Park & Pickup a Parked Call

Introduction:

Parking a call is similar to putting a call on hold with the difference that you can then pickup the call from another device. 3CX includes this feature in all editions, including Free.

Parking a Call - IP Phone

1. BLIND Transfer Button followed by *00 to 09 to specify the parking Orbit.

1. For example *01 will place the call in the parking Orbit 1.
2. For example *02 will place the call in the parking Orbit 2.

Picking up a parked call

1. *10 to 19 where the 0 – 9 is the park Orbit number

1. For example *11 will pick up any calls parked in parking Orbit 1
2. For example *12 will pick up any calls parked in parking Orbit 2

Multiple Calls in Parking Lots

Parking lots support parking of multiple calls. Therefore, when un-parking, you can add the extension number from which the call was parked to be sure that you un-park the particular call you had initially parked there.

For example, if extension 100 parked a call in park 0, this call can be picked up by extension 101 by dialing *10100.

Examples for Popular IP Phones

Some examples to park a call with popular phones:

- Yealink - press the TRANSFER button and dial *00, from the screen, then choose B Transfer.
- Snom – press the TRANSFER button and dial *00.
- Polycom – press the TRANSFER button, from the screen, then choose the option BLIND and then dial *00.

Revision #2
Created 2024-09-05 15:41:59 UTC by Vox Tandem Admin
Updated 2024-09-05 15:48:26 UTC by Vox Tandem Admin