



Call Park and Page Snap-in Reference

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Chapter 1: Introduction

Purpose

This document describes the characteristics and capabilities of the Call Park and Page Snap-in, including feature descriptions, interoperability, and performance specifications. The document also provides instructions on how to deploy, configure, and troubleshoot the Call Park and Page Snap-in services.

For information about Avaya Engagement Development Platform and Avaya Aura® System Manager, see the respective product documentation on the Avaya Support website at <https://support.avaya.com>.

*** Note:**

Avaya Aura® 7.0 onwards, Collaboration Environment is known as Engagement Development Platform.

Intended audience

This document is intended for people who need to install, configure, and administer the Call Park and Page Snap-in.

Prerequisites

Before deploying the product, ensure that you have the following knowledge and skills.

Knowledge

- Communication Manager configuration such as station configuration and routing configuration.
- Session Manager and System Manager configuration such as routing configuration and user configuration.
- CS 1000 configuration, if porting from a CS 1000 solution.

Document changes since last issue

The following changes have been made to this document since the last issue:

- Updated the Feature Interactions section with information about SIP Endpoint Managed Transfer (SEMT).
- Updated the Configuring CS 1000 for the Call Park and Page Snap-in section with steps to avoid applying the Multi-Part mime adaptation to Presence Services.
- Updated the Troubleshooting section with information about recalls to the attendant dropping unexpectedly without recalling again.

Related resources

Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to:	Audience
Understanding		
<i>Avaya Engagement Development Platform Overview and Specification</i>	Understand tested product characteristics including product overview, feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Avaya Professional Services, implementation engineers, services and support personnel, and system administrators
Using		
<i>Administering Avaya Engagement Development Platform</i>	Administer, implement, and configure Engagement Development Platform.	System administrators, business process analysts, and Implementation engineers
Implementing		
<i>Deploying Avaya Engagement Development Platform</i>	Deploy and administer Engagement Development Platform. Deploy, administer, and license an Avaya Aura [®] Media Server for use with Engagement Development Platform.	Services and support personnel

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4. Click **Documents**.
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6. If there is more than one release, select the appropriate release number from the **Choose Release** drop-down list.
7. Use the **Content Type** filter on the left to select the type of document you are looking for, or click **Select All** to see a list of all available documents.

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 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.

- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

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Chapter 2: Avaya Call Park and Page Snap-in description

Call Park and Page Snap-in overview

The Call Park and Page Snap-in is a telephony feature on Engagement Development Platform.

With the Call Park and Page Snap-in:

- An attendant who parks the call from an attendant station or any other endpoint, can park a call to a fixed or dynamic Park Extension number.
- A paged retrieving party, for whom the intended call is intended, can dial the Park Extension number to connect with the caller.
- A paged retrieving party can dial the Park Extension number from any number within or outside the network.

After the attendant successfully parks a call, their endpoint displays the Park Extension number at which the system parks the call. The attendant who parked the call must then use existing notification or paging services to page the called party. The page informs the called party that a call is waiting at the Park Extension number. While the call is parked, the caller hears music or audio, if configured. The paged retrieving party can retrieve the call by dialing the Park Extension number from any number within or outside the network.

If the paged retrieving party does not respond within a configured time, the system sends the call back to the number that parked the call. You can then repark the call or press the asterisk key (*) after answering the call, and connect to the parked caller.

Call Park and Page architecture

The Call Park and Page Snap-in obtains installation, update, and patching procedures from the Engagement Development Platform cluster. To upgrade, the customer deploys a new version of the Call Park and Page Snap-in.

When the attendant dials a pilot number before parking a call, Avaya Aura® Media Server plays an announcement. After the call is parked, the media resources, which provide music on hold, reside on Avaya Aura® Media Server and are controlled by the Call Park and Page Snap-in.

The Call Park and Page Snap-in can share Avaya Aura® Media Server resources with other snap-ins in the **General Purpose**, **General Purpose Large**, or **Core Platform** cluster.

However, the Call Park and Page Snap-in cannot share Avaya Aura® Media Server resources with Communication Manager. Avaya Aura® 7.0 onwards, Communication Manager can take advantage of Avaya Aura® Media Server for the same purposes that it currently uses H.248 Media Gateways.

*** Note:**

The General Purpose Large and Core Platform clusters are available from Engagement Development Platform Release 3.1 onwards.

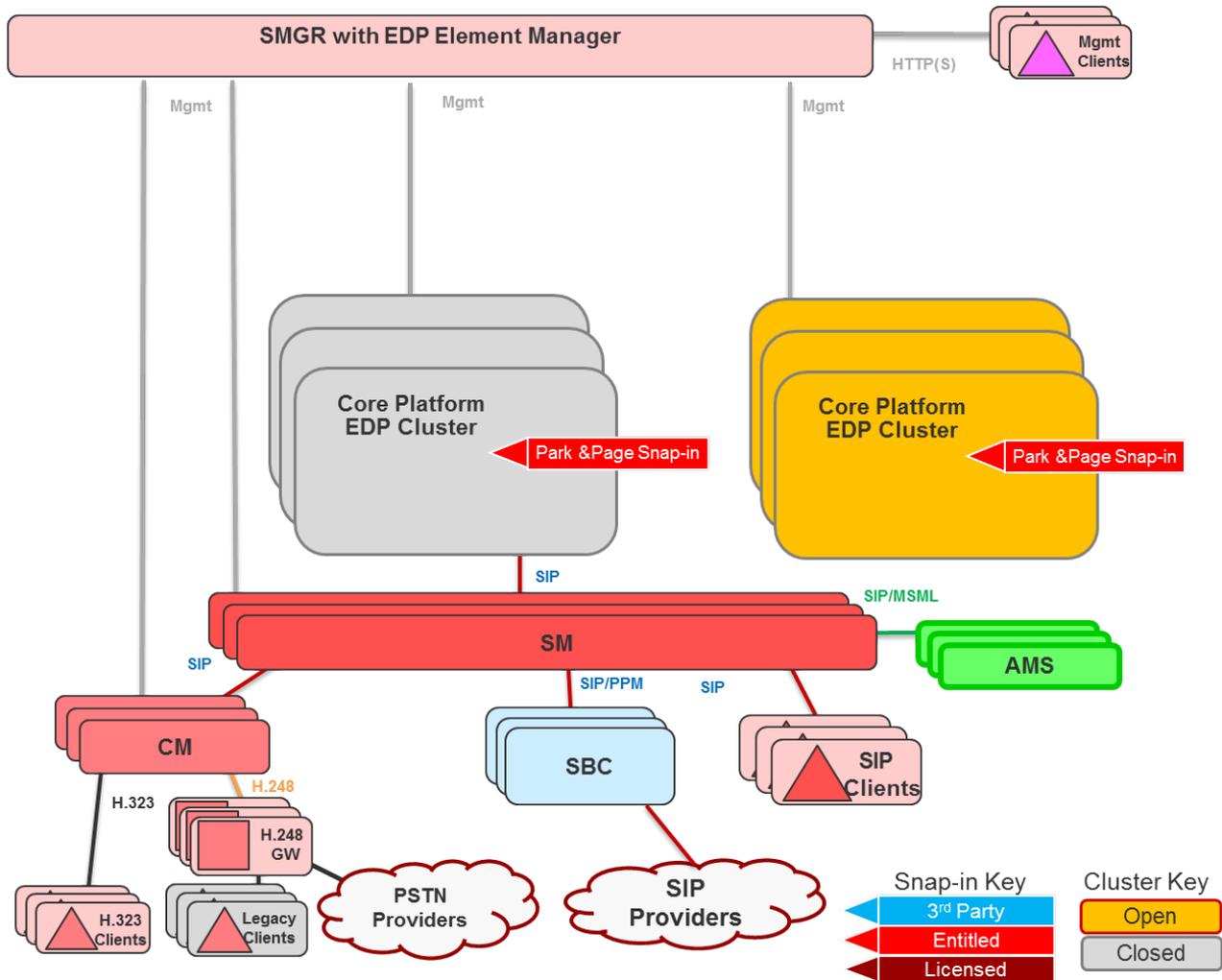


Figure 1: Avaya Aura® configuration for the Call Park and Page Snap-in

Chapter 3: Feature interactions

Priority calling

The attendant hears a special ring pattern for the recalled park call when:

- The Call Park and Page Snap-in inserts SIP headers into the INVITE to promote a recalled parked call to a priority call.
- An attendant uses a station other than an attendant console on a Communication Manager server.

Priority calls override Communication Manager features such as call coverage.

Call recall

If the attendant uses an attendant console and is busy on another call when a recall arrives, the system queues the recalled call. Therefore the caller does not get a busy response.

If the attendant uses an endpoint other than an attendant console, then the system changes recalled calls to priority calls to prevent calls from getting dropped. However, calls might drop if the station is busy on all call appearances. For example, calls might drop if three recalled calls are dialled in together. When the station is busy on all call appearances, the Call Park and Page Snap-in parks the call, restarts the recall timer, and sends the call after the recall timer expires.

If the attendant answers a recall call, but does not press * or any digit, then after 10 seconds the call is automatically reparked.

Release of a Park Extension

The system releases the Park Extension if the caller or the paged retrieving party end or drop the call.

After the call ends, the Park Extension is free.

When an automatically selected Park Extension is released, the Park Extension does not become available for a new call until the configured Minimum Idle Period passes. The Minimum Idle Period reduces the probability of a paged retrieving party connecting to the wrong caller when calls are

parked on a Park Extension number in quick succession. For example, if a call is parked for A, and then the caller drops, a new call is parked for B on the same Park Extension. Paged retrieving party A could dial in and get connected to B's caller. With the Minimum Idle Period, the probability of retrieving a wrong call is reduced by preventing a Park Extension from being used too quickly.

The Minimum Idle Period does not apply to a fixed Park Extension that is selected by the person parking the call.

Retrieval of a parked call

The paged retrieved party retrieves the parked call by dialing the announced Park Extension number.

The system permits users to retrieve a parked call only one time and blocks any subsequent attempts to retrieve the same parked call.

The announced Park Extension must not be the same as the Communication Manager VDN. You can configure Communication Manager so that the attendant can see the Park Extension number on the endpoint display, and announce the number over the paging system.

Single Engagement Development Platform cluster

You can deploy multiple instances of the Call Park and Page Snap-in on Engagement Development Platform (EDP) within a cluster.

The Call Park and Page Snap-in supports the Core Platform, General-Purpose, and General Purpose Large cluster profiles. The Call Park and Page Snap-in works across two or more clusters. The clusters function independently from each other, so you must use Session Manager routing to associate specific Park Extension Groups to each cluster.

*** Note:**

The General Purpose Large and Core Platform clusters are available from Engagement Development Platform Release 3.1 onwards.

Duplication interactions for nodes in an EDP cluster

EDP implicitly provides redundancy because EDP clusters contain at least two EDP nodes. This redundancy cannot help maintain calls in most scenarios where a call is active and known to one of the nodes in the EDP cluster. The following table describes the impact on Call Park and Page scenarios when an EDP node goes down.

Scenario	Active Communication Manager goes down and standby Communication Manager takes over	EDP node that parked the call goes down, but the other EDP node in the cluster stays active
Parked calls with music played while in parked mode	<ul style="list-style-type: none"> • Call cannot be retrieved because call features are not supported after the standby Communication Manager takes over. • Call is not recalled because the Park Recall timer is not available when the active Communication Manager goes down. 	<ul style="list-style-type: none"> • Call cannot be retrieved because music call cannot be dropped. • Call is not recalled because the Park Recall timer is not available when the active EDP node goes down.
Parked call recall to attendant, where the caller is in consultation with attendant	Call stays active.	Call stays active.
Calls in consultation, where the paged retriever has picked up the call and the caller and paged retriever are in consultation	Call stays active.	The Park Sanity timer is no longer running. When one party drops the call, the Call Park and Page Snap-in, might not drop the other party automatically. The Park Extension is released if the other party drops.
Attendant ability to park new calls	Functions without interruption.	Functions without interruption.

Park recall timer

A parked recall timer starts when the call is parked. When the recall timer expires, the Call Park and Page Snap-in returns the call to the endpoint from where the call was parked. If an attendant accepts the call, audio-on-hold stops. If the attendant parks the recall call again, the audio-on-hold continues uninterrupted.

When a paged retrieving party retrieves a call, the Call Park and Page Snap-in cancels the park recall timer. If you set the park recall timer to zero, then the Call Park and Page Snap-in uses the default value of 45 seconds.

Park recall scenarios

Scenario 1: The system sends a recall to the attendant, but the paged retrieving party retrieves the call before the attendant answers the recall.

In this scenario, after pressing the asterisk key (*) to speak to the caller, the attendant hears the announcement configured in **Message file URL 3**:

`I'm sorry, but that Park Extension has reached capacity.`

Scenario 2: The system sends a recall to the attendant, but the caller drops the call before the attendant answers the recall.

In this scenario, after pressing the asterisk key (*) to speak to the caller, the attendant hears the announcement configured in **Message file URL 6**:

I'm sorry, but no one is waiting at the extension you dialed. Please try again.

Dynamic park extension

When an attendant transfers an incoming call to a unique Park Pilot number, Call Park and Page Snap-in selects a free park extension, which makes the extension busy. The system then redirects the call to a Communication Manager Vector Directory Number (VDN).

Disconnect supervision

With the Call Park and Page Snap-in, the attendant can park a call without Disconnect Supervision because the SIP trunk over which the call is transferred to Engagement Development Platform has Disconnect Supervision. In contrast, on CS 1000, if no party on a call has Disconnect Supervision, the call cannot be parked because the call can be queued forever.

Conference calls

On CS 1000, you cannot park a conference call. With the Call Park and Page Snap-in, an attendant can park a conference call if the attendant endpoint supports calls being transferred. You cannot transfer a conference call from SIP endpoints, but you can transfer a conference call from DCP and H.323 endpoints. Similarly, with CS 1000, you cannot transfer a conference to a ringing extension.

Call Park

Communication Manager and CS 1000 have call park features, but the Call Park and Page Snap-in is designed differently. Do not use call park features on Communication Manager or CS 1000 and the Call Park and Page Snap-in simultaneously to park a call. The attendant can distinguish between the calls parked by using both methods if the call comes back to the attendant as a recall.

SIP Endpoint Managed Transfer

The SIP Endpoint Managed Transfer (SEMT) feature, controlled by a Communication Manager system parameter, changes how 96x1 SIP endpoints transfer calls. When enabled, the endpoints can in some cases negotiate a new direct connection that removes EDP from the signaling path.

If your Avaya Aura® configuration does not require SEMT, you can use the Call Park and Page Snap-in 3.0. If you require SEMT, you must deploy the Call Park and Page Snap-in 3.0.0.1. The Call Park and Page Snap-in 3.0.0.1 dynamically disables SEMT for calls that are handled by the Call Park and Page Snap-in to avoid the problems that SEMT introduces.

 **Note:**

The mechanism by which the Call Park and Page Snap-in disables SEMT might not affect a SIP endpoint configured without Communication Manager to provide features. You must not use a SIP endpoint configured without Communication Manager with the Call Park and Page Snap-in.

Chapter 4: Interoperability

Avaya product requirements

- Avaya Engagement Development Platform 3.0.4 and later
- Avaya Aura® Media Server 7.6 and later
- Avaya Aura® Communication Manager 6.3.11 and later
- Avaya Aura® System Manager 6.3.8 and later
- Avaya Aura® Session Manager 6.3.8 and later

For Avaya Engagement Development Platform 3.1, you must use Avaya Aura® Media Server 7.7 and Communication Manager 6.3 Service Pack 11 or Communication Manager 7.0.

 **Note:**

For the latest and most accurate compatibility information, go to <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

Software requirements

The Call Park and Page Snap-in software requirements are based on requirements for the following products:

- Engagement Development Platform
- System Manager
- Communication Manager
- Session Manager

For more information, see the product documentation for Engagement Development Platform, System Manager, Communication Manager, and Session Manager.

Hardware requirements

Hardware requirements for the Call Park and Page Snap-in are based on Engagement Development Platform and System Manager requirements. For more information, see the product documentation for Engagement Development Platform and System Manager.

Supported endpoints

The Call Park and Page Snap-in supports the following endpoints for the attendant who receives and parks calls:

- Avaya Aura[®] supported attendant devices and soft consoles.

The Call Park and Page Snap-in does not support CS 1000 attendant and soft consoles. As part of CS 1000 migration to Avaya Aura[®], CS 1000 Attendants are expected to transition to Avaya Aura[®] Communication Manager environments soon.

 **Note:**

To use an Avaya one-X[®] Attendant for recalls, an attendant who receives the recall must click the DTMF icon before entering digits.

- Avaya Aura[®] supported deskphones and soft clients.
- CS 1000 11xx/12xx devices supported as SIP endpoints on Avaya Aura[®], 11xx/12xx Unistim Devices, or Digital devices registered to the CS 1000.

You can configure supported deskphones and soft clients with programmable keys. The attendant can use a programmable key to dial the Call Park Pilot DN quickly. For multiple Call Park Groups, you can program multiple keys. For the programmable key, use labels that are intuitive to the attendant. For example, for a single park group, label the key as Park. For park groups in multiple locations, use the location names as labels.

To use the Call Park and Page Snap-in, an endpoint must have the following characteristics:

- Park Extension display: The attendant can see the Park Extension number at which the system has parked the call to page the number to the retrieving party.
- Transfer function: The attendant can transfer the call to the Call Park and Page Pilot DN.

An attendant can use the Avaya one-X[®] Communicator client to park calls by using a consultative transfer. With the Blind Transfer functionality, the attendant cannot view the Park Extension.

The Call Park and Page Snap-in supports any device type, including Avaya one-X[®] Communicator clients, for the paged retrieving party.

The paged retrieving party can also use endpoints outside the Avaya Aura[®] solution if the user permissions and the Avaya Aura[®] solution dialing plan permits access.

For more information about the supported endpoints, see the Release Notes.

Chapter 5: Deployment

Call Park and Page Snap-in deployment checklist

No.	Task	Description	Notes	✓
1	Ensure that Avaya Aura [®] System Manager is running.	—	—	
2	Install and configure the Engagement Development Platform server.	—	Before turning on the Engagement Development Platform server, ensure that you set the memory to 6 GB of RAM.	
3	Configure a Call Park and Page Snap-in cluster.	Configuring a cluster on page 23	Assign an Engagement Development Platform server to the Call Park and Page Snap-in cluster.  Note: When you administer a new Engagement Development Platform server, you must add the server to a cluster. If you do not add the server to a cluster, you cannot use the Engagement Development Platform asset.	
4	Assign service profiles.	Assigning the Call Park and Page Snap-in to a service profile on page 29	—	
5	Download the Call Park and Page Snap-in services from PLDS.	Downloading software from PLDS on page 21	The Call Park and Page Snap-in services are available as Service Archive (SVAR) zip files.	

Table continues...

No.	Task	Description	Notes	✓
			<p>* Note:</p> <p>Do not add any space between the file name and the service name while saving the SVAR file.</p>	
6	Configure global attributes.	Configuring attributes for the Call Park and Page Snap-in on page 40	—	
7	Install the Call Park and Page Snap-in.	Installing the snap-in on page 28	—	
8	Verify the installation.	—	—	
9	Add the Call Park and Page Snap-in to the service profile.	Assigning the Call Park and Page Snap-in to a service profile on page 29	—	
10	Configure attributes for the Call Park and Page Snap-in.	Configuring attributes for the Call Park and Page Snap-in on page 40	—	

Downloading software from PLDS

About this task

*** Note:**

You can download product software from <http://support.avaya.com> also.

Procedure

1. Type <http://plds.avaya.com> in your web browser to go to the Avaya PLDS website.
2. Enter your Login ID and password to log on to the PLDS website.
3. On the Home page, select **Assets**.
4. Select **View Downloads**.
5. Search for the available downloads by using one of the following:
 - Select an application type from the list and the version number.
 - By download name
6. Click the download icon from the appropriate download.
7. When the system displays the confirmation box, select **Click to download your file now**.

8. If you receive an error message, click the message, install Active X, and continue with the download.
9. When the system displays the security warning, click **Install**.

When the installation is complete, PLDS displays the downloads again with a check mark next to the downloads that have completed successfully.

Loading the snap-in

About this task

This task describes how to load a snap-in to System Manager from your development environment or alternate location. You can skip this step when installing a pre-loaded snap-in. Pre-loaded snap-ins are provided without additional charge with the Engagement Development Platform Element Manager.

Procedure

1. On the System Manager web console, click **Elements > Engagement Development Platform**.
2. In the left navigation pane, click **Service Management**.
3. Click **Load**.
4. On the Load Service page, depending on the browser used, click **Browse** or **Choose File**, and browse to your snap-in file location.
5. Click **Open**.

Your snap-in file should end with `.svar`. The Service Archive (svar) file is provided by service developers.

6. On the Load Service page, click **Load**.

For Avaya snap-ins only, you will be prompted to accept the Avaya End User License Agreement (EULA).

7. If you agree to the Avaya EULA, click **Accept**.

Your snap-in displays on the Service Management page with a **State** of **Loaded**.

If you clicked **Cancel** to reject the agreement, the load action stops.

Configuring a cluster

About this task

When you create a new General Purpose Large or General Purpose cluster, the system assigns the **EventingConnector** and **CallEventControl** services automatically.

The cluster provides high availability and scaling by distributing the services across multiple Engagement Development Platform servers. With this distribution of services, the system achieves optimal throughput and avoids interruption if a failure occurs. The clients of the cluster are not a part of this distribution. The clients get the services through a common IP address that supports high availability.

Before you begin

Identify the Engagement Development Platform servers on which you plan to install the Call Park and Page Snap-in.

Procedure

1. On the System Manager web console, click **Elements > Engagement Development Platform**.
2. In the left navigation pane, click **Cluster Administration**.
3. On the Cluster Administration page, click **New**.
4. In the **Cluster Profile** field, click **General Purpose**, **General Purpose Large**, or **Core Platform**.

The **General Purpose Large** cluster is available only from Engagement Development Platform 3.1.

If you select the **Core Platform** cluster profile, manually add the **EventingConnector** and **CallEventControl** services. For Core Platform cluster, the system does not add these services automatically.

If the Core Platform cluster runs Presence Services, check whether the cluster has enough processing capacity to support Presence Services and the Call Park and Page Snap-in. A full Presence Services application might require the entire capacity of the Core Platform cluster.

5. In the **Cluster Name** field, type a unique cluster name.
6. In the **Cluster IP** field, type a cluster IP on the same subnet as the security module IP of the load balancer Engagement Development Platform servers.

Do not specify the IP address of any Engagement Development Platform server that you plan to add to the cluster.

The cluster IP address is used as a load balancer. For load balancing, you cannot select individual Engagement Development Platform instances within the cluster.

7. In the **Description** field, type a description of the cluster.
8. In the Cluster Attributes section, select the attributes of the cluster.

The **Only allow Https traffic** field is selected by default.

If the **Only allow Https traffic** field is selected, configure license files on the Avaya Aura[®] Media Server correctly to ensure that the system plays the required Call Park and Page announcements.

9. **(Optional)** If you use a TLS SIP connection between CM and SM, and SRTP for media, In the Cluster Attributes section, select the **Use secure signaling for platform-initiated calls** field.

Alternatively, on the CM SIP Signaling Group page, in the **Enforce SIPS URI for SRTP** field, type `n`.

10. On the Cluster Editor page, click the **Servers** tab.

The system displays all Engagement Development Platform servers in the Unassigned Servers section.

 **Note:**

The system must have at least two servers on the same subnet that meet the Call Park and Page Snap-in requirements.

11. Click the plus sign (+) on an Engagement Development Platform server.

The system adds the Engagement Development Platform servers to the **Assigned Servers** section.

12. On the Cluster Editor page, select the **Services** tab.

The system displays the Call Park and Page Snap-in services that you loaded and configured through the Service Management page.

The system automatically assigns the **EventingConnector** and the **CallEventControl** services, but not the Call Park and Page service.

13. In the **Available Services** list, click the plus sign (+) on any Call Park and Page service.

The system adds the service to the cluster.

14. Click **Commit**.

The system starts installing the assigned services to the cluster servers and displays the Cluster Administration page.

15. Click **Show** on the new cluster to verify whether the system has added the servers to the cluster.

The system displays the Engagement Development Platform servers as part of the Call Park and Page cluster.

16. Select the new cluster.

17. In the **Cluster State** field, click **Accept New Service**.

18. In the Accept New Service dialog box, click **Continue**.

The system displays the Accepting [2/2] state in the **Servers State** column.

Cluster Editor field descriptions

General tab

Name	Description
Cluster Profile	<p>The type of cluster. Possible values are:</p> <ul style="list-style-type: none"> • Context Store: Product specific cluster profile for the Context Store snap-in. Minimum of 2 Engagement Development Platform servers are required for this profile. • Core Platform: Closed cluster that supports up to 10 Engagement Development Platform servers. Snap-ins that might be installed on this cluster profile include Presence Services and Call Park and Page. • Engagement Assistant Speech: Product specific cluster profile for the Engagement Assistant snap-in. • General Purpose: General purpose cluster profile. Minimum of 1 Engagement Development Platform server is required for this profile. • General Purpose Large: An open cluster that supports up to 5 Engagement Development Platform servers. This cluster profile mainly supports the Engagement Call Control solution. • Work Assignment: Product specific cluster for the Work Assignment snap-in.
Cluster Name	The unique name that you wish to provide for the cluster.
Cluster IP	<p>The unique IP address assigned to the cluster. The IP address is used for HTTP load balancing. This field is mandatory if you select the load balancer check box.</p> <p>The Cluster IP field is optional if you do not enable load balancing.</p>
Enable Cluster Database	<p>The check box to enable Cluster Database.</p> <p> Note:</p> <p>You cannot clear the check box if snap-ins are installed on the cluster that require Cluster Database.</p>

Table continues...

Name	Description
Enable Database Auto Switchover	<p>The check box to enable auto switch over of clusters with two or more servers in a high availability database scenario. Select this check box if you want the standby server to automatically take over as the active server whenever the active server is down.</p> <p> Note:</p> <p>If you do not select this check box, you must manually enable the standby server to take over whenever the active server is down.</p>
Description	The cluster description.

Cluster Attributes

Name	Description
The URL of the announcement to play during failover	Specify the URL of the announcement that is to be played during a failover.
Grid Password	The internal grid password.
Use secure grid?	Select this check box to secure all the grid communication.
Http or Https limit on connections	<p>The maximum number of HTTP or HTTPS connections at a given time per client.</p> <p>For General Purpose Large clusters, this value must be larger than 3.</p>
Http or Https traffic rate limit in bytes/sec	<p>The rate limit on the HTTP or HTTPS traffic served per connection.</p> <p>For General Purpose Large clusters, this value must be larger than 300,000 bytes/second.</p>
Only allow Https traffic	Select this check box to serve only HTTPS requests. By default this check box is selected.
Is load balancer enabled	Select this check box to enable load balancing for the cluster. Use load balancing if you want to scale the HTTP services without targeting a particular Engagement Development Platform server.
Is session affinity enabled	Select this check box to enable session affinity for the cluster. With session affinity, a particular client is always served by the same back end server.
Default Identity for special make call cases	The default identity that is used for calls generating from Engagement Development Platform. If a user does not specify an identity then the value in this field is used.
The maximum number of EDPs allowed in Cluster	The maximum number of Engagement Development Platform servers that you can add to a cluster.

Table continues...

Name	Description
List of optional snap-ins including version	<p>The list of optional snap-ins for a specific cluster profile type. The version of each optional snap-in is also included.</p> <p>This attribute applies to the Core Platform and Work Assignment cluster profiles only.</p>
List of required snap-ins including version	<p>The list of required snap-ins for a specific cluster profile type. The minimum required versions of each snap-in is also included.</p>
Default SIP Domain	<p>The default SIP domain for the cluster. If an Engagement Development Platform snap-in does not include a domain in the addresses that the snap-in sends to the Call Manipulation API, this domain is appended to the address.</p>
Use secure signaling for platform initiated SIP calls	<p>Select this check box to use secure signaling to initiate WebRTC Snap-incalls, calls from snap-ins to individuals for playing announcements, and for snap-ins that initiate two party calls.</p> <p>This attribute is not applicable for call intercept scenarios.</p>
Preferred Minimum Session Refresh Interval (secs)	<p>The minimum periodic refresh interval for the SIP session.</p>
Use early pre-answer media?	<p>The cluster attribute that defines the pre-answer media mode. Select the checkbox to use <i>Early</i> pre-answer mode. Choose this setting to send a 183 session progress response in the early media phase.</p> <p>If you do not select this checkbox, <i>Connected</i> pre-answer mode is chosen. This is the default setting. <i>Connected</i> setting sends a 200 OK SIP response in the early media phase.</p> <p>This field is applicable for the General Purpose and General Purpose Large clusters only.</p>
Use short replication interval?	<p>Select this check box to use a short replication interval.</p>
Work Flow Engine name	<p>The name of the Engagement Designer snap-in Workflow Engine. This field is applicable only for the General Purpose cluster.</p>

Servers tab

This tab has the following columns in two tables: **Assigned Servers** and **Unassigned Servers**. When you add a server to a cluster, the system displays the server under the **Assigned Servers** table for that cluster.

Name	Description
Name	The name of the Engagement Development Platform server.
Version	The version of the Engagement Development Platform server.
Description	The description of the Engagement Development Platform server.

Services tab

Name	Description
Name	The name of the snap-in which may already be installed in a cluster, or available in the database.
Version	The snap-in version.
Action Pending	The actions that are pending for the snap-in. If no actions are pending, the system displays None .
Uninstall icon	The uninstall icon. If you select a snap-in and click Uninstall , then the snap-in is removed from the cluster after all the activity ceases.
Force Uninstall icon	The force uninstall icon. If you select a snap-in and click Force Uninstall , the snap-in is forcefully removed from the cluster without waiting to complete any pending actions.

Button	Description
Commit	Adds the cluster or saves the changes to the cluster attributes.
Cancel	Cancels your action. The system displays the previous page.

Installing the snap-in

About this task

For .svar files larger than 50 MB, schedule snap-in installation during a maintenance window.

Procedure

1. On the System Manager web console, click **Elements > Engagement Development Platform**.
2. In the left navigation pane, click **Service Management**.
3. Select the snap-in that you want to install.
4. Click **Install**.

5. Select the cluster where you want the snap-in to reside, and click **Commit**.
6. To see the status of the snap-in installation, click the Refresh Table icon located in the upper-left corner of the **All Services** list.

Installed with a green check mark indicates that the snap-in has completed installation on all the Engagement Development Platform servers in the cluster. **Installing** with a yellow exclamation mark enclosed in a triangle indicates that the snap-in has not completed installation on all the servers.

7. Designate the Preferred Version.

If you want to designate this newly installed snap-in as the Preferred Version, complete the following steps. Engagement Development Platform uses the Preferred Version of a snap-in even if you install a later version of the same snap-in.

- a. From the **All Services** list, select the version of the snap-in that you installed.
- b. Click **Set Preferred Version**.
- c. Select the clusters for which you want this to be the preferred version, and click **Commit**.
- d. Reboot the clusters for which you set the preferred version.

It can take several minutes for System Manager to propagate the snap-in to your Engagement Development Platform servers.

8. To track the progress of a snap-in installation, on the Server Administration page, click the **Service Install Status** for an Engagement Development Platform server.

The system displays the Service Status page with the installation status of all the snap-ins installed on that server.

Assigning the Call Park and Page Snap-in to a service profile

Before you begin

Install the Call Park and Page Snap-in.

Procedure

1. On the System Manager web console, click **Elements > Engagement Development Platform**.
2. In the left navigation pane, click **Configuration > Service Profiles**.
3. On the Service Profile Configuration page, select the service that you want to modify and click **Edit**.

The system displays the Service Profile Editor page.

4. In the Available Service to Add to this Service Profile section, click the plus sign (+) next to the Call Park and Page Snap-in.

The system adds the latest version of the service to the service profile.

Assigning a service profile to a user

Before you begin

Create a System Manager user for the Park Pilot Number and Park Extensions.

For the Park Pilot Number, select the Session Manager profile section, and in the **Termination Application Sequence** field, select the cluster Application Sequence that contains the Call Park and Page Snap-in. For more information, see the Application and Application Sequence section.

For Park Extensions, you must create Dial Patterns that route to the Communication Manager hosting the corresponding VDNs. For more information, see the Creating dial plans section.

About this task

You must assign the service profile to the user to ensure that the system runs the snap-ins in a service profile. For the Call Park and Page Snap-in, you must assign the service profile containing the snap-in to the Park Pilot number and all Park Extensions. For more information about administering users, see *Administering Avaya Aura® System Manager*.

Note:

You need not assign the Park and Page service profile to the Park and Page attendants.

Procedure

1. On the System Manager web console, click **User Management > Manage Users**.
2. Select the row corresponding to the Park Pilot number or Park Extension, and click **Edit**.
3. On the **Communication Profile** tab, select the **Engagement Development Platform** check box.
4. Select the service profile that you created.
5. Click **Commit**.

Application Sequences and implicit sequencing

An Application Sequence is required in combination with implicit sequencing for call-intercept snap-ins to route calls for a specific user or group of users to Engagement Development Platform. In this way, calls to or from the user will invoke Engagement Development Platform snap-ins.

An Application Sequence is required only for call-intercept snap-ins, that is, snap-ins that are invoked when a user receives or makes a call.

To set up the Application Sequence with implicit sequencing you must:

1. Add the target Engagement Development Platform as an Application.
2. Add the Engagement Development Platform Application to an Application Sequence.
3. Assign the Application Sequence to the implicit user (number or pattern) you want connected to Engagement Development Platform snap-ins (administering implicit sequencing).

Implicit sequencing administration for Engagement Development Platform

Engagement Development Platform uses implicit sequencing for both SIP and non-SIP endpoints. (This is unlike Communication Manager, which uses explicit sequencing for SIP endpoints.) Therefore, you must set up implicit sequencing for all SIP and non-SIP endpoints that receive call-intercept snap-ins.

With an Application Sequence, snap-ins are invoked when a user receives a call, makes a call, or in both cases. Administer this choice on the Session Manager Implicit User Rule Editor page for a user or group of users. On this page:

- The **Origination Application Sequence** tells Session Manager to invoke the Engagement Development Platform for the user when making calls. Use the Origination Application Sequence for Calling Party snap-ins.
- The **Termination Application Sequence** tells Session Manager to invoke the Engagement Development Platform for the user when receiving calls. Use the Termination Application Sequence for Called Party snap-ins.

For simplicity, select both sequences, in which case Engagement Development Platform is invoked when the user either makes a call or receives a call. For maximum efficiency, if you have a Calling Party snap-in, select an **Origination Application Sequence** that includes Engagement Development Platform. If you have a Called Party snap-in, select a **Termination Application Sequence** that includes Engagement Development Platform.

Note:

See *Deploying Avaya Engagement Development Platform* for instructions on how to configure Communication Manager to force calls to Session Manager for sequencing.

Configuring implicit user rule

Procedure

1. Click **Engagement Development Platform > Configuration > Implicit User Profiles**.
2. On the Implicit User Profiles page, do one of the following:
 - Click **New** to create a new profile.
 - Select a pattern and click **Edit** to change an existing rule.
3. In the **Service Profile** field, select the service profile for the Call Park and Page Snap-in.
4. In the **Pattern** field, type a pattern that covers all Park Pilot numbers and Park Extensions.
5. **(Optional)** In the **Min** and **Max** fields, type the number of digits from the pattern that the system must match.

Based on the pattern, the system fills the **Min** and **Max** fields automatically.

6. In the **Termination Application Sequence** field, select the application sequence created for the Call Park and Page Snap-in.
7. Click **Commit**.

Creating an Application and Application Sequence

About this task

In this task you administer Engagement Development Platform as an Application and then make that Application part of an Application Sequence. You create the application and application sequence only once. All call-intercept snap-ins use the same application and sequence. If you already have an Application and Application Sequence for Engagement Development Platform, you can skip this step.

Procedure

1. Navigate to **Home > Elements > Session Manager > Application Configuration > Applications**.
2. Click **New**.
3. Type the name for your Application, for example, `Engagement Development Platform`.
4. For the **SIP Entity**, select the Engagement Development Platform server where your snap-in resides.

The SIP entity may represent a SIP load balancing FQDN.

For information about creating the SIP Entity, see *Deploying Avaya Engagement Development Platform*.

5. To save your changes, click **Commit**.
6. On the **Session Manager** menu under **Application Configuration**, click **Application Sequences** and click **New**.

7. Type the name of your new Application Sequence. For example, type `My Application Sequence`.

The screenshot shows the 'Application Sequence Editor' interface. The breadcrumb path is 'Home / Elements / Session Manager / Application Configuration / Application Sequences'. The main form has the following fields:

- Application Sequence**
 - *Name: My Application Sequence
 - Description: (empty)
- Applications in this Sequence**
 - Buttons: Move First, Move Last, Remove
 - 0 Items
- Available Applications**
 - 2 Items
 - Filter: Enable

Name	SIP Entity	Description
+ My Application	scrushcm40	

8. In the list of **Available Applications** click **+** by the Engagement Development Platform Application that you created.
9. If you do not want calls to fail when Engagement Development Platform is unavailable, uncheck the **Mandatory** box.

Session Manager stops processing a call if it cannot reach a mandatory application.

10. To save your Application Sequence, click **Commit**.

Assigning a user to an application sequence

About this task

For the Call Park and Page Snap-in, you must assign the following:

- For Park Pilot numbers: A Session Manager profile with a terminating sequence for the Call Park and Page Snap-in Engagement Development Platform cluster application sequence and an Engagement Development Platform profile
- For Park Extensions: Engagement Development Platform profile

Procedure

1. Click **Users > User Management > Manage Users**.
2. Select the user and click **Edit**.
3. Click the **Communication Profile** tab if the tab is not selected.

4. For a Park Pilot number, do the following:
 - a. Select the **Session Manager Profile** check box.
 - b. In the **Termination Sequence** field, select the application sequence created for the Call Park and Page Snap-in.
5. For Park Pilot numbers and Park Extension numbers, do the following:
 - a. Select the **EDP Profile** check box.
 - b. In the **Service Profile** field, click a Call Park and Page profile.
6. Click **Commit**.

Creating Dial Patterns

Use the Dial Patterns page to create Dial Patterns and to associate the Dial Patterns to a Routing Policy and Locations.

 **Note:**

You cannot save a dial pattern unless you add at least a routing policy or a denied location.

Procedure

1. On the home page of the System Manager Web Console, in **Elements**, click **Routing > Dial Patterns**.
2. Click **New**.
3. Enter the Dial Pattern General information in the General section.

 **Note:**

You can provide a Domain to restrict the Dial Pattern to the specified Domain.

4. Under the Originating Locations and Routing Policies section, click **Add**.
5. Select all the required Locations and Routing Policies that you want to associate with the Dial Pattern.
6. When you have finished making your selections, click **Select**.
7. To deny calls from the specified locations:
 - a. Click **Add** under the Denied Locations section.
 - b. Select all the Locations that are to be denied.
 - c. When you have finished making your selections, click **Select**.
8. Click **Commit**.

Dial Pattern Details field descriptions

General section

Name	Description
Pattern	<p>The dial pattern to match. The pattern can have 1 to 49 characters. The valid pattern format for different pattern types are as follows:</p> <ul style="list-style-type: none"> • For regular patterns, [+*#0-9x][0-9x]{0,35} • For pattern ranges, [+0-9][0-9]{0,23}:[+0-9][0-9]{0,23} • For patterns with Emergency number, [0-9]{0,35} <p> Note:</p> <p>If you specify a Dial Pattern Range, the system disables the Min, Max, and Emergency Call fields.</p>
Min	The minimum number of digits to match in the dial pattern.
Max	The maximum number of digits to match in the dial pattern.
Emergency Call	<p>Indicate if the call is an emergency call.</p> <p> Note:</p> <p>Important constraints of this feature are:</p> <ul style="list-style-type: none"> • Each location can have up to 100 emergency numbers assigned. • The emergency dial number must match the emergency dial number in the 96xx settings file for all SIP phones in the identified location. Failure to follow this guideline can result in users being unable to dial emergency numbers.
Emergency Priority	<p>Based on the IP address of the endpoint, up to 100 emergency numbers get downloaded to the endpoint, with each number assigned with a separate priority.</p> <p> Note:</p> <ul style="list-style-type: none"> • PPM sends the emergency number, type, and priority/default to the endpoint. The first number in the list of emergency numbers,

Table continues...

Name	Description
	<p>sent to the endpoint device, gets assigned with the Emergency soft key on the device.</p> <ul style="list-style-type: none"> Do not assign the same priority number for more than one emergency number of a location.
Emergency Type	Type of emergency number. Examples are medical and fire .
SIP Domain	Domain for which you want to restrict the dial pattern.
Notes	Other information.

Originating Locations and Routing Policies section

Button	Description
Add	Add locations and routing policies for the dial patterns.
Remove	Remove locations and routing policies for the dial patterns.

Name	Description
Select check box	Select and use the digit conversion for the incoming calls.
Originating Location Name	Name of the location to be associated to the Dial Pattern.
Originating Location Notes	Notes about the selected location.
Routing Policy Name	Name of the Routing Policy to be associated to the Dial Pattern.
Rank	Rank order.
Routing Policy Disabled	Name of the Routing Policy that should not be used for the Dial Pattern.
Routing Policy Destination	Destination of the Routing Policy.
Routing Policy Notes	Other information about the Routing Policy.

Denied Originating Locations section

Button	Description
Add	Add denied locations for the dial patterns.
Remove	Remove denied locations for the dial patterns.

Name	Description
Select check box	Select denied locations for the Dial Pattern match.

Table continues...

Name	Description
Originating Location	Name of the location to be associated to the Dial Pattern.
Notes	Notes about the selected location.

Button	Description
Commit	Save the Dial Pattern changes.
Cancel	Cancel changes to the Dial Pattern and return to the Dial Patterns page.

Media provisioning in Avaya Aura® Media Server

You can use the Avaya Aura® Media Server Content Store to upload and store audio files for announcement messages. The Call Park and Page Snap-in uses the snap-in attributes to locate the message file URL and plays the appropriate announcement.

*** Note:**

Only when you want to use your own media files, you must provision media for Avaya Aura® Media Server content store. To use the default prompts or default music, you need not add a new content namespace and content group.

Media file format

Avaya recommends that audio to be played by Avaya Aura® MS be encoded as 16 bit, 8 kHz, single channel, PCM files. Codecs other than PCM or using higher sampling rates for higher quality recordings can be used, however, with reduced system performance. Multiple channels, like stereo, are not supported.

Uploading audio files in Avaya Aura® Media Server checklist

No.	Task	Description	✓
1	Log on to Avaya Aura® Media Server Element Manager.	—	
2	Add a content namespace.	Adding a content namespace on page 38	
3	Add a content group.	Adding a content group on page 38	

Table continues...

No.	Task	Description	✓
4	Add audio files to the content group.	Adding media files to a content group on page 39	

Adding a content namespace

About this task

Perform the following procedure to add a content namespace to contain a group of related media files:

Procedure

1. Navigate to **EM > Tools > Media Management**.
2. On the **Media Management** page, click **Add...**
3. On the **Add Content Namespace** page, type a unique name for the new namespace in the **Name** field.

The name cannot begin with the at (@) symbol, must be less than 128 characters, must not be case-sensitive, must not contain spaces, or any of the following symbols:

{ } ' * \

4. Click **Save**.

Adding a content group

About this task

Perform the following procedure to add content groups and to organize the media in a content namespace into logical groups:

Before you begin

Ensure that you have an existing namespace on the system.

Procedure

1. Navigate to **EM > Tools > Media Management**.
2. On the **Media Management** page, select the check box next to the namespace in which you want to add a new content group.
3. Click **Browse**.
4. On the **Provision Media** page, in the left pane, select the name of the content namespace in which you want to add a new content group.

If applicable, navigate to a content group and click the content group to which you want to add the subcontent group.

5. Click **Add Content Group**.
6. In the **Name** field of the **New Content Group** dialog box, type a name for the new content group.

! **Important:**

The name cannot begin with the at (@) symbol, must be less than 128 characters, must not be case-sensitive, and must not contain spaces or any of the following symbols:

{ } ' * \

+ **Tip:**

You can use the forward slash (/) delimiter to specify sub-content groups in the tree structure. For example, typing `music/rock` in the **Name** field creates a `music` content group, with a sub-content group called `rock`, all in one step.

7. Click **Save**.

Adding media files to a content group

About this task

Perform the following procedure to add media files to a content group, by uploading one media file at a time:

*** Note:**

Many browsers have a 2GB limit for file uploads.

*** Note:**

Avaya recommends that audio to be played by Avaya Aura® MS be encoded as 16 bit, 8 kHz, single channel, PCM files. Codecs other than PCM or using higher sampling rates for higher quality recordings can be used, however, with reduced system performance. Multiple channels, like stereo, are not supported.

Before you begin

Ensure that you have an existing namespace and content group on the system.

Ensure that the file to be uploaded is on the same system that is running the web browser you are using to navigate EM.

Procedure

1. Using a browser on the same computer where your file resides, navigate to **EM > Tools > Media Management**.
2. On the **Media Management** page, select the check box next to the namespace to which you want to add a media file.
3. Click **Browse**.

4. On the **Provision Media** page, select the content group to which you want to add a media file.
5. Click **Add Media**.
6. In the **Add Media** dialog box, click **Browse** and navigate to the media file you want to upload.
7. Select **Always overwrite files with the same name** or **Do not overwrite files with the same name**.
8. To remove the extension from the filename, select **Cut extension**.
The system keeps the actual file extension. The **Cut extension** option removes the extension from the content ID display name.
9. To use a different name for the media file that is uploaded, enter a new name in the **New Name** field.
10. Click **Upload**.

Configuring attributes for the Call Park and Page Snap-in

About this task

You can configure attributes for the Call Park and Page Snap-in on the Attributes Configuration page.

The following attributes are fixed for the entire cluster: Call Park Extension Groups 1 to 12, Master EDP IP Address, Park Extension Minimum Idle Period, and Recall String.

You can set the following attributes for every Park Extension group: Allow Fixed Park Extensions, Message File URL 1 to 8, Music Source, Park Recall Timer, Park Sanity Timer, and Recall Duration.

Procedure

1. On the System Manager web interface, click **Elements > Enterprise Development Platform**.
2. On the Server Administration page, click **Configuration > Attributes**.

The system displays the Attributes Configuration page with the following tabs:

- Service Profiles
- Service Clusters
- Service Globals

3. To configure attributes for **Service Profiles**, click the **Service Profiles** tab.

All Call Park and Page Snap-ins that are part of the service profile that you select use attributes configured in Service Profiles. For users of snap-ins on that profile, Service Profile attributes override both global and cluster snap-in attributes.

- a. In the **Profile** field, select the service profile where the Snap-in is installed.

- b. In the **Service** field, click **CallParkNPage**.

The system displays a list of attributes that you can configure.

- c. In the **Override Default** column, select the check boxes of attributes whose default values you want to change.
- d. **(Optional)** In the **Effective Value** column, change the value of the attributes.

You can restore the default value by clearing the **Override Default** check box.

4. To configure attributes for **Service Clusters**, click the **Service Clusters** tab.

All Call Park and Page Snap-ins that are part of the cluster that you select use attributes configured in Service Clusters. For users of snap-ins on that cluster, Service Cluster attributes override global attributes, but not Service Profile attributes.

- a. In the **Cluster** field, select the cluster where the Snap-in is installed.
- b. In the **Service** field, click **CallParkNPage**.
The system displays a list of attributes that you can configure.
- c. In the **Override Default** column, select the check boxes corresponding to the attributes for which you want to change the default values.
- d. **(Optional)** In the **Effective Value** column, change the value of the attributes.

You can restore the default value by clearing the **Override Default** check box.

5. To configure attributes for **Service Globals**, click the **Service Globals** tab.

All Call Park and Page Snap-ins use attributes configured in the Service Globals tab. However, the system overrides these global attributes if you configure different attributes for a specific cluster or Service Profile.

- a. In the **Service** field, click **CallParkNPage**.
The system displays a list of attributes that you can configure.
- b. In the **Override Default** column, select the check boxes corresponding to the attributes for which you want to change the default values.
- c. **(Optional)** In the **Effective Value** column, change the value of the attributes.

You can restore the default value by clearing the **Override Default** check box.

6. Click **Commit**.

Attributes field descriptions

Name	Description
Allow Fixed Park Extensions	<p>The option to determine whether the attendant can select specific park extensions.</p> <ul style="list-style-type: none"> • Yes: Attendants can select a park extension. This is the default value. • No: Attendants cannot select a park extension. When an attendant dials the Park Pilot number, the call is automatically parked at a preselected Park Extension.
Call Park Extension Group	<p>The Call park extension group specified in the format <i>Pilot number / prefix length: Park Extensions</i>.</p> <p>The Park Extensions must be separated by a space.</p> <p>The system provides up to 12 Call Park Extension Groups: Call Park Extension Group 01 to Call Park Extension Group 12. You can specify park extensions individually or as a range of extensions.</p> <p>All Park Extensions configured for a single Pilot number must be equal in length.</p> <p>Do not use the same Park Extensions in more than one Park Extension group.</p> <p>To use both fixed and dynamic Park Extensions, you must use different Park Extension groups for fixed and dynamic Park Extensions.</p>
Master EDP IP address	The IP address of one EDP instance.
Message file URL 1	<p>The Media file URL for the following message:</p> <ul style="list-style-type: none"> • Please enter a Park Extension, or press # if you want one assigned automatically. <p> Note:</p> <p>Media files are uploaded to Avaya Aura® Media Server. For more information, see the Media provisioning in Avaya Aura® Media Server section.</p>
Message file URL 2	<p>The Media file URL for the following message:</p> <ul style="list-style-type: none"> • This is a recall. Enter * to accept the call, or any other key to leave call parked.
Message file URL 3	<p>The Media file URL for the following message:</p> <ul style="list-style-type: none"> • I'm sorry, but that Park Extension has reached capacity.
Message file URL 4	<p>The Media file URL for the following message:</p> <ul style="list-style-type: none"> • I'm sorry, but that extension is not available. Please try again.

Table continues...

Name	Description
Message file URL 5	The Media file URL for the following message: <ul style="list-style-type: none"> • I'm sorry, but all park extensions are busy. Please try again later.
Message file URL 6	The Media file URL for the following message: <ul style="list-style-type: none"> • I'm sorry, but no one is waiting at the extension you dialed. Please try your call again.
Message file URL 7	The Media file URL for the following message: <ul style="list-style-type: none"> • I'm sorry, but the person you are waiting for is unable to take your call. Please try your call again.
Message file URL 8	The Media file URL for the following message: <ul style="list-style-type: none"> • I'm sorry, but I was unable to park the call using that extension. Please try again.
Music Source	The URL at which the music to be played to parked calls is stored. A default music file is included with the Call Park and Page Snap-in.
Park Extension Minimum Idle Period	The Number of seconds before an automatically selected Park Extension can be reused. Enter a value between 30 and 480 seconds. The default value is 30 seconds.
Park Recall Timer	The Number of seconds before a parked call returns to the attendant. Enter a value between 30 and 960 seconds. The default value is 45 seconds.
Park Sanity Timer	The Number of minutes before a parked call is dropped. Enter a value between 1 and 480 minutes. The default value is 180 minutes.
Recall Duration	The Number of seconds that a recall rings. Enter a value between 20 and 90 seconds. The default value is 45 seconds.  Note: This attribute is used only for calls parked from CS 1000.
Recall String	The Message displayed to attendants to indicate a recall. The default value for this field is RECALL. However, you can change the default value to display any string or character that the endpoints support.
Supplier Id	The Supplier ID provided by Avaya.

Related links

[Media provisioning in Avaya Aura Media Server](#) on page 37

Examples of audio attributes

You can use the following methods to upload a file to Avaya Aura® Media Server:

- Manually add an audio file to a folder in the default file storage location on Avaya Aura® Media Server.
- Use Element Manager to add an audio file to the Avaya Aura® Media Server content store .

The following examples show audio attributes that can be used in different scenarios:

- To use an audio file `Sample_Music1.wav` that you manually added to the Avaya Aura® Media Server default file storage location under a new folder called `ParkNPage`, use the notation `file://ParkNPage/Sample_Music1.wav` for the Park and Page audio attribute.
- To use an audio file `Sample_Music1.wav` that you manually added to the Avaya Aura® Media Server content store in a namespace called `ParkNPage` and a Content Group called `music`, use the notation `cstore://Sample_Music1.wav?ns=ParkNPage&cg=music`.
- To use a playlist, create a namespace called `streamsource`. Create a Content Group called, for example `playlist`. Manually add the music audio files to the content group using Avaya Aura® Media Server Element Manager and then use the notation `file://playlist.lss` for the Park and Page audio attribute.

You can create a playlist only if you have Avaya Aura® Media Server Release 7.7 with Engagement Development Platform Release 3.1.

Avaya Aura® Media Server

Managing: CEAMS1.siptraffic.com, 172.18.70.186
[Home](#) > [Tools](#) > [Media Management](#) > [Provision Media](#)

Provision Media (ParkNPage) A file called Sample_Music1.wav is saved to a namespace called ParkNPage with a Content Group called music on the AMS content store.

Right click an item to see more options.

Name	Content Type	Size	Created(IST)	Modified(IST)	Version
Sample_Music.wav	audio/x-wav	4728584	2015-12-14 12:43:07	2015-12-14 12:43:07	1
Sample_Music1.wav	audio/x-wav	2987288	2015-12-10 14:57:22	2015-12-10 14:57:22	1
Sample_Music2.wav	audio/x-wav	3021762	2015-12-10 14:57:32	2015-12-10 14:57:32	1

Media file

For this file, the Music Source attribute is set to `cstore://Sample_Music1.wav?ns=ParkNPage&cg=music`.

Music Source `cstore://Sample_Music1.wav?ns=ParkNPage&cg=music` URL from which to play music to parked calls

Configuration of Communication Manager checklist

You must configure Communication Manager to send:

- Calls to the Park Pilot number.

- Meet-me Vector Directory Numbers (VDNs) to Engagement Development Platform.

No.	Task	Description	✓
1	Define a dial plan for the VDNs and the extensions.	Defining a dial plan on page 45	
2	Administer the Uniform Dial Plan (UDP) table.	Administering the Uniform Dial Plan table on page 46	
3	Specify the prefixes that the system must add to a number when a meet-me VDN answers the call	Changing the public or private numbering table on page 48	
4	Administer the AAR digit analysis table for UDP.	Administering the AAR digit analysis table for UDP on page 47	
5	Administer the route pattern.	Administering the route pattern on page 48	
6	Set up signaling groups.	Creating a signaling group on page 52	
7	Set up trunk groups.	Setting up a trunk group on page 53	
8	Configure Park Extensions such that Communication Manager routes calls to Session Manager	Configuring Communication Manager to route calls to Session Manager on page 53	
9	Implement COR restrictions to prevent users from dialing the Meet-me VDNs directly.	Using CORs to prevent users from dialing the Meet-me VDNs on page 53	
10	Create a Meet-me Conference vector.	Creating or changing a Meet-me Conference vector on page 54	
11	Create a Meet-me Conference VDN.	Creating a Meet-me Conference VDN on page 55	

Defining a dial plan

About this task

To ensure that the Call Park and Page Snap-in works, you must define dial plans for the Vector Directory Numbers (VDNs) and the Uniform Dial Plan (UDP) .

Procedure

1. Start an SSH session to the Communication Manager server and log in.
2. Type `change dialplan analysis`.
3. Move the cursor to an empty row.
4. In the **Dialed String** field, type the initial digits that a user might dial.

5. In the **Total Length** field, type the total number of digits that the user must dial for the dialed string.
6. In the **Call Type** field, type one of the following values:
 - `ext`: To configure the dial plan for the VDNs.
 - `udp`: To configure a common dial plan for a group of servers.
7. Save the changes.

Administering the Uniform Dial Plan table

Procedure

1. Type `change uniform-dialplan n`.

The system lists entries that begin with or are greater than the number *n*. For example, if you type `change uniform-dialplan 5`, the system lists entries beginning with 5. If no matching patterns begin with 5, the system lists entries beginning with a number greater than 5.

2. In the **Matching Pattern** field, type the number that you want the software to match to the number that a user dials.
3. In the **Len** field, type the number of digits that the software must analyze while comparing the dialed number with the numbers in the **Matching Pattern** field.
4. In the **Del** field, type the number of digits that the software deletes before the software routes a call.

The number that you type must be less than, or equal to, the number that you type in the **Len** field.

5. In the **Insert Digits** field, type the digits that the software uses to replace the digits that the software deletes from the dialed number.

If you want the software to delete the digits instead of replacing the digits, leave the **Insert Digits** field blank. You can type a maximum of 4 digits.

6. In the **Net** field, type the server or the system network that the software uses to analyze the number that the software converts. Perform one of the following actions:
 - If you want the software to route the converted digit-string as an extension, type `ext`.
 - If you want the software to route the converted digit-string as its converted AAR address, type `aar`.
 - If you want the software to route the converted digit-string as its converted ARS address, type `ars`.
7. In the **Conv** field, perform one of the following actions:
 - If you want additional digit conversion, type `y`.
 - If you do not want additional digit conversion, type `n`.

The **Percent Full** field displays the percent of the allocated uniform dial plan data resources that are currently used. You cannot change this field.

8. Save the changes.

Administering the AAR digit analysis table for UDP

Procedure

1. Enter `change aar analysis n`, where *n* is the number of the AAR Digit Analysis Table.
2. In the **Dialed String** column, type the numbers that the system compares to the number that the user dials.

You can also type `*`, a lower case `x`, or an upper case `X` as wildcard characters.

The system uses the dialed string that most closely matches the number that the user dials. For example, if a user dials 297-1234, and the AAR Digit Analysis Table contains two dialed strings of 297-1 and 297-123, the system uses the dialed string 297-123 as the match.

When the system compares a user-dialed number with an entry in the **Dialed String** column that is an exact match and an entry in the **Dialed String** column with one or more wildcard characters, the system chooses the exact match. For example, if a user dials 424, and the AAR Digit Analysis Table contains two dialed strings of 424 and X24, the system uses the dialed string 424 as the match.

3. In the **Min** column, type the minimum number of user-dialed digits that the system uses to compare with the matching pattern in the **Matching Pattern** column.
4. In the **Max** column, type the maximum number of user-dialed digits that the system uses to compare with the matching pattern in the **Matching Pattern** column.
5. In the **Route Pattern** column, type the route information that you want the server to use for the dialed string.

Perform one of the following actions:

- To specify the route index number that you established on the Partition Routing Table screen, type a value from p1 to p2000.
- To specify the route pattern that the system uses to route the call, type a number from 1 to 640.
- To specify the route pattern that the system uses to route the call, type a number from 1 to 999 or 1 to 2000. If you are using the S8300D or S8300E server, you can configure a maximum of 999 route patterns. If you are using the HP DL360 G7, Dell R610, or Dell R620 server, you can configure a maximum of 2000 route patterns.
- If RHNPA translations are required for the corresponding dialed string, type a value from r1 to r32 to specify the remote home numbering plan.
- To designate node number routing, type `node`.
- To block the call, type `deny`.

6. In the **Call Type** column, type the call type that is associated with each dialed string. The call types indicate the numbering requirements on different trunk networks. Perform one of the following actions:
 - For regular AAR calls, type `aar`.
 - To specify the Private Number Plan (PNP) number formats, type `lev0`, `lev1`, or `lev2`.
 - For a UDP numbering plan where extensions are passed, rather than full public network or private-network numbers, type `unku`.
- For more information on ISDN Numbering-Private, see *Administering Avaya Aura® Communication Manager*, 03-300509.
7. Save the changes.

Changing the public or private numbering table

About this task

For the Call Park and Page Snap-in, you can use both private and public numbering. To use public numbering, you must remove the leading + from Park Pilot numbers and Park Extensions sent through EDP to the Call Park and Page Snap-in. To use public numbering, you must ensure CM does not insert a leading + in the Route Pattern when sending the call to SM or use an SM adaptation.

One way to ensure that Communication Manager routes calls to Session Manager, is to prefix numbers by using the private or public numbering plan. For example, for a VDN 19028, you can add an entry in the private numbering table with extension length 5, extension code 1902, private prefix 222 and total length 8.

Procedure

1. Type `change private-numbering n`, where *n* is the length of the extension.
2. In the **Ext Len** field, type the number of digits the extension can have.
3. In the **Ext Code** field, type the extension code.
4. In the **Private Prefix** field, type the number that the system must include at the beginning of the extension to form the Private Identification Number.
5. In the **Total Len** field, type the total number of digits that the system must send.

The sum of the private prefix length and the extension length must be equal to the total length.
6. Save the changes.

Administering the route pattern

Procedure

1. Type `change route-pattern n`, where *n* is the number of the route pattern.

2. In the **FRL** field, type the Facility Restriction Level (FRL) that is associated with the preference.

Valid values are the digits 0 through 7.

0 is the least restrictive FRL, and 7 is the most restrictive FRL. To access the associated trunk-group, the FRL of the calling party must be greater than, or equal to, the FRL that you typed on this screen.

 **Security alert:**

For system security reasons, Avaya recommends that you use the most restrictive FRL possible.

3. In the **Grp No** field, type the trunk group number that is associated with the preference.

Valid values are digits 1 through 2000 for the S8300D server and IP-PNC.

4. In the **Hop Lmt** field, type the number of hops for each preference.

A hop occurs when a call tandems through a media server or a system to another destination. You limit the number of hops to prevent circular hunting, which ties up trunk facilities without completing a call. The software blocks the number of hops that are equal to or greater than the number that you enter in the **Hop Lmt** field.

For the **Hop Lmt** field entries, see [Table 1: Entries for the Hop Lmt field](#) on page 49.

Table 1: Entries for the Hop Lmt field

Entry	Description
blank	Indicates that the system does not apply a limit to the number of hops for this preference.
1 to 9	Limits the number of hops if you use the Tandem Hop capability. Valid values are the digits 1 to 9.
1 to 32	Limits the number of hops if you use the Transit capability. Valid values are the digits 1 to 32.

5. In the **Inserted Digits** field, type the digits that the software inserts for routing.

Valid values are the digits 0 through 9. You can type a maximum of 36 digits.

The software can send a maximum of 52 digits. This number includes the digits that you enter in the **Inserted Digits** field, plus the digits that the user dials. The software counts each special symbol as 2 digits.

For the **Inserted Digits** field entries, see [Table 2: Entries for the Inserted Digits field](#) on page 50.

Table 2: Entries for the Inserted Digits field

Entry	Description
asterisk (*)	When an asterisk (*) is in the route pattern and the outgoing trunk is signaling type mF, the MFC tone for the end-of-digits is sent out to the central office (CO) in place of the asterisk (*).
pound sign (#)	When the pound sign (#) is in the route pattern and the outgoing trunk is signaling type mF, the MFC tone for the end-of-digits is sent out to the central office (CO) in place of the pound sign (#).
comma (,)	A comma (,) uses 2 places. A comma (,) creates a 1.5-second pause between the digits that are sent. Do not use a comma (,) as the first character in the string unless it is absolutely necessary. Misuse can result in some calls, such as Abbreviated Dialing or Last Number Dialed calls, not completing.
plus sign (+)	The plus sign (+) waits for dial tone up to the Off Premises Tone Detection Timer . The system then sends either digits or intercept tone, based on value in the Out Pulse Without Tone field on the Feature-Related System Parameters screen.
percent sign (%)	The percent sign (%) starts End-to-End Signaling.
exclamation point (!)	An exclamation point (!) waits for dial tone without timeout, and then sends dual-tone multifrequency (DTMF) digits.
ampersand (&)	An ampersand (&) waits for Automatic Number Identification (ANI). An ampersand (&) is used for Russian pulse trunks.
p	The associated trunk group must be of type sip. Type the single digit p for fully qualified E.164 numbers. The system translates the p to a plus sign (+). The system then places the plus sign (+) at the front of the digit string.
dollar sign (\$)	If (\$) sign is in the Inserted Digit String of a routing pattern, the MF Packet does not have ANI information. That is, use "1" S F11 format. If (\$) is not in the Inserted Digit String of a routing pattern, the MF Packet has the "1" S Cs def xxxx F11 format.

6. In the LAR field, type the routing-preference for Look Ahead Routing (LAR).

For the **LAR** field entries, see [Table 3: Entries for the LAR field](#) on page 50.

Table 3: Entries for the LAR field

Entry	Description
next	Go to the next routing preference and attempt the call again.
rehu	Rehunt within the current routing-preference for another trunk to attempt the call again.
none	LAR is disabled for the preference.

7. In the **No.Del. Digits** field, type the total number of digits that you want the system to delete before the system sends the number out on the trunk.

Valid values are the digits 0 through 28. You can also set the field to blank. To set the field to blank, press `Enter`.

The software uses this information to modify the dialed number so that the system routes an AAR or ARS call over different trunk groups that terminate in media servers or systems with different dial plans. The software uses this information for the calls that use the following routing methods:

- To or through a remote media server or switch
- Over tie trunks to a private network server or switch
- Over CO trunks to the serving CO

8. In the **NPA** field, type the 3-digit Numbering Plan Area (NPA) for the terminating endpoint of the trunk group.

The NPA is also known as the area code.

Valid values are the digits 0 through 9. You can also set the field to blank. To set the to field blank, press `Enter`.

For WATS trunks, the terminating NPA is the same as the home NPA unless the local exchange carrier (LEC) requires 10 digits for local NPA calls.

Call your local telephone company to verify the NPA, if you need help.

You do not need to enter an NPA for AAR.

9. In the **Numbering Format** field, type the information that specifies the format of the routing number that the system uses for the ISDN trunk groups for this preference.

For **Numbering Format** field entries, see [Table 4: Entries for the Numbering Format field](#) on page 51.

Table 4: Entries for the Numbering Format field

Entry	Numbering Plan Identifier	Type of Numbering
blank	E.164(1)	1-MAX
natl-pub	E.164(1)	national(2)
intl-pub	E.164(1)	international(1)
locl-pub	E.164(1)	local/subscriber(4)
pub-unk	E.164(1)	unknown(0)
lev0-pvt	Private Numbering Plan - PNP(9)	local(4)
lev10-pvt (use this entry to allow Network Call Redirection/Transfer)	-	-
lev1-pvt	Private Numbering Plan - PNP(9)	Regional Level 1(2)
lev2-pvt	Private Numbering Plan - PNP(9)	Regional Level 2(1)
unk-unk	unknown(0)	unknown(0)

10. Save the changes.

Creating a signaling group

Procedure

1. Type `add signaling-group n`, where *n* is the signaling group number.
The system displays the Signaling Group screen.
2. In the **Group Type** field, type `sip`.
3. In the **Near-end Node Name** field, type the node name of the procr.
The node names are administered on the Node Names screen and the IP Interfaces screen.
4. In the **Far-end Node Name** field, type the far end Session Manager name.
Leave this field blank when the signaling group is associated with an unspecified destination.
5. In the **Near-end Listen Port** field, type the port number depending on the transport method.
For example, enter 5060 for TCP/UDP and 5061 for TLS.
6. In the **Far-end Listen Port** field, enter the number entered in the **Near-end Listen Port** field.
7. In the **Far-end Network Region** field, enter a value from 1 to 250 or leave the field blank.
Identify the network assigned to the far end of the trunk group. The far-end network region is used to obtain the codec set for negotiation of trunk bearer capability.
8. In the **Far-end Domain** field, type the name of the IP domain that is assigned to the far end of the signaling group.
For example, to route Session Manager calls within an enterprise, the domain assigned to the proxy server is used. For external SIP calling, the domain name can be the name of the SIP service provider.
Leave this field blank when you do not know the far-end domain.
9. In the **DTMF Over IP** field, specify the DTMF digits for transmission .
The valid options for SIP signaling groups are:
 - **in-band**: All G711 and G729 calls pass DTMF in-band.
 - **out-of-band**: All IP calls pass DTMF out-of-band.
 - **rtp-payload**: RFC 2833 specifies this method. By default, RFC 2833 is the default value for newly added SIP signaling groups.For more information about the options, see *Avaya Aura® Communication Manager Screen Reference* .
10. Save the changes.

Setting up a trunk group

Procedure

1. Type `add trunk group n`, where *n* is the trunk group number.
2. In the **Group Type** field, type `sip`.
3. In the **TAC** field, type the trunk access code number.
4. In the **Service Type** field, type `tie`.
5. In the **Signaling Group** field, type the signaling group that you configured.
6. In the **Number of Members** field, type the number of members that you want to assign for the trunk.

Enter a value in this field only when the member assignment is auto.
7. Save the changes.

Configuring Communication Manager to route calls to Session Manager

Procedure

1. Use prefix numbers configured in the private numbering plan.

For example, for a VDN 19028, add an entry in the private numbering table with extension length 5, extension code 19028, private prefix 222 and total length 8.
2. Configure the Communication Manager routing tables to route the calls out to Session Manager if a user dials the configured dial pattern.

For example, if a user dials the pattern 22219xxx, Communication Manager must route the calls out to Session Manager.
3. Configure the route pattern to remove the number of digits equal to the Private Prefix length.

For example, configure the route pattern to strip the first three digits from the number, so that Communication Manager sends only the numbers 19028 instead of 22219028.

Using CORs to prevent users from dialing the Meet-me VDNs

About this task

Users must not be permitted to directly dial the Meet-me VDNs to prevent interfering with Call Park and Page Snap-in. Therefore, you must set up a Class of Restriction (COR) for the Meet-me VDNs to restricts users from any other COR from calling the Meet-me VDN.

Procedure

1. Type `change cor n`, where n is the number of the Meet-me VDN COR.
2. Press `Enter`.
3. In the **COR Description** field, type a name that describes the purpose or the members of the COR.
4. Navigate to the fourth screen from where you can set the Calling Permissions for the available CORs.

The numbers listed on the screen represent the available CORs. The default value for all fields is y .

5. Change the calling permissions for all CORs, except the COR for the trunk group from Communication Manager to Session Manager, to n .
6. Save the changes.

Creating or changing a Meet-me Conference vector

Procedure

1. Type `change vector n`, where n is the number of the vector that you want to create or change.
Vector numbers must be between 1 and 256.
2. In the **Meet-me Conf** field, type y to designate the vector as a Meet-me Conference vector.
3. Use the numbered fields to create or change a Meet-me Conference vector.
For an example, see Call Vector screen Page 1 and Call Vector screen Page 2.
4. Press `Enter` to submit the vector.

Configure a single meet-me vector

- Choice 1: no announcements

```
1. Goto step 4 if meet-me-full
2. Route-to meetme
3. Stop
4. Busy
```

Options for creating Meet-me vector steps

collect

When the **Meet-me Conf** field is enabled, the collect vector step collects the next six digits. The vector step then uses those digits as the access code for a Meet-me Conference call.

goto

The goto vector step has three conditions:

- **meet-me idle:** The meet-me-idle condition routes the first caller who accesses a Meet-me Conference to the conference call. An announcement step that tells the caller that he is the first party to join the conference can be played.
- **meet-me full:** The meet-me-full condition is used when the Meet-me Conference already has the maximum of six parties on the call.
- **meet-me access:** The meet-me access condition ensures that the access code is valid. If the access code that the caller dials is the same as the access code that is administered for the VDN, vector processing continues.

route to

The route-to vector step has the meetme condition. This condition adds the caller to the Meet-me Conference call, and all parties on the call hear an entry tone. The meetme condition is valid when the caller enters the correct access code, and the number of parties who are on the call already is less than six.

If the route-to meetme step fails, vector processing stops, and the caller hears a busy tone.

Creating a Meet-me Conference VDN

Procedure

1. Type `add vdn next`, or `add vdn n`, where *n* is the extension that you want to use for the VDN.

If the VDN extension is one of the Direct Inward Dialing (DID) numbers, external users can access the conference VDN. If the VDN extension is not part of the DID block, only internal callers on the network, or remote access callers, can access the conference.

2. In the **Extension** field, type the extension for the VDN.

If you typed the extension as part of the `add vdn` command, the system automatically displays the extension in the **Extension** field.

3. In the **Name** field, type a name of up to 27 characters to identify this VDN.

4. In the **Vector Number** field, type the number for this vector.

If you used the `add vdn next` command, the system automatically displays the next available vector number in the **Vector Number** field.

5. In the **Meet-me Conferencing** field, type *y*.
6. Save the changes.

Configuring CS 1000 for the Call Park and Page Snap-in Procedure

1. Log in to CS 1000 Element Manager and install the `p29593_1.nt1` patch.
For more information about installing patches, see *NN43001-407 Patching Fundamentals*.
2. Log in to the CS 1000 server and do the following:
 - a. Run the LD 17 overlay.
 - b. At the RCAP prompt, type ND3.
The system sets the remote capability for D-channel to Allow Name Display 3 (ND3).
3. Assign a Display Name for every attendant.
If not, the endpoint does not display the recall string that you configured for parked call recalls.
4. To add an adaptation that removes mime headers from CS 1000 INVITE messages, do the following:
 - a. On the home page of System Manager, click **Routing > Adaptations**.
 - b. In the **Adaptation** field, type the name of the adaptation.
 - c. In the **Module Name** field, click **DigitConversionAdapter**.
 - d. In the **Module Parameter Type** field, click **Name-Value Parameter**.
 - e. In the **Name** field, type `MIME`.
 - f. In the **Value** field, type `no`.
 - g. Click **Commit**.
 - h. In the left navigation pane, click **SIP Entities**.
 - i. Select an Engagement Development Platform (EDP) server SIP entity or EDP Cluster SIP entity, and click **Edit**.
 - j. In the **Adaptation** field, select the adaptation that you created.
 - k. Click **Commit**.
5. To avoid applying the Multi-Part mime adaptation to Presence Services and avoid breaking Instant Messaging between federated Presence Services users, do the following:
 - a. Administer separate SIP entities, SIP Entity#1 and SIP Entity#2, for Presence Services and the Call Park and Page Snap-in.
The name of SIP Entity #1 must match the name of the Presence Managed Element representing the presence or IM service.
 - b. Use the same FQDN for both SIP entities.
 - c. Assign the adaptation with **MIME** set to `n` for SIP Entity#2.
Do not assign any adaptation for SIP Entity#1.

- d. Create SIP Entity Links between each of the SIP entities and appropriate SMs.
- e. Change the port numbers on the SM side.
- f. Use SIP Entity#1 in the user Presence Services communication profile to populate the **SIP Entity** and **IM Gateway** fields.
- g. Use SIP Entity#2 to configure the Call Park and Page Snap-in.

Call Park and Page Snap-in administration

You can administer the Call Park and Page Snap-in through Avaya Engagement Development Platform.

The Call Park and Page Snap-in stores the configuration data for sharing among multiple Engagement Development Platform occurrences.

You must configure Park Extensions on Communication Manager and on the Call Park and Page Snap-in.

For the Call Park and Page Snap-in, the attribute page in System Manager is the authoritative source for configuration data. However, the Call Park and Page Snap-in also maintains a database that stores the Park Extensions and the status of each extension. All Call Park and Page Snap-ins in an Engagement Development Platform cluster share the database that the Call Park and Page Snap-in maintains.

The Call Park and Page Snap-in occurrences update the System Manager database if the customer updates the list of Park Extensions.

After configuring the Call Park and Page Snap-in, you can use the Call Park, Recall, Repark, and Call Retrieve features of Call Park and Page Snap-in.

Attendants might use the following tasks frequently:

- Park a call at a fixed or dynamic extension.
- Repark a recall call.
- Retrieve a parked call.

Parking a call at a dynamic Park Extension

Procedure

1. Answer a new incoming call and hear the name of the retrieving party.
2. Start a transfer to a unique Park Pilot number.

You can use abbreviated dialing or a designated button to dial the Park Pilot number.

3. Listen to the message played and press the pound key (#) to request for a new Park Extension.

The Call Park and Page Snap-in selects a Park Extension associated with the dialed Park Pilot number. The endpoint displays the Park Extension.

4. Page the retrieving party with the number at which the call is parked.
5. Complete the transfer.

Parking a call at a fixed Park Extension

Procedure

1. Answer a new incoming call and hear the name of the retrieving party.
2. Start a transfer to a unique Park Pilot number.

You can use abbreviated dialing or a designated button to dial the Park Pilot number.

3. Listen to the message played and dial the fixed Park Extension.

If two people page the called party simultaneously, park the second call on a Park Extension different from the fixed Park Extension.

The Call Park and Page Snap-in does not park the call on the fixed Park Extension that you dialed if you select:

- A fixed Park Extension that is already in use.
- A fixed Park Extension that is not associated with the Park Pilot number.

If the call is not parked, the Call Park and Page Snap-in plays a tone or an announcement. You can then try parking the call by dialing a new Park Extension.

4. Page the retrieving party with the number at which the call is parked.
5. Complete the transfer.

Reparking a recall call

About this task

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. You can identify a recalled parked call with the recall reason code displayed on the endpoint. If configured, the endpoint can display the recall reason code in different languages.

Note:

H.323 endpoints can display the recall reason codes in languages other than English only if the endpoints have the appropriate language fonts.

Procedure

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

Procedure

1. Check the paging message to find the Park Extension at which the call is parked.
2. Dial the Park Extension.

You can try to 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.

Removing the Call Park and Page Snap-in

Uninstalling the Call Park and Page Snap-in

About this task

When you uninstall a service, the system does not remove the attributes from the Engagement Development Platform Postgres database. The system preserves the DataGrid and the entries written to spaces until the lease time expires.

Procedure

1. On the System Manager web interface, click **Elements > Engagement Development Platform**.
2. In the left pane, click **Service Management**.
3. Select the **CallParkNPage** check box, and click **Uninstall**.
4. On the Confirm Uninstall Service page, do the following:
 - a. Select the cluster.
 - b. Select the **Do you want to force the uninstall?** check box.
 - c. Click **Commit**.

Checking whether the service is uninstalled

Procedure

1. On the System Manager web interface, click **Elements > Engagement Development Platform**.
2. In the left pane, click **Server Administration**.
3. Ensure that the **Service Install Status** column for the service displays **Uninstalling**.
4. In the left pane, click **Service Management**.
5. Ensure that the **State** column of the service displays **Loaded**.
6. In the left pane, click **Cluster Administration**.
7. Locate the cluster, and click **Show**.
8. Click a server, and ensure that the Service Status page does not display the uninstalled service.

Deleting the Call Park and Page Snap-in

About this task

When you uninstall a service, the system removes the attributes from the Engagement Development Platform Postgres database. The system preserves the DataGrid and the entries written to spaces until the lease times expire. Entries such as **Property** do not expire.

Before you begin

Uninstall the Call Park and Page Snap-in.

Procedure

1. On the System Manager web interface, click **Elements > Engagement Development Platform**.
2. In the left pane, click **Service Management**.
3. Ensure that the **State** column of the CallParkNPage service displays **Loaded**.
4. Select the **CallParkNPage** check box, and then click **Delete**.
5. In the dialog box, select the **Please Confirm** check box.
6. Click **Delete**.
7. Ensure that the Service Management page does not display the deleted service.

Chapter 6: Performance

Capacities and scalability

The Call Park and Page Snap-in inherits the ability to scale to large configurations from the underlying Engagement Development Platform cluster. Thus, the Call Park and Page Snap-in is designed to run on multiple Engagement Development Platform instances within an Engagement Development Platform cluster.

You can configure up to 12 Park Groups. If the customer configures the Park Extensions in groups, the maximum 1000 Park Extensions need not be distributed evenly among the Pilot Numbers. For example, one Pilot Number may have 10 Park Extensions, while another may have 85 Park Extensions.

Large and medium Communication Manager servers support up to 1800 meet-me VDNs. Small Communication Manager servers support only 175 meet-me VDNs, so the Call Park and Page Snap-in in a small configuration must not be configured with more than 175 Park Extensions. The Call Park and Page Snap-in blocks an attendant from parking a call on a small Communication Manager server on which all 175 park extensions are busy.

Chapter 7: Security

Security requirements

On CS 1000, Park Extensions are internal extensions that are not accessible from the Public Switch Telephone Network (PSTN) through DID. With the Call Park and Page Snap-in, you can choose whether Park Extensions must be accessible from outside the enterprise. Anyone can retrieve a wrong call erroneously, such as by accidentally swapping two digits. If Park Extensions are configured as externally visible, E.164 DID numbers, a telemarketing call could also accidentally retrieve a parked call. Therefore, you must use Classes of Restriction (COR) on Communication Manager to prevent users from dialing the Call Park and Page Meet-Me VDNs directly. All calls to these VDNs must be dialed with a prefix or an altered number, so that these calls are forced to route through Session Manager and the EDP cluster. For example, if a VDN is 19020, users must be blocked from dialing 19020 directly. Instead, they must dial the VDN by using a prefixed number such as 221-9020. For more information, see the [Configuring Communication Manager to route calls to Session Manager](#) section.

Related links

[Configuring Communication Manager to route calls to Session Manager](#) on page 53

Port assignment

For the Call Park and Page Snap-in port information, see Engagement Development Platform 3.0 Port Matrix document at <https://support.avaya.com/security>.

Chapter 8: Troubleshooting

Call Park and Page Snap-in log files

The system stores the log files for the Call Park and Page Snap-in at `/var/log/Avaya/services/CallParkNPage/CallParkNPage.log`.

Music plays even after call is retrieved

Condition

In a two-node Engagement Development Platform configuration, after an Engagement Development Platform server restart, the music plays even after the call is retrieved.

Cause

Because of a race condition after server restart, Engagement Development Platform wrongly gets an indication that the Data Grid is unavailable.

Solution

1. On the System Manager System Management page, select the **CallParkNPage** check box and click **Uninstall**.

The system uninstalls the the Call Park and Page Snap-in.

2. Select the **CallParkNPage** check box and click **Uninstall**.

The system installs the Call Park and Page Snap-in again.

Alternatively, navigate to the Service Status page for the affected EDP servers, select the row for CallParkNPage, and click **Reinstall Service**. In a two-node EDP cluster, you must repeat this step for both servers.

If this does not fix the issue, go to the EDP command line interface, and type

```
deploy_service /var/avaya/aus_svars/CallParkNPage-3.0.0.0.30018.svar.
```

Master EDP IP address is not set before adding Park Extension Groups

Solution

1. On the System Manager System Management page, select the **CallParkNPage** check box and click **Uninstall**.

The system uninstalls the the Call Park and Page Snap-in.

2. Select the **CallParkNPage** check box and click **Uninstall**.

The system installs the Call Park and Page Snap-in again.

Alternatively, navigate to the Service Status page for the affected EDP servers, select the row for CallParkNPage, and click **Reinstall Service**. In a two-node EDP cluster, you must repeat this step for both servers.

If this does not fix the issue, go to the EDP command line interface, and type
`deploy_service /var/avaya/aus_svars/CallParkNPage-3.0.0.0.30018.svar.`

Calls are not parked, but error announcement is not played to attendant

Cause

Park Extension Groups might be invalid.

Solution

Check error logs to identify warnings that Park Extension Groups are invalid.

All Park Extensions are busy

Condition

While parking a call, the attendant hears an error that all Park Extensions are busy.

Cause

Too few Park Extensions are configured for the Park Pilot number or the Minimum Idle period is too short.

Solution

1. Check whether enough Park Extensions are configured for the Park Pilot number.
2. Check whether the minimum idle period is too short.

3. On the System Manager System Management page, select the **CallParkNPage** check box and click **Uninstall**.

The system uninstalls the the Call Park and Page Snap-in.

4. Select the **CallParkNPage** check box and click **Uninstall**.

The system installs the Call Park and Page Snap-in again.

Alternatively, navigate to the Service Status page for the affected EDP servers, select the row for CallParkNPage, and click **Reinstall Service**. In a two-node EDP cluster, you must repeat this step for both servers.

If this does not fix the issue, go to the EDP command line interface, and type
`deploy_service /var/avaya/aus_svars/CallParkNPage-3.0.0.0.30018.svar.`

Configured music does not play

Condition

The configured music does not play when the call is parked.

Cause

Music file entry is invalid or Avaya Aura® Media Server does not have the correct https certificate.

Solution

1. Check the error logs for warnings that the music file entry is invalid.
2. If the music file entry is invalid, upload a new music file.
3. Check whether Avaya Aura® Media Server has the correct https certificate.
4. If Avaya Aura® Media Server does not have the correct https certificate, clear the **Only allow HTTPS traffic** check box for the EDP cluster.

Configured music is read as text-to-speech

Condition

The system reads out the configured music as text-to-speech.

Solution

Check whether the URL format is correct.

Two music sources played for a parked call

Condition

When a call is parked, the caller hears two music sources.

Cause

Music call is orphaned.

Solution

1. At the SAT prompt for Communication Manager, type `status meet-me n`, where *n* is the VDN number.
2. If the music call is orphaned, type `reset meet-me n`.

H.323 and DCP endpoints display unknown instead of recall string

Condition

When the recall string is configured with non-western characters, the H.323 and DCP endpoints display **unknown** instead of the recall string.

Cause

The H.323, DCP, or CS 1000 endpoint does not have the appropriate Unicode font.

Solution

Load the appropriate Unicode font on the endpoints or switch to a different endpoint.

CS 1000 endpoints do not display the recall string if the endpoints do not support the language used when configuring the recall string on System Manager. For IP UNISTim sets, you can load different fonts from a TFTP server. However, for digital sets, the fonts are restricted to the languages that are supported from the options chosen during CS 1000 installation.

Configured timer value is not used

Condition

The default value is used instead of the configured Park Sanity timer value.

Cause

Park Sanity timer value is incorrect or out of range.

Solution

1. Check whether the error logs contain a warning that the Park Sanity timer value is out of range or incorrect.
2. If the Park Sanity timer value is incorrect, change the attributes to correct the value for the Park Sanity timer.

Configured Park Pilot number is rejected

Cause

Park Extension Group is invalid.

Solution

1. Check the error logs for warnings that the Park Extension Group is invalid.
2. If the Park Extension Group is invalid, enter correct values for the Park Extension Group.

Recall to attendant drops unexpectedly and does not recall again

Condition

After the configured interval, a parked call returns to the attendant as a priority recall. The attendant does not answer, and after several minutes the call stops ringing. The caller continues to hear music and the call can be retrieved. However, if the call is not retrieved, the call never recalls again to the attendant.

Cause

A timer expires, preventing calls from ringing for too long. For example, the Communication Manager SIP Signaling Group to Session Manager has a Session Establishment Timer that has a default value of 3 minutes. The Avaya Aura[®] Media Server (MS) has a similar timer that is usually set to 5 minutes.

Solution

Increase the Session Establishment Timer to a higher value to give attendants more time to answer the call.

You cannot change the Avaya Aura[®] MS timer.

If Communication Manager drops a ringing recall, the parked call can be retrieved, however further recalls do not occur.

If Avaya Aura[®] MS drops a ringing call, the parked call cannot be retrieved.

Recall does not ring on another endpoint if the attendant does not answer

Condition

You can configure the recall to ring on another endpoint when the attendant does not answer the call. However, the recall does not ring on another endpoint when some conditions are not met.

Cause

- You used an attendant console as the endpoint on which the calls unanswered by the attendant must recall. Calls to an attendant cannot cover or be forwarded. Therefore, you must always use a non-attendant endpoint to forward unanswered calls from the attendant console.
- You used the Call Coverage feature to forward calls to another endpoint. The Priority Calling feature overrides the Call Coverage feature. Therefore, you must not use the Call Coverage feature to forward unanswered calls to another endpoint.

Solution

Enable Call Forward on No Answer by using one of the following methods:

- Press the **cfwd-bsyda** or **cfwd-enh** button on the attendant console.
- On the Communication Manager SAT screen, type `change station n`, where *n* is the station number.

Go to the Enhanced Call Forwarding section on the third page. Then, set appropriate values in the **No Reply For Internal Calls To**, **External Calls To**, and **Active** fields.

Chapter 9: Maintenance

Park sanity timer

The Call Park and Page Snap-in uses a sanity timer to avoid locking up Parking Extensions because of administration errors, network outages, and system restarts. If the timer is set to value higher than zero, the Call Park and Page Snap-in starts the Park Sanity Timer when a call is answered by the meet-me vector. The timer is cancelled when the parked call is retrieved. If the timer expires, an announcement, if configured, will play to the waiting parties on the call, and then all parties are dropped.

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