



The Listen & Whisper Features

The Listen & Whisper features allow authorized users to coach employees on phone calls by giving them the ability to listen (The Listen Feature) into a phone conversation between an employee and another caller. Further, the authorized user can talk to the employee (The Whisper Feature) without the other caller hearing what is being said (coaching).

To use the Listen Feature: Listen to your employee while they are on a call.

If you have the LISTEN softkey:

1. If you have a softkey configured called “**LISTEN**”, you can hit that key.
2. On your phone’s screen you will see a list of users you are able to Listen to. Using the up and down arrows, move to the user you want to Listen to and click the “**Select**” softkey.
3. Enter the password when prompted and you will now be listening to the extension.
4. When you are done, hit the **Goodbye** key or hang up.

If you DO NOT have the LISTEN softkey:

1. Dial *7790 + [the extension].
2. Enter the password when prompted and you will now be listening to the extension.
3. When you are done, hit the **Goodbye** key or hang up.

To use the Whisper Feature: Talk to your employee while they are on a call without the caller hearing you.

If you have the WHISPER softkey:

1. If you have a softkey configured called “**WHISPER**”, you can hit that key.
2. On your phone’s screen you will see a list of users you are able to Listen to. Using the up and down arrows, move to the user you want to Listen to and click the “**Select**” softkey.
3. Enter the password when prompted and you will now be listening to the extension and have the ability to talk to the employee without the caller hearing you.
4. When you are done, hit the **Goodbye** key or hang up.

If you DO NOT have the WHISPER softkey:

1. Dial *7791 + [the extension].
2. Enter the password when prompted and you will now be listening to the extension and have the ability to talk to the employee without the caller hearing you.
3. When you are done, hit the **Goodbye** key or hang up.

If you need assistance, please contact Crosswind VoIP Support by emailing support@crosswindsupport.com or by calling (888) 920-5685