

# 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.