

FEATURE: PARKING

SAANICH SCHOOL'S NEW PHONE SYSTEM

WHAT IS CALL PARKING?

If you have received a call and you would like to place the caller on hold for someone elsewhere in the building, you can use the call park feature.

Placing a caller on **hold** allows *only you* to resume talking to the caller. Placing a caller into the **Park slots**, allows you to alert *someone else* (ie. you could page the school "Call for Mrs. Jones on Park 812") to pick up the call.

Callers can remain on park for 5 minutes before it calls back to your phone.

PARKING A CALL

AUTO PARK

Most phones have an "**Auto Park**" option on the screen. Auto Park will use whatever the next available parking slot is available.

1. During a call, tell the caller you will try to connect them to the person they are looking for.
2. Press the button next to **Auto Park** on the screen and **listen to the announcement**.
 - a. The phone system will tell you which slot the person is parked into. For example, "**812.**"
3. Alert the person, however it makes sense to, to pick up their call in Park 812.

PRE-SET PARK

If you have configured one of your programmable keys for **Park Appearance**, you can force a person to a specific Park slot. In this example we will assume we have programmed a key to Park Appearance for **Slot876**.

Note: The available parking slots are from 812 to 899. There is no way to *reserve* a parking slot.

1. During a call, tell the caller you will try to connect them to the person they are looking for.
2. Ensure the light in the button next to **Park 876** is green, press it.
 - a. There is no announcement saying "876" – your screen will briefly show a "**Success**" message.
3. Alert the person, however it makes sense to, to pick up their call in Park 876.

ANSWERING A PARKED CALL

When the person in the building hears an announcement to pick up a call that has been parked in a particular slot, they can go to any phone in the building to retrieve the call. You could also retrieve the call you parked if needed.

1. **Dial** the parking **slot number** (for example, 812) on the phone.
2. Press the **button below Dial** on the screen.
3. You are now connected to the caller.