CallManager: Intercom Feature Configuration Example

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Contents

Introduction

The Intercom feature allows you to speak to someone on an intercom line. Cisco CallManager does not have a dedicated Intercom feature. However, with Cisco CallManager, you can configure a phone/directory number to auto answer with speakerphone, which acts like an intercom. The configuration of this option causes the speakerphone to go off hook automatically when an incoming call is received.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco CallManager 3.x and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Configure Auto Answer

Complete these steps in order to configure the Auto Answer feature:

1. On the Cisco CallManager Administration page, choose **Device** > **Phones** and select **Extension**.
2. Under the Directory Number Settings, go to **Auto Answer** and choose **Auto Answer with speakerphone**.

    This acts like an Intercom feature for the directory number.

Note: The Auto Answer feature is not supported on shared lines. If required, you can use a third party solution called Berbee's InformaCast which provides the capability to simultaneously send an audio stream and a text message to Cisco IP phones (7940 or 7960).

Verify

For all incoming calls to the configured directory number, verify that the speaker phone automatically goes off hook.

Related Information

- **For Assistants – How to Use Cisco IPMA on Your Phone**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**