



## Call Parking

Santiago Garcia - 2024-04-08 - Advanced

# Call Parking

Call park is a feature that allows a person to place a call to a '*parking bay*' enabling a coworker to retrieve the call from alternate phone, or BLF presence key. The parking bay is usually set against the main number, enabling the parked call to be returned to the main number if it exceeds the allocated parking bay time.

In the example below we have enabled Call Parking on the customers main phone number 1-760-68-8100. The customer can set 10 parking slots.

**Call Parking** ⓘ ^

First extension  ▾

Parking slots  slots

Parking Time  sec

Return call to  ▾

Group

Pete L and Rajesh's Yealink phones have been programmed to to use Line 3 and LineKey 4 for Parking Bays 1 & 2 (see) **Setup Call Parking** below.

Status Account Network **DSSKey** Features Settings

Enable Page Tips  Label Length

Key	Type	Value	Label	Line	Extension
Line Key1	<input type="text" value="Line"/>	<input type="text" value="Default"/>	<input type="text" value="Pete L"/>	<input type="text" value="Line 1"/>	<input type="text"/>
Line Key2	<input type="text" value="BLF"/>	<input type="text" value="12132260175"/>	<input type="text" value="Ju"/>	<input type="text" value="Line 1"/>	<input type="text" value="*89"/>
Line Key3	<input type="text" value="Call Park"/>	<input type="text" value="*1701"/>	<input type="text" value="Parking 1"/>	<input type="text" value="Line 1"/>	<input type="text"/>
Line Key4	<input type="text" value="Call Park"/>	<input type="text" value="*1702"/>	<input type="text" value="Parking 2"/>	<input type="text" value="Line 1"/>	<input type="text"/>

Status Account Network **DSSKey** Features Settings

Enable Page Tips  Label Length

Key	Type	Value	Label	Line	Extension
Line Key1	<input type="text" value="Line"/>	<input type="text" value="Default"/>	<input type="text" value="Rajesh"/>	<input type="text" value="Line 1"/>	<input type="text"/>
Line Key2	<input type="text" value="BLF"/>	<input type="text" value="12132260174"/>	<input type="text" value="Suhan"/>	<input type="text" value="Line 1"/>	<input type="text" value="*89"/>
Line Key3	<input type="text" value="Call Park"/>	<input type="text" value="*1701"/>	<input type="text" value="Parking 1"/>	<input type="text" value="Line 1"/>	<input type="text"/>
Line Key4	<input type="text" value="Call Park"/>	<input type="text" value="*1702"/>	<input type="text" value="Parking 2"/>	<input type="text" value="Line 1"/>	<input type="text"/>

## How to set up Call Parking

1. Log into your Account.
2. Select **Switchboard** | select your number.
3. Select **Advanced** | **Call Parking**.
4. Add how many **Parking slots** you'd like to have, e.g 10.
5. Add the **Parking Time**, e.g 240 sec.
6. Set up the **Return Call** to a specific number or to the number that parked the call.
7. **The group** goes by default.
8. Click **Save** to update your settings.

## Park a call and send it to a Specific Bay

One of the options we have to set up Call Parking is when you park a call to be taken on a specific park bay.

The Call Park garages required a **\*1 short code** to call the bays. In the

example above, we therefore must assign **\*1701** and **\*1702** for Parking 1 and Parking 2 respectively.

Now that you have set up the Call Parking feature, choose one of the two options to configure on your handset to park and retrieve calls.

### How to Park and Retrieve calls - Specific Bay

- **To park** the call and send it specifically for Bay 2, press BFL Bay 2 on your handset or dial \*1702. (NB – the Parking Attendant will confirm your parking slot).
- **To retrieve** the call from Bay 2, press BFL Bay 2 on your handset or dial \*1702.

### Yealink Device Provisioning

Using our [Device Provisioning](#) simplifies the process for enabling Call Parking onto any Yealink phone provisioned with our device provisioning.

LINE	TYPE	NUMBER	LINE NAME		
Line Key 1	Number	1760558891	Myles	Line 1	
Line Key 2	BLF	1760558892	Dispatch 1	Line 1	
Line Key 3	BLF	1760558893	Dispatch 2	Line 1	
Line Key 4	BLF	1760558894	BreakRoom	Line 1	
Line Key 5	BLF	1760558890	Julie	Line 1	
Line Key 6	Call Park	*1701	Parking 1	Line 1	
Line Key 7	Call Park	*1702	Parking 2	Line 1	

+ Add line