



Answering Multiple Calls with the Park System Quick Guide

Welcome to GTB's Quick Guide on how to manage multiple calls with the phone's park system. In this guide, we offer two ways to park a call based on how many calls you are handling at once.

1st method: When you are on the phone with a single caller, inform your caller that they will be placed on hold. Then press one of the available park keys. Announce the caller to whomever should pick up the call and what park zone was used to park it. Once the call is picked up, you will notice the flashing park key has stopped flashing.



2nd Method: If you are on a call and a 2nd line is flashing, you will also hear a call waiting tone (indicating a second incoming call). Tell your first caller that they will be placed on hold. Press the line button that you are talking with them on. Then press one of the park keys to place the caller on park. You can now pick up the call ringing on the other line by pressing that line key and handling it, as needed. When done, you can choose to announce the caller on the park zone to whomever should pick up the call or return to the call yourself.

Still have questions?

Please refer to Page 6 of the Flex•Point™ User Manual or Contact the Customer Care team by email at custservice@gtb.net or phone at 1 (877) CALL-GTB.