



Barge and Privacy

This chapter provides information about how the single button barge/cBarge, barge, privacy, and privacy on hold features work with each other. These features work with only shared lines.

Barge adds a user to a call that is in progress. Pressing a softkey or feature button automatically adds the user (initiator) to the shared-line call (target), and the users currently on the call receive a tone (if configured). Barge supports built-in conference and shared conference bridges.

The single button barge/cBarge feature allows the user to simply press the shared-line button to be added to the call. The single button barge/cBarge feature supports built-in conferences and shared conference bridges.

The administrator enables or disables privacy and privacy on hold features. Privacy must be enabled for a device to activate privacy on hold. Users toggle the privacy feature on or off.

You enable or disable the privacy setting. When privacy is enabled, the system removes the call information from all phones that share lines and blocks other shared lines from barging in on its calls. When privacy is disabled, the system displays call information on all phones that have shared line appearances and allows other shared lines to barge in on its calls. You can configure privacy for all devices or configure privacy for each device. Users toggle the privacy feature on or off.

The privacy on hold feature preserves privacy when a private call on a shared line is put on hold. When privacy on hold is enabled, the calling name and number that are blocked when privacy is enabled remain blocked when the call is put on hold, and the system blocks other shared lines from resuming the held call. When privacy on hold is disabled and a private call is put on hold, the system displays calling name and number on all phones that have shared line appearances and allows other shared lines to resume the held call.

If privacy on hold is enabled, users can activate the feature while the call is on hold by toggling privacy on; likewise, users can deactivate privacy on hold by toggling privacy off while the call is on hold. If privacy on hold is disabled, toggling privacy on or off does not affect the held call.

If a private call is put on hold, retrieved at the same phone, and privacy is then toggled off, the system displays the call information on all phones that have shared line appearances but does not allow another phone to resume or barge the held call.

Administrators can configure privacy for all devices or for each device.

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Configure Barge

The single button barge/cBarge, barge, privacy, and privacy on hold features work with each other. These features work with only shared lines.

Barge adds a user to a call that is in progress. Pressing a softkey or feature button automatically adds the user (initiator) to the shared-line call (target), and the users currently on the call receive a tone (if configured). Barge supports built in conference and shared conference bridges.

The single button barge/cBarge feature allows the user to simply press the shared-line button to be added to the call. The single button barge/cBarge feature supports built in conferences and shared conference bridges.

Perform the following steps to configure the barge feature with built in conference bridge.

Procedure

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- Step 1** Assign the Standard User or Standard Feature softkey template (both contain the barge softkey) to each device that accesses barge by using the built in conference bridge.
- For more information, see topics related to configuring Cisco Unified IP Phones in the *Cisco Unified Communications Manager Administration Guide*
- Step 2** Set the following optional Cisco CallManager service parameters:
- To enable barge for all users, set the Built In Bridge Enable clusterwide service parameter to On.
Note If this parameter is set to Off, configure barge for each phone by setting the Built in Bridge field in Phone Configuration
 - Set the Party Entrance Tone clusterwide service parameter to True (required for tones) (or configure the Party Entrance Tone setting per directory number in the Directory Number Configuration window)
 - To enable single button barge for all users, set the single button barge/cBarge Policy to barge.
Note If this parameter is set to Off, configure single button barge for each phone by setting the Single Button Barge field in Phone Configuration
 - To allow a user to barge into a call when the phone is ringing or when the call is connected (the barger hears a ringback tone), set the Allow Barge When Ringing service parameter to True.
- For more information, see topics related to configuring Cisco Unified IP Phones, service parameters for a service on a server, and directory number configuration settings in the *Cisco Unified Communications Manager Administration Guide*.
- Step 3** In the End User Configuration window for each user that is allowed to access the barge with built-in conference bridge feature, associate the device that has the barge softkey template that is assigned to it.
- For more information, see topics related to end user configuration in the *Cisco Unified Communications Manager Administration Guide*.
- Step 4** Notify users that the barge feature is available.

See the phone documentation for instructions on how users access barge on their Cisco Unified IP Phone.

Related Topics

[Party Entrance Tone](#), on page 8

Configure cBarge

The single button barge/cBarge, barge, privacy, and privacy on hold features work with each other. These features work with only shared lines.

Barge adds a user to a call that is in progress. Pressing a softkey or feature button automatically adds the user (initiator) to the shared-line call (target), and the users currently on the call receive a tone (if configured). Barge supports built in conference and shared conference bridges.

The single button barge/cBarge feature allows the user to simply press the shared-line button to be added to the call. The single button barge/cBarge feature supports built in conferences and shared conference bridges.

Perform the following steps to configure barge with shared conference bridge.

Procedure

- Step 1** To create a softkey template that includes cBarge, make a copy of the Standard Feature softkey template. Modify this user-named copy to add the conference barge (cBarge) softkey to the Selected Softkeys in the Remote in Use call state.
- See the *Cisco Unified Communications Manager Administration Guide* for more information on creating copies of standard softkey templates.
- Step 2** Set the optional clusterwide service parameter Party Entrance Tone to True (required for tones), or configure the Party Entrance Tone setting per directory number in the Directory Number Configuration window. To enable single button cBarge for all users, set the single button barge/cBarge Policy to cBarge.
- Note** If this parameter is set to Off, configure single button cBarge for each phone by setting the Single Button cBarge field in Phone Configuration
- For more information, see the *Cisco Unified Communications Manager Administration Guide*.
- Step 3** In the End User Configuration window for each user that is allowed to access the cBarge with shared conference bridge feature, associate the device that has the cBarge softkey template that is assigned to it. Disable privacy on phones to allow cBarge.
- For more information, see the *Cisco Unified Communications Manager Administration Guide*.
- Step 4** Notify users that the cBarge feature is available.
- See the phone documentation for instructions on how users access cBarge on their Cisco Unified IP Phone.
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Configure Privacy and Privacy on Hold

The single button barge/cBarge, barge, privacy, and privacy on hold features work with each other. These features work with only shared lines.

The privacy on hold feature preserves privacy when a private call on a shared line is put on hold. When privacy on hold is enabled, the calling name and number that are blocked when privacy is enabled remain blocked when the call is put on hold, and the system blocks other shared lines from resuming the held call. When privacy on hold is disabled and a private call is put on hold, the system displays calling name and number on all phones that have shared line appearances and allows other shared lines to resume the held call.

You enable or disable the privacy setting. When privacy is enabled, the system removes the call information from all phones that share lines and blocks other shared lines from barging in on its calls. When privacy is disabled, the system displays call information on all phones that have shared line appearances and allows other shared lines to barge in on its calls. You can configure privacy for all devices or configure privacy for each device. Users toggle the privacy feature on or off.

If privacy on hold is enabled, users can activate the feature while the call is on hold by toggling privacy on; likewise, users can deactivate privacy on hold by toggling privacy off while the call is on hold. If privacy on hold is disabled, toggling privacy on or off does not affect the held call.

If a private call is put on hold, retrieved at the same phone, and privacy is then toggled off, the system displays the call information on all phones that have shared line appearances but does not allow another phone to resume or barge the held call.

You can configure privacy for all devices or for each device.

Procedure

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- Step 1** If all phones in the cluster need access to privacy, keep the setting of the Privacy Setting clusterwide service parameter to True (default) and keep the Privacy field in the Phone Configuration window to Default. Continue with the following steps. If only certain phones in the cluster need access to privacy, set the Privacy Setting service parameter to False and set the Privacy field in the Phone Configuration window to On. Continue with the following steps.
- For more information, see topics related to configuring Cisco Unified IP Phones and service parameters for a service on a server in the *Cisco Unified Communications Manager Administration Guide*.
- Step 2** For each phone button template that has privacy, add Privacy to one of the feature buttons (some phone models use the Private button).
- For more information, see topics related to phone button template configuration in the *Cisco Unified Communications Manager Administration Guide*.
- Step 3** For each phone user that wants privacy, choose the phone button template that contains the Privacy feature button.
- For more information, see topics related to configuring Cisco Unified IP Phones in the *Cisco Unified Communications Manager Administration Guide*.
- Step 4** In the End User Configuration window, for each user that does not want information about the shared-line appearances to display, associate the device that has the Privacy feature button that is assigned to it.
- For more information, see topics related to end user configuration in the *Cisco Unified Communications Manager Administration Guide*.

- Step 5** To configure the optional privacy on hold feature, set the Enforce Privacy Setting on Held Calls service parameter to True.
For more information, see topics related to configuring service parameters for a service on a server in the *Cisco Unified Communications Manager Administration Guide*.
- Step 6** Notify users that the privacy feature and the privacy on hold feature (if configured) are available.
See the phone documentation for instructions on how users access privacy on their Cisco Unified IP Phone.

Related Topics

[Barge Privacy and Privacy on Hold](#), on page 5

[Barge and Privacy](#), on page 1

Barge Privacy and Privacy on Hold

This section describes barge, single button barge/cBarge, privacy, and privacy on hold.

Barge

Barge allows a user to get added to a remotely active call that is on a shared line. Remotely active calls for a line comprise active (connected) calls that are made to or from another device that shares a directory number with the line. Barge supports this type of remote-in-use call.

Phones support barge in two conference modes:

- Built-in conference bridge at the target device (the phone that is being barged). This mode uses the barge softkey.
- Shared conference bridge. This mode uses the cBarge softkey.

By pressing the barge or cBarge softkey in the remote in use call state, the user gets added to the call with all parties, and all parties receive a barge beep tone (if configured). If barge fails, the original call and status remain active.

If no conference bridge is available (built-in or shared), the barge request gets rejected, and a message displays at the barge initiator device.

Single Button Barge/cBarge

The single button barge/cBarge feature allows a user to simply press the shared-line button of the remotely active call, to be added to the call with all parties. All parties receive a barge beep tone (if configured). If barge fails, the original call and status remain active.

Phones support single button barge/cBarge in two conference modes:

- Built-in conference bridge at the target device (the phone that is being barged). This mode uses the single button barge feature.
- Shared conference bridge. This mode uses the single button cBarge feature.

By pressing the shared-line button of the remote in use call, the user gets added to the call with all parties, and all parties receive a barge beep tone (if configured). If barge fails, the original call and status remain active.

If no conference bridge is available (built-in or shared), the barge request gets rejected, and a message displays at the barge initiator device.

This table describes the differences between barge with built-in conference bridge and shared conference.

Table 1: Built-In and Shared Conference Bridge Differences

Action	Using Barge Softkey or Single Button Barge (Built In Conference Bridge at Target Device)	Using cBarge Softkey or Single Button cBarge (Shared Conference Bridge)
The standard softkey template includes the softkey. Note If the single button barge/cBarge feature is enabled, the softkey is not used.	Yes	No
A media break occurs during barge setup.	No	Yes
User receives a barge setup tone, if configured.	Yes	Yes
To Conference displays as the name at the barge initiator phone.	To barge XXX	To Conference
To Conference displays as the name at the target phone.	To/From Other	To Conference
To Conference displays as the name at the other phones.	To/From Target	To Conference
Bridge supports a second barge setup to an already barged call.	No	Yes
Initiator releases the call.	No media interruption occurs for the two original parties.	Media break occurs to release the shared conference bridge when only two parties remain and to reconnect the remaining parties as a point-to-point call.
Target releases the call.	Media break occurs to reconnect initiator with the other party as a point-to-point call.	Media break occurs to release the shared conference bridge when only two parties remain and to reconnect the remaining parties as a point-to-point call.

Action	Using Barge Softkey or Single Button Barge (Built In Conference Bridge at Target Device)	Using cBarge Softkey or Single Button cBarge (Shared Conference Bridge)
Other party releases the call.	All three parties get released.	Media break occurs to release the shared conference bridge when only two parties remain and to reconnect the remaining parties as a point-to-point call.
Target puts call on hold and performs direct transfer, Join, or Call Park.	Initiator gets released.	Initiator and the other party remain connected.

Built In Conference

You can use single button barge or the barge softkey only in the remote-in-use call state. A Built In conference bridge proves advantageous because neither a media interruption nor display changes to the original call occur when the barge is being set up.



Note To use the single button barge feature, ensure that single button barge is enabled on the device.

When the barge initiator releases the call, the barge call gets released between the barge initiator and target. The original call between the target device and the other party remains active. A barge disconnect tone (beep beep) plays to all remaining parties.

When the target device releases the call, the media between the barge initiator and the other party gets dropped briefly and then reconnects as a point-to-point call. The display changes at the barge initiator device to reflect the connected party.

When the other party releases the call, both the original call and the barge call get released.

When the barge initiator puts the call on hold, both the target device and the other party remain in the call.

When the target device puts the call on hold or in a conference or transfers it, the barge initiator gets released from the barge call while the original call also gets put on hold, in a conference, or transferred. The barge initiator can barge into a call again after the media gets reestablished at the target.

When the other party puts the call on hold or in a conference or transfers it, both the target device and the barge initiator remain in the call.

When network or Cisco Unified Communications Manager failure occurs, the barge call gets preserved (like all active calls).

Most Cisco Unified IP Phones include the Built In conference bridge capability, which barge uses.



Note Cisco Unified IP Phones 7940 and 7960 cannot support two media stream encryptions or SRTP streams simultaneously. To prevent instability due to this condition, the system automatically disables the Built In bridge for Cisco Unified IP Phones 7940 and 7960 when the device security mode is set to encrypted. For more information, see the *Cisco Unified Communications Manager Security Guide*.

The following settings activate or deactivate the built-in conference bridge:

- Enable or disable the built-in bridge by setting the Cisco Unified Communications Manager clusterwide service parameter, Built-in Bridge Enable, to On or Off.
- Enable or disable the built-in bridge for each device by using the Built In Bridge drop-down list box in the Phone Configuration window (choose on, off, or default). On or off settings override the Built-in Bridge Enable service parameter. Choosing default uses the setting of the service parameter.



Note To use barge with a built-in bridge, ensure the preceding items are enabled, privacy is disabled, and the barge softkey is assigned to each device or the single button barge feature is enabled. Otherwise, to use shared conference bridge, assign the cBarge softkey to each device or enable the single button cBarge feature.

For more information, see [Barge Privacy and Privacy on Hold Configuration, on page 16](#).

Shared Conference

You can use single button cBarge or the cBarge softkey only in the remote-in-use call state. No standard softkey template includes the cBarge softkey. To access the cBarge softkey, the administrator adds it to a softkey template and then assigns the softkey template to a device.



Note To use the single button cBarge feature, ensure that it is enabled on the device.

When the cBarge softkey, or a shared-line, gets pressed, a barge call gets set up by using the shared conference bridge, if available. The original call gets split and then joined at the conference bridge, which causes a brief media interruption. The call information for all parties gets changed to barge.

The barged call becomes a conference call with the barge target device as the conference controller. It can add more parties to the conference or can drop any party.

When any party releases from the call, which leaves only two parties in the conference, the remaining two parties experience a brief interruption and then get reconnected as a point-to-point call, which releases the shared conference resource.

For more information, see [Barge Privacy and Privacy on Hold Configuration, on page 16](#).

Phone Display Messages

When a user initiates a barge to a SIP device, the barge initiator phone displays “To Barge <Display name> (Shared Line DN).”

When a user initiates a barge to a SCCP device, the barge initiator phone displays “To Barge <Display name>.”

Party Entrance Tone

With the party entrance tone feature, a tone plays on the phone when a basic call changes to a multiparty call; that is, when a basic call changes to a barged call, cBarged call, ad hoc conference, meet-me conference, or a joined call. In addition, a different tone plays when a party leaves the multiparty call.

If the controlling device, that is, the originator of the multiparty call has a built-in bridge, the tone gets played to all parties if you configured party tone entrance for the controlling device. When the controlling device

leaves the call, Cisco Unified Communications Manager identifies whether another device on the call can play the tone; if another device on the call can play the tone, Cisco Unified Communications Manager plays the tone. If the controlling device cannot play the tone, Cisco Unified Communications Manager does not play the tone even if you enable the party entrance tone feature.

When a barge call gets created, the party entrance tone configuration of the barge target that shares the line with the barge initiator determines whether Cisco Unified Communications Manager plays the party entrance tone.

When a cBarge call gets created, the party entrance tone configuration of the cBarge target that shares the line with the cBarge initiator determines whether Cisco Unified Communications Manager plays the party entrance tone. However, if the call for the target is an existing ad hoc conference that is in the same cluster, the party entrance tone configuration for the ad hoc conference controller determines whether Cisco Unified Communications Manager plays the tone.

To use the party entrance feature, ensure that you turned the privacy feature off for the devices and ensure that the controlling device for the multiparty call has a built-in bridge. In addition, either configure the Party Entrance Tone service parameter, which supports the Cisco CallManager service, or configure the Party Entrance Tone setting per directory number in the Directory Number Configuration window (Call Routing > Directory Number). For information on the service parameter, click the question-mark button in the Service Parameter Configuration window. For information on the Party Entrance Tone setting in the Directory Number Configuration window, see topics related to directory number configuration settings in the *Cisco Unified Communications Manager Administration Guide*.

Privacy

With privacy, you can enable or disable the capability of users with phones that share the same line (DN) to view call status and to barge the call. You enable or disable privacy for each phone or for all phones.

By default, the system enables privacy for all phones in the cluster. To enable all phones with privacy, leave the clusterwide service parameter set to True and leave the phone privacy setting set to default.

To configure certain phones with access to privacy, you perform the following steps to enable or disable privacy:

- Set a service parameter.
- Set the phone privacy setting to On.
- Add privacy button to phone button template.
- Add the phone button template that has privacy button to each device.

When the device that is configured for privacy registers with Cisco Unified Communications Manager, the feature button on the phone that is configured with privacy gets labeled, and the status shows through an icon. If the button has a lamp, it comes on.

When the phone receives an incoming call, the user makes the call private (so the call information does not display on the shared line) by pressing the Privacy feature button. The Privacy feature button toggles between on and off.

Privacy On Hold

With the privacy on hold feature, administrators can enable or disable the capability of users with phones that share the same line (DN) to view call status and retrieve calls on hold.

Administrators enable or disable privacy on hold for all phones. To enable privacy on hold, you must also enable the privacy feature for the phone or for all phones. Privacy on hold activates automatically on all private calls when privacy on hold is enabled.

By default, the system disables privacy on hold for all phones in the cluster. To enable all phones with privacy on hold, set the clusterwide privacy service parameter to True, set the clusterwide Enforce Privacy Setting on Held Calls service parameter to True, and leave the phone privacy setting to default.

To configure certain phones with access to privacy on hold, administrators set the Enforce Privacy Setting on Held Calls service parameter to True and set the Privacy setting for the phone to True:

- Set the Enforce Privacy Setting on Held Calls service parameter to True.
- Set a Privacy service parameter.
- Set the phone privacy setting to On.
- Add privacy button to phone button template.
- Add the phone button template that has privacy button to each device.

To activate privacy on hold, users press the Hold softkey or Hold button while on a private call. To return to the call, users press the Resume softkey. The phone that put the call on hold displays the status indicator for a held call; shared lines display the status indicators for a private and held call.

System Requirements for Barge Privacy and Privacy on Hold

The barge and privacy features require the following software component to operate:

- Cisco Unified Communications Manager 5.0 or later

The single button barge/cBarge and privacy on hold features require the following software component to operate:

- Cisco Unified Communications Manager 6.1(1) or later

To determine IP Phone support for the following features, see the related topics:

- IP Phones supporting Barge by using the single button barge/cBarge feature or the barge or cBarge softkey
- IP Phones supporting privacy with the Privacy button on the phone button template
- IP Phones supporting the built-in conference bridge capability



Note

If the phone does not support a Privacy button, by default, the privacy for that phone remains Off (all devices sharing a line with that phone will display the phone information).

Related Topics

[Report Support for Devices](#), on page 11

Report Support for Devices

Use the Cisco Unified Reporting application to generate a complete list of IP Phones that support barge and privacy. To do so, follow these steps:

1. Start Cisco Unified Reporting by using any of the methods that follow.

The system uses the Cisco Tomcat service to authenticate users before allowing access to the web application. You can access the application

- by choosing **Cisco Unified Reporting** in the **Navigation** menu in Cisco Unified Communications Manager Administration and clicking **Go**.
- by choosing **File > Cisco Unified Reporting** at the **Cisco Unified Real Time Monitoring Tool (RTMT)** menu.
- by entering `https://<server name or IP address>:8443/cucreports/` and then entering your authorized username and password.

2. Click **System Reports** in the navigation bar.

3. In the list of reports that displays in the left column, click the **Unified CM Phone Feature List** option.

4. Click the **Generate a new report** link to generate a new report, or click the **Unified CM Phone Feature List** link if a report already exists.

5. To generate a report of all IP Phones that support built-in bridge, choose these settings from the respective drop-down list boxes and click the **Submit** button:

Product: All

Feature: Built In Bridge

The List Features pane displays a list of all devices that support the built-in bridge feature. You can click on the Up and Down arrows next to the column headers (Product or Protocol) to sort the list.

6. To generate a report of all devices that support privacy, choose these settings from the respective drop-down list boxes and click the **Submit** button:

Product: All

Feature: Privacy

The List Features pane displays a list of all devices that support the Privacy feature. You can click on the **Up** and **Down** arrows next to the column headers (Product or Protocol) to sort the list.

7. To generate a report of all devices that support single button barge, choose these settings from the respective drop-down list boxes and click the **Submit** button:

Product: All

Feature: Single Button Barge

The List Features pane displays a list of all devices that support the Single Button Barge feature. You can click on the **Up** and **Down** arrows next to the column headers (Product or Protocol) to sort the list.

For additional information about the Cisco Unified Reporting application, see the *Cisco Unified Reporting Administration Guide*.

Interactions and Restrictions

This section describes the interactions and restrictions for barge, privacy, and privacy on hold.

Interactions

This section describes how barge and privacy interact with Cisco Unified Communications Manager applications and call processing features.

Barge and cBarge

Cisco recommends that you assign either the barge or cBarge softkey to a softkey template. By having only one of these softkeys for each device, you can avoid confusion for users and potential performance issues.

**Note**

You can enable single button barge or single button cBarge for a device, but not both.

Barge and Call Park

When the target parks the call, the barge initiator gets released (if using the built-in bridge), or the barge initiator and the other party remain connected (if using the shared conference).

Barge and Join

When the target joins the call with another call, the barge initiator gets released (if using the built-in bridge), or the barge initiator and the other party remain connected (if using the shared conference).

Configure PLAR

A barge, cBarge, or single button barge initiator can barge into a call via a shared line that is configured for PLAR; that is, the initiator can barge into the call if the barge target uses the preconfigured number that is associated with the PLAR line while on the call. Cisco Unified Communications Manager does not send the barge invocation to the PLAR line before connecting the barge call, so the barge occurs no matter what the state of the PLAR destination is.

To make barge, cBarge, or single button barge work with PLAR, you must configure barge, cBarge, or single button barge, as described in the [Configure Barge, on page 2](#). In addition, you must configure the PLAR destination, a directory number that is used specifically for PLAR. The following example describes how to enable PLAR functionality for phones that are running SCCP and for phones that are running SIP.

A and A' represent shared-line devices that you configured for barge, cBarge, or single button barge, and B1 represents the directory number for the PLAR destination. To enable PLAR functionality from A/A', which are running SIP, see the following example:

Example for How to Configure PLAR

Procedure

- Step 1** Create a partition, for example, P1, and a calling search space, for example CSS1, so CSS1 contains P1. (In Cisco Unified Communications Manager Administration, choose **Call Routing** > **Class of Control** > **Partition** or **Calling Search Space**.)
- Step 2** Create a translation pattern, for example, TP1, which contains calling search space CSS1 and partition P1. Create a null pattern (blank pattern), but make sure that you enter the directory number for the B1 PLAR destination in the Called Party Transformation Mask field. (In Cisco Unified Communications Manager Administration, choose **Call Routing** > **Translation Pattern**.)
- Step 3** Assign the calling search space, CS1, to either A or A'. (In Cisco Unified Communications Manager Administration, choose **Device** > **Phone**.)
- Step 4** Assign the P1 partition to the directory number for B1, which is the PLAR destination. (In Cisco Unified Communications Manager Administration, choose **Call Routing** > **Directory Number**.)
- Step 5** For phones that are running SIP, create a SIP dial rule. (In Cisco Unified Communications Manager Administration, choose **Call Routing** > **Dial Rules** > **SIP Dial Rules**. Choose 7940_7960_OTHER. Enter a name for the pattern; for example, PLAR1. Click **Save**; then, click **Add Plar**. Click **Save**.)
- Step 6** For phones that are running SIP, assign the SIP dial rule configuration that you created for PLAR to the phones, which, in this example, are A and A'. ((In Cisco Unified Communications Manager Administration, choose **Device** > **Phone**. Choose the SIP dial rule configuration from the SIP Dial Rules drop-down list box.)
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Restrictions

The following restrictions apply to Barge:

- The barge initiator cannot conference in additional callers.
- To enhance performance, disable built-in bridge or turn on privacy for those devices that do not have shared-line appearances or do not use Barge.
- CTI does not support Barge through APIs that TAPI/JTAPI applications invoke. CTI generates events for barge when it is invoked manually from an IP phone by using the barge or cBarge softkey.
- Cisco recommends that you do not configure cBarge for a user who has barge configured. Choose only one barge method for each user.
- The original call requires G.711 codec. If G.711 is not available, use cBarge instead.
- You can assign a softkey template that contains the barge softkey to any IP phone that uses softkeys; however, some IP phones do not support the barge feature.
- Barge supports most Cisco Unified IP Phones that run SIP.
- A user cannot barge into an encrypted call if the phone that is used to barge is not configured for encryption. When barge fails in this case, a busy tone plays on the phone where the user initiated the barge.

If the initiator phone is configured for encryption, the barge initiator can barge into an authenticated or nonsecure call from the encrypted phone. After the barge occurs, Cisco Unified Communications Manager classifies the call as nonsecure.

If the initiator phone is configured for encryption, the barge initiator can barge into an encrypted call, and the phone indicates that the call state equals encrypted.

A user can barge into an authenticated call, even if the phone that is used to barge is nonsecure. The authentication icon continues to display on the authenticated devices in the call, even if the initiator phone does not support security.



Tip You can configure cBarge if you want barge functionality, but Cisco Unified Communications Manager automatically classifies the call as nonsecure.

- If you configure encryption for Cisco Unified IP Phones 7960 and 7940, those encrypted devices cannot accept a barge request when they are participating in an encrypted call. When the call is encrypted, the barge attempt fails. A tone plays on the phone to indicate that the barge failed.

A message displays in Cisco Unified Communications Manager Administration when you attempt the following configuration:

- In the Phone Configuration window, you choose Encrypted for the Device Security Mode (or System Default equals Encrypted), On for the Built In Bridge setting (or default setting equals On), and you click Insert or Update after you create this specific configuration.
 - In the Enterprise Parameter window, you update the Device Security Mode parameter.
 - In the Service Parameter window, you update the Built In Bridge Enable parameter.
- If the number of shared-line users in the conference is equal to or greater than the configuration for the Maximum Number of Calls setting for the device from which you are attempting to barge, the phone displays the message, Error Past Limit.

The following restrictions apply to privacy:

- To enhance performance, disable built-in bridge or turn on privacy for those devices that do not have shared-line appearances or do not use barge.
- CTI does not support privacy through APIs that TAPI/JTAPI applications invoke. CTI generates events when privacy gets enabled or disabled from an IP phone by using the privacy feature button.
- Privacy supports most Cisco Unified IP Phones that run SIP.

The following restriction applies to built-in conference bridge:

- To enhance performance, disable built-in bridge or turn on privacy for those devices that do not have shared-line appearances or do not use barge.
- The initiator cannot park a call, redirect a call, or use any feature that is using the CTI/JTAPI/TSP interface. The system supports only hold and unhold.
- Built-in conference bridge supports most Cisco Unified IP Phones that run SIP.

The following restrictions apply to privacy on hold:

- CTI does not support privacy on hold through APIs that TAPI/JTAPI applications invoke. CTI generates events when a privacy-enabled call is put on hold and when privacy gets enabled or disabled on held calls from an IP phone by using the privacy feature button.

Related Topics

[Report Support for Devices](#), on page 11

Install and Activate Barge, Privacy, and Privacy On Hold

Barge, privacy, and privacy on hold system features come standard with Cisco Unified Communications Manager software. The administrator activates the features after installation to make them available for system use. This section provides instructions to activate barge, privacy, and privacy on hold features.

Activate Barge

To activate barge with a built-in conference bridge, add the barge softkey to a softkey template, assign the softkey template to a device, set the Built-in Bridge Enable service parameter to On, and set the party entrance tone to True. To activate the single button barge feature, you must also enable it in the Device Profile Configuration window. See the [Configure Barge, on page 2](#) for details.



Note To set barge with built-in conference bridge for all users, set the Built-in Bridge Enable service parameter to On. To set barge with built-in conference bridge for individual users, set the Built in Bridge field to On in the Phone Configuration window.

Activate cBarge

To activate barge with shared conference bridge, add the cBarge softkey to a softkey template, assign the softkey template to a device, and set the party entrance tone to True. To activate the single button cBarge feature, you must also enable it on the Device Profile Configuration window. See the [Configure Barge, on page 2](#) for details.

Activate Privacy

The system automatically activates privacy in the Cisco Unified Communications Manager because the Privacy Setting service parameter is set to True and the phone has the privacy setting at Default. You must also add privacy to a phone button template and assign the phone button template to a device. See the [Configure Privacy and Privacy on Hold, on page 4](#) for details.

Activate Privacy on Hold

The system automatically activates privacy on hold in the Cisco Unified Communications Manager when the Enforce Privacy Setting on Held Calls service parameter is set to True and the phone has the privacy feature that is configured.

See the [Configure Privacy and Privacy on Hold, on page 4](#) for details.

Barge Privacy and Privacy on Hold Configuration

This section provides information to configure barge, privacy, and privacy on hold.



Tip Before you configure barge or privacy, see the [Configure Barge, on page 2](#) and the [Configure Privacy and Privacy on Hold, on page 4](#).

Service Parameters for Barge Privacy and Privacy On Hold

Cisco Unified Communications Manager provides five clusterwide service parameters: Built In Bridge Enable for the built-in conference bridge capability, Privacy Setting for the privacy feature, Enforce Privacy Setting on Held Calls setting for the privacy on hold feature, single button barge/cBarge policy for single button barge/cBarge features, and Party Entrance Tone for the tones that are played during barge. Set these parameters for each server in a cluster that has the Cisco CallManager service and barge is configured.

- Built In Bridge Enable-Default specifies Off. This parameter enables or disables the built-in conference bridge capability for phones that use the barge softkey. If Built in Bridge is set to On in Phone Configuration, the service parameter setting gets overridden.
- Privacy Setting-Default specifies True. This parameter enables or disables the privacy feature for phone users who do not want to display information on shared-line appearances. If only certain phones need the privacy feature, set the service parameter to False and set the Privacy field to On in Phone Configuration.

If the Privacy field in the Phone Configuration window is set to default, the phone uses the setting that is configured in the Privacy Setting service parameter.

- Enforce Privacy Setting on Held Calls—Default specifies False. This parameter enables or disables the privacy on hold feature for phone users who want to preserve privacy on held calls.
- Single button barge/cBarge Policy-Default specifies Off. This parameter enables or disables the single button barge/cBarge feature for phone users who want to use the barge or cBarge feature by simply pressing the line button.
- Party Entrance Tone-Default specifies False. This parameter enables or disables the tones that play during barge.