Intercom/Paging Extension

This page contains instructions on how to add an Intercom/Paging extension to the system.

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Overview

The Intercom/Paging extension allows users to call several or all available extensions at the same time. The called extensions will hear the caller's announcements no matter if they pick up the phone or not.

To set up an Intercom/Paging extension, first you need to define its **general settings**. Then you may customize it using specific options. You may do this at any time later on by clicking the Intercom/Paging Setup icon in the extension's management page.

To add/remove numbers or groups to/from the lists, right-click the same icon. The **Choose extensions/groups** window will be displayed in a popup, where you can select the extensions/groups that you want to add/remove.

Basic settings

This section allows you to set up basic Intercom/Paging extension related options.

Option	Details
Type	You may choose between: • **2 way intercom** - Called extensions are able to talk back to the caller. • **1 way paging** - Called extensions cannot talk back to the caller.
Alert-Info header	In order for intercom/paging to work, the **Alert-Info** and the **Call-Info** headers must be sent from the VoipNow to the user's phone terminal. If the phone terminal supports Intercom/Paging and if it is able to read those headers, then it will automatically answer and you will not be required to fill in anything in these two fields.
Call-Info header	Newer firmware versions for certain devices such as Linksys, Polycom, Aastra, Grandstream or Snom (not necessarily for all of them) might require another value for the Alert-Info and the Call-Info headers, different from the default ones. In these conditions, you will be required to check with the phone manufacturer the values that must be filled in to enable automatic answering. This does **not** work when multiple phones of different types are dialed in Intercom.
Timeout	The maximum duration of the intercom/paging session. At the end of this interval, the call is disconnected.
Play sound on connection	Each time the user is connected to the called extensions, a sound is played. Use the  icon to view the available sound files or manually fill in the file location. A pop-up window listing all the sounds matching the name specified in the text will be displayed. You can read more about the Sound Manager in the **Appendix**.
Caller permission for any extension in organization	When enabled, this option allows any extension in the organization to call the Intercom/Paging extension. If this option is disabled, you have to manually assign individual permissions in the **Permission to Call Intercom For** area described below.
Allow intercom to call all its assigned extensions simultaneously	When enabled, this option allows the Intercom to call all of its assigned extensions at the same time. Extensions from configured groups (i.e. groups of extensions assigned to an Intercom extension) however will not be called.

Permission to call Intercom for

In this area, you will be able to indicate which extensions are allowed to call the Intercom/Paging extension.

- **Individual extensions:** Specify the extensions that are allowed to call the Intercom/Paging extension.
- **Groups:** Specify the extension groups that are allowed to call the Intercom/Paging extension.

Allow Intercom to call

In this area, you will be able to indicate the extensions that can be called by the Intercom/Paging extension.

- **Individual extensions:** Specify the extensions that can be called by the Intercom/Paging extension.
- **Groups:** Specify the extension groups that can be called by the Intercom/Paging extension.

Intercom/Paging operations

Please note that if you call the Intercom and your extension is among those assigned to it, the call to your own extension will no longer be placed. In short, all the other extensions assigned to Intercom will be called, except yours.

Calls to all extensions assigned to the Intercom

To call all the extensions assigned to an Intercom/Paging extension, dial the short number of the Intercom extension.

Example:

If the Intercom extension is 0001*003, you need to dial 003 (its short number). All extensions assigned to Intercom 003 will receive your call.

Calls only to a particular extension assigned to the Intercom

Suppose an Intercom is assigned several extensions. To call only a particular extension assigned to an Intercom/Paging extension, dial the short number of the Intercom, plus the short number of the extension you want to call in particular, followed by *.

Example:

If you want to call extension 0001*009 using Intercom 0001*003, you need to dial 003009*. Only extension 009 will receive your call.

Calls to a particular group of extensions assigned to the Intercom

To call a certain group of extensions that is assigned to a Intercom/Paging extension, dial the short number of the Intercom, plus the ID of the group of extensions, followed by *.

Example:

If the ID of the group of extensions is 12 and you want to call it using Intercom 0001*003, you need to dial 00312*. All the extensions in that group will receive your call.

Related topics
Extension overview

Manage extensions