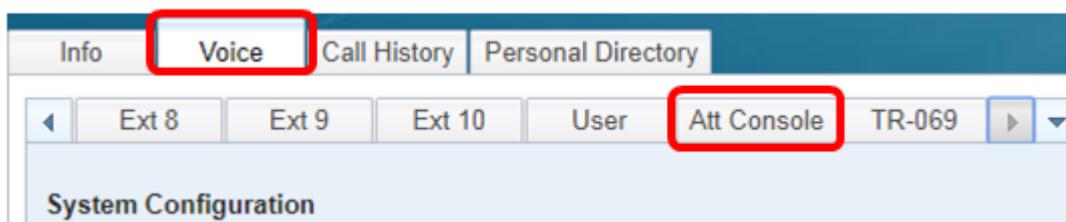- CP8851

Software Version

- 11.0.1

Add Call Park

Step 1. Access the web-based utility of the phone and click **Admin Login > advanced**.

Step 2. Click **Voice > Att Console**.

Step 3. Enter the call park extended function code in the chosen line key.

Where:

- fnc — definition of the extended function
- ext — This is the telephone number or extension number to be dialed.
- nme — (Optional) This is the name of the extension to be dialed, for example, John Smith. If not specified, the speed dial number will be shown.

Unit 1

Unit 1 Key 1:	fnc=prk;sub=$USER@PROXY;nme=Park-Slot1;orbit=5551234
Unit 1 Key 2:	
Unit 1 Key 3:	
Unit 1 Key 4:	
Unit 1 Key 5:	
Unit 1 Key 6:	
Unit 1 Key 7:	
Unit 1 Key 8:	
Unit 1 Key 9:	
Unit 1 Key 10:	

Note: In this example, Unit 1 Key 1 is chosen.

Step 4. Click **Submit All Changes**.

Undo All Changes   Submit All Changes

You should now have added call parking on a KEM.