



MondoTalk Guide - How to Use Call Park

Overview: Call park will allow you to place an active call on hold and answer it from other extensions.

Important:

- A. This feature is not active by default. Please contact our support team to activate it. You will then be provided with 10 parking slot numbers once it is active. This means you can park a total of 10 calls.
- B. Parked calls have a timeout of 10 minutes. This means that if no one answers the parked in the allotted time, the call will disconnect.

How to park a call

1. During an active call, perform a blind transfer to *91. This will place the other party on hold and a voice prompt will provide you with a 3 digit parking slot.

How to unpark a call

1. Dial *92 from any extension within your Cloud PBX. A voice prompt will ask you to enter the 3 digit parking slot number.
2. Once you enter it, you will then be connected to the parked call in that slot.