

Intercom Functionality on *Elevate* Platform

This article describes how the Intercom functionality can be used on Elevate platform.

Note: in some guides, this functionality is referred to as **Voice Announce**.

Description

Unlike the Paging groups, Intercom allows you to have a two-way audio conversation.

In order to start an intercom call, the user will need to dial ***90** + target user extension (i.e. ***90100** will initiate the intercom call with the user ext 100).

The extension that receives the intercom call will then be able to hear and speak to the initiator via their device's speakerphone.

Specifications and configuration

- **Note:** Intercom will only work for devices that support paging. If the device called does not support paging then a normal call will be established;
- Call recording doesn't work with the intercom calls;
- Intercom calls can't be transferred or forwarded;
- If you intercom a desk phone that is in Do Not Disturb mode, the Intercom acts like a phone call and goes to voicemail;
- If you use desktop and/or mobile Elevate app and you put a desk phone into DND, Intercom will not ring at the desk phone but it will ring on the Elevate apps.
- If the user has only one device assigned, that device will be considered as their Intercom device;
- **Note:** If the user has multiple devices assigned, the device that was added first will be considered an Intercom device;
- In order to re-assign the Intercom role to another device, the user should dial ***91** from the phone which he wants to be used for Intercom in the future;
- **Important:** if the ***90** command does not work, it may be an indication that the user's device is not registered for the Intercom function. In such cases, the ***91** command needs to be dialed from the target device to correct this issue. This will ensure that the device is properly enabled for the Intercom function and that there are no issues with Intercom calls.