Call Waiting Allowed Per User

Last Modified on 07/18/2025 4:37 pm EDT



By default, each new station is set to busy when the station is on the phone and will forward to the busy destination but there's another way to handle that second call.

See the below for the steps to get it set up call waiting per user

1. To set call waiting, go to User, User Setup and click on the user to modify.

2. Then scroll down and click on Service as indicated in the example below.

***NOTE: when a second call is ringing to the user, the caller will hear the customer Music On Hold (MOH), the internal user will see the caller ID and an alert tone as the call begins to ring. They can press the HOLD key put the first call on hold and answer the call

Company	\sim	Site	Extension 🖕	Name
User	^	1 Vertical Demo	100	Toni One Test
Hear Calup	~	2 Vertical Demo	101	Premium User
User Setup		3 Vertical Demo	102	ACD IPECS On
User Feature Configuration		4 Vertical Demo	104	Kim Mac
Account Information		4 Contracting Control	104	
Phone Background Image		4		
Call Manager		φ		
can manager				
Group Settings	~			
Auto Attendant	~			
Call Center	~			
Conference Room		Extension *	104	
Shared Line		Name *	Kim	
Hot Desk		Site *	Vertical Demo	
Switch Board		Group Member Type *	Single site group members	🔿 Multi site
Quick Code on Busy				
DDI Summary		Portal ID *	104@cm-vertical-demo.com	
Digit Conversion		Password		
Call Record Report		E-mail	kmacdonald@vertical.com	
Recording Group		AAD ID		
SIP Device		86010		
Audio Conference Bridge		Package*	Premium PLUS iPECS ONE US	ER (3)
Customized Ring Back Tone	~	liser Type	Multi Clant	
WebFAX	~	out type	Multi Cilent	
IPECS One	~	Direct Dial Call Number	2177872009	
Executive Group	~	Call Barring *	Site Call Barring	\sim
Provisioning	~	Outgoing Caller ID *	Individual Direct Dial Call Numb	er V
Status View	~	DAID number for emergency Call		
License Management	\sim	PAID number for emergency Call		
Call History		Trunk Authorization *	Not Used	
can mistory	~	Call Fraud Option *	User Default	
My Home Setting		Call Fraud Limit 1	40000	
Authority Setting	~	Can Fraud Limit *	10000	
autonly setting	Ť			
My Information				

3. Click on Call Wait as the selected Service and save

Device	Feature	Service	Information				
Service by Status							
Busy Sen	vice	Call Wait	~				
	В	usy					
	C	amp On					
	C	all Wait					
	_						

4. Lastly make sure that the call forward busy for this user is not set so that the call can ring through. The call will follow the no answer forwarding destination and timer. Be sure to adjust both Internal and External forwarding.

Preset Call Forv	ward		
	DND Destination	801	
External Call	\geq		
Day	Unconditional Destination Busy Destination No Answer Destination	801	
Night	Unconditional Destination Busy Destination No Answer Destination	801	
Timed	Unconditional Destination Busy Destination No Answer Destination	801	
			Batch Modify Modify Save Cancel