

CALL WAITING

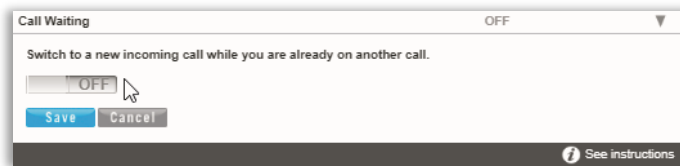
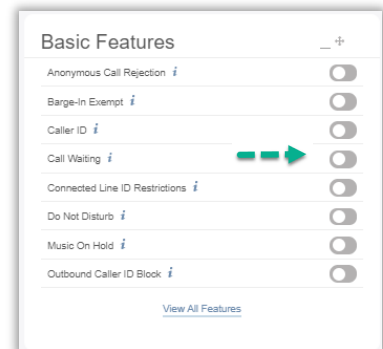
The Call Waiting service allows users to receive calls while their line is in use, see the caller ID of the new caller, and decide whether to automatically place the current caller on hold and answer the second call, or let the second call go to Voicemail (if that service is enabled). This is an On |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

Feature Set Up

Log into your Voice Services Portal user account.

- 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 on Phone

During an active call, a tone 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 immediately and accept the new call.

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

The following **Star (*) Codes** may also be used to manage the use of the Call Waiting service on your line:

- *56** = Enable Call Waiting
- *57** = Disable Call Waiting
- *70** Enter a 10-digit phone number when prompted to disable Call Waiting for the calling number (where authorized).