# **TouchTone Quick Start Guide: Barge-In Feature**

You can configure the Barge-In feature two ways

- Barge-In Exempt
- Directed Call Pick with Barge-In

Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.

Directed Call Pickup with Barge-in allows you to dial a feature access code followed by an extension to pick up or barge-in on a call to another group member. If the call has not been answered, then it is picked up. If the call has been answered, then barge-in occurs. A barge-in results in a three-way call being created between you, the group member being barged-in on, and the other party the group member is connected to. You are the controller of the barge-in three-way call. Silent Monitoring is the ability for supervisor to listen into calls being handled by their agents. Silent Monitoring can be configured to play a tone to allow agents to know they are being monitored.

## To Enable and Disable Barge-In Exempt

#### From the Web Portal

- 1. Log into the Business VoIP Web Portal using your admin credentials. Please Note: You can only change the settings for Barge-In Exempt as an administrator.
- 2. Under Options (on the left-hand side), **click on Profile.** (see Figure 1A)
- 3. Click Users. (see Figure 1A)

#### TouchTone communications

	Profile	Profile
Advanced	Basic	Recourses
Call Processing Policies	Users 🗲	<u>Services</u>
Configure group-level Call Proce	Add, modify or remove users.	Call Center
Communication Barring	Profile	Calling Plan
Configure group-level Commun	View or modify your group profile information.	Utilities
Dial Plan Policy	Change Fassword	
Configure group-level Dial Plan	Change your password.	
Virtual On-Net Enterprise	Administrators	
Create and manage Virtual On-N	Add, modify or remove group administrators and department	
Dialable Caller ID	administrators.	
Automatically prepend digits to t	Departments	
so the caller ID is presented in o	Add, modify or remove departments in your group.	
	Schedules	
	Add, modify or remove schedules.	



Welcon

- 4. Click the Search button to populate all Users in your Group, or search by specific criteria (last name, first name, phone number, email address, or trunk group).
- 5. Select the User whose call you would like to barge in on.
- 6. Click on **Call Control** from the menu on the left-hand side. (see Figure 1B)
- 7. Click on the first item: Barge-In Exempt on or off. (see Figure 1B)

# TouchTone

Group > Users : 585392-

otions:	Call Captrol	
Profile	Call Control	
Incoming Calls	Basic	Advanced
Outgoing Calls	Barge-in Exempt - On	BroadWorks Anywhere
Call Control	Block harge in attempts from other users with Directed Call Pickup	Configure the fixed and mobile phon
Calling Plans	with Barge-in	account.
Client Applications	Call Waiting - On	Charge Number
<u>Messaging</u>	Answer a call while already on another call	Allows user originated calls to have
Service Scripts		charge number.
<u>Utilities</u>	Substant of the service provider for your last incoming call by using a feature access code.	Hoteling Host - Off Designate a user as a host which a hoteling quest service to use the bo
	Directed Call Pickup	service profile.
	Pick up a call using a feature access code and an extension. Diversion Inhibitor	Push to Talk Make and selectively receive Push to
	Inhibit the remote party's redirecting services	Physical Location - Off
	Directed Call Pickup with Barge-in	Controls whether originating calls an
	Pick up or barge-in on a call using a feature access code and an extension.	locations other than the physical loc identity/device profile.
	Flash Call Hold	Remote Office - Off

(Figure 1B)

#### 8. Select either On or Off (Barge-in Exempt: On or Off). The default for this service is On.

Barge-In Exempt On: When this service is on, others within your group cannot interrupt your calls with the Directed Call Pickup with Barge-In.

Barge-In Exempt Off: When this service is turned off, others within your group can join or pickup your calls with the Directed Call Pickup with Barge-In service.

9. Click Apply or OK to save changes.

Barge-in Barge-in Exemp	Barge-in Exempt Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.					
ОК	Apply	Cancel				
Barge-in	Exempt 📀 On	Cott				
OK	Apply	Cancel				



Welcon

#### **From Your Phone**

To barge in on a call, dial \*33 and the extension you would like to barge in on.

## To Enable and Disable Directed Call Pick Up with Barge-In.

#### From the Web Portal

- 1. Log into the Business VoIP Web Portal using your admin credentials. Please Note: You can only change the settings for Barge-In Exempt as an administrator.
- 2. Under Options (on the left-hand side), click on Profile. (see Figure 1A)
- 3. Click Users. (see Figure 1A)
- 4. Click the Search button to populate all Users in your Group, or search by specific criteria (last name, first name, phone number, email address, or trunk group).
- 5. Select the User whose call you would like to barge in on.
- 6. Click on **Call Control** from the menu on the left-hand side. (see Figure 1C)
- 7. Click on Directed Call Pickup with Barge-In. (see Figure 1C)

To	nal	T	~	
10	uci	ica		le

Group > Users : 5853924

Options:		
Profile	Call Control	
Incoming Calls	Basic	Advanced
Outquing Calls	Barge-in Exempt - On	BroadWorks Anywhere
Call Control Calling Plans	Block barge in attempts from other users with Directed Call Pickup with Barge in	Configure the fixed and mobile phor account.
Client Applications	Call Waiting - On	Charge Number
Messading Service Scripts	Answer a call while already on another call.	Allows user originated calls to have charge number.
Utilities	Issue a trace to your service provider for your last incoming call by	Hoteling Host - Off
	using a feature access code. Directed Call Pickup	Designate a user as a host which a hoteling guest service to use the ho service profile.
	Pick up a call using a feature access code and an extension.	Push to Talk
	Diversion Inhibitor	Make and selectively receive Push t
	Inhibit the remote party's redirecting services	Physical Location - Off
	Directed Call Pickup with Barge-in Pickup or barge-in on a call using a featore access code and an extension.	Controls whether originating calls a locations other than the physical loo identity/device profile.
	Flash Call Hold	Remote Office - Off

(Figure 1C)



- 8. Enable or disable Barge-in Warning Tone. To enable Barge-in Warning Tone, click On; to disable it, click Off. *Note: When the Warning Tone is enabled, the caller hears a tone before you barge-in on a call.*
- 9. Click **Apply** or **OK** to save changes.



#### From Your Phone

To barge in on a call, dial \*33 and the extension you would like to barge in on.