

Call Manager-Park and Unpark

This feature places a call on hold on a different extension, which allows you to park a call on one extension and pick it up on another extension. To retrieve a call that was previously parked on another extension is called unparking. A call can only be unparked by the person who parked the call. A bounced call is an unanswered parked call that is returned to the extension from where it was parked after a period specified by the system administrator.

PARK A CALL

- ❖ To **Park** a call, do one of the following:
 - Right-click the call cell.
 - Select **Call** on the **Main Menu**.
 - Click the **Application Button** and select **Call**.
 - Click the **Park** button on the **Call Toolbar**.
- ❖ Enter the **Contact Name** or **Contact Number** in the **Data Entry Field**.
- ❖ A list of contacts matching the entered criteria will display.
- ❖ Click the name of the recipient where the call is to be parked.
- ❖ Press the **Park** button at the bottom of the window.
- ❖ The call cell will be removed from the **Active Call Area**.
- ❖ The **Parked Call** will appear as a call on hold on the recipient's **Active Call Area**.

UNPARK A CALL

- ❖ To **Unpark** a call, do one of the following:
 - Select **Dial** on the **Main Menu** and then select **Pickup/Unpark**.
 - Click the **Application Button** and then click **Dial** and then select **Unpark**.
 - Press **Ctrl + Alt + P**.
- ❖ Enter the **Contact Name** or **Contact Number** in the **Data Entry Field** on the **Pickup** panel.
- ❖ Select the user extension where the call was parked.
- ❖ Press the **Unpark** button at the bottom of the panel.