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Pre Call and Mid Call Services User Guide

(Polycom® KIRK Wireless Server 600v3 - Supports SIP and Skinny)
(Polycom® KIRK Wireless Server 1500 with IP Interface Card - Supports Skinny)



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Chapter 1 Pre Call Services

This section is intended for end users and provides information about activating pre call services on your handset specific for your call handler.

Contact your system administrator for information about your call handler and wireless server.

For more information about the handset in general, refer to the Handset User Guide.

Note: The features described in this document are subject to change without notice.

This section includes information about activating:

- [“Pre Call Services in Cisco Call Handler \(CCM 4.2/CCM 5.0/CCM 5.1/CCME 4.0\)” on page 5](#)
- [“Pre Call Services in SIP Call Handler” on page 8](#)

1.1 Pre Call Services in Cisco Call Handler (CCM 4.2/CCM 5.0/CCM 5.1/CCME 4.0)

This section describes how to activate different pre call services on your handset, when operating on a Cisco call handler.

Note: Supported on KIRK Wireless Server 600v3 and KIRK Wireless Server 1500 with IP Interface Card.

Note: Cisco charges users of the CallManager software a license fee for each IP Phone, soft phone or other endpoint system (“IP Phone”) that connects into the Cisco CallManager software. This CallManager user license fee applies regardless of the source (Cisco, Licensee or a third party) or the functionality of that IP phone. Licensee must communicate to Licensee’s field, channels and customers, in a form and manner approved in advance by Cisco, the following information about the program: How to make payment of that CallManager User License Fee under a particular part ID number. (URL to be provided to Licensee by Cisco or customers may contact their Cisco Field representative to make payment).



This section provides information about:

- [“Activating Call-Forward-All” on page 6](#)
- [“Cancelling Call-Forward-All” on page 6](#)
- [“Call Pickup” on page 6](#)
- [“Activating Hunt Group” on page 6](#)
- [“Logging out of Hunt Group” on page 7](#)
- [“Call Park” on page 7](#)
- [“Activating Call Waiting” on page 7](#)

1.1.1 Activating Call-Forward-All

Use this feature to send all calls from one telephone number to another telephone number.


On your handset do the following:

- 1 Press .
- 2 Press ** and then press 1. You will receive a confirmation tone.
- 3 Dial the telephone number to which you want to send the call. You will receive a confirmation tone.
- 4 Press  again to end the call.

1.1.2 Cancelling Call-Forward-All

Use this feature to cancel the call forward between telephone numbers.

On your handset do the following:


- 1 Press .
- 2 Press ** and then press 2. You will receive a confirmation tone.

1.1.3 Call Pickup

Use this feature to answer a phone in your call pickup group. It allows you to answer someone else's telephone call. Only one call can be picked up by the same telephone set at one time.

Note: Not supported for SRST.

On your handset do the following:



- 1 Press .
- 2 Press ** and then press 3.

1.1.4 Activating Hunt Group

A hunt group is a grouping of telephone lines (usually incoming) that are set up to receive calls in a particular order if a line is busy.

Use this feature to allow automatic distribution of incoming calls to two or more lines. If line 1 is busy and a call comes in, then that call will be routed to line 2. If both lines 1, and 2 are busy, then the call will be routed to line 3, etc.

On your handset do the following:

- 1 Press .
- 2 Press ** and then press 9.
- 3 Wait until the text **Your current options** appears in the display and you hear a busy signal.
- 4 Press  again.

1.1.5 Logging out of Hunt Group

Use this feature to log out of the hunt group.

On your handset do the following:

- 1 Press .
- 2 Press ** and then press 9.
- 3 Wait until the text **Logged out of Hunt Group** appears in the display and you hear a busy signal.
- 4 Press  again.

1.1.6 Call Park

Note: It is not possible to park a call on CCM 4.2, CCM 5.0, CCM 5.1 and CCME 4.0 - it is only possible to retrieve a parked call.

Use this feature to put a call on hold at one telephone set and continue the conversation from any other telephone set.

The Call Park feature is activated by pressing an extension number. This transfers the current telephone conversation to an unused extension number and immediately puts the conversation on hold. The telephone system will then display the extension number of the parked call so that the call can later be retrieved. A set time is then provided for any person to retrieve the call by dialing the extension number of the parked call on any telephone set.

Note: If no one picks up the parked call within the set time, the telephone system may ring back the parked call. This transfers the parked call back to the person who originally parked the call.

Contact your system administrator for more information about the Call Park extension.

1.1.7 Activating Call Waiting

Note: This feature is activated in the system as default.

Use this feature to switch to a new incoming call while on another call.

When Call Waiting is activated on your handset, you can hear one short beep while on a call and a new incoming call arrives. Caller ID of the new incoming call is also shown in the display.

1.2 Pre Call Services in SIP Call Handler

This section describes how to activate different pre call services on your handset, when operating on a SIP call handler. It also describes the use of Message Waiting Indication. The following SIP variants are available: Asteriks, Cirpack and Inter-Tel.

Note: Only supported on KIRK Wireless Server 600v3.

This section provides information about activating pre call services on:

- [“Asteriks” on page 8](#)
- [“Cirpack \(Cirpack telephony platform - 4.2j\)” on page 8](#)
- [“Inter-Tel \(7000 Network Communication Solutions\)” on page 9](#)

1.2.1 Asteriks

Please contact your system administrator for information about activating pre call services on your handset.

1.2.1.1 Activating Call Waiting

Use this feature to switch to a new incoming call while on another call.

On your handset do the following:

- Press *43#.

When Call Waiting is activated on your handset, you can hear two short beeps while on a call and a new incoming call arrives. Caller ID of the new incoming call is also shown in the display.

1.2.2 Cirpack (Cirpack telephony platform - 4.2j)

Please contact your system administrator for information about activating pre call services on your handset.

Use this feature to switch to a new incoming call while on another call.

On your handset do the following:

- Press *43#.

When Call Waiting is activated on your handset, you can hear two short beeps while on a call and a new incoming call arrives. Caller ID of the new incoming call is also shown in the display.

1.2.3 Inter-Tel (7000 Network Communication Solutions)

Please contact your system administrator for information about activating pre call services on your handset.

1.2.3.1 Activating Call Waiting

Use this feature to switch to a new incoming call while on another call.

On your handset do the following:

- Press *43#.

When Call Waiting is activated on your handset, you can hear two short beeps while on a call and a new incoming call arrives. Caller ID of the new incoming call is also shown in the display.

Chapter 2 Mid Call Services

This section is intended for end users and provides information about activating mid call services on your handset specific for your call handler.

Contact your system administrator for information about your call handler and wireless server.

For more information about the handset in general, refer to the Handset User Guide.

Note: The features described in this document are subject to change without notice.

This section includes information about activating:

- [“Mid Call Services in Cisco Call Handler \(CCM 4.2/CCM 5.0/CCM 5.1/CCME 4.0\)” on page 11](#)
- [“Mid Call Services in SIP Call Handler” on page 14](#)

2.1 Mid Call Services in Cisco Call Handler (CCM 4.2/CCM 5.0/CCM 5.1/CCME 4.0)

This section describes how to use different mid call services on your handset during a call, when operating on a Cisco call handler.

Note: Supported on KIRK Wireless Server 600v3 and KIRK Wireless Server 1500 with IP Interface Card.

Note: Cisco charges users of the CallManager software a license fee for each IP Phone, soft phone or other endpoint system (“IP Phone”) that connects into the Cisco CallManager software. This CallManager user license fee applies regardless of the source (Cisco, Licensee or a third party) or the functionality of that IP phone. Licensee must communicate to Licensee’s field, channels and customers, in a form and manner approved in advance by Cisco, the following information about the program: How to make payment of that CallManager User License Fee under a particular part ID number. (URL to be provided to Licensee by Cisco or customers may contact their Cisco Field representative to make payment).

This section provides information about:

- [“Hold a Call \(Call Hold\)” on page 12](#)
- [“Disconnecting First Call While Retrieving Held Call” on page 12](#)
- [“Group Pick Up” on page 12](#)
- [“Call Transfer” on page 12](#)
- [“Call Waiting” on page 13](#)
- [“Call Park” on page 13](#)

2.1.1 Hold a Call (Call Hold)

Use this feature to hold a call. A call may be placed on hold, in which case the connection is not terminated but no verbal communication is possible until the call is removed from hold.

On your handset do the following:

- 1 While on a call, press **R**.
- 2 To retrieve the held call, press **R**.

2.1.2 Disconnecting First Call While Retrieving Held Call

Use this feature to retrieve a held call by disconnecting the first call.

On your handset do the following:



- While on a call, press **<** (**REDIAL**).

2.1.3 Group Pick Up

Your system administrator might enable Call PickUp for your phone if you share call-handling responsibilities with co-workers. Call PickUp allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone.

You can use these features to handle calls for co-workers who are in your call pickup group, who are in another pickup group, or who are in a group associated with your group.


On your handset do the following:

- 1 Press .
- 2 Press ****** and then press **3**. You will receive a confirmation tone.
- 3 Dial the telephone number of the pick up group.
- 4 Press  again to end the call.

2.1.4 Call Transfer

Use this feature to transfer a call to another handset by dialing a new number/extension. The transferred call can be either **attended**, **semi-attended** or **blind**. If the transferred call is attended, the desired number/extension is notified of the impending transfer (the caller is put on hold). If the transferred call is semi-attended, the person transferring the call hangs up after hearing a ring tone. If the transferred call is blind, the desired number/extension is not notified of the impending transfer.

On your handset do the following:

- 1 While on a call, press **R**, and dial the new number/extension.
- 2 Press  and the call is transferred to the other handset.

Note: When the transferred call is either **attended** or **semi-attended**, it is possible to withdraw the call by pressing **R** again if the call is not answered.

Note: It is not possible to transfer a call received as Call Waiting on CCME.

2.1.5 Call Waiting

You can have two active calls at the same time. Use **R** to switch between the calls.

On your handset do the following:

- While on a call, press **R** to answer the second call.
The first call is automatically put on hold. When switching back to the first call using **R** again, the second call is automatically put on hold.

2.1.6 Call Park

Use this feature to put a call on hold at one telephone set and continue the conversation from any other telephone set.

Note: It is not possible to park a call on CCM 4.2, CCM 5.0 and CCM 5.1- it is only possible to retrieve a parked call.

The Call Park feature is activated by pressing an extension number. This transfers the current telephone conversation to an unused extension number and immediately puts the conversation on hold. The telephone system will then display the extension number of the parked call so that the call can later be retrieved. A set time is then provided for any person to retrieve the call by dialing the extension number of the parked call on any telephone set.

Note: If no one picks up the parked call within the set time, the telephone system may ring back the parked call. This transfers the parked call back to the person who originally parked the call.

Contact your system administrator for more information about the Call Park extension.

On your handset do the following to retrieve a call:

- Press  and then dial the Call Park extension.

To retrieve a parked call while on call do the following:

- Press **R**, dial the Call Park extension.

2.2 Mid Call Services in SIP Call Handler

This section describes how to activate different mid call services on your handset, when operating on a SIP call handler. The following SIP variants are available: Asterisk, Cirpack and Inter-Tel.

Note: Only supported on KIRK Wireless Server 600v3.

This section provides information about activating mid call services on:

- [“Asterisk” on page 14](#)
- [“Cirpack \(Cirpack telephony platform - 4.2j\)” on page 15](#)
- [“Inter-Tel \(7000 Network Communication Solutions\)” on page 17](#)

2.2.1 Asterisk

This section provides information about:

- [“Hold a Call \(Call Hold\)” on page 14](#)
- [“Disconnect First Call While Retrieving Held Call \(Call Hold\)” on page 14](#)
- [“Reject Incoming Call While on a Call \(Call Waiting\)” on page 15](#)
- [“To Answer a Second Call While on another Call \(Call Waiting\)” on page 15](#)
- [“Group Pick Up” on page 15](#)
- [“Call Transfer” on page 15](#)

2.2.1.1 Hold a Call (Call Hold)

Use this feature to hold a call. A call may be placed on hold, in which case the connection is not terminated but no verbal communication is possible until the call is removed from hold.

On your handset do the following:

- 1 While on a call, press **R**.
- 2 To retrieve the held call, press **R**.

2.2.1.2 Disconnect First Call While Retrieving Held Call (Call Hold)

Use this feature to retrieve a held call by disconnecting the first call.

On your handset do the following:

- While on a call, press **R**, and then press **1**.

2.2.1.3 Reject Incoming Call While on a Call (Call Waiting)

Use this feature to reject an incoming call while on a call.

On your handset do the following:

- While on a call, press **R**, and then press **0**.
The incoming call receives a busy signal.

2.2.1.4 To Answer a Second Call While on another Call (Call Waiting)

You can have two calls active at the same time. Use **R + 2** to switch between the calls.

On your handset do the following:

- While on a call, press **R**, and then press **2** to answer the second call.
The first call is automatically put on hold. When switching back to the first call using **R + 2** again, the second call is automatically put on hold.

2.2.1.5 Group Pick Up

You can be member of a group of telephone lines that are set up to receive calls.


On your handset do the following:

- Press ***8#** to pick up a call in your group.

2.2.1.6 Call Transfer

Use this feature to transfer a call to another handset by dialing a new number/extension. The transferred call can be either **attended**, **semi-attended** or **blind**. If the transferred call is attended, the desired number/extension is notified of the impending transfer (the caller is put on hold). If the transferred call is semi-attended, the person transferring the call hangs up after hearing a ring tone. If the transferred call is blind, the desired number/extension is not notified of the impending transfer.

On your handset do the following:

- 1 While on a call, press **R**, and dial the new number/extension.
- 2 Press  and the call is transferred to the other handset.

Note: When the transferred call is either **attended** or **semi-attended**, it is possible to withdraw the call by pressing **R** again if the call is not answered.

This section provides information about:

- [“Hold a Call \(Call Hold\)” on page 16](#)
- [“Disconnect First Call While Retrieving Held Call \(Call Hold\)” on page 16](#)
- [“Reject Incoming Call While on a Call \(Call Waiting\)” on page 16](#)
- [“To Answer a Second Call While on another Call \(Call Waiting\)” on page 16](#)
- [“Call Transfer” on page 17](#)

2.2.2.1 Hold a Call (Call Hold)

Use this feature to hold a call. A call may be placed on hold, in which case the connection is not terminated but no verbal communication is possible until the call is removed from hold.

On your handset do the following:

- 1 While on a call, press **R**.
- 2 To retrieve the held call, press **R**.

2.2.2.2 Disconnect First Call While Retrieving Held Call (Call Hold)

Use this feature to retrieve a held call by disconnecting the first call.

On your handset do the following:

- While on a call, press **R**, and then press **1**.

2.2.2.3 Reject Incoming Call While on a Call (Call Waiting)

Use this feature to reject an incoming call while on a call.

On your handset do the following:

- While on a call, press **R**, and then press **0**.
The incoming call receives a “busy” signal.

2.2.2.4 To Answer a Second Call While on another Call (Call Waiting)

You can have two calls active at the same time. Use **R + 2** to switch between the calls.


On your handset do the following:

- While on a call, press **R**, and then press **2** to answer the second call.
The first call is automatically put on hold. When switching back to the first call using **R + 2** again, the second call is automatically put on hold.

2.2.2.5 Call Transfer

Use this feature to transfer a call to another handset by dialing a new number/extension. The transferred call can be either **attended**, **semi-attended** or **blind**. If the transferred call is attended, the desired number/extension is notified of the impending transfer (the caller is put on hold). If the transferred call is semi-attended, the person transferring the call hangs up after hearing a ring tone. If the transferred call is blind, the desired number/extension is not notified of the impending transfer.

On your handset do the following:

- 1 While on a call, press **R**, and dial the new number/extension.
- 2 Press  and the call is transferred to the other handset.

Note: When the transferred call is either **attended** or **semi-attended**, it is possible to withdraw the call by pressing **R** again if the call is not answered.

This section provides information about:

- [“Hold a Call \(Call Hold\)” on page 17](#)
- [“Disconnect First Call While Retrieving Held Call \(Call Hold\)” on page 17](#)
- [“Reject Incoming Call While on a Call \(Call Waiting\)” on page 18](#)
- [“To Answer a Second Call While on another Call \(Call Waiting\)” on page 18](#)
- [“Call Transfer” on page 18](#)

2.2.3.1 Hold a Call (Call Hold)

Use this feature to hold a call. A call may be placed on hold, in which case the connection is not terminated but no verbal communication is possible until the call is removed from hold.

On your handset do the following:

- 1 While on a call, press **R**.
- 2 To retrieve the held call, press **R**.

2.2.3.2 Disconnect First Call While Retrieving Held Call (Call Hold)

Use this feature to retrieve a held call by disconnecting the first call.

On your handset do the following:

- While on a call, press **R**, and then press **1**.

2.2.3.3 Reject Incoming Call While on a Call (Call Waiting)

Use this feature to reject an incoming call while on a call.

On your handset do the following:

- While on a call, press **R**, and then press **0**.
The incoming call receives a “busy” signal.

2.2.3.4 To Answer a Second Call While on another Call (Call Waiting)

You can have two calls active at the same time. Use **R + 2** to switch between the calls.


On your handset do the following:

- While on a call, press **R**, and then press **2** to answer the second call.
The first call is automatically put on hold. When switching back to the first call using **R + 2** again, the second call is automatically put on hold.

2.2.3.5 Call Transfer

Use this feature to transfer a call to another handset by dialing a new number/extension. The transferred call can be either **attended**, **semi-attended** or **blind**. If the transferred call is attended, the desired number/extension is notified of the impending transfer (the caller is put on hold). If the transferred call is semi-attended, the person transferring the call hangs up after hearing a ring tone. If the transferred call is blind, the desired number/extension is not notified of the impending transfer.

On your handset do the following:

- 1 While on a call, press **R**, and dial the new number/extension.
- 2 Press  and the call is transferred to the other handset.

Note: When the transferred call is either **attended** or **semi-attended**, it is possible to withdraw the call by pressing **R** again if the call is not answered.