Virtual Office

Call Park Extensions User Guide

Version 1.0
Call Park Extensions

Call Park Extensions is an 8x8 phone system feature and allows users to park and retrieve calls by pressing a Busy Lamp Field (BLF) key on the phone.

Benefits

- Allows faster call routing through call parking.
- Parks and retrieves calls at the touch of a button without the need to remember call parking extension number.

Use Case

Let's say you are setting up the Call Park Extension feature for a hardware store. You like to have three extensions, one for each department: paints, lumber, and lighting. A call comes in inquiring about lighting. The main front desk associate picks up the phone. The call needs to be transferred to a sales representative in the lighting department. The front desk associate presses the BLF key to park the call for lighting department. The sales rep in the lighting department notices the BLF light blinking on the phone.
She presses the BLF key to retrieve the call. The following sketch shows our plan.

Supported Devices

Call Park Extensions feature is supported on all 8x8 phones that support Power Keys. For a complete list of supported phones by 8x8, see https://www.8x8.com/voip-business-phone-services/features/power-keys-service

How to Set up Call Park Extensions?

To set up a Call Park Extension you need to:

- Step 1: Add a Call Park Extension.
- Step 2: Assign the Park Extension to a BLF key on the phone.

Step 1: Add a Call Park Extension

In this step, add a call park extension for every single department you want to monitor. In other words, you add a label for each department and the system automatically assigns a call park extension number for
To add a Call Park Extension:

1. Log in to Account Manager.
2. Click Phone System.
3. Click Call Park Extensions.

4. Enter a label for the Call Park Extension such as paints. Click Add a Park Extension. An extension is automatically added and listed in the Extension table.

Note: Call Park Extensions are added in order: 491, 492, 493, to 699. Extensions 500, 551 to 559, however, are reserved for use with other services.
Repeat the above procedure to create one call park extension for each remaining department, such as lumber and lighting.

<table>
<thead>
<tr>
<th>Call Park Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Park Extensions allow users to park and retrieve calls by pressing a key Busy Lamp Field (BLF) BLF key.</td>
</tr>
<tr>
<td>To start using Park Extensions:</td>
</tr>
<tr>
<td>• Add a Park Extension</td>
</tr>
<tr>
<td>• Assign the Park Extension to a BLF Key on the phone</td>
</tr>
</tbody>
</table>

Enter a short label for the park extension

<table>
<thead>
<tr>
<th>Extension</th>
<th>Label</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>491</td>
<td>Paints</td>
<td>Clear</td>
</tr>
<tr>
<td>492</td>
<td>Lighting</td>
<td>Clear</td>
</tr>
<tr>
<td>493</td>
<td>Lumber</td>
<td>Clear</td>
</tr>
</tbody>
</table>

Step 2: Assign the Park Extension to a BLF key on the phone

The next step is to assign call park extensions to BLF keys on phone sets. In the use case described here, you need to configure three BLF keys on the phone used by front desk associate. For other departments, however, you add only one BLF key such as Paints for paints department, Lumber for lumber, and so on.

To assign the Park Extensions to a BLF key:
1. From the Home screen in Account Manager, navigate to **Phone System**.

![Account Manager Interface](image1.png)

2. Select **Line Key Configuration** from the menu.

A list of extensions eligible for line key configuration shows.

![Line Key Configuration Table](image2.png)
3. From the list, select an extension and click **Configure Line Keys.**

You are prompted to back up the contact directory or speed dials on the phone.

4. Perform the back-up process on your device. For details, refer to back-up process below.

**Back up Contact Directory from your phone device**

Backing up the contact directory on the phone device is essential before editing any keys on **Account Manager** the first time. It is done automatically once the back-up server launches.

Configuring line keys in **Account Manager** allows central editing after the local directory is saved once to prevent accidental loss of locally-saved contact data on the phone. You can add a dummy new entry on the phone and save it for a quick back-up.

**To back up Contact Directory from your phone device:**

A. Press \(\text{Home}\) to display **Home** view on the phone.

B. From the menu, tap **Directories > Contact Directory.**

C. Select a contact to edit or use + to create a new contact.

D. To edit a contact:

   a. Select a contact and tap **Edit** icon. Scroll down the list of options and hit **Favorite Index**, if you wish to make the contact into a Speed Dial.

   b. Assign an index according to where you want the contact to display on phone or SideCar.
E. Press the **Save** soft key to save the contact and backup the contact directory.

5. After completing the back-up on the phone, click **Confirm** to continue in **Account Manager**.

6. The Line Key Configuration screen shows the device key map with assigned keys and unused spare keys on your phone.

![Line Key Configuration Screen]

This key map corresponds to the keys on your phone.

7. Drag and drop (or double click) the BLF key to an unused key in the map.
You can also edit an existing line key.
The Selection box appears.

**Note:**
- Chrome browser does not support drag and drop functionality. Double click on the key for the key type options.
- The number of Line Appearance Keys and BLF keys allowed for the extension depends on the Power Keys plan it is associated with.

8. Select **Call Park Extensions** from the menu.
9. Enter the Call Park Extension label you created earlier and click **Search**.

![Select the extension to monitor with this key](image)

You can also create a label by clicking the **Call Park Extensions** link.

10. Click **Ok**.

The assigned BLF key appears.

For the front desk associate's phone, repeat the above procedure for lumber and lighting as well.

![Line Key Configuration for Extension 1056 - VVX 500 Pilot Lab Bill K Ext 1056 - Polycom VVX 500](image)

For phones used in every other department, you need to create only one BLF key. The following
example shows the configuration for Paints department phone.

How Can I Monitor Calls Using Call Park Extension?

To monitor calls using a Call Park Extension:

1. Receive an inbound call using the phone for front desk associate.
2. If the call is for Lighting, press the BLF key for Lighting department.

The call is parked to be retrieved by associates in Lighting.

3. Use an intercom call or paging to announce about the call waiting.
4. An associate in the Lighting retrieves the call by pressing BLF key.
Note:
- To hear the ring phone, click **Enable call audio tone** when assigning the BLF key in the Account Manager.

- If the call is not answered within five minutes, the call will be diverted back to the front desk associate. If the front desk associate is not available, the call goes to the front desk answering machine.