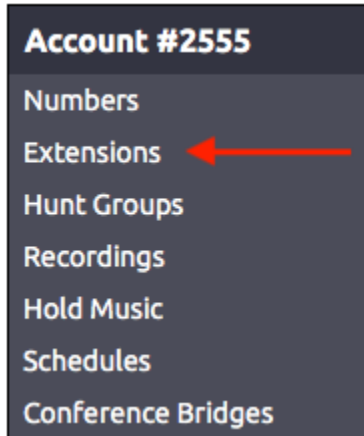# Call Waiting

Call waiting allows a device to receive more than one call at a time. Call waiting on Polycom phones connected to your NocTel account can be activated one of two ways depending on the device type.

Phones with 3+ line keys/speed dial instances (VVX3xx, VVX4xx, IP450)

1. Log in to a NocTel account.
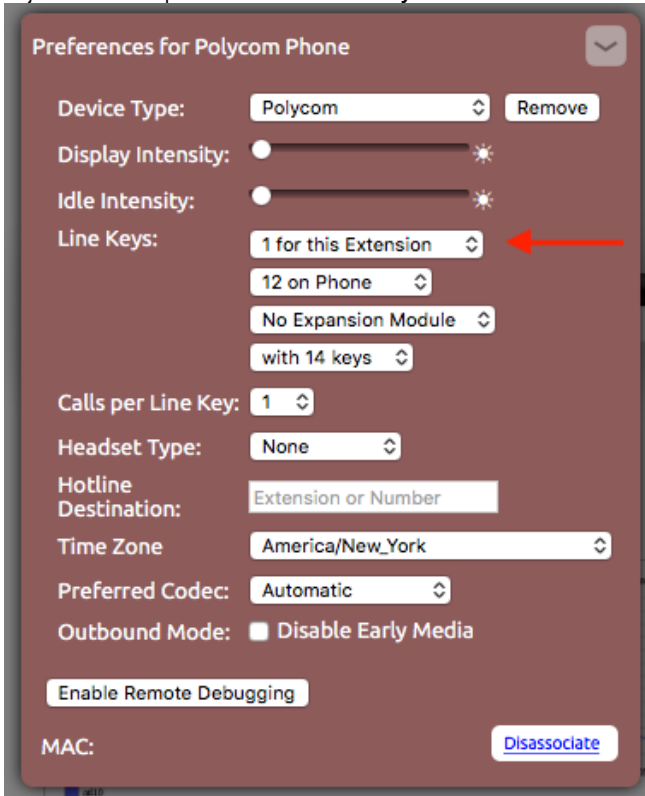2. Click **Extensions** in the left-hand main menu.

3. Click on the desired extensions in the list.
4. Click **>** in the **Preferences for Polycom Phones** widget to expand it.

   If you do not see the Preference for Polycom Phones widget, click the **gear** icon in the upper-right to unhide the management options.
5. Adjust the first drop-down box in the **Line Keys** section to 2 for this extension. You can choose more than 2 line keys if your device supports them.

6. Click outside the widget to save the changes.

Phones with only 2 line keys/speed dial instance (VVX2xx, IP335)

1. Log in to a NocTel account.

2. Click **Extensions** in the left-hand main menu.
3. Click on the desired extensions in the list.
4. Click **>** in the **Preferences for Polycom Phones** widget to expand it.

If you do not see the Preference for Polycom Phones widget, click the **gear** icon in the upper-right to unhide the management options.
5. Adjust the **Calls per Line Key** to 2 using the drop-down list.

6. Click outside the widget to save the changes.

Related articles

- [Call Waiting](#)