

# RingCentral Intercom

Intercom gives you the flexibility to make short announcements or have quick conversations with your colleagues on desk phones and softphones.



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

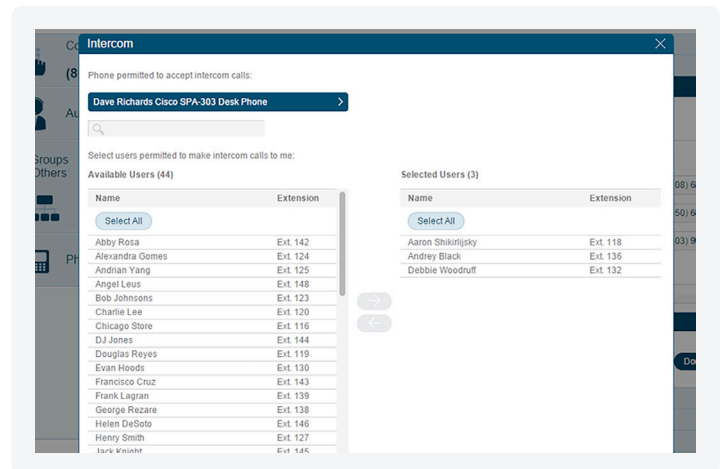
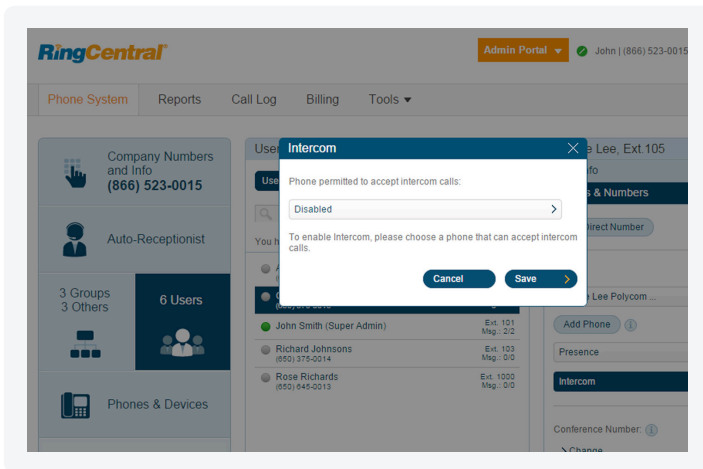
## Features

- Use your desk phone soft key to quickly intercom colleagues.
- Reach colleagues on desk phones in any of the office locations on the RingCentral system.
- 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 free for RingCentral Office® Standard™, Premium™, and Ultimate™ editions.

## How it works

### Enabling intercom on the account

Intercom is disabled by default. To enable intercom, log in to your RingCentral 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 **Admin Portal** → 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 the 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, RingCentral Phone™ mobile app, and conference phones

From select desk phones\*, Polycom® 600 conference phone and RingCentral Phone\*\*, 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 RingCentral devices and models will support receiving intercom calls.

Cisco®:

303 / 502G / 504G / 508G / 509G / 514G / 525G / 525G2

Polycom:

321 / 331 / 335 / 450 / 550 / 560 / 650 / 670 VVX310 / VVX410 / VVX500

\* Intercom is not available on the RingCentral Phone mobile app for iPhone®/iPad® and Android™.

\*\* The RingCentral Phone desktop app can only be used to initiate intercom. You can not receive intercom on this app.

For more information, please contact a sales representative. Visit [ringcentral.com](http://ringcentral.com) or call 855-774-2510.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.