



BroadCloud – Barge-in Quick Reference Guide

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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.

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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:

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

2. Enabling from the [My Account](#) portal

A. Login to [My Account](#):

- Open an Internet browser and go to the [My Account](#) portal.

Example → <https://yourcompany.broadcloud.com/control/main>

- As the **Site Administrator**, enter your username and password.
- Click the Login button.

My Account

Home Profile Orders Account Admin My Site Call Recording My Reports

BroadSoft Welcome BroadCloud Beta! Help | Close

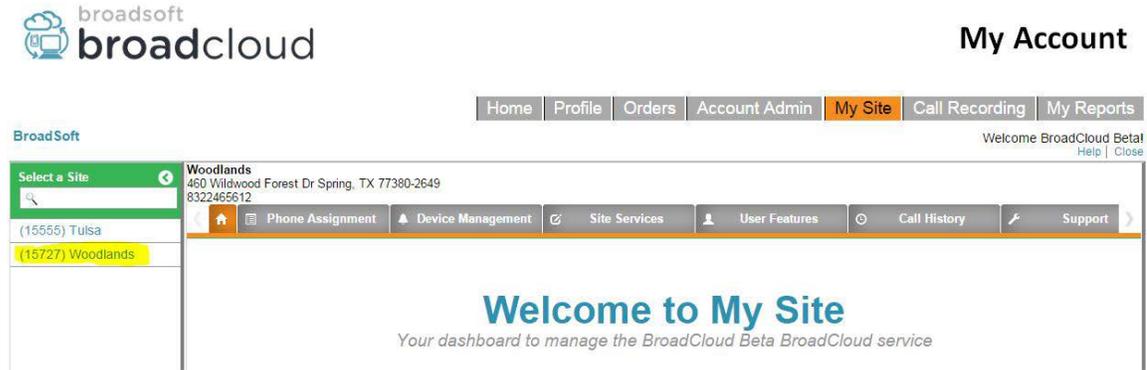
Account Information		Manage My Account	
Account ID	BCLDB15554	Profile	Update
Billing Account #	1234	Terms and Conditions	Terms and Conditions for one or more of your sites have not been accepted.
		Action Required	

Select a Site	Woodlands
(15555) Tulsa	View Site
(15727) Woodlands	ID: 15727
	Site Name: Woodlands
	Site Type: Hosted PBX
	Address: 480 Wildwood Forest Dr Spring, TX 77380-2649
	Main Number: 8322466612
	Actions
	Change Main Number
	Upgrade/Downgrade Numbers
	Change Directory Listings
	My Numbers

B. Enter the [My Account / My Site](#) section of the portal:

- Click on the My Site tab at the top of the screen.
- Select a Site from the Site List on the left side of the screen

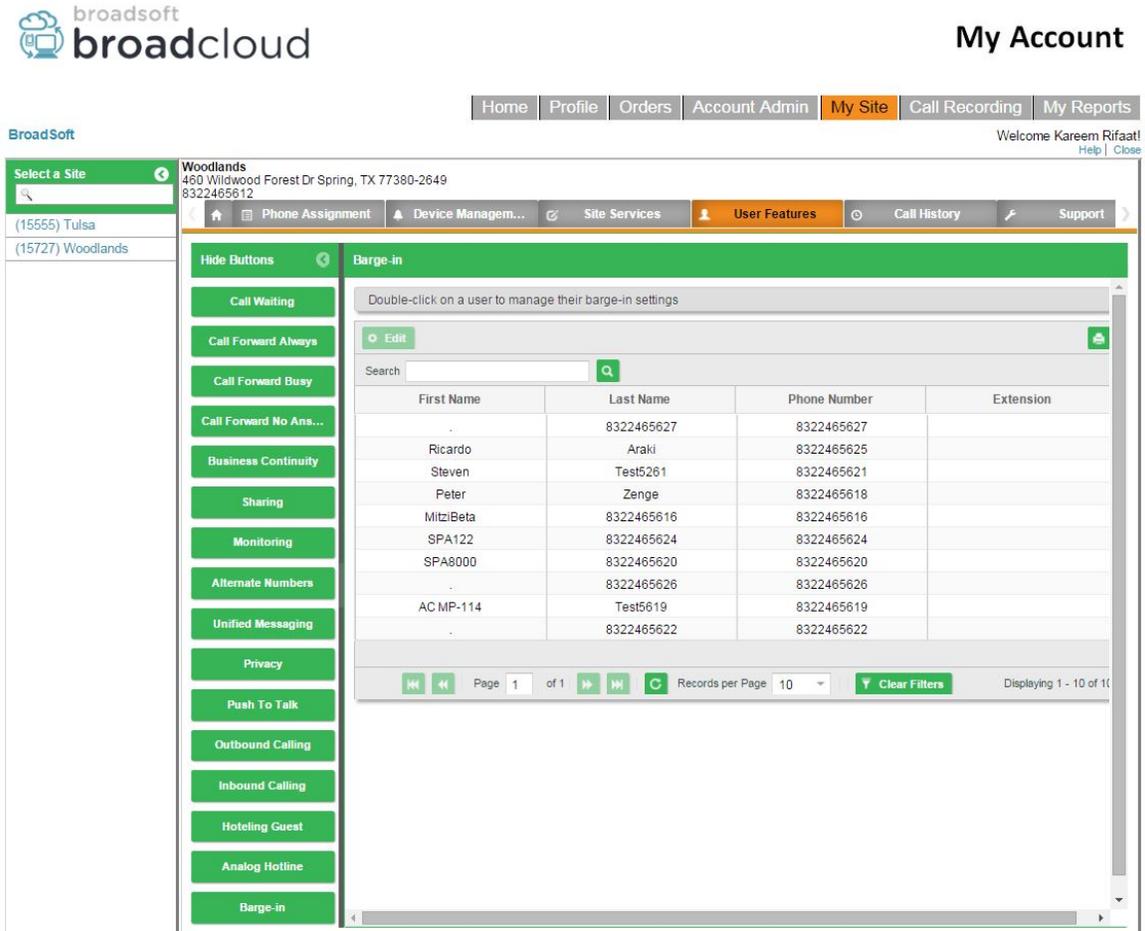
Your screen should now look something like the one below:



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 User from the table and click the Edit 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.

The screenshot shows the BroadCloud My Account interface. The top navigation bar includes links for Home, Profile, Orders, Account Admin, My Site, Call Recording, and My Reports. The user is logged in as Kareem Rifaat. The main content area displays a table of users with columns for First Name, Last Name, Phone Number, and Extension. An 'Edit Barge-in' pop-up window is open, showing the 'Barge-in User Settings' section with two checkboxes: 'Allow Users to Barge-in' and 'Barge-in Warning Tone'. Both checkboxes are currently unchecked.

First Name	Last Name	Phone Number	Extension
		8322465627	
Ricardo	Araki	8322465625	
Steven	Test5261	8322465621	
Peter	Zenge	8322465618	
MitziBeta		8322465616	
SPA122			
SPA8000			
AC MP-114			

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

The close-up shows the 'Edit Barge-in' pop-up window. The 'Barge-in User Settings' section is expanded, and both checkboxes are checked:

- Allow Users to Barge-in
- Barge-in Warning Tone

At the bottom of the window, there are 'Save' and 'Close' buttons.

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.

The screenshot shows the BroadCloud My Phone portal interface. At the top, there is a navigation bar with "Language : English (United States)", "Profile", "Support", and "Sign Out". Below this, the user's name "Kareem Rifaat" and contact information are displayed. The main navigation menu includes "Home", "My Messages", "My Features", "My Rules", "My Numbers", and "My Call History". The "My Features" section is expanded, showing options like "Overview", "Forward All Calls", "Do Not Disturb", "Remote Office", "Sim Ring/Anywhere", "Forward Unanswered Calls", "Call Waiting", "Business Continuity", "Reject Unidentified Callers", "Barge In", "Sequential Ring", and "Hoteling Guest". The "Barge In" option is highlighted. The main content area shows the "Barge In Settings" page with two error messages: "Users are allowed to Barge-in on your calls." and "No tone is played." There are checkboxes for "Do not allow users to Barge-in", "Play Barge-in warning tone.", and "Barge In" is currently unchecked.

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

The screenshot shows the "Edit Barge-in" dialog box. It has a title bar with "Edit Barge-in" and standard window controls. The main content area is titled "Barge-in User Settings" and contains two checked checkboxes: "Allow Users to Barge-in" and "Barge-in Warning Tone". At the bottom right, there are "Save" and "Close" buttons.

**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. If 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.