

How To Love the Park/Pickup Feature on Your Phone

1. Pick up the phone and answer the customer call. Calls come in, in the order they were received.
2. To put a call on hold, use the first **Park key** that is available. On a line in use, the key will be illuminated. Five customers can typically be parked on the Vtech phone.
3. **Pick Up** the call from any phone by using the corresponding **Park key**.
4. On the VSP 726 phone, **Park** and **Pick-Up** are on the same line/key. So, if you **Park** a call on **Park 1**, you will also **Pick-Up** that call on **Park 1**. If a **Park key** is illuminated, pressing it again will serve as the **Pick-Up** function.
5. Once the call is completed, the **Park key** light will go out.
6. **If you use the round hold button to put a call on hold, only that phone can answer the call and un-hold the customer. Typically, you will NOT use the HOLD button.**
7. For assistance using the **Park/Pick-Up Feature** call Fidelity SkyTalk at, (800) 683-5600 Option 5 or email – service@fidelitycom.com.

