#### Step by Step...

### Using the call waiting Function

When you are expecting an important call and still went to make a call, you should activate the call waiting function. A call waiting feature will signal you when you are on a phone call to indicate there is another call waiting for you. You can then either accept or disregard the waiting call. You can activate the call waiting feature, for example if you don't want to miss an important call.

## Activating/deactivating call waiting



Press the right arrow key on your optiguide, until you see program/service.

21

Press check to activate program/service

Enter the service code 21

Press check to activate the camp-on feature. (Second call activated)

To deactivate, repeat steps. (Second call deactivated)

# Answering the waiting call



Preconditions: You are on the phone. Call waiting is activated.

You hear the alerting tone. The lamp flashes. The caller hears ringing tone as though you were free. Press the connect key. You are connected to the second caller. The first party is placed on hold.

Press connect to toggle back and forth between parties.

Ending the waiting call, resuming the first call:

Replace the hand set and lift it again.

#### **Special Note**

If you are to use this feature frequently, we can customize you phone to have a key added. The key will allow you to able/disable call-waiting easier. Warning you will have to sacrifice a feature already on your phone.

#### Adding the call-waiting party to a conference call

Perform the above steps.

- Press arrow key until conference appears.
- Press check to apply conference.

Consult conference call documentation for conference calls.



Due to a miss-labeling of the phones you will need to change the cover sheet on your phone in order to use call-waiting properly.

> This is the Correct Layout

PHONE MAIL

CONNECT

CONS\_HOLD

HOLD

Please download the Excel spread sheet with the proper layout, cut out and replace.

http://its.strose.edu/ViewArticle.aspx?page\_id=181