



TELE System Call Park or Retrieve with Webex Client User Guide

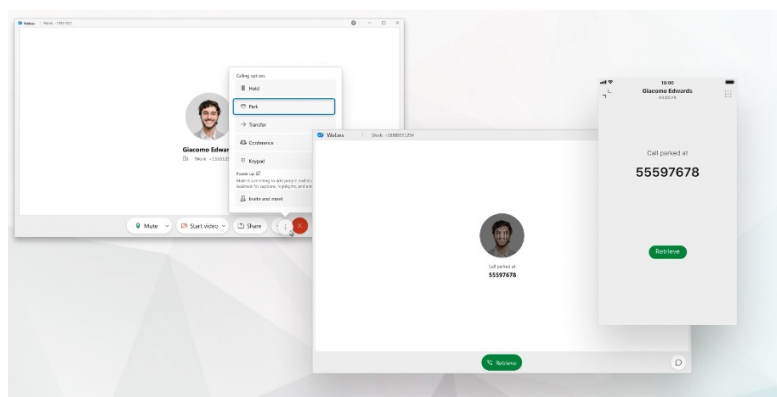
[Home](#) » [TELE System](#) » TELE System Call Park or Retrieve with Webex Client User Guide 

Contents

- [1 TELE System Call Park or Retrieve with Webex Client](#)
- [2 Call Park/Retrieve](#)
- [3 Documents / Resources](#)
 - [3.1 References](#)
- [4 Related Posts](#)



TELE System Call Park or Retrieve with Webex Client



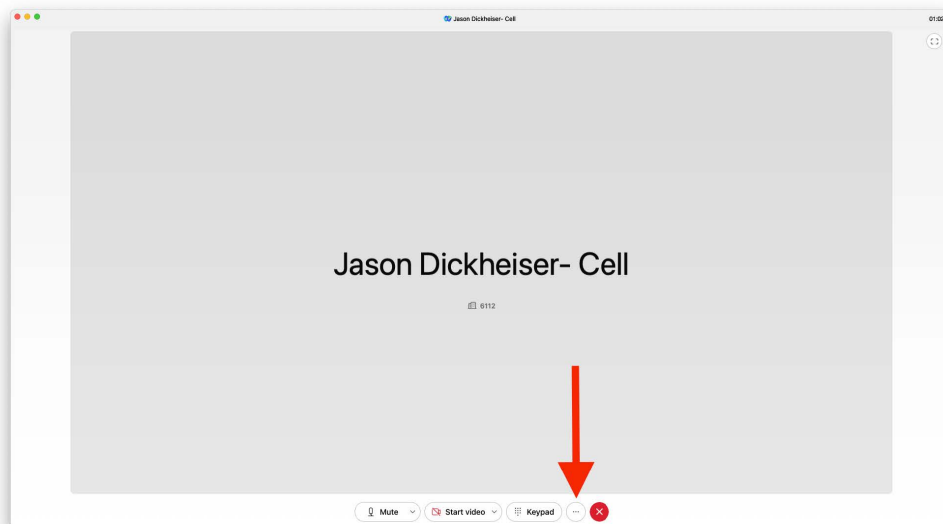
Call Park/Retrieve

For this example, we have 3 users assigned to a Park Group. They are extensions 8674, 3825, and 3887 (in that order).

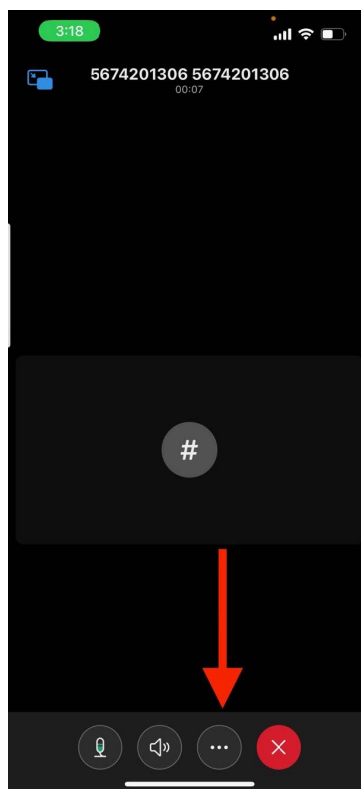
When a member of the Call Park Group receives a call that is answered through the Webex client, they and they wish to Park that call, then need to click on the “More options” (circle button with three dots) button in the active

call window

Desktop Client:

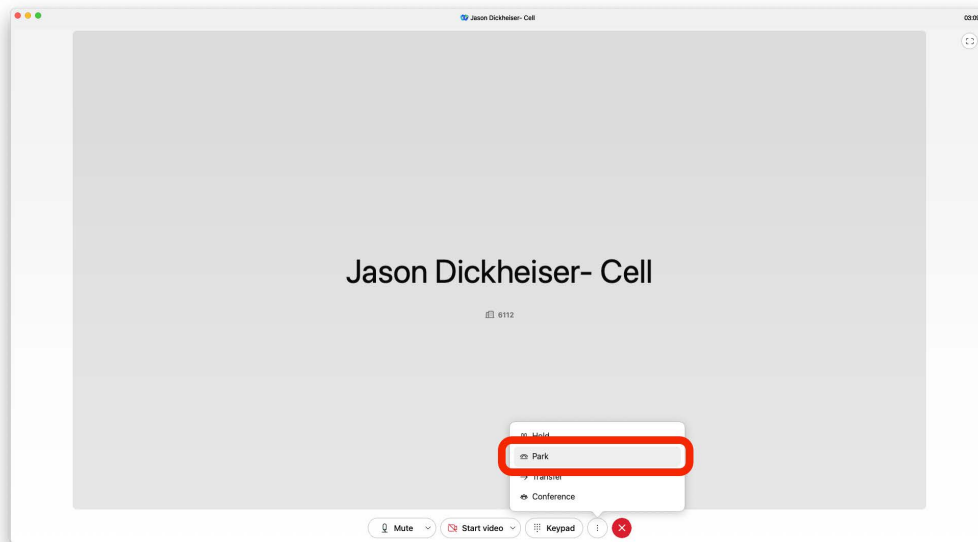


Mobile Client:

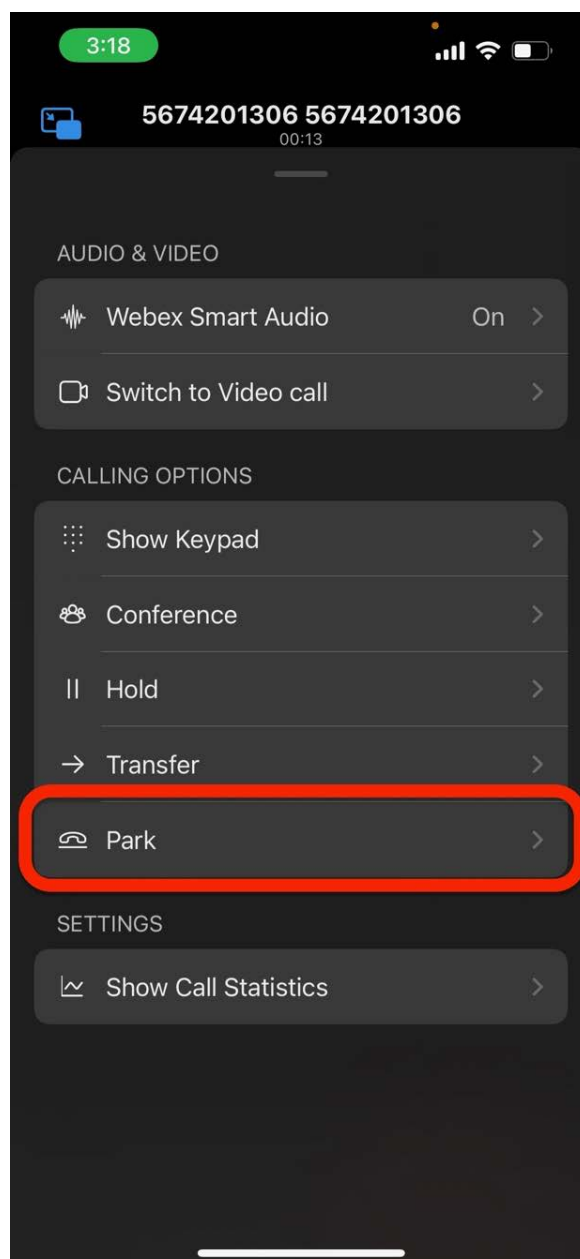


Here the user will receive a pop-up window with options for Hold, Park, Transfer and Conference. Click on Park to place the call in a parked status. The system will automatically choose the parking location based on the first available extension in the Call Park Group Configuration that does not already have a call actively parked.

Desktop Client:



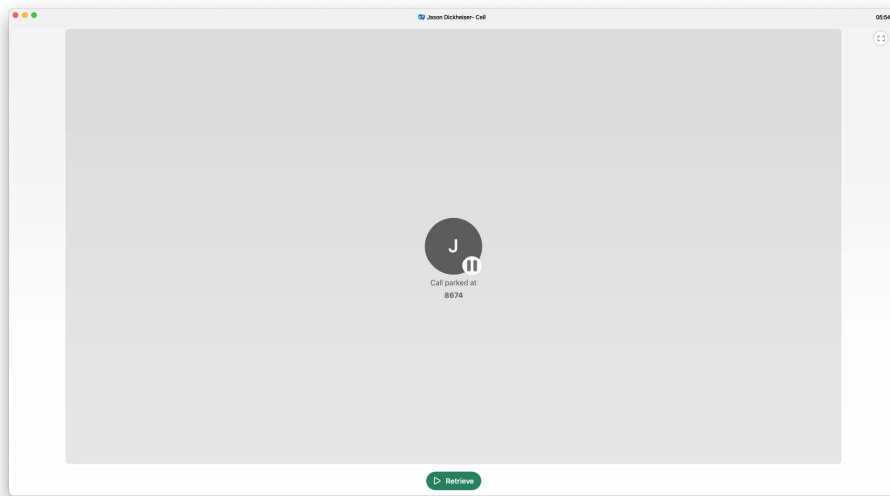
Mobile Client:



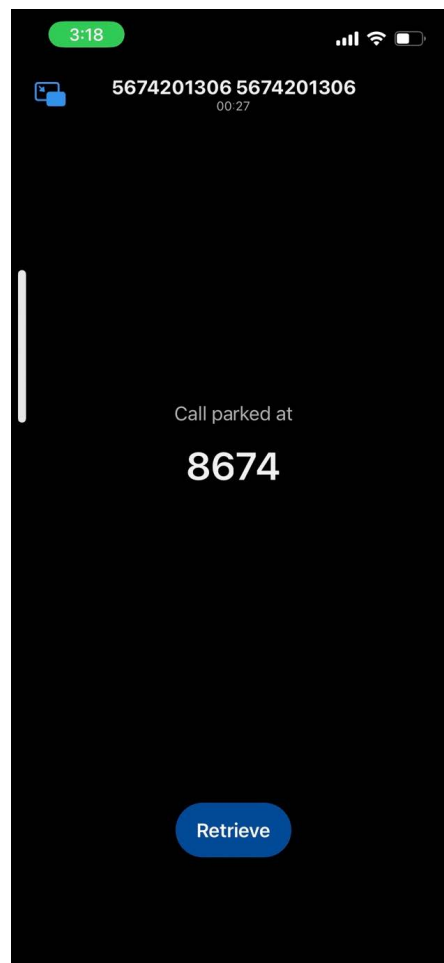
In our example we have extensions 8674, 3825, and 3887 in our Call Park Group. Extension 8674 is the first extension in the group configuration so the system automatically parks the call on that extension. A system message will play to the user to notify them "The call is parked against 8674". After a few moments the active call

window will also change to visually show the call is parked against extension 8674 and the user will have a button to allow them to retrieve the call. This window is only available for about 10 seconds and then it will close itself.

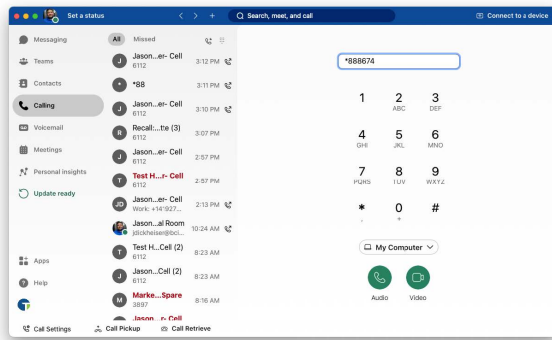
Desktop Client:



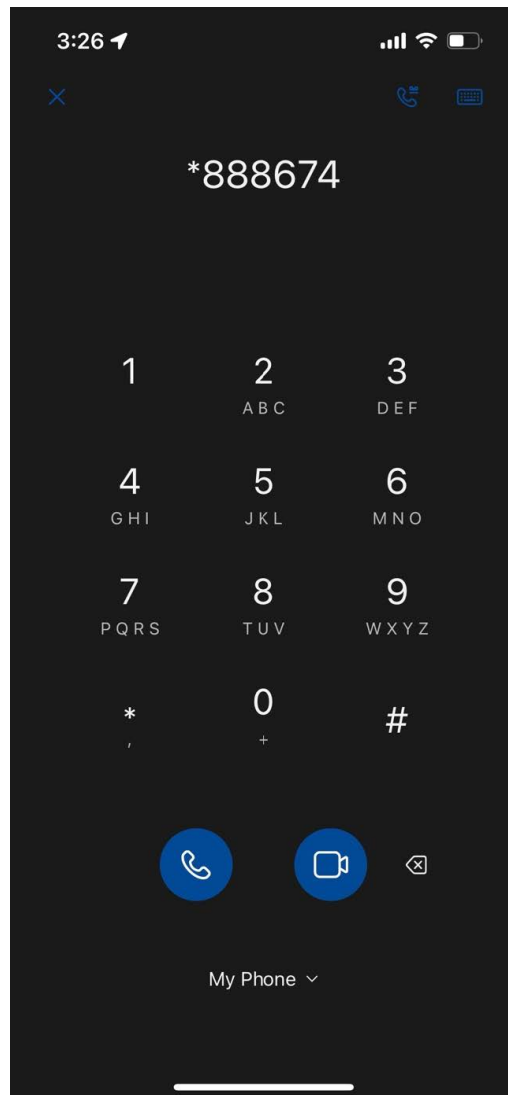
Mobile Client:



Desktop Client:



To retrieve the Parked call using the Webex client, go to the “Calling” section of the application to access the dial pad, the user will need to type in the Call Park Retrieve Feature Access Code (*88) plus the extension of where the call is parked. For this example, the call is parked on extension 8674:



Press the “Audio” button to send the command and retrieve the call. Mobile device users must send the call using Webex and not the “My Mobile Operator” option. The user will then be presented with an active call window and be connected to the party who had been parked.

Documents / Resources

	<p>TELE System Call Park or Retrieve with Webex Client [pdf] User Guide</p> <p>Call Park or Retrieve with Webex Client, Call Park or Retrieve, Webex Client, Webex App</p>
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References

- [Home](#)