

Unified Communication Manager: Parked Calls are Dropped

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Introduction

This document describes how to resolve the issue when parked calls are dropped across WAN in Cisco Unified Communication Manager 5.x.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communication Manager 5.x

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified Communication Manager 5.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Call Park Feature

The Call Park feature allows you to place a call on hold, so it can be retrieved from another phone in the Cisco Unified Communication Manager system, such as a phone in another office or in a conference room. If you are on an active call at your phone, you can press the Park softkey or the Call Park button in order to park the call to a call park extension. Someone on another phone in your system can then dial the call park extension to

retrieve the call.

Problem

In Cisco Unified Communication Manager 5.x, if a call is parked, when you go back to retrieve that call, the call is gone or a fast busy is heard. This happens when calls are parked to phones that are connected remotely through MGCP gateways.

Solution

Note: Each Cisco Unified Communication Manager to which devices are registered needs its own unique call park directory number and range.

In order to solve the call park issue, complete these steps:

1. Log into the Cisco Unified Communication Manager Administration page. Choose **System > Service Parameters**.
2. Select the Cisco Unified Communication Manager to which the phones are registered, and choose **Callmanager service** from the services drop-down list.
3. Find the **Disable Alerting Progress Indicator** parameter under the **Clusterwide Parameters (Device – PRI and MGCP Gateway)**

section.	Clear Calls Flag When Datalink Is Down *	True	True
	Device Status Poll Interval *	3000	3000
	Disable Alerting Progress Indicator *	True	False
	Discard Non Inband Progress in Overlap Sending *	False	False

Change the parameter value from **False** to **True**, and click the **Save** icon. The default value is false.

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