Quick Start Guide

BARGE-IN

The Directed Call Pickup with Barge-In service allows users to take a call for another group member or initiate a 3-way call if the call is already active.

The Barge-In Exempt service also allows authorized users to <u>deny</u> attempts to Barge In on their line. These are ON | Off services when the organization allows user access.

Set Up

- 1. Sign into the Voice Services Portal website and go to Settings (or click on the View All Features link in the Basic Features card in the Dashboard).
- 2. Click on the *View/Edit* drop-down arrow adjacent to the service you wish to modify to review the settings.

Direct Call Pickup with Barge-in

Cancel

Directed Call Pickup with Barge-In

- 1. Barge In Warning Tone: ⊙ ON | ⊙ Off (default) This setting enables the notification tone.
- 2. Automatic Target Selection: ⊙ ON | ⊙ Off (default) This setting enables Pickup/Barge-In.
- 3. Click Save to submit the change.



- 1. Barge In Exempt: ON | Off (default)
- 2. Click Save to submit the change.

Please note: This setting disables Pickup/ Barge-In on your telephone line, disallowing assistance when you may need it from a Supervisor.

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

Directed Call Pickup with Barge-in (DPUBI) allows users to dial a feature access code (FAC) followed by an extension to pickup (answer) a call directed to another user in the same customer group (or enterprise, if the group is part of an enterprise), or barge in on the call if the call was already answered. When a barge-in occurs, a three-way call is established between the parties with the DPUBI user as the controller.

Use

Directed Call Pickup/Barge-In from Your Desk Phone

Press *33 and enter the extension/number when prompted.

- > If the call has not been answered on that line, the call is redirected to your line.
- If the call has been answered, a 3-way call is initiated. A tone will notify the agent that someone has joined the call if that setting has been enabled.

NOTE: A line will not allow Directed Call Pick Up or Barge in if the user has Barge-In Exempt enabled.



ON