

## 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 from another phone on the system, or the same phone. By default, your phone will have 4 Park Keys defined – **see Figure 1 below**.

Each Park Key serves two functions, it allows you to park the call and retrieve the call. When a call is parked the associated LED light will be illuminated. To park a call simple press a Park Key that is not illuminated. To retrieve the call press the corresponding Park key a second time.

### 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 completed, the Park Key light will go out.
4. For assistance using the **Park Feature**, call SkyTalk Plus, at (855) 399-9555 option 1 or email - [support@skytalkplus.com](mailto:support@skytalkplus.com).

