

Call Parking

<https://campus.barracuda.com/doc/41091398/>

Use call parking to place a call on hold so the call may be retrieved from any other phone on the system. The Barracuda Phone System employs both automatic parking (a "valet") and manual call parking. Call parking blocks are defined using the Barracuda Phone System interface. See [Setting Up Call Parking Extensions](#) for more information.

Call Parking Example

This example uses a call parking block of 2200-2209. The parking block is divided into three types of extensions:

- Automatic parking extension (x2200) – Select an available extension for a call park
- Manual parking extensions (x2201-x2208) – Select your own parking extension
- Automatic retrieval extension (x2209) – Automatically retrieve a call from the call parking block

Call parking and retrieval are accomplished as follows:

- **Automatic Call Parking** – Execute an attended transfer to x2200 and wait to hear the call parking extension announced before completing the transfer. For example, a transfer to x2201 results in your hearing "Two two zero one." Never blind transfer a caller to the automatic parking extension, because the caller will hear the parking extension voiced to them and you will not know where the call was parked.
- **Manual Call Parking** – Execute an attended or blind transfer to any extension from x2201 through x2208. If you perform an attended transfer then you hear music on hold before completing the transfer. For a blind transfer the caller goes straight into the parking location and hears the music on hold configured for the call parking extension.

If you transfer a call into a call parking extension where a call is already parked, then you (attended transfer) or your caller (blind transfer) will be connected to that parked call. This may be desirable, but choose carefully when performing a manual call park operation.

- **Automatic Call Retrieval** – Dial x2209 and wait. You connect to the first parked call in this extension block. (This frees the parking location where the call was parked for a new parked call.)
- **Manual Call Retrieval** – Dial an extension from x2201 through x2208 that has a parked call. You connect to that call. (This frees the parking location where the call was parked for a new parked call.)

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