



CALL PARK QUICK GUIDE

Overview

Call Parking is the function of placing calls on hold and allowing all PBX users to view all parked calls and pick up a parked call that is intended for them.

The Call Park function has been added to the Glass 1100 and provides facility to park up to eight simultaneous calls.

Placing A Call Into Park

On an active call:

1. Press the "Transfer" button to reveal the drop-down transfer options menu.
2. Press the "Park" button.

The other party will be placed on hold and the "Parked Calls" button on the right of the screen will display how many calls are in park.

Each parked call is assigned a unique three-digit identifier and if available the caller ID is also displayed once parked.

Picking Up A Parked Call

To pick up a parked call:

1. Press the "Parked Calls" button on the right of the screen.
2. Press the appropriate call to pickup from the list of current parked calls.
3. Upon selecting the call, the call is picked up and removed from the parked calls list.