

# Call Park



RingCentral Call Park enables you to place calls on hold in a virtual location and retrieve them from any phone in your system.



Simply press the Park soft key on your desk phone to put calls on hold. The system will announce the location, which you pass along to the party who will be retrieving the call.

## Features and benefits

- Park up to 50 inbound calls simultaneously.
- Pick up calls from any of your system phones.
- Switch phones as needed for freedom of movement and privacy.
- Unanswered calls ring back after five minutes.
- Increase security with private park locations only visible for users who have permissions.
- Support up to 100 private park location groups that can be accessed from desk phones and RingCentral for Desktop.\*
- Call Park is free for RingCentral Office customers.

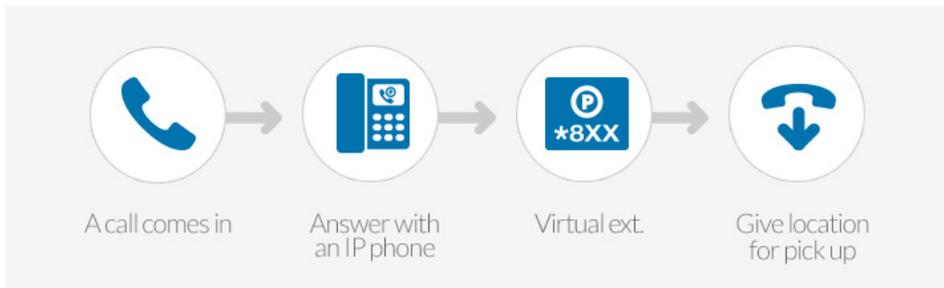
## How it works

Call Park is an excellent feature for managing your call activity—for example, consider an estate agent that has a receptionist, a few departments, and 25 employees, many of whom use mobile devices. When a prospect calls with a question about a property, the receptionist can park the call, find out which agent is available, and give them the park location—ensuring the caller doesn't end up in voicemail. The agent may be out of the road, but they can still get the call since it's parked in the cloud.

### Parking a call

While using a RingCentral IP desk phone, simply press the soft key for call park.\*\* Your system will announce the virtual location where the call is placed. The location will start with a \* and range from \*801-899. You can also use the touch-tone command on non-RingCentral devices, or RingCentral phones without the call park soft key.

*From a RingCentral IP phone, RingCentral mobile app, and RingCentral for Desktop*



*From a non-RingCentral device: home phone and smartphone*

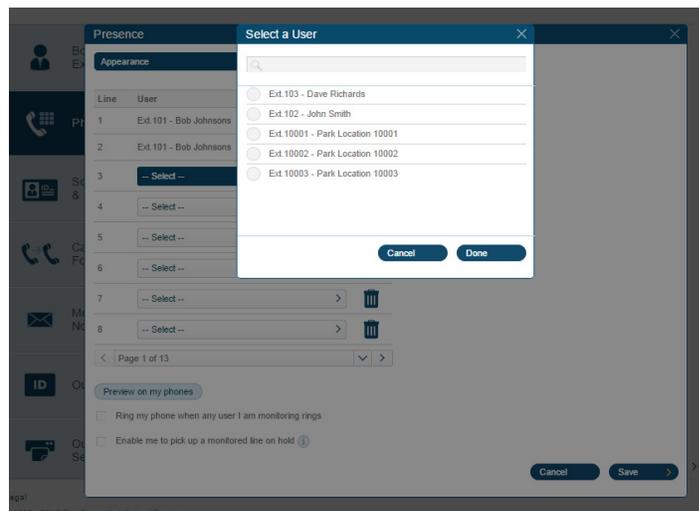
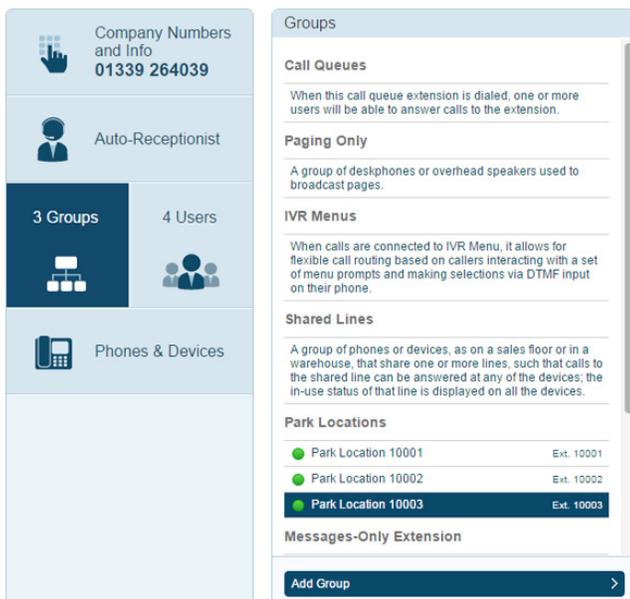


### Un-parking a call

Give the virtual location to a recipient via voice, text, or email. They can access the location by pressing \* and the 8xx number where the call is parked.



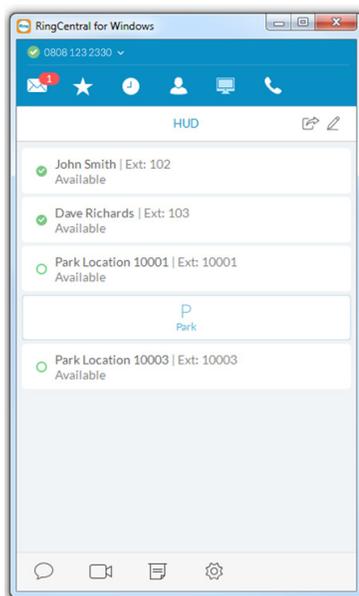
## Create a private park location group



Configure your phone presence to display the Park Location groups visible to you. Reboot the phone afterward.

Add a Park Location group and assign users who can park and pick up calls from this location.

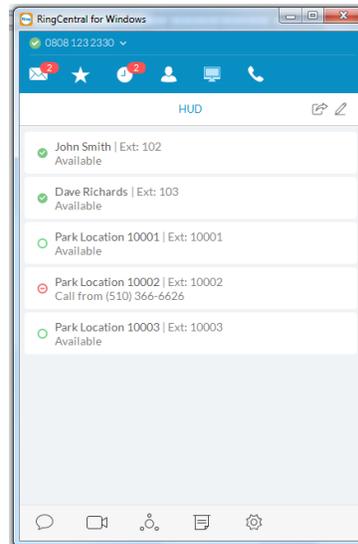
## Park calls to a private park location extension



You can park a call in a private park location extension from your desk phone or from RingCentral for Desktop.

1. From your desk phone, press an available Park Location line key listed on your phone presence. The call will be parked in the chosen extension.
2. From RingCentral for Desktop, click on the Park icon and select an available private park location. Or mouse over an available private extension in your HUD list, then click on the Park icon.

## Pick up calls from a private park location



You can pick up a parked call from your desk phone or from RingCentral for Desktop.

1. From your desk phone, press the line key that displays the call is parked in a private extension.
2. From RingCentral for Desktop, mouse over the Park Location extension that shows a call is currently parked. Click on the Pickup icon to unpark the call.

\* RingCentral mobile app cannot park and pick up calls parked in private locations.

\*\*Park soft key is available on all RingCentral Cisco and Polycom devices (except Cisco SPA 508 and Cisco SPA 303).