

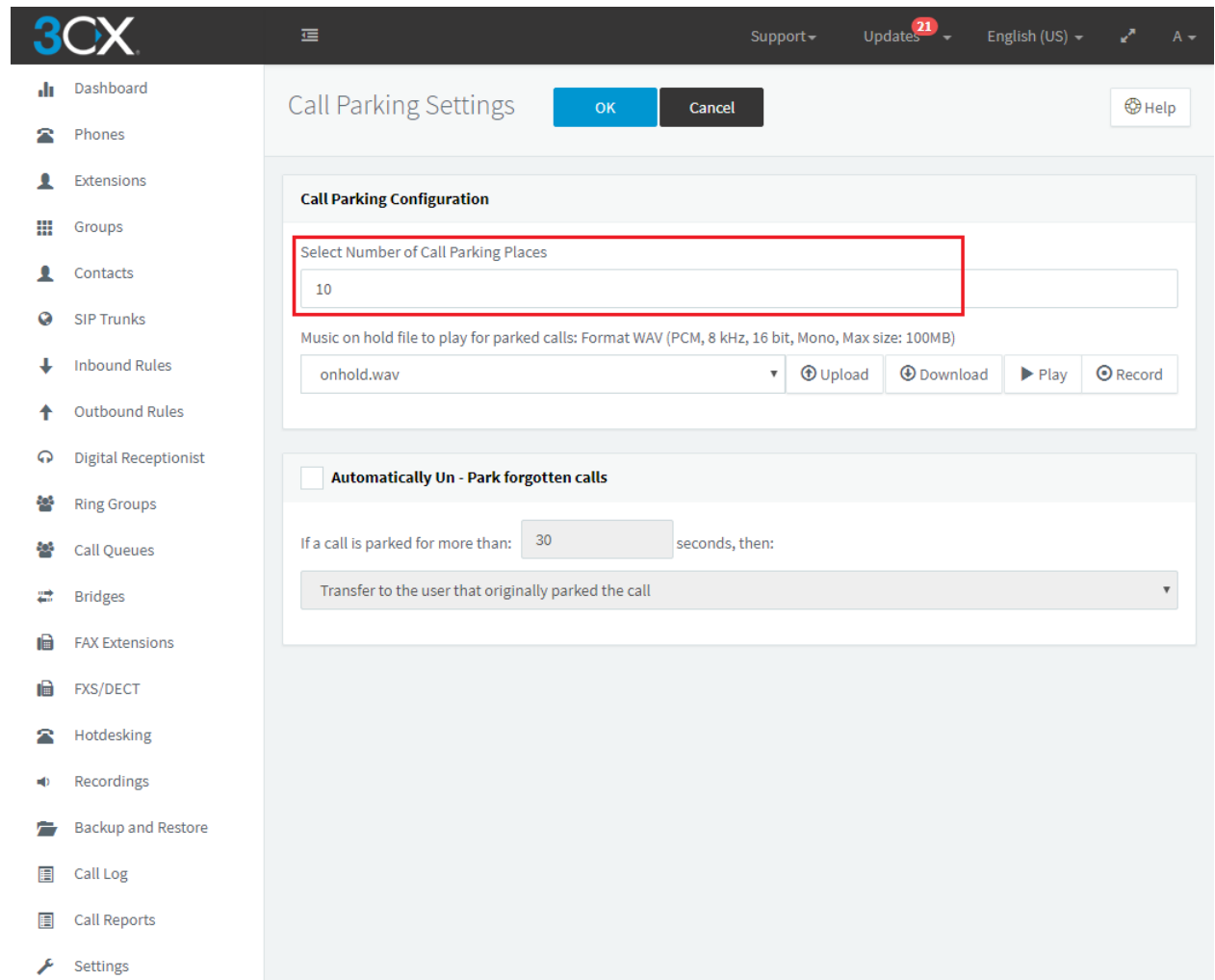
How to Use Call Park Feature on Htek IP Phones



There are three Htek IP Phones: A, B and C

1. Use Call Park feature via 3CX

(1) Login 3CX system → Setting → Call Parking → Get “the Call park place number”
e.g.: SP10



3CX

Support ▾ Updates ²¹ ▾ English (US) ▾ A ▾

Dashboard
Phones
Extensions
Groups
Contacts
SIP Trunks
Inbound Rules
Outbound Rules
Digital Receptionist
Ring Groups
Call Queues
Bridges
FAX Extensions
FXS/DECT
Hotdesking
Recordings
Backup and Restore
Call Log
Call Reports
Settings

Call Parking Settings

OK Cancel Help

Call Parking Configuration

Select Number of Call Parking Places

10

Music on hold file to play for parked calls: Format WAV (PCM, 8 kHz, 16 bit, Mono, Max size: 100MB)

onhold.wav Upload Download Play Record

☐ Automatically Un - Park forgotten calls

If a call is parked for more than: 30 seconds, then:

Transfer to the user that originally parked the call

(2) Login IP Phone A's webpage → Function Keys → Line Key/ Memory Key → Set Type to "Call park", fill "SP10" in the Value field

[logout](#)

Home | Account | Network | **Function Keys** | Setting | Directory | Management

Line Key
 Programmable
 Key
 EXP KEY

Line Label Length Default
Line Page Indicator Disable

BLF list MODE Manually
line key as cancel Disable

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default			Auto	
Key2	Line	Default			Auto	
Key3	Line	Default			Auto	
Key4	DTMF	Default	*6		Account 1	
Key5	Call Park	Default	SP10		Account 3	
Key6	N/A	Default			Account 1	
Key7	N/A	Default			Account 1	
Key8	N/A	Default			Account 1	
Key9	N/A	Default			Account 1	
Key10	N/A	Default			Account 1	
Key11	N/A	Default			Account 1	
Key12	N/A	Default			Account 1	
Key13	N/A	Default			Account 1	
Key14	N/A	Default			Account 1	

NOTE



Login IP Phone B's webpage → Function Keys → Line Key/ Memory Key → Set Type to "Call park", fill "SP10" in the Value field

[logout](#)

Home | Account | Network | **Function Keys** | Setting | Directory | Management

Line Key
 Memory Key
 Programmable
 Key
 EXP KEY

Line	Type	Value	Label	Account	Extension
Key1	Line			Auto	
Key2	Line			Auto	
Key3	Call Park	SP10		Account 2	
Key4	N/A			Account 1	

SaveSet
Restart

NOTE

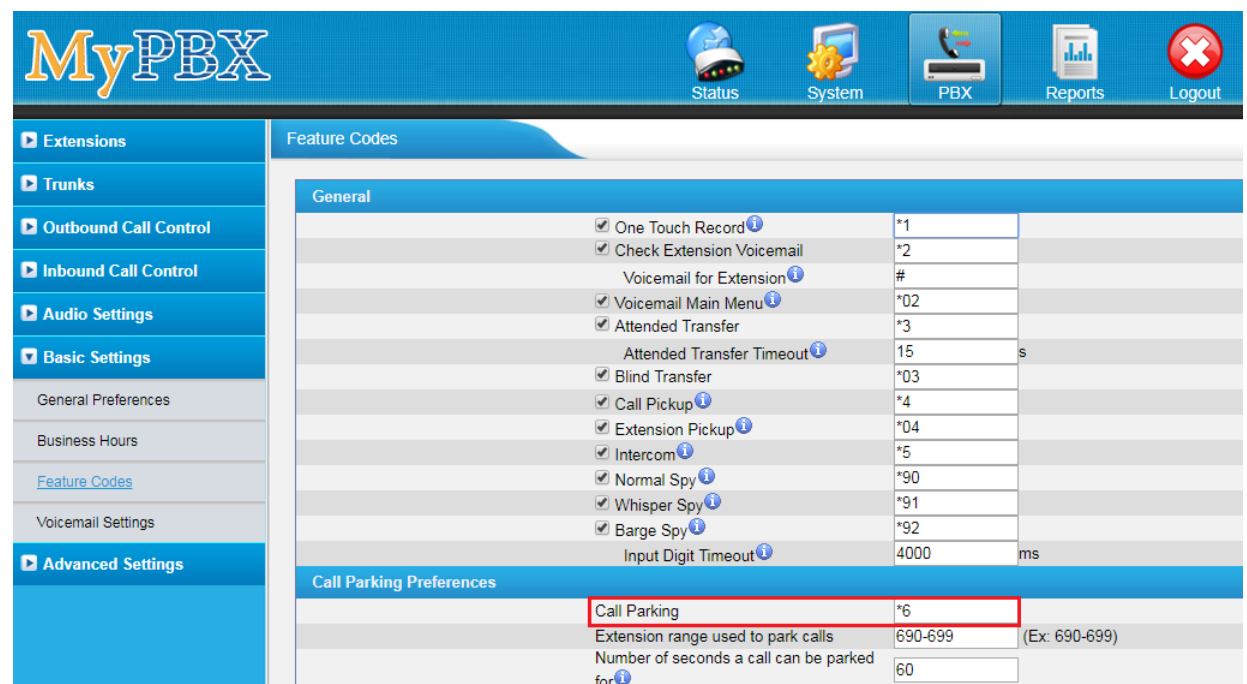
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- (3) C calls A, A answers, then A presses the Call park key, C will be held.
 (4) B presses the Call Park key, then B will talk with C.

2. Use Call Park feature via MyPBX


- (1) Login MyPBX system → PBX → Basic Settings → Feature Codes → Call Parking Preferences → Get “the Call park feature code”
 e.g.: *6



Feature Codes		
General		
<input checked="" type="checkbox"/> One Touch Record	*1	
<input checked="" type="checkbox"/> Check Extension Voicemail	*2	
Voicemail for Extension	#	
<input checked="" type="checkbox"/> Voicemail Main Menu	*02	
<input checked="" type="checkbox"/> Attended Transfer	*3	
Attended Transfer Timeout	15	s
<input checked="" type="checkbox"/> Blind Transfer	*03	
<input checked="" type="checkbox"/> Call Pickup	*4	
<input checked="" type="checkbox"/> Extension Pickup	*04	
<input checked="" type="checkbox"/> Intercom	*5	
<input checked="" type="checkbox"/> Normal Spy	*90	
<input checked="" type="checkbox"/> Whisper Spy	*91	
<input checked="" type="checkbox"/> Barge Spy	*92	
Input Digit Timeout	4000	ms
Call Parking Preferences		
Call Parking	*6	
Extension range used to park calls	690-699	(Ex: 690-699)
Number of seconds a call can be parked for	60	

- (2) Login IP Phone A's webpage → Function Keys → Line Key/ Memory Key → Set Type to "DTMF", fill "*6" in the Value field

[logout](#)



[Home](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

Line Key

Programmable Key

EXP KEY

Line Label Length: Default

Line Page Indicator: Disable

BLF list MODE: Manually

line key as cancel: Disable

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default			Auto	
Key2	Line	Default			Auto	
Key3	Line	Default			Auto	
Key4	DTMF	Default	*6		Account 1	
Key5	Call Park	Default	SP10		Account 3	
Key6	N/A	Default			Account 1	
Key7	N/A	Default			Account 1	
Key8	N/A	Default			Account 1	
Key9	N/A	Default			Account 1	
Key10	N/A	Default			Account 1	
Key11	N/A	Default			Account 1	
Key12	N/A	Default			Account 1	
Key13	N/A	Default			Account 1	
Key14	N/A	Default			Account 1	

NOTE



- (3) B calls A, A answers. A presses the DTMF key, then A will hear a voice prompt about parking position (The parking position is usually "690") and hang up. B will be held.
- (4) C calls "690", then C will talk with B.

PS:

Call park LED:

LED Status	Description
Steady Green	Idle status
Steady Red	The monitored place has a parking call