

New Call Waiting Swap Feature For Analog Single Line Telephones!

Introduction

The Call Waiting Swap (CWS) feature is now available for use on single line telephones (SLT). It enables a user currently on a call to answer a second incoming call (camp-on call) by pressing the hook-flash key on the telephone. When the feature is invoked, the original caller hears music-on-hold (MOH). The user can now talk to the second calling party. The user can “swap” back and forth from the original caller or the camp-on call until the original call or the camp-on call is finished. If the camp-on call should disconnect, the original help party is recalled. The user will be able to talk to the held party by answering the recall.

This new feature is very useful for applications that use analog telephones, such as hotels and assisted living facilities.

Operation

The Call Waiting Swap feature is programmed on a per-station basis in the Station Assignment command (Program 200), parameter 54; Station Call Waiting Swap. Parameter 54 is a toggle to Enable or Disable the Call Waiting Swap feature. The default value is Disable.

Up to 128 Campon calls are allowed in the system for the Off-hook Campon, Automatic Campon or Automatic Callback features. The number of calls that can Campon at one SLT is not restricted. The number of pick up in the system can be up to 226.

The screenshot displays the 'Station Assignment' command (Program 200) interface. It features a grid of parameters with dropdown menus and text input fields. The parameters include:

- 44 Auto-Campon to PDN: Disable
- 45 LCR PDN Code: ThreeDigits
- 46 Network Calling Number: (empty field)
- 47 Security Code: (empty field)
- 48 My Phone Manager Level: Normal
- 49 SLT MW/CLID Option: Relay Control
- 50 SLT Off-Hook Preference: Internal Acce
- CO Line or OLG Number: 0
- 51 Calling Name Type: DEFAULT
- 52 Simple System SpeedDial: Disable
- 53 Analog Disconnect Signal: Disable
- 54 Call Waiting Swap: Disable

At the bottom, there are buttons for 'Submit', 'Print', 'Get Default', and 'PDN Table View'. A yellow warning box is overlaid on the bottom right, stating: 'Enabling call waiting swap will allow the SLT to answer an incoming camped-on call but will disable any [pound #] related features.'

Restrictions

The Call Waiting Swap feature is ignored if any of the following conditions are met.

- The standard telephone (SLT) is not in a talking state.
- A Camp-On call does not exist.
- The held party no longer exists.

Note If the feature is disabled and the user presses the hook-flash key, the user will hear Secondary Dial Tone (SDT) and starts Consultation Hold for the original call. This is the original system operation.

Limitations

While the Call Waiting Swap feature is active:

- Other users cannot pickup the calls held using the CWS feature.
- The user cannot invoke any other feature after pressing the hook-flash key.
- The SLT receives only one Camp-On call.
- The CWS feature is restricted during activation of the On-Hook Camp-On feature.
- For SMDR records and CSTA events, the Strata CIX system treats the original call and the camp-on call handling by CWS as separated calls. The CIX system outputs the same VMID value and a different operating time according to each as the individual SMDR records.
- CLID information on LCD of the SLT:
 - While the Off-Hook Camp-On feature is activated on an SLT on which Type2 with FSK is supported and the Station Assignment (Program 200) parameter 49 is assigned as TYPE1/TYPE2, Caller ID is displayed on LCD of the SLT.

Availability

The Call Waiting Swap feature does not require any special license or part numbers.

System Requirements

- Strata CIX software R520MT051 or later
- Network eManager V520B14 or later

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