Call Communicator-Park and Unpark

This feature places a call on hold on a different extension, which allows you to park a call on one extension and pick it up on another extension. To retrieve a call that was previously parked on another extension is called unparking. A call can only be unparked by the person who parked the call. A bounced call is an unanswered parked call that is returned to the extension from where it was parked after a period specified by the system administrator.

**Park a Call**

To Park a call, do one of the following:
- Right-click the call cell and then select **Park** from the list.
- Select **Call** on the **Main Menu** and then select **Park**.
- Click the **Application Button** and select **Call** and then **Park**.
- Click the **Park** button on the **Call Toolbar**.

The **Park** window will display (see illustration).

1. Enter the **Contact Name** or **Contact Number** in the **Data Entry Field**.
2. A list of contacts matching the entered criteria will display.
3. Click the name of the recipient where the call is to be parked.
4. Press the **Park** button at the bottom of the window.
5. The call cell will be removed from the **Active Call Area**.
6. The **Parked Call** will appear as a call on hold on the recipient’s **Active Call Area**.

**Unpark a Call**

To Unpark a call, do one of the following:
- Select **Dial** on the **Main Menu** and then select **Pickup/Unpark**.
- Click the **Application Button** and then click **Dial** and then select **Unpark**.
Press Ctrl + Alt + P.
The Pickup/Unpark window will display (see illustration).

- Enter the Contact Name or Contact Number in the Data Entry Field on the Pickup/Unpark panel.
- Select the user extension where the call was parked.
- Press the Unpark button at the bottom of the panel.
- The Call will be returned to the person who parked it.
- Either Hang up or Answer the call.