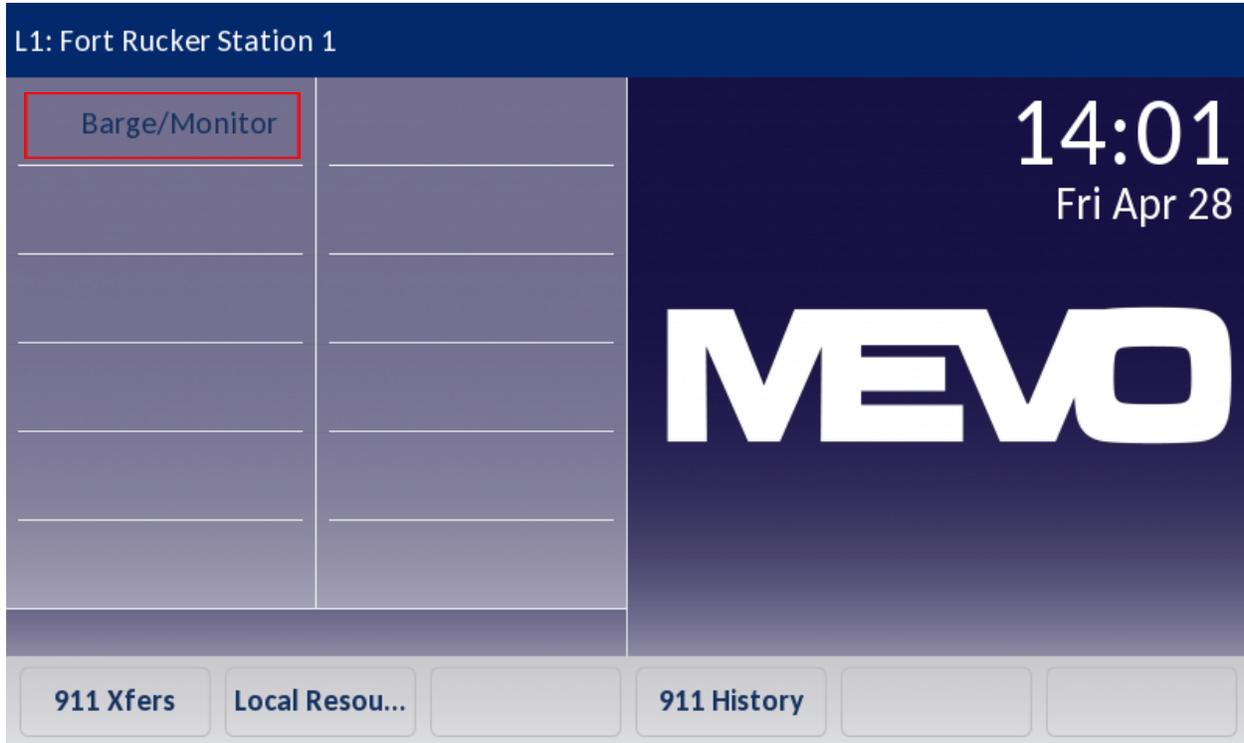


**Overview**

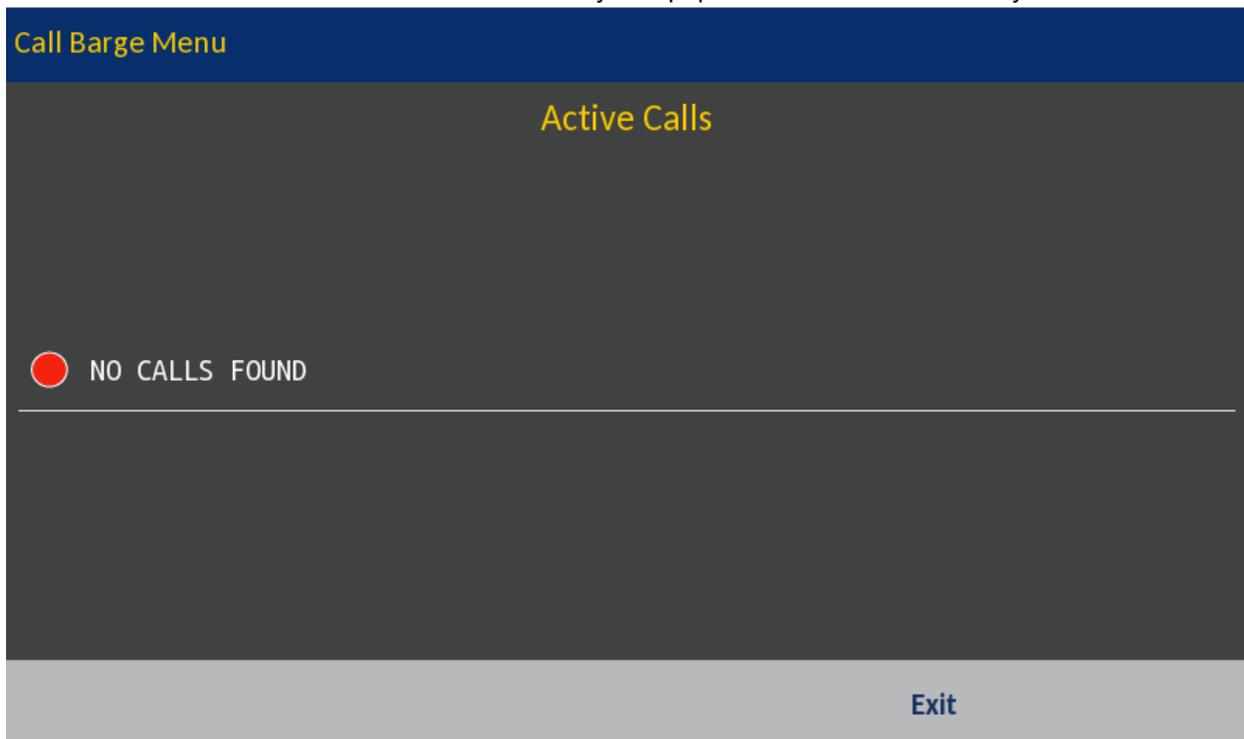
The MEVO platform offers call monitoring and barge functionality. Any position can be configured with a softkey to allow for flexible on-demand call supervision and allows for non-intrusive monitoring, barge-in to speak to the dispatcher only, or barge-in as a 3-way conference.

**Usage**

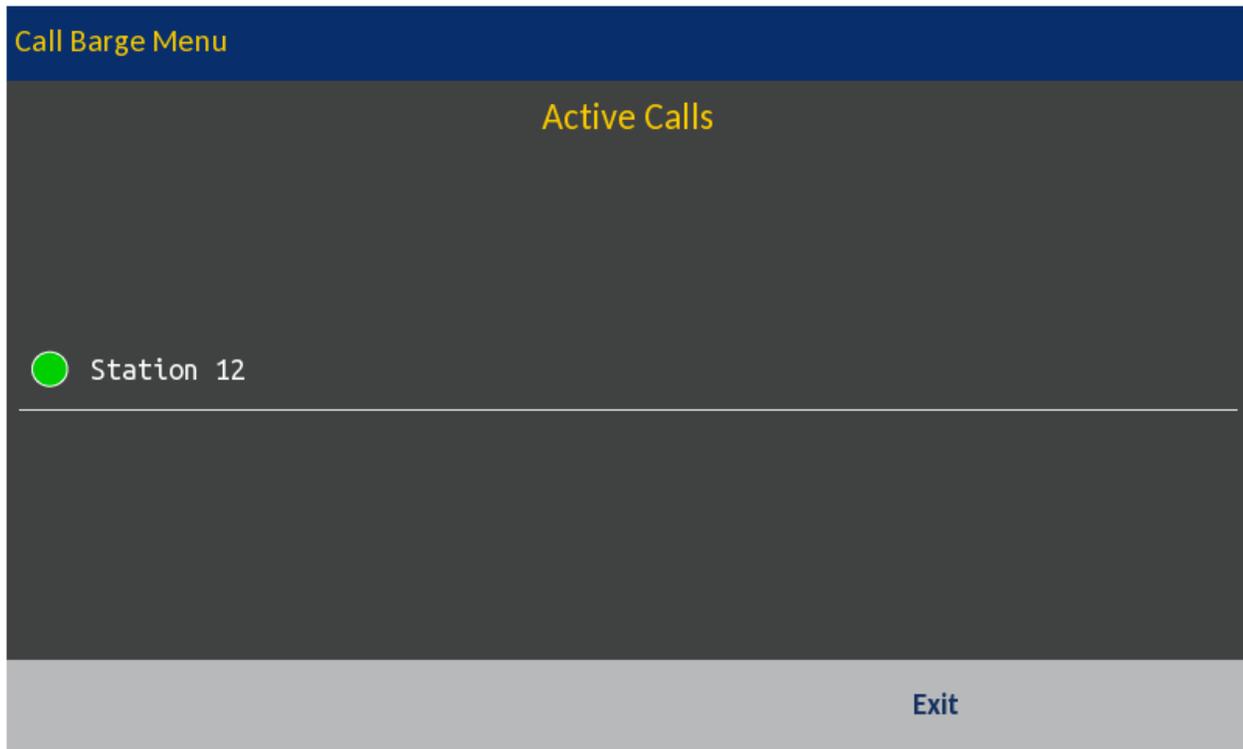
The Barge button will be located on the touchscreen of the designated position(s) (*button appearance and location may vary*).



Press the Barge button at any time. If there are no active calls on any positions, the screen will display, "NO CALLS FOUND". This screen will refresh continuously and populate with live calls as they are received.

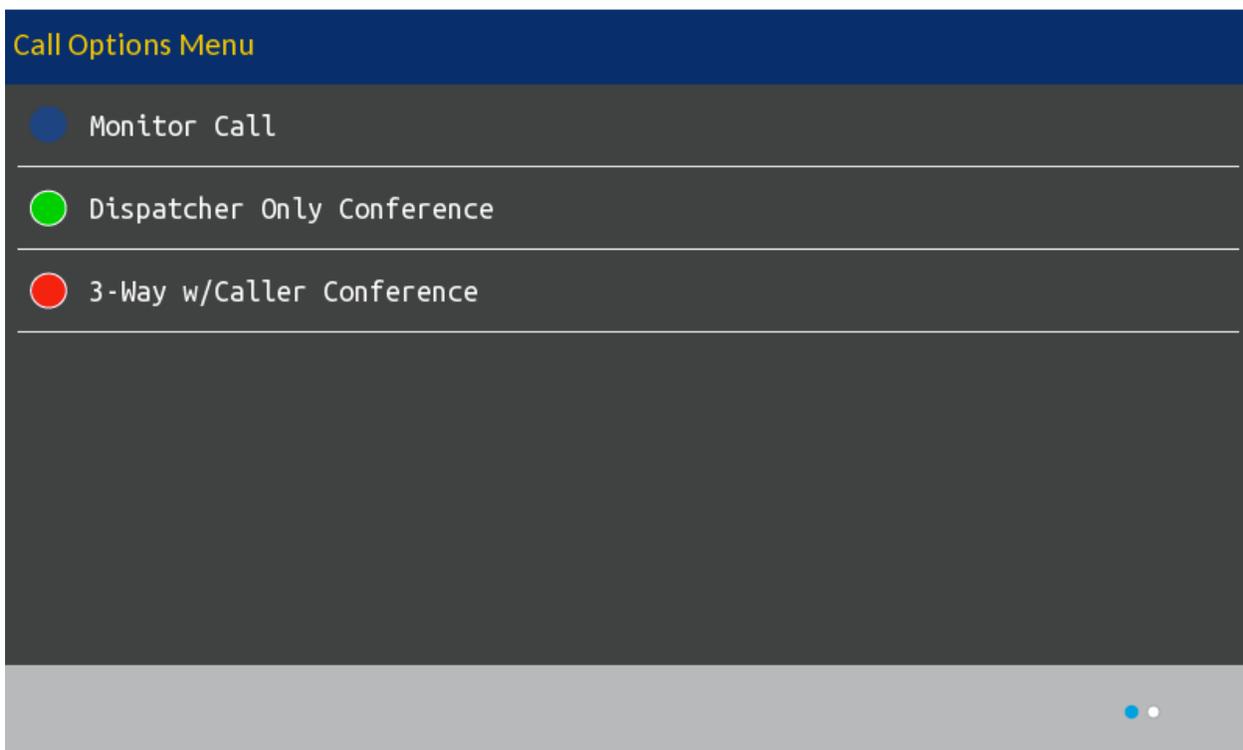


When a call is answered by a MEVO, it will display with the respective call position.  
Press the line of the desired position to bring up the **Call Options Menu**.

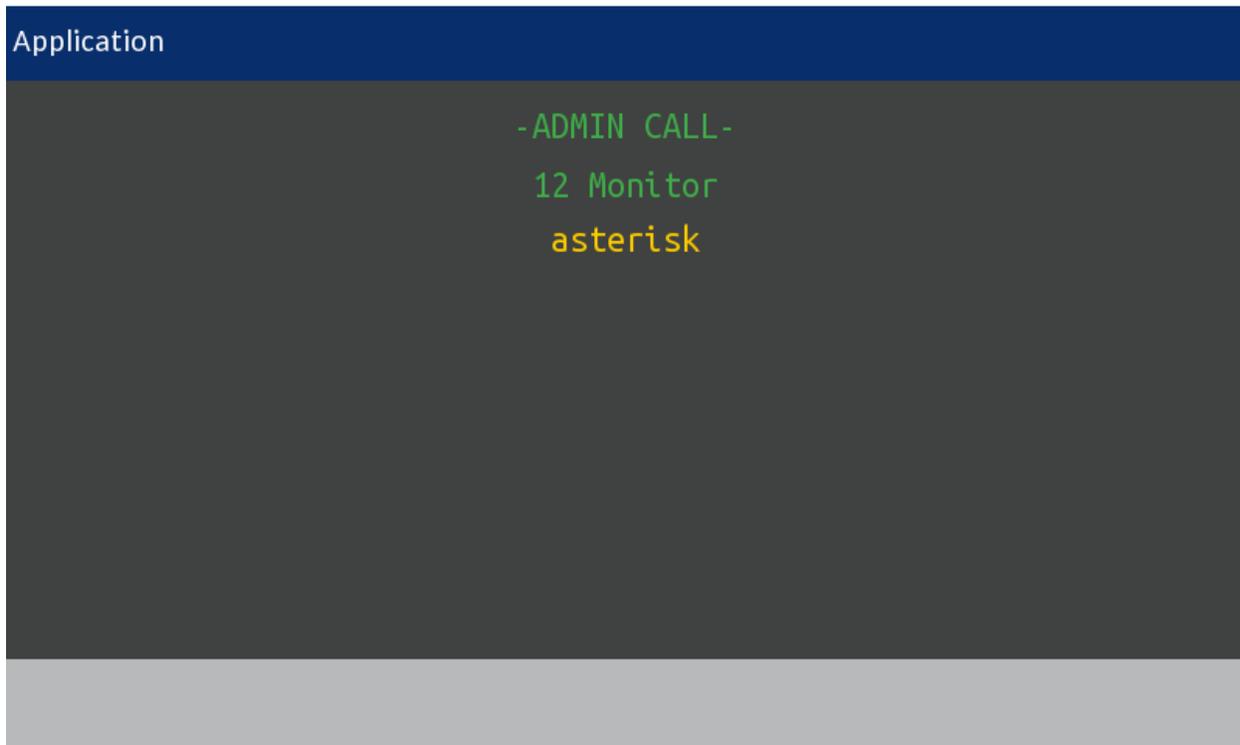


The **Call Options Menu** will present you with three mode options. You may change modes during the call.

- **Monitor Call** – Select to just listen in. You are muted to both the dispatcher and caller.
- **Dispatcher Only Conference** – You are muted to the caller, but the dispatcher can hear you.
- **3-Way w/Caller Conference** – Both the dispatcher and caller can hear you.



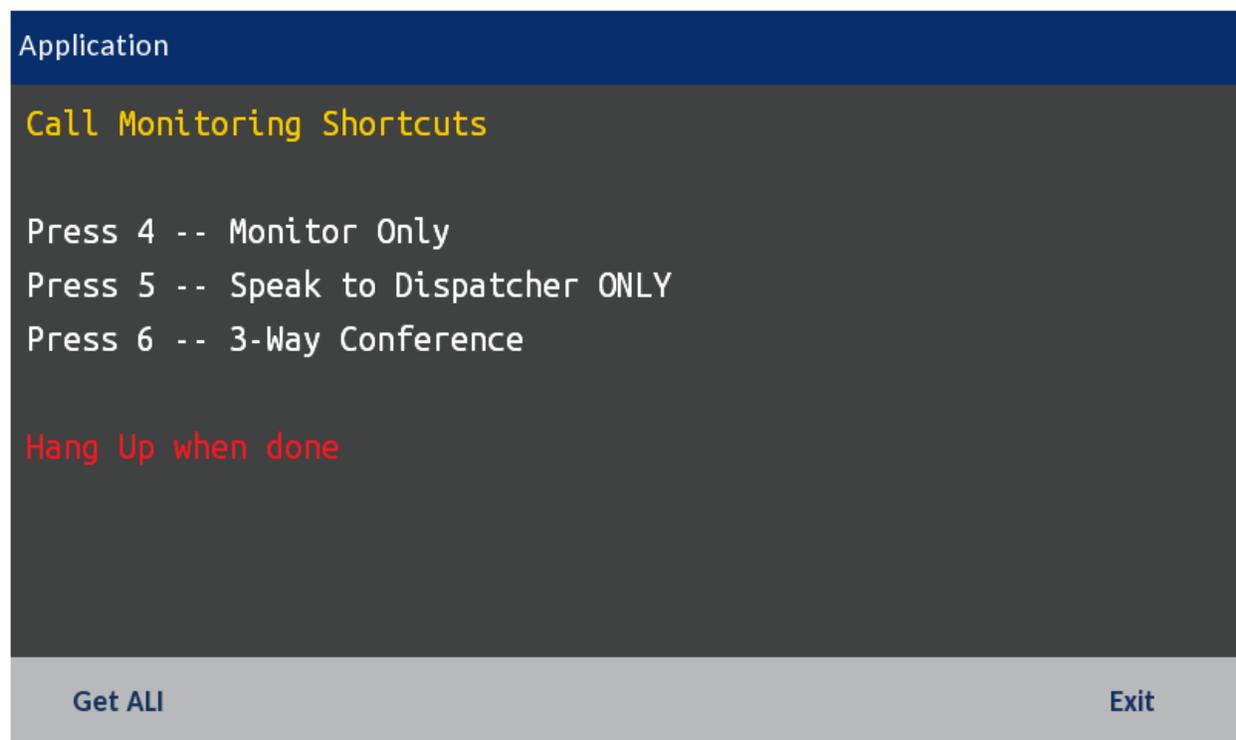
Pressing one of the options will cause the supervising position to ring as if there were an incoming call. It will display “-ADMIN CALL-”, with the position and mode that were selected, and “asterisk” as seen below.



Picking up your handset will join you to the active call and allow you to change your Barge mode by pressing the displayed number on the MEVO phone's keypad.

Press the “Get ALI” softkey to display any ALI information associated with the active call (if available).

Hanging up will end call supervision without interrupting the ongoing call.



**Additional Notes:**

- The Call Monitoring Shortcuts screen may timeout and disappear from the screen after a minute but call supervision will still be active.
- Even if the Shortcut Menu times out and is no longer visible, pressing 4, 5, or 6 on the keypad will still switch between the respective supervision modes.
- If the screen has timed out and you still need to retrieve ALI information or view the shortcuts, hang up and initiate a new session by pressing the Barge key once more.