

# CALL PARKING

By “parking” a call to place it on hold, you can easily answer the call on another phone or let another user in your network answer on their own device.

## To park an active call on your Polycom\* phone:

View the list of available park lines on the right hand side of the screen. Each line will be labeled **PARK**, followed by digits **1-6**.

Press the park button next to the first available line.

- If a line is available and not in use, its park button will remain unlit.
- If a line is in use and unavailable, its button will feature a **red** light.

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

Calls may be parked for a maximum of 2 minutes, at which point they parked call will ring on your phone to signal pickup.

\* **Polycom VVX400 and newer models.**

## To answer a parked call:

Pick up your handset and press the corresponding button.

If the parked call should be answered by another user, speak to the user or send them a message.

## To answer a parked call by using the OMNI console:

1. Log into the OMNI Panel using your username and password.
2. Click the **Manage Enterprises** link under the Enterprises header.
3. Type your enterprise name into the search bar, then click the arrow to access your panel when it appears.  
**NOTE:** Do not click an automatically populated enterprise name, as this will take you to the Edit Enterprise section of the OMNI Portal. When searching for your enterprise, click the **Search** key instead.
4. In the Enterprise Panel, click the **Extensions** link.
5. Type the name or number of the extension you would like to access into the Search text field, and click the arrow when it appears to access this extension's user panel.
6. Press the keypad icon to launch the console.

Once the console view is open, click the **PARK** button showing the call you would like to answer.

When your phone rings, answer to pick up the call.