# BroadCloud – Barge-in
# Quick Reference Guide

Document version 1.0, dated 26 April 2017

INVESTORS IN PEOPLE | Gold

# Frontmatter information

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## Acknowledgements

The content herein is based on the following document provided to Cloud Direct as a service provider and reseller of this product:

- BroadCloud – My Account/My Phone, Barge-in QRG, Document Version 1.2, ©BroadSoft, Inc.

The original document remains untouched, with the following exceptions which have been made to ensure a positive experience for customers of Cloud Direct:

- Where appropriate, contact details and web links amended to reflect Cloud Direct.

## Contacting Cloud Direct

If you require advice or assistance regarding this product, then please contact Cloud Direct using the following contact details.

| For | Phone | Email |
|---|---|---|
| Sales | 0800 0315966 | sales@clouddirect.net |
| Technical Services (support) | 0800 0789438 | Tech Services@clouddirect.net |
| Customer Services | 0800 0789437 | |

**BroadCloud**

My Account / My Phone, Barge-in QRG

Document Version 1.2

## Revision History

| Date | Version | Description | Author |
|---|---|---|---|
| 02/20/2015 | 1.0 | Creation | KSR |
| 02/24/2015 | 1.1 | Added clarification content in Enable section | KSR |
| 02/25/2015 | 1.2 | General Edits | KSR |

## 1. Barge-In Overview:

This service allows a user to barge in on an existing call by dialing the Directed Call Pickup with Barge-in feature access code followed by the extension of the user to barge in on. It also allows the ability to pick up another user in the same group while the call is alerting.  This Feature functionality can be enabled / disabled through the **_My Account_** or **_My Phone_** Portals.

The **Barge-In** section of the **_My Account / My Site_** portal page can be used by Site Administrators to:

   a. Manage Barge-in settings for Users within a Site, i.e. allowing / disallowing any user within the site the ability to Barge into the selected Users calls.

   b. Manage the enabling / disabling the playing of a Barge-in warning tone.

## 2. Enabling from the _My Account_ portal

### A. Login to _My Account_:

   1. Open an Internet browser and go to the **_My Account_** portal.

   Example →        _https://yourcompany.broadcloud.com/control/main_

   2. As the **Site Administrator**, enter your username and password.

   3. Click the Login button.



### B. Enter the _My Account / My Site_ section of the portal:

   1. Click on the My Site tab at the top of the screen.

   2. Select a Site from the Site List on the left side of the screen

Your screen should now look something like the one below:
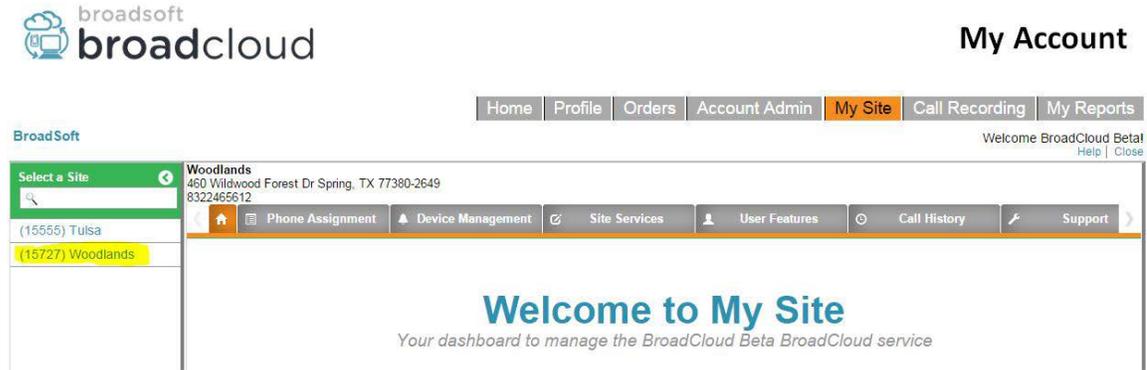


## C. Enter the *My Site / User Features* section of the portal:

1.  Click on the *User Features* tab at the top of the screen.

2.  Click on the *Barge-In* tab on the User Feature Menu to the left.

Your screen should now look something like the one below:
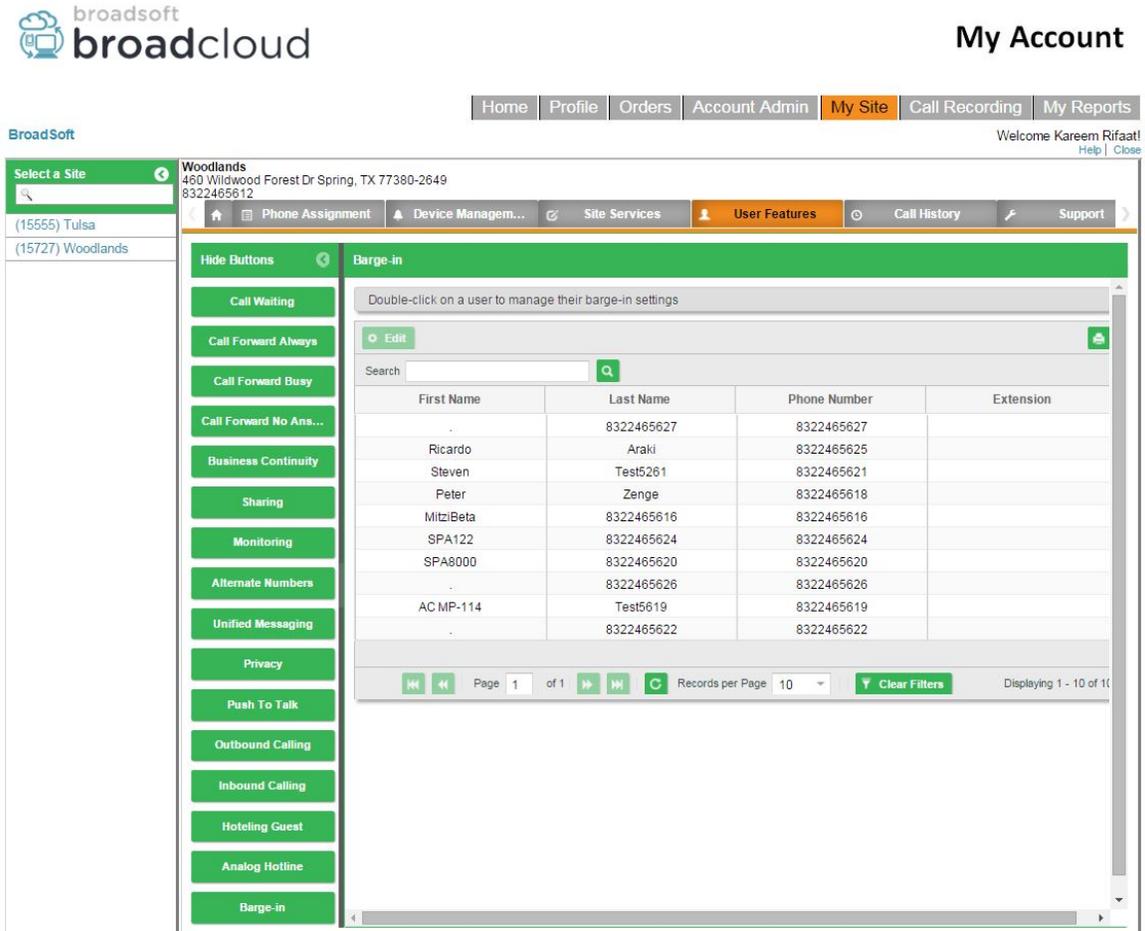
### D. Enabling / Disabling the Barge-In feature for individual users:

1. Click on a desired <u>User</u> from the table and click the <u>Edit</u> button at the top of the table.

2. A pop-up box will appear like the one below showing the two (2) Barge-In options that can be set for the user. Remember, you are setting permissions for the TARGET of the Barge-In.



3. To ENABLE the features, check the appropriate boxes and click <u>Save</u>.

### 3. Enabling from the My Phone portal

#### A. Login to *My Phone*:

1. Open an Internet browser and go to the *My Phone* portal.

2. Example → *https://yourcompany.broadcloud.com/control/main*

3. As a **User**, enter your username and password.

4. Click the Login button.

5. Click on the *My Features* tab.

6. Click on the *Barge-In* tab on the left menu.



B. To ENABLE** the features, check the appropriate boxes and click Save.



**\*\*NOTE:**
It is important to understand that BOTH options "Allow Users to Barge-in" and "Barge-in Warning Tone" apply to the device you are enabling it on, i.e. After enabling both settings, a user would be able to barge-in on to calls to your device, and any barge-in attempts from your device to any other Users would play a warning tone after the successful barge-in attempt.

## 4. Using the Barge-In Feature

A. From your phone, choose a line.

B. Dial *33 + the target extension where the call you want to Barge into is Alerting or In Progress.

### Results of Barge-in attempt:

A. If the target User has Barge-in DISABLED, you will receive a fast busy signal.

B. If the Target User has Barge-in ENABLED and has already answered the call, you will be added to the conversation.  Depending on whether or not the ALERT on Barge-In option was enabled / disabled for the Barging user will determine if a Tone is played when you barge in on the call.

C. It the Target User has Barge-in ENABLED and has not yet answered the call, the call will be directed to you instead, and you will be placed on to the call with the Originating caller.