

# FortiVoice Best Practices: Call Parking

Sometimes active calls at extensions are put on hold within the FortiVoice for other extensions to pick up. This process is called “parking”. FortiVoice features the ability to easily park calls, unpark calls, and monitor parking slots on FortiFones with programmable keys. Monitored parking slots can easily unpark calls by simply pressing the programmable key. Calls can also be parked by using the call park feature code, which is useful for FortiFones without programmable keys.

The following Best Practices recipe covers specific tips to program and use call parking on the FortiVoice and FortiFones.

## FortiVoice Call Parking Settings

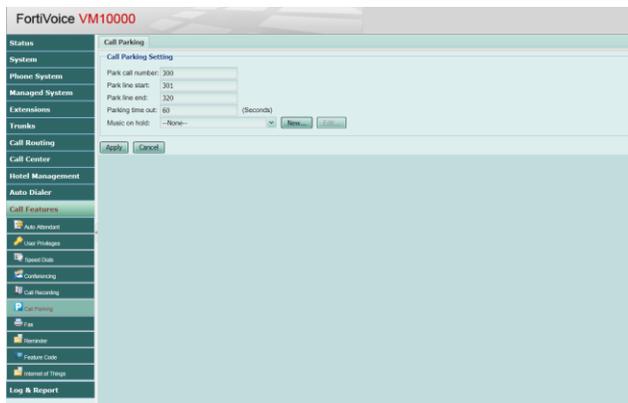
First we will need to configure Call Parking on the FortiVoice. It is recommended to keep the numbering scheme separate from the extension number scheme, keeping it unique to call parking. By default, the FortiVoice reserves 300-320 for call parking. This can be broken down as follows:

- 300 – number reserved to park a call in the first available slot.
- 301-320 – numbers reserved as call park slots.

See the ‘*Using Call Park*’ section below for more information on how to use this number scheme.

To configure Call Park on the FortiVoice

Go to **Call Features > Call Parking > Call Parking**.



1. Enter the number used to park calls automatically to the first available call park slot in the Park call number field.
2. Enter the number that determines the first call park slot in the Park line start field.
3. Enter the number that determines the amount of time the call will remain parked. Once this time has passed, the parked call is returned to the extension that had parked it.
4. Select your desired hold music from the Music on hold dropdown menu.
5. Select **Apply**.

## Configuring Call Park on Programmable Phone Keys

FortiFones that support programmable phone keys can be configured with one touch call parking. There are two types of call park programmable phone keys:

- Park – places the call into the first available call park slot.
- Park appearance – monitors selected call park slots, informing the user if there is a call parked. May also be used to park a call in the specified call park slot if it is not already in use.

To configure automatic parking

1. Go to **Phone System > Profiles > Phone**.
2. Select a FortiFone profile and select **Edit**.
3. Go to **Set Programmable Phone Key**.
4. Select a programmable phone key and in the **Function** list select **Park**.
5. Select **OK**.
6. The FortiFone will need to reboot in order to see the changes.

To configure park appearance

1. Go to **Phone System > Profiles > Phone**.
2. Select FortiFone profile and click **Edit**.
3. Go to **Set Programmable Phone Key**.
4. Select a programmable phone key and in the **Function** list select **Park appearance**.
5. Under **Resource** select the call park slot to monitor.
6. Repeat the above steps for as many call park slots that you would like to monitor.
7. Click **OK**.
8. The FortiFone will need to reboot in order to see the changes.

## Using Call Park

A call may be parked using three methods: using the call park feature code, using a programmable phone key with park, and using a programmable phone key with park appearance. All FortiFone models support the feature code method.

To park a call using the feature code

1. While on a call dial **\*40**.
2. The call is now parked, the extension will be prompted with the call park slot number.
3. To retrieve the parked call from any extension, dial the call park slot number.

To park a call using a programmable phone key with park

1. While on a call press the **Park** programmable phone key on the FortiFone.
2. The FortiVoice will prompt with the call park slot the call has been placed in, for example: 301.
3. To retrieve the parked call from any extension, dial the call park slot number.

To park a call using a programmable phone key with park appearance

1. While on a call press the **Park appearance** programmable phone key on the FortiFone.
2. The call is now parked.
3. To retrieve the call, press the programmable phone key with park appearance again or dial the call park slot number.

When using call park, keep in mind:

- The feature code and programmable phone key park method will place the call in the first available call park slot.
- Programmable phone keys with park appearance will indicate if a call is parked, press the key to retrieve the call.
- Programmable phone keys with park appearance may be used to park calls, only if the key is not already in use.