



# Grandstream Networks, Inc.

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## UCM6xxx Series – Call Barge Guide



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## INTRODUCTION

UCM6xxx series support “Call barging” feature allowing users to drop in on a live call. This call center feature can be used to help supervisors/managers to take a more hands-on role in quality assurance practices and coaching of their agents on how to deal with customers during an active call, to improve customers quality service.

UCM6xxx series support 3 different call barging modes to better respond to customers' expectation:

- **Listen Spy:** Allows the extension monitoring the call to hear both parties in the active call but the audio of the user on this extension will not be heard by either party. This can be usually used to supervise calls.
- **Whisper Spy:** Allows the extension monitoring the call to hear both parties in the active call. The user on this extension can only talk to the selected monitored extension and he/she will not be heard by the other party in the active call. This can be usually used to assist an agent during the call.
- **Barge Spy:** The extension monitoring the call can talk to both parties in the active call. The call will be established similar to three-way conference.

Call barging feature can be activated using feature codes from a registered phone or using “Call Monitor” from UCM6xxx web interface.

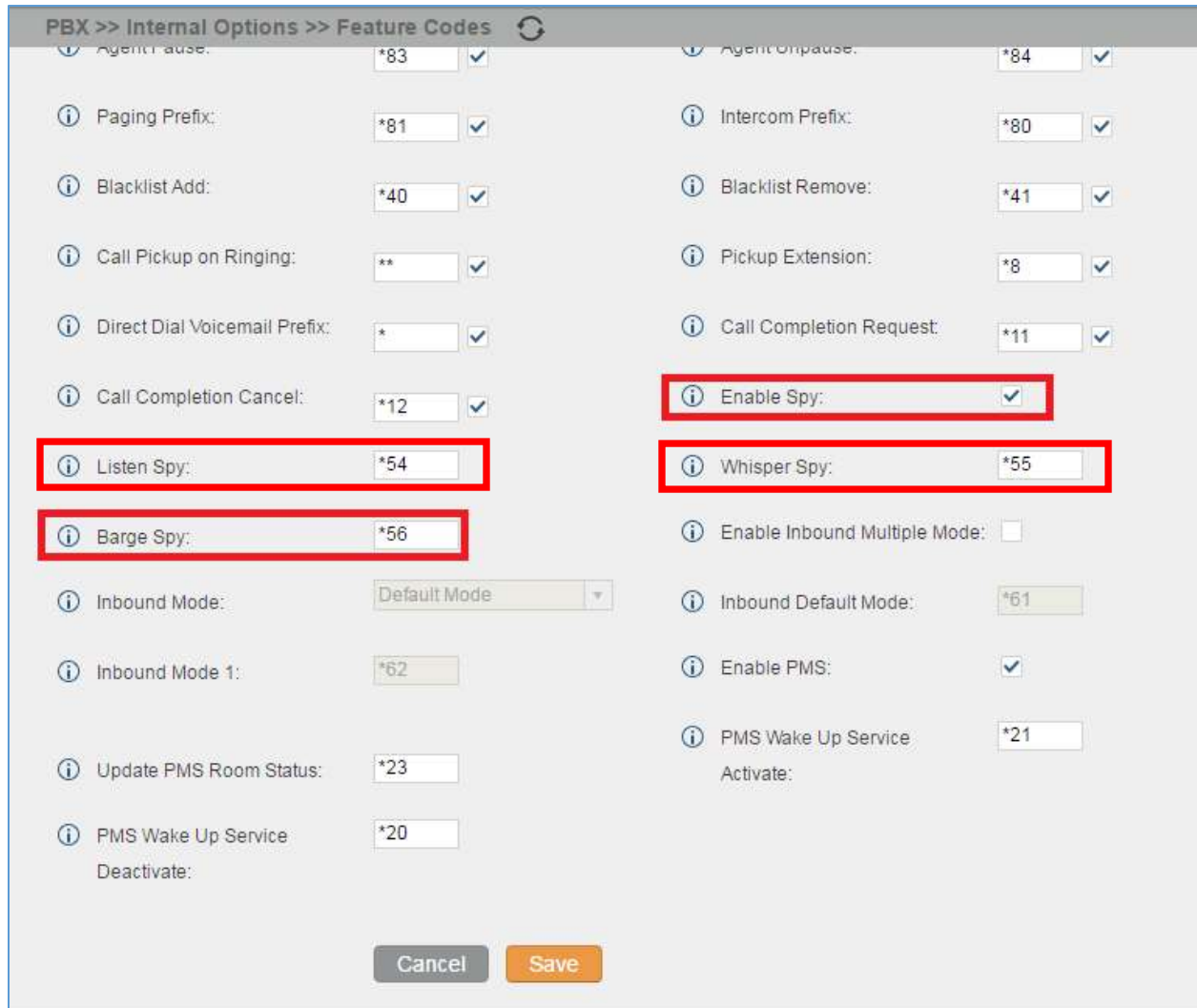
This guide describes needed steps to use the call barging feature using the two methods mentioned previously.



## CALL BARGING SETTINGS AND CUSTOMIZATION

### Enable Spy

To use barge in feature, access to UCM6xxx web GUI > PBX > Internal Options > Feature Codes, and check **"Enable Spy"** as shown below:



**PBX >> Internal Options >> Feature Codes**

Agent On Pause:	*83	<input checked="" type="checkbox"/>	Agent On Pause:	*84	<input checked="" type="checkbox"/>
Paging Prefix:	*81	<input checked="" type="checkbox"/>	Intercom Prefix:	*80	<input checked="" type="checkbox"/>
Blacklist Add:	*40	<input checked="" type="checkbox"/>	Blacklist Remove:	*41	<input checked="" type="checkbox"/>
Call Pickup on Ringing:	**	<input checked="" type="checkbox"/>	Pickup Extension:	*8	<input checked="" type="checkbox"/>
Direct Dial Voicemail Prefix:	*	<input checked="" type="checkbox"/>	Call Completion Request:	*11	<input checked="" type="checkbox"/>
Call Completion Cancel:	*12	<input checked="" type="checkbox"/>	<b>Enable Spy:</b>		<input checked="" type="checkbox"/>
<b>Listen Spy:</b>	<b>*54</b>		<b>Whisper Spy:</b>	<b>*55</b>	
<b>Barge Spy:</b>	<b>*56</b>		Enable Inbound Multiple Mode:		<input type="checkbox"/>
Inbound Mode:	Default Mode	<input type="button" value="v"/>	Inbound Default Mode:	*61	
Inbound Mode 1:	*62		Enable PMS:		<input checked="" type="checkbox"/>
Update PMS Room Status:	*23		PMS Wake Up Service Activate:	*21	
PMS Wake Up Service Deactivate:	*20				

Cancel Save

Figure 1: Enable Spy

Then click **Save** then **Apply Changes**.



## Customize Spy Feature Codes

By default, UCM6xxx is using following feature codes:

Spy Mode	Default Feature Code	Syntax	Example
<b>Listen Spy</b>	*54	*54<extension>	*541000
<b>Whisper Spy</b>	*55	*55<extension>	*551000
<b>Barge Spy</b>	*56	*56<extension>	*561000

\*As example, we assume that extension 1000 is in an active call.

Administrator can customize above feature codes from UCM6xxx web GUI > **PBX > Internal Options > Feature Codes**, and set personalized values in “**Listen Spy**”, “**Whisper Spy**” and “**Barge Spy**” fields. Please refer to [Figure 1: Enable Spy].

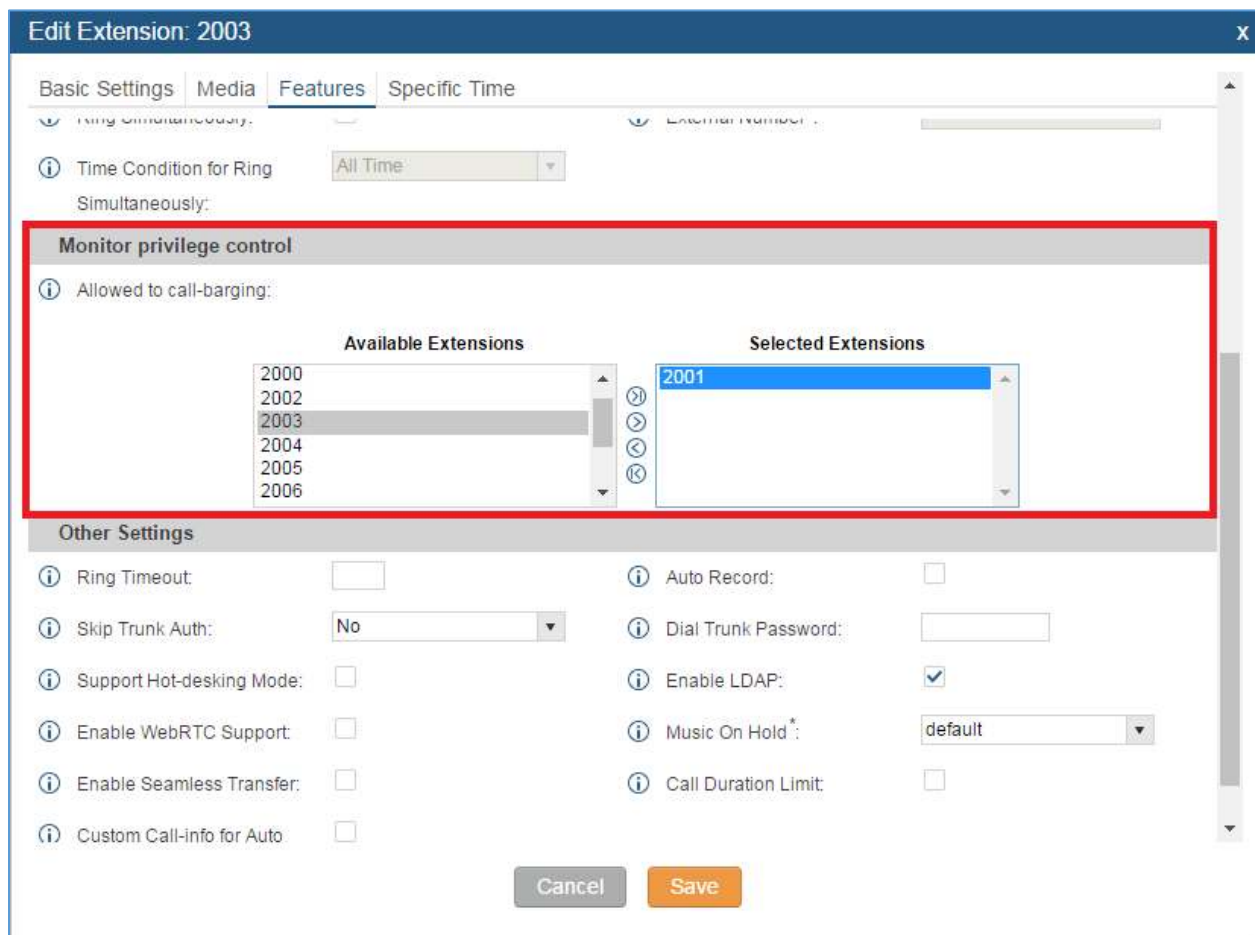


## MONITOR PRIVILEGE CONTROL

In order to restrict ability for any extension to use barge feature and spy on any ongoing call, UCM6xxx series introduced “Monitor Privilege Control” option, starting from firmware 1.0.12.x, allowing to select specific extensions allowed to barge into a call.

For example, in extension 2003's settings, select 2001 from **Available Extensions** to **Selected Extensions** on the right. When 2003 is in active call, only extension 2001 can barge in.

This feature can be configured from UCM6xxx web GUI -> **PBX -> Extensions -> Create or Edit Extension -> Features -> Monitor privilege control**.



**Edit Extension: 2003**

Basic Settings | Media | **Features** | Specific Time

Time Condition for Ring: All Time

Simultaneously:

**Monitor privilege control**

Allowed to call-barging:

Available Extensions	Selected Extensions
2000	2001
2002	
2003	
2004	
2005	
2006	

**Other Settings**

Ring Timeout:	<input type="text"/>	Auto Record:	<input type="checkbox"/>
Skip Trunk Auth:	No	Dial Trunk Password:	<input type="text"/>
Support Hot-desking Mode:	<input type="checkbox"/>	Enable LDAP:	<input checked="" type="checkbox"/>
Enable WebRTC Support:	<input type="checkbox"/>	Music On Hold:	default
Enable Seamless Transfer:	<input type="checkbox"/>	Call Duration Limit:	<input type="checkbox"/>
Custom Call-info for Auto:	<input type="checkbox"/>		

Cancel Save

Figure 2: Monitor Privilege Control

## CALL BARGING OPERATIONS

In these examples, we consider the following:

1. Extension 2003 is in call with an external number or local extension.
2. Extension 2001 is manager/supervisor's extension to use for barge in.
3. Extension 2001 is allowed to barging on extension 2003.

### Using Spy Feature Codes

- **Listen Spy**

Using allowed extension to barge in, dial “Listen Spy” feature code (default is \*54) followed by extension number to spy on.

In this example: Using extension 2001, dial **\*542003**.



Figure 3: Listen Spy

Once entering this feature code, extension 2001 can listen to both external number and extension 2003, but the line will be muted and neither external or extension 2003 can hear 2001.

- **Whisper Spy**

Using allowed extension to barge in, dial “Whisper Spy” feature code (default is \*55) followed by extension number to spy on.

In this example: Using extension 2001, dial **\*552003**.



Figure 4: Whisper Spy

Once entering this feature code, extension 2001 will be able to talk to 2003 only, external number will not be able to hear 2001. This can be helpful in order to whisper to agents to help them handle a call.



- **Barge Spy**

Using allowed extension to barge in, dial “Barge Spy” feature code (default is \*56) followed by extension number to spy on.

In this example: Using extension 2001, dial **\*562003**.



**Figure 5: Barge Spy**

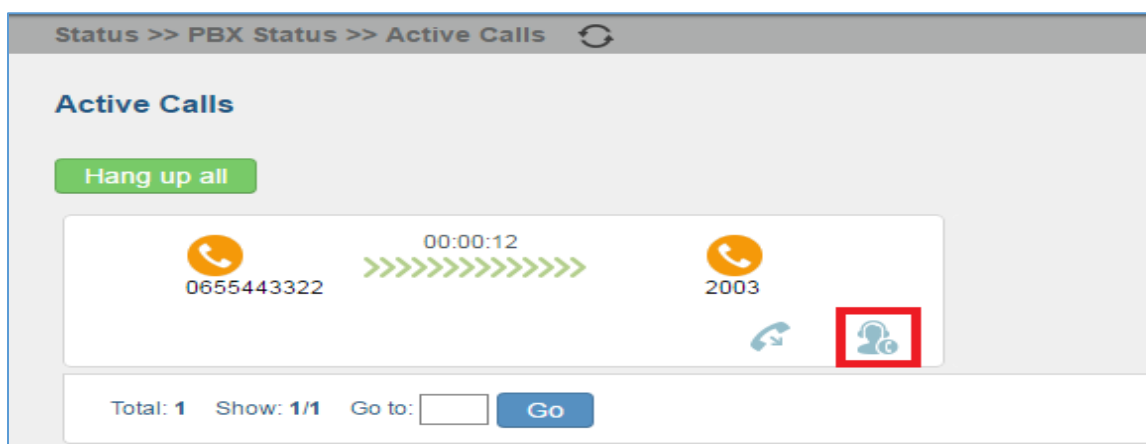
Once entering this feature code, the three numbers can speak and hear each other as if they were in a 3-way conference.

## Using UCM6xxx web interface: Call Monitor

Administrator can use Call Barge feature from UCM6xxx web interface using “Call Monitor” feature.

Following are the steps needed to use Call Monitor feature:

1. Access UCM6xxx web GUI > **Status > PBX Status > Active Calls**.
2. Select an active call, and press monitor icon as shown below.



**Figure 6: Active Calls – Call Monitor**

3. In “Call Barging” window, set “Monitor’s and Monitored extensions”, “Spy Mode” and “Require Confirmation” option. Then press “Add” button.



Call Barging

X

Monitor's Extension:

2001

Monitored Extension:

2003

*i* Spy Modes:

Listen

*i* Require Confirmation:

☒

Cancel

Add

Figure 7: Call Barging

<b>Monitor's Extension</b>	The user who will barge in the active call.
<b>Monitored Extension</b>	The extension being monitored.
<b>Spy Modes</b>	Select the Barge Mode (Listen, Whisper or Barge).
<b>Require Confirmation</b>	Once checked, after 2001 accept the call he/she will hear a confirmation message to either accept to barge in the call or no. If not checked, once 2001 accept the call he will be directly connected to the active call.

An invitation will be sent to "Monitor's Extension" (2001 in this example), once the call is accepted the extension will be directly connected to the active call.

Status >> PBX Status >> Active Calls

Active Calls

Hang up all

0656443322

00:00:48

2003

2003

2003

2001

Total: 2 Show: 1/1 Go to: Go

First Prev Next Last

Figure 8: Call Barge Established