# Call Park & Pickup

The Call Park feature makes it easy to manage customer or client calls. Rather than simply transferring a caller to a specific person who may not be available to answer the call, or by putting the call on hold, the Call Park feature places the call on a Call Park Orbit, or what I like to call a "Global Hold".  Once a Call is Parked anyone can pick up the call by pressing a preprogrammed Pickup key or by dialing the Park Orbit location from any telephone. While Call Park and Hold are similar, hold does not allow another user to pick up the call.

**Note:** By default, the system has 1 Call Park location and 20 Call Park Orbits, 701-720.  If you need additional Call Park Locations, please contact support.

## Parking a Call

There are two ways to Park a call, first by pressing a preprogrammed Park button on the phone. The Park button can be found on one of the 4 softkeys, under the telephones display. The second method, if you cannot find the Park button, you can transfer the call to 700.

### Parking a Call with the Park Softkey

1. With the calling party on the telephone, press the Park Softkey.
2. The system will park the call on the first available Park Orbit and announce it to you.
3. The caller will be placed on hold on the Park Orbit and you can hang up your telephone.
4. Depending on who the call is for you can,
    1. Page to announce to the person they have a call parked on 70x. *"Jennifer, you have a call parked on 701, Jennifer 701."*

2. You can dial the persons extension or intercom them to let them know about the Parked Call.

## Parking a Call without the Park Softkey

1. With the calling party on the telephone, press the Transfer button
2. Dial 700
3. Press the Send softkey
4. Wait until you hear the Park Orbit number announced.
5. Press the transfer button again and the caller will be released to the first available Park Orbit.
6. The caller will be placed on hold on the Park Orbit and you can hang up your telephone.
7. Depending on who the call is for you can,
   1. Page to announce to the person they have a call parked on 70x. *"Jennifer, you have a call parked on 701, Jennifer 701."*
   2. You can dial the persons extension or intercom them to let them know about the Parked Call.

# Picking Up a Parked Call

1. When a call is Parked the caller will be on hold waiting to be picked up.
2. To pickup a the Parked call, you can,
   1. Press a preprogrammed Call Pickup key from any telephone.
   2. Lift the handset and dial the Park Orbit number from any telephone.
3. The person will immediately be sent to your telephone where you can begin your conversation.