

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 (Pickup) from the same phone, or 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. If you use the **Hold Key**, which is located below the Headset Key you can only answer the call from the phone that put it on hold. In the normal Park/Pickup process the Hold Key doesn't need to be used.

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.

Figure 1

