# How to Use Spy Feature

Version 1.0

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# Introduction

MyPBX allows extension to monitor/barge in other conversation. Once this feature is enabled, the extension has the ability to monitor/barge in other calls using the feature codes for each spy mode, refer to 'Feature Codes' page for more information.

### Spy modes

1. **General spy:** you have the permission to use the following 3 modes.
2. **Normal spy:** you can only hear the call, but can't talk. Feature code: *90
3. **Whisper spy:** you can hear the call, and can talk with the monitored extension. Feature code: *91
4. **Barge spy:** you can hear the call and talk with them both. Feature code: *92

Note: Spy feature is working for analog extensions as well.

# How to Use Spy Feature

Here we give you an example of how to use spy feature.
Use **Extension 100** to monitor the calls of **Extension 101**.

**Step1. Enable "Allow Being Spied" in Extension 301 only.**

In this case, Extension 301 is allowed to be spied by other extensions.

Figure 1 Allow be Spied

Note: If "Allow Being Spied" is not enabled, it's impossible for other extensions to monitor this extension, even they have chosen the "spy modes".

**Step2. Choose the spy modes for Extension 300**

In this case, Extension 300 has the right to use the feature code to monitor Extension 301.

**Edit Extension - 300**
X

General | **Other Settings**

Other Options

☐ Call Waiting ⓘ     ☐ DND ⓘ     ☑ User Web Interface ⓘ     Ring Out ⓘ : 30

Follow me

Follow me:     ☐ Always     ☑ No answer     Transfer to:     ⦿ Voicemail
            ☑ When Busy                      ◯ Number [        ]

IP Restriction

☐ Enable IP Restriction ⓘ :

Permitted 'IP address/Subnet mask' 1 ⓘ : [        ]

Permitted 'IP address/Subnet mask' 2 ⓘ : [        ]

Permitted 'IP address/Subnet mask' 3 ⓘ : [        ]

Permitted 'IP address/Subnet mask' 4 ⓘ : [        ]

Mobility Extension

☐ Enable Mobility Extension     Mobility Extension Number ⓘ : [        ]

Spy Settings

☐ Allow Being Spied     Spy Modes ⓘ : General Spy ▾

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**General Spy**
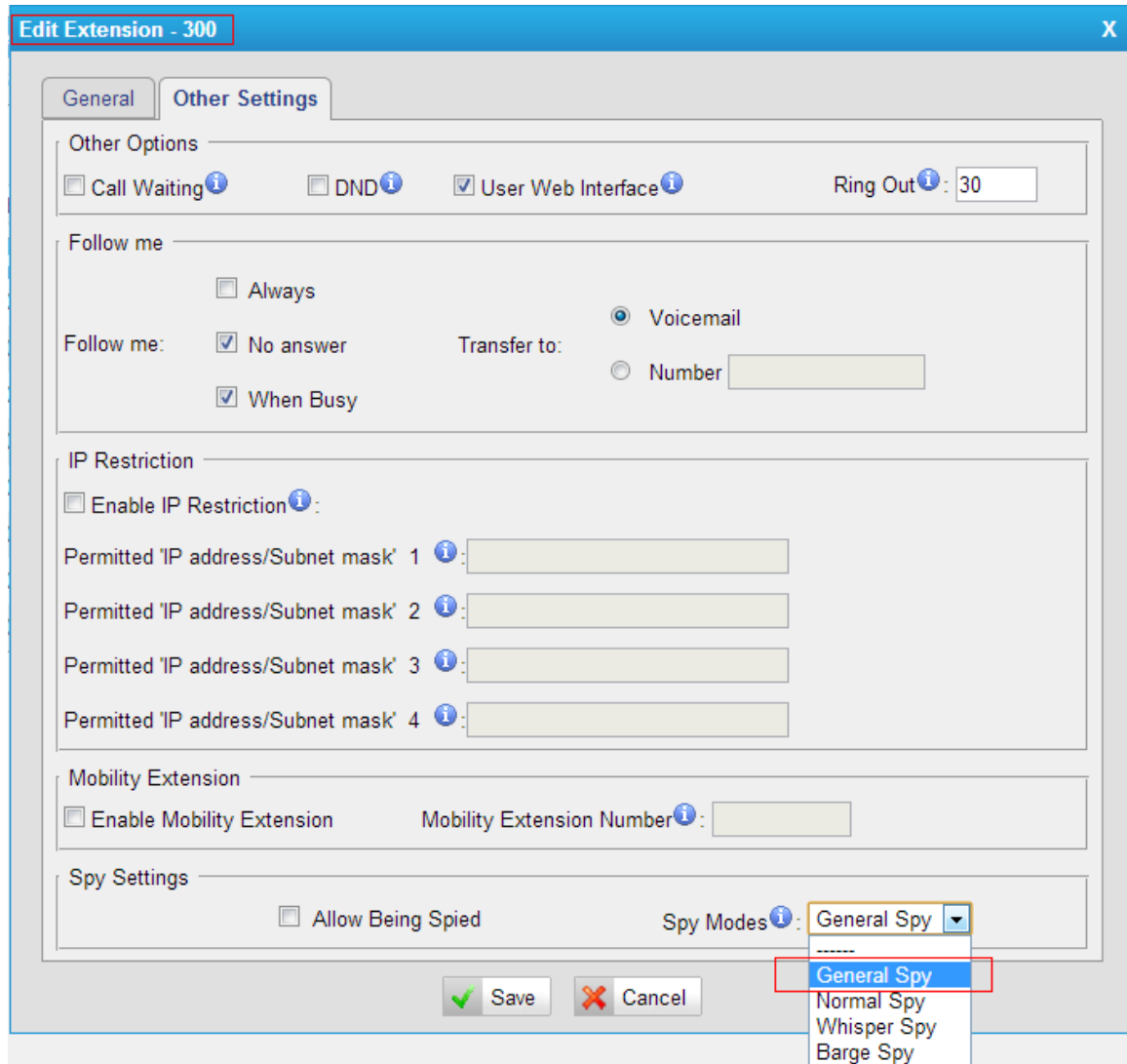Normal Spy
Whisper Spy
Barge Spy

✔ Save     ✖ Cancel

Figure 2 Choose Spy Mode

If 300 choose "Normal Spy", it should dial'*90301' to start monitoring;

If 300 choose "Whisper Spy", it should dial '*91301' to start monitoring;

If 300 choose "Barge Spy", it should dial '*92301' to start monitor;

If 300 choose "General Spy", it can dial '*90301','*91301' or '*92301' to start monitor.

Note: You can dial 'feature code+301' to join the monitor status, when there is an incoming call arriving in 301, you can get the audio immediately.

[The End]