Chapter 7 Flexible Calling

GENERAL

Your BitSURFR Pro supports three Flexible Calling services:

- Call Waiting--a feature that lets you put one voice call on hold while answering another voice call.
- Conference Calling (also known as Three-Way Calling or TWC)—a feature that allows for conversation between three parties, each at a different location.
- Message Waiting--a feature that notifies you when a message has been left on your service-provided voice messaging system (if you subscribe to one).



These services are available only if included in your ISDN line configuration. Contact your local provider for more information.

CALL WAITING

To use Call Waiting, press and release the receiver button (or "flash") when you hear the call waiting tone. This places your current call on hold and answers the second call. The call waiting tone will be repeated only once, after 10 seconds. To toggle back and forth between the calls, merely press and release the receiver button.

If the active caller hangs up, the call on hold will be retrieved within ten seconds, or you may retrieve the call immediately by pressing and releasing the receiver button.

If the caller on hold hangs up, you will return to a standard two-way call. You will receive no notice that the caller on hold has hung up. If you press and release the receiver button, you will hear a dial tone; press and release the receiver button again to return to your two-way call.

You may disconnect a call only if it is active. To do so, simply hang up on the active call. After a brief moment, the phone will ring; answer the phone to retrieve the call on hold.

Note

There is no way to disable Call Waiting and the waiting tone. The typical method, *70, does not work with ISDN. Provision your ISDN line for capability U or V and Call Waiting will only be on the primary line. You may then use your fax or modem on the second line without disruption from the Call Waiting feature.

CONFERENCE CALLING

To use conference calling, you must first have an active call. This call can either be one you have placed or have received.

- Press and release the receiver button. When you hear a dial tone, dial the number of the third party you wish to include in the conversation.
- To connect (bridge) all three parties, press and release the receiver button after the phone at the other end begins ringing or after the third party has answered.

If you misdial while calling the third party, press and release the receiver button before the phone at the other end begins ringing. This will abort the call.

If you hear a busy signal when calling the third party, press and release the receiver button. This will abort the call. You cannot bridge to a busy signal.

If you receive no answer when calling the third party, you must press and release the receiver button once, pause, then press and release it again—the first time to bridge the calls, the second to disconnect the third party call.

If your first caller hangs up before the calls are bridged, you will receive a dial tone when you attempt to bridge. Press and release the receiver button to return to your second call.

If your second caller hangs up before the calls are bridged, you will get silence on the line. After ten seconds, or if you press and release the receiver button, the other call will be retrieved.

To disconnect one of the parties, press and release the receiver button. This will disconnect the last party connected. You cannot disconnect the

party you called first; that party must hang up to be disconnected from the call.

If you hang up before the calls are bridged, your phone will ring to return you to your first call.

MESSAGE WAITING

This flexible calling feature, available on primary DNs to users who subscribe to a central office-based voice messaging service, notifies users when a message has been left and is waiting for them.

Message Waiting notification is indicated on the BitSURFR Pro through the voice port LEDs. Depending on which POTS port the message notification signal comes in on, either the Voice Port 1 or Voice Port 2 LED will double-blink (two short blinks followed by a pause, repeated) until the user retrieves the message(s) from the messaging service center.

FLEXIBLE CALLING FOR PACIFIC BELL CUSTOMERS



The following applies only to users who receive ISDN service from Pacific Bell.

To use Flexible Calling services, you must change the value for each feature from its factory default. Use the table below as a guideline for changing the feature values.

Feature	Factory Default	Change Value to
Message Waiting	63	9
Drop	62	8
Transfer	61	7
Conference	60	6

Use the following AT commands to change the required feature values:

AT!V3=6

AT!V5=7

AT!V4=8

AT!V8=9

Immediately after issuing a command to change the factory defaults, you must invoke the AT command AT>W>Z to store and retain the new feature values.



This function is performed automatically by SURFR Setup.