

NetWaiting – Modem on Hold Application User Guide

NetWaiting offers the ability to manage incoming/outgoing telephone communications while connected to the Internet, over a single phone line.

The application allows you to put your Internet connection on hold while you:

- **Answer an incoming call**
- **Ignore an incoming call**
- **Place a telephone call**

To use the full capability of all the NetWaiting functions the user's telephone line needs to support the Call Waiting and Caller ID feature and your internet Service Provider must support V.92 connections.

If you do not have a V.92 connection but only V.90 the application will disconnect the Internet connection and answer the incoming voice call. If you reject the incoming call, your Internet connection will remain connected.

How To Use Modem on Hold Application

After the application is installed NetWaiting will remain active in the system tray.

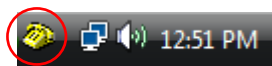


Figure 1 System Tray

To receive a voice call during an Internet session, the main window of NetWaiting appears on the screen. It will show the number of the caller if you have Caller ID and their name if you have added it to the table editor.

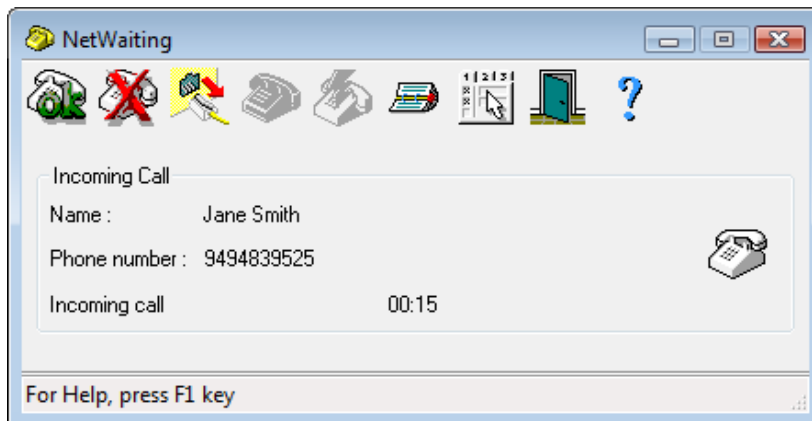


Figure 2 Main Window Incoming call displaying Caller ID and Name

Settings Menu

Right clicking the NetWaiting icon in the system tray or open the main window of Netwaiting, click on settings. The settings window will be displayed.

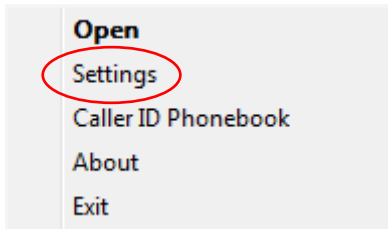


Figure 3 Settings menu

Communication Tab

User can configure the settings below to customize the call and application behavior.

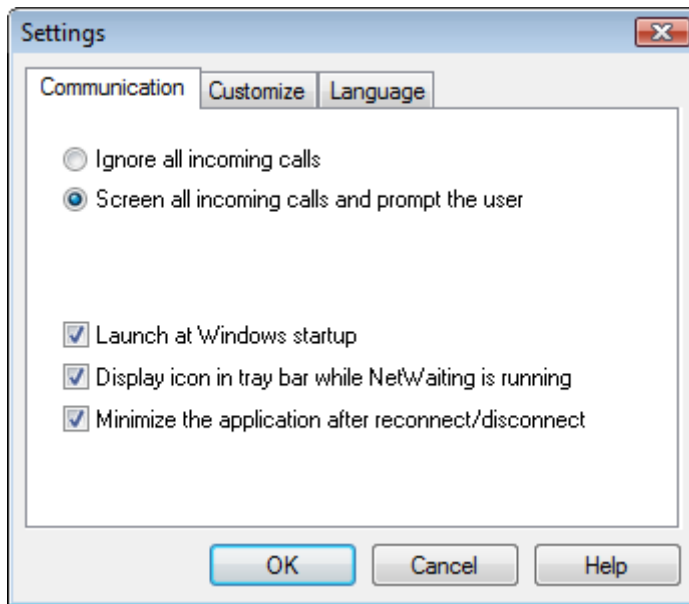


Figure 4 Communication options

Ignore all incoming calls:

Check this box to prevent interruption during Internet sessions. In this case the caller will receive no reply.

Screen all incoming calls and prompt user:

Check this box to be notified of all incoming calls during the Internet sessions. In this case the main window of NetWaiting will be displayed by default when you receive a call during an Internet session.

Launch at Windows startup:

User can choose to automatically launch NetWaiting during startup

Display icon in the tray bar while NetWaiting is running:


NetWaiting icon is displayed in the system tray on the desktop whilst the application is running

Minimize the application after connect/disconnect:

Application is minimized after connecting or disconnecting from a voice call

Customize tab

In this tab the user can select the ring tone for all incoming calls

1. Check Enable sound alerts
2. In the **Voice call** section, click on **Browse** icon and indicate the path for the sound file that you wish to use for voice calls, then click on the **Listen** icon  to hear the ring tone selected.
3. Click **OK**

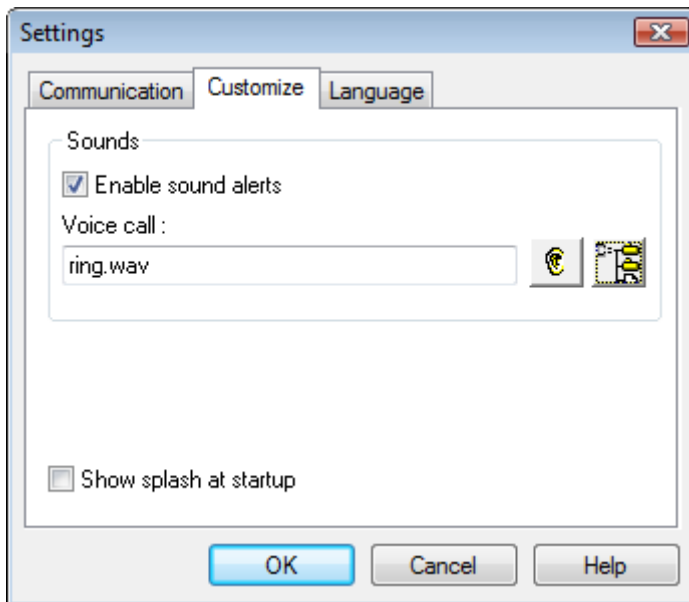


Figure 5 Customize options

Language Tab

User can select what language they would like the application to be translated to.

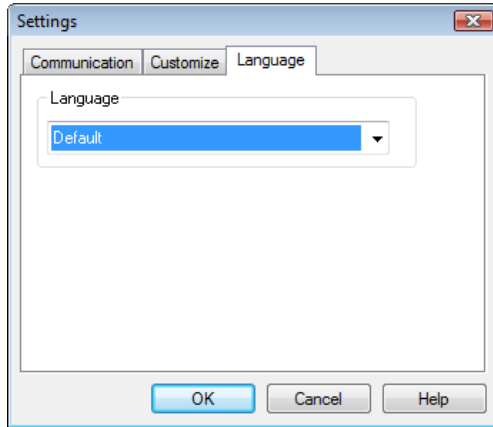


Figure 6 Language options

Call Options

Please remember that you must have an active Internet connection for these features to work.

Answer an Incoming call

1. Click on the Accept icon 
2. Pick up your phone handset after the messages and timer have changed.

Your internet session is put on hold during your phone conversation.

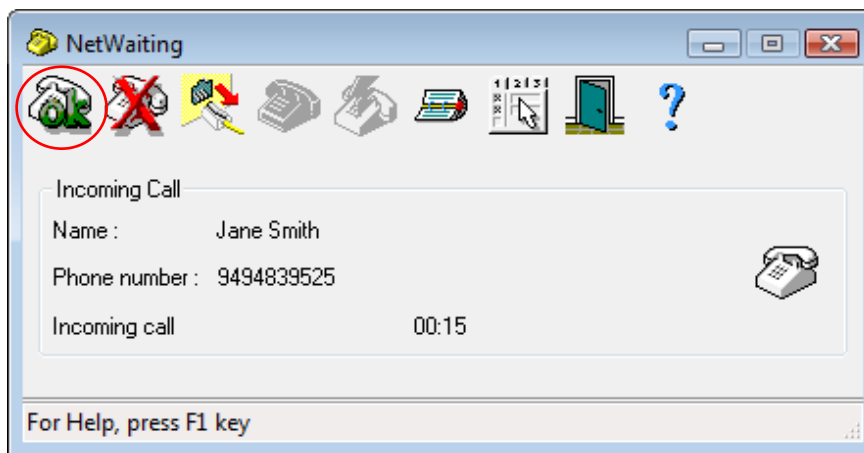


Figure 7 Answer Incoming call when connected to V.92 Server

To resume your Internet session, replace the handset and click on Reconnect icon

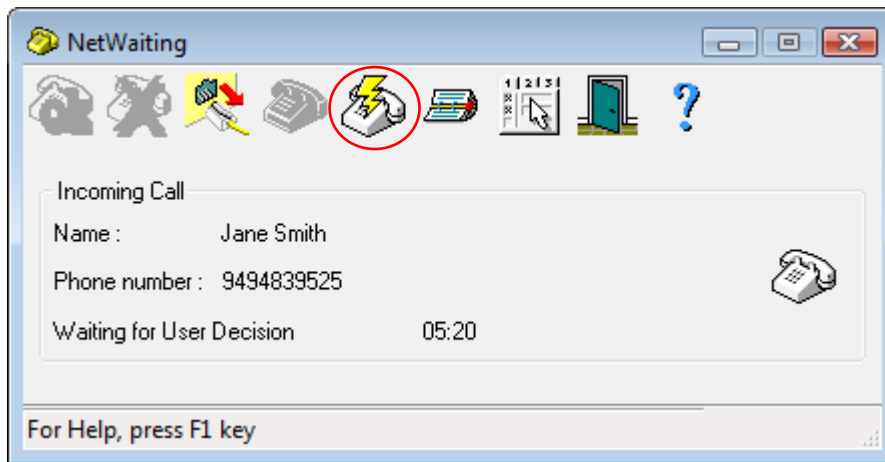



Figure 8 How to resume Internet session

To Make a Call

1. Open NetWaiting from the system tray (See Figure 1)
2. Click on the Outgoing call icon.  The modem will suspend the current Internet connection without disconnecting.
3. Pick up the handset and place the call.

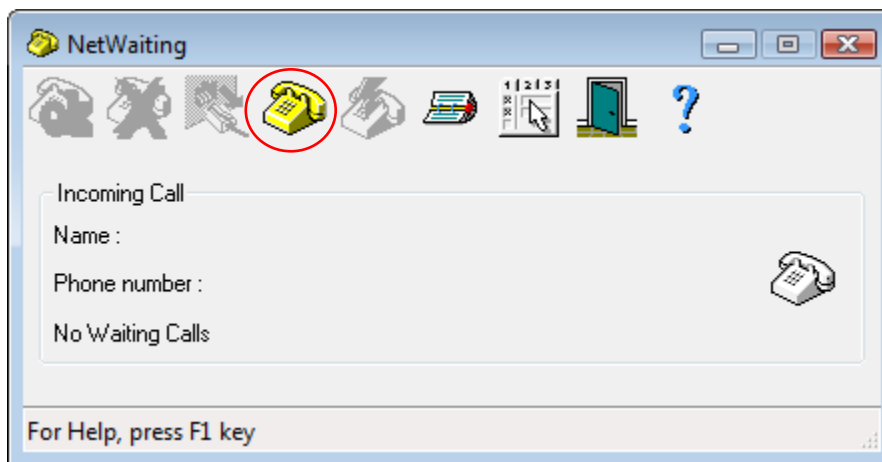



Figure 9 Place a voice call

4. Replace the handset once the call is finished and click on Reconnect icon  to resume your Internet session

Ignore an Incoming Call



1. Click on the Reject icon
2. The main window of NetWaiting will disappear and the caller will receive no reply.

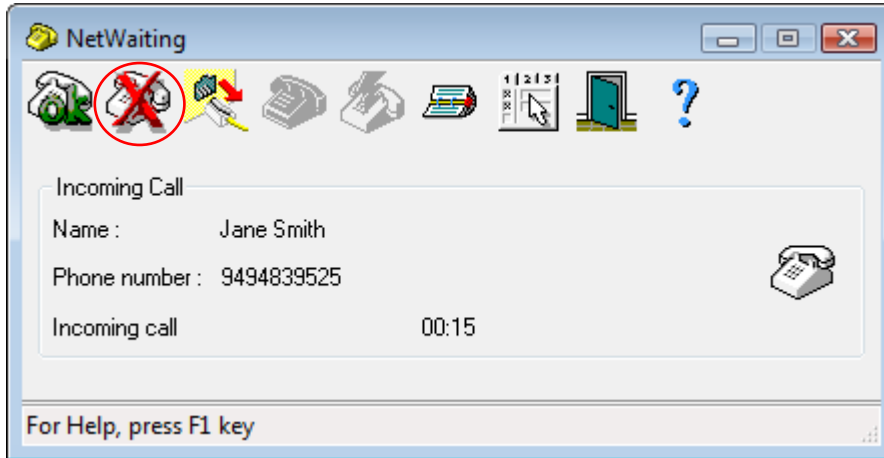


Figure 10 Ignore an Incoming call when connected to V.92 Server

Your internet session is maintained. As far as the caller is concerned you are unavailable.

Table Editor

NetWaiting has a table editor that recognizes and displays on screen your caller's telephone number. NetWaiting also displays the names that you have assigned to these numbers, so you can identify the caller and choose whether or not to answer. To utilize these functions, you must subscribe to the Caller ID service from your telephone provider.

Accessing the table editor

From the main window of NetWaiting, click on the Caller ID Table Editor icon 

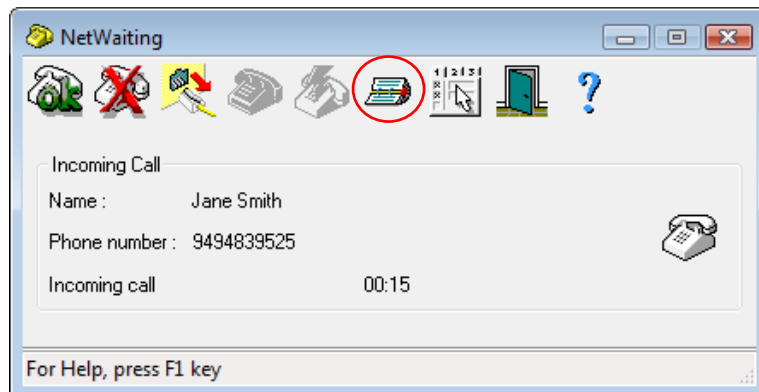





Figure 11 Accessing the Table Editor

- The **Name** column shows the name of the caller, which is displayed on your screen when the person calls.
- The **Telephone** column shows the telephone number of the caller, which is displayed when this person calls.
- The **Save** icon  allows you to save the data entered, modified and/or deleted in the Name column.
- The **Delete** icon  allows you to delete entries from the table editor.
- The **Quit** icon  closes the table editor and returns to the main window of NetWaiting

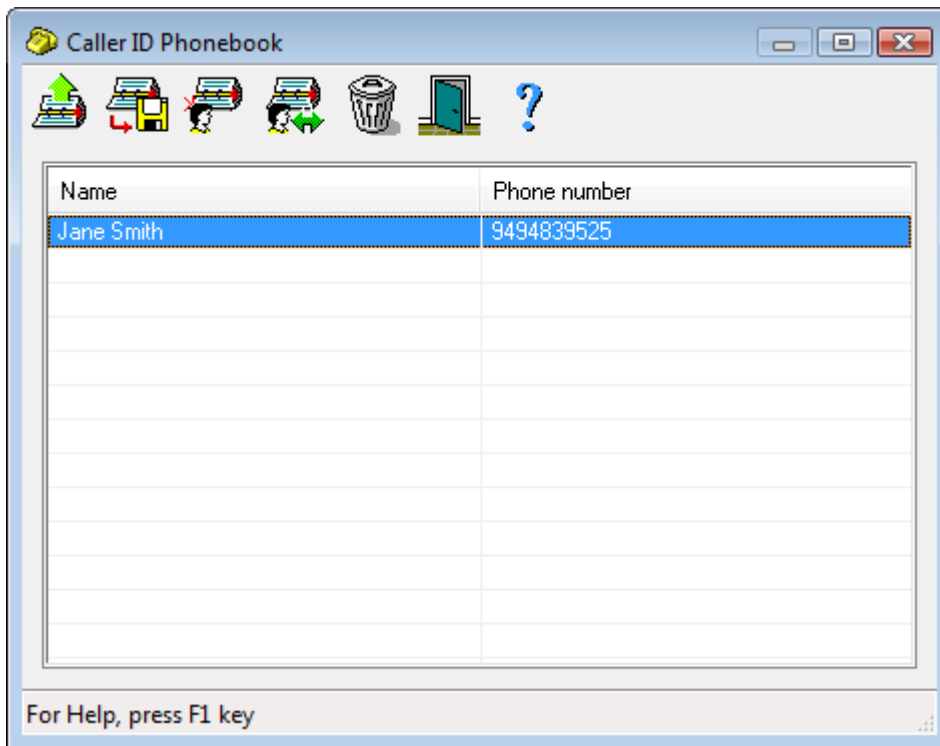


Figure 12 Table Editor menu options