

Call Park

V1.0

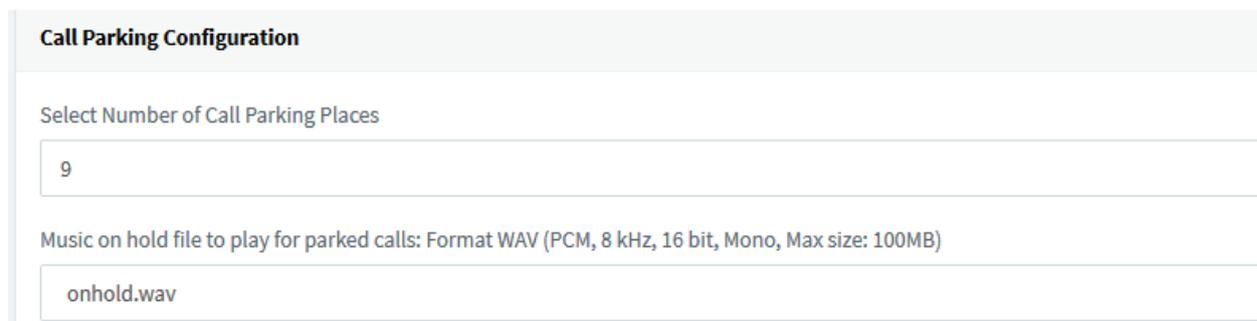
Over View

You can use call park feature to park a call, and then retrieve the parked call from another phone. Htek IP phone supports park call Feature. For park call feature, the server will automatically hunt for the first available orbit in the call park orbits and parks the call there. The call park orbits should be predefined. You can park an active call by pressing the park call key(if configured) on the phone. And you also can retrieve the parked call by pressing a (retrieve) parked call key or dialing the retrieve access code.

How to Config

Check the Call Park setting in 3CX phone system side

1, 3CX Management Console -> Settings -> Call Parking



The screenshot shows the 'Call Parking Configuration' settings in the 3CX Management Console. It includes a field for 'Select Number of Call Parking Places' with the value '9' and a field for 'Music on hold file to play for parked calls: Format WAV (PCM, 8 kHz, 16 bit, Mono, Max size: 100MB)' with the value 'onhold.wav'.

2, Dial codes

Code of Park a call: when you dial the code during a call, you will park the call to the call park orbits.

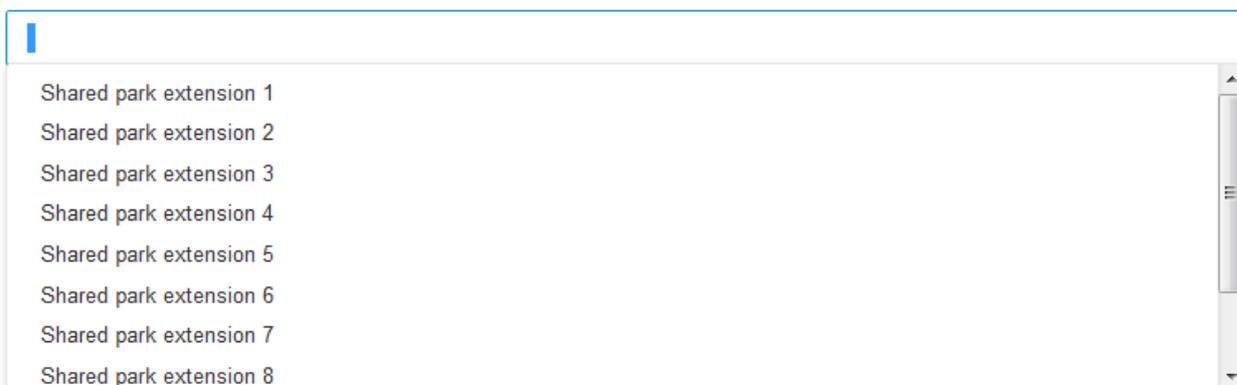
Code of Pickup a parked call: when you dial the code, you will pick up a parked call from the call park orbits.

Park a call

Pickup a parked call

To provision Htek phone a park call key via the 3CX Management Console:

- 1, Login 3CX Management Console -> Extensions -> select the extension which you want to provision -> BLF.
- 2, Chose a BLF buttons which you want to provision, Click the drop-down box and select the **Shared Parking** item.
- 3, After you configure a BLF to **Shared Parking**, A new drop-down box will appear in the back. Chose a Shared park extension which you want.



Shared park extension: A share park extension is connect with a call park orbit. If you chose the Shared park extension 1. Then when you press the **call park** button, the call will be parked to call park orbit. If you want to pick up the call with other phone, the **call park** button must be configured to **Shared park extension 1** too.

- 4, Click the **ok** button.
- 5, Provision or re-provision this extension, The call park key will appear on

the Htek IP phone. And the lamp of Line Key 3 will be turn on green.



How To Use

1, Suppose Phone A and B were provisioned a **Call park** key with the same **Shared park extension**.

2, Phone A make a call with phone C. A press **Call park** key. The call will be parked and you will heard call park tone from A. And the **Call park** key of phone A and B will turn red.

3, B press the call park key, the parked call will be picked up. Now B have a call with C. And the Call park key of phone A and B will turn green.