



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:.....3

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.....3

The Barge-In section of the My Account / My Site portal page can be used by Site Administrators to:.....3

- 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.3*
- b. Manage the enabling / disabling the playing of a Barge-in warning tone.3*

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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.



My Account

Home Profile Orders Account Admin My Site Call Recording My Reports

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 <input type="text"/> (15555) Tulsa (15727) Woodlands	Woodlands View Site ID: 15727 Site Name: Woodlands Site Type: Hosted PBX Address: 460 Wildwood Forest Dr Spring, TX 77380-2649 Main Number: 8322465612	Actions Change Main Number Upgrade/Downgrade Numbers Change Directory Listings My Numbers
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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:

The screenshot shows the 'My Site' dashboard. The 'My Site' tab is selected in the top navigation bar. On the left, the 'Select a Site' dropdown is open, showing '(15727) Woodlands' selected. The main content area displays 'Welcome to My Site' with the subtitle 'Your dashboard to manage the BroadCloud Beta BroadCloud service'. Below this, a horizontal menu is visible with tabs for 'Phone Assignment', 'Device Management', 'Site Services', 'User Features', 'Call History', and 'Support'. The 'User Features' tab is currently active.

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:



My Account

Home Profile Orders Account Admin **My Site** Call Recording My Reports

Welcome Kareem Rifaat! [Help](#) [Close](#)

BroadSoft

Select a Site

Woodlands
460 Wildwood Forest Dr Spring, TX 77380-2649
8322465612

Phone Assignment Device Managem... Site Services **User Features** Call History Support

Hide Buttons

- Call Waiting
- Call Forward Always
- Call Forward Busy
- Call Forward No Ans...
- Business Continuity
- Sharing
- Monitoring
- Alternate Numbers
- Unified Messaging
- Privacy
- Push To Talk
- Outbound Calling
- Inbound Calling
- Hofeling Guest
- Analog Hotline
- Barge-in

Barge-in

Double-click on a user to manage their barge-in settings

Edit

Search

First Name	Last Name	Phone Number	Extension
.	8322465627	8322465627	
Ricardo	Araki	8322465625	
Steven	Test5261	8322465621	
Peter	Zenge	8322465618	
MitziBeta	8322465616	8322465616	
SPA122	8322465624	8322465624	
SPA8000	8322465620	8322465620	
.	8322465626	8322465626	
AC MP-114	Test5619	8322465619	
.	8322465622	8322465622	

Page 1 of 1 Records per Page 10 Clear Filters Displaying 1 - 10 of 10

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.



My Account

Home Profile Orders Account Admin **My Site** Call Recording My Reports

Welcome Kareem Rifaat! [Help](#) [Close](#)

BroadSoft

Select a Site

Woodlands
460 Wildwood Forest Dr Spring, TX 77380-2649
8322465612

(15555) Tulsa
(15727) Woodlands

Phone Assignment Device Managem... Site Services User Features Call History Support

Hide Buttons

Call Waiting

Call Forward Always

Call Forward Busy

Call Forward No Ans...

Business Continuity

Sharing

Monitoring

Alternate Numbers

Unified Messaging

Privacy

Push To Talk

Outbound Calling

Inbound Calling

Hoteling Guest

Analog Hotline

Barge-in

Barge-in

Double-click on a user to manage their barge-in settings

Edit

Search

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

Page filters Displaying 1 - 10 of 10

Edit Barge-in

Barge-in User Settings

Allow Users to Barge-in

Barge-in Warning Tone

Save Close

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

Edit Barge-in

Barge-in User Settings

Allow Users to Barge-in

Barge-in Warning Tone

Save Close

3. Enabling from the My Phone portal

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

- Open an Internet browser and go to the ***My Phone*** portal.
- 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 user 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' (highlighted), 'Sequential Ring', and 'Hoteling Guest'. The 'Barge In Settings' panel is open, showing three settings: 'Users are allowed to Barge-in on your calls.' (checked), 'Do not allow users to Barge-in' (unchecked), and 'No tone is played.' (checked). There is also an unchecked option for 'Play Barge-in warning tone.'

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

The screenshot shows a dialog box titled 'Edit Barge-in'. It contains a section for 'Barge-in User Settings' with two checked options: 'Allow Users to Barge-in' and 'Barge-in Warning Tone'. At the bottom right of the dialog, 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.