

CALL PARKING AND ANSWERING MANUAL

CALL PARKING

Call Park lets calls be “parked” and placed on hold using one phone, and answered on another phone. Any user in an office or network can park or answer a call if they are using Polycom VVX400 phones, or newer models. You may communicate with coworkers to determine caller information and the correct line to answer.

TO PARK A CALL:

During an active call, press the button to the right of the first available Park Line. Each of the six Park lines will be labeled **PARK**, followed by digits 1-6.

If a Park Line is available and not in use, its park button will remain unlit.

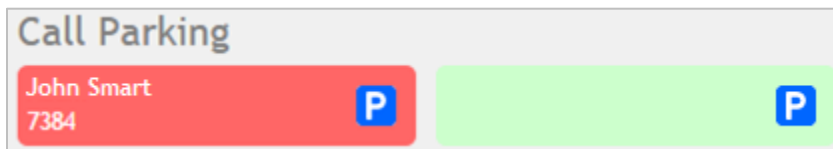


If a Park Line is in use and unavailable, its button will feature a **red** light.

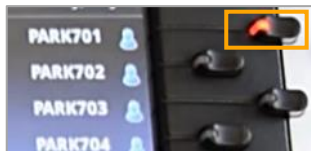


Once a call is parked, the corresponding park line button will illuminate on each phone in your network.

Web Console users will see a Call Parking button turn red and display caller information:



Pick up your handset and press the button next to the parked call you would like to answer.



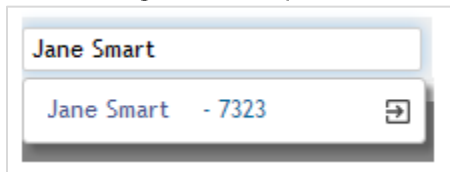
ANSWERING WITH THE CONSOLE

Log in to the panel with your username and password

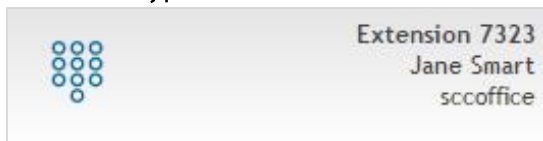
Username *

Password *

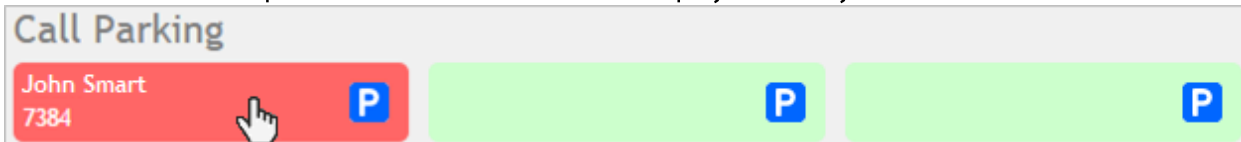
Type your extension or name into the search field.
Press the right arrow square to launch the panel.



Press the keypad icon to launch the console.



Once the console is open, click the **Park** button that displays the call you would like to answer.



Answer your phone when it rings to pick up the call.

FREQUENTLY ASKED QUESTIONS

Question: How long can a call be parked?

Answer: Two minutes. After this period, your phone will ring, signaling you to pick up the call.

Question: Can anyone in my office answer the parked call?

Answer: The call may be answered by anyone using a Polycom VVX400 or newer model with Call Park enabled.

Question: Who can answer a call in the Web Console?

Answer: Users with the Web Console open may answer the call on their phone.

Question: Will the parked call appear on my desk phone and the Web Console simultaneously?

Answer: Yes, they will both display the call it has been parked.

Question: Can I use either my desk phone or Web Console to answer the parked call?

Answer: Yes, you may select your preferred method.

Question: Can I re-park a call?

Answer: A call may be re-parked using the initial call park method-- even if it has already been answered.

Question: How can I receive additional support?

Answer: You can reach Smart Choice Communications **24x7x365** at **(800) 217-3096**.