



## Call Park and Directed Call Park

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This chapter provides information about the Call Park feature, which is a hold function, and the Directed Call Park feature, which is a transfer function. Cisco recommends that you treat these two features as mutually exclusive: enable one or the other, but not both. If you do enable both, ensure that the numbers that are assigned to each are exclusive and do not overlap.

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## Call Park Configuration

The Call Park feature allows you to place a call on hold, so it can be retrieved from another phone in the Cisco Unified Communications Manager system (for example, a phone in another office or in a conference room). If you are on an active call at your phone, you can park the call to a call park extension by pressing the Park softkey or the Call Park button. Someone on another phone in your system can then dial the call park extension 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.

## Procedure

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- Step 1** Configure a partition for call park extension numbers to make partition available only to users who have the partition in their calling search space.
- For more information, see topics related to partition configuration settings and media termination point configuration in the *Cisco Unified Communications Manager Administration Guide*.
- Step 2** Configure a unique call park number or define a range of call park extension numbers for each Cisco Unified Communications Manager.
- Step 3** Add all servers that call park uses to the appropriate Cisco Unified Communications Manager group.
- For more information, see topics related to Cisco Unified CM group configuration in the *Cisco Unified Communications Manager Administration Guide*.
- Note** Servers and Cisco Unified Communications Managers get configured during installation.
- Step 4** Assign the Standard User softkey template to each device that has call park access. For phones that do not use the Call Park softkey, add the Call Park button in a copy of the applicable phone button template. Assign the phone button template, which includes the Call Park button, to the phone in Phone Configuration.
- For more information, see topics related to configuring softkey templates, phone buttons, and Cisco Unified IP Phones in the *Cisco Unified Communications Manager Administration Guide*.
- Step 5** In the User Group Configuration window, assign application and end users to the Standard CTI Allow Call Park Monitoring user group. This requirement applies only to users associated with CTI applications that require Call Park monitoring capability.
- For more information, see topics related to adding users to a user group in the *Cisco Unified Communications Manager Administration Guide*.
- Step 6** Notify users that the call park feature is available.
- See the phone documentation for instructions on how users access Call Park features on their Cisco Unified IP Phone.
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## Related Topics

- [Call Park Feature](#), on page 3
- [Configure a Call Park Number](#), on page 12

# Directed Call Park Configuration

Directed Call Park allows a user to transfer a call to an available user-selected directed call park number. Configure directed call park numbers in the Cisco Unified Communications Manager Directed Call Park Configuration window. Configured directed call park numbers exist clusterwide. You can configure phones that support the directed call park Busy Lamp Field (BLF) to monitor the busy/idle status of specific directed call park numbers. Users can also use the BLF to speed dial a directed call park number. See the [System Requirements for Directed Call Park](#), on page 19 for a list of the phone models that support the BLF.

Cisco Unified Communications Manager can park only one call at each directed call park number. To retrieve a parked call, a user must dial a configured retrieval prefix followed by the directed call park number at which the call is parked. Configure the retrieval prefix in the Directed Call Park Configuration window.

Perform the following steps to configure directed call park. For more information, see the [Directed Call Park Feature, on page 18](#) and the **Directed Call Park Configuration**.

### Procedure

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| <b>Step 1</b>  | Configure a partition for directed call park numbers to make the partition available only to users who have the partition in their calling search space. To successfully retrieve a parked call, the calling search space from which the user is retrieving the call must contain the partition that includes the directed call park number. |
| <b>Step 2</b>  | Configure a unique directed call park number or define a range of directed call park numbers. You must specify a range by using wildcards. For example, the range 40XX configures the range as 4000 to 4099.   |
| <b>Caution</b> Do not enter a range by using dashes (such as 4000-4040).   |  |
| <b>Note</b> You can monitor only individual directed call park numbers with the directed call park BLF. If you configure a range of numbers, the BLF cannot support monitoring of the busy/idle status of the range or of any number within the range. |  |
| <b>Step 3</b>  | Assign the Standard User softkey template to each device that has directed call park access.   |
| <b>Step 4</b>  | For phone models that support the directed call park BLF, configure the phone button template to include one or more Call Park BLF buttons and configure the directed call park BLF settings.  |
| <b>Step 5</b>  | Notify users that the directed call park feature is available.   |
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## 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 Communications Manager system (for example, a phone in another office or in a conference room). If you are on an active call at your phone, you can park the call to a call park extension by pressing the Park softkey or the Call Park button. Someone on another phone in your system can then dial the call park extension 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.

The Call Park feature works within a Cisco Unified Communications Manager cluster, and each Cisco Unified Communications Manager in a cluster must have call park extension numbers defined. (For information about using call park across clusters, see the [Use Call Park Across Clusters, on page 4](#).) You can define either a single directory number or a range of directory numbers for use as call park extension numbers. Ensure that the directory number or range of numbers is unique.

You can define either a single directory number or a range of directory numbers for use as call park extension numbers. Ensure that the directory number or range of numbers is unique within the Cisco Unified Communications Manager.

Valid call park extension numbers comprise integers and the wildcard character, X. You can configure a maximum of XX in a call park extension number (for example, 80XX), which provides up to 100 call park

extension numbers. When a call gets parked, Cisco Unified Communications Manager chooses the next call park extension number that is available and displays that number on the phone.

Cisco Unified Communications Manager can park only one call at each call park extension number.


**Note**

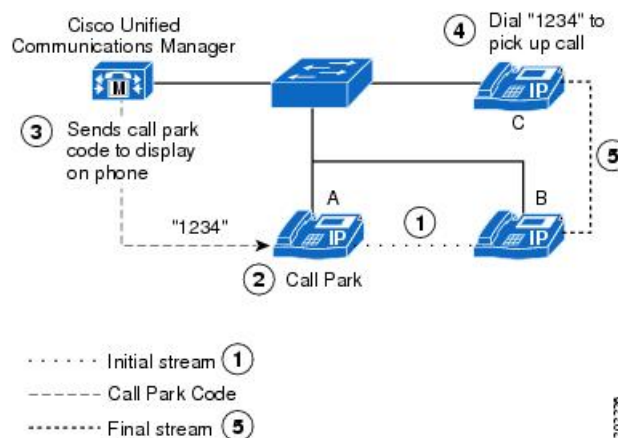
If users will use call park across servers in a cluster, ensure each Cisco Unified Communications Manager server in a cluster has call park extension numbers that are configured. See the [Configure a Call Park Number](#), on page 12 for configuration details.

## Use the Call Park Feature

The following figure illustrates the call park process.

1. User on phone A calls phone B.
2. User on phone A wants to take the call in a conference room for privacy. Phone A user presses the Park softkey or button.
3. The Cisco Unified Communications Manager server to which phone A is registered sends the first available call park directory, 1234, which displays on phone A. The user on phone A watches the display for the call park directory number (so he can dial that directory number on phone C).
4. The user on phone A leaves the office and walks to an available conference room where the phone is designated as phone C. The user goes off-hook on phone C and dials 1234 to retrieve the parked call.
5. The system establishes call between phones C and B.

**Figure 1: Call Park Process**



## Use Call Park Across Clusters

Users can dial the assigned route pattern (for example, a route pattern for an intercluster trunk could be 80XX) and the call park number (for example 8022) to retrieve parked calls from another Cisco Unified Communications Manager cluster. Additionally, you must ensure that calling search spaces and partitions are properly configured.

See the following example.

### Example of Retrieving Parked Calls from Another Cluster

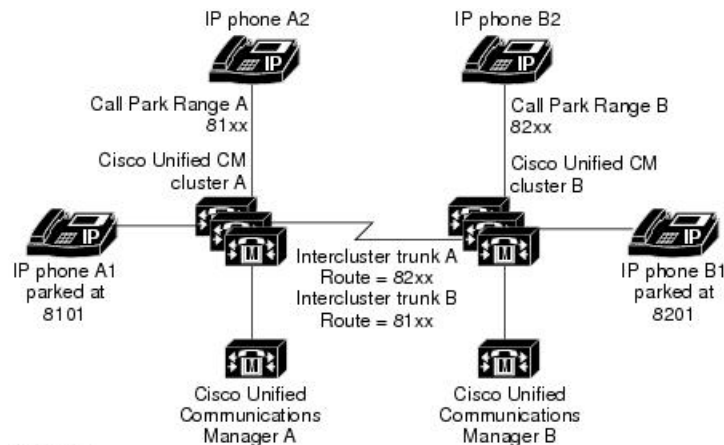
Two clusters exist in the network (cluster A and cluster B). Cluster A includes user A1 and user A2. Cluster B includes user B1 and user B2.

Cluster A includes call park numbers in the range of 81xx. Cluster B includes call park numbers in the range of 82xx, which the administrator configured.

Cluster A includes route patterns that are configured to other cluster park ranges as 82xx (routes to Cluster B). Cluster B includes route patterns that are configured to other cluster park ranges as 81xx (routes to Cluster A).

When user A1 parks a call at 8101, all users (which have correct partitions configured) in Cluster A and Cluster B can retrieve the parked call because of the route pattern configuration. When user B1 parks a call at 8202, all users (which have correct partitions configured) in Cluster A and Cluster B can retrieve the parked call because of the route pattern configuration. See the following figure.

**Figure 2: Retrieving Parked Calls by Using Intercluster Trunks**



#### Example 1

1. A1 and A2 talk in connected state.
2. A1 parks call at 8101.
3. B1 dials 8101, call gets routed to cluster A.

#### Example 2

1. B1 and B2 talk.
2. B1 parks call at 8201.
3. A1 dials 8201 to retrieve parked call.

Intercluster Trunk A includes Route 82xx that accesses Intercluster Trunk to Cluster B

Intercluster Trunk B includes Route 81xx that accesses Intercluster Trunk to Cluster A

Note: Users do not have control of the parked call number; the system assigns the number.

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# Cluster-Wide Call Park

Cisco Unified CM allows you to enable call parking for cluster-wide configurations. The feature consists of these functions:

- Park numbers for all nodes in a Cisco Unified CM cluster are now allocated from a single entity, the lowest active node in the cluster. Therefore, Cisco Unified CM ignores the field on the Call Park Number Configuration web page
- The single entity allocates park numbers from a pool of all configured park numbers, regardless of which Cisco Unified CM is assigned.
- Cisco Unified CM allocates park numbers through strict enforcement of the partition order in the Calling Search Space (CSS) of the parking party. This update provides a predictable behavior that is easy for administrators to understand.
- The parked calls limit is no longer 100 calls per cluster. Available park numbers and system resources determine the number of parked calls.

## Cluster-Wide Call Park and Softkey

After the called party presses the CallPark softkey to park a call, Cisco Unified CM takes the following actions to allocate a park number:

- The lowest active node in the cluster manages the pool of all configured park numbers.
- Cisco Unified CM checks the partition list of the CSS of the parking party for available park numbers by searching each partition in order. If Cisco Unified CM finds a number, the system allocates the number and marks it as unavailable. If Cisco Unified CM does not find an available number in any of the partitions, the call park attempt fails.

## Cluster-Wide Call Park Behavior

With Cluster-wide Call Park, centralized Cisco Unified CM deployments that host multiple locations on a single cluster (such as retail stores and bank branches) place the park numbers for each location into the partitions that are devoted to those locations. This placement prevents parties at one store from retrieving calls parked at another store. Also, the new Call Park behaviors reduce the difficulty of administering the feature, because administrators no longer need to place park numbers in the CSS of each inbound trunk or gateway.

Finally, this behavior follows the partition order of a CSS when searching for park numbers, which aligns with the search behaviors of other Cisco Unified CM features described in the SRND.

## Enable Cluster-Wide Call Park

### Procedure

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| <b>Step 1</b> | Select <b>System &gt; Service Parameters</b>                                    |
| <b>Step 2</b> | Select the desired node as "Server" and service as "Cisco CallManager (active)" |

- Step 3** Select the **Advanced** button  
The advanced service parameters are displayed in the window
- Step 4** Under the **Clusterwide Parameters (Feature - General)** section, set the Enable Clusterwide CallPark Number/Ranges service parameter to True.
- Step 5** Restart all Cisco Unified CM services
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## CTI Support for Cluster-Wide Call Park

Cisco Unified Communications Manager provides CTI support for both legacy and cluster-wide call park.

For cluster-wide call park, if a cluster node becomes out of service while a call is parked, the monitored line generates a Call Disconnected event from that node. If all the nodes in the cluster become out of service, the monitored line generates a LineOutOfService event. The Parked line remains in service as long as there is one active node in the cluster.

## System Requirements for Call Park

To operate, call park requires the following software component:

- Cisco Unified Communications Manager

The following IP phones (SCCP and SIP) support call park with the Park softkey in the Standard User and Standard Feature softkey templates:

- Cisco Unified IP Phones 6900 (except 6901 and 6911)
- Cisco Unified IP Phones 7900 (except 7921, 7925, 7935, 7936, 7937)
- Cisco Unified IP Phones 8900
- Cisco Unified IP Phones 9900



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**Note** You can configure Call Park on any line (except line 1) or button by using the programmable line key feature.

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The following IP phones (SCCP and SIP) support call park with the Call Park button in the phone button templates:

- Cisco Unified IP Phones 6900 (except 6901 and 6911)
- Cisco Unified IP Phones 7900 (except 7906, 7911, 7921, 7925, 7935, 7936, 7937)
- Cisco Unified IP Phones 8900
- Cisco Unified IP Phones 9900

# Interactions and Restrictions

This section describes the interactions and restrictions for call park.

## Interactions

This section provides information about how Call Park interacts with Cisco Unified Communications Manager applications and call processing.

## CTI Applications

CTI applications access call park functionality, including monitoring activity on call park DN. To monitor a call park DN, you must add an application or end user that is associated with the CTI application to the Standard CTI Allow Call Park Monitoring user group.

## Music On Hold

Music on hold allows users to place calls on hold with music that a streaming source provides. Music on hold allows two types of hold:

- User hold - The system invokes this type of hold when a user presses the Hold button or Hold softkey.
- Network hold - This type of hold takes place when a user activates the transfer, conference, or call park feature, and the hold automatically gets invoked.

## Route Plan Report

The route plan report displays the patterns and directory numbers that are configured in Cisco Unified Communications Manager. Use the route plan report to look for overlapping patterns and directory numbers before assigning a directory number to call park. See the Cisco Unified Communications Manager Administration Guide.

## Calling Search Space and Partitions

Assign the Call Park directory number or range to a partition to limit call park access to users on the basis of the device calling search space. See the Cisco Unified Communications Manager Administration Guide.

## Immediate Divert

Call park supports Immediate Divert (iDivert or Divert softkey). For example, user A calls user B, and user B parks the call. User B retrieves the call and then decides to send the call to a voice-messaging mailbox by pressing the iDivert or Divert softkey. User A receives the voice-messaging mailbox greeting of user B.

## Barge

The following paragraphs describe the differences between Barge and cBarge with call park.

### Barge with Call Park

The target phone (the phone that is being barged upon) controls the call. The barge initiator “piggy backs” on the target phone. The target phone includes most of the common features, even when the target is being



barge; therefore, the barge initiator has no feature access. When the target parks a call, the barge initiator then must release its call (the barge).

### cBarge with Call Park

The target and barge initiator act as peers. The cBarge feature uses a conference bridge, which makes it behave similar to a MeetMe conference. Both phones (target and barge initiator) have full access to their features.

## Directed Call Park

Cisco recommends that you do not configure both directed call park and the Park softkey for call park, but the possibility exists to configure both. If you configure both, ensure that the call park and directed call park numbers do not overlap.

## Q.SIG Intercluster Trunks

When a user parks a call across a Q.SIG intercluster trunk or a Q.SIG gateway trunk, the caller who has been parked (the parkee) does not see the To parked number message. The phone continues to display the original connected number. The call has been parked, and the user who parked the call can retrieve it. When the call is retrieved from the parked state, the call continues, but the caller who was parked does not see the newly connected number.

## Restrictions

The following restrictions apply to call park:

- Cisco Unified Communications Manager can park only one call at each call park extension number.
- Ensure each call park directory number, partition, and range is unique within the Cisco Unified Communications Manager.
- For shared line devices across nodes, the line will register to the node on which the device registers first. For example, if a device from subscriber2 registers first and the line is created in subscriber2 and the publisher node, the line belongs to subscriber2. Each node must be configured with the call park number.
- To achieve failover/fallback, configure call park numbers on the publisher node and subscriber nodes. With this configuration, when the primary node is down, the line/device association gets changed to the secondary node, and the secondary node call park number gets used.
- Each Cisco Unified Communications Manager to which devices are registered needs its own unique call park directory number and range.
- Cisco Unified Communications Manager Administration does not validate the call park numbers or range that you use to configure call park. To help identify invalid numbers or ranges and potential range overlaps, use the Cisco Unified Communications Manager Dialed Number Analyzer tool.
- If any call park numbers are configured for Cisco Unified Communications Manager on a node that is being deleted in the Server Configuration window (**System** > **Server**), the node deletion fails. Before you can delete the node, you must delete the call park numbers in Cisco Unified Communications Manager Administration.
- If you entered a Call Park Reversion Timer value that is less than the Call Park Display Timer, call park numbers may not display on the phone.

- If directed call park (or call park) is initiated from a shared line and the call is not retrieved from any device, then the parked call does not always get reverted to the recipient in the shared line (parker). A conference call is set up between both the shared lines and the caller on park reversion or park reversion fails causing a two-party call (between the other shared line and caller). The reason being, on park reversion, Cisco Unified Communications Manager extends the call to both devices sharing the line and tries to add either party in conference (party already in conference or party which hit the park). If the party already in the conference is attempted to be added first by Cisco Unified Communications Manager, then the park reversion fails. When park reversion fails, the shared line can still barge into the call as usual.

See the [Configure a Call Park Number, on page 12](#) for configuration details.

## Install and Activate Call Park

Call park, a system feature, comes standard with Cisco Unified Communications Manager software. It does not require special installation.

## Configure Call Park

This section contains the following information:



### Tip

Before you configure Call Park, review the Call Park configuration information.

### Related Topics

[Call Park Configuration](#), on page 1

## Set the Service Parameters for Call Park

Cisco Unified Communications Manager provides two clusterwide service parameters for call park: Call Park Display Timer and Call Park Reversion Timer. Each service parameter includes a default and requires no special configuration.

- Call Park Display Timer - Default specifies 10 seconds. This parameter determines how long a call park number displays on the phone that parked the call. Set this timer for each server in a cluster that has the Cisco CallManager service and call park configured.
- Call Park Reversion Timer - Default specifies 60 seconds. This parameter determines the time that a call remains parked. Set this timer for each server in a cluster that has the Cisco CallManager service and call park configured. When this timer expires, the parked call returns to the device that parked the call. If a hunt group member parks a call that comes through a hunt pilot, the call goes back to the hunt pilot upon expiration of the Call Park Reversion Timer.

### Procedure

- Step 1** To set the timers, choose **System > Service Parameters**.
- Step 2** Update the Call Park Display Timer.

- Step 3** Update the Call Park Reversion Timer fields in the Clusterwide Parameters (Feature-General) pane.
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## Find a Call Park Number

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



**Note** During your work in a browser session, Cisco Unified Communications Manager Administration retains your call park number search preferences. If you navigate to other menu items and return to this menu item, Cisco Unified Communications Manager 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 **Call Routing > Call Park**.

The Find and List Call Park Numbers window displays.

- Step 2** To find all records in the database, ensure the dialog box is empty.

To filter or search records:

- From the first drop-down list box, select a search parameter.
- From the second drop-down list box, select a search pattern.
- Specify the appropriate search text, if applicable.

**Note** To add additional search criteria click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the – button to remove the last added criteria or click the Clear Filter button to remove all added search criteria.

- Step 3** Click **Find**.

All or matching records display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.

**Note** You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking Delete Selected. You can delete all configurable records for this selection by clicking Select All and then clicking Delete Selected.

- Step 4** From the list of records that display, click the link for the record that you want to view.

**Note** To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

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## Configure a Call Park Number

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

### Procedure

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

**Step 2** Perform one of the following tasks:

- a) To add a new Call Park Number, click **Add New**.
- b) To copy a Call Park Number, find the Call Park number or range of numbers and then click the **Copy** icon.
- c) To update a Call Park Number, find the Call Park number or range of numbers.

The Call Park Number Configuration window displays.

**Step 3** Enter or update the appropriate Call Park settings.

**Step 4** To save the new or changed call park numbers in the database, click **Save**.

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### Related Topics

[Call Park Configuration](#), on page 12

[Find a Call Park Number](#), on page 11

## Call Park Configuration

The Call Park feature allows you to place a call on hold, so it can be retrieved from another phone in the Cisco Unified Communications Manager system (for example, a phone in another office or in a conference room). If you are on an active call at your phone, you can park the call to a call park extension by pressing the Park softkey or the Call Park button. Someone on another phone in your system can then dial the call park extension 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.

The following table describes the call park configuration settings.

Table 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 Unified Communications Manager servers. Ensure that each Cisco Unified Communications Manager server has its own number range.</p> <p><b>Note</b> The call park range is selected from the list of servers where the call originates. For example, if phone A (registered to node A) calls phone B (registered to node B) and the phone B user presses Park, phone B requires a call park range in the CSS that resides on node A. In a multinode environment where phones and gateways communicate with various nodes and where calls that originate from any server may need to be parked, the phones require a CSS that contains call park ranges from all servers.</p>
Description	<p>Provide a brief description of this call park number. The description can include up to 50 characters in any language, but it cannot include double-quotes (“), percentage sign (%), ampersand (&amp;), or angle brackets (&lt;&gt;).</p>

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>See topics related to searching for a partition in the <i>Cisco Unified Communications Manager Administration Guide</i> for instructions on finding a partition when there are a large number of them configured.</p> <p><b>Note</b> Make sure that the combination of call park extension number and partition is unique within the Cisco Unified Communications Manager.</p>
Cisco Unified Communications Manager	<p>Using the drop-down list box, choose the Cisco Unified Communications Manager 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 Unified Communications Manager servers. Ensure that each Cisco Unified Communications Manager server has its own number range.</p> <p><b>Note</b> The call park range is selected from the list of servers where the call originates. For example, if Phone A (registered to node A) calls Phone B (registered to Node B) and the phone B user presses Park, Phone B requires a call park range in the CSS that resides on Node A. In a multinode environment comprised of phones and gateways talking to various nodes, where calls originating from any server may need to be parked, the phones require a CSS that contains call park ranges from all servers.</p>

## Delete a Call Park Number

This section describes how to delete call park numbers from the Cisco Unified Communications Manager database.

### Procedure

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- Step 1** Using the procedure in the [Find a Call Park Number, on page 11](#), locate the call park number or range of numbers.
- Step 2** Click the call park number or range of numbers that you want to delete.
- Step 3** Click **Delete**.
- 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 clicking **Select All** and then clicking **Delete Selected**.
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## Park Monitoring for Cisco Unified IP Phones 8961 9951 and 9971

Park monitoring is supported only when a Cisco Unified IP Phone 8961, 9951, or 9971 (SIP) parks a call. Park monitoring then monitors the status of a parked call. The park monitoring call bubble is not cleared until the parked call gets retrieved or is abandoned by the parkee. This parked call can be retrieved using the same call bubble on the parker's phone.



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**Note** Configuring call park numbers and settings are the same procedures as for other phone models.

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## Set the Service Parameters for Park Monitoring

Cisco Unified Communications Manager provides three clusterwide service timer parameters for park monitoring: Park Monitoring Reversion Timer, Park Monitoring Periodic Reversion Timer, and Park Monitoring Forward No Retrieve Timer. Each service parameter includes a default and requires no special configuration. These timer parameters apply to park monitoring only; the Call Park Display Timer and Call Park Reversion Timer are not used for park monitoring. Set these timers for each server in a cluster that has the Cisco CallManager service and call park configured.

See the following table for descriptions of these parameters.

Table 2: Service Parameters for Park Monitoring

Field	Description
Park Monitoring Reversion Timer	<p>Default value specifies 60 seconds. This parameter determines the number of seconds that Cisco Unified Communications Manager waits before prompting the user to retrieve a call that the user parked. This timer starts when the user presses the Park softkey on the phone, and a reminder is issued when the timer expires.</p> <p>You can override the value that this service parameter specifies on a per-line basis in the Directory Number Configuration window (Call Routing &gt; Directory Number), in the Park Monitoring section. Specify a value of 0 to immediately utilize the periodic reversion interval that the Park Monitoring Periodic Reversion Timer service parameter specifies. For example, if this parameter is set to zero and the Park Monitoring Periodic Reversion Timer is set to 15, the user is prompted about the parked call immediately and every 15 seconds thereafter until the Park Monitoring Forward No Retrieve Timer expires.</p>
Park Monitoring Periodic Reversion Timer	<p>Default value specifies 30 seconds. This parameter determines the interval (in seconds) that Cisco Unified Communications Manager waits before prompting the user again that a call has been parked. To connect to the parked call, the user can simply go off-hook during one of these prompts. Cisco Unified Communications Manager continues to prompt the user about the parked call as long as the call remains parked and until the Park Monitoring Forward No Retrieve Timer expires. Specify a value of 0 to disable periodic prompts about the parked call.</p>
Park Monitoring Forward No Retrieve Timer	<p>Default value specifies 300 seconds. This parameter determines the number of seconds that park reminder notifications occur before the parked call forwards to the Park Monitoring Forward No Retrieve destination that is specified in the parker Directory Number Configuration window. (If no forward destination is provided in Cisco Unified Communications Manager Administration, the call returns to the line that parked the call.) This parameter starts when the Park Monitoring Reversion Timer expires. When the Park Monitoring Forward No Retrieve Timer expires, the call is removed from park and forwards to the specified destination or returned to the parker line.</p>





**Note** To set the timers, choose **System > Service Parameters** and update the Park Monitoring Reversion Timer, Park Monitoring Periodic Reversion Timer, and Park Monitoring Forward No Retrieve Timer fields in the Clusterwide Parameters (Feature-General) pane.

## Set Park Monitoring Parameters in Directory Number Configuration Window

The Directory Number Configuration window (**Call Routing > Directory Number**) contains an area called “Park Monitoring,” where you can configure the three parameters shown in the following table.

**Table 3: Park Monitoring Parameters in Directory Number Configuration Window**

Field	Description
Park Monitoring Forward No Retrieve Destination External	When the parkee is an external party, the call forwards to the specified destination in the parker Park Monitoring Forward No Retrieve Destination External field. If the Forward No Retrieve Destination External field value is empty, the parkee gets redirected to the parker line.
Park Monitoring Forward No Retrieve Destination Internal	When the parkee is an internal party, the call forwards to the specified destination in the parker Park Monitoring Forward No Retrieve Destination Internal field. If the Park Monitoring Forward No Retrieve Destination Internal field is empty, the parkee gets redirected to the parker line.
Park Monitoring Reversion Timer	<p>This parameter determines the number of seconds that Cisco Unified Communications Manager waits before prompting the user to retrieve a call that the user parked. This timer starts when the user presses the Park softkey on the phone, and a reminder is issued when the timer expires.</p> <p>Default: 60 seconds</p> <p><b>Note</b> If you configure a non-zero value, this value overrides the value of this parameter that is set in the Service Parameters window. However, if you configure a value of 0 here, the value in the Service Parameters window gets used.</p>

## Set Park Monitoring Parameter in Hunt Pilot Configuration Window

When a call that was routed via the hunt list is parked, the Hunt Pilot Park Monitoring Forward No Retrieve Destination parameter value is used (unless it is blank) when the Park Monitoring Forward No Retrieve Timer expires. This value is configured in the Hunt Pilot Configuration window (**Call Routing > Route/Hunt >**

**Hunt Pilot).** If the Hunt Pilot Park Monitoring Forward No Retrieve Destination parameter value is blank, then the call will be forwarded to the destination configured in the Directory Number Configuration window when the Park Monitoring Forward No Retrieve Timer expires.

## Directed Call Park Feature

Directed Call Park allows a user to transfer a call to an available user-selected directed call park number. Configure directed call park numbers in the Cisco Unified Communications Manager Directed Call Park Configuration window. Configured directed call park numbers exist clusterwide. You can configure phones that support the directed call park Busy Lamp Field (BLF) to monitor the busy/idle status of specific directed call park numbers. Users can also use the BLF to speed dial a directed call park number. See [Interactions and Restrictions, on page 19](#), for a list of the phone models that support the BLF.

Cisco Unified Communications Manager can park only one call at each directed call park number. To retrieve a parked call, a user must dial a configured retrieval prefix followed by the directed call park number at which the call is parked. Configure the retrieval prefix in the Directed Call Park Configuration window.

## Call Gets Retrieved Example

The following example illustrates the use of the directed call park feature and retrieval of the parked call on Cisco Unified IP Phones (SCCP) only.

1. Users A1 and A2 connect in a call.
2. To park the call, A1 presses the Transfer softkey (or Transfer button, if available) and dials directed call park number 80 (for example) or presses the BLF button for directed call park number 80 (if the phone model supports the BLF button).
3. A1 either presses the Transfer softkey (or Transfer button) again or goes on hook to complete the directed call park transfer. This action parks A2 on directed call park number 80.

**Note**

The user can complete the transfer only by going on hook rather than pressing the Transfer softkey (or Transfer button) a second time if the Transfer On-hook Enabled service parameter is set to True. See the Cisco Unified Communications Manager System Guide.

4. From any phone with a correctly configured partition and calling search space, user B1 dials the directed call park prefix (21, for example) followed by the directed call park number 80 to retrieve the call. B1 connects to A2.

## Call Does Not Get Retrieved Example

The following example illustrates the use of the directed call park feature when the parked call does not get retrieved and reverts to the reversion number. This example illustrates how the feature works on Cisco Unified IP Phones (SCCP) only.

1. Users A1 and A2 connect in a call.

2. To park the call, A1 presses the Transfer softkey (or Transfer button, if available) and dials directed call park number 80 (for example) or presses the BLF button for directed call park number 80 (if the phone model supports the BLF button).
3. A1 either presses the Transfer softkey (or Transfer button) again or goes on hook to complete the directed call park transfer. This action parks A2 on directed call park number 80.

**Note**

The user can complete the transfer only by going on hook rather than pressing the Transfer softkey (or Transfer button) a second time if the Transfer On-hook Enabled service parameter is set to True. See the Cisco Unified Communications Manager System Guide.

4. The call does not get retrieved before the Call Park Reversion Timer (service parameter) expires.
5. A2 reverts to the configured reversion number.

## System Requirements for Directed Call Park

To operate, Directed Call Park requires the following software component:

- Cisco Unified Communications Manager

A user can park and retrieve a call by using directed call park from any phone that can perform a transfer. Cisco VG248 Analog Phone Gateways also support directed call park.

The following IP phones (SCCP and SIP) support directed call park BLF:

- Cisco Unified IP Phone 6900 Series (except 6901 and 6911)
- Cisco Unified IP Phone 7900 Series (except 7906, 7911, 7936, 7937)
- Cisco Unified Wireless IP Phone 7925
- Cisco Unified IP Phone Expansion Module (7914, 7915, 7916)
- Cisco Unified IP Color Key Expansion Module
- Cisco Unified IP Phone 8900 Series
- Cisco Unified IP Phone 9900 Series

The following phones that are running SCCP support directed call park BLF:

- Cisco Unified IP Phones (7940, 7960)

## Interactions and Restrictions

This section describes the interactions and restrictions for directed call park.

## Interactions

This section describes how directed call park interacts with Cisco Unified Communications Manager applications and call processing features.

### Music On Hold

Music on hold allows users to place calls on hold with music that is provided from a streaming source. Music on hold allows two types of hold:

- User hold - The system invokes this type of hold when a user presses the Hold button or Hold softkey.
- Network hold - This type of hold takes place when a user activates the transfer, conference, or call park feature, and the hold automatically gets invoked. This hold type applies to directed call park because directed call park is a transfer function. However, directed call park uses the Call Manager service parameter, Default Network Hold MOH Audio Source, for the audio source.

### Route Plan Report

The route plan report displays the patterns and directory numbers that are configured in Cisco Unified Communications Manager. Use the route plan report to look for overlapping patterns and directory numbers before assigning a directory number to directed call park. See the Cisco Unified Communications Manager Administration Guide.

### Calling Search Space and Partitions

Assign the directed call park directory number or range to a partition to limit directed call park access to users on the basis of the device calling search space. See the Cisco Unified Communications Manager Administration Guide.

#### Related Topics

[Call Park](#), on page 21

### Immediate Divert

Directed call park supports Immediate Divert (iDivert or Divert softkey). For example, user A calls user B, and user B parks the call. User B retrieves the call and then decides to send the call to a voice-messaging mailbox by pressing the iDivert or Divert softkey. User A receives the voice-messaging mailbox greeting of user B.

### Barge

The following paragraphs describe the differences between Barge and cBarge with directed call park.

#### Barge with Directed Call Park

The target phone (the phone that is being barged upon) controls the call. The barge initiator “piggy backs” on the target phone. The target phone includes most of the common features, even when the target is being barged; therefore, the barge initiator has no feature access. When the target parks a call by using directed call park, the barge initiator then must release its call (the barge).

### cBarge with Directed Call Park

The target and barge initiator act as peers. The cBarge feature uses a conference bridge that makes it behave similar to a meet-me conference. Both phones (target and barge initiator) retain full access to their features.

## Call Park

Cisco recommends that you do not configure both directed call park and the Park softkey for call park, but the possibility exists to configure both. If you configure both, ensure that the call park and directed call park numbers do not overlap.

A caller who has been parked (the parkee) by using the directed call park feature cannot, while parked, use the standard call park feature.

## Restrictions

The following restrictions apply to directed call park:

- Cisco Unified Communications Manager can park only one call at each directed call park number.
- Ensure each directed call park directory number, partition, and range is unique within the Cisco Unified Communications Manager. If the Park softkey is also activated (not recommended), ensure that no overlap exists between call park numbers and directed call park numbers.
- A caller who has been parked (the parkee) by using the directed call park feature cannot, while parked, use the standard call park feature.
- The directed call park BLF cannot monitor a range of directed call park numbers. A user can monitor only individual directed call park numbers by using the directed call park BLF. For example, if you configure a directed call park number range 8X, you cannot use the directed call park BLF to monitor that whole range of 80 to 89.
- You cannot delete a directed call park number that a device is configured to monitor (using the BLF button). A message indicates that the directed call park number or range cannot be deleted because it is in use. To determine which devices are using the number, click the Dependency Records link on the Directed Call Park Configuration window.
- If reversion number is not configured, the call reverts to the parker (parking party) after the call park reversion timer expires. Directed Call Park for phones that are running SIP is designed as busy lamp field (BLF) plus call transfer (to a park code). The transfer functionality remains the same as for phones that are running SCCP. The following limitations apply to directed call park for phones that are running SIP:
  - Directed call park gets invoked by using the transfer softkey on Cisco Unified IP Phones 7940 and 7960 that are running SIP.
  - The system does not support directed call park when the blind transfer softkey is used on Cisco Unified IP Phones 7940 and 7960 that are running SIP.
  - The system does not support directed call park BLF on Cisco Unified IP Phones 7940 and 7960 that are running SIP, and third-party phones that are running SIP.

### Related Topics

[Configure a Directed Call Park Number](#), on page 23

# Install and Activate Directed Call Park

Directed call park system feature comes standard with Cisco Unified Communications Manager software. Any phone that can perform a transfer can use directed call park. It does not require special installation. Cisco recommends that you configure either call park or directed call park, but not both. If you do configure both, ensure that the directed call park and call park numbers do not overlap.

## Configure Directed Call Park

This section provides instructions to configure Directed Call Park.

**Tip**

Before you configure Directed Call Park, review the Directed Call Park configuration information.

**Related Topics**

[Directed Call Park Configuration](#), on page 2

## Set the Service Parameters for Directed Call Park

The Call Park Reversion Timer clusterwide service parameter affects directed call park. This parameter determines the time that a call remains parked. The default specifies 60 seconds. When the timer expires, the parked call returns to either the device that parked the call or to another specified number, depending on what you configure in the Directed Call Park Configuration window.

## Find a Directed Call Park Number

Because you may have several directed call park numbers in your network, Cisco Unified Communications Manager lets you locate specific directed call park numbers on the basis of specific criteria. Use the following procedure to locate directed call park numbers.

**Note**

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

**Procedure**

**Step 1** Choose **Call Routing > Directed Call Park**.

The Find and List Directed Call Parks window displays.

**Step 2** To filter or search records:

- a) From the first drop-down list box, select a search parameter.

- b) From the second drop-down list box, select a search pattern.
- c) Specify the appropriate search text, if applicable.

**Note** To add additional search criteria, click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the – button to remove the last added criteria or click the **Clear Filter** button to remove all added search criteria.

**Step 3** To find all records in the database, ensure the dialog box is empty, click **Find**.

All or matching records display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.

**Note** You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking **Delete Selected**. You can delete all configurable records for this selection by clicking **Select All** and then clicking **Delete Selected**.

**Step 4** From the list of records that display, click the link for the record that you want to view.

**Note** To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

## Configure a Directed Call Park Number

This section describes how to add, copy, and update a single directed call park extension number or range of extension numbers.

### Procedure

**Step 1** Choose **Call Routing > Directed Call Park**.

**Step 2** Perform one of the following tasks:

- a) To add a new Directed Call Park Number, click **Add New**.
- b) To copy a Directed Call Park Number, find the Directed Call Park number or range of numbers and then click the **Copy** icon.
- c) To update a Directed Call Park Number, find the Directed Call Park number or range of numbers.

The Directed Call Park Number Configuration window displays.

**Step 3** Enter or update the appropriate Directed Call Park settings.

**Step 4** To save the new or changed call park numbers in the database, click **Save**.

**Note** If you update a directed call park number, Cisco Unified Communications Manager reverts any call that is parked on that number only after the Call Park Reversion Timer expires.

**Note** Whenever changes are made to directed call park numbers or ranges, any devices that are configured to monitor those directed call park numbers by using the BLF must restart to correct the display. Change notification automatically restarts impacted devices when it detects directed call park number changes. You can also use the Restart Devices button on the Directed Call Park Configuration window.

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**Related Topics**

[Directed Call Park Configuration](#), on page 24

[Find a Directed Call Park Number](#), on page 22

## Directed Call Park Configuration

Directed Call Park allows a user to transfer a call to an available user-selected directed call park number. Configure directed call park numbers in the Cisco Unified Communications Manager Directed Call Park Configuration window. Configured directed call park numbers exist clusterwide. You can configure phones that support the directed call park Busy Lamp Field (BLF) to monitor the busy/idle status of specific directed call park numbers. Users can also use the BLF to speed dial a directed call park number.

Cisco Unified Communications Manager can park only one call at each directed call park number. To retrieve a parked call, a user must dial a configured retrieval prefix followed by the directed call park number at which the call is parked. Configure the retrieval prefix in the Directed Call Park Configuration window.

The following table provides a checklist to configure directed call park.

**Table 4: Directed Call Park Configuration Settings**

Field	Description
Number	Enter the directed call park 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 number of 5555 or enter 55XX to define a range of directed call park extension numbers from 5500 to 5599. Make sure that the directed call park numbers are unique and that they do not overlap with call park numbers.
Description	Provide a brief description of this directed call park number or range. The description can include up to 50 characters in any language, but it cannot include double-quotes (“), percentage sign (%), ampersand (&), or angle brackets (<>)



Field	Description
Partition	<p>If you want to use a partition to restrict access to the directed call park numbers, choose the desired partition from the drop-down list box. If you do not want to restrict access to the directed call park numbers, leave the partition as the default of &lt;None&gt;.</p> <p>See the <i>Cisco Unified Communications Manager Administration Guide</i> for instructions on finding a partition when there are a large number of them configured.</p> <p><b>Note</b> Make sure that the combination of directed call park number and partition is unique within the Cisco Unified Communications Manager.</p>
Reversion Number	<p>Enter the number to which you want the parked call to return if not retrieved, or leave the field blank.</p> <p><b>Note</b> A reversion number can comprise digits only; you cannot use wildcards.</p>
Reversion Calling Search Space	<p>Using the drop-down list box, choose the calling search space or leave the calling search space as the default of &lt;None&gt;.</p>
Retrieval Prefix	<p>For this required field, enter the prefix for retrieving a parked call. The system needs the retrieval prefix to distinguish between an attempt to retrieve a parked call and an attempt to initiate a directed park.</p>



**Note** Whenever changes are made to directed call park numbers, any devices that are configured to monitor those directed call park numbers by using the directed call BLF must restart to correct the display. Change notification automatically restarts impacted devices when it detects directed call park number changes. You also can use the Restart Devices button on the Directed Call Park Configuration window.

#### Related Topics

[Interactions and Restrictions](#), on page 19

[Directed Call Park Feature](#), on page 18

## Configure BLF/Directed Call Park Buttons

To configure BLF/Directed Call Park buttons, perform the following procedure:

## Procedure

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- Step 1** To configure the BLF/Directed Call Park button in the Phone Configuration window, find the phone, as described in the Cisco Unified Communications Manager Administration Guide.
- Step 2** To configure the BLF/Directed Call Park button for user device profiles, find the user device profile as described in the Cisco Unified Communications Manager Administration Guide.
- Step 3** After the configuration window displays, click the Add a new BLF Directed Call Park link in the Association Information pane.
- Tip** The link does not display in the Association Information pane if the phone button template that you applied to the phone or device profile does not support BLF/Directed Call Park.
- Step 4** Configure the settings, as described in [BLF/Directed Call Park Configuration, on page 26](#).
- Step 5** After you complete the configuration, click **Save** and close the window.
- The directory number(s) display in the Association Information pane of the Phone Configuration Window.
- 

## BLF/Directed Call Park Configuration

The following table describes the settings that you configure for BLF/Directed Call Park buttons.

**Table 5: BLF/Directed Call Park Button Configuration Settings**

Field	Description
Directory Number	<p>The Directory Number drop-down list box displays a list of directory numbers that exist in the Unified Communications Manager database.</p> <p>For phones that are running SCCP or phones that are running SIP, choose the number (and corresponding partition, if it displays) that you want the system to dial when the user presses the speed-dial button; for example, 6002 in 3. Directory numbers that display without specific partitions belong to the default partition.</p>
Label	<p>Enter the text that you want to display for the BLF/Directed Call Park button.</p> <p>This field supports internationalization. If your phone does not support internationalization, the system uses the text that displays in the Label ASCII field.</p>
Label ASCII	<p>Enter the text that you want to display for the BLF/Directed Call Park button.</p> <p>The ASCII label represents the noninternationalized version of the text that you enter in the Label field. If the phone does not support internationalization, the system uses the text that displays in this field.</p> <p><b>Tip</b> If you enter text in the Label ASCII field that differs from the text in the Label field, Cisco Unified Communications Manager Administration accepts the configuration for both fields, even though the text differs.</p>

## Synchronize Directed Call Park with Affected Devices

To synchronize devices with directed call park information that has undergone configuration changes, perform the following procedure, which will apply any outstanding configuration settings in the least-intrusive manner possible. (For example, a reset/restart may not be required on some affected devices.)

### Procedure

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- Step 1** Choose **Call Routing > Directed Call Park**.  
The Find and List Directed Call Parks window displays.
- Step 2** Choose the search criteria to use.
- Step 3** Click **Find**.  
The window displays a list of directed call parks that match the search criteria.
- Step 4** Click the directed call park to which you want to synchronize applicable devices. The Directed Call Park Configuration window displays.
- Step 5** Make any additional configuration changes.
- Step 6** Click **Save**.
- Step 7** Click **Apply Config**.  
The Apply Configuration Information dialog displays.
- Step 8** Click **OK**.
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## Delete a Directed Call Park Number

This section describes how to delete directed call park numbers from the Cisco Unified Communications Manager database.

### Procedure

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- Step 1** Using the procedure in the [Find a Directed Call Park Number, on page 22](#), locate the directed call park number or range of numbers.
- Step 2** Click the directed call park number or range of numbers that you want to delete.
- Step 3** Click **Delete**.

**Note** Deleting a directed call park number causes Cisco Unified Communications Manager to immediately revert any call that is parked on that number. This occurs because, when the number is deleted, a parked call on that number cannot remain parked or be retrieved in the usual way and must be reverted.

**Note** You cannot delete a directed call park number that a device is configured to monitor (using the BLF button). A message indicates that the directed call park number cannot be deleted because it is in use. To determine which devices are using the number, click the Dependency Records link in the Directed Call Park Configuration window.

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## Assisted Directed Call Park for Cisco Unified IP Phones (SIP)

Assisted directed call park is supported on all Cisco Unified IP Phones 7900, 8900, and 9900 series that support SIP. With assisted directed call park, the end user needs to press only one button to direct-park a call. You must configure a BLF Directed Call Park button. Then, when the user presses an idle BLF Directed Call Park feature button for an active call, the active call gets parked immediately at the Dpark slot that associates with the Directed Call Park feature button.

### Related Topics

[Configure BLF/Directed Call Park Buttons](#), on page 25