Enhanced Call Park



Max UC Quick Start Guide

Enhanced Call Park (pickup) is a programmable key function that allows users to retrieve calls that are on hold (parked) on different extensions, imitating a key system's calls on hold feature.

How To Use

Mitel 6867 phones may have up to five (5) park keys – park orbits 101-105. If a call is placed on Park 101, the phone system flashes red on all other phones in the Business Group that are programmed with the same call park keys. During a phone call in progress, place the 1st call on **Hold**, *not Call Park*. Once you have the first caller on hold, any subsequent calls can be placed in one of the Park orbits, 101, 102, 103 etc. The call can be picked up from another phone by pressing the corresponding Park Key, 101, 102, etc.. If there is more than one parked call, you will need to know which park orbit (101, 102, 103, etc.) and softkey to answer.

Programming Call Park Softkeys

- 1. Log in to the Admin CommPortal or contact your administrator for assistance.
- 2. From the All Lines section of the menu, select Phones.
- 3. Locate the extension you want to program, click the More Options icon and select Configure phone.

Home Groups	Phones in Department: View All ·			
Hunt Groups (MLHGs)	Select department	Select department Assign to Department		
All Lines	Enter number	Assign to Line		
L Users	Assign phones to lines usin	g the table below or manage your	phone profiles.	
Attendants	Model MAC Addres	s Description	Assigned to	Department
Group Access	Search for Phones	Search for Phones		v
Phones			in any field	
ervices	🗆 📠 64:16:7F:B5	4E:B3 VVX450 MP Test	(595) 222 4441	None 🤤
Departments				Change phone
Short Codes				Configure phone

- 4. From the **Manage your phones** page, click **Edit** for the phone type for the keys you want to program.
- 5. Select the softkey you want to program and configure the key as required. Below is an example for key 5 and park orbit 101:

Add sidecar	✓Programmable Keys - Top				
	>Key Capabilities				
	> Key 1				
	> Key 2				
	> Key 3				
	>Key 4				
	✓Key 5	Call Park 101			
	Soft key action	Enhanced Call Park	✓ ■ Reset		
	Line	Line 1	~		
	Park orbit 😨	101	~		
	Ring Splash	Default (uses 'Monitored Extension Ring	~		
	Override 👩				
	Label	Call Park 101			
	>Key 6	Call Park 102			
	>Kev 7	Call Park 103			

6. Program as many Call Park keys to their respective park orbits as needed and click **Save Changes**. Once the phone reboots, Call Park keys are ready for use.

Big enough to deliver, small enough to care.