

# TALKING CALL WAITING

*Hear who your second caller is before answering your Call Waiting call. After the Call Waiting tone, you will hear a synthesized voice state the name of most callers, so you can decide if you want to take the call. Only you will hear the name; your first caller will hear a click and silent pause.*

## HOW TO USE TALKING CALL WAITING

Talking Call Waiting works just like Call Waiting. When you hear the Call Waiting tone and name, and you want to take the call:

- Quickly press and release the switchhook or FLASH key to put the first call on hold and answer the second call.
- Press the switchhook, or FLASH key again to switch between callers.
- To remove one party, simply hang up.

## WHEN YOU HEAR THE CALL WAITING TONE AND NAME AND YOU DO NOT WANT TO TAKE THE CALL:

- Simply ignore it. The second caller will hear your phone ring unanswered or go into your Voice Mail mailbox.

## HOW TO TEMPORARILY TURN OFF TALKING CALL WAITING

- Press **\*70** (Rotary ①①⑦①) and listen for three short tones, then a regular dial tone.
- Dial the phone number you wish to call. Anyone else who calls you will hear a busy signal or go into your Voice Mail mailbox.
- When you hang up, Talking Call Waiting will be restored.
- Sometimes, Talking Call Waiting can disrupt your modem connections, so we suggest temporarily turning off Call Waiting before you log on. You can store **\*70** as part of your dial-up number, so that Talking Call Waiting is automatically turned off whenever you go online.

## **HOW TO TEMPORARILY TURN OFF TALKING CALL WAITING WITH A CALL IN PROGRESS**

- Press and release the switchhook or FLASH key to put your call on hold.
- Listen for three brief tones and a normal dial tone, then press **\*70** (Rotary 1170).
- Press and release the switchhook or FLASH again to continue your original call without Call Waiting interruptions.
- When you hang up, Talking Call Waiting will be restored.

## **WHAT WILL TALKING CALL WAITING SOUND LIKE?**

- A synthesized voice will state the first and last name of the caller. The name stated will be the name in the household that appears on their phone bill.
- If you hear PRIVATE or ANONYMOUS, your caller has chosen to block their name and number. UNAVAILABLE, OUT OF AREA, and UNKNOWN indicate the caller is calling from an area not equipped to send name information.

## **SOME WAYS TALKING CALL WAITING CAN MAKE LIFE EASIER FOR YOU**

- Since you know the name of the second caller, there's no need to ask the first caller to hold while you see "who's beeping me." It's easier to decide if you want to take the call. You can politely explain to the first caller why you need to take the incoming call. Or, simply ignore it and call back the second caller later.

- No more interrupting an important call without knowing who the other caller is.
- Avoid missing important last-minute information.
- No equipment is needed

## **HOW WILL TALKING CALL WAITING WORK WITH MY CALL WAITING ID?**

If you have Call Waiting ID, the phone with the display will still visually show and log the second caller's name and number, just as it always has. The benefit of Talking Call Waiting is that you will now hear who the second caller is on all the other phones in the house that are not equipped with a Call Waiting ID display device.

The Talking Call Waiting tone and voice may not function under certain conditions. For example, if you are in the process of making a call or the phone is ringing, you will not get a Call Waiting tone. However, if you have our Voice Mail, your calls may be forwarded to your voice mailbox.

Talking Call Waiting is not available in all areas. A name will not be heard with some calls. If you have Call Waiting ID, phones with the display unit will only visually show the name and number. Voice Mail requires use of a touch-tone phone. Purchase of additional service required. Not available in all areas.