



BroadCloud PBX – Call Waiting User Guide

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Frontmatter information

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Acknowledgements

The content herein is based on the following document provided to Cloud Direct as a service provider and reseller of this product:

- BroadCloud PBX – Call Waiting, ©BroadSoft, Inc.

The original document remains untouched, with the following exceptions which have been made to ensure a positive experience for customers of Cloud Direct:

- Where appropriate, contact details and web links amended to reflect Cloud Direct.

Contacting Cloud Direct

If you require advice or assistance regarding this product, then please contact Cloud Direct using the following contact details.

For	Phone	Email
Sales	0800 0315966	sales@clouddirect.net
Technical Services (support)	0800 0789438	Tech_Services@clouddirect.net
Customer Services	0800 0789437	

Feature Overview

Call Waiting allows you to put your current call on hold to answer a different incoming call. Should you choose to disregard the incoming call the second call will be transferred to your voicemail, or another pre-determined destination.

Using Call Waiting is simple. If you are on a call, and a second call comes in you will hear a tone alerting you to the new call. For most of the phones on this service, you will also see the caller ID information of the caller on your phone display. If you choose to answer the second call you can do so in one of two ways;

1. Press the **Answer** soft key
2. Use the arrow keys on the phone to highlight the second call and press the 'Answer' softkey

Feature Prerequisites

Before the Call Waiting service can be used the following conditions must be met:

- Call Waiting is only available when one of the following subscriber seats is purchased.
 - Premium Station
 - Standard Station
 - Conference Room Station
 - Common Area Station
 - Messaging Station
 - Hosted Square Key
 - Hosted PRI - User
- The subscriber seat needs to be assigned to a telephone number within the dashboard.
 - *Note:* The Default setting for Call Waiting is that is enabled.

Notes:

This feature is typically not recommended for lines connected to analog key systems or in hunt sequences because it takes precedence over line hunting.

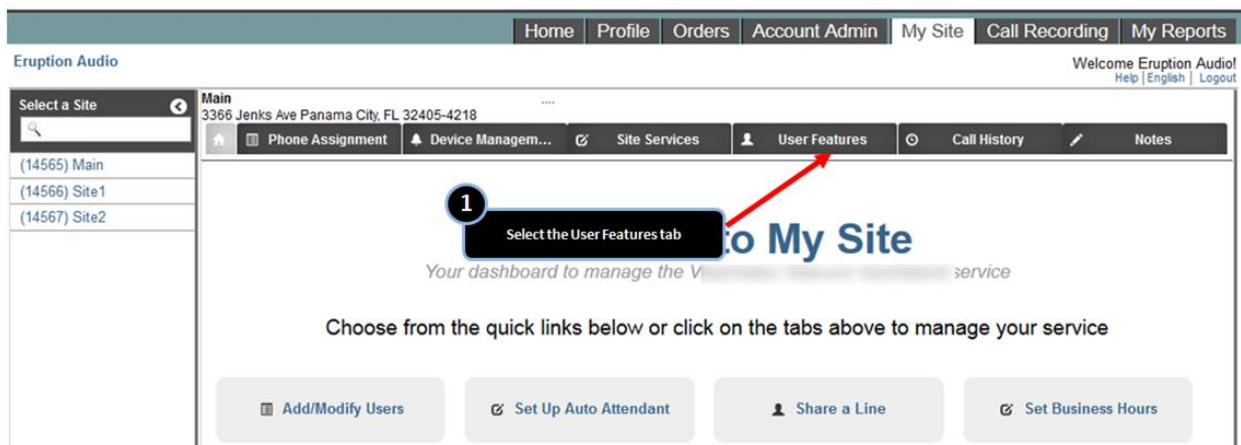
Feature Setup – Administrators Only

To use this service, log into to My Account, and then simply follow the steps detailed below.

Step 1. Go to My Site and Select a Site



Step 2. Select User Features and then the Sharing tab



Step 3. Activate or Deactivate the Feature

Call Waiting

Click on the checkbox to enable/disable Call Waiting for that number

Search

1

When this box is checked Call Waiting is Activated

First Name	Last Name	Phone Number	Extension	Call Waiting
21	35	2123901135	1135	<input checked="" type="checkbox"/>
.	2125413203	2125413203	3203	<input type="checkbox"/>
Antu	2125413200	2125413200	3200	<input checked="" type="checkbox"/>
.	2725413204	2725413204	3204	<input type="checkbox"/>
.	2725413201	2725413201		<input type="checkbox"/>
.	3232122133	3232122133	2133	<input type="checkbox"/>
.	3422981035	3422981035	1035	<input checked="" type="checkbox"/>
.	3422981062	3422981062	1062	<input checked="" type="checkbox"/>
.	3422981024	3422981024	1024	<input checked="" type="checkbox"/>
.	3422981104	3422981104	1104	<input checked="" type="checkbox"/>

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Clear Filters

Displaying 1 - 10 of 23

Feature Setup – Users Only

To use this service, log into to My Phone dashboard, and then simply follow the steps detailed below.

Step 1. Log in to My Phone

BROADSOFT

MY PHONE

Login

Username:

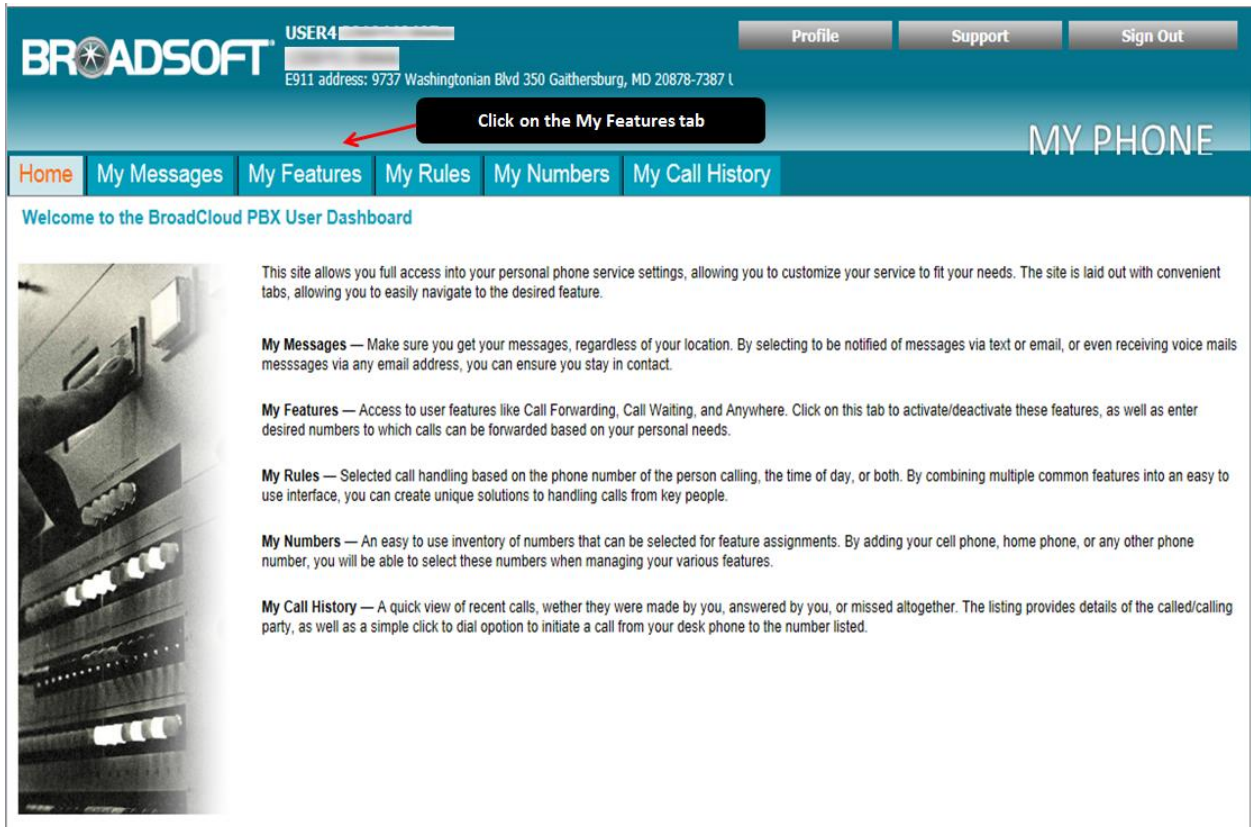
Password:

Login

Forgot your User Id?

Forgot your Password?

Step 2. Go to the My Features tab



The screenshot shows the BroadSoft BroadCloud PBX User Dashboard. At the top, there is a header with the BroadSoft logo, a user profile section labeled 'USER4' with a redacted address, and buttons for 'Profile', 'Support', and 'Sign Out'. Below the header is a navigation bar with tabs: 'Home', 'My Messages', 'My Features' (highlighted with a red arrow and a callout box saying 'Click on the My Features tab'), 'My Rules', 'My Numbers', and 'My Call History'. To the right of the navigation bar is a 'MY PHONE' section. Below the navigation bar, the main content area is titled 'Welcome to the BroadCloud PBX User Dashboard'. On the left side of this area is a vertical image of a hand interacting with a PBX system. To the right of the image, there is a paragraph of introductory text and five sections describing the dashboard features: 'My Messages', 'My Features', 'My Rules', 'My Numbers', and 'My Call History'.

BROADSOFT USER4
E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387 L

Profile Support Sign Out

Click on the My Features tab

Home My Messages My Features My Rules My Numbers My Call History

MY PHONE

Welcome to the BroadCloud PBX User Dashboard

This site allows you full access into your personal phone service settings, allowing you to customize your service to fit your needs. The site is laid out with convenient tabs, allowing you to easily navigate to the desired feature.

My Messages — Make sure you get your messages, regardless of your location. By selecting to be notified of messages via text or email, or even receiving voice mails messages via any email address, you can ensure you stay in contact.

My Features — Access to user features like Call Forwarding, Call Waiting, and Anywhere. Click on this tab to activate/deactivate these features, as well as enter desired numbers to which calls can be forwarded based on your personal needs.

My Rules — Selected call handling based on the phone number of the person calling, the time of day, or both. By combining multiple common features into an easy to use interface, you can create unique solutions to handling calls from key people.

My Numbers — An easy to use inventory of numbers that can be selected for feature assignments. By adding your cell phone, home phone, or any other phone number, you will be able to select these numbers when managing your various features.

My Call History — A quick view of recent calls, wether they were made by you, answered by you, or missed altogether. The listing provides details of the called/calling party, as well as a simple click to dial opotion to initiate a call from your desk phone to the number listed.

Step 3. Select the Call Waiting Dropdown

The screenshot displays the BroadSoft 'MY PHONE' web interface. At the top, the BroadSoft logo is on the left, and user information 'USER4' and 'E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387' is on the right. Navigation links for 'Profile', 'Support', and 'Sign Out' are also present. Below this is a horizontal menu with 'Home', 'My Messages', 'My Features' (highlighted in orange), 'My Rules', 'My Numbers', and 'My Call History'. On the right side of the page, the text 'MY PHONE' is displayed. The main content area is divided into two sections. On the left is a vertical list of feature buttons: 'Overview', 'Forward All Calls', 'Do Not Disturb', 'Remote Office', 'Sim Ring/Anywhere', 'Forward Unanswered Calls', 'Call Waiting' (which has a red arrow pointing to it from a callout box), 'Business Continuity', 'Reject Unidentified Callers', and 'Receptionist Soft Console'. On the right is a text area with the heading 'Make your phone service work for you. The features below allow you to customize how your incoming calls are handled to make sure your unique needs are met. Route your calls to you wherever you may be, eliminate unnecessary calls that waste your time, and make sure calls are handled appropriately when you are at your busiest and already on a call.'

Step 4. Configure your Call Waiting Feature

USER4 [redacted] Profile Support Sign Out

Address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387 L

1 When this box is checked Call Waiting is activated

Home My Messages My Features My Rules My Numbers My Call History MY PHONE

Overview
Forward All Calls
Do Not Disturb
Remote Office
Sim Ring/Anywhere
Forward Unanswered Calls
Call Waiting
Business Continuity
Reject Unidentified Callers
Receptionist Soft Console

✓ Call Waiting is turned on. Additional calls will be forwarded to 5712243096

☒ Allow me to answer additional incoming calls

When my call queue is full

☒ Forward to number
My Cell

☐ Forward to my Voice Mail

2 Select to send the call to another number or to your voicemail

3 If you selected to forward to another number, select a number from this drop down box

- 1.) To activate Call Waiting, check the “Allow me to answer additional incoming calls” box. Next, choose to send these calls to a different telephone number or have them forwarded to your voice mail.
- 2.) To forward incoming calls to a different number, select **Forward to number**, then choose a number from the drop-down menu. NOTE: You must setup My Numbers before you can select a number from this drop-down menu. For more information, refer to the My Numbers Quick Reference Guide.
- 3.) To forward incoming calls to voice mail, select the **Forward to my Voice Mail** button.