

SmartChoice Call Barge, Spy, & Whisper User Guide

This guide explains the features and star codes for monitoring and interacting with calls on other extensions in the SmartChoice Omni system.

Features Explained:

1. **Barge:** Allows you to join a live call on a specified extension, converting it into a three-way call where all participants can hear and speak to each other.
2. **Spy:** Enables you to silently listen to an active call on a specified extension without alerting the participants.
3. **Whisper:** Combines with the Spy feature, allowing you to speak to one of the participants on the call while the other remains unaware. This is useful for coaching or guiding a colleague without interrupting the conversation.

Star Codes:

Star Code	Phone Feature
*43	Barge in on an extension. (star code + number)
*44	Spy on a Channel. (star code + number)
*45	Spy & Whisper on a Channel. (star code + number)
*46	Barge in on a Channel. (star code + number)
*47	Spy on an Extension. (star code + number)
*48	Spy & Whisper on an Extension. (star code + number)
*49	Barge in on a Channel and create a conference. (star code + number)

Choose "Extension" if you want to listen to or interact with a call intended for a specific person, regardless of which device they're using, SmartChoice Softphone or Desk Phone.

Choose "Channel" if you need to connect to a particular device or line, which can be helpful in more complex setups (e.g., if the call was routed through a group or ring line).

Important Settings Notice:

For users to have Barge, Spy, and Whisper capabilities, "**Allow Spy, Whisper & Barge**" must be enabled in the **Omni Admin Portal**.

To restrict these features and prevent users from using Spy, Whisper, and Barge, enable the "**Privacy On**" option in the Omni Admin Portal under the Users Extension

Restricted Dialing

Intercom Only

Allow Spy, Whisper & Barge

Privacy On