



Grandstream Networks, Inc.

GRP260X Carrier-Grade Essential IP Phones

Zoom BMWT and Privacy Mode Configuration Guide



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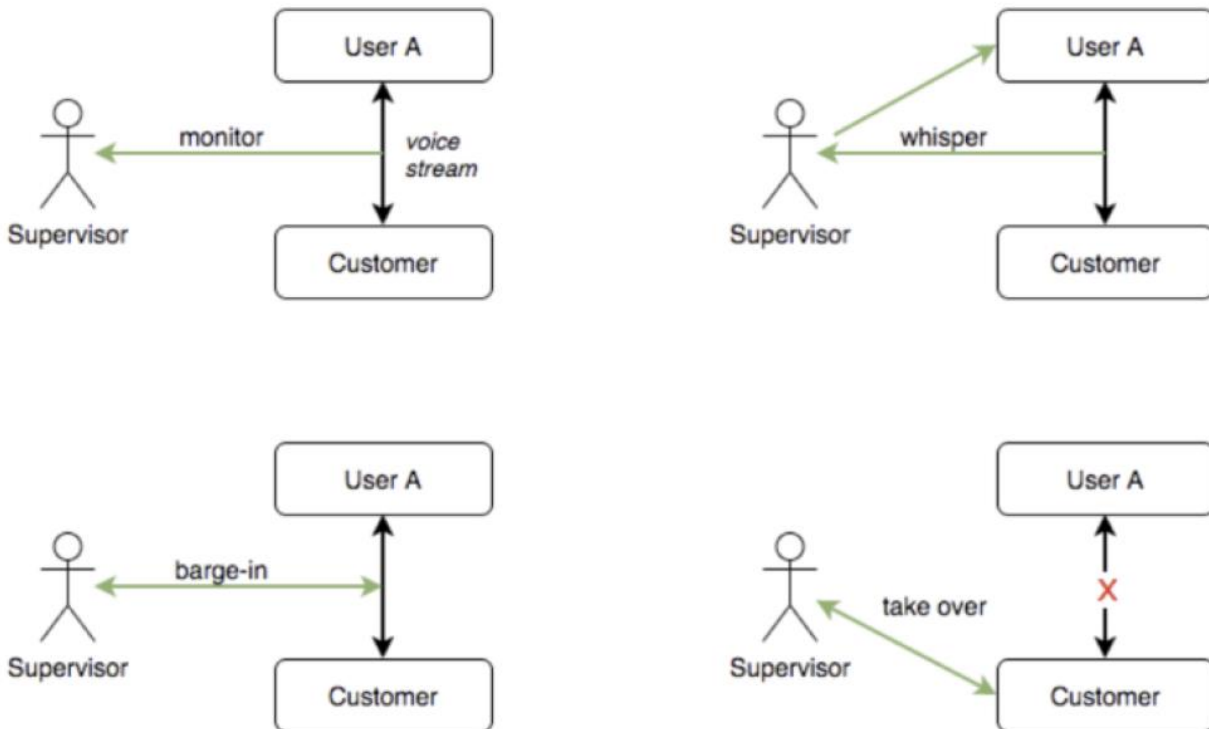
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Call Monitoring BMWT for SLA and SLG

1) Introduction

Account owners and admins can enable call monitoring, then add groups that can use monitoring features (listen, whisper, barge, and take over) for SLA and SLG.



2) BMWT Setup on Zoom Portal

Go on the Zoom Portal → Phone System Management → Monitoring, click the “Add” button.

For “Type”, select either Shared Line Group or Shared Line Appearance depending on which you are testing.



[Monitoring](#) > Add

Add Monitoring

Type ☐ Users & Common Areas ☐ Call Queues ☒ Shared Line Group ☐ Shared Line Appearance

Name

Site ▼

Monitored [Set](#)

Under “Monitored”, click Set and select the SLA/SLG you want monitored.

[Monitoring](#) > Add

Add Monitoring

Type ☐ Users & Common Areas ☐ Call Queues ☒ Shared Line Group ☐ Shared Line Appearance

Name

Site ▼

Monitored [Set](#)

Under “Privileges”, make sure all four options (Listen, Whisper, Barge, Take Over) are selected.
Click “Save”.



[Monitoring](#) > Add

Add Monitoring

Type ☐ Users & Common Areas ☐ Call Queues ☒ Shared Line Group ☐ Shared Line Appearance

Name

Site

Monitors  Only members in the same Shared Line Group can be monitors.

Privileges

☒ Listen ☒ Whisper ☒ Barge ☒ Take Over ☐ Conference Barge 

Monitored 1 Shared Line Group(s) [Manage](#)

[Save](#)

[Cancel](#)

3) BMWT Setup on GRP260x phones

From GRP260x WebUI—Account 1—Advanced Settings, set the options value as below:

Enable Call Monitor Function  ☒

Barge-in Feature Code 

Listen Feature Code 

Whisper Feature Code 

Takeover Feature Code 



Options	Tooltips	Alias	Value Range	Default
Enable Call Monitor Function	Enable the call monitor function.	account.1.sip.callMonitoring.enable	Yes, No	Yes
Barge-in Feature Code	Configure the call monitor barge-in feature code.	account.1.featureCodes.callMonitoring.bargein	{string}	Null
Listen Feature Code	Configure the call monitor listen feature code.	account.1.featureCodes.callMonitoring.listening	{string}	Null
Whisper Feature Code	Configure the call monitor whisper feature code.	account.1.featureCodes.callMonitoring.whisper	{string}	Null
Takeover Feature Code	Configure the call monitor takeover feature code.	account.1.featureCodes.callMonitoring.takeover	{string}	Null

Provision Template:

```

<item name="account.1.sip.callMonitoring.enable">Yes</item>
<item name="account.1.sip.callMonitoring.privacyMode.enable">Yes</item>
<item name="account.1.featureCodes.callMonitoring.listening">*336</item>
<item name="account.1.featureCodes.callMonitoring.whisper">*339</item>
<item name="account.1.featureCodes.callMonitoring.bargein">*332</item>
<item name="account.1.featureCodes.callMonitoring.takeover">*338</item>

<item name="account.2.sip.callMonitoring.enable">Yes</item>
<item name="account.2.sip.callMonitoring.privacyMode.enable">Yes</item>
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<item name="account.2.featureCodes.callMonitoring.whisper">*339</item>
<item name="account.2.featureCodes.callMonitoring.bargein">*332</item>
<item name="account.2.featureCodes.callMonitoring.takeover">*338</item>

```

4) How to use this feature on GRP260x phones

Test case example 1 — Call monitoring BMWT for SLA

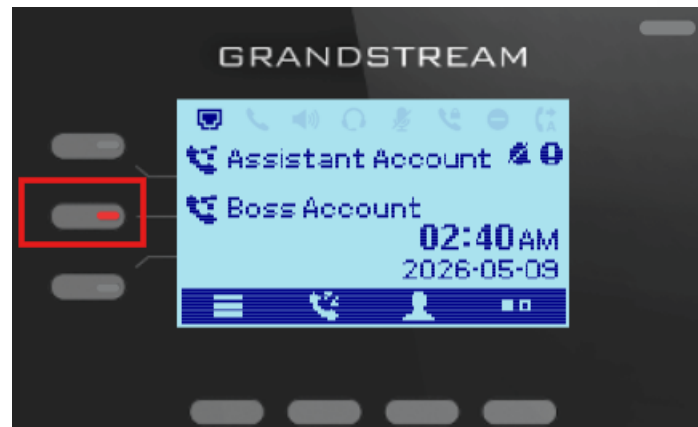
Step 1: Setup Call monitoring for the SLA setup.

Step 2: From another extension/PSTN, call the Boss's extension.

Step 3: From the Boss's phone, answer the call.

Step 4: From the secretary's phone, press the shared mode line key that monitors the boss's extension.

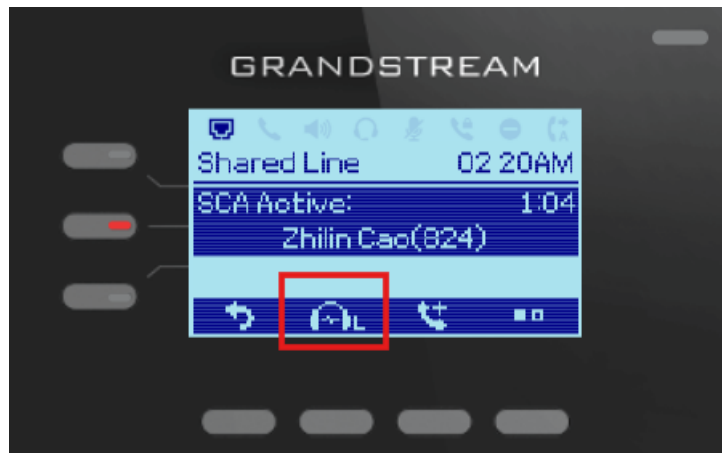


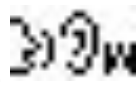


From here:

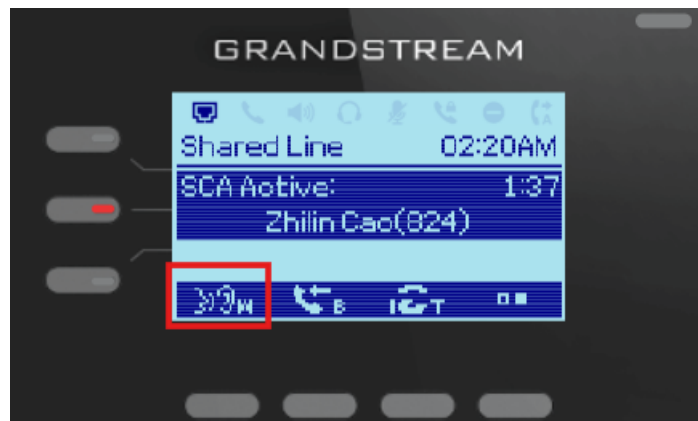
- a. Press the "Listen" softkey. 

Result: Secretary can hear boss and caller, but boss and caller cannot hear secretary.

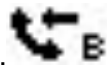


- b. Press the "Whisper" softkey. 

Result: Secretary can hear boss and caller, and secretary can talk to boss.



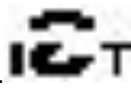
c. Press the “Barge” softkey.



Result: Secretary, boss and caller can talk and hear each other.



d. Press the “Take Over” softkey.



Result: Boss call gets dropped. Secretary and caller can talk to each other.



Note: The same behavior is observed when the boss and secretary roles are swapped.

Test case example 2 — Call monitoring BMWT for SLG

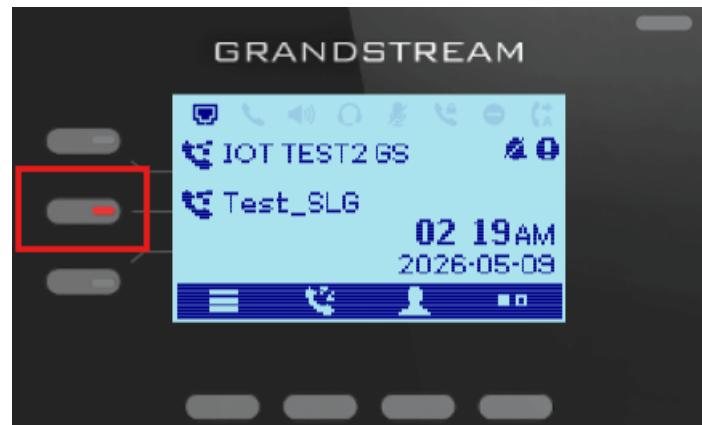
Step 1: Setup Call Monitoring for the SLG setup. User 1 and User 2 are in the same SLG group.

Step 2: From another extension/PSTN, call the shared line group's extension.

Step 3: From User 1's phone, answer the call.

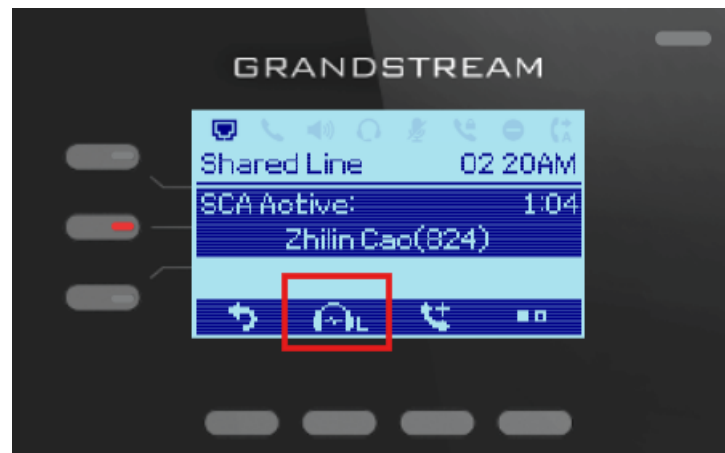
Step 4: From User 2's phone, press the shared mode line key that monitors the SLG's extension.

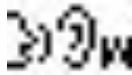


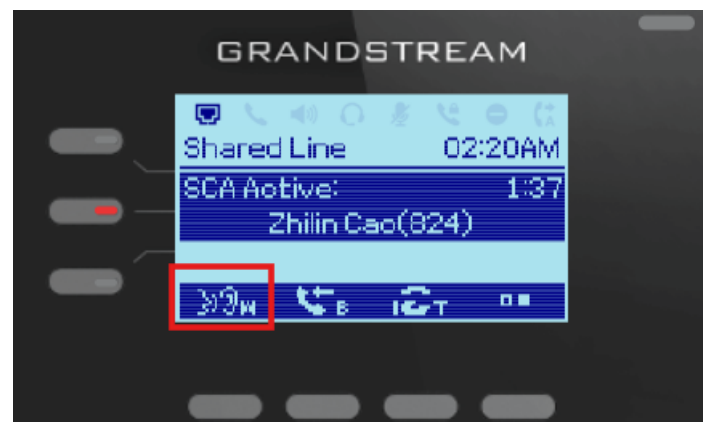


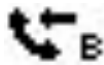
From here:

- a. Press the “Listen” softkey. 
- Result: User 2 can hear User 1 and caller, but User 1 and caller cannot hear User 2.



- b. Press the “Whisper” softkey. 
- Result: User 2 can hear User 1 and caller, and User 2 can talk to User 1.



- c. Press the “Barge” softkey. 



Result: User 1, User 2 and caller can talk and hear each other.



d. Press the “Take Over” softkey.

Result: User 1 call gets dropped. User 2 and caller can talk to each other.



Note: The same behavior is observed when the User 1 and User 2 roles are swapped.

Privacy mode for shared lines (SLA and SLG)

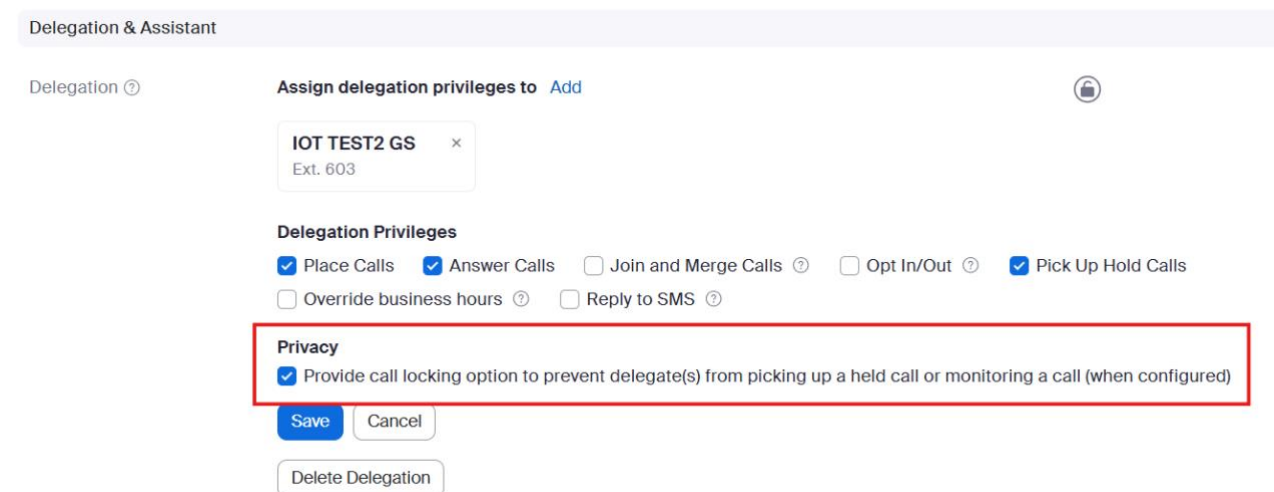
1) Introduction

Account owners and admins can enable a privacy feature for shared line groups or shared line appearance (call delegation). This allows shared line group and shared line appearance members to lock the call, which prevents others from picking up a held call, listening, whispering, barging, or taking over the call.

2) Privacy Mode Setup on Zoom Portal

For SLA:

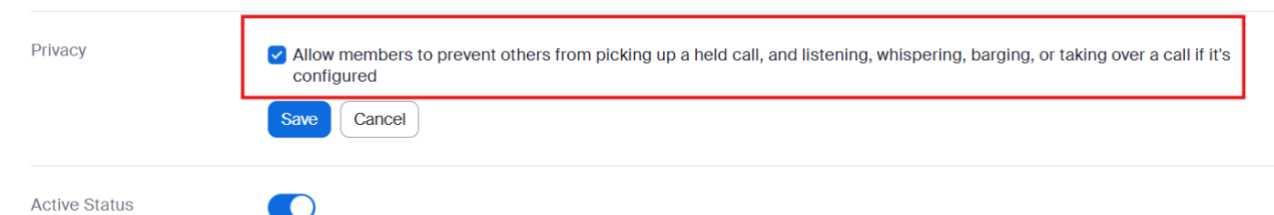
Go on the Zoom Portal → Phone System Management → Users & Rooms → User_X (Boss Account) → User Settings, find the Delegation & Assistant section → Assign delegation privileges to an account, then enable “Privacy”.



The screenshot shows the 'Delegation & Assistant' settings for a user named 'IOT TEST2 GS' (Ext. 603). Under 'Delegation Privileges', several options are checked: 'Place Calls', 'Answer Calls', and 'Pick Up Hold Calls'. The 'Privacy' section is highlighted with a red box, showing the option 'Provide call locking option to prevent delegate(s) from picking up a held call or monitoring a call (when configured)' is checked. Below this are 'Save', 'Cancel', and 'Delete Delegation' buttons.

For SLG:

Go on the Zoom Portal → Phone System Management → Shared Lines → Shared Line Group, select the SLG group and enable “Privacy”.



The screenshot shows the 'Privacy' settings for a Shared Line Group. The option 'Allow members to prevent others from picking up a held call, and listening, whispering, barging, or taking over a call if it's configured' is checked and highlighted with a red box. Below this are 'Save' and 'Cancel' buttons. At the bottom, the 'Active Status' is shown as a toggle switch that is currently turned on.



3) Privacy Mode Setup on GRP260x phones

From GRP260x WebUI—Account 1—Advanced Settings, enable “Support Call Monitor Privacy Mode”.

Support Call Monitor Privacy Mode  

Options	Tooltips	Alias	Value Range	Default
Support Call Monitor Privacy Mode	The configuration supports the privacy mode for call monitor, which can be manually switched on or off on the LCD after it is supported.	account.1.sip.callMonitoring.privacyMode.enable	Yes, No	Yes

Provision Template:

```
<item name="account.1.sip.callMonitoring.privacyMode.enable">Yes</item>
```

4) How to use this feature on GRP260x phones

Test case example

Step 1: Setup Call Monitoring for the SLG setup. User 1 and User 2 are in the same SLG group.

Step 2: From another extension/PSTN, call the shared line group's extension.

Step 3: From User 1's phone, answer the call.



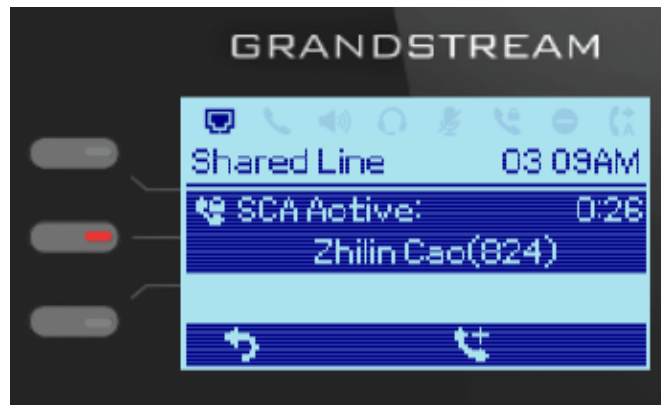
Step 4: From User 1's phone, press the “Call Lock” softkey.



Result: From User 2, it cannot do call monitoring (Listen, Whisper, Barge, Take Over) with current



call. Those softkeys will be hidden.



Step 5: From User 1's phone, press the "Call Unlock" softkey.



Result: From User 2, it can do call monitoring (Listen, Whisper, Barge, Take Over) again with current call.



Supported Devices

Device Name	BMWT Support	Privacy Support
GRP2601/P/W	Not supported	Not supported
GRP2602/P/G/W	1.0.7.64 or higher	1.0.7.64 or higher
GRP2603/P	1.0.7.64 or higher	1.0.7.64 or higher
GRP2604/P	1.0.7.64 or higher	1.0.7.64 or higher

