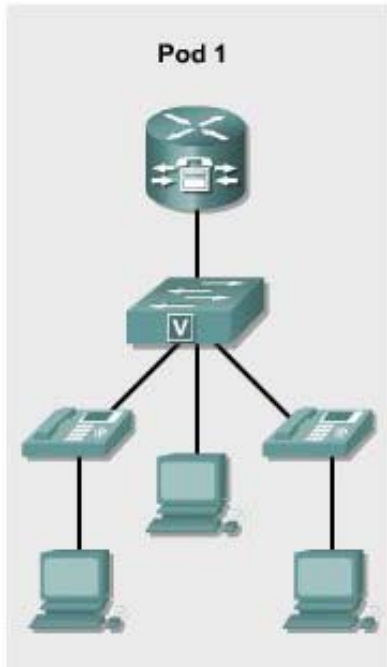


Lab 5.1.5 Configuring Call Park



Objective

- Configure the Call Park option

Equipment Requirements

- Cisco CallManager Express (CME) capable router
- Inline power capable switch or non-inline power switch with power injectors
- Workstation with an Ethernet 10/100 NIC installed
- Two Cisco IP phones
- One analog phone

This lab relies on labs 2.1.1, 2.1.3, 3.1.1, 4.1.1, and 5.1.1 being successfully completed and loaded.

In this lab the ACME.com Company has an overhead page that is used by the company operator to page someone that is not answering a transferred consultative call. The ability to park the call will be needed so the person being paged can retrieve the call from any phone in the CallManager Express system.

- Configure the ability to park a call at the extension **X800** (where **X** is the pod number)
- Configure the system to send a reminder after 10 seconds and to repeat this three times
- Retrieve a parked call from a different IP phone

Step 1 Configure Call Transfer and Call Forward

- a. From the router CLI global configuration mode, create an ephone to use as a “call park slot”—a fake ephone that is simply used as a holding spot for a phone call. In this instance, the number 11 is being used.

```
CMERouterX(config)# ephone-dn 11
```

If a message appears that dn 11 exceeds the max-dn limit, move to the telephony-service configuration mode and type the command **max-dn 15**. Return to global configuration and re-enter the **ephone-dn 11** command.

- b. What message appears as a result of the **ephone-dn 11** command? _____

- c. Use the **number X800** (where **X** is the pod number) command to assign an extension.

```
CMERouterX(config-ephone-dn)# number X800
```

- d. Use the command **park-slot timeout 10 limit 3** to set a reminder after 10 seconds and to terminate the call after three reminders.

```
CMERouterX(config-ephone-dn)# park-slot timeout 10 limit 3
```

- e. What is the maximum amount of time in hours that can be programmed for the call park feature? _____

- f. Try resetting the IP phones by using the keys on the IP phones and pressing the following buttons: ****#****. Note this will work on most 7940 IP phones, however it may not work on 7960 IP phones. If this method does not work then reset the IP phone using the method previously learned from an earlier lab. Refer to lab 2.1.2 if necessary.

- g. From the analog phone, call one of the IP phones and answer the call.

- h. Use the **more** softkey button to find and press the **Park** softkey button. You may need to press the **more** softkey multiple times before the **Park** softkey is seen.

- i. Wait 10 seconds. What is heard on the analog phone and on the IP phone? _____

- j. Wait another 20 seconds. What happens to the call? _____

- k. The Park IP phone feature allows a call to be picked up from a remote location. Say that a hardware store has multiple lines coming into the store. Every phone in every department does not need every one of these lines to be connected to it. Instead, the Park feature can be used. When the main office tells a department to pick up on a particular number, it could be the Park feature that is being used. Another good time to use the Park feature is when someone is taking a call in their office, the employee needs the boss to hear what the caller is saying. The employee can park the call and pick the call back up in the supervisor's office.

From the analog phone, call one of the IP phones and answer the call.

- l. On the IP phone, use the **more** softkey button to find and press the **Park** softkey button.
- m. From the second IP phone, use the **more** softkey button to find and press the **PickUp** softkey button. When dial tone is heard, dial **X800** (where **X** is the pod number) to retrieve the parked call. Note that the number dialed is the same number that was programmed into the virtual ephone-dn earlier in this lab.
- n. The second IP phone and the analog phone are now connected and can communicate, and the first IP phone has been disconnected.
- o. Did the call connect? If not, troubleshoot as necessary. _____
- p. Disconnect the call. The Park feature can also allow the original IP phone that places the call in Park to pick up the call. From the analog phone, dial one of the IP phones and answer the call.
- q. Use the **more** softkey button to find and press the **Park** softkey button.
- r. From the IP phone that parked the call, use the **more** softkey button to find and press the **PickUp** softkey button. When a dial tone is heard, press * to retrieve the call.
- s. Did the call connect? If not, troubleshoot as necessary. _____