OVERVIEW

Call Park

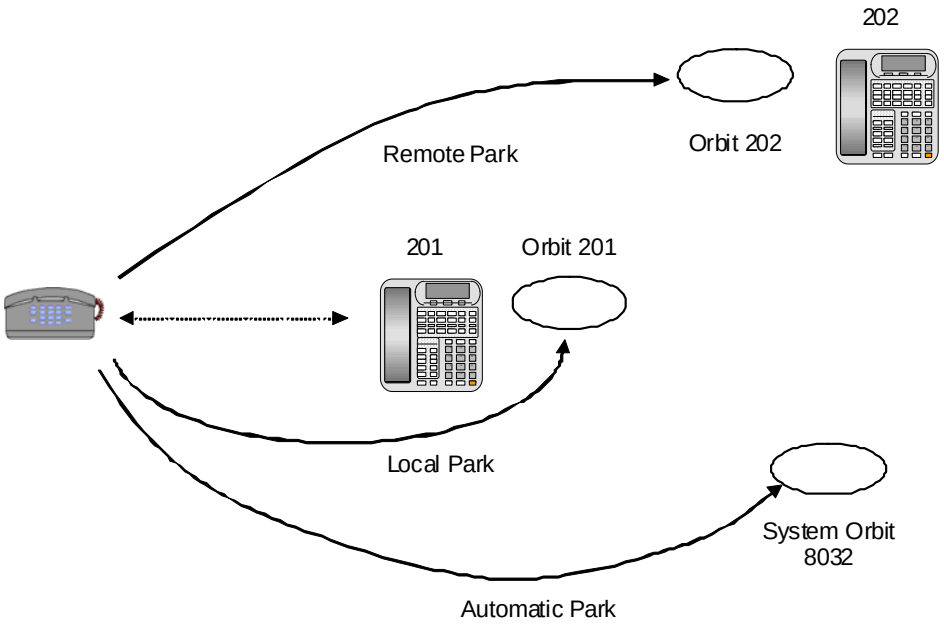
Call Park Orbits parks a station to hold and allows retrieval from any extension station in the system. Group Paging can be invoked immediately after parking.

Orbit means a location to park a call. There are two types of orbit:

1. An individual orbit number for every extension identified by PDN.
2. A system orbit number managed by the system.

An extension station parks a call by the following three methods.

1. Use the orbit number identical to the PDN of the operating station (Local Park).
2. Specify the orbit number identical to the PDN of another extension (Remote Park).
3. The System specifies the orbit number (Automatic Park).



There are three types of Call Park depending on how to specify the orbit

Local Park

To invoke Local Park, put the destination in an extension station on Consultation Hold and enter the access code or press the function button PARK.

This feature can also be invoked by pressing the function button directly during conversation. Then, the orbit number is requested. However, if the

button is pressed, an orbit number identical to the PDN of the operating extension station is used.

When the parking succeeds, the SDT (Secondary Dial Tone) is sent again and it becomes possible to dial the Group Paging access code or to press the function button. If the line is disconnected or released during the SDT, the extension station becomes idle while parking.

If an extension station has a PARK function button, it remains lit while a call is being parked. If a call is already parked in the orbit of the operating station, the parking fails and the Reorder Tone is returned.

Remote Park

To invoke Remote Park, put the destination at an extension station on Consultation Hold and enter the access code or press the function button PARK. This feature can also be invoked by pressing the function button directly during conversation. Next, specify the orbit number identical to the PDN of another extension.

When the parking succeeds, the SDT is sent again and it becomes possible to dial the Group Paging access code or to press the function button. If the line is disconnected or released during the SDT, the extension station becomes idle while parking.

If an extension station having a PDN identical to the orbit number has a PARK function button, it remains lit while a call is being parked. If a call is already parked in the orbit of the operating station, the parking fails and the Reorder Tone is returned.

Automatic Park

To invoke Automatic Park, put the destination at an extension station on Consultation Hold and enter the access code or press the function button PARK. This feature can also be invoked by pressing the function button directly during conversation. Next, the orbit number is requested, but if the [*] button is pressed, the system assigns its unique orbit number to the call and parks the call.

When the parking succeeds, the SDT is sent again and it becomes possible to dial the Group Paging access code or to press the function button. If the line is disconnected or released during the SDT, the extension station becomes idle while parking. The system orbit number needs to be previously stored as a part of the Flexible Numbering Plan.

Retrieving a parked call

To retrieve a parked call, enter the park retrieving access code or press the PARK button in idle state or the state when dial tone is provided. Then, press the # button to retrieve the call on the orbit of the operating station. Otherwise, specify the orbit number.

When a call is parked in Local Park mode and the PARK button is lit, press the PARK button to retrieve the call on the orbit of the operating station. (When there is a call parked in Local Park mode, use the park retrieving access code to retrieve Remote Park or System Park.) When a

PARK button that is lit is pressed while talking, the system interprets that a user wants to park a current call rather than to retrieve the parked call.

When the PARK button is pressed in the Consultation Hold state, the call is parked on Consultation Hold, regardless of the LED state. To retrieve a parked call in the Consultation Hold state, a user enters the Park retrieving access code. When the parked call is activated and the Hold indication for another appearance of the GCO button is Enabled, the user can retrieve a parked call by pressing this button.

When a call is parked, a park timer is actuated regardless of the orbit type. When the timer expires, the station that handles the parking is recalled. The recalling method follows Recall Treatment.

IP*edge* Path Replacement

When an extension station retrieves a parked call in remote nodes, the speech path is connected by join connection in remote nodes. After the two-way call is established, the IP*edge* path replacement is performed between the Parked party and the Park retrieving party by the Network CT Rerouting procedure (defined in an ECMA standard). The following examples are for a 2 nodes case and a 3 nodes case.

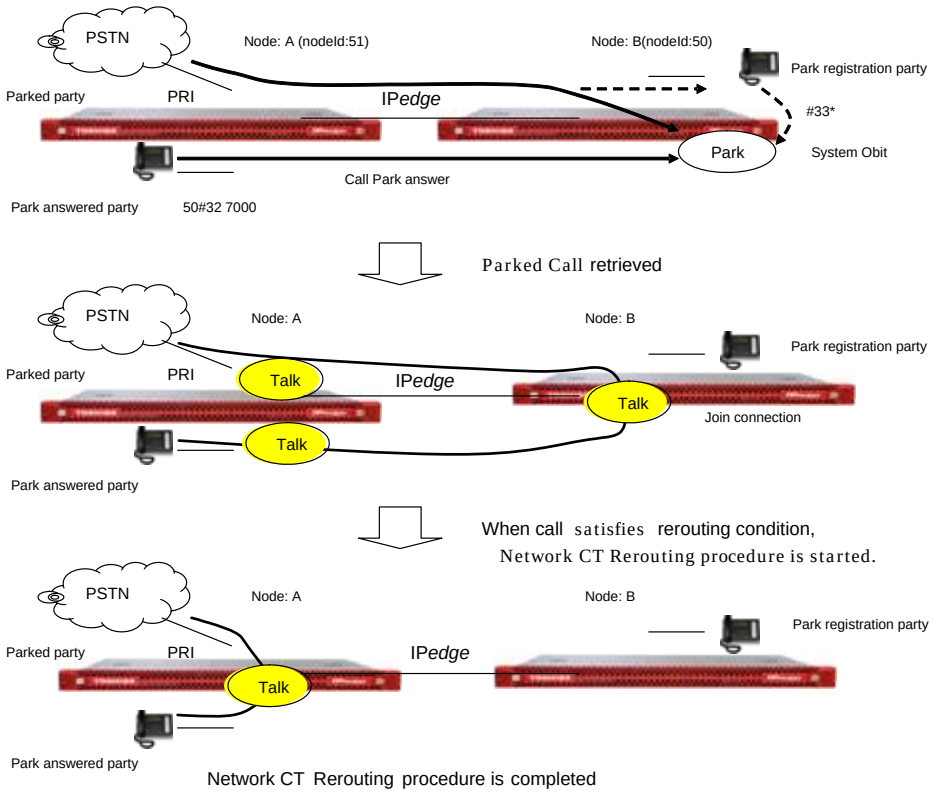


Figure 1 2 nodes Rerouting case

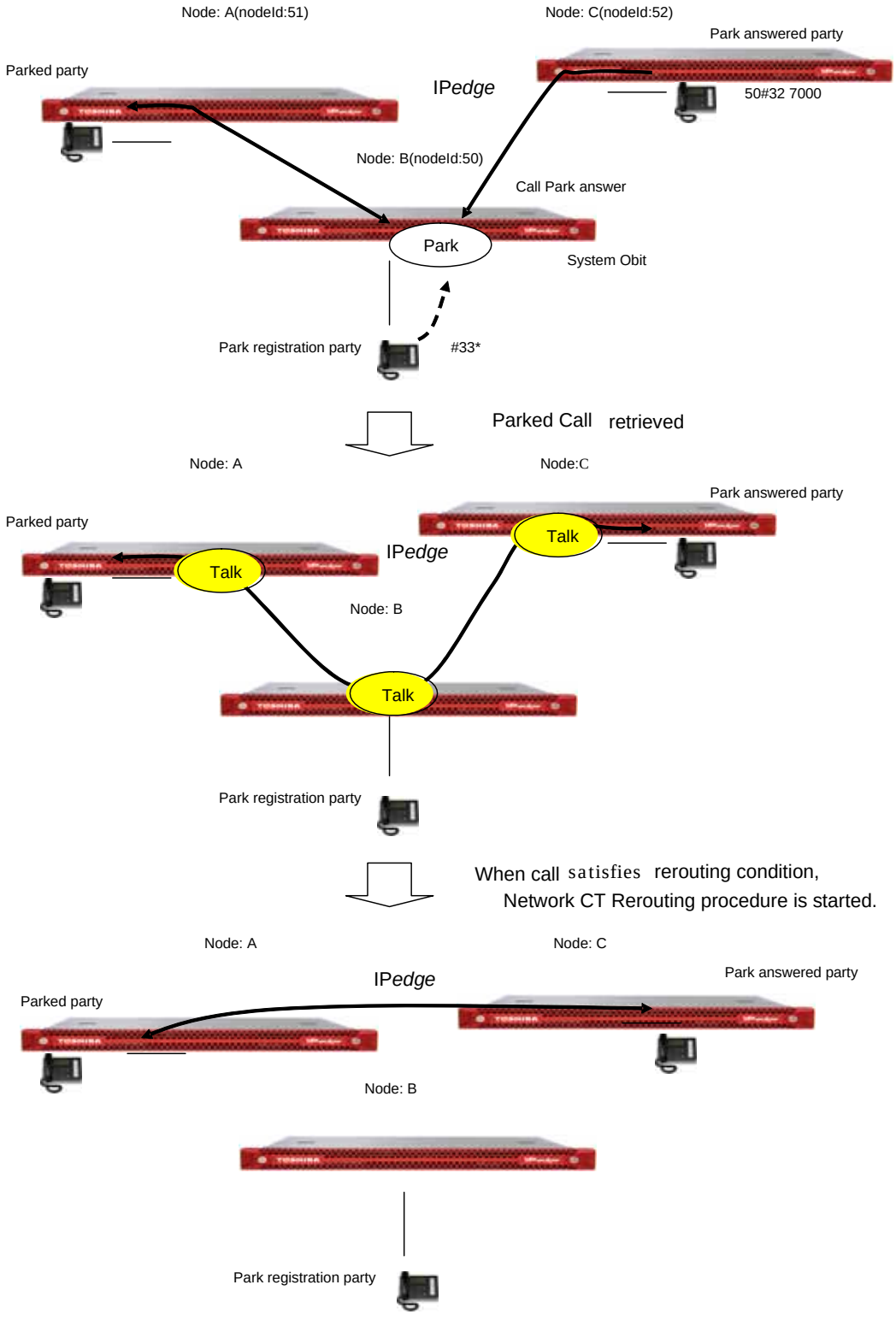


Figure 2 3 nodes Rerouting case

Rerouting Condition

IP*edge* Net Path Replacement by Network CT Rerouting procedure is performed as follows.

- The node where a parked call behaves as a Transferring party.
- The parked party behaves as the Transferred party.
- The park retrieving party behaves as a Destination party.

The node where a parked call exists should not be the same node as the node where a Parked party exists AND the node where a Park retrieving party exists.

Each Node Connected by IP*edge*

For example, Rerouting is done successfully in cases above of Figure 1, Figure 2, and the following Figure 4. In the case of Figure 3 the call does not reroute because the parked call and the park retrieving party are in the same node.

See the next page for Figure 4.

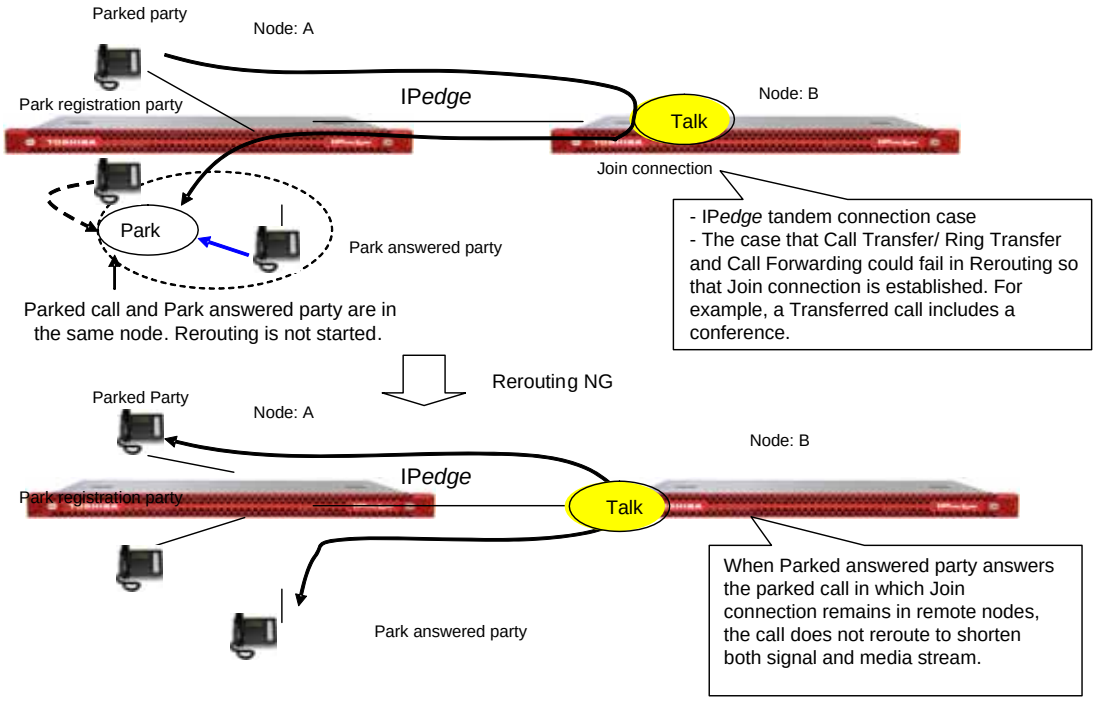


Figure 3 2 nodes case– Rerouting NG

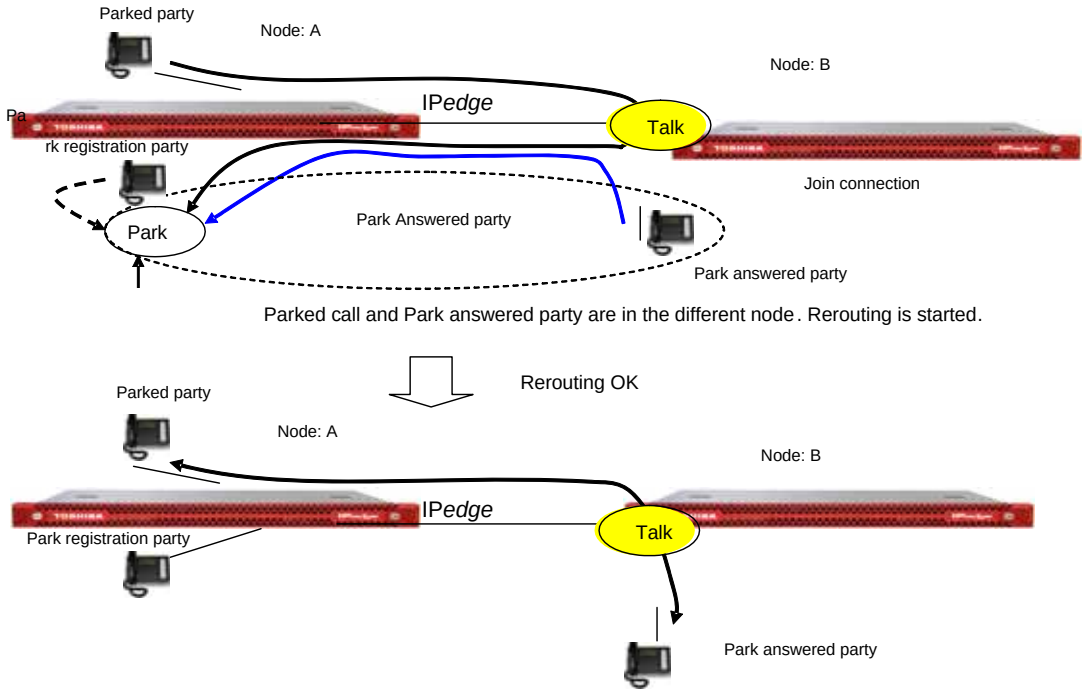


Figure 4 2 nodes case Rerouting OK

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\While Network CT Rerouting starts, if the state of the parked party is the 2 way talking state, Rerouting could fail. In this case, the speech path by join connection remains. The state, except the 2-way talking state, means the state of the pressed CONF or HOLD button, calling the third Party,

conference, and so on. When the parked party is the state of the service feature starting, Rerouting could fail to avoid competition of the features.

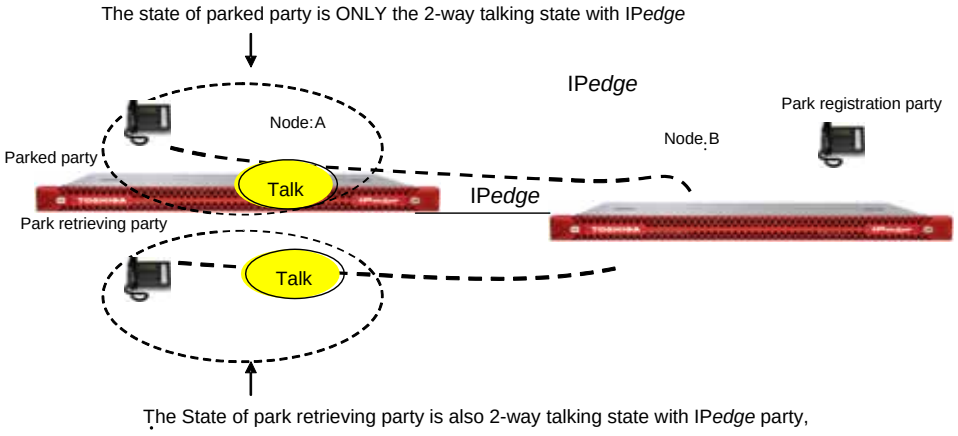

Figure 5

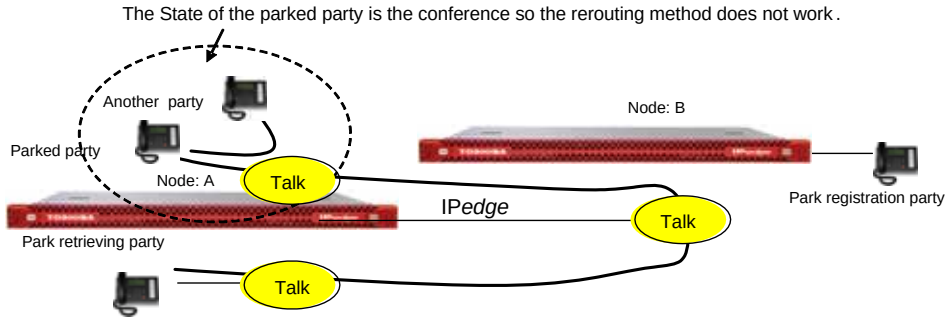

Figure 6

Notation for using Media server

- The Parked party is connected to the media server to hear MOH. At this time, media resource is hunted from the resource pool for MOH, BGM, and paging.
- The Parked party hears no tone if there is no extra media resource to play MOH.
- For a SIP station, it might have a device-built-in MOH instead of no tone per station setting, but this depends on the station specifications.

Call Park

Call Park gives any station, regardless of type, a method for holding calls. By parking a call, you are free to make other calls and retrieve the call at a later time or use the paging system to announce a call to be picked up by someone else on the system. Any call can be parked. Parking a call to your phone is known as Local Park, parking a call on someone else's phone is known as Remote Park, and if a general orbit is used, it is called Auto Park.

Call Park Orbits

The Call Park feature enables a station user to place a call temporarily in an orbit so that the call can be retrieved by any user, either from the same station or from a different station. Personal Park Orbits are available to any type of telephone, including standard telephones. If a call is parked, but not retrieved within a preprogrammed time period, it will recall the parking telephone. The Park Recall timer is a system wide timer setting.

Park and Page

This feature enables station users to park a call (in a General or Personal Park Orbit), enter a Page Zone or Group access code, and then announce the orbit number of the waiting call to the Paged party. A pre-programmed One Touch button can be assigned to telephones to automatically connect to a predesignated External Paging circuit, a Telephone Paging group or both.

Call Park

The Call Park feature enables you to hold a call temporarily in a location other than your telephone. These areas are called orbits. You or another telephone user can retrieve a parked call from its orbit by specifying the orbit number. You can specify one of 20 General Park Orbits (7000~7019) or a valid extension number within the system.

Once you have parked a call in an orbit, you can:

- Hang up and retrieve the parked call at a later time.
- Originate another call.
- Access a voice paging device to announce the parked call for pickup from another station.

If you park a call and it is not retrieved, it will recall to the parking station and one of the following occurs:

- If your station is idle when the system Call Park recall timer expires, the parked call automatically recalls to your station.
- If your station is busy, the parked call camps on.

If you have an LCD telephone, you can let the system automatically select an available orbit number which displays on your LCD.

Park a Call

1. While on a call, press **Park in Orbit** or press **Cnf/Trn + #33**. The LED flashes green (consultation-hold). If you were on an extension during the call, and you have line button on your telephone, the line LED will flash until the call is picked up (depending on programming).
2. Specify the Park Orbit using one of the following:
   - Press ✱ and the system automatically selects a General Park Orbit between **7000~7019**. The chosen orbit appears on the LCD.
   - Enter a valid extension.
   - Press # and the system automatically selects your extension as the orbit.
3. Hang up. The caller's extension or line number and the orbit number are shown. If the parked call is not retrieved within a specified time, the call rings back to your telephone. When a parked call recalls your telephone, the LCD shows the line or extension that is recalling and the orbit number.

Retrieve a Parked Call

1. Press **Park in Orbit** or press your extension button + **#32**.
2. Enter the Orbit Number where the call is parked or # for the extension from which you are calling. You cannot use ✱ to retrieve a parked call.

   The extension LED flashes at the in-use rate when the call is retrieved.

PROGRAMMING

Call Park gives any station, regardless of type, a method for holding calls. Parking a call leaves you free to make other calls and retrieve the parked call at a later time. You can also page to have someone else pick up the parked call.

System Timer

1. Click on **System > System Timer**.
2. Select the Server from the dropdown.
3. Adjust the Park Recall Timer as needed.
4. Click on **Save** icon.

Assign Station Park and Hold Setting

1. Click on **Station > Station Assignment.**
2. Check the Station to be programmed.
3. Click on **Edit** icon.
4. Select Show Advance Configuration.
5. Assign the Park and Hold setting. Enable allows other stations to access a trunk parked by this station. Disabled: the trunk will appear busy.
6. Click on **Save** icon.

Assign a Call Park Orbit key to a station

1. Click on **System > Station Assignment**.
2. Check the Station to be programmed.
3. Click on **Edit** icon.
4. Select the **Key tab**.
5. Right-click the key to be programmed. This will highlight the key and pop-up a screen with button types.
6. Select **Park Page > Call Park Orbit**.
7. Click on **Save** icon.

Modify Call Park Orbit Codes

Optional

1. Click on **System > Flexible Access Codes**.
2. Click the access code to be changed.
3. Click **Delete**.
4. Confirm the deletion of the code.

Add New Flexible Access Code

Optional

1. Click on **New** icon.
2. Enter the code.
3. Select the feature from the drop down.
4. Click on **Save** icon.

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CAPACITY

Call Park Orbits

The number of local orbits equals the number of extension stations.

The number of system orbits is 96 (for IPedge system).

The number of system orbits is 14 (for VIPedge system).

AVAILABILITY

Stations / Lines where this feature is applied:

Local Park and Remote Park can be invoked from a station extension of an IP telephone, attendant console, standard telephone, and ISDN telephone, but not from TIE lines. To invoke Local Park from a station that can not enter #, enter an alternative access code.

Call Park can be answered from any station – IP telephone, attendant console, standard telephone, ISDN telephone and from TIE lines. To invoke Local Park from a terminal which can not enter #, enter the access code instead.

Station/Line	Descriptions
IPT	• Can be parked party and park retrieving party • Can set party for Local park and Remote park • Can set Automatic park only from IPT with LCD and Attendant
Soft IPT	Can be parked party, park setting party, and park retrieving party.
IP Attendant	Can be parked party and retrieving party.
SIP compliant station	• Can be Parked party and park retrieving party • Can set party for Local park and Remote park • After setting park, the station goes into idle state.
SLT (via FXS gateway)	• Can be parked party and park retrieving party • Can set party for Local park and Remote park • After setting park, the station goes into idle state • To set Local park from the station which cannot enter #, use # substitute feature access code
Paging Device (via FXS Gateway)	Can be parked party.
SIP trunk	Can be parked party.
IP*edge* Net (IPedge only)	• Can be parked party • Can set party for Local park and Remote park
ISDN trunk (via FXO Gateway)	Can be parked party.
T1 trunk (via FXO Gateway)	Can be parked party.

Station/Line	Descriptions
Voice Mail - MAS	Can be parked party.
Voice Mail - SIP	Can be parked party.

RESTRICTION

Call Park Orbits

Remote park and Local park use PDN as an orbit number. Thus, the system orbit number and the DN (PDN and PhDN) are mutually exclusive because they are used in the same context. To simplify the allocation of the system orbit number, they are registered whithin the database of the Numbering Plan.

The system orbit number cannot be specified while invoking Local park.

HARDWARE No additional hardware is necessary for this feature.

FEATURE INTERACTION

Automatic Line Selection	The Automatic Line Selection feature invokes when entering the park retrieving feature access code by pressing the SPKR button or going off-hook. However, this operation is only valid if the Prime Preference or “DN button only” of Idle Preference of Automatic Line Selection feature is set.
Basic Survivability	A Local Parked Call in the old server can be retrieved by either other stations in the old server or stations in the new server with node ID after switchover goes; provided the old server is still running.
Call Pickup	A Parked Call cannot be retrieved by Call Pickup. Use the Call Park retrieving access code. The recall of a Parked Call can be picked up by the Call Pickup feature.
Caller Identification	Caller information will display on the LCD of the park retrieving party when the call is retrieved.
Call Monitor	The monitoring station cannot invoke the Call Park feature with the monitored call.
Cancel Button	Pressing the Cancel button is ignored after the parking party parks the call or if Park Recall is terminating.
Conferencing	A Conference cannot be parked. A parked call can be retrieved by a conference master and added into the conference.
Conference on Hold	Invoking Call Park Orbits during Conference On Hold is not supported.
Dialed Number Identification Service (DNIS)	DNIS/ANI CLASS information will display on the LCD of the park retrieving party when the call is retrieved.
Directory Number Presentation	The LCD of a park retrieving party displays the DN for presentation as the far end information (if the parked party sets the DN for presentation).
Enhanced 911 (E911 Interface)	E911 call cannot be parked. Invoking park feature by feature access code is not supported.
Flexible Numbering	An individual orbit number is identical to the PDN of an extension. To invoke and answer Local Park from a station in which it cannot enter a #, enter an alternative access code.

	The system orbit number needs to be previously stored as a part of the Flexible Numbering Plan.
Group CO Button	Appearances of the GCO button assigned to the public trunk to be parked can show either “Hold” or “In-Use” indication at parking the call, per the setting. It is possible to retrieve the parked call by pressing the GCO button if “Hold” is indicated while parking the call.
Hands Free Answer Back	Since a Hands Free call is regarded as an incoming call of the service, holding service is not applied.
IP Phone User Mobility	It is possible to log out or invoke Transfer Registration while in the parked call. The parked call continues even if the parked party logs out. It is possible to log the parking party out. The Lost Call Treatment feature is invoked if the recall terminates after the parking party logs out. It is possible to specify the DN of a Remote station as the orbit number for Remote park even if the DN is logged out.
Jumping LED	The Jumping LED feature is applied the same as ordinary answering to retrieve a parked call from the public trunk.
LCD Shift Key	Each feature button can be set on both the fore side and the hidden side. The service using LED continues even though it is not indicated while on the hidden side.
Make Busy	If the park invoking party goes into Make Busy state while setting a call in park, the call will be disconnected before it can be parked. If a parked party goes into the Make Busy state while setting park, the call is disconnected and Call Park Orbits feature is finished. If a parked party goes into Make Busy state by command while setting park, the parking call operation continues because the Make Busy state is applied until the parked party goes into Idle state. This means the call is not finished.
Manual Voice Recording	Using the Call Park feature cancels the Voice Recording automatically.
Music On Hold	Held party hears MOH while the call is parked.
Network DN Table	The system orbit cannot be assigned as a Network DN.

	The Network DN cannot be specified as the Park-to destination in remote Park.
PC Attendant	The Attendant in Attendant Mode cannot be parked becuase it cannot be consultation held by the station except Attendant.
Pooled Line Button	The Pool button indicates “Idle” when a trunk call is parked by the Call Park Orbits feature. However, “In-Use” is indicated if all lines assigned to the Pooled Line button are busy.
Privacy/Non-privacy	Pressing the secondary appearance button to barge into the call is ignored when the secondary appearance button indicates “In-Use,” even if the Privacy/Non-privacy setting is enable to barge in. Pressing the Privacy Release button by the parking party or the parked party is ignored. The Privacy Release is finished when the call is parked.
Private Networking Over IP	When a call is parked by Call Park while speaking, the call is parked at the node of the extension that activates Call Park. It is not supported to park the call at remote nodes through a tie line. It is possible to answer the call parked from the remote node. To operate this, dial the Network Feature Access Code and the Orbit number. The Network directory number is accepted as the orbit number, but if a node ID different from the Network Feature Acces Code is specified, an error occurs. Note that only the DN can be prefixed with Node ID. The system orbit number cannot be prefixed with Node ID.
Release Button	Pressing the Release button while entering an Orbit number for the parking feature access code disconnects and releases the call. Then Consultation Hold recall terminates.
Release/Answer Button	Pressing the Release/Answer button while entering the Orbit number for the parking feature access code disconnects and releases the call, then terminates the incoming call on the station.
SIP Extension	The SIP station can put the far end party on consultation hold and invoke the park feature by entering the feature access code. However, Automatic Park cannot be performed from SIP station. The Secondary Dial tone is not connected after Park registration. It is just disconnected. (Park and Page cannot be performed.) It is possible to retrieve a parked call.

Specified Caller Indentification	The Specified Caller number displays on the LCD of the park retrieving party after retrieving the parked call.