

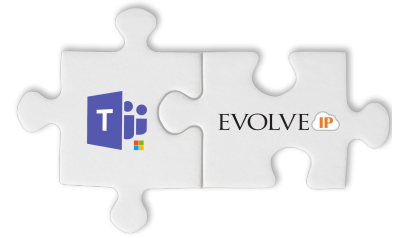
# Call Park and Retrieve

## OVERVIEW:

Teams users, when enabled, have the ability to park a call and generate a unique code to park each call then retrieve from other Teams soft clients,

Teams-enabled desk phones, and endpoints. In a hybrid environment, Evolve IP supports parking and retrieving on SIP phones/ endpoints.

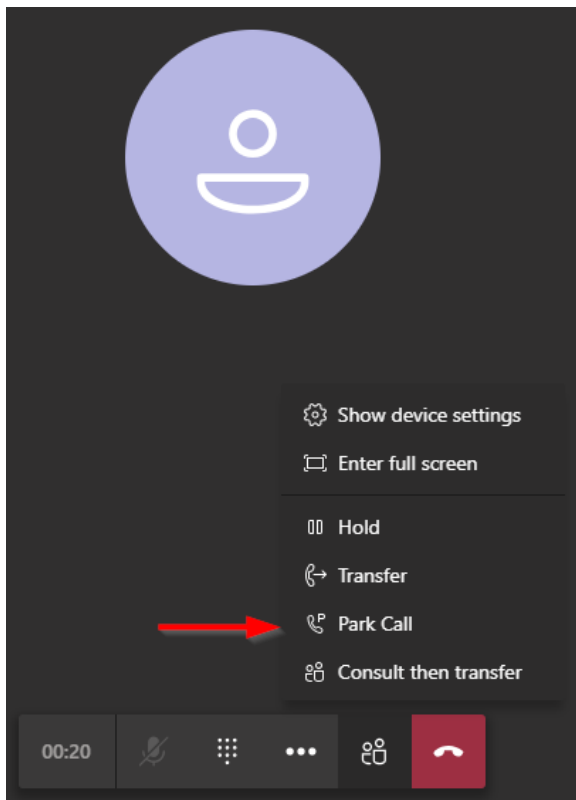
Evolve does not support parking and retrieving calls between the 2 platforms.



[Call Park & Retrieve Overview](#)

[Parking a Call in Teams](#)

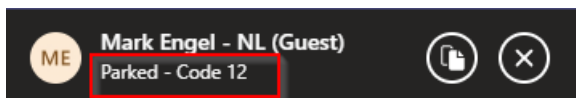
**Step 1: Active call can be parked with the 'Park Call' feature in MS Teams call screen**



**Step 2:**

A. Once the call is parked, the user is provided a "Parked -Code #"

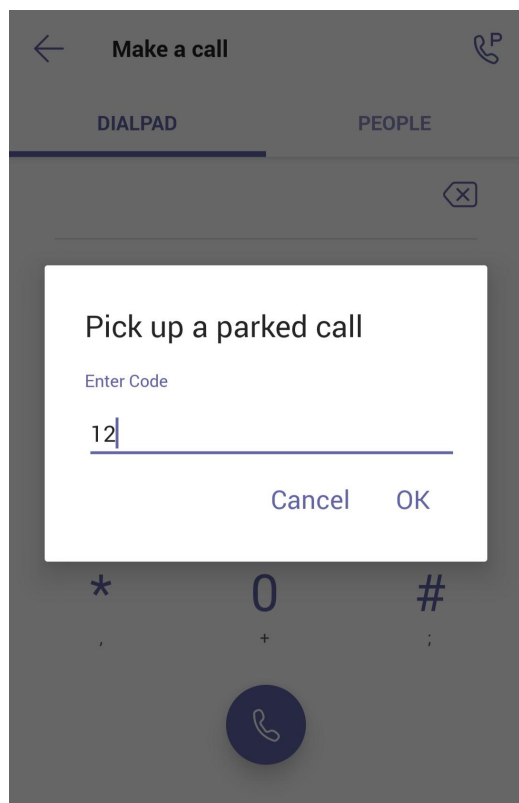
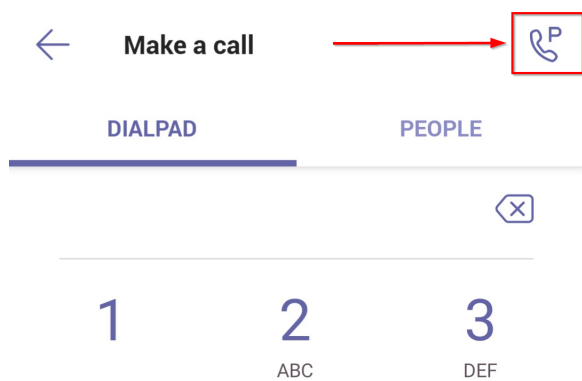
B. The outbound caller will be ON HOLD.

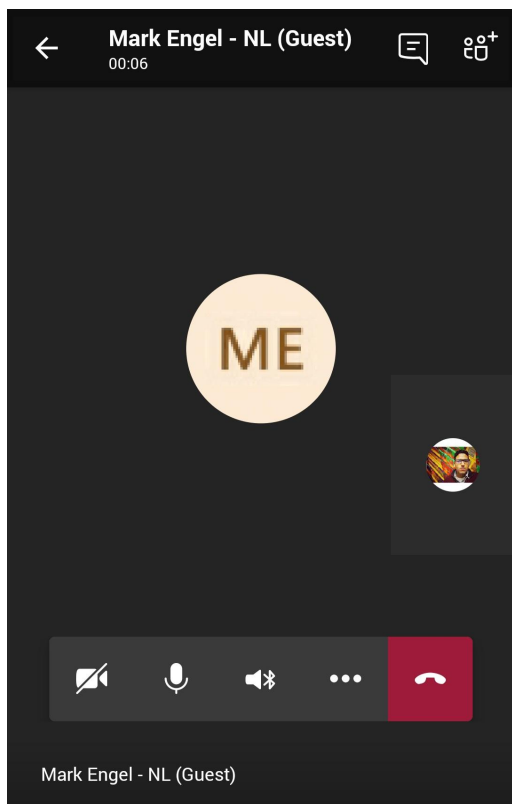


**Step 3: The call can be retrieved from the desktop/mobile/ MS teams handset application again by you or another party in your department, organization, etc.**

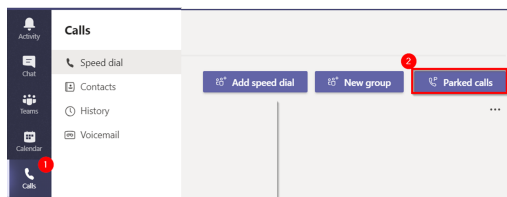
**Please note, this is configured under Microsoft Admin Center - Voice Policies for the entire organization.**

**Pick Up Call from Mobile Phone:**





#### Pick up Call from Desktop:



Pick up a parked call

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