

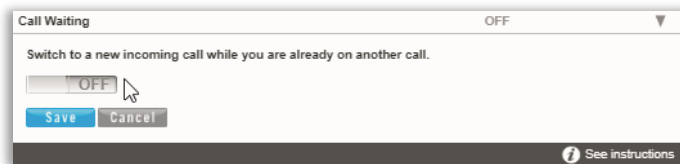
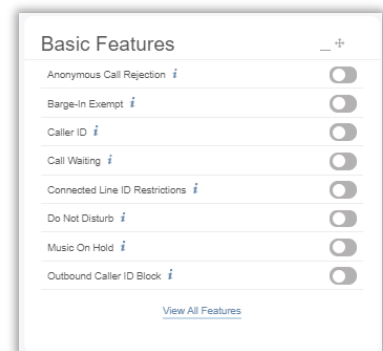
The Call Waiting service allows users to receive calls while their line is in use, see the caller ID of the new caller, and decide whether to automatically place the current caller on hold and answer the second call, or let the second call go to Voicemail (if enabled). This is an On | Off service.

## Set Up

Log into your Voice Service Portal.

- A) On Dashboard: Slide the toggle to ON or Off in the Basic Features card
- B) In Settings (or via the [View All Features](#) link in the *Basic Features* card):

1. Click the *View/Edit* drop-down arrow next to Call Waiting.
2. Click to slide the toggle to ON or Off.
3. Click the **Save** button to submit the change and close the view.



## 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.

You may also elect to send to Voicemail or forward the call to another line.

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

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