CALL PARK GUIDE

VERIZON ONETALK **T67LTE 4G DESK PHONE**

END USER PHONE PROGRAMMING

The following must be completed after the phones are set up for parked calls to be retrievable without dialing an extension.

Type: SpeedDial
Account ID: IMS Line
Label: Park 1
Value:**88999-999-9999

Type: SpeedDial
Account ID: IMS Line
Label: Park 2
Value:**88999-999-9999

Type: SpeedDial
Account ID: IMS Line
Label: Park 3
Value:**88999-999-9999
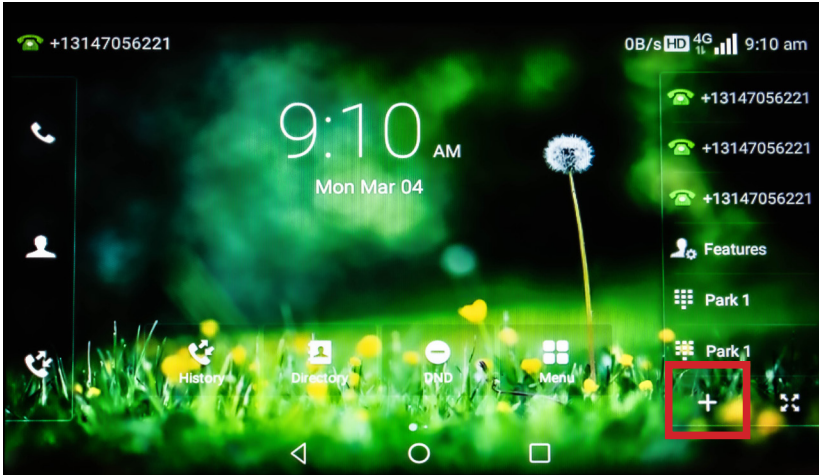
Type: SpeedDial
Account ID: IMS Line
Label: Park 4
Value:**88999-999-9999

Replace 999-999-9999 with the direct dial phone number that will be assigned to each phone. This information can be retrieved by calling the Helpdesk at 833-487-0003 opt 711.
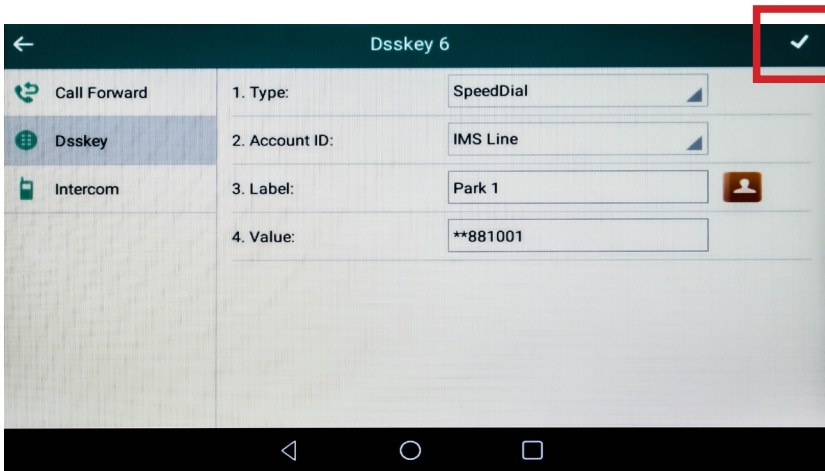
END USER PHONE PROGRAMMING

STEP 1:

From the home screen, press the plus sign in the lower right corner, as shown below.

STEP 2:

Enter the programming for Park 1, and press the checkmark in the top right corner, as shown below.

STEP 3:

Repeat steps 1 and 2 for Park 2, Park 3, and Park 4 using the programming listed on page 6.

DESK PHONE EXPERIENCE

KEY THINGS TO REMEMBER
- The two park options listed allow the user to use Group Call Park (GCP) or standard park. Both function in the same way.
- A spoken message will indicate where the call is parked.
- If GCP isn't set up and the user presses the button, they will hear a fast busy.
- The extension where the call is parked gets a standard notification with an option to retrieve it.

CALL PARK ORDER
Calls are parked in the same order each time.
- The first call that is parked will be on Phone 1
- The second call that is parked will be on Phone 2
- The third call that is parked will be on Phone 3
- The forth call that is parked will be on Phone 4

*Calls are parked to the first person on the list unless that user already has a call parked.*

Only 1 call can be parked to an extension

There is no notification to the group members that a call has been parked.

DESK PHONE EXPERIENCE

CALL PARK PROCESS

1. Press Park using the onscreen menu. The system will audibly prompt the user to enter an extension number or press #. If the user chooses, this message can be disregarded, and the call will park to the first phone in the Park Order.

2. Once parked, another menu will appear on the screen of the phone to which the call was parked. This should occur in the same order every time. The call will also ring back to the phone that parked it after 60 seconds. (The caller will hear hold music while parked.)

3. The user will have the following options pop up on the screen while the call is ringing back: answer, silence, ignore. If no options are selected, the call will remain on park and the phone will return to the screen showing the options to retrieve or exit.

4. The call can be retrieved from any phone in the office that has the appropriate speed dials configured.

5. When retrieving parked calls, start with Park 1 and work your way down.
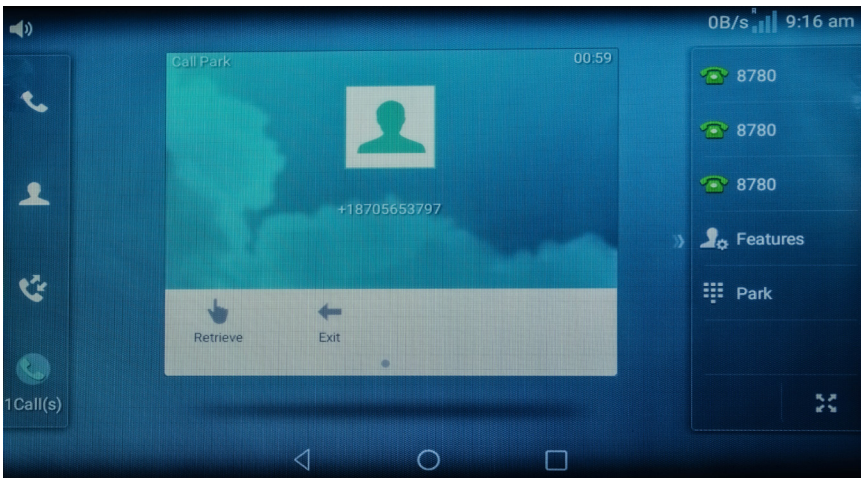
None of the other group members see that a call has been parked.