



Create and manage intercom groups

As an administrator for the AT&TSM Collaborate service with permissions to manage sites within your company, you can manage intercom groups. When you create an intercom group, authorized members of the group can page all group members. If group members have phones that support paging, their phones answer the intercom call in speakerphone mode, and the member who initiated the call can talk to all the members.

Note: Phones that don't support paging can still receive intercom group calls, but the group member must answer the phone rather than using speakerphone mode.

For example, an elementary school might have an intercom group made up of all classroom staff. All classroom phones are added to this group. Authorized users who can initiate an intercom page, such as the principal and other employees in the main office, can call the intercom group to make an announcement to classroom staff through their phones.

The Intercom Group feature is available only with the Enhanced Voice Features bundle.

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Create an intercom group

To create an intercom group, enter profile information, then choose the privacy and caller ID settings. To add users who can start a group page (called originators) and users who receive the page (called targets), see [Manage an intercom group](#).

Enter profile information

1. On the Collaborate homepage, click **Select a site** or **Switch sites**, and then search for or select a site to manage.
2. On the left menu, expand **Call handling**, and then click **Intercom Group**. The **Intercom Group** manage page appears.
3. Click **Create**. The **Intercom Group** page appears.
4. Click **Advanced mode**. The **Manage an intercom group profile** page appears.
5. Complete the following information:
 - An intercom group name



- A 10-digit phone number or an extension
 - Select a department (optional)
 - Check the privacy options you want for the intercom group:
 - **Enable directory privacy**—Excludes the intercom group information from the company directory.
 - **Enable intercom group extension dialing privacy**—Excludes the intercom group extension from the auto attendant extension dialing search.
 - **Enable intercom group name dialing privacy**—Excludes the intercom group name from the auto attendant name dialing search.
 - Under **Caller ID to display**, do 1 of these things:
 - To display the intercom group extension as the caller ID, select **Intercom group**.
 - To display the extension of the user who placed the call, select **Originator with prefix**:
 - Choose a prefix that will appear before the extension and be visible to those receiving the intercom group call. For example, you might use prefix **000** to indicate that the intercom call is urgent.
 - Select the confirmation tone timeout; the number of seconds between the first answer from any target and the service-ready announcement prompt to the originator.
6. Click **Save**. The **Intercom Group** page appears with your new group.

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Manage an intercom group

You can add or remove users who can start a group page (originators) and receive intercom group pages (targets). You can also delete an intercom group.

To change intercom group profile information, follow the steps in the [Enter profile information](#) section.

Add and remove intercom group users

1. Follow steps 1 and 2 in the [Enter profile information](#) section.
2. On the **Intercom Group** manage page, below the group you want to manage, click **Edit**. The manage page for that intercom group appears.
3. Click **Users**. The **Intercom group users** page appears.
4. Under **Originators** or **Targets**, click **Assign users**. The **Assign users** window opens.
5. Search for and select the users you want, and then click **Assign**.
6. To remove users, click **View and manage users**. The **View and manage members list** window opens.
7. Search for or select the users you want to remove from the group, and then click **Save**.



Delete an intercom group

1. On the **Intercom Group** manage page, next to the intercom group you want to delete, click **Delete**.
2. When you're prompted to confirm the deletion, click **Confirm**.

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