



Grandstream Networks, Inc.

GRP260X Carrier-Grade Essential IP Phones

Zoom Call Park Configuration Guide



Table of Contents

INTRODUCTION.....	3
PRIVATE CALL PARK LOCATION SETUP	4
IN-CALL CALL PARK AND PRIVATE CALL PARK SOFTKEYS	5
AIM CALL PARK VPK	7
AIM PRIVATE CALL PARK VPK	8
SUPPORTED DEVICES.....	12

Table of Figures

Figure 1: Zoom Portal – Private Call Park	4
Figure 2: Private Call Park Locations Setup Example.....	4
Figure 3: Web UI – Custom Softkey Layout	5
Figure 4: LCD – Custom Softkey Layout	6
Figure 5: Web UI – Aim Call Park VPK.....	7
Figure 6: LCD(idle) – Aim Call Park VPK	7
Figure 7: LCD(After parking) – Aim Call Park VPK	7
Figure 8: Web UI – Aim Private Call Park VPK	8
Figure 9: LCD(idle) – Aim Private Call Park VPK.....	8
Figure 10: LCD(After parking) – Aim Private Call Park VPK.....	8



INTRODUCTION

Call park allows phone users to place a call on hold and let another phone user resume the call from any phone or Zoom client. After parking a call, Zoom Phone generates a retrieval code. Any other phone user can use the retrieval code to resume the call. Admins can set routing rules if parked calls are not answered after a specified amount of time. A normal call park will use a public call park location which is accessible by all users while a private call park only uses private call park locations, which have restrictions assigned by the account administrator.



PRIVATE CALL PARK LOCATION SETUP

Here is an example of setting up private call park locations as an account administrator. Go to Phone System Management -> Company Info -> Site_x -> Policy -> Private Call Park and click on “Manage Private Call Park” and then click “Add”.

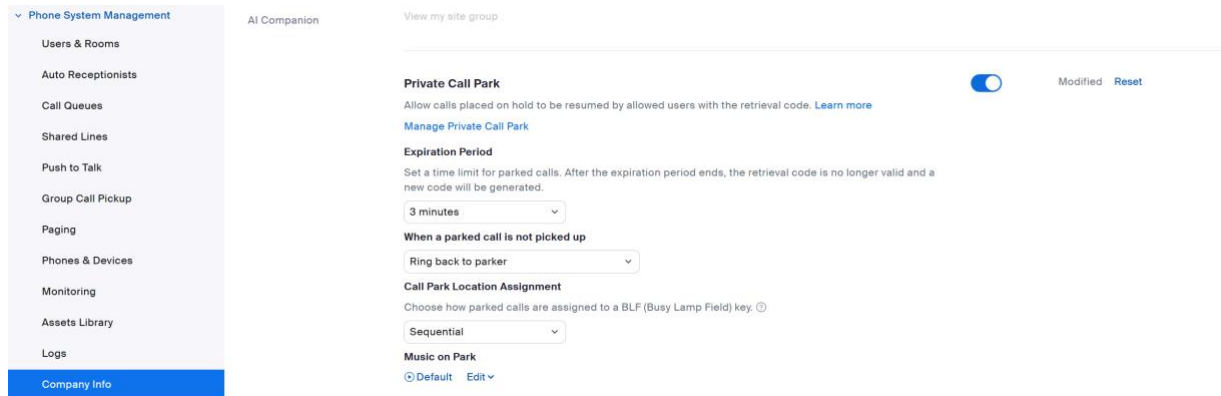


Figure 1: Zoom Portal – Private Call Park

Afterwards, you’ll enter:

1. Name for this setup
2. Choose the type: either “User & Common Area” or “Shared Line Group”
 - a. Select the users & common areas or shared line group to include depending on previous selection
3. Select the location range you want your members to have access to

And then click “Save”

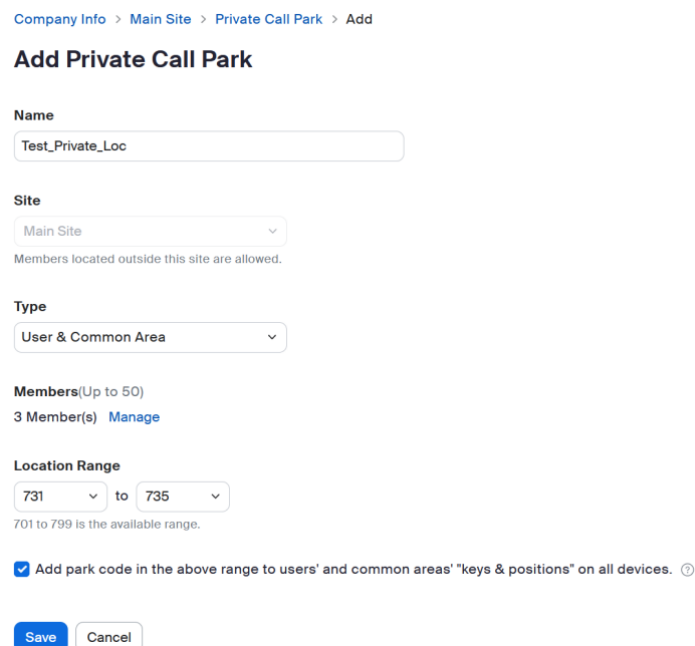


Figure 2: Private Call Park Locations Setup Example



IN-CALL CALL PARK AND PRIVATE CALL PARK SOFTKEYS

By following this setup, you'll configure your GRP260x to have 2 in-call softkeys: "Park" and "PCP". Pressing "Park" will perform a public call park while pressing "PCP" will perform a private call park. With these methods, the Zoom server will choose which location to park the call to and notify the user the location it has selected.

Provision Template:

```
<item name="softkeys.layout.enable">Yes</item>
<item
name="softkeys.layout.state.inCallConnected">EndCall,Trnf&gt;VM,ConfCall,NewCall,Swap,T
ransfer,Custom-
Hold,Custom1,Custom2,PrivacyOn,PrivacyOff,Monitor,Whisper,BargeIn,TakeOver</item>

<item name="pks.scSoftkey.1.mode">DialDTMF</item>
<item name="pks.scSoftkey.1.description">Park</item>
<item name="pks.scSoftkey.1.value">*5</item>

<item name="pks.scSoftkey.2.mode">DialDTMF</item>
<item name="pks.scSoftkey.2.description">PCP</item>
<item name="pks.scSoftkey.2.value">*6</item>
```

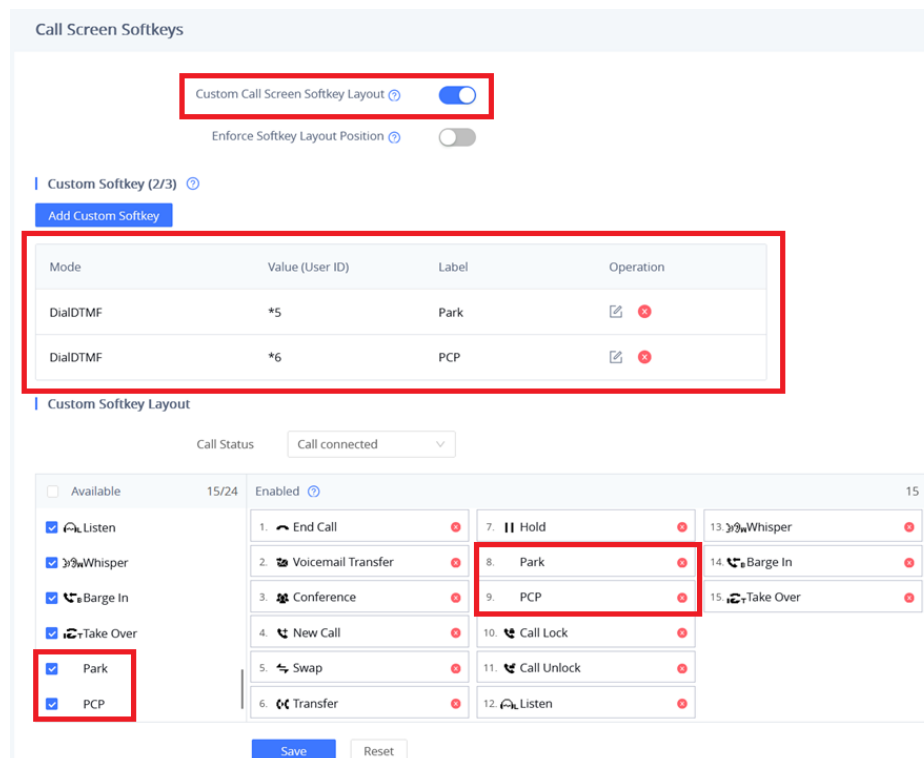


Figure 3: Web UI – Custom Softkey Layout





Figure 4: LCD – Custom Softkey Layout

AIM CALL PARK VPK

With Aim Call Park, the user gets the ability to select which public call park location to park the call to as opposed to letting the server choose. However, the user must configure a VPK for each different location to park/monitor. We use the “Monitored Call Park” VPK mode which uses BLF to monitor the call park location’s status. When there is no parked call, the LED for the VPK will be solid green. After parking the call, the LED for the VPK will be solid red to indicate that there is a parked call. Also the VPK label will update to display the caller that is parked. When the user is monitoring a parked call, the user can press the aim call park VPK and retrieve the parked call.

Provision Template:

```
<item name="account.1.featureCodes.callFeatures">YesWithoutFeatureCodes</item>

<item name="pks.vpk.4.keyMode">MonitoredCallPark</item>
<item name="pks.vpk.4.account">0</item>
<item name="pks.vpk.4.description">AIMCallPark</item>
<item name="pks.vpk.4.value">*801</item>
```

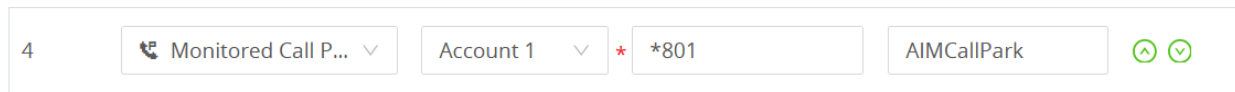


Figure 5: Web UI – Aim Call Park VPK



Figure 6: LCD(idle) – Aim Call Park VPK



Figure 7: LCD(After parking) – Aim Call Park VPK



AIM PRIVATE CALL PARK VPK

Aim Private Call Park allows the user to park a call to a private call park location as long as the user/shared line group is configured by the account administrator to have access to that location.

Provision Template:

```
<item name="account.1.featureCodes.callFeatures">YesWithoutFeatureCodes</item>

<item name="pks.vpk.5.keyMode">MonitoredCallPark</item>
<item name="pks.vpk.5.account">0</item>
<item name="pks.vpk.5.description">PCP-User</item>
<item name="pks.vpk.5.value">*711</item>
```



Figure 8: Web UI – Aim Private Call Park VPK



Figure 9: LCD(idle) – Aim Private Call Park VPK



Figure 10: LCD(After parking) – Aim Private Call Park VPK



Table 1: Call Park Softkey Aliases

Alias	Description	Value Range	Default
softkeys.layout.enable	Enables/disables custom call screen softkey layout	Yes, No	No
softkeys.layout.state.inCallConnected	Selects which softkeys to display in the "Call connected" call status	EndCall,ConfCall,NewCall,Swap,Transfer,UCallPark,DialDTMF,Record,Record Stop,Custom-NoiseShield,Custom-Hold,Custom-BS-CallCenter,GDS,GroupListening,Cancel-Forward,Trmf>VM,PrivacyOn,PrivacyOff,Monitor,Whisper,BargeIn,TakeOver,Custom1,Custom2,Custom3	EndCall,ConfCall,NewCall,Swap,Transfer,Record,Custom-Hold,Custom-NoiseShield,DialDTMF
pks.scSoftkey.{x}.mode	Key mode for custom call screen softkey {x}	None, SpeedDial, SpeedDialViaActiveAccount, DialDTMF, VoiceMail, Silent Call	None
pks.scSoftkey.{x}.description	Description for custom call screen softkey {x}	{string}	
pks.scSoftkey.{x}.value	Value for custom call screen softkey {x}	{string}	



Table 2: Aim Call Park VPK Aliases

Alias	Description	Value Range	Default
account.{x}.featureCodes.callFeatures	If set to “Enabled”, the phone can perform Do Not Disturb, Call Forwarding and other call features locally. If set to “Call Forwarding & DND Only”, the phone can only perform Do Not Disturb and Call Forwarding features locally. If set to “Enabled without Feature Codes”, the phone can perform local call features, but lacks local feature codes support. If set to “Disabled”, the provisioned feature codes from the server will be used. User configured feature codes will be used only if server provisioned feature codes are not provided.	Yes, No, CallForwardingDNDOnly, YesWithoutFeatureCodes	Yes
pks.vpk.{x}.keyMode	Key mode for virtual multi-purpose key {x}	None, SpeedDial, BLF, PresenceWatcher, EventlistBLF, SpeedDialViaActiveAccount, DialDTMF, VoiceMail, CallReturn, Transfer, CallPark, Intercom, LDAPSearch, Conference, MulticastPaging, CallLog, MonitoredCallPark, Menu, XML Application, Information, Message, Forward, DND,	None



		Redial, MulticastListenAddress, GDSOpenDoor, EventListPresence, Provision, Line, SharedLine, Multicast Paging Address, HTTPCMD, CallFlip, VisualCallPark, SilentCall	
pks.vpk.{x}.account	Account for virtual multi-purpose key {x}	Account1, Account2, Account3, Account4, Account5, Account6	
pks.vpk.{x}.description	Description for virtual multi- purpose key {x}	{string}	
pks.vpk.{x}.value	Value for virtual multi-purpose key {x}	{string}	



SUPPORTED DEVICES

Device Name	Call Park Softkey Support	Call Park VPK Support	Private Call Park VPK Support
GRP2601/P/W	1.0.7.64 or higher	Not supported	Not supported
GRP2602/P/G/W	1.0.7.64 or higher	1.0.7.64 or higher	1.0.7.64 or higher
GRP2603/P	1.0.7.64 or higher	1.0.7.64 or higher	1.0.7.64 or higher
GRP2604/P	1.0.7.64 or higher	1.0.7.64 or higher	1.0.7.64 or higher

