

TELSTRA IP TELEPHONY CUSTOMER GROUP ADMINISTRATOR INSTANT GROUP CALL QUICK REFERENCE GUIDE



Instant Group call enables users to call a group of other users. Use the Instant Group Call page to display the list of instant group call instances in your group.

Instant group call instances are groups of users that you can call on-demand. The active group name, phone number, extension, and department appear for each instant group call group

1. LIST INSTANT GROUP CALL

Use the Group – Services menu page to configure a new instant group call and manage existing instant group calls.

Defining instant group call allows you to call a group of users.

Active	Group Name	Phone Number	Extension	Department	Edit
<input type="checkbox"/>	Sales				Edit

1. On the *Group – Services* menu page
2. Click **Instant Group Call**
3. To display the previous page, click **OK** or **Cancel**

2. ADD INSTANT GROUP CALL

To create a new instant group call use the *Group – Instant Group Call Add*.

Specify Phone Number/SIP_URI

4. On the *Group – Services* menu page
5. Click **Instant Group Call**
6. Click **Add**
7. Type the Instant Group Call ID

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FIELD	DESCRIPTION
*Instant Call Group Call ID	Enter an ID for the Instant Call Group and select the domain from the drop down list
*Name	Enter a name for the Instant Call Group
*Calling Line ID Last Name	Enter the Last Name Calling Line ID (this will display when an incoming call displays on your handset)
*Calling Line ID First Name	Enter the First Name Calling Line ID (this will display when an incoming call displays on your handset)
Department	Select a Department from the drop down list if required
Language	that is, the language in which service-specific messages are played during calls to the hunt group. Default is English (U.S. English) unless configured otherwise.
Time Zone	Select the relevant Time Zone
Enable Maximum call time for unanswered calls	Check Enable Maximum Call Time for Unanswered Calls and type the number of minutes in the input box
Instant Group Call User List	Specify phone numbers that need to be included in the Instant Call Group

8. Save your changes. Click **Apply** or **OK**

Once users have been added to an Instant Group Call Group, to intercom (dial) the users

1. Enter ***50** (this is the Feature Access Code for Push to Talk) and the number or extension of the Instant Group Call
2. All phones (users) added to the Instant Group Call group will ring when IGC is dialed. User's phones will be called via the speaker.