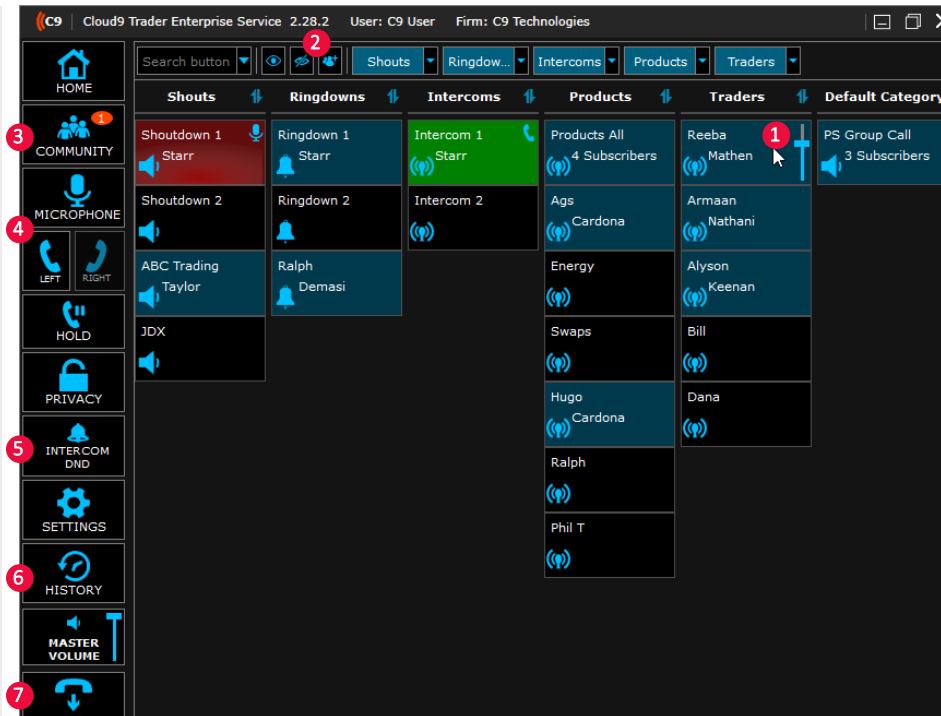


- 1 Control the volume of your buttons
- 2 Add/edit categories for additional button organization
- 3 Open the community for connection and button management
- 4 Preselect your microphone and two handsets
- 5 Toggle intercom DND on/off to suppress audible notifications
- 6 Open call history to view a log of previous calls
- 7 Call release to disconnect from an active call



## INTERCOM FEATURES

### GLOBAL REACH

Intercom connections can be made to any user on-net, regardless of their location

### SEARCH ENABLEMENT

Search for your trading partner by entering their name or group

### PEER-TO-PEER CALLS

Create true one-to-one connections with trading partners

### PEER-TO-GROUP CALLS

Create connections with full groups of trading partners

### AUTO ANSWER

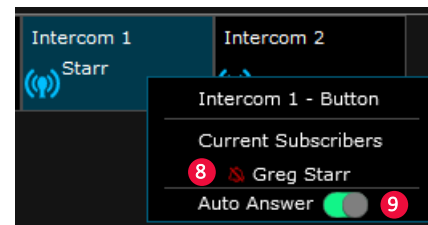
P2P: Microphones engage automatically  
 P2G: Call is heard but microphone doesn't auto-engage



**DO NOT DISTURB DISABLED:** INCOMING CALLS WILL BE AUTO ANSWERED BASED ON USER SETTINGS



**DO NOT DISTURB ENABLED:** AUDIBLE NOTIFICATIONS WILL BE SUPRESSED AND AUTO ANSWER WILL BE DISABLED



Right click on any intercom button to view its status

- 8 Red indicator that counterparty has DND enabled
- 9 Turn auto answer on/off for individual connections

### BUTTON STATUS KEY



**FLASHING RED:** INCOMING CALL



**FLASHING GREEN:** OUTGOING CALL



**SOLID GREEN:** ACTIVE CALL



**SOLID BLUE:** COUNTERPARTY IS AVAILABLE



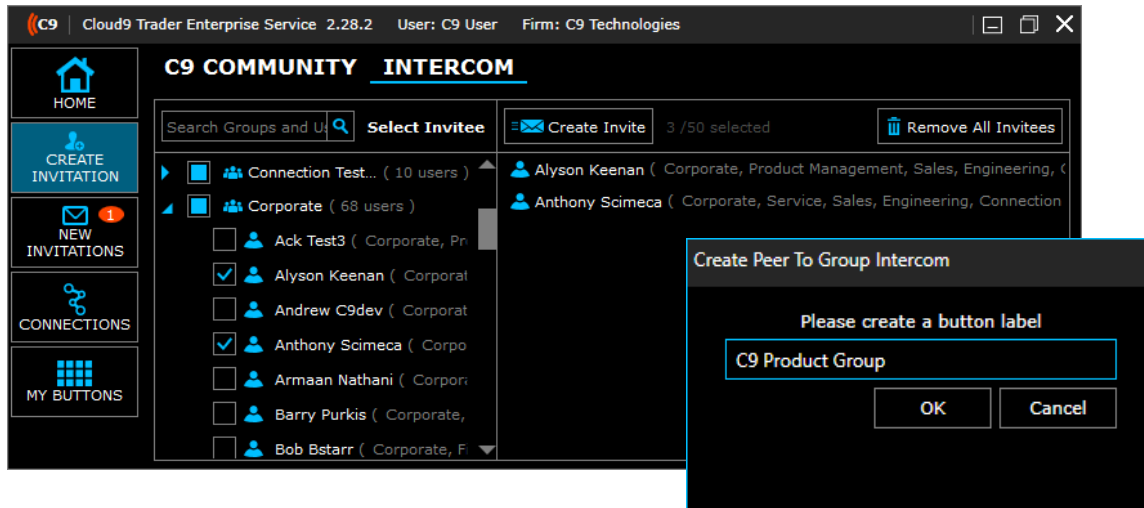
**SOLID BLACK:** COUNTERPARTY IS OFFLINE



**RADIO WAVE:** INTERCOM CONNECTION



**MICROPHONE:** OPEN TALKPATH

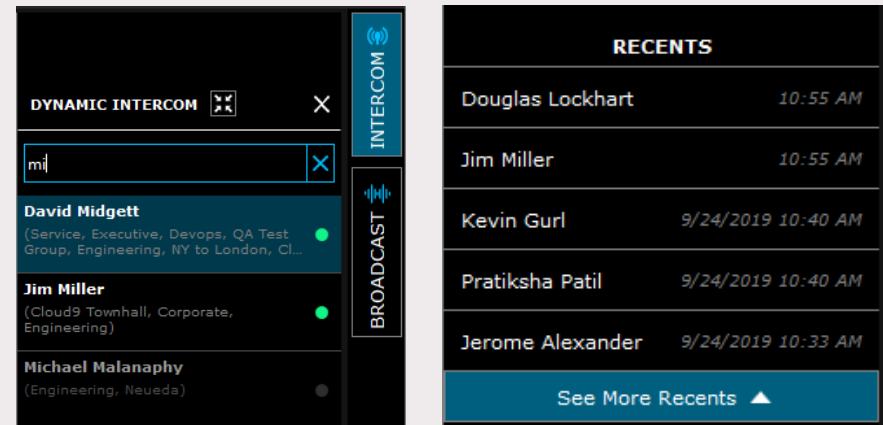


## CREATE AN INTERCOM CONNECTION

- 1 TOGGLE FROM C9 COMMUNITY TO THE INTERCOM TAB
- 2 SEARCH FOR INDIVIDUAL USERS OR A WHOLE GROUP
- 3 SELECT USERS OR GROUPS FOR THE INVITATION
- 4 CLICK CREATE INVITE
- 5 ENTER A LABEL FOR THE CONNECTION
- 6 CLICK OK

## DYNAMIC INTERCOM

- > HAVE AD-HOC CALLS TO INTERNAL TEAM MEMBERS WITHOUT CREATING A BUTTON
- > ACCESSIBLE BY CLICKING THE INTERCOM BUTTON IN THE TOP RIGHT OF THE APPLICATION WINDOW
- > FIND USERS SIMPLY BY ENTERING THEIR NAME INTO THE SEARCH BAR
- > COLOR INDICATORS REPRESENT PRESENCE
- > RECENTS ARE LISTED TO QUICKLY CALL BACK A RECENT CONTACT



## Support

PHONE | US +1 (866) 753 4239  
 UK +44 (0) 203 846 1109  
 Singapore +65 6809 3785

EMAIL | [helpdesk@c9tec.com](mailto:helpdesk@c9tec.com)

For video tutorials, additional help and more, visit [c9tec.com](http://c9tec.com)