

AudioCodes® SPS

SIP Phone Support

SPS for Microsoft® Lync™ Server 2010

Configuration Note

Call Park with SPS for Microsoft Lync Server 2010



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Notice

This document describes how to administer and use the Call Park feature on the AudioCodes and other vendors IP Phones with SIP Phone Support (SPS) for Microsoft's Lync Server 2010.

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Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Manual Name
SPS Web Admin User Guide
SIP Phone Support Quick Guide
SIP Phone Support Quick Guide for 3rd Party IP Phones

1 Introduction

This guide describes how to use the Call Park feature with AudioCodes' 300HD and 400HD IP Phone series and other vendors IP Phones with SIP Phone Support (SPS) for Microsoft Lync Server 2010.

1.1 About Call Park

Call Park allows an Enterprise Voice user to put a call on hold from one telephone and then retrieve the call later by dialing an internal number (known as a Call Park orbit) from any telephone.

The components that Call Park uses are automatically installed and enabled on the Front End Server or Standard Edition server when you deploy Enterprise Voice on your Lync Server. However, you must configure Call Park before it is available to users. For more information on the configuration of Microsoft Lync Server 2010 Call Park, refer to <http://technet.microsoft.com/en-us/library/gg399014>.

Reader's Notes

2 Using Call Park

This section describes how to use the SPS Call Park feature. The procedures described in this section are performed by the user.

2.1 Call Parking Using an SPS Phone

The procedure below describes how to park a call and retrieve a Parking Call, using an SPS Phone.

➤ **To park a call:**

When the call is answered by a phone, either put the call on hold or transfer the call and dial the Call Park access number (e.g., *77). The phone announces the Call Park number (e.g. 1001) that is needed for retrieving this call on another SPS phone.

The SPS puts the call in a Parking Lot.

➤ **To retrieve a parking call:**

Retrieve the call from any other SPS phone or Lync Client by dialing the Call Park number from the previous step (e.g. 1001).



Note: If the call is not retrieved from the Parking Lot within a predefined period (defined by a Lync timer), the call is transferred back to the original phone.



Note: The default SPS Call Park access number is *77. The System Administrator may change this access number from the SPS Web Admin.



Note: A user that has not been enabled with Call Park permissions in the Lync server, is not able to park calls.



Note: If the call is not retrieved from the Parking Lot within a user-defined period (defined by a Lync timer), the call is transferred back to the original Lync client.

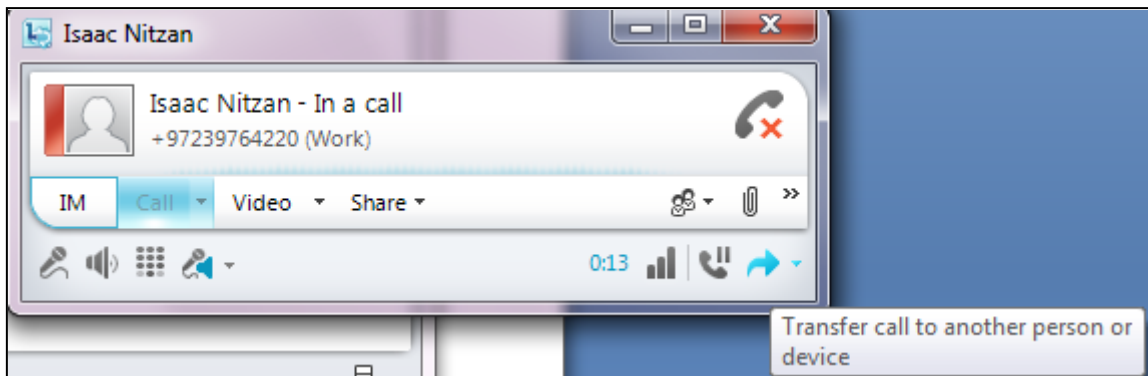
Call Parking Using a Lync Client

The procedure below describes how to park a call and retrieve a Parking Call, using a Lync Client.

➤ **To Park a Call:**

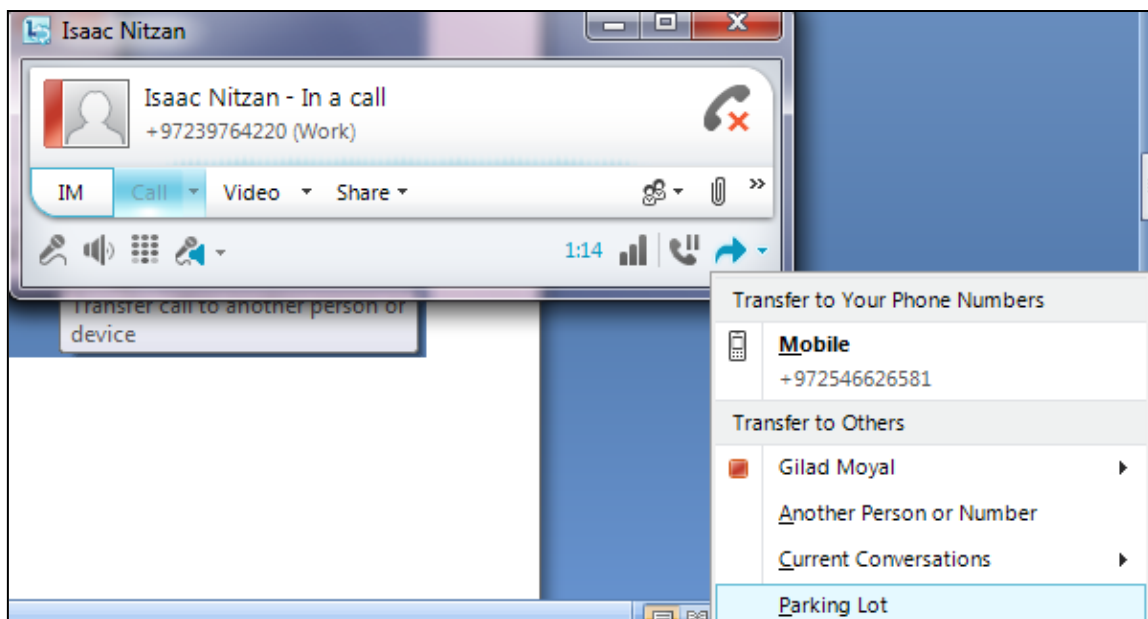
1. When the call is answered by a Lync client, click the Transfer arrow on the bottom right part of the screen as shown in the figure below.

Figure 2-1: Transfer Call to Another Person



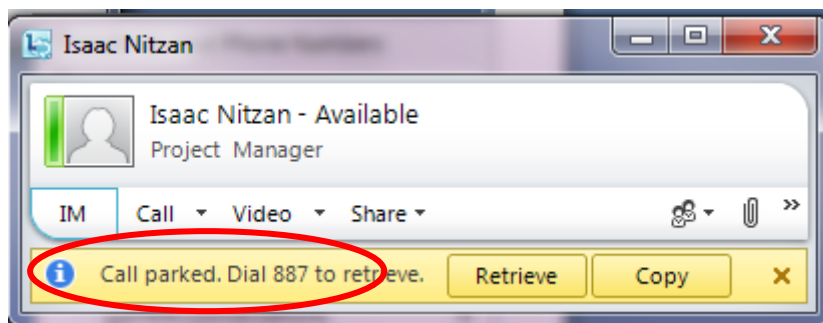
The following Transfer window opens.

Figure 2-2: Transfer Window



- From the 'Transfer' drop-down list, select **Parking Lot**; the following message appears in yellow.

Figure 2-3: Parking Lot Window



- **To retrieve a parking Call:**
 - Retrieve the call from any other SPS phone or Lync Client, by dialing the Call Park number from the previous step (e.g. 887).



Configuration Note