Horizon Call Park Instructions

You can 'park' a single call while you make and receive other calls (or use other features). Then you can pick the call up from any extension.

Please note that there is no visual indication of a parked call so would advise you to park the call against your extension number when parking a call.

When a call is parked the customer will hear the 'Music on Hold' file provided (or system default if no custom file was provided).
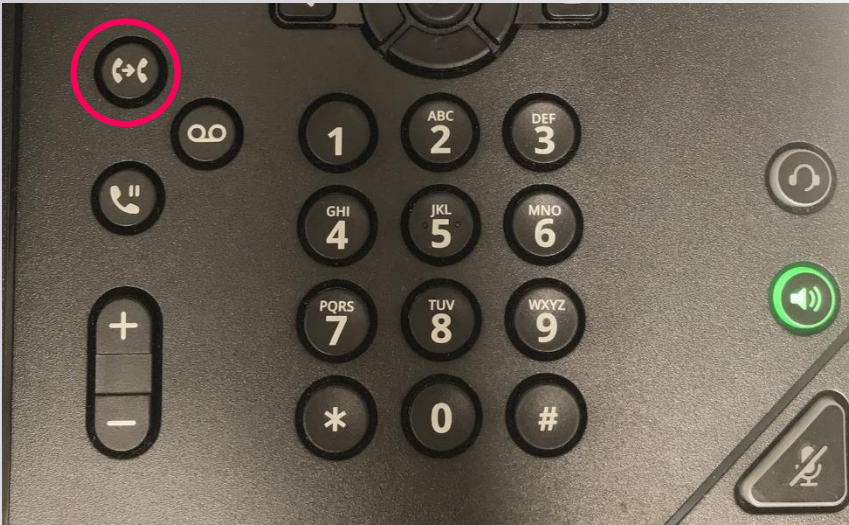
Parking a Call

Method 1 – Using Soft keys

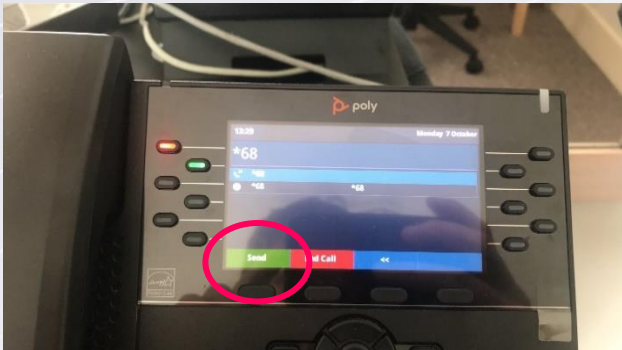1. While on a call with the customer press the 'Park' key (circled)

2. The system will then ask you where you would like to Park the call.
   a. To park it against your own extension press #.
   b. To park against another extension enter the extension then press #.
   c. If you do not press anything before it times out it will automatically park against your extensions.

Method 1 – Feature code

1. While on a call with the customer press the transfer button (circled below).

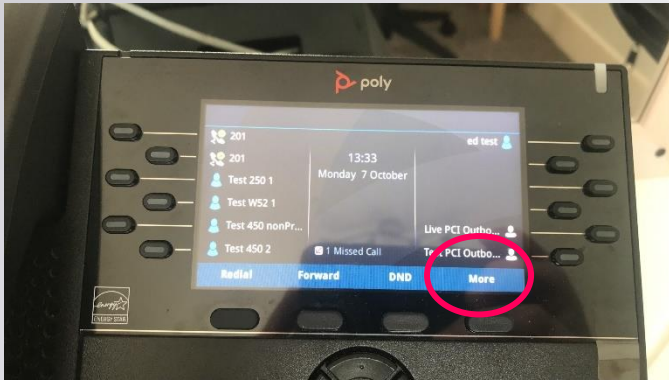3. While on a call with the customer press the transfer button (circled below).

2. The system will then ask you where you would like to Park the call.
   a. To park it against your own extension press #.
   b. To park against another extension enter the extension then press #.
   c. If you do not press anything before it times out it will automatically park against your extensions.

Retrieving a Call

Method 1 – Using Soft Keys

1. Press the 'more' soft key (circled below) twice.

2. Press the GetPark soft key (circled below)

3. The system will then ask you where you would like to retrieve the parked call from.
   a. To retrieve it from against your own extension press #.
   b. To retrieve it from another extension enter the extension then press #.
   c. If you do not press anything before it times out it will

Method 2 – Feature code

1. Dial *88
2. The system will then ask you where you would like to retrieve the parked call from.
   a. To retrieve it from against your own extension press #
   b. To retrieve it from another extension enter the extension then press #.
   c. If you do not press anything before it times out it will automatically retrieve against your extension.

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