



1 8 2

Supervisor: Listen – Coach – Join

User manual

Welcome!

This manual gives you practical instructions on how to use Supervisor functionality via 182 menu.

If you feel uncertain or have questions, you are always welcome to call us.

Best regards,
ipvision Support

Skodsborgvej 305 D
DK 2850 Nærum

Anelystparken 45 C
DK 8381 Tilst

+ 45 88 88 77 99

Mon. – Thu.: 8:00 – 16:00 (GMT+1)

Fri.: 8:00 – 15:30 (GMT+1)

support@ipvision.dk

Table of Contents

Supervisor: Listen – Coach – Join.....	1
182 menu.....	2
Supervisor Modes.....	3
Switching between several phone calls.....	4
Sound options.....	4
Help.....	5

Supervisor: Listen – Coach – Join

Supervisor functionality is controlled from Connect Visible, once it is enabled for your company.

Each supervisor group consists of two lists:

- Users – a list of extensions that can be listened to. It is only possible to listen to the extensions added to this list.
- Supervisors – a list of extensions that are allowed to listen to or join a phone call on user extensions. Each extension added to supervisor list can act as a supervisor for any extension belonging to user list within the same group. Only extensions added to this list are allowed to listen and join phone conversations.

Phone administrator in you company has access to creating and editing Supervisor Groups.

1 8 2 menu

When your extension has supervisor permission in a group, you can dial 1 8 2.
Enter the number of the extension you intend to supervise and finish by pressing the pound key #.

1 8 2 <NUMBER> #

If you have permission to supervise phone calls for the extension number you have entered, you will be connected to the current conversation. Please note, it is not possible to connect to an extension that does not have an active call going on at the moment of connection attempt. Default supervisor mode is Listen.

PIN code

If a member of supervisor group has security level set to 'Low' or higher, PIN code will be required to proceed after dialling 1 8 2.

We recommend setting security level to at least 'Low', if your company is using Supervisor functionality. Security level can be adjusted and PIN code can be changed on User Settings page in Connect Visible or by using 1 8 5 menu.

SUPERVISOR FUNCTIONALITY

1	2 SWITCH SIP CHANNEL	3
4 LISTEN	5 COACH	6 JOIN
7	8	9 RETURN
*	0	# SOUND VOLUME

Supervisor Modes

Supervisor functionality provides three different options for supervising phone calls of your employees. You can use any of the three options or switch between them depending on your needs or current situation.

4 Listen

While in Listen mode, you can hear the conversation, but none of the other participants can hear you. This is default mode, supervisor will always join a new conversation in Listen Mode, no matter which mode was selected last.

After switching Supervisor mode, you can always return to listening by pressing **4**.

5 Coach

By pressing **5** you can switch to Coaching mode. This gives you opportunity to advise your employee without making the other part of the conversation aware of it.

Please note, if two or more supervisors are coaching same user at the same time, they will not be able to hear each other.

6 Join

You can join the phone call by pressing **6**. This will create a mini conference call, where all three parts will be able to hear each other.

Please note, if two or more supervisors join same phone call, they will not be able to hear each other.

Switching between several phone calls

It is always possible to exit a phone call and/or switch to another one, no matter if the calls are active on the same extension or on different ones.

2 Switching between SIP channels

In case several phone calls are active on the phones attached to the same extension, it is possible to switch channels by pressing **2**. This will allow you to select the right conversation.

9 Return to extension selection.

Press **9** to leave the current call you are supervising. This will return you to the option to select another extension so that to join a new phone call.

Please note, you will always join a phone call in Listen Mode.

Sound options

- #** Pressing the pound note key allows to adjust sound volume. Sound volume control is a loop, keep pressing **#** until you reach the desired volume of sound.

Help

If you have questions or need help with ipvision products, you are always welcome to contact ipvision Support:

Call *+45 8888 7799* within our working hours:

Mon. to Thu.: 08.00 – 16.00 (GMT+1)

Fri.: 08.00 – 15.30 (GMT+1)

We provide 24-hour service in case of major errors.

Or send an e-mail to support@ipvision.dk

We are doing our best to answer all e-mails within 8 working hours.