

Place a Call on Hold with Call Park on a Cisco IP Phone 8800 Series Multiplatform Phone

Objective

The Call Park feature on your Cisco IP Phone allows you to place a call on hold and then retrieve the call yourself or let someone else retrieve the call using another phone in the system. Before using this feature, your network administrator should configure the extension numbers first where calls can be parked.

This article aims to explain some possibilities on how to place a call on hold with the Call Park feature on the Cisco IP Phone 8800 Series Multiplatform Firmware.

Applicable Devices | Software Version

- IP Phone 8800 Series | 11.0.1 ([Download latest](#))

The 8800 series phones referenced in this article are not Enterprise phones that use a specific call controller. If you would like to compare the two different types of phones, check out [Compare & Contrast: Cisco IP MPP Phones & Cisco Unified IP Phones](#).

Phones with Multiplatform Firmware

MPP phones require either service from an Internet Telephony Service Provider (ITSP) or an IP Private Branch Exchange (PBX) call control server. WebEx Calling, Ring Central, and Verizon are examples of an ITSP. Some examples of IP PBX services that work with Cisco MPP phones include, Asterisk, Centile, and Metaswitch platforms.

These ITSP and IP PBX call controllers are a separate system in which the phone and the call controller communicate with each other to provide services such as call park and voicemail. Since the MPP phones do not use a specific call controller, access and procedures vary.

Each call controller can follow different procedures, so we can't tell you exactly how yours will work. For information and help with your specific voicemail commands, refer to the help sites from the provider you chose. If you have an administrator, you can contact them for details and possible training.

Possible commands when using Asterisk and FreePBX

One of the common defaults is *70 to make a call park.

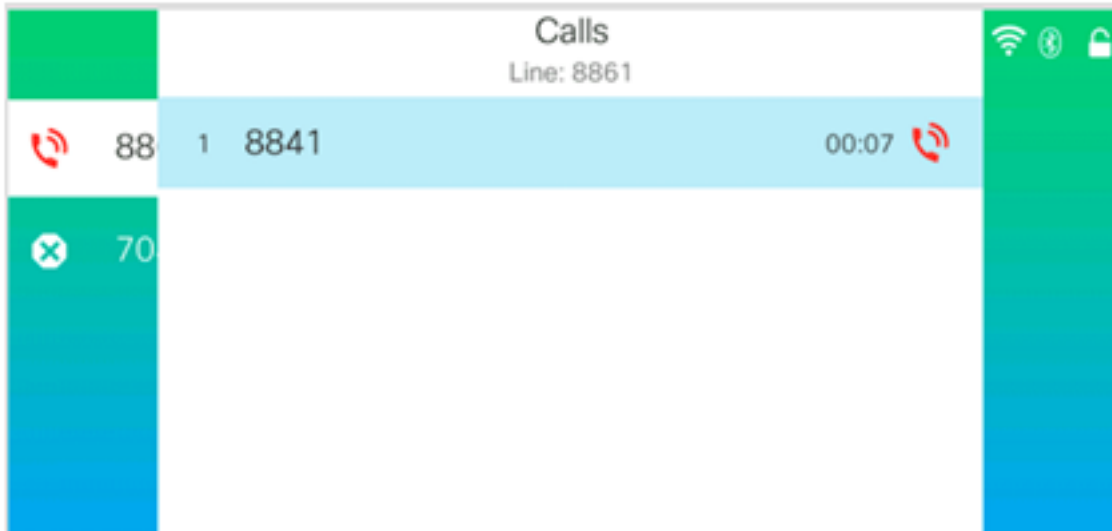
One of the common defaults is *71 to retrieve the call.

This video may be helpful if you use FreePBX: [Call Parking with FreePBX](#).

Once again, it is best to contact the person that set up your phone system for details specific to your setup.

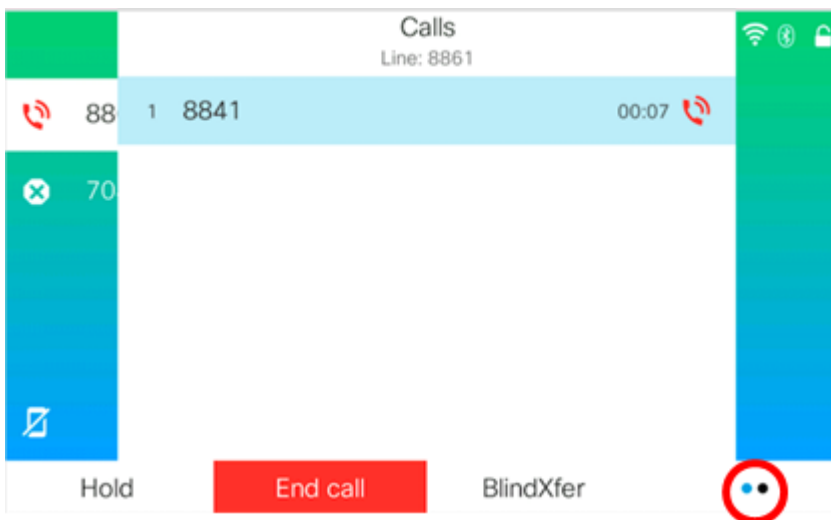
Other Possible Options

Step 1. Answer a call on your IP Phone.

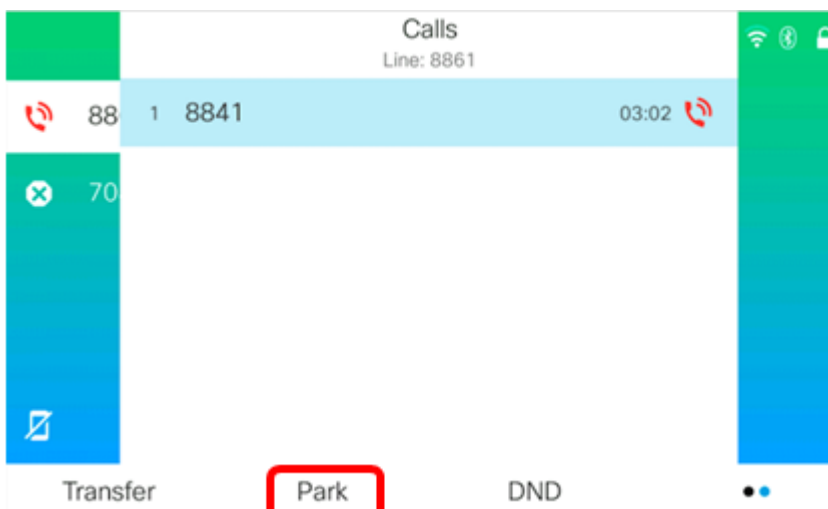


Note: In this example, a call from 8841 is received.

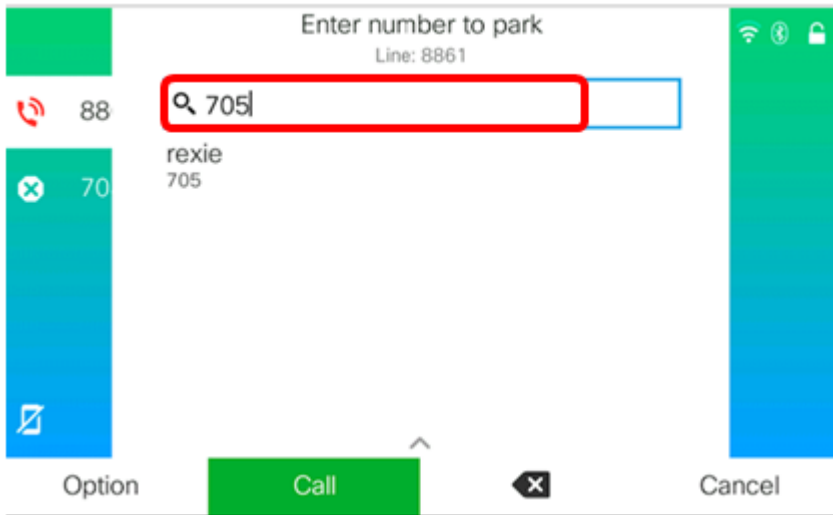
Step 2. Press the **Next Page** softkey to show other options for softkeys.



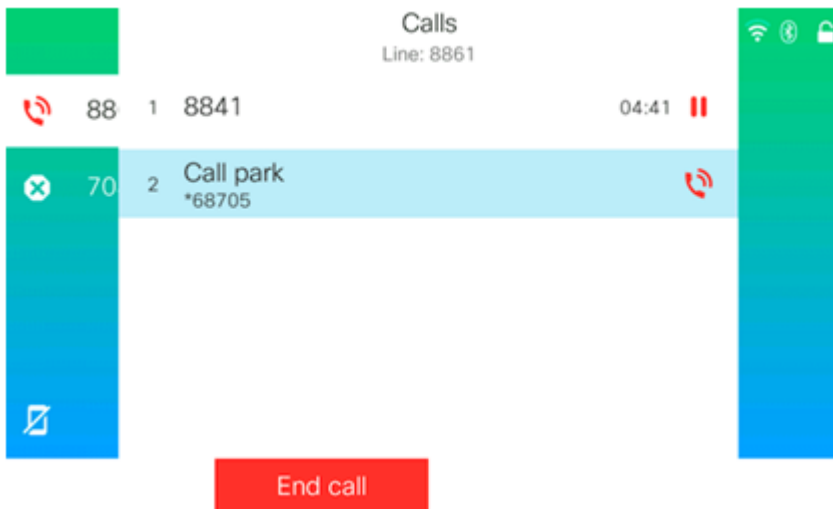
Step 3. Press the **Park** softkey.



Step 4. Enter one of the configured extension numbers for call parking and then press the **pound** # button on your phone.



Note: In this example, 705 is used.



Step 5. (Optional) If the call is to be retrieved by somebody else, communicate to them the extension number for the parked call.