

Call Parking

This page describes how to handle call (un)parking operations with VoipNow.

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Overview

With VoipNow, you can share calls between users on the same Organization account.

Let's assume there are two users on the same organization account. One belongs to a secretary and the other to her boss. All calls ring the secretary's extension and the secretary puts through to her boss only the most important calls. If the boss happens to be busy, she can have such calls transferred to a parking lot. All she needs to do is call her boss and let him know the place of the call within the parking lot. The parking lot will keep the calls on hold until the boss is able to take them (i.e. unpark them).

Set up call parking

This option is available only for Phone terminal extensions that have enabled the multi-user aware permission.

To enable this permission, click on the [Roles and Phone Numbers](#) icon under the **Tools** area. In the **Roles and phone numbers for <user_name>** page, enable the **User is multi user aware** permission as shown below.

Permissions

Extensions management	<input type="checkbox"/>
Extension features management	<input type="checkbox"/>
Phone extension SIP management	<input type="checkbox"/>
User is multi user aware	<input type="checkbox"/>
Sound management	<input type="checkbox"/>
Phone numbers management	<input type="checkbox"/>
UnifiedAPI management	<input type="checkbox"/>
CallerID management	<input type="checkbox"/>
Allow to provision devices	<input type="checkbox"/>

Modify ▼

Screenshot: The Permissions section from the Roles and phone numbers management page

Phone terminal keypad operations

- **Park call with #2:** To send an answered call to the parking lot, press **#2** on the phone keypad. The system announces the position of the call in the parking lot. This is good to know if you want to unpark the call and you have several calls in the parking lot. The call is kept on hold until it gets unparked by another user from the same Organization account. If the call remains in the parking lot for a period that is equal to the Parking timeout, it will be automatically returned to the user that parked it.
- **Unpark first call with *221:** To unpark the first call found in the parking lot, dial ***221** on the phone keypad.
- **Unpark selected call with *225:** If there are several calls in the parking lot, you can choose the one you want to pick up. If you don't know the position of the call in the parking lot, dial ***225** from your phone keypad. The system informs you about the Caller-IDs and their position in the

parking lot. When you hear the Caller-ID and the position of the call you want to unpark, press * on your phone keypad. If you already know the position of the parked call, dial ***225** followed by the position. For example, to unpark the 3rd call in the parking, you need to dial *2253. To unpark the 10th call in the parking, you need to dial *22510.

- **Unpark last cal with *229:** To unpark the last call in the parking lot, dial ***229**.

Related topics

[Phone Terminal Setup](#)