

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.

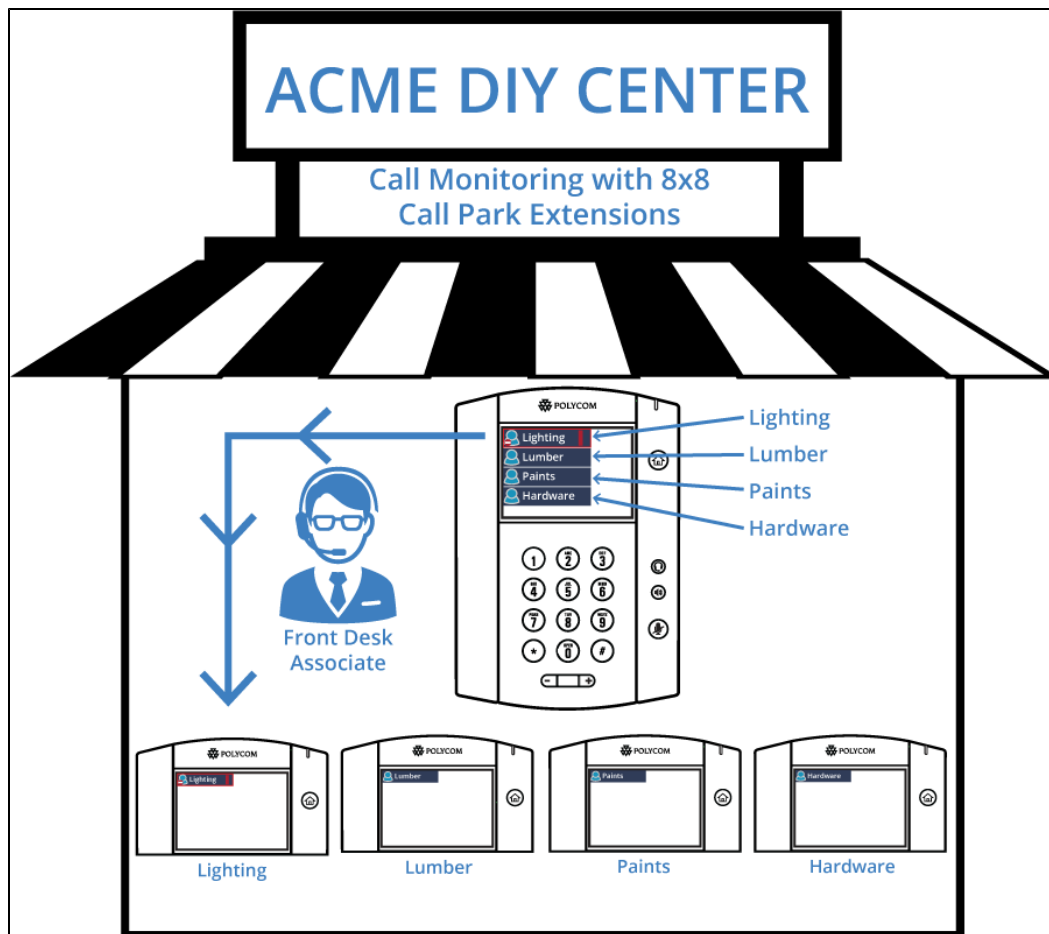
Benefits

- 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

each label you add.

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.

Call Park Extensions

Call Park Extensions allow users to park and retrieve calls by pressing a key Busy Lamp Field (BLF) BLF key.


To start using Park Extensions:

- Add a Park Extension
- Assign the Park Extension to a BLF Key on the phone

Enter a short label for the park extension

Add a Park Extension

Extension	Label	Action
491	Paints	Clear



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.

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Add a Park Extension

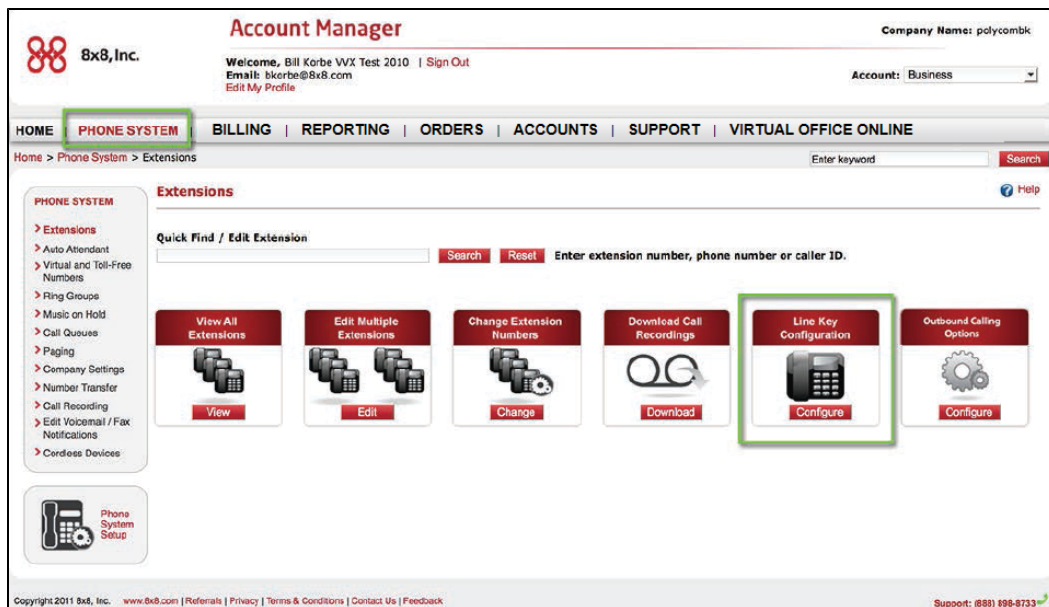
Extension	Label	Action
491	Paints	Clear
492	Lighting	Clear
493	Lumber	Clear

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**.



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

A list of extensions eligible for line key configuration shows.

Ext	Phone Number	Caller ID First Name	Caller ID Last Name	Device	Reboot Status	Date and Time	Action
1005	(555) 148-2556	BillKorbe	1005	Polycom SoundPoint IP 550	Rebooted	2013-03-22 03:01 PM (PST)	Configure Line Keys
1010	(415) 508-5069	BillKorbe	1010	Pilot-Test-550	Rebooted	2013-03-22 03:02 PM (PST)	Configure Line Keys
1054	(557) 358-1270	VVX 500	Pilot Lab	Bill K Ext 1054	Rebooted	2012-06-27 03:25 PM (PST)	Configure Line Keys
1053	(557) 356-1221	VVX 500	Pilot Lab	Bill K Ext 1053	Rebooted	2012-06-27 03:23 PM (PST)	Configure Line Keys
1056	(557) 377-5541	VVX 500	Pilot Lab	Bill K Ext 1056	Rebooted	2014-05-07 01:16 PM (PST)	Configure Line Keys
1055	(557) 375-5405	VVX 500	Pilot Lab	Bill K Ext 1055	Rebooted	2014-01-10 04:58 PM (PST)	Configure Line Keys

- 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.

The screenshot shows the 'Configuration' page in the 8x8 Account Manager. At the top, there are navigation links: BILLING, REPORTING, ORDERS, MY ACCOUNT, SUPPORT, and VIRTUAL OFFICE ONLINE. Below these is a search bar with the text 'Enter keyword' and a 'Search' button. The main heading is 'Configuration', followed by a sub-heading: 'The extensions that are eligible for Line Key Configuration through the Account Manager.'

Extension Number	Caller ID First Name	Caller ID Last Name	Device	Reboot Status	Date and Time	Action
148-2556	Bill Korb	1005	Polycom Test	Polycom SoundPoint IP 550	Rebooted	2013-03-22 03:01 PM (PST) Configure Line Keys
508-5069	Bill Korb	1010	Pilot-Test-550	Polycom SoundPoint IP 550	Rebooted	2013-03-22 03:02 PM (PST) Configure Line Keys
356-1221	VVX 500	Pilot Lab	Bill K Ext 1053	Polycom VVX 500	Rebooted	2012-06-27 03:23 PM (PST) Configure Line Keys
358-1270	VVX 500	Pilot Lab	Bill K Ext 1054	Polycom VVX 500	Rebooted	2012-06-27 03:25 PM (PST) Configure Line Keys
375-5405	VVX 500	Pilot Lab	Bill K Ext 1055	Polycom VVX 500	Rebooted	2012-06-27 03:25 PM (PST) Configure Line Keys
131-8379	VVX 400	Lab Ext 1057	Polycom VVX 400	Polycom VVX 400	Rebooted	2012-06-27 03:25 PM (PST) Configure Line Keys
131-8383	Bill Korb	VVX Test 2010	Polycom VVX 400	Polycom VVX 400	Rebooted	2012-06-27 03:25 PM (PST) Configure Line Keys
313-3281	VVX 400	Lab	1059	Polycom VVX 400	Rebooted	2012-06-27 03:25 PM (PST) Configure Line Keys
123-9078	BK Lab	1060	Polycom VVX 400	Polycom VVX 400	Rebooted	2012-06-27 03:25 PM (PST) Configure Line Keys
532-5383	BK Lab	1061	Polycom VVX 400	Polycom VVX 400	Rebooted	2012-06-27 03:25 PM (PST) Configure Line Keys
944-1471	BK Lab	VVX 600 x1066	Polycom VVX 600	Polycom VVX 600	Rebooted	2014-04-29 09:44 AM (PST) Configure Line Keys
945-1290	BK Lab	VVX 600 x1067	Polycom VVX 600	Polycom VVX 600	Rebooted	2014-04-28 10:19 AM (PST) Configure Line Keys

A modal dialog box titled 'Configure Line Keys' is overlaid on the table. It contains the following text: '8x8 has a new Line Key feature to backup each phone's local Contact Directory. Account Manager can now allow centralized line key editing. In order to access the Line Configuration page with the new features, users have to make one update to their local phone Contact Directory on their set to initiate that backup. Please click on the Confirm button if you have already done so. Otherwise, please click on No button and try the centralized line key editing feature again later.' At the bottom of the dialog are 'Confirm' and 'No' buttons.


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

Back up Contact Directory from your phone device

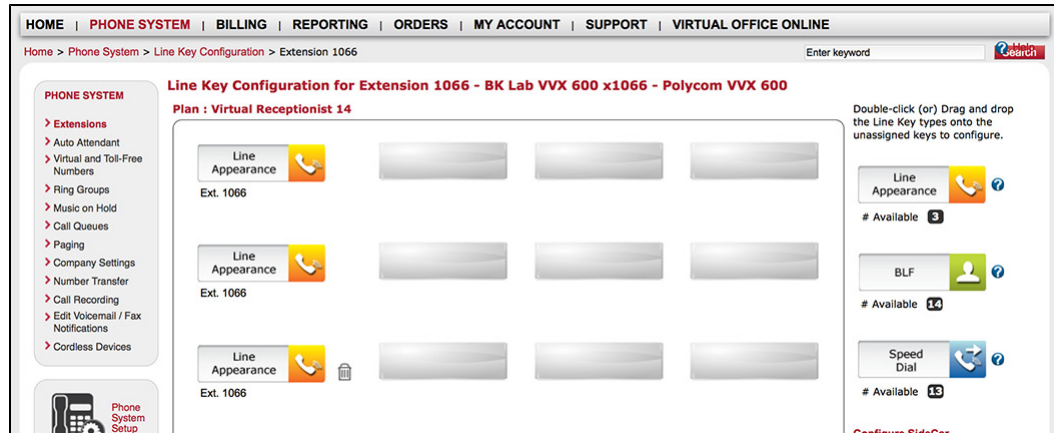
Backing up the contact directory on the phone device is essential before editing any keys on **Account Manager** the first time. It is done automatically once the back-up server launches. Configuring line keys in **Account Manager** allows central editing after the local directory is saved once to prevent 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:



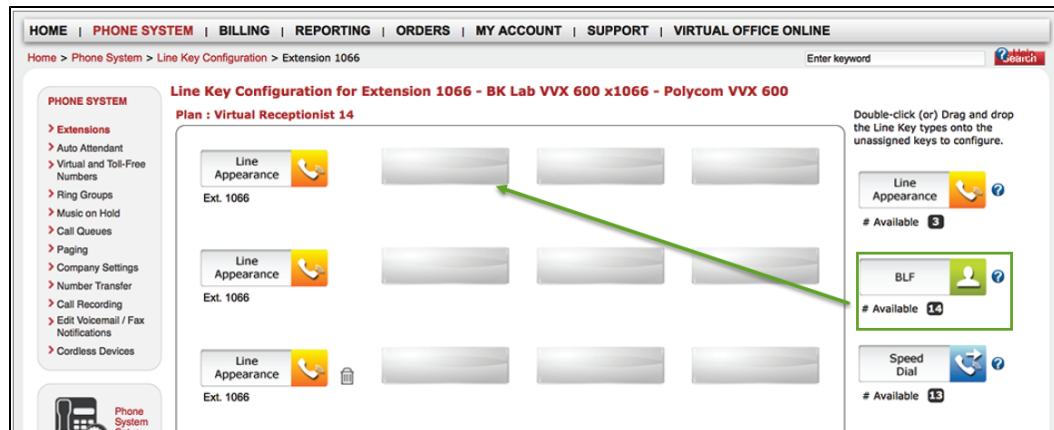
- Press  to display **Home** view on the phone.
- From the menu, tap **Directories > Contact Directory**.
- Select a contact to edit or use + to create a new contact.
- To edit a contact:
 - Select a contact and tap **Edit** icon. Scroll down the list of options and hit **Favorite Index**, if you wish to make the contact into a Speed Dial.
 - 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.

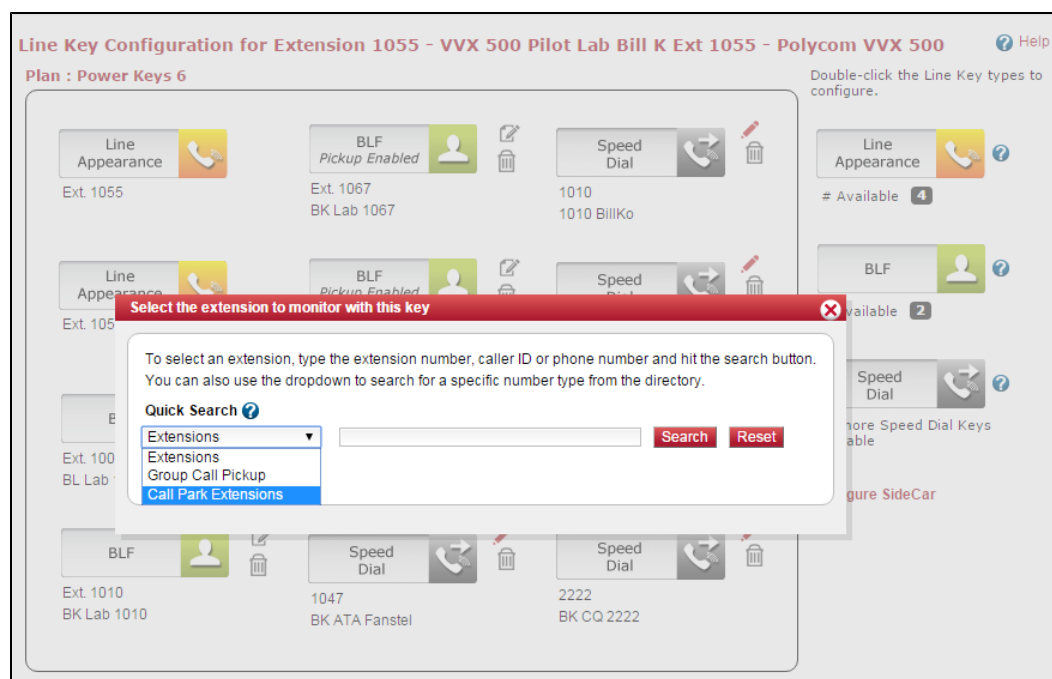


This key map corresponds to the keys on your phone.

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.

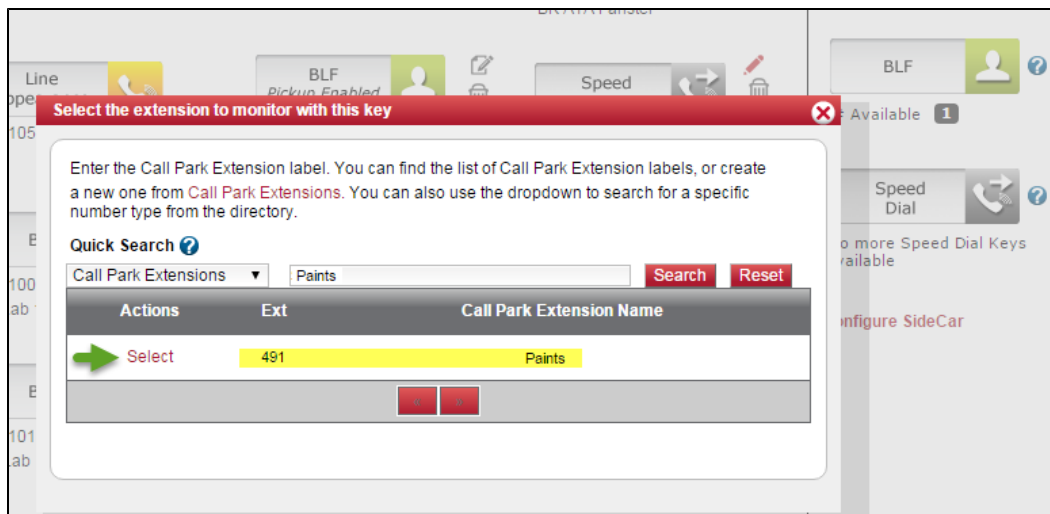


Note:

- 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**.

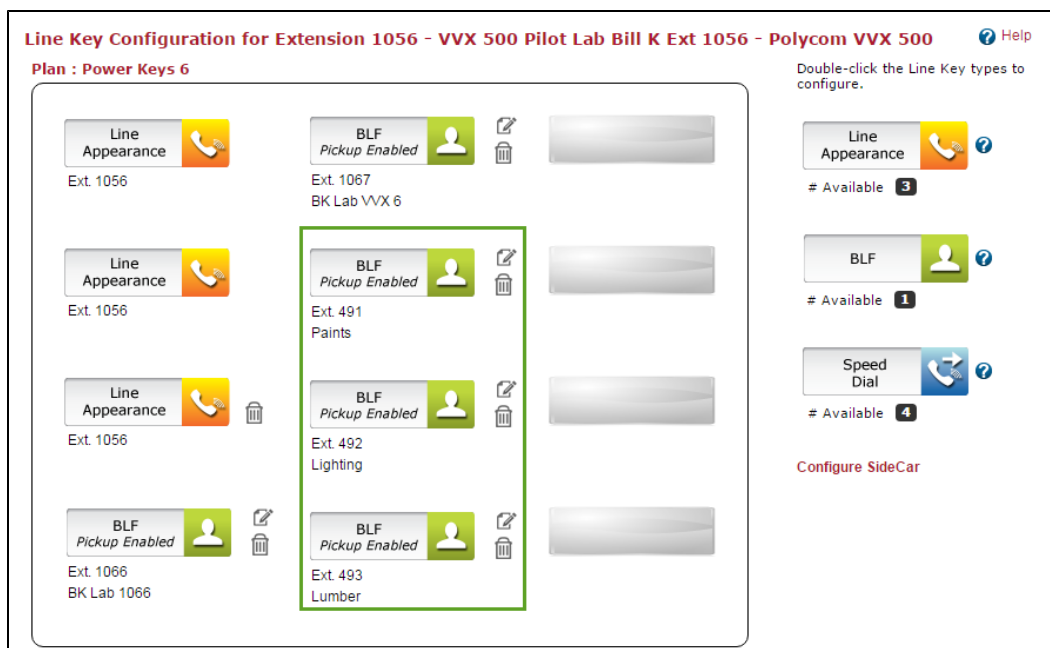


You can also create a label by clicking the **Call Park Extensions** link.

10. Click **Ok**.

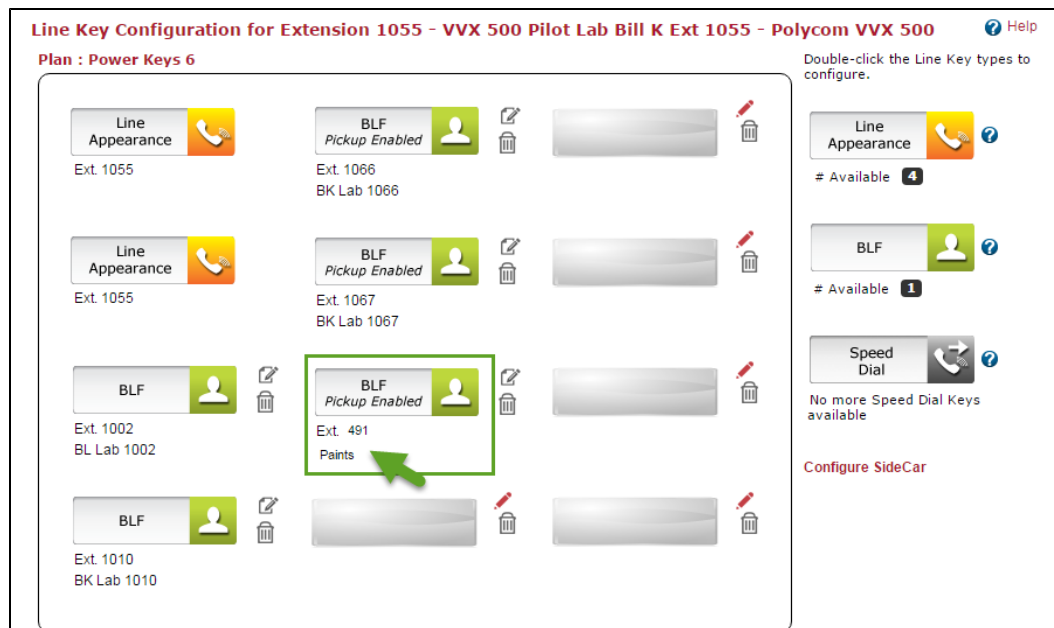
The assigned BLF key appears.

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



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?

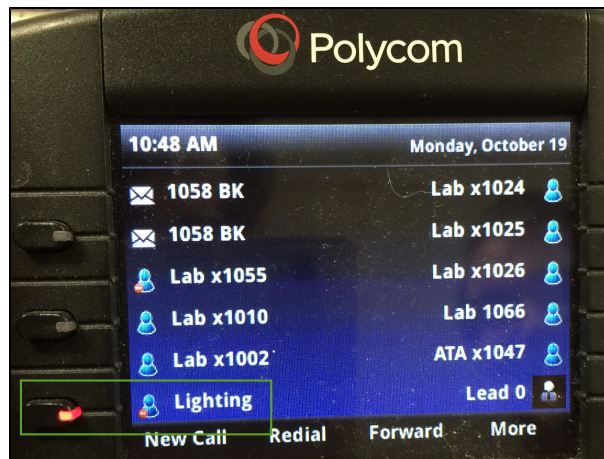
To monitor calls using a Call Park Extension:

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.



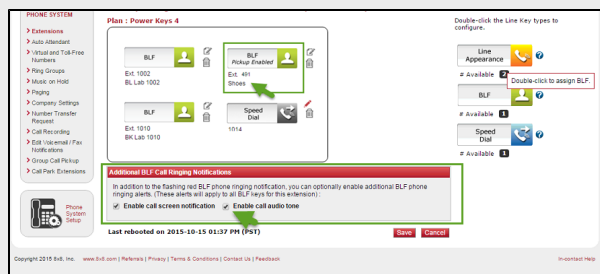
The call is parked to be retrieved by associates in Lighting.

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.