Quick Start Guide

## CALL WAITING



The Call Waiting service allows users to receive calls while their line is in use, see the caller ID of the new caller, and decide whether to automatically place the current caller on hold and answer the second call, or let the second call go to Voicemail (if enabled). This is an On | Off service.

		Set Up			
Log into	your Voice Service Por	tal.			
A) On Dashboard: Slide the toggle to ON or Off				Basic Features	-1-
in the Basic Features card			Anonymous Call Rejection 1	- 0	
B) In Settings (or via the View All Features link			Barge-In Exempt <i>i</i>	Q	
in the <i>Basic Features</i> card):			Caller ID i	Q	
		/-		Call Waiting <i>i</i>	Q
1.	Click the View/Edit dro	p-down arrow next to C	all Waiting.	Connected Line ID Restrictions $i$	Q
2.	<ol> <li>Click to slide the toggle to ON or Off.</li> <li>Click the Save button to submit the change and close the</li> </ol>			Do Not Disturb i	0
				Music On Hold i	Q
0.	view.	to outsinit the only of a		Outbound Caller ID Block i	Q
	view.			View All Features	
	Call Waiting	OFF	V		
	Switch to a new incoming call while you are	already on another call.			
	OFF				
	Save Cancel				
		<b>A</b> 5	See instructions		

## Use

## From Your Desk Phone

During an active call, a sound announces an new incoming call and the phone presents an Incoming Call message with any Call ID information.

Press the Answer Incoming Call message or the *Flash* button on your device to place the current call on hold and accept the new call.

The following Star (\*) Codes may be used to manage Call Waiting:

- **\*56** = Enable Call Waiting
- \*57 = Disable Call Waiting
- **\*70** Enter a 10-digit phone number when prompted to <u>disable</u> Call Waiting for that number.