

# Parking a Call



This tip will help with a repeat question that we have received from Front Offices all around the District.

Have you ever picked up the phone, then tried to transfer and you get a prompt for your voicemail password?

This happens when you transfer back to the same line you answered. When you try to transfer back to that same line / extension, you get asked for a voicemail password. “Star Codes” and Call Parking can help get around this issue.

Try this instead:

**\*37**

Places a call on hold in a virtual parking spot on the system. There are an unlimited number of parking spots available. These parking spots can either be assigned manually or by Jive’s system.



- User-Assigned  
Blind transfer to \*37 + parking spot number (any number of digits, but it cannot start with 0).
- System-Assigned  
Warm transfer to \*37 (the system will notify you where the call is parked).
- Pick Up a Parked Call  
Dial \*37 + parking spot number.

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