

# Call Waiting Fax Ring Article no. 3424

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## Resolution Steps

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**Call Waiting Fax Ring** allows customers with **Distinctive Ring** and **Call Waiting** to manage incoming calls

- Suppresses **Call Waiting** for incoming calls based upon which number is called
- When active, calls will not forward to **Voice Mail**

## Internal Information

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- When processing the Phone Feature Change note which **phone number** is designated as the **Fax line** in the **WO comments**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=341>