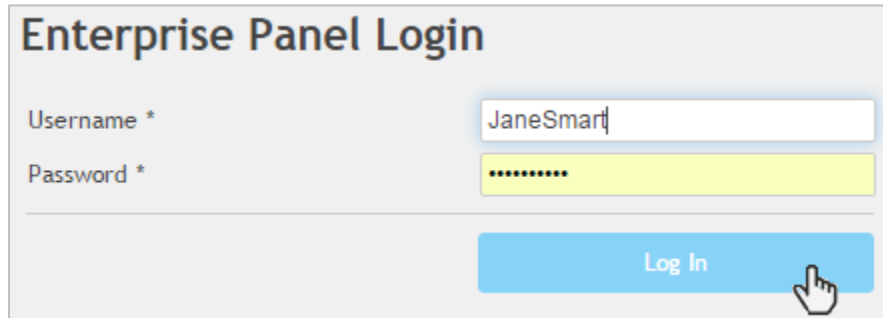


SPY, WHISPER, & BARGE MANUAL

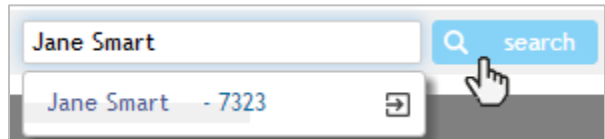
SPY, WHISPER, AND BARGE SET UP

If you are a system administrator, you may set Spy, Whisper, and Barge options for separate each extension user in your network.

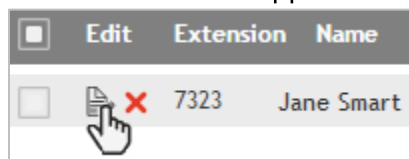
Sign into the Panel Login with your username and password.



On the **Manage Extensions** page, type the name or number of the extension you would like to enable into the text field, and click search.



When the extension appears in the search results, click the **edit** icon.

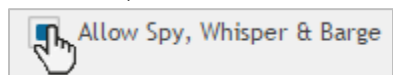


On the selected extension's **Manage Extensions** page, click the **show more settings** text or arrow.

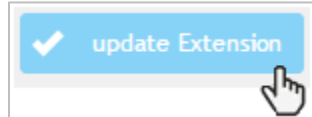


The **Allow Spy, Whisper and Barge** will appear, and should be deselected by default.

To enable, click the box next to the **Allow Spy, Whisper, and Barge** option.



Click **Update Extension**.



This user may now spy, whisper, and barge on all calls made within your network.

SPY Feature: Listen in on existing calls without being heard by the internal caller or external party.

WHISPER Feature: Talk to the internal caller in your network without the external party hearing.

BARGE Feature: Enter a call and talk to all parties.

CALLING CODES:

SPY Dialing Code: Dial *44, followed by the extension. Example: *44(5588)

WHISPER Dialing Code: Dial *45, followed by the extension. Example: *45(5588)

BARGE Dialing Code: Dial *46, followed by the extension. Example: *46(5588)

FREQUENTLY ASKED QUESTIONS

Question: How do I enable Spy, Whisper, and Barge for myself?

Answer: The system administrator must adjust the settings for each user.

Question: How can I keep people from spying on my calls?

Answer: The system administrator can enable the **Privacy** feature on your extension.

Question: How can I receive additional support?

Answer: You can reach Smart Choice Communications **24x7x365** at **(800) 217-3096**.