

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

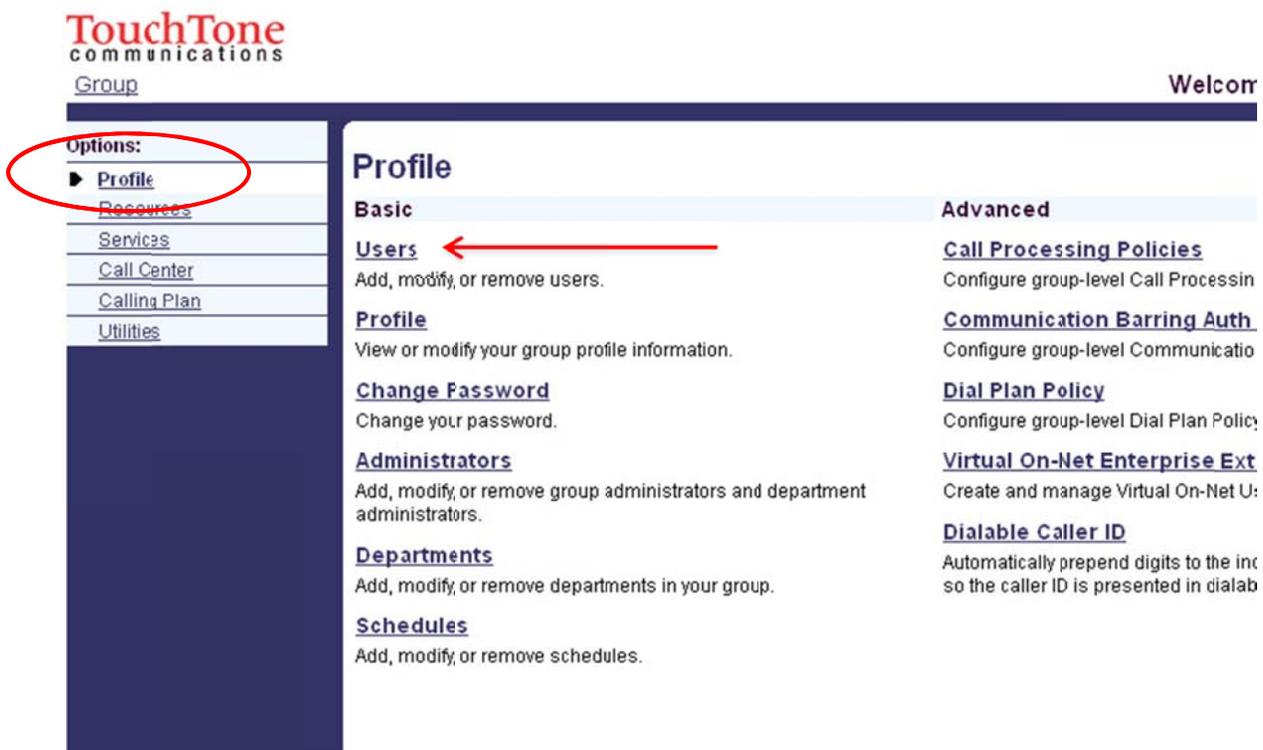
Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.

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

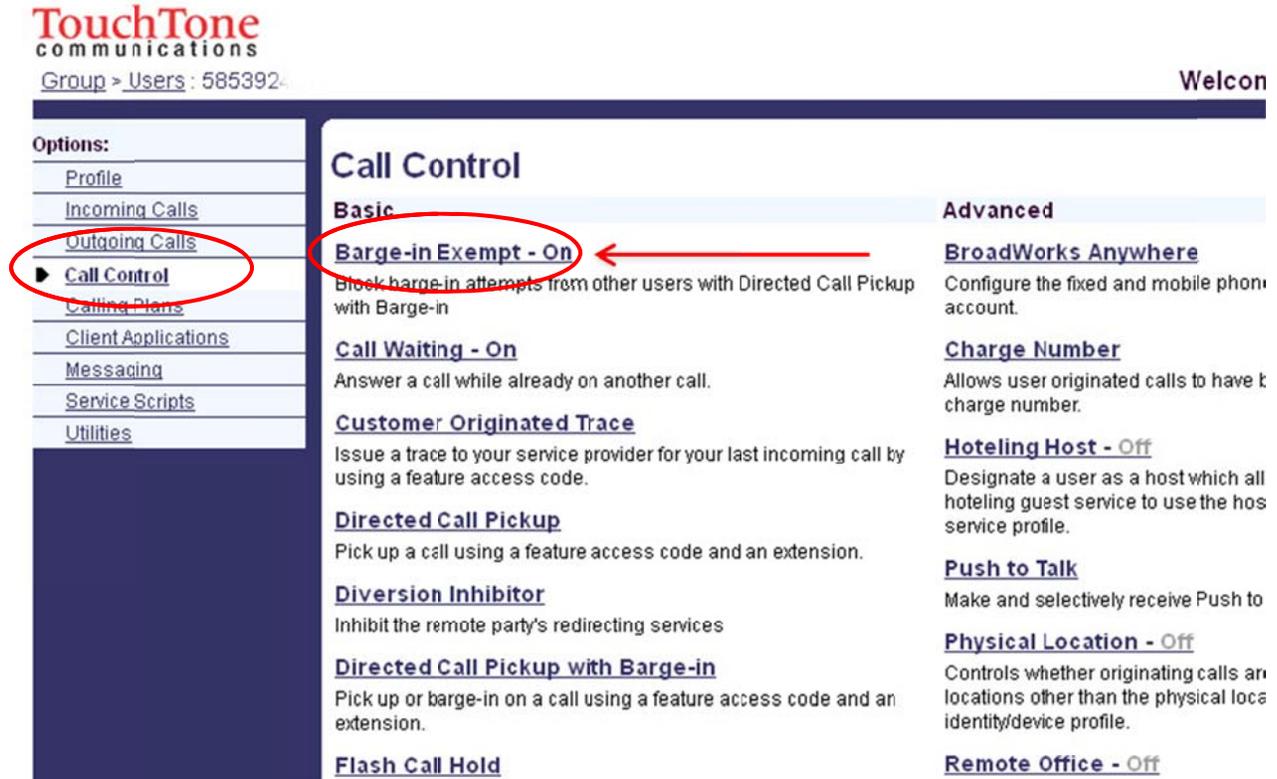
From the Web Portal

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)



(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 1B)
7. Click on the first item: **Barge-In Exempt on or off.** (see Figure 1B)



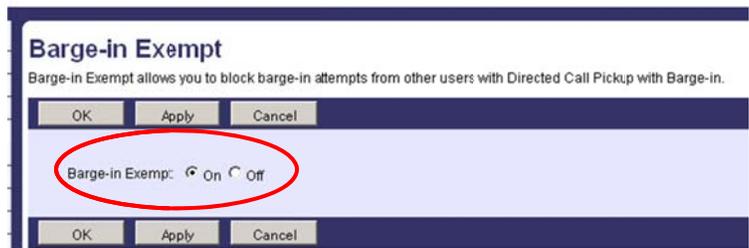
(Figure 1B)

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.



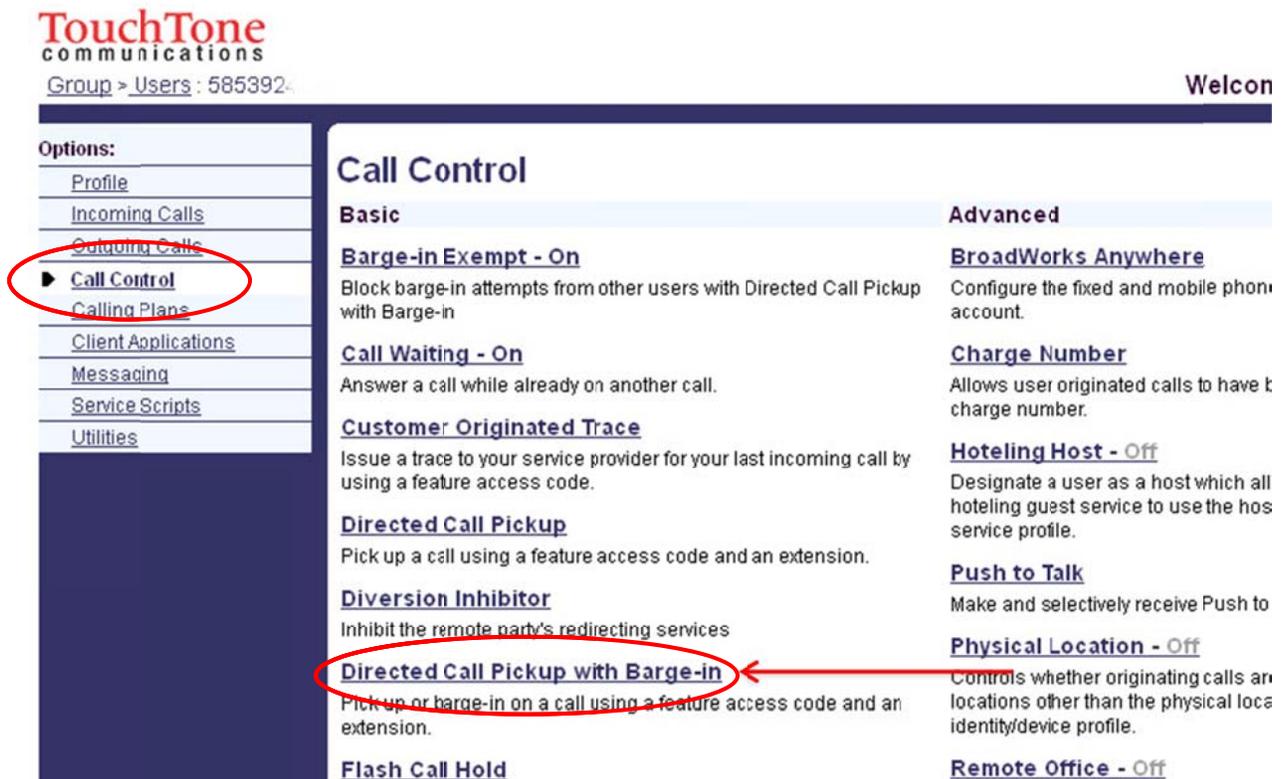
From Your Phone

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)



(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.

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