Lightpath Hosted Voice – 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 Users A's phone will go off hook as an Intercom call if User A is not on a call.