

Using Intercom

The Intercom feature provides users with a quick way to make extension-to-extension calls. When an Intercom call is made, the system identifies the call to the called party as an Intercom call by playing a series of fast beeps and then automatically turns the called party's speakerphone on so that both users can begin speaking immediately.

Intercom Instructions:

- 1 Intercomer (caller) picks up handset or presses the speaker button.
- 2 Intercomer dials *96 and the "dial" softkey (or # button), and hears the a dial tone.
Note: if there is an available Line Key on the phone, an Intercom Speed Dial (*96#) can be programmed.
- 3 Intercomer dials the 4/5 digit extension of the person they wish to Intercom to and then the "dial" softkey (or # button),
- 4 The Intercomee's phone will go off hook with an audible tone, and a 2-way conversation begins until either party disconnects the call.
- 5 If the Intercomee:
 - a is on a phone call, then the Intercom call will be treated like a regular phone call on the Intercomee's 2nd line.
 - b is in DnD mode, then the Intercom call will go to voicemail.
 - c has Call Forwarding or other treatments enabled, the Intercom call will go:
 - i off hook on the forwarded-to users phone if the number is in the same business group.
 - ii forwarded as a regular phone call if the forwarded-to number is outside the business group.

Note for Users who have more than 2 DIDs on their phone:

It is the recommendation that receivers of Intercom calls do not have shared line appearances of other Intercom users due to the following example:

- 1 User A has their own line appearance and a shared line appearance of User B (as a secondary line).
- 2 User B is on a call.
- 3 Secretary (Intercomer) tries to Intercom User B.
- 4 User A will receive User B's Intercom call - User B's secondary line on User A's phone will go off hook as an Intercom call if User A is not on a call.