

# Call Park & Page

1. Open IP Office Manager and log into the system.
2. In the Navigation Pane, click on **Group** and select a group that will be used for Park & Page. In this example we will use “**Main Office**”
3. On the Group tab, check the option to **Advertize Group**, only available if the system is part of an SCN. If not part of an SCN, the feature is on by default. *(this needs to be set on all groups that will utilize Park & Page)*

The screenshot shows the configuration page for a group named 'Main Office'. The 'Advertize Group' checkbox is checked and highlighted with a red box. Below the configuration fields is a 'User List' table with the following data:

Extension	Name	System
<input checked="" type="checkbox"/>	301 Jane Softphone	JKPowerDemo
<input checked="" type="checkbox"/>	302 Lewis	JKPowerDemo
<input checked="" type="checkbox"/>	201 Mark	JKPowerDemo
<input checked="" type="checkbox"/>	209 Analog Cordless	JKPowerDemo
<input checked="" type="checkbox"/>	202 Brian	JKPowerDemo
<input checked="" type="checkbox"/>	3172 jkaraffa	JKPowerDemo
<input checked="" type="checkbox"/>	206 Extn206	JKPowerDemo

4. Select **OK**
5. Click on **System** in the Navigation Pane.
6. Select the **Telephony** Tab and then the **Park & Page** tab



7. In the **Central Park Range**, enter a value for your park slots. The format for this field is **1XX** or **58XX**, where XX is equal to the park slot number based on the leading digit. **1XX will allow for parking calls into park slots 100-199.**

The screenshot shows the 'JKPowerDemo\*' application window. The 'Telephony' menu is open, and the 'Park & Page' sub-menu is selected. The 'Central Park Range' field is highlighted with a red box and contains the text '1XX'. Below this field is a 'Page Target Group List' table with two columns: 'Group Na...' and 'Extension'. The table is currently empty. At the bottom right of the window are 'Edit..' and 'Remove' buttons.

8. You must now add the groups that will be part of the Park & Page option. This is accomplished by clicking on **Edit** and selecting the groups that are being **“Advertized”**. Select the groups that are to be part of Park & Page and use the **>>** to move the group(s) to the **Selected Groups** column. Alternatively you can also double-click on the selected group(s) to move them to the Selected Groups column.

The screenshot shows the 'Page Target Groups' dialog box. It has two main sections: 'Available Groups' on the left and 'Selected Groups' on the right. The 'Available Groups' list includes: All Users, Chip, Operators (highlighted with a dashed box), Park Orbit, Queue Group, Sales North 501, Sales South 502, SIP Curry, SIP Curry 2, and Source. The 'Selected Groups' list includes: Main Office and Front. Between the two lists are '>>' and '<<' buttons. At the bottom are 'OK' and 'Cancel' buttons.

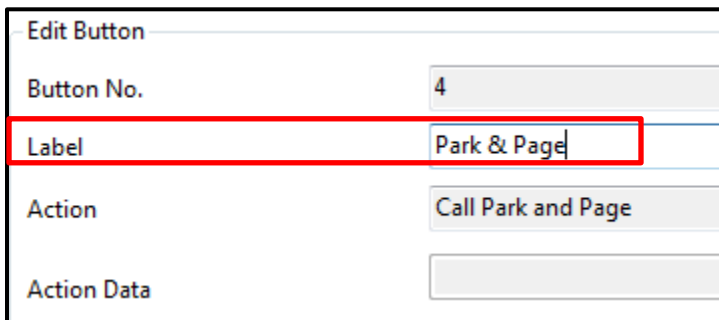
9. Select **OK**

10. Click on **User** in the Navigation Pane and select a user that will utilize the Park & Page feature in this example, x. Click on the **Button Programming** tab and double click on the desired button to program. This will launch the edit button function. When the edit button feature is launched, click on the “...” ellipsis.



Edit Button	
Button No.	4
Label	
Action	Dial

11. When the ellipsis is selected, click on **Emulation > Call Park & Page**. The Action Data field cannot be changed.
12. Change the label field to **Park & Page**



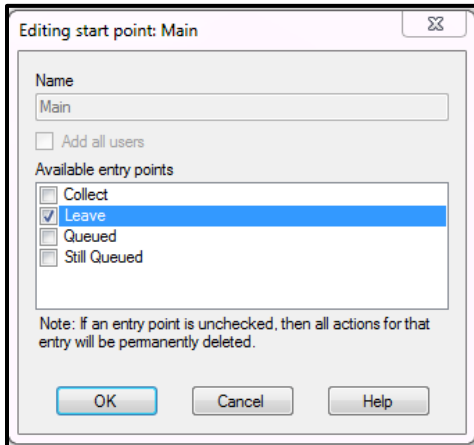
Edit Button	
Button No.	4
Label	Park & Page
Action	Call Park and Page
Action Data	

13. Select OK to close the Edit Button function and select OK when finished programming buttons.
14. Click on **File > Save Configuration to Merge** your changes
15. To test **Park & Page**, call the programmed extension and answer the call. Press the **Park & Page** button, all groups that are part of the Park & Page groups will be displayed. Take note that the Park slot will be displayed on the phone display
16. Select the desired group to Page.
17. To retrieve the call, dial the Park slot where the call resides. The example will start at 100 and increment up to 199. As a new call is Parked, the display of the phone will indicate into which park slot it is placed.

### **Integrate Park & Page into VM Pro call flows**


1. Launch VM Pro Client
2. Click on **File > Login** and select your IP Office system. In the event that your are not local to the system or are using a UC Module, enter the appropriate **User Name & Password**.
3. When/if notified that your database does not match what is on the server, click on **Download**
4. Click on the “+” next to the **Name (IP Address)** in the Navigation Pane

- Click on **Groups** and then **Double Click** on the hunt group **Main Office** and select **Leave** and **OK**



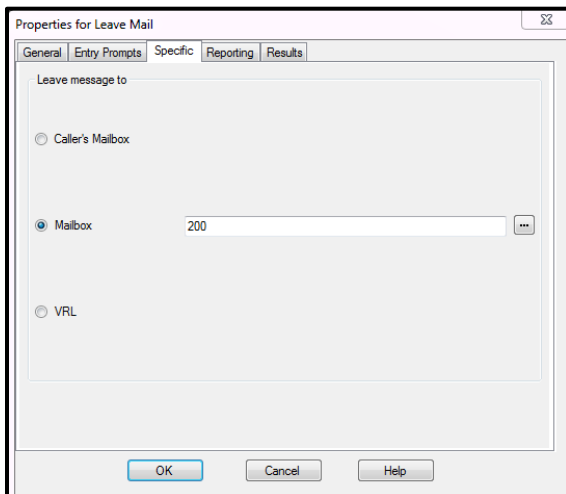
- Click** on the **Leave** option for the Main hunt group and you will see a **Start Point** in the Details Pane. When a caller arrives at the point to leave a message, you will also program the option of Par & Page on a selector code.
- Click in the white area of the Details Pane to activate the icons on the main Toolbar




- Click on the **Basic Actions** icon  and select **Menu** and place it in the Details Pane.
- Double Click on the **Menu** and click on the **Touch Tones** tab.
- Select options **1 & 2** on the Touch Tones tab and select **OK**. Option 1 will be used to leave a message and option 2 will be used for Park & Page.

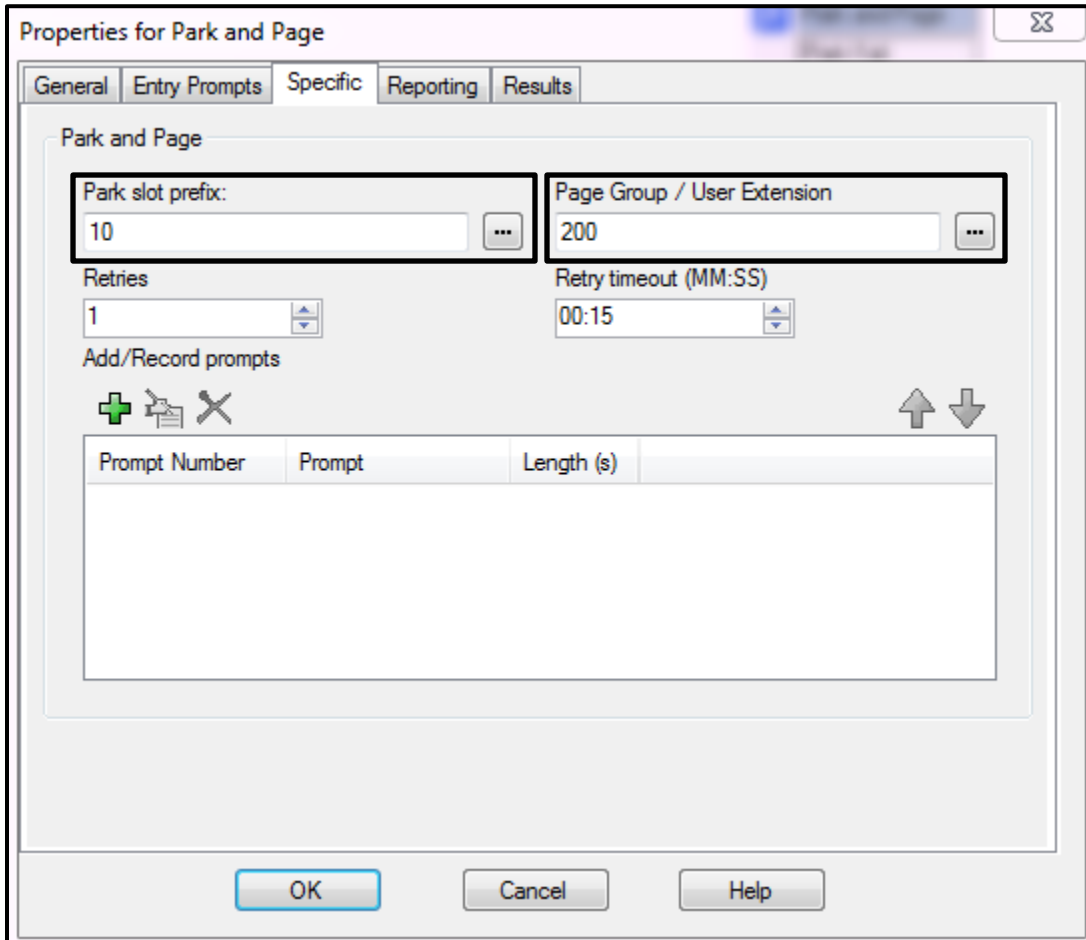
- Click on the Mailbox Actions icon  and select a **Leave Mail** and place it in the **Details Pane**.

- Double Click on the **Leave Mail** and click on the **Specific** tab. In the **Mailbox** field, enter the mailbox number of the **Main Office hunt group**, i.e. 200, and select **OK**.



13. Click on **Telephony Actions**  in the main toolbar and select **Park and Page** and place it in the Details Pane.

14. Double Click on the **Park and Page** in the Details Pane and click on the **Specific** tab. Enter the parameters as noted in the screen shot below.

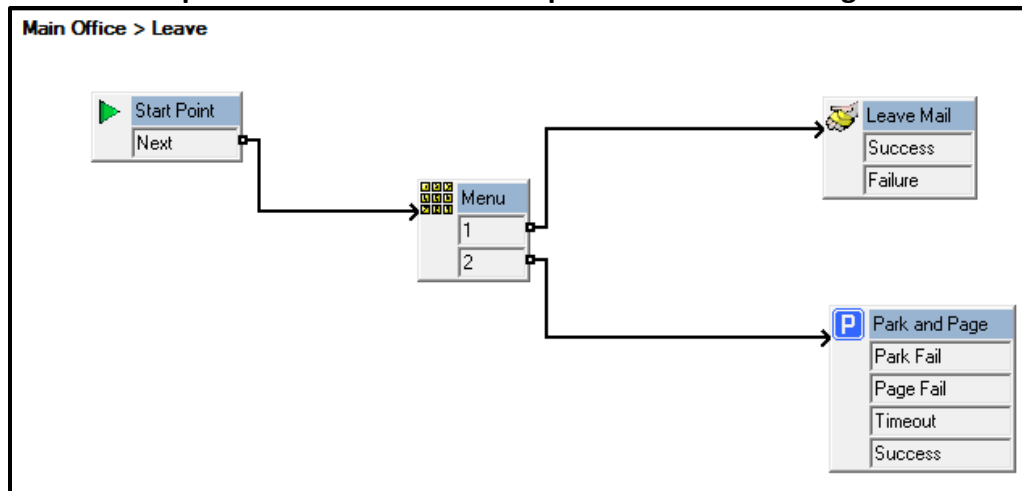


The screenshot shows the 'Properties for Park and Page' dialog box with the 'Specific' tab selected. The 'Park slot prefix' field contains '10' and the 'Page Group / User Extension' field contains '200'. The 'Retries' field is set to '1' and the 'Retry timeout (MM:SS)' field is set to '00:15'. Below these fields are icons for adding and deleting prompts, and a table with columns 'Prompt Number', 'Prompt', and 'Length (s)'. The table is currently empty.

- **Park slot prefix**  
The desired Park Slot prefix number. Maximum is eight digits. A 0-9 is added to this prefix to form a complete Park Slot. **Enter 10 in the Park Slot prefix field, this will park calls in 100-109**
- **Page Group / User Extension**  
Enter the hunt group or the user extension that you want the system to page. **Enter 200 in the Page Group/User Extension field**
- **Retries**  
Set one of **0, 1, 2, 3, 4, 5**, or **Unlimited**. Set **Unlimited** if you want the system to continue paging for more than 1 hour. **Leave at the default value of 1**
- **Retry timeout (MM:SS)**  
Set the timeout period before a successive paging retry is initiated. The default retry timeout period is **00:15** and the maximum that you can set is **05:00**. **Leave at the default value of 00:15 seconds**

15. Record a prompt in the **Park and Page** by clicking on the green “+” in **Entry Prompts**. Name the greeting **PNP**. Specify **Telephony Handset** and an extension to record from. Click on the **Red circle** to have the voicemail call that extension to make the recording. The greeting will say, *“Main Office, you have a call parked on”*
16. Click **OK**

17. Click on the connecting line icon  in the toolbar and connect the **Start Point** to the **Menu**. **Option 1 to Leave Mail and Option 2 to Park and Page.**



18. Create a greeting in the Menu for the Main group. The greeting will state, *“To leave a message for the Main Office group press 1. To have the group paged, press 2.”*
19. Click on **Close** and **OK**
20. Click on **File > Save & Make Live** to apply the changes.
21. Log into IP Office Manager
22. In the Navigation Pane click on **Group** and select the **Main Office** group.
23. Click on the **Voicemail** tab and set the **Voicemail Answer Time** to **15 seconds** and click **OK**
24. **Merge** the changes applied to the Main group
25. To test, dial **200** and allow the call to go to voicemail. Select **2**, to have the Main group paged.
26. To pickup the call, dial the park slot number that the paging call indicates. **For this example, we will dial 100.**