

# Setting the Intercom/Paging Extension

This page contains information on how to add and configure an Intercom Paging Extension.

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## Overview


The Intercom Paging extension type allows the user to call several or all the available extensions at the same time. The called extensions will be able to hear the caller's announcements whether they pick up the phone or not.

You can customize the Intercom Paging extension by setting up the options detailed in the section below. If you do not want to finalize the process right away, you may skip this step and come to it any time later by clicking the **Intercom/paging setup** icon available in the extension's management page.

In order to add/remove numbers or groups to/from the lists, you have to click the [Arrow](#) button. The **Choose extensions/groups** window will be displayed in a popup, allowing you to select the extensions/groups that you want to add/remove.

## Basic settings

This section allows to set up the basic options for the Intercom Paging extension.

Option	Details
Type	<p>You may choose between:</p> <ul style="list-style-type: none"><li>• <b>2 way intercom:</b> Called extensions are able to talk back to the caller.</li><li>• <b>1 way paging:</b> Called extensions cannot talk back to the caller.</li></ul>
Alert-Info header	<p>In order for intercom/paging to work, the <b>Alert-Info</b> and the <b>Call-Info</b> headers must be sent from the VoipNow to the user's phone terminal.</p> <p>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.</p> <p>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.</p> <p>⚠ This does <b>not</b> work when multiple phones of different types are dialed in Intercom.</p>
Call-Info header	
Timeout	<p>The maximum duration of the intercom/paging session. At the end of this interval, the call is disconnected.</p>
Play sound on connection	<p>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.</p> <p>A pop-up window listing all the sounds matching the name specified in the text will be displayed.</p> <ul style="list-style-type: none"><li>• <b>Listen:</b> Allows you to listen to the message; the sound's total length is displayed as well using the hh:mm:ss format. If you want to download the sound on your hard drive, click the <a href="#">Download</a> icon and confirm your choice.</li><li>• <b>Name:</b> Identifies sound file. Click the link to select it.</li><li>• <b>Folder:</b> Displays the file's folder location.</li></ul> <p>The path will display the folder name and also its origin. "/" placed before the name of a folder signals the current account's default folder. For every "/" added, you go up an account level.</p>
Permission to call intercom for any extension in organization	<p>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 <b>Permission to Call Intercom For</b> area described below.</p>
Allow intercom to call all its assigned extensions simultaneously	<p>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.</p>

## 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.

Related topics

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