

OVERVIEW

Call Waiting When a station is busy with a call and the user receives an incoming call on the same line having the Off-hook Camp On feature, the system sends a call waiting tone. The station sends two short beeps twice (when the IPT has the Call Waiting feature) and displays the calling station information on the LCD for ten seconds. After ten seconds, the original caller information is restored on the LCD.

If the call comes in from an external line and the caller number is known (SIP trunk, CLASS service, ANI service, or ISDN trunk service), the caller number displays. If no caller number is provided, an internal description such as a CGN number displays.

If the station receiving Call Waiting hangs up the line or releases it by transfer, the call waiting in the queue comes in and starts ringing. The station can answer this incoming call by going off hook or by pressing the line button. Since this incoming call is an ordinary incoming call, other stations with an appearance also ring.

A call waiting tone is sent every time a call waiting for the queue comes in. On and after the second time, the caller information is not displayed on the LCD. This is because the called station can answer only by the sequence of the call waiting in the queue, and the user might misunderstand if the caller information after the second waiting call displays. If the first waiting call is cleared due to answering or abandonment during dialing, and the second call moves up to first call waiting, the caller information displays on the LCD and the call waiting tone is sent.

When the second call is terminated and rings on IPT, the call waiting tone is not sent to the station. When the LCD displays the terminating call's information or if a user is operating IPT station with LCD display, the call waiting information is not shown on the IPT's LCD.

It is also possible to disable sending the call waiting tone for each station.

Call Waiting

When a station is busy with a call and another call is directed to that station's busy Line or DN button, two short beeps are issued to alert the telephone user of the pending call.

Call Waiting works for calls originating from within or outside the system. The length of the Call Waiting beeps is different for internal and external Call Waiting. The different beeps distinguish which type of call is waiting.

Caller ID, DNIS, or ANI information appears on LCD telephones for 10 seconds. If Caller ID information is not available, the device name, such as the SIP trunk or DNIS name or number is shown.

IP telephones receive a Call Waiting tone twice from the handset receiver. Call Waiting tones can be turned off on each station by the System Administrator.

When a station is busy with a call and another call is incoming, a tone alerts the caller of a pending call. On LCD telephones, the Caller ID information displays for 10 seconds. The combined effect of the Call Waiting alert tone with the displayed information enables users to identify whether or not they want to interrupt their current call for the waiting call.

To answer the Call Waiting, the current call must be parked, terminated, or transferred. Multiple calls can be queued to a single station, all waiting for that station to become free; the call at the head of the queue provides the Call Waiting signal and LCD indication.

The tone (two beeps) signaling Call Waiting tone is provided through the speaker of the phone. Caller ID display is not available with standard telephones.

Call Waiting

You can answer a call that is transferred to your station, even when your station is busy. When another call is camped onto your station, you hear two Camp-on tone beeps and the extension or Line LED flashes red (on-hold).

If a call is sent to your station when busy, and your station does not have an extension button available to receive the call, two camp-on tone beeps are sent to your telephone. You must disconnect or transfer the existing call to answer the waiting call.

Place Current Call on Hold to Answer Waiting Call

Press **Hold**. The existing call is placed on hold. The camped-on line rings your station (the Line LED flashes green - incoming call) or, if your telephone has the Auto Hold feature, just press the flashing extension button.

You are connected to the transferred call. The extension or Line LED flashes green (in-use).

Note: See your System Administrator to find out if you have Auto Hold.

Using the Flashing Extension Call to Answer Waiting Call

Press the flashing extension or Line. The existing call is placed on hold. The camped-on line rings your station (the Line LED flashes green - incoming call). This disconnects the current call and connects you to the transferred call. The extension or Line LED flashes green (in-use).

PROGRAMMING

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| Incoming Caller ID Display | <ol style="list-style-type: none">1. Click on System > System Data.2. Select the Server from the dropdown.3. Enable/Disable Caller Number Display (Default Enabled) and set Display Preference for DNIS (default) or Caller ID.4. Select Caller ID Call Types or All Call Types from the dropdown. Call types not selected will show the DN of the calling station instead of the External Caller's Caller ID.5. Click on Save icon or select Apply To to assign the parameter to multiple servers. |
| Disable Call Waiting Tones
Over the Speaker | <ol style="list-style-type: none">1. Click on Station > Station Assignment.2. Check the Station to be programmed.3. Click on Edit icon.4. Select the Preference tab.5. Disable Speaker Mode Tones. Default is Enabled.6. Click on Save icon. |
| Set Call Waiting Tone | <p>To set the Call Waiting Tone to Continuous or Dual Beep tone:</p> <ol style="list-style-type: none">1. Click on Station > Station Assignment.2. Check the Station to be programmed.3. Click on Edit icon.4. Select the Preference tab.5. Set the Call Waiting Tone for Continuous (default) or two Cycles.6. Click on Save icon. |

CAPACITY N/A

AVAILABILITY

Station/Line	Descriptions
IPT	Applied
Soft IPT	Applied
IP Attendant	Applied

RESTRICTION N/A

HARDWARE

No additional hardware is necessary for this feature.

FEATURE INTERACTION

Basic Survivability	<p>A Camped on call is disconnected, if there is no other destination, when the destination switches over due to a network fault before going into idle state by hanging the call up, or putting the call on hold.</p> <p>At this time the station gone switchover hears Ring Back Tone.</p>
Caller Identification	<p>The Caller Identification programming option determines whether the Calling Party Information or DNIS number displays in case of Call Waiting.</p>
Call Monitor	<p>The Call Waiting feature applies if a call is camped on the call monitoring originator during monitoring. At this time, the monitoring party hears the Call Waiting tone and the Call Monitoring station's LCD shows Call Waiting.</p>
Conference on Hold	<p>It is possible to camp on the line during conference holding and to notify Call Waiting.</p>
Conferencing	<p>It is possible to camp the call on the line that is in the conference, and Call Waiting indication can be displayed.</p>
Dialed Number Identification Service (DNIS)	<p>At camping on, DNIS information is shown on the LCD as Call Waiting information.</p>
Directory Number Presentation	<p>At Call Waiting notification the Directory Number Presentation spec determines the caller information LCD display. DN for presentation is used.</p>
Do Not Disturb (DND)	<p>Camping on continues when the Do Not Disturb feature is activated at call waiting. However, "DND ON" displays on the LCD. In this case, the LCD is not changed except when answering the terminating call or hanging up from the originator, then the Call Waiting indication cannot be resumed.</p> <p>When DND is set after call waiting is initiated, DND is displayed.</p>
Group CO Button	<p>The Call Waiting feature cannot be invoked on the GCO button because the camped on call does not exist on each GCO button at ringing. This is because the GCO button can only assign one terminating call for one button at a time.</p>
IP Phone User Mobility	<p>The Call Waiting feature does not apply for a logged out DN.</p>

IPT-Softphone	Beep is not played because playing Beep chops the speech path at talking.
Line Hold	<p>If a Camped on incoming call terminates on the line of a held party, the Call Waiting notification tone rings and the LCD displays Call Waiting.</p> <p>The specs above apply for the Camp On call originator (both extensions and trunks).</p>
Lost Call Treatment	The Call Waiting indication on the LCD clears, if it is displayed, when a call camps on Lost Call destination but the camping on is canceled due to the Lost Call Final timer expiring.
Make Busy	Camping on and Call Waiting are canceled and if either the Camping on party or the Camped on party goes into make busy mode.
Multiple Appearance	When a busy line is set to multiple stations by Multiple Appearance, a Call Waiting Tone is sent only to the station that uses that line. At this time, the settings of that line for an incoming call and the ownership are not important.
Multiple Calling	The Call Waiting feature is not applied for camping on Multiple Calling pilot DNs.
Off-hook Camp On	A Call Waiting Tone is sent as a result of Off-hook Camp On. The caller number with the highest priority and the longest waiting time among the calls in Off-hook Camp On is displayed on the LCD. If the call with the highest priority and the longest waiting time is changed by answering or abandonment during dialing, the next qualified caller's information is displayed on the LCD and the call waiting tone is sent.
PC Attendant	All terminating calls can be displayed on the PC screen in PC Attendant. The Call Waiting tone cannot be heard.
Pooled Line Button	If a new call comes in while there is no idle pooled line button, a Call Waiting tone is generated. However, it is not indicated on the LCD.
Prime DN Button	The Call Waiting notification for Prime DN Button (PDN Button) is activated only if the PDN Button is used. Call Waiting notification is activated for the station using a Secondary DN (SDN) if Prime DN line is used by an SDN other than the owner station.
Private Networking Over IP	When an incoming call from a tie line camps on a busy extension, a call waiting tone or LCD is provided.

In case of an incoming call from a non-IPedge tie line, the call is handled as an internal call. A call waiting tone for an internal call is used. In case of an incoming call from an IPedge tie line, the originating station number and name provided by the originating node are displayed on the LCD of the busy extension. The Call waiting tone can be switched according to the call type.

Recall Treatment	A Call Waiting tone can be heard and no Call Waiting indication is finished when the recall termination camps on.
Release/ Answer Button	<p>The talking call is disconnected and released and the waiting call starts terminating on the station of the camped on party (the Call Waiting notification destination) following the behavior of Off-hook Camp On when the camped on party presses the Release/ Answer button while activating Call Waiting.</p> <p>Upon pressing the Release/ Answer button, the waiting call is not the terminating call so it cannot be answered.</p>
Ring Over Busy	When there is another idle line button on the station, a call comes into that idle line even if the station is busy. At this time, a beep tone is sent. For the conditions, refer to the Ring Over Busy feature.
Ringing Assignment	The Ringing Assignment feature is applied when the call waiting for the station to be idle starts ringing.
SIP Extension	A rejected Call Forward call does not camp on and is disconnected if the destination is busy. The call recalls to the Ring Transferring Party if the call is an RT call.
Specified Caller Identification	The specific caller number displays when a call from MAS (FF PCH) or Varaha camps on to a station in the IPedge system and the Call Waiting feature is activated.
Station Hunting	<p>When a call is camped onto the whole hunting group, neither a call waiting tone nor a call waiting LCD display is given to any member station of the hunting group.</p> <p>When a call is camped onto a member of the hunting group, the Call Waiting feature is invoked and either a call waiting tone or an LCD display of call waiting is given to the camped on station.</p>