

# 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*

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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

The screenshot shows the Vertical user management interface. On the left, the 'User' menu is expanded, and 'User Setup' is selected. The main content area displays a table of users:

	Site	Extension	Name
1	<input type="checkbox"/> Vertical Demo	100	Toni One Test
2	<input type="checkbox"/> Vertical Demo	101	Premium User
3	<input type="checkbox"/> Vertical Demo	102	ACD IPECS One
4	<input checked="" type="checkbox"/> Vertical Demo	104	Kim Mac

Below the table, the configuration form for the selected user (Extension 104) is visible. The 'Device' tab is selected at the bottom.

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

The screenshot shows the 'Service by Status' dropdown menu. The 'Service' tab is selected. The dropdown menu is open, showing the following options:

- Call Wait
- Busy
- Camp On
- Call Wait

The second 'Call Wait' option is highlighted with a blue bar.

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 Forward**

DND Destination 801

**External Call**

**Day**  
Unconditional Destination    
Busy Destination   
No Answer Destination 801  
DND Destination 801

**Night**  
Unconditional Destination    
Busy Destination   
No Answer Destination 801  
DND Destination 801

**Timed**  
Unconditional Destination    
Busy Destination   
No Answer Destination 801  
DND Destination 801

Batch Modify Modify Save Cancel