

Intercom, Paging & Announcement Paging

Intercom and Paging are ways to broadcast an announcement over one or more speakers. These could be the speakerphones on a desk phone in an office, a mounted speaker in a warehouse or an outdoor area. These pages can be sent from any connected device such as a desk phone or even a doorbell. In general, paging systems are powerful tools used to relay information quickly to a large audience.

This document explains how to set up and use Paging & Intercom features on **Grandstream UCM6XXX series**. The following scheme will be used for different Paging / Intercom features explanation.

UCM6xx refers to the UCM62xx, UCM6510 and UCM630x/A series.

Paging and Intercom Group

Paging and Intercom Group can be used to make an announcement over the speaker on a group of phones. Targeted phones will answer immediately using speaker. The UCM6xxx paging and intercom can be used via feature code to a single extension or a paging/intercom group. This section describes the configuration of paging/intercom group under Web GUI→**Call Features**→**Paging/Intercom**.

Configure Paging/Intercom Group

- Click on  to add Paging/Intercom Group.
- Click on  to edit the Paging/Intercom Group.
- Click on  to delete the Paging/Intercom Group.
- Click on “Paging/Intercom Group Settings” to edit Alert-Info Header. This header will be included in the SIP INVITE message sent to the callee in paging/intercom call.

Important Note

Please ensure that “Allow Auto Answer by Call-Info/Alert-Info” is enabled on the IP phone so the intercom can be automatically answered once it has reached the IP phone. This option is enabled by default.

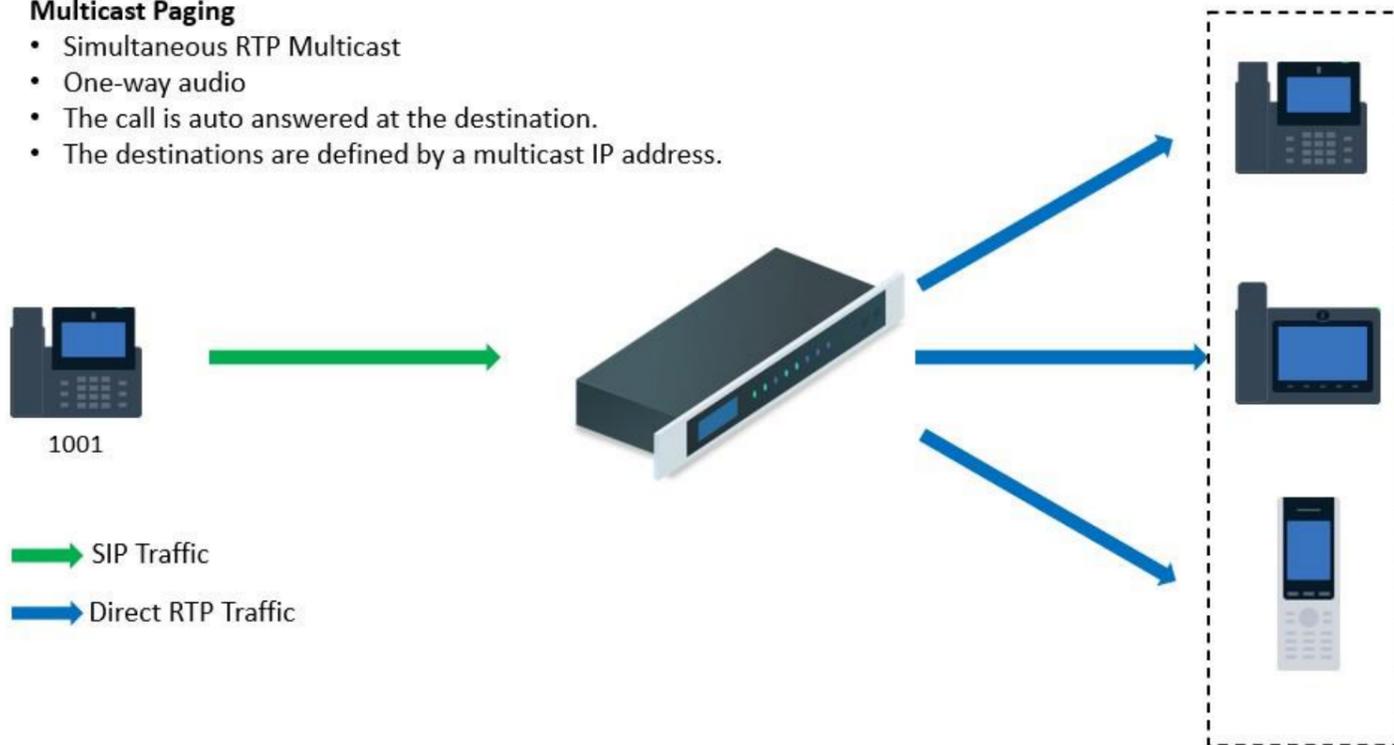
Configure Multicast Paging

UCM6XXX Configuration

Multicast paging is a feature used to send a paging to multiple SIP endpoints which are grouped under one multicast IP address. When the paging has reached the UCM, SIP is not involved from this point. The UCM will relay the paging directly using RTP stream to the endpoints using the multicast IP address as the destination. The paging will immediately start on the endpoints.

Multicast Paging

- Simultaneous RTP Multicast
- One-way audio
- The call is auto answered at the destination.
- The destinations are defined by a multicast IP address.



Multicast Paging Diagram

Paging/Intercom > Create New Paging/Intercom Groups

* Name:

* Type:

* Extension:

* Multicast IP Address:

* Port:

Delayed Paging:

Delay (s):

* Maximum Call Duration (s):

Custom Prompt:

Paging/Intercom Whitelist:

<input type="checkbox"/> 5 Available	<input type="checkbox"/> 0 Selected
Search <input type="text"/>	Search <input type="text"/>
<input type="checkbox"/> 1000	None
<input type="checkbox"/> 1001	
<input type="checkbox"/> 1002	
<input type="checkbox"/> 1003	
<input type="checkbox"/> 1004	

Multicast Paging

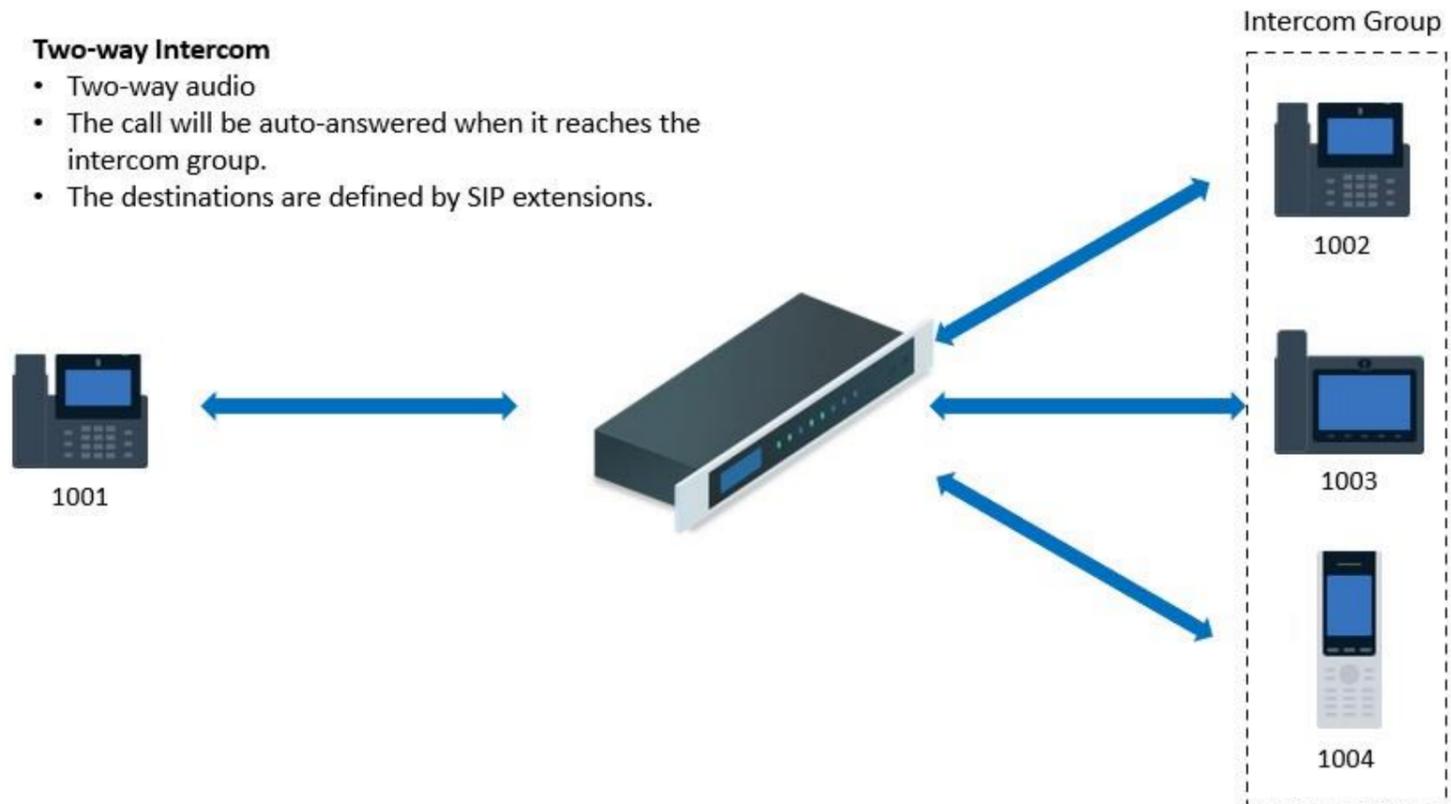
Table 1: Multicast Paging Configuration Parameters

To configure the multicast paging on Grandstream IP phone, please refer to the guide below:

<https://documentation.grandstream.com/knowledge-base/grp26xx-multicast-paging-guide/#receiving-multicast-paging>

Configure 2-way Intercom

2-way intercom allows initiating a intercom between one and multiple SIP endpoints. When the extensions receive the call, it will be answered automatically and the user will start hearing the initiator's voice. When a user responds to the initiator, all the other users will be able to hear the initiator and the user's voice; the other users cannot be heard while a user is speaking. When the user is done talking, other user can start talking and will be heard by the initiator and all other users.



2-way Intercom Diagram

Create New Paging/Intercom Groups

* Name:

* Type:

* Extension:

Auto Record:

Replace Display Name:

* Maximum Call Duration (s):

Custom Prompt: [Upload Audio File](#)

Members:

12 items Available	0 item Selected
<input type="checkbox"/> 1000	
<input type="checkbox"/> 1001	
<input type="checkbox"/> 1002	
<input type="checkbox"/> 1003	
<input type="checkbox"/> 1004	

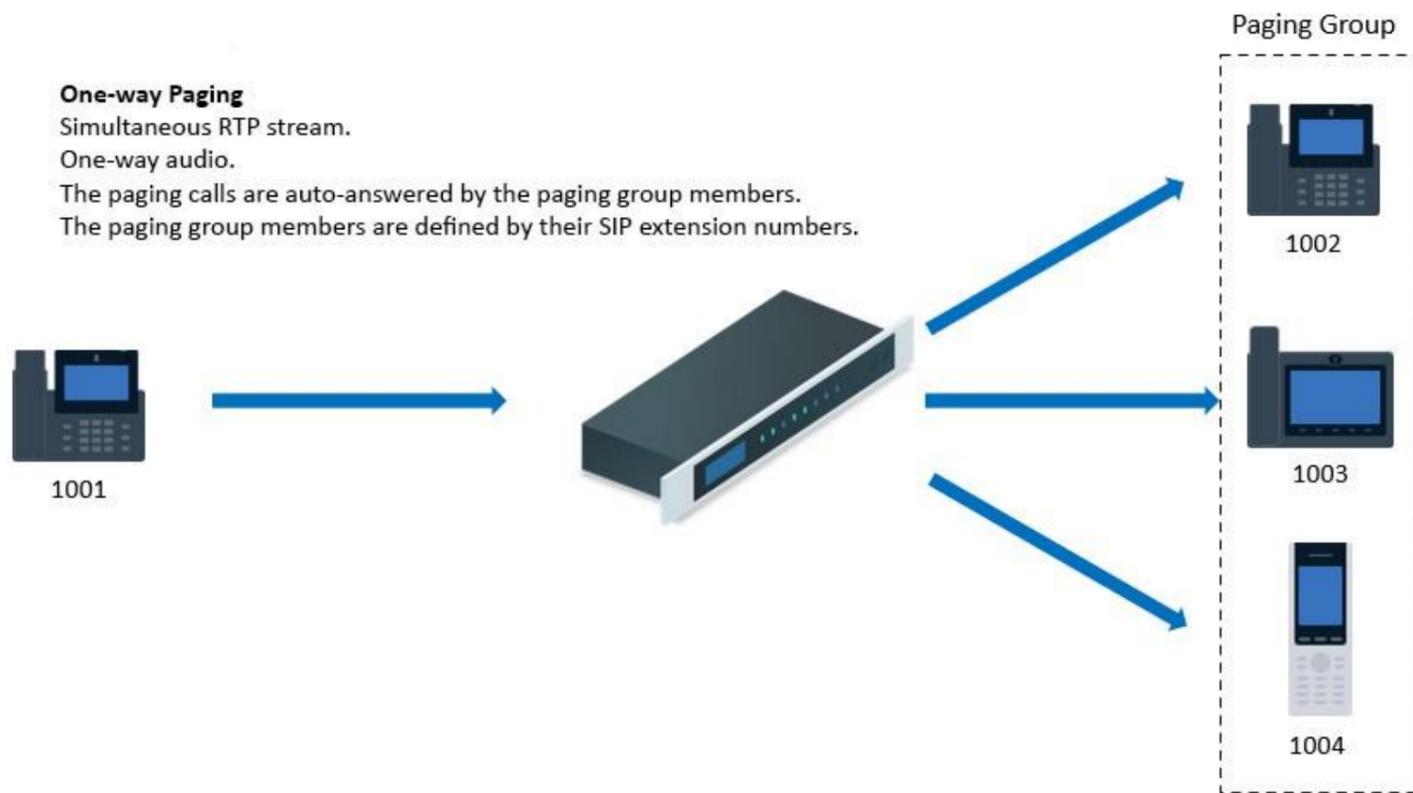
Paging/Intercom Whitelist:

12 items Available	0 item Selected
<input type="checkbox"/> 1000	
<input type="checkbox"/> 1001	
<input type="checkbox"/> 1002	
<input type="checkbox"/> 1003	
<input type="checkbox"/> 1004	

2-way Intercom

Configure 1-way Paging

One-way paging is a feature that allows a user to initiate a page to one or multiple SIP endpoints. The call will be answered automatically and then the users will start hearing the initiator's voice. Since this is a one-way paging, the initiator will not hear any of the users.



1-way Paging scheme

Paging/Intercom > Create New Paging/Intercom Groups

* Name

* Type

* Extension

Video Broadcast

Auto Record

Delayed Paging

Replace Display Name

* Maximum Call Duration (s)

Announcement File [Upload Audio File](#)

* Members

<input type="checkbox"/> 5 Available	<input type="checkbox"/> 0 Selected
<input type="text" value="Search"/> <ul style="list-style-type: none"> <input type="checkbox"/> 1000 <input type="checkbox"/> 1001 <input type="checkbox"/> 1002 <input type="checkbox"/> 1003 <input type="checkbox"/> 1004 	<input type="text" value="Search"/> <p style="text-align: center;">None</p>

< >

Paging/Intercom Whitelist

<input type="checkbox"/> 5 Available	<input type="checkbox"/> 0 Selected
<input type="text" value="Search"/> <ul style="list-style-type: none"> <input type="checkbox"/> 1000 <input type="checkbox"/> 1001 <input type="checkbox"/> 1002 	<input type="text" value="Search"/> <p style="text-align: center;">None</p>

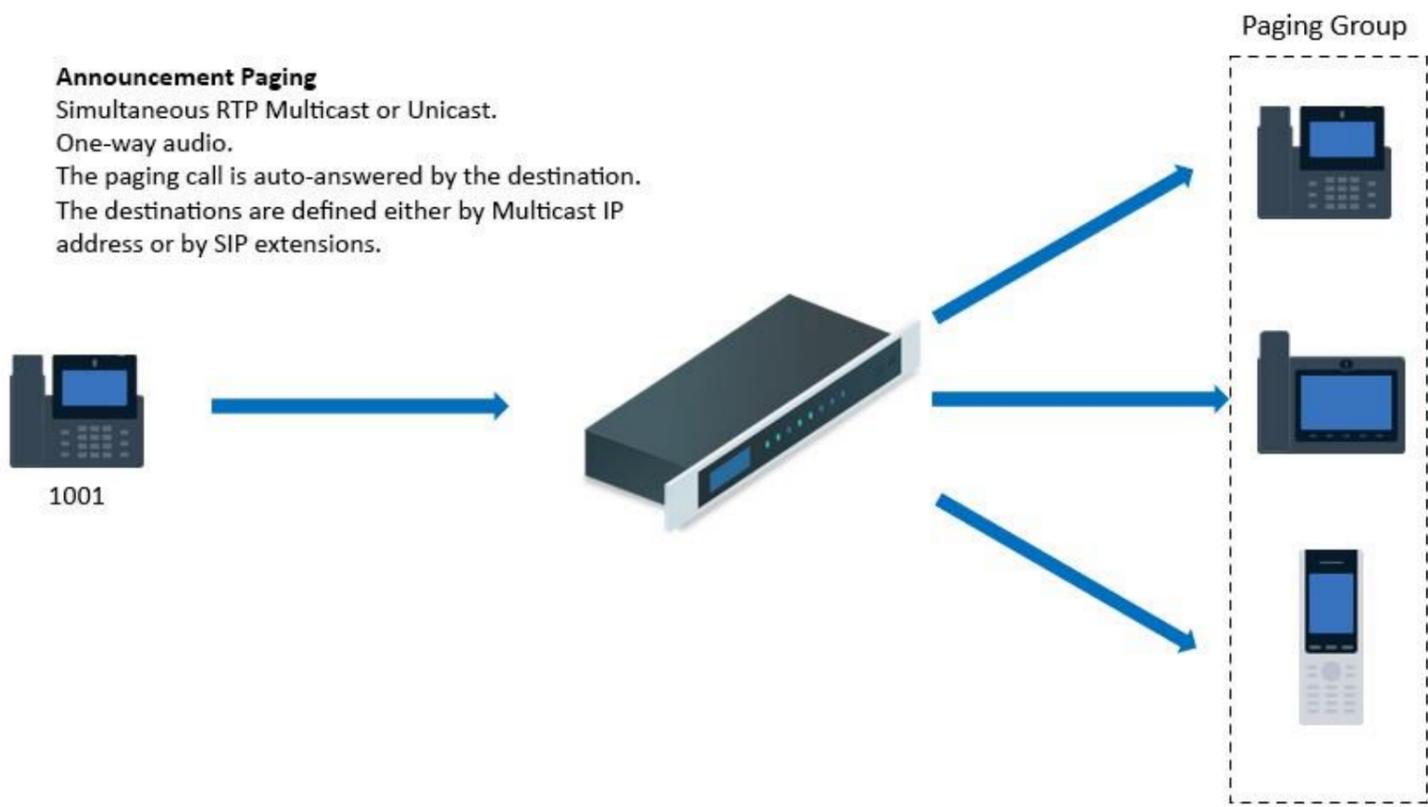
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1-way Paging

Table 3: 1-way Paging Configuration Parameters

Configure Announcement Paging

Announcement paging allows the user to schedule the announcement and upload the announcement file. When the schedule time arrives, the call will be automatically initiate to the extensions selected as “Members” and the uploaded file will be immediately played.



Announcement Paging scheme

Paging/Intercom > Create New Paging/Intercom Groups

Enable

* Name

* Type

Extension

Video Broadcast

Transmission Method

* Maximum Call Duration (s)

Announcement File [Upload Audio File](#)

* Play Count

Repeat

* Date

* Time

* Members

Available	Selected
<input type="checkbox"/> 5 <input type="checkbox"/> 1000 <input type="checkbox"/> 1001 <input type="checkbox"/> 1002 <input type="checkbox"/> 1003 <input type="checkbox"/> 1004	<input type="checkbox"/> 0 None

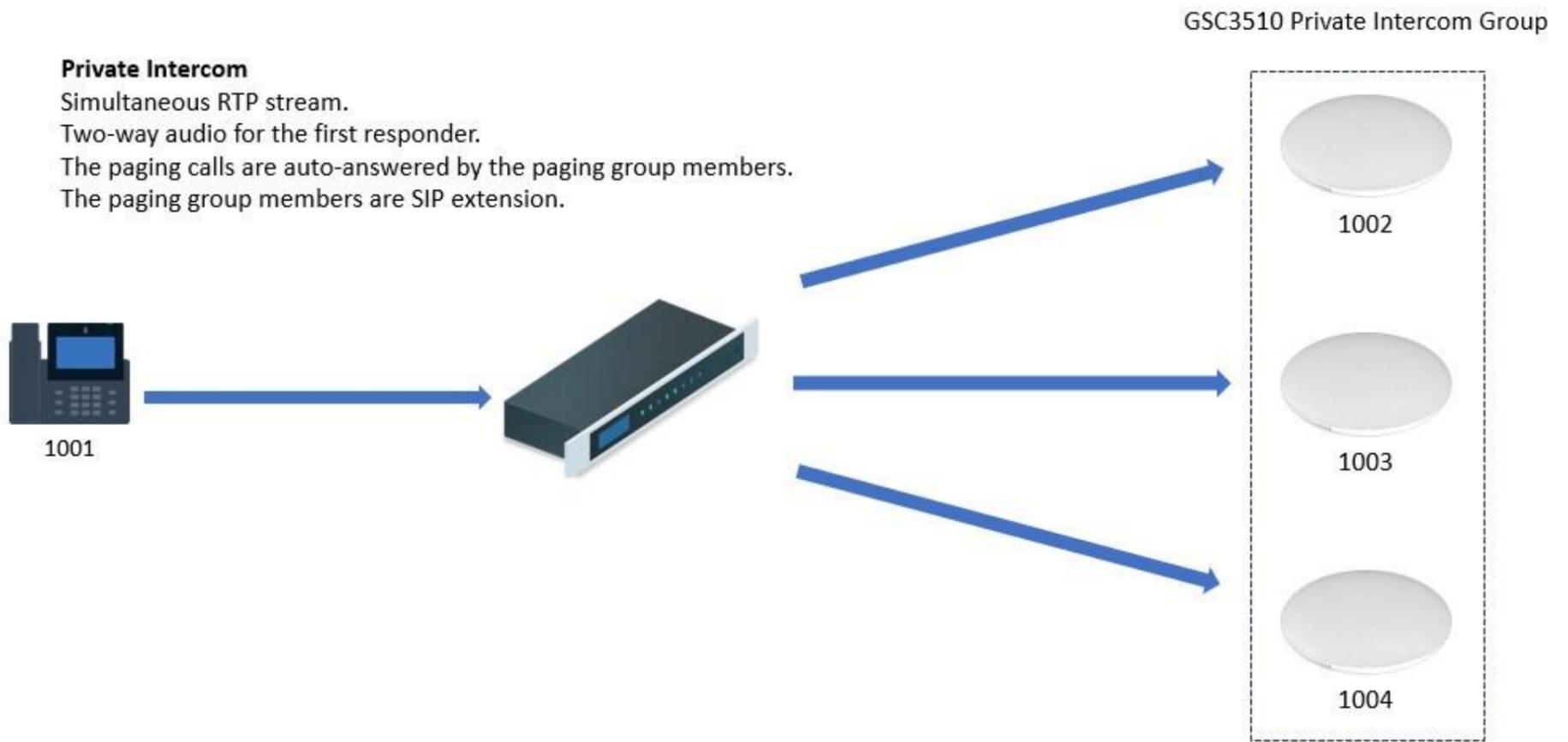
Announcement Paging

Table 4: Announcement Paging Configuration Parameters

Configure Private Intercom

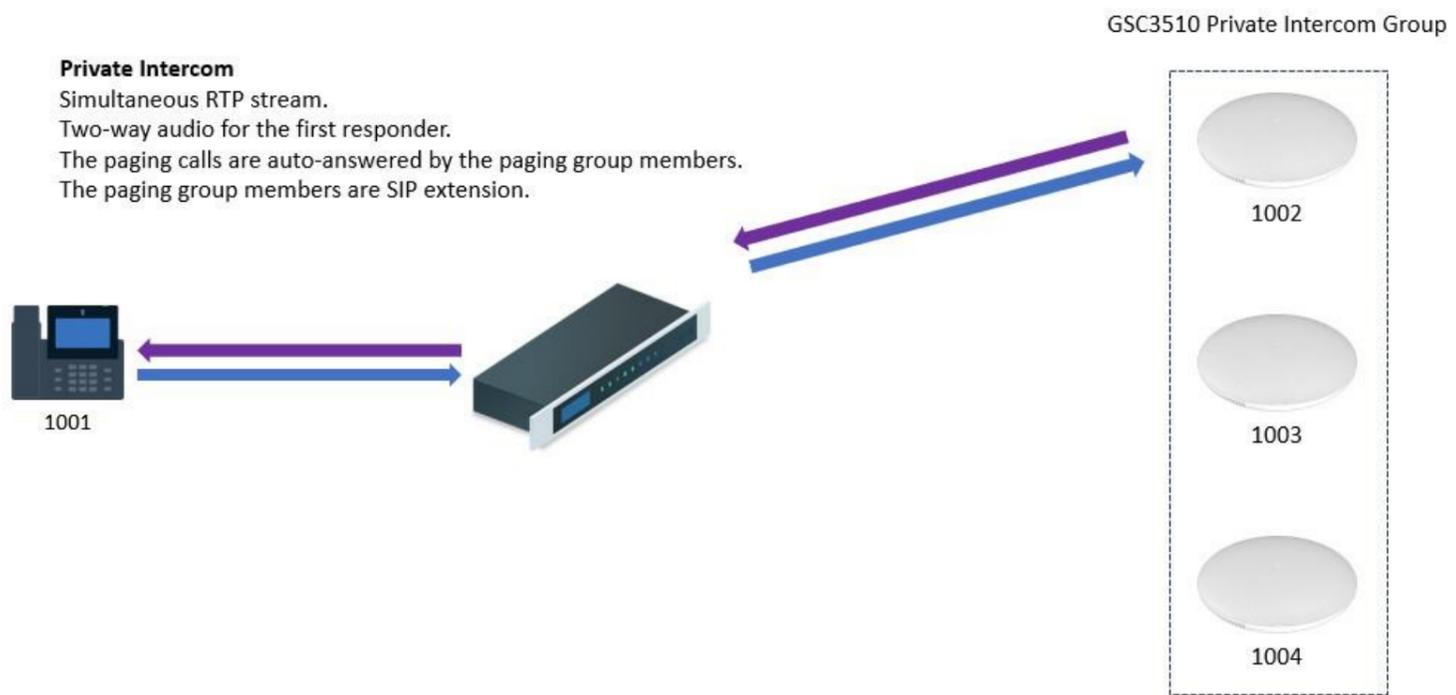
Private intercom is a feature that allows initiating an intercom with a group of GSC3510 endpoints only (GSC3516 does not support this feature). All the users at the GSC3510 endpoints will be able to hear the intercom. However, the responder of the intercom will be heard only by the intercom initiator.

The figure below shows that the intercom has been initiated by extension 1001, all the other extensions (1002, 1003, 1004) are able to hear the intercom.



Private Intercom Initiated

Once the voice on one of the endpoints is detected, the initiator and the first responder will be able to hear each other, meanwhile, the other extensions will not be able to hear either of the initiator or the first responder.



Private Intercom – Voice Detected

To configure Private Intercom, please access the web GUI of the UCM, then navigate to **Call Features** → **Paging/Intercom** → **Paging/Intercom Groups** then click “Add”.

Paging/Intercom > Create New Paging/Intercom Groups

* Name:

* Type:

* Extension:

Auto Record:

Replace Display Name:

* Maximum Call Duration (s):

Custom Prompt: [Upload Audio File](#)

* Members:

Available	Selected
<input type="checkbox"/> 5 <input type="text" value="Search"/> <ul style="list-style-type: none"> <input type="checkbox"/> 1000 <input type="checkbox"/> 1001 <input type="checkbox"/> 1002 <input type="checkbox"/> 1003 <input type="checkbox"/> 1004 	<input type="checkbox"/> 0 <input type="text" value="Search"/> <p style="text-align: center;">None</p>

Private Intercom Configuration

Once all the fields are configure correctly, please click on “Save” then “Apply Changes”.

From a SIP endpoint, dial the extension of the private paging configured. If a custom prompt has been configured, it will be played first then you can speak in the handset’s microphone. In case when many extensions have been configured in the intercom group, they will all hear the intercom simultaneously. When one of the recipient picks up the handset and speaks, only the initiator will hear the voice of the recipient. In order for the other recipient to talk to the initiator, they need to wait until the first recipient is done talking before they can be heard by the initiator.

Paging/Intercom Group Settings

Users can configure under **Web GUI → Paging/Intercom → Paging/Intercom Group Settings → Alert-Info Header** the alert-info header value that will be included in paging/intercom calls to endpoints. It is highly recommended to not modify the default value. Users can also upload custom prompt to be used as an announcement to the person receiving a paging/intercom call. The file can be uploaded from the Custom Prompt page. Click on the Upload Audio File button to add additional recordings. The custom prompt will apply to paging/intercom call initiated via feature code (*80 and *81 by default).

Paging/Intercom Group Settings

Please go to [Feature Codes](#) Configure Paging/Intercom Feature Code.

* Alert-info Header:

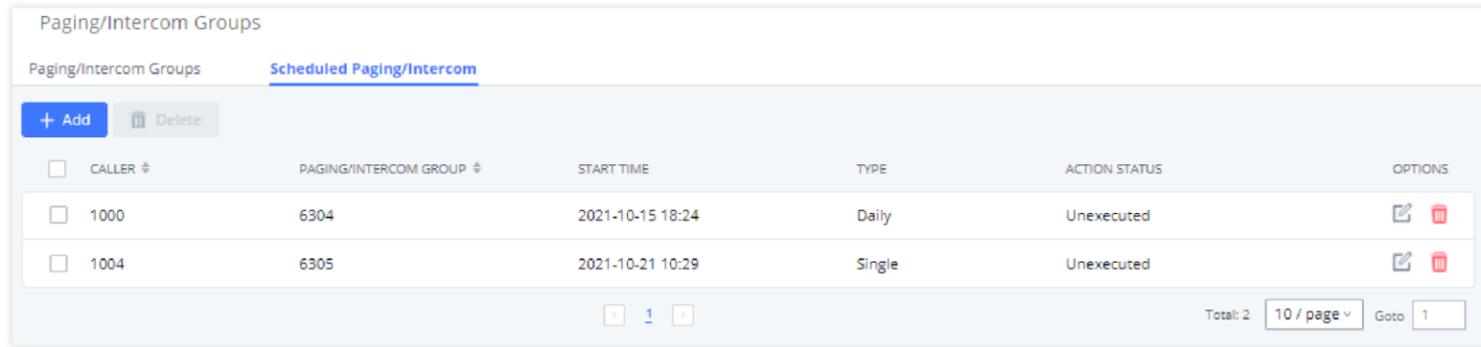
Custom Prompt: [Upload Audio File](#)

Page/Intercom Group Settings

The UCM6XXX has a pre-configured paging/intercom feature code. By default, the Paging Prefix is *81 and the Intercom Prefix is *80. To edit page/intercom feature code, click on “Feature Codes” in the “Paging/Intercom Group Settings” dialog. Or users could go to Web GUI→**Call Features→Feature Codes** directly.

Configure a Scheduled Paging/Intercom

Users can schedule paging/intercom calls by using the Schedule Paging/Intercom page. To schedule, click the Add button on the new page and configure the caller, the group to use, and the time to call out.

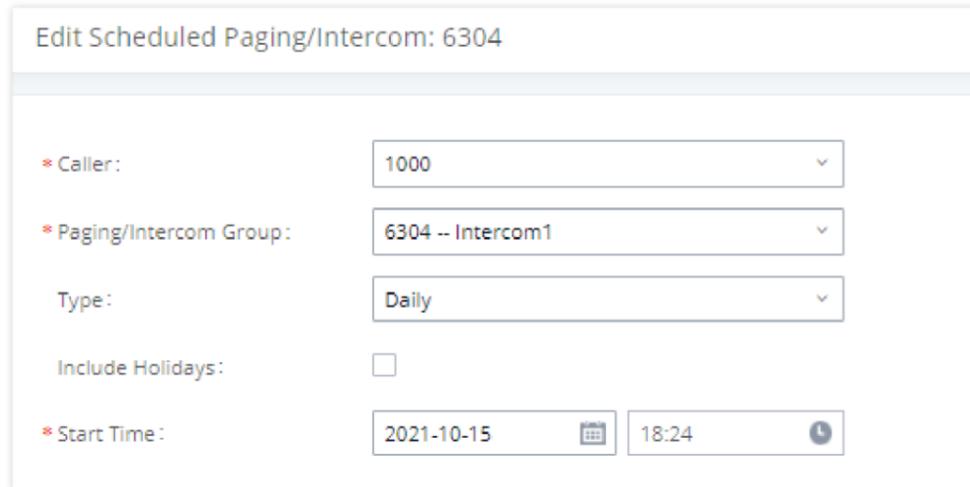


The screenshot shows a web interface titled "Paging/Intercom Groups" with a sub-tab "Scheduled Paging/Intercom". It features a table with columns for "CALLER", "PAGING/INTERCOM GROUP", "START TIME", "TYPE", "ACTION STATUS", and "OPTIONS". Two entries are listed: one for caller 1000 at 2021-10-15 18:24 (Daily) and another for caller 1004 at 2021-10-21 10:29 (Single). Both are marked as "Unexecuted".

CALLER	PAGING/INTERCOM GROUP	START TIME	TYPE	ACTION STATUS	OPTIONS
1000	6304	2021-10-15 18:24	Daily	Unexecuted	 
1004	6305	2021-10-21 10:29	Single	Unexecuted	 

Schedule Paging/Intercom page

Table 5: Schedule Paging / Intercom Settings



The form is titled "Edit Scheduled Paging/Intercom: 6304". It contains several fields: "Caller" (dropdown with value 1000), "Paging/Intercom Group" (dropdown with value 6304 -- Intercom1), "Type" (dropdown with value Daily), "Include Holidays" (checkbox, unchecked), and "Start Time" (date and time pickers showing 2021-10-15 and 18:24).

Creating a scheduled paging/intercom call