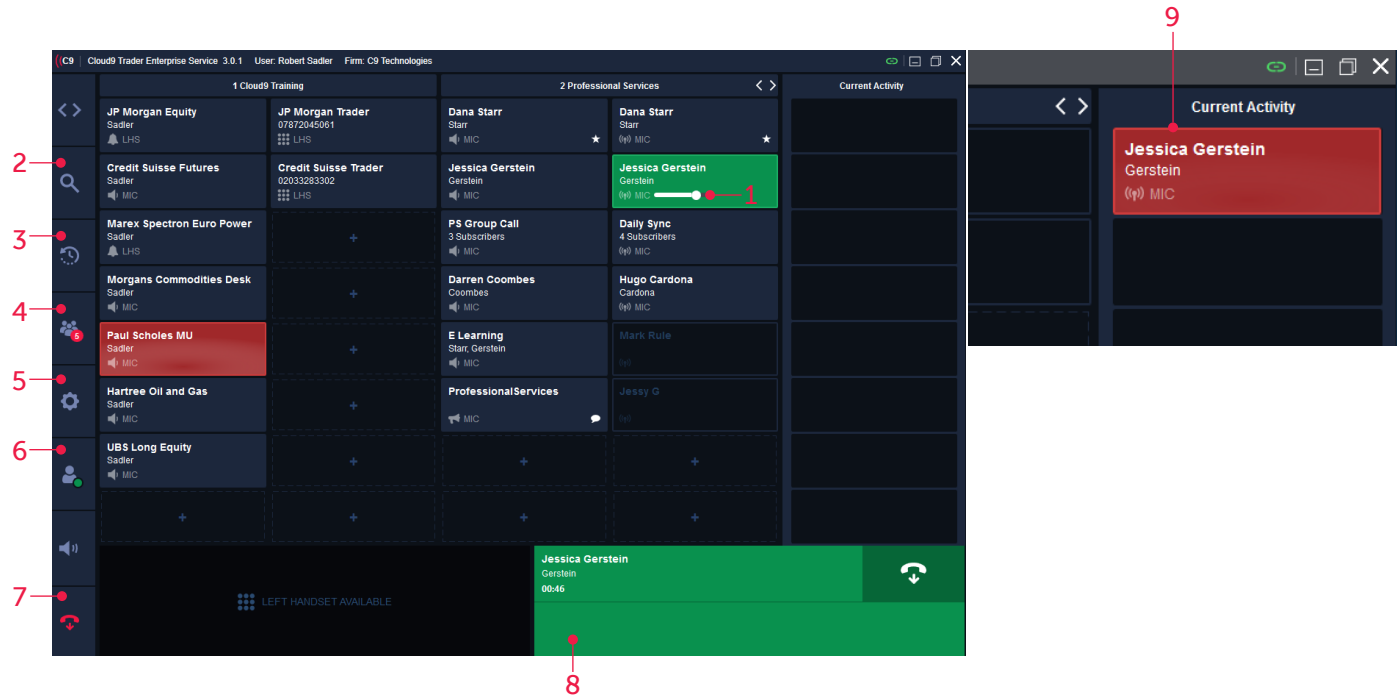


1. Control the **volume** of your buttons
2. **Global Search** allows you to search for intercom buttons on your layout OR make a Dynamic Intercom call
3. **Call history** allows you to see missed intercom calls
4. Click the **Community** to create intercom connections and organize your layout
5. Click on **Settings** menu to enable Pop-Up notifications for Dynamic Intercom
6. Enable **Do Not Disturb (DND)** for incoming Intercom calls and **Auto Answer** for Dynamic Intercom
7. **Global release** to disconnect from all active calls on any device
8. The **call well** shows the active call (s) the user is on
9. An incoming intercom call will "float" to **Current Activity** if the call is not visible in page layout or the call wells. The float function must be enabled for each individual button



## BUTTON STATUS KEYS

	Counterparty is available
	Counterparty is offline
	Priority incoming call
	Incoming call
	Outgoing call
	Active call

- Intercom connection
- Microphone: open talkpath

## INTERCOM FEATURES

### GLOBAL REACH

Speak to anyone internal to your firm on Cloud9

### PEER-TO-PEER (P2P) CALLS

Create true one-to-one connections to anyone internally within your firm

### PEER-TO-GROUP (P2G) CALLS

Create connections with groups or teams internally

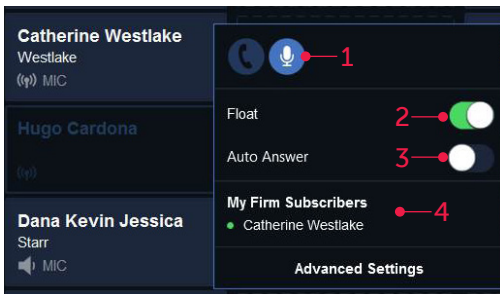
### AUTO ANSWER

P2P: Microphones engage automatically

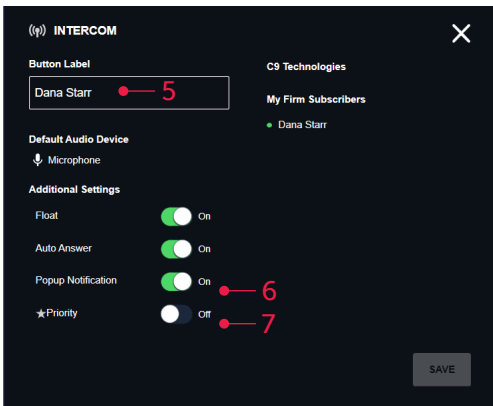
### AUTO SPEAKER

P2G: Call is heard but microphone doesn't auto-engage

## RIGHT-CLICKING ON A BUTTON

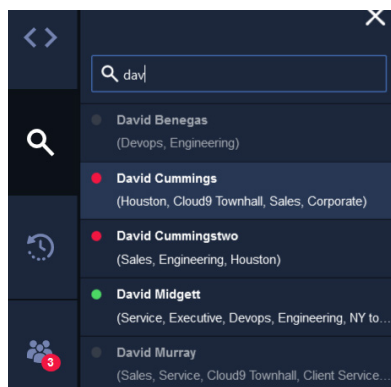


1. Can toggle between devices depending on how a user had setup their audio devices. Default device is highlighted in blue
2. Float toggle allows the user to change whether the specific button "Floats" to the Current Activity window
3. Toggling Auto Answer is the unified setting for "auto answer" and "auto speaker". For both Peer to Peer and Peer to Group Intercom, the incoming intercom will ring instead of engaging automatically



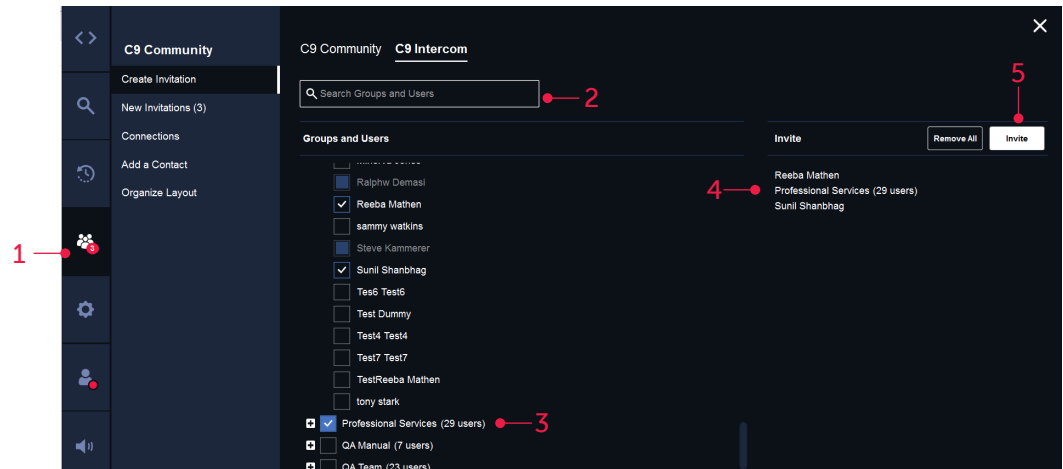
4. Will show current subscribers on the button and their status
- ADVANCED SETTINGS**
5. Can edit Button Label
  6. Enable Popup notifications
  7. Priority indicator which highlights priority status of the button

## DYNAMIC INTERCOM

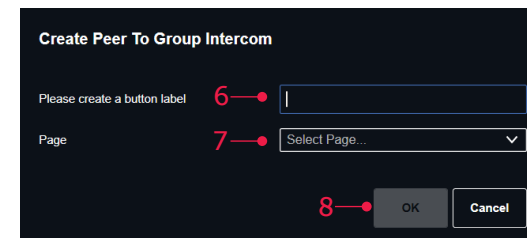


- Have Ad-Hoc calls to internal team members without creating a button
- Accessible from the Global Search button on the navigation bar
- Recent dynamic intercom calls appear in the user's history and can be directly redialed from the history page and saved as a button
- Find users simply by entering their name into the search bar
- Color indicates presence:
  - Grey: User is not currently online
  - Red: DND is enabled
  - Green: User is available

## CREATING INTERCOM CONNECTIONS



1. Go to Community tab from the navigation panel
2. User can use the search bar to search by groups and users
3. For Peer to Peer intercom, users need to check an individual name they want to invite. For Peer to Group, they can select a whole group or hit the + icon to view and select specific individuals in a group
4. Selected users and groups will appear on the right side of the page. Limit of 50 users on a group intercom
5. Hit the invite button



6. Intercom invitation pop-up allows the user to specify the name for the intercom but will auto populate the name of the selected user for peer to peer intercom connections
7. Page selection will need to be assigned for the intercom button
8. Hit OK