

Call Park

Use Call Park to place a call on hold for retrieval from any phone on the system.

Directed Park [ALL]

Directed Park allows you to park a call on another line. A specific extension number may be programmed on your Directed Park button to allow you to always park a call on a specific line.

SIP PHONES

To Direct Park a Call

With a party on the line:

1. Press *Flash*, then *66.
2. Dial the extension.
3. Listen for two beeps.
4. Hang up.

To Retrieve a Direct Parked Call

1. Listen for the dial tone.
2. Press *65.
3. Dial the extension.

DIGITAL PHONES

To Direct Park a Call

While on an active call:

1. Press the pre-programmed *Directed Park* button.
If your phone does not have a programmed *Directed Park* button, press *Flash*, then *66 to park a call.
2. Enter an extension number, as needed.
3. Listen for two short beeps, then hang up.

If the button is configured to display the status of the parked call, the green LED will flash until the call is un-parked. If the call does not get answered, you can retrieve the call by pressing the *Directed Park* button. You can use the button to park another call on another line even if the green LED is flashing.

Note: The Edge 700 - 8 button phone utilizes red LED lights only on pre-programmed buttons.

You can only park one call on any given line. Any other phones that have a *Directed Park* button targeted at the same line where the call was parked, and are configured to show status, will flash red, indicating that there is a call already parked on the target line.

If you leave a call parked for a long period of time, your phone rings back, and **PARK** is displayed.

To Retrieve a Direct Park Call

Press the pre-programmed *Directed Park* button, then the extension at which the call is parked.

If your phone does not have a programmed *Directed Park* button, press *65, then the extension at which the call was parked.

Note: After you dial the target extension number, either dial # to signify the end of the number, or wait several seconds for the dialing time out.

If the Direct Park button has been programmed with an extension, it cannot be used to retrieve a call from a different extension. You can use the *65 feature code to retrieve the call from an extension other than the one programmed in your Direct Park button.

Contact your Wave System Administrator for more information.

ANALOG PHONES

To Direct Park a Call

With a party on the line:

1. Press *Flash*, then *66.
2. Dial the extension.
3. Listen for two beeps.
4. Hang up.

To Retrieve a Direct Parked Call

1. Listen for the dial tone.
2. Press *65.
3. Dial the extension.

Self Park [ALL]

Self Park places a call in a parked state on your primary line for retrieval from other phones.

SIP PHONES

To Park a Call at Your Primary Line

With a party on the line:

1. Press *Flash*, then *64.
2. Dial the extension.
3. Listen for two beeps.
4. Hang up.

To Retrieve a Parked Call

From any phone:

1. Listen for the dial tone.
2. Press *65.
3. Dial the extension.

DIGITAL PHONES

To Park a Call at Your Primary Line

With a party on the line:

1. Press the pre-programmed *Self Park button*.
If your phone does not have a programmed *Self Park button*, press *Flash*, then *64 to park a call.
2. Listen for two short beeps, and hang up.
If you leave a call parked for a long period of time, your phone rings back, and **PARK** is displayed.

To Retrieve a Parked Call

From any phone:

Press the pre-programmed *Self Park* button.

If the phone does not have a *Self Park* button, dial *65, then #.

You can also use the Direct Park button (if programmed), then dial your extension to retrieve a call parked on your Primary Line.

ANALOG PHONES**To Self Park a Call**

With a party on the line:

1. Press *Flash*, then *64.
2. Listen for two beeps.
3. Hang up.

To Retrieve a Self Parked Call

1. Listen for the dial tone.
2. Press *65.
3. Dial your extension.

or,

Press # to retrieve a call on your own extension

System Park [ALL]

Place a call in one of the ten “parking slots” on the Vertical Wave system for retrieval from another phone.

SIP PHONES

Note: This feature is pre-configured on the 480i/CT, 9480i/CT, and all Aastra Series 5 models.

To Park a Call on the System

While on an active call:

1. Press the pre-programmed *System Park* button.
If your phone does not have a programmed *System Park* button, press *Flash* and dial *62 to park a call.
2. Listen for two beeps.
3. Hang up.
The display shows the parking slot number at which the call is parked. Make a note of this number as you will need it to retrieve the call.

To Retrieve a Call Parked on System

From 480i/CT, 9480i/CT, or Aastra 5 Series models:

Press the **RETRIEVE** softkey, then enter slot number.

or,

From any other SIP phone model:

1. Press *System Park*.
If your phone does not have a *System Park* button, dial *63, the orbit number.
Note: The phone will automatically pause for approximately 3 seconds between each digit. However, pressing the *Dial* button as mentioned above will quicken the retrieval process.
2. Dial the parking slot number on which the call was parked.
3. Press the *Dial* softkey.

DIGITAL PHONES

To System Park a Call

While on a call:

1. Press the pre-programmed *System Park* button.
If your phone does not have a programmed *System Park* button, press *Flash*, then *62 to park a call.
2. Listen for two short beeps, and hang up.
The display shows the parking slot number where the call is parked. Be sure that you remember this number since you'll need to use it to retrieve the call.
The *System Park* red LED remains lit until the parked call is retrieved.
If you leave a call parked for a long period of time, your phone rings back, and **PARK** is displayed.
Note: While a call is parked from your phone, and the *System Park* button's red LED is lit, you can query the parking slot of the last call parked from your phone by pressing **MENU**, then the *System Park* button.

To Retrieve a Call Parked on the System

From any extension:

1. Press the pre-programmed *System Park* button.
If your phone does not have a programmed *System Park* button, dial *63.
2. Dial the parking slot number at which the call was parked.

ANALOG PHONES

To System Park a Call

With a party on the line:

1. Press *Flash*, then *62.
2. Listen for two beeps.
3. Hang up.
Or,
 1. With a party on the line, press *Flash*, then 6.
 2. Listen to the system prompt for the slot number.

To Retrieve a System Parked Call

1. Listen for the dial tone.
2. Press *63.
3. Dial the appropriate slot number.

Call Pickup

You can pick up a call on any extension within your call pickup group. If the line button you use to pick up a call is not part of a call pickup group you cannot pick up calls on lines that belong to a call pickup group. There are two types of Call Pickup: Extension Pickup and Group Pickup.

Note: Extension and Group Pickup groups are configured by the System Administrator.

Extension Pickup [ALL]

Extension Pickup allows you to answer any ringing primary or secondary line in your call pickup group.

SIP PHONES

To Answer a Specific Extension

1. Press the pre-programmed *Pickup button*.
If your phone does not have a programmed *Extn Pickup* button, dial *75.
2. Dial the extension number of the ringing station.

Note: An extension number may be programmed on the *Extn Pickup* button to provide directed pickup for a specific extension.

3. Speak to the caller.

DIGITAL PHONES

To Answer a Specific Extension

1. Press the pre-programmed *Extn Pickup button*.
If your phone does not have a programmed *Extn Pickup* button, dial *75.
2. Dial the extension number of the ringing station.

Note: An extension number may be programmed on the *Extn Pickup* button to provide directed pickup for a specific extension.

3. Speak to the caller.