Call Parking Example

This example uses a call parking block of 2200-2209. The parking block is divided into three types of extensions:

- Automatic parking extension (x2200) – Select an available extension for a call park
- Manual parking extensions (x2201-x2208) – Select your own parking extension
- Automatic retrieval extension (x2209) – Automatically retrieve a call from the call parking block

Call parking and retrieval are accomplished as follows:

- **Automatic Call Parking** – Execute an attended transfer to x2200 and wait to hear the call parking extension announced before completing the transfer. For example, a transfer to x2201 results in your hearing "Two two zero one." Never blind transfer a caller to the automatic parking extension, because the caller will hear the parking extension voiced to them and you will not know where the call was parked.
- **Manual Call Parking** – Execute an attended or blind transfer to any extension from x2201 through x2208. If you perform an attended transfer then you hear music on hold before completing the transfer. For a blind transfer the caller goes straight into the parking location and hears the music on hold configured for the call parking extension.

If you transfer a call into a call parking extension where a call is already parked, then you (attended transfer) or your caller (blind transfer) will be connected to that parked call. This may be desirable, but choose carefully when performing a manual call park operation.

- **Automatic Call Retrieval** – Dial x2209 and wait. You connect to the first parked call in this extension block. (This frees the parking location where the call was parked for a new parked call.)
- **Manual Call Retrieval** – Dial an extension from x2201 through x2208 that has a parked call. You connect to that call. (This frees the parking location where the call was parked for a new parked call.)