



TIPT Key System Emulation

Configuration / User Guide for
Polycom and Cisco Handsets



Key System Emulation using Polycom VVX Handsets

Create an emulation of a key system on TIPT using call park.

2-4 park users are created, which allow customers to park calls and have visibility of the parked call via BLF.

To park a call, simply press the park line you wish to park against – e.g. Call Park Line 1.

The call is then parked against the line key selected, a parked call notification will then show against the line key.



Any user can then retrieve the parked call by simply pressing the line key with the parked call indicator – this will recall the call to their handset in one step.





Requirements

- Normal User pack – Standard / Executive pack (which includes BLF)
- X Number of park lines - Users with call park pack

Sequence

1. Create TIPT user as normal with standard / executive pack and BLF
2. Login to the UC Self Service portal and navigate to the **Add TIPT User** tile.
3. Create Park lines using available numbers and the call park pack. Create as many as required, typically 2-4 which are then shared across all users.

Add New TIPT Users

New user details

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

First name	Last name	Available Phone Numbers	User Pack
<input type="text" value="Park"/>	<input type="text" value="1"/>	<input type="button" value="Select Range"/>	<input type="text" value="Call Park Pack - \$0 per month"/>
<input type="button" value="Add User"/>			

4. Add park lines as BLF to each nominated handset – ensure call park notification is enabled in comm pilot for BLF.

Busy Lamp Field

Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendant Console Phone and assign a SIP URI to the list.

<input type="button" value="OK"/>	<input type="button" value="Apply"/>	<input type="button" value="Cancel"/>
List URI: sip: <input type="text" value="0282400374_BLF"/>	<input type="text" value="connect.telstra.com"/>	<input type="button" value="v"/>
<input checked="" type="checkbox"/> Enable Call Park notification		
Enter search criteria below		
<input type="text" value="User ID"/>	<input type="text" value="Starts With"/>	<input type="button" value="+"/>
Available Users		Monitored Users
<input type="text"/>	<input type="button" value="Add >"/>	Line 1, Call Park (0282400375@tegdemo.telstra.com) Line 2, Call Park (0282400376@tegdemo.telstra.com) Line 3, Call Park (0282400377@tegdemo.telstra.com) 1, CDesk (0282400306@tegdemo.telstra.com)

Polycom Firmware

Polycom VVX 300 /410/500/600 – minimum firmware of – 5.9.6

Polycom VVX 301 /411/501/601 – minimum firmware of - 6.3.1

Polycom Handset Tags

Add the below tag to enable one touch park / retrieve

CALLPARK_ENHANCED_ENABLE - value = 1

Impacts

Normal BLF keys will loose the ability to perform a directed call pickup.

Speed dial and BLF still work as normal.



Key System Emulation using Cisco MPP Handsets

Create an emulation of a key system on TIPT using call park.

2-4 park users are created which allow customers to park calls and have visibility of the parked call via BLF.

To park a call, simply press the park line you wish to park against – e.g. Call Park Line 1.

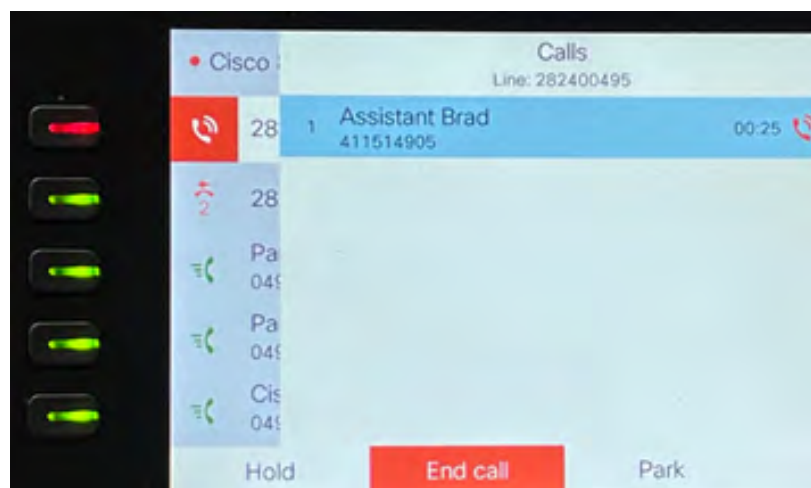
The call is then parked against the line key selected, a parked call notification will then show against the line key.



Any user can then retrieve the parked call by simply pressing the line key with the parked call indicator – this will recall the call to their handset in one step.

Cisco handsets when enabled for 1 key parking will lose all other functionality of the BLF keys; therefore it may be preferable to not apply the one touch park tag and simply use the park key to park the call on the selected line key.

Calls can be parked by pressing the park key and then the park slot you wish to park the call against.





Requirements

- Normal User pack – Standard / Executive pack (which includes BLF)
- X Number of park lines - Users with call park pack

Sequence

1. Create TIPT user as normal with standard / executive pack and BLF
2. Login to the UC Self Service portal and navigate to the **Add TIPT User** tile.
3. Create Park lines using available numbers and the call park pack. Create as many as required, typically 2-4 which are then shared across all users.

Add New TIPT Users

New user details

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

First name	Last name	Available Phone Numbers	User Pack
<input type="text" value="Park"/>	<input type="text" value="1"/>	<input type="button" value="Select Range"/>	<input type="text" value="Call Park Pack - \$0 per month"/>
<input type="button" value="Add User"/>			

4. Add park lines as BLF to each nominated handset. Ensure call park notification is enabled in comm pilot for BLF.

Busy Lamp Field

Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendant Console Phone and assign a SIP URI to the list.

OK
Apply
Cancel

List URI: sip: @

Enable Call Park notification

Enter search criteria below

User ID
Starts With

Available Users	Monitored Users
<input type="text"/>	<div style="border: 1px solid #ccc; padding: 2px;"> Line 1, Call Park (0282400375@tegdemo.telstra.com) Line 2, Call Park (0282400376@tegdemo.telstra.com) Line 3, Call Park (0282400377@tegdemo.telstra.com) 1, CDesk (0282400306@tegdemo.telstra.com) </div>
<input type="button" value="Add >"/>	

Cisco Handset Tags

Add the below tag to enable one touch park / retrieve

BLF_LIST_FEATURE_OPTIONS - value = park

Impacts

- Normal BLF keys will not function when in this mode
- If you want BLF keys to function then you will need to not enable the tag and use a 2 step process to park the call. Press the park soft key and the line you want to park to call to.