



An Informational User Guide for:

# Call Waiting

## **Call Retrieval**

1. If while you are on a call and you hear a tone, this is to notify you that another caller is trying to reach you on your line.
2. To put your current call on hold and retrieve the 2<sup>nd</sup> call, depress the switch hook (or flash button on some phones) one time.
3. To alternate between callers, repeat step 2.
4. When you hang up, all calls are terminated. The individual callers can disconnect by hanging up their end when their conversation with you is finished.

## **Block Call Waiting Per Call**

1. During your conversation press \*70 (1170 from a rotary phone).
2. There will not be any confirmation tones, however during the duration of the call the Call Waiting feature has been deactivated.

## **Important Features**

- If unanswered, the Call Waiting notification will repeat every 10 seconds until the party attempting to reach you hangs up or the call is retrieved.
- Call Waiting takes precedence over Busy Line Transfer. This means that if you have Call Waiting and Voice Mail with the Busy Line Transfer, you will have the option of taking the call with Call Waiting before it is transferred to the mailbox.
- If you have a hunt group, Call Waiting can only be added to the last line in the sequence and still operate. If it is added to any other phone number in the group, it will not operate on them. The call needs to make it's way through the hunt sequence before the Call Waiting will work, which is why it should only be added to the last line.