

## How to Use the Park/Pickup Features on Your Phone

You can use the **Park Feature** on the phone to put a call on hold (Park), and then retrieve the call 3LF from WKDPBKB another phone on the system. The number of Park Keys allocated may vary based upon the number of lines available – see **Figure 1** below.

Each Park Key serves two functions, it allows you to park the call and retrieve the call. **Hold Key** to hold the call. **Park Key** to park the call. **Hold Key** to retrieve the call. **Park Key** to park the call. **Hold Key** to retrieve the call. **Park Key** to park the call. **Hold Key** to retrieve the call.

### When the Phone Rings...

1. Pick up the phone and answer the customer call. Calls will ring into the store, in the order they are received.
2. **To put a call on Park, use the first non-illuminated Park Key.** Once a call is parked the associated **LED** lamp will illuminate on all the phones in the system. To retrieve or pick up the call simply press the associated parked line again. *It is a good idea to make a mental note of which Park button was used to make sure to pick up the correct call.*
3. Once the call is picked up, the Park Key light will go out.
4. For assistance using the **Park Feature**, call Fidelity SkyTalk, at (800) 683-5600 option 5 or email - [service@fidelitycom.com](mailto:service@fidelitycom.com).

Figure 1

