

Admin Portal – Group Paging

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Introduction to Group Paging

The Group Paging service allows a user to set up a one-way call to a group of up to 75 target users by dialing a number or extension. The Group Paging service makes a simultaneous call to all the assigned targets and announces to the originator that the system is ready for paging. After speaking, the originator ends the page by hanging up the call.

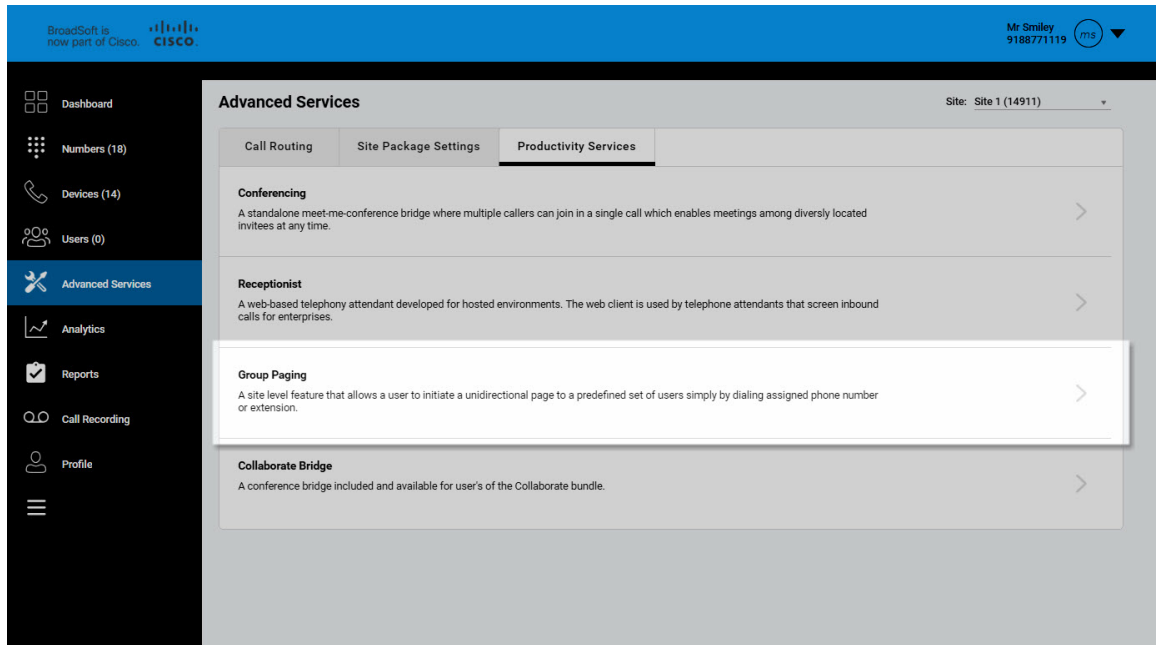
Feature Notes

What to know before getting started:

- A user can be assigned as both a paging target and paging originator in a paging group.
- A site can have multiple Group Paging services configured since users can be defined as a paging originator and/or a paging target in multiple paging groups.
- If a user is not on the phone, the call from a group page is automatically answered and the target hears a “Paging” announcement to alert them they are receiving a page.
- If a target is on a call, the page is not automatically answered. If a target chooses not to answer the page, the group paging call will not forward to the target’s voice mail.
- If a target has Do Not Disturb enabled on their phone, they are not called by the Group Paging service.
- Redirection of a Group Paging call is disabled. If a target has Call Forwarding services enabled, the Group Paging call will not forward to the configured Call Forwarding destination.
- If a target has Office Anywhere or Simultaneous Ring enabled, the configured destination service will not be called by the Group Paging service.
- When the page is set up to the targets, the originator receives a “Paging System Ready” announcement alerting them to begin speaking.
- The group page is a one-way audio service. The paging originator has a one-way talk path to the paging targets. The paging targets do not have a talk path to each other or to the paging originator for the duration of the page.

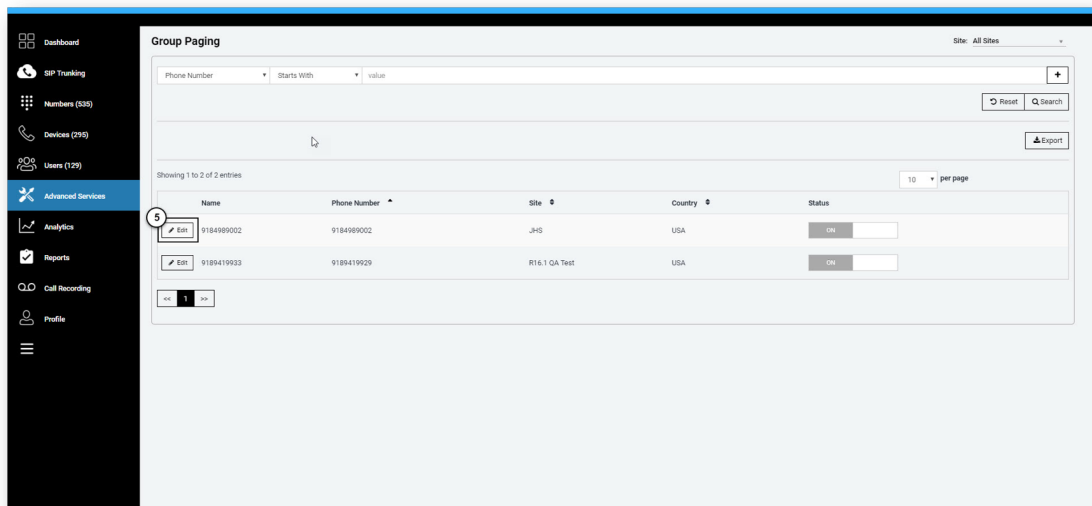
Modifying Group Paging

1. Log in to the admin portal.
2. Select your site from the drop-down menu.
3. Select the **Advanced Services** page.
4. Under Productivity Services, select **Group Paging**.



Click image for large view 

5. Select the number for the service you would like to configure and click **Edit**. The Group Paging window appears.



Click image for large view 

6. Where applicable, modify the group **Name**, **Extension**, **First Name** and/or **Last Name** fields.

7. Change the **Caller Id Label** option, if applicable.

Options include:

Paging Group Id – which is the name of the group.

OR

Page Originator – which is the name of the extension/person the page was originated.

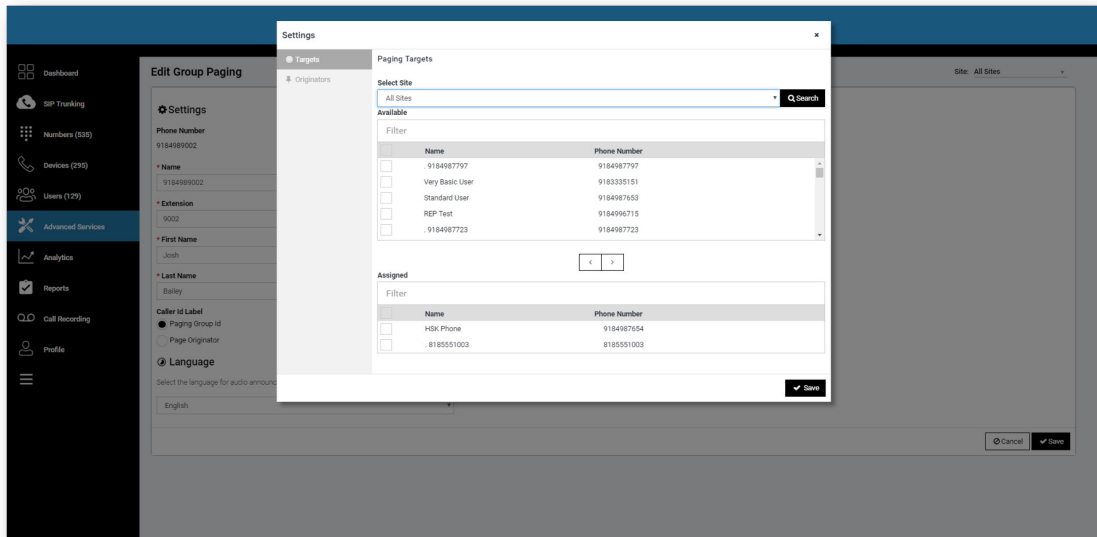
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8. Click **Save**.

Editing Paging Targets and Originators

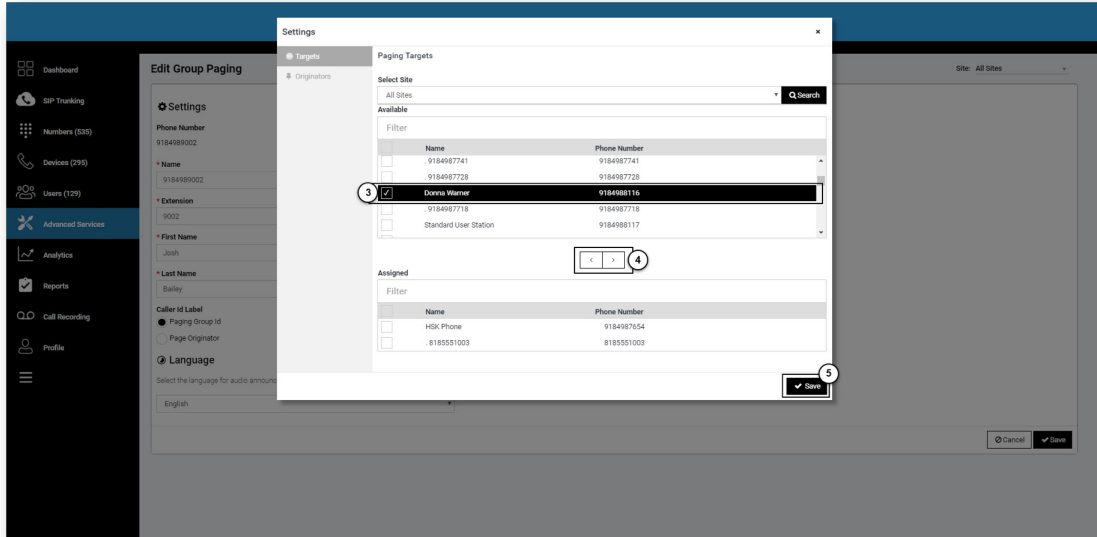
1. Click on the **Paging Targets** link under **More Options**. The Paging Targets window appears.

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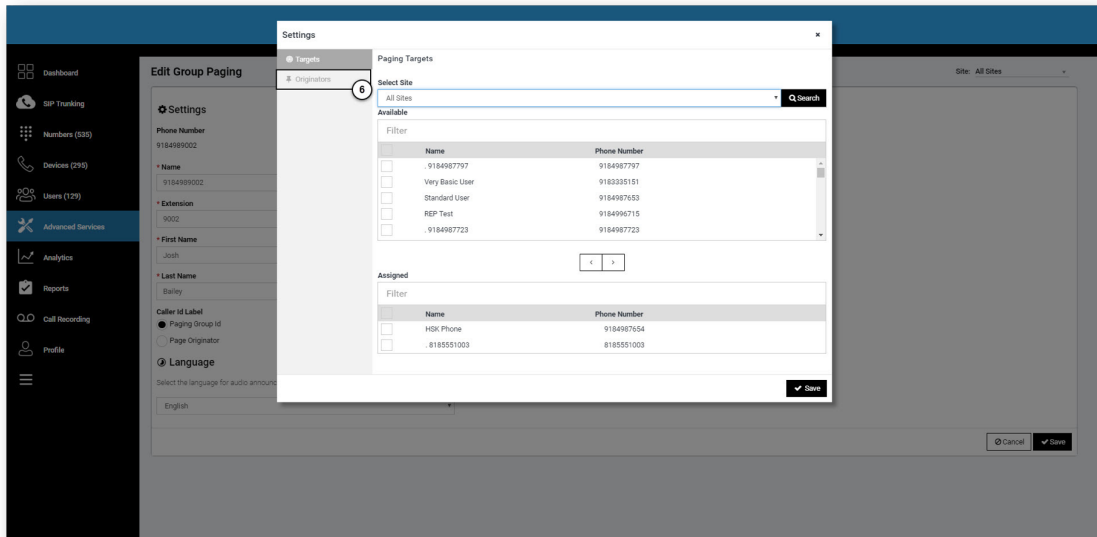
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2. Filter by site, if applicable.
3. To select a user in the **Available** list, click on the checkbox next to the username.
4. To move the selected user onto the **Assigned** list, click the right arrow. Conversely, to remove the user from the **Assigned** list, click on the respective checkbox and click on the left arrow above the list.



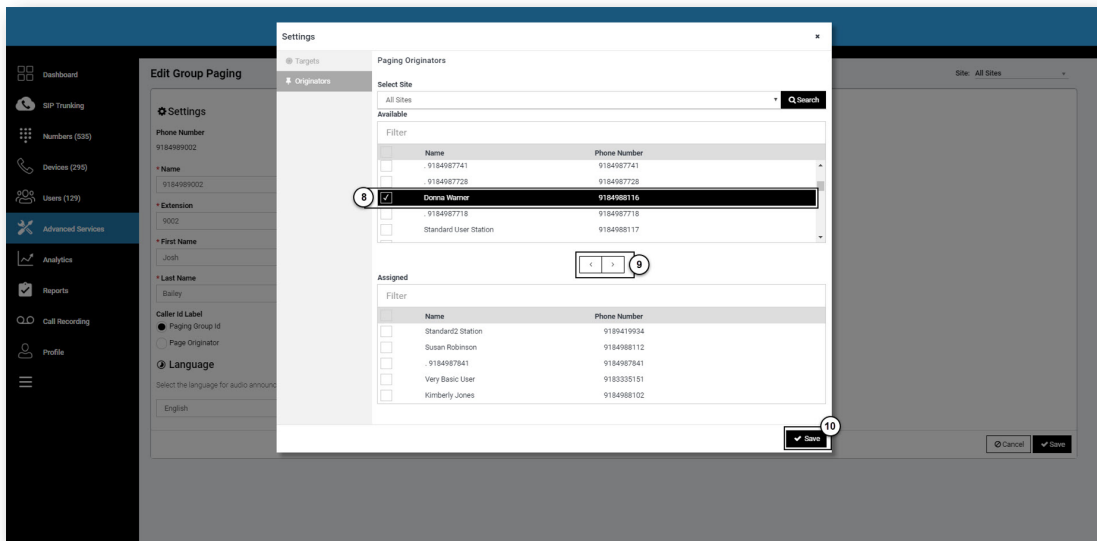
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5. Click **Save** to save your changes.
6. Next, click the **Paging Originators** tab.



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7. Filter by site, if applicable.
8. To select a user in the **Available** list, click on the checkbox next to the username.
9. To move the selected user onto the **Assigned** list, click the right arrow. Conversely, to remove the user from the **Assigned** list, click on the respective check box and click on the left arrow above the list.



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10. Click **Save** to save your changes.