

Transfer call (Blind)

- While on a call, press “**Xfer**” button.
- Dial the number of the party you wish to transfer the call to.
- Press “**Xfer**” button again.

Transfer call (Supervised)

- While on a call, press “**Xfer**” button on phone.
- Enter the number of the party you wish to transfer the call to.
- Press the “**DIAL**” key.
- Once they have answered & agreed to take the call, press “**Xfer**” button.

Transfer to Voicemail

- While on a call, press “**Xfer**” button on phone.
- Dial **7**, followed by the **extension** of the party you wish to transfer to.
- Press “**Xfer**” button again.

Conference call

- While on a call, press the “**Conf**” button.
- Dial the party you wish to conference with.
- Press “**Conf**” button again to join the parties.
- Use the “**LEAVE**” button to leave conference and allow other parties to continue to talk.

Parking a Call

- While on a call, press a numbered “**Park**” button.
- The call will be transferred to that parking orbit.
- Notify the person whom the call is for, on what Park orbit the call is held.

Retrieve Parked Call

- Press the correctly numbered **Park** button to pick up the parked call. The LED will be blinking **RED** when a call is parked on that orbit.

Call Hold

- While on a call, press the “**Hold**” key. This will place the call on hold.
- To pick up the call from hold, press the “**Pick up**” button or press the button pertaining to the line that is holding (will be blinking).

Page (Through Phones Only)

- Press the “**PAGE**” button, pick up the handset and announce message.
- Press the “**GOODBYE**” key to disconnect.

OH Page (Through Ceiling and wall Speakers Only)

- Press the “**OH PAGE**” button and wait for an alert tone.
- Pick up the handset and announce message. Press the “**GOODBYE**” key to disconnect.

For additional support, please refer to the full FlexPoint User’s manual or contact GTB’s Flex•Point Support Team by calling **877-CALLGTB** or by email at flexpointsupport@gtb.net.

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Tips To Improve Your Experience

- ☎ Dial before you pick up the handset, this will allow you more time to dial before timeout.
- ☎ Use **DND** if you are not going to be at your desk. This will send calls right to VM and keep your phone from ringing and disturbing those around you.
- ☎ If you are part of a queue, remember to **log out** at the end of the day or before long breaks. **Do not log out of the queue while on a call.**



Useful CommPortal Information

CommPortal URL: <https://point.gtb.net>
Login: Phone number
Password: CommPortal password

Use CommPortal to:

- View missed calls and check voicemail.
- Forward your line.
- Find Me / Follow Me (if available).
- Click to dial.
- Manage contacts.
- Manage softkeys.
- To protect your privacy remember to change your CommPortal/voicemail password.

To download the CommPortal Toolbar:

1. Log into CommPortal
2. Click on “**Apps**” in top right
3. Click on **Assistant** on the left pane if shown
4. Click on the “**XP /Vista / Windows 7/ Windows 8**” link and follow download and install wizard steps
5. Once installation is complete “**right click**” on CommPortal icon  on the toolbar and select “**settings**”
6. In the “**Choose Provider**” field drop down and select “**GTB Flexpoint**”
7. In the “**number**” field, type in your phone number
8. In the “**password**” field, type your CommPortal password
9. In the CommPortal url field, type <https://point.gtb.net>.
10. Click “**apply**” and “**OK**”. The CommPortal icon should look like this 

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