



Tomorrow's Technology **TODAY**



## Call Waiting User Guide

### How Call Waiting works

Call Waiting is easy to use:

- Four beeps tell you someone's calling you when you're on another call. However, you have longer than this to answer the second call. The second caller simply hears a ringing tone and will usually keep holding for six to eight rings.
- Excuse yourself from the first caller, then press the 'flash' or 'recall' button on your phone. You can then talk to the second caller.
- To return to the first caller, simply press the 'flash' or 'recall' button again and you will be able to continue your original conversation.

If you use the 'flash' or 'recall' button on your phone to move between calls you won't lose a caller by mistake.

### How to suspend Call Waiting

You can suspend Call Waiting if, say, you need to make an important call where you don't want to be interrupted or you're about to use the Internet.

- Before you make your call or connect to the Internet, lift the handset and dial \*52.
- Then dial your call or connect to the Internet.
- When you complete your call, Call waiting is automatically reactivated.

### Call Waiting with other services

Call Waiting works really well with Call Minder. You can decide whether to accept the second call or let it go through to Call Minder to take a message.

If you have a fax operating on the same number, we suggest using our Dual Number or FaxAbility services, so that you never miss important faxes.

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