

SPY, WHISPER, & BARGE

Listen to important calls in private, or join in to speak with internal and external callers.

If you are the system administrator, you may set **Spy, Whisper, and Barge** options to let users in your enterprise network observe and join existing calls.

GET STARTED

1. Log into the OMNI Panel using your username and password.
2. Click the **Manage Enterprises** link under the Enterprises header.
3. Type your enterprise name into the search bar, then click the arrow to access your panel when it appears.
NOTE: Do not click an automatically populated enterprise name, as this will take you to the Edit Enterprise section of the OMNI Portal. When searching for your enterprise, click the **Search** key instead.
4. In the Enterprise Panel, click the **Extensions** link.

To set up **Spy, Whisper, and Barge** on a specific extension:

1. Type the name or number of the extension you would like to manage into the **Search** field on the **Extensions** page.
2. Click the **edit** button next to the extension when it appears in the search results.
3. Once the **Edit Extension** page appears, click the **Show More Settings** text to display additional features.
4. Click the **Allow Spy, Whisper, and Barge** box to enable these features. Deselect the box to remove access.
5. Click the **Update Extension** button when you are done to save any new changes.

SPY, WHISPER, AND BARGE FEATURES

Dial straight from your phone to immediately activate your calling features.

SPY: Listen to active calls without being heard by the internal caller or external party.

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

BARGE: Enter a call and speak to all parties.

ACTIVATION DIALING 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)*