

How to use Call Parking

What is Call Parking?

The function of Call Parking allows any one of the users transfers the phone call into the **third** phone set while they are talking on the line.

The use of call parking is simple. When you and your friend are in the phone conversation, you can press the transfer button on the phone set and then type the Parking Server Number. Such phone call will be on hold and the system will offer you a number. Remember the number and hang up the phone. Pick another phone set up and dials the number that the system gave you previously. Then, both you and your friend can continue to have the conversation with another phone again.

Function Settings

Access into the web configurator of VigorIPPBX. Open the page of **IPPBX>>PBX System>>PBX Service Number**. Set the Parking Server Number and Parking Slot Range.

IP PBX >> PBX System

PBX Service Number

Parking Server Number	<input type="text" value="777"/>	(2 ~ 7 digits)
Parking Slot Range	<input type="text" value="1"/> ~ <input type="text" value="10"/>	(10 slots)
Extension for checking messages	<input type="text" value="888"/>	(20 ~ 65535)
Voice mail remote access number	<input type="text" value="889"/>	(2 ~ 7 digits)
Call Pickup Number	<input type="text" value="*1"/>	(2 ~ 7 digits)
Turn ON Night Service	<input type="text" value="*7"/>	(2 ~ 7 digits)
Turn OFF Night Service	<input type="text" value="*8"/>	(2 ~ 7 digits)

Note: The Call Pickup Number used for both specific number pickup and group pickup.

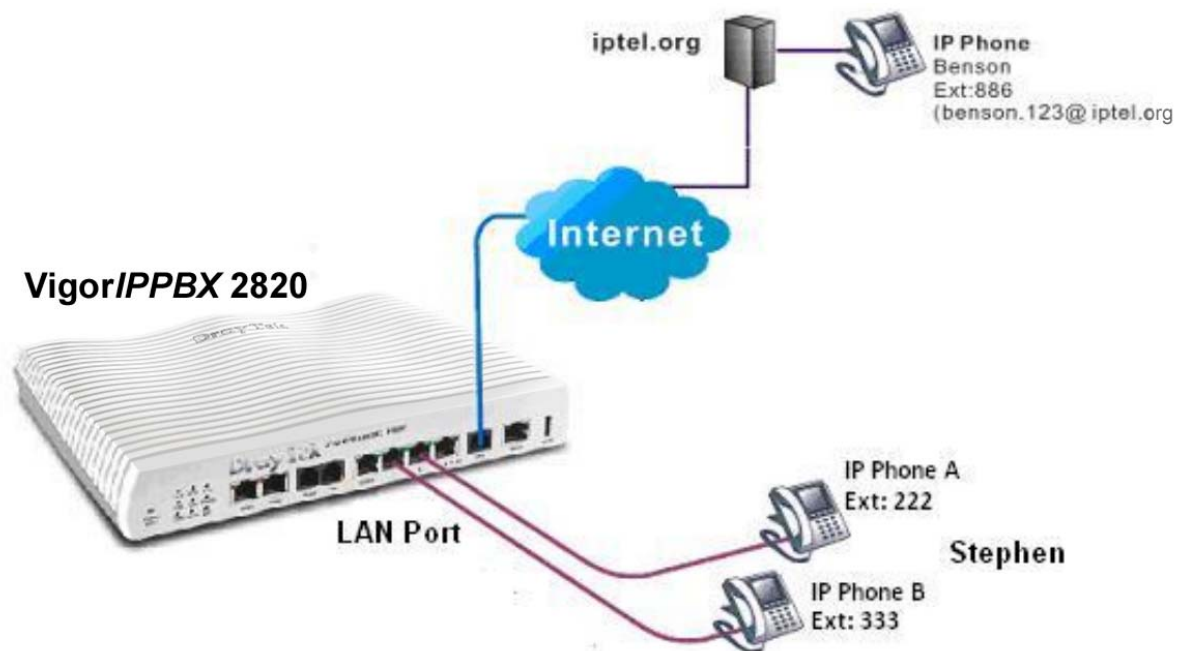
Parking Server Number allows you to configure the number which will be used to activate the Call Parking function.

Parking Slot Range allows you to save up to 10 groups of parking call. In addition, each parking call can be specified with different number (e.g., 1 ~ 10 or 66 ~ 75, and etc.)

Note: If your VigorIPPBX is equipped with older firmware version before V3.5.5.3, please visit DrayTek website to get and upgrade the new firmware first. Then, such new function will be available for you to use.

Example

Below shows an example of Call Parking application:



Benson calls extension 222. Stephen picks IP Phone A up and tells Benson that he wants to park the call for transferring to another phone to continue the conversation. Stephen can perform the following actions on IP Phone A:

1. Press the **transfer** button on IP Phone A.
2. Dial the **Parking Server Number 777** (the default number).
3. Later, Stephen hears an announcement that “Your parking number is XXXXX” (for example 1). Hang Up.
4. After Stephen gets into another room, he can pick up any extension (e.g., Ext:333) and dial “1” to continue the communication with Benson.

Note: If there is no transfer button on your phone, please try the # button. Or, check the user guide of your hardware/software IP phone to find the button for call parking. The incoming call will remain on hold before someone retrieves it or the caller hangs up.

Benefit of Call Parking

Call Parking is similar to Call Transfer except for the following:

- Call Transfer forwards the phone call blindly;
- Call Parking forwards the phone call smartly.

Sometimes, you need to confirm the transferred one willing to pick up that phone or not. For example, a secretary always filters the incoming phone call of the boss. When the secretary picks a phone call that he/she does not know if the boss wants to pick it up or not, he/she can use the Call Parking function and contact with the boss with internal call separately. If the boss wants to pick the phone call up, he can dial the parking number which provided by the phone system and conveyed by the secretary to retrieve the phone call. Otherwise, the secretary can reject that phone call. During the process of phone call answering, such phone call will not be intercepted by any third party, because only the one who uses the Call Parking feature can get the parking number assigned by the system.