Business Digital Voice

Call Waiting in the My Phone Portal
Business Digital Voice Call Waiting allows you to put your current call on hold in order to answer another incoming call. If you disregard the incoming call, it will be transferred to your voicemail, or another pre-determined destination.

Using Call Waiting is simple. If you are on a call, and another call comes in, you will hear a tone alerting you of the new call. Most phones with this service will display who is calling on the Caller ID screen.

**If you choose to answer the incoming call you can do so in one of two ways:**

1. Press the “Answer” softkey.

2. User the arrow keys on the phone to highlight the second call and press the “Answer” softkey.
Step 1: Login to the My Phone End User Portal
businessdigital.verizon.com/MyPhone

Haven’t logged in before?
Have your account administrator give you login credentials. They can find instructions in the “My Account Phone Assignment Tab” Account Guide.
Step 2: Click the “My Features” tab

1. Click “My Features.”
Step 3: Navigate to the Call Waiting tab

Click “Site Services” from the My Site dashboard in Step 2.

1. Click “Call Waiting.”

2. When this box is checked, call waiting is enabled.

3. Forward calls to another number if your call queue is full. You must setup My Numbers before any number will appear in this dropdown. See the My Numbers User Guide.

4. Forward calls to your voicemail if your call queue is full.

Note: Your account admin also has access to enable/disable call waiting on your behalf. Changes you make in the My Phone portal will be reflected on the call waiting tab in the My Account portal.