



Call Spy

The call spy feature allows you to listen in to an active call on another extension on your PBX and speak to the agent (your staff member), without the customer (external caller) being able to hear you.

This feature enables you to assist and coach staff while on active calls. For example, a trainer, team leader or manager may use the call spy feature to listen in and provide assistance to a new team member for their first few calls, or in the event that a difficult or problematic call arises and a team member needs assistance.

Using Call Spy

Call spy can be activated by dialling the appropriate call spy [Dialling Codes](#) from your phone.

*95XXX	Call Spy Extension	Dial *95 then an extension number to Listen to an active call on an extension (for example *95103 for extension 103)
*95	Call Spy All Phones	Listen to any active call on your PBX

Restricting Call Spy

Call spy can be disabled on a per-extension basis, both as the spier and the target. This is commonly used to only allow supervisors to spy on staff calls, or to ensure nobody can spy on a management extension, for example.

To update the restrictions for call spying an extension, login to <https://voipportal.com.au/> then select PBX extensions and click Edit for the target extension.

To allow this extension to spy on another extension's calls, enable **Can Call Spy**

To set this extension so it can't be spied on, enable **Call Spy Privacy**

ADVANCED OPTIONS ▲

Default Area Code: 07

Dial Region: Australia

Timezone: Australia/Brisbane - (10:01ε

Codec: ulaw;alaw;g729

Can Call Spy: ON

Call Spy Privacy: OFF



For more information on the extension settings, please see [Portal Guide - PBX Extensions and Sip Trunks](#)

Legal Requirements

Note that call the call spy feature has certain legal requirements that must be adhered to in order to be used.

You should read and ensure you fully understand the relevant legislation before using this feature.

Call Recording and Monitoring Legal Requirements

In Australia, there is current legislation applicable to the recording and monitoring of phone calls. This legislation varies by state and has different requirements for different circumstances. In some cases it may not be legal for you to use call recording or monitoring features at all.

By law it is your responsibility to ensure that your use of any Tronic product features and functions is compliant with any relevant legislation.

Tronic accepts no responsibility for misuse of, or implementation of these features and functions that may be deemed unlawful or the subject of any criminal or civil matter.

The ACMA provides a fact sheet that may provide a starting point to understand the legal requirements of using these features:



[Please click fact sheet](#)

Tronic intends for this information to be used as a guide only and it does not constitute legal advice, nor should it be relied upon as a substitute for legal advice. We strongly recommend seeking independent legal advice before the use of call recording or monitoring features.