

Call park orbit support for Microsoft Lync 2010

Introduced in “snom UC edition” Version 8.8.1.1

snom Call Park support with Lync Server 2010:

Starting with Version 8.8.1.1 snom supports the Call Park service in Lync Server 2010. Established calls can be parked to a server side lot. The device will display the retrieval number, provided by the Call Park service. Calls can be retrieved at any other endpoint with that “lot-number” or on the parker device by using the parked call list. The device which parked will provide information about events, like when and by whom the call was retrieved.

Notes and limitations:

Please note Call Park support is not enabled per default in Lync Server 2010. It has to be enabled and configured via Lync Control Panel and/or Lync PowerShell.

Details available in TechNet: Configuring Call Park <http://technet.microsoft.com/en-us/library/gg399014.aspx>

Limitations in this version:

- It is necessary to configure one of the programmable keys (Fkeys) with the function Park+Orbit via the phone user interface (optional via snom’s built-in webserver).
- During the assignment process of an Fkey with Park+Orbit phone user interface is asking to provide a value for Orbit, which is not needed in Lync Server 2010. User just confirms the dialog without entering any value.
- Calls on hold cannot be parked. User needs to un-hold the call to park it.

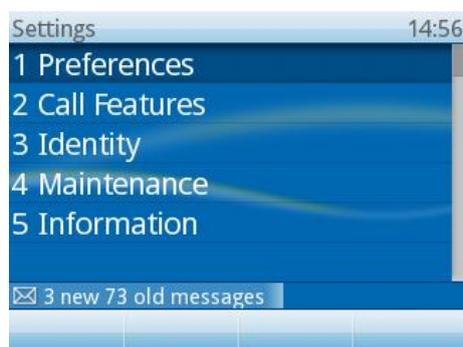
Configuration

Prerequisites

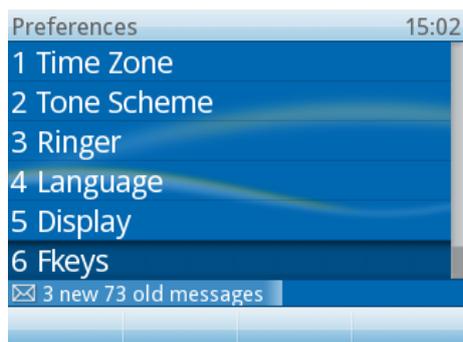
Call Park Service has to be enabled and configured in Lync Server 2010.

Assigning an Fkey with the Park+Orbit function

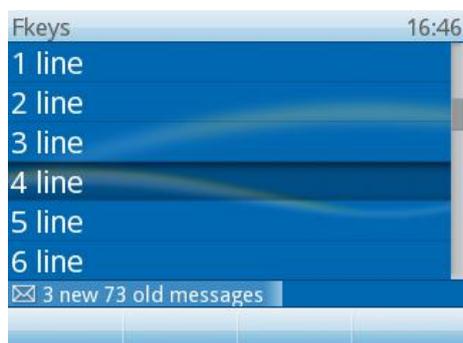
Fkey’s can be assigned with the Park+Orbit function by selecting the Menu button on the device to enter Settings.



By selecting preferences the Fkeys submenu option is displayed.



Inside Fkeys menu the desired Fkey for Park+Orbit can be selected. (Line is the default function for all Fkeys)



After the selection is confirmed the Park+Orbit can be assigned to the Fkey from the choice of functions. The choice of functions depends on Admin or User mode, but Park+Orbit is available in both.



When Park+Orbit is confirmed a dialog is displayed requesting a value to be entered (for an Orbit).



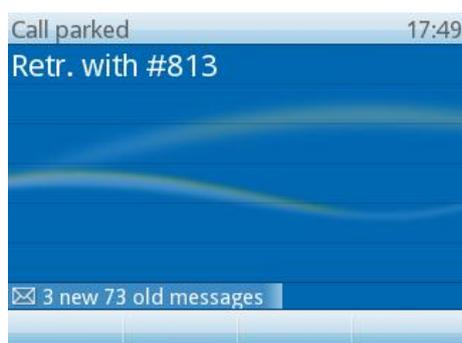
This dialog can be confirmed with the OK key as no value is needed when used with Lync Server 2010. The display will return to the Fkeys submenu to continue with assigning more keys showing the Orbit value as: <sip:_Y_@your-sip-domain>



Returning to the main screen can be achieved by pressing the Cancel key twice.

Using the Call Park feature

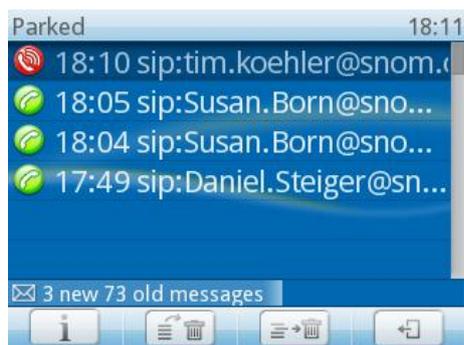
Pressing the desired Fkey assigned will park one or more established calls. The display will present the retrieval number for the one that was parked.



In addition, the Call History menu displays a submenu listing parked calls.



From here the option to un-park calls is provided.



The list of the calls parked in the orbit.