



Call Park and Page Quick Reference

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Basic tasks

Call Park process

The Call Park process starts by transferring the caller to the call park pilot number for a specific call park group. Call Park groups may be configured with different music or recordings and park recall timers. Call Park groups can be configured to automatically select the park extension or allow the user parking the call to manually enter an extension. If an extension is manually entered, the extension number must be a member of the same call park group as the park pilot number used to park the call.

Parking a call by using automatically selected Park Extensions

1. Answer an incoming call.
2. Transfer the caller to the Park Pilot number.
You can use abbreviated dialing or a speed dial button to dial the Park Pilot number.
The Call Park and Page Snap-in selects a Park Extension associated with the dialed Park Pilot number. The endpoint displays the Park Extension.
3. Complete the transfer.
4. Page the retrieving party with the number at which the call is parked.

Parking a call with a manually selected Park Extension

1. Answer an incoming call.
2. Transfer the caller to the Park Pilot number.
You can use abbreviated dialing or a speed dial button to dial the Park Pilot number.
The Call Park and Page Snap-in selects a Park Extension associated with the dialed Park Pilot number. The endpoint displays the Park Extension.

3. Listen to the message played and dial the fixed Park Extension.
4. Continue listening.
If the manual Park Extension selection is successful, you will hear music or a recording. If the manual Park Extension selection is not successful, you will hear an announcement or tone.
Attempts to manually select a Park Extension is unsuccessful when:
 - The manually selected Park Extension is in use.
The system does not permit a second call to be parked on an extension that already has a caller parked on it. If an attempt to manually park a call fails, try again using a different Park Extension.
 - The manually selected Park Extension is not in the same park group as the Park Pilot number.
Ensure that the manually entered park extension is in the same park group as the Park Pilot number.
5. Complete the transfer.
6. Page the retrieving party with the number at which the call is parked.

Recalls

When the call is parked, the system starts the park recall timer. When the park recall timer expires, the call returns to the endpoint that parked the call, resulting in a recall. When a parked call is recalling back to the endpoint which parked the call, the endpoint will display text and the park extension. The default text is "RECALL", but this can be changed by the administrator.

To repark a recall call, do one of the following:

- Answer the call and hang up immediately.
The Call Park and Page Snap-in reparks the call at the same Park Extension that originated the recall.
- Answer the call and press the asterisk key (*).
The Call Park and Page Snap-in connects the calling party to the attendant. You can then repark the call at the Park Extension by releasing the call after speaking to the calling party.
- Press any other digit on the endpoint after answering the call.

Retrieving a parked call

1. Check the paging message to find the Park Extension at which the call is parked.
2. Dial the Park Extension.
You can retrieve a parked call only once. The system blocks subsequent retrieval attempts.

If you dial a Park Extension after the caller dropped the call, the system plays an announcement indicating that nobody is waiting at the extension.

Error announcements

You may come across the following errors while using the Avaya Call Park and Page Snap-in:

- I'm sorry, but that Park Extension has reached capacity.
Cause: The system has reached the maximum number of calls configured for a Park Extension.
- I'm sorry, but that extension is not available. Please try again.
Cause: The extension on which you tried to park the call unavailable.
- I'm sorry, but all park extensions are busy. Please try again later.
Cause: Park extensions are not available to park the call. Check whether enough Park extensions are configured for the Park Pilot number or whether the minimum idle period is too short.
- I'm sorry, but no one is waiting at the extension you dialed. Please try your call again.
Cause: Nobody picked the call at the extension on which the call was parked.
- I'm sorry, but I was unable to park the call using that extension. Please try again.
Cause: The extension is invalid.

Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions. You can also request an agent to connect you to a support team if a problem requires more expertise.