Intercom gives you the flexibility to make short announcements or have quick conversations with your colleagues on Plug & Ring® ready desktop IP phones and Softphones.

With a few simple key strokes you can ping desktop IP phones about parked calls, visitors or have quick discussions.

Features & Benefits:

- Use your desktop IP phone soft key to quickly intercom colleagues
- Reach colleagues on desktop IP phones in other office locations
- Use speakerphone for hands-free conversation or turn to handset for privacy
- Short beep alerts recipient of incoming Intercom call
- Control permissions on Intercom use - Admins or users can enable Intercom and determine who can intercom them
- Intercom works well in conjunction with Call Park—park calls in the cloud and use Intercom to announce them to colleagues
- Intercom is included with Office@Hand Premium user licenses
- Intercom is included with Premium user licenses and in Office@Hand Editions.
How it works:

Enabling Intercom on the account

Intercom is disabled by default. To enable Intercom, login to your Office@Hand account and go to Phone Systems under Settings tab.
Follow these instructions to turn the feature on and select one of your devices to receive intercom.

Under Settings > select Phone System > go to Users > choose Phones & Numbers > select Intercom

Users maintain control over who can contact them via Intercom, by giving explicit permissions to specific users.
Admins can also set permissions on behalf of users.

Using Intercom on desk phones

Simply press the Intercom soft key.

A voice prompt will state “Please enter the extension you wish to intercom followed by the pound sign.”

When you enter the extension and press pound, you and the recipient will hear a beep and then you may begin speaking.

Just hang up when you’re done conversing.

Using Intercom on Softphone and conference phones

From select desktop IP phones, Polycom 600 conference phone and Office@Hand Softphone*, press *85.

You will then hear the prompt “Please enter the extension you wish to Intercom followed by the pound sign”. A beep will sound on both ends, notifying you that you may begin speaking.

Devices with Intercom feature

The following Office@Hand devices and models will support receiving Intercom calls.

- Cisco: 303 / 502G / 504G / 508G / 509G / 525G / 525G2
- Polycom: 321 / 331 / 335 / 450 / 550 / 650 / 670 / VVX500

- Intercom is not available on the Office@Hand Mobile App for iPhone/iPad and Android.

* Office@Hand Softphone can only be used to initiate Intercom. You can not receive Intercom on the Softphone.