PAGING

There are two ways you can set a paging system: By setting up a special user account or by creating a paging group. Both methods are described in the following section.

Configure Paging System User

After the hardware for the paging system has been set up, the paging system must be configured as a virtual user, which you provision with specific attributes.

A virtual user is a user account that corresponds to a special service or function rather than a real person. Any attributes that can be provisioned for a user can be provisioned for a virtual user. Other examples of virtual users include call centers, hunt groups, and conference bridges.

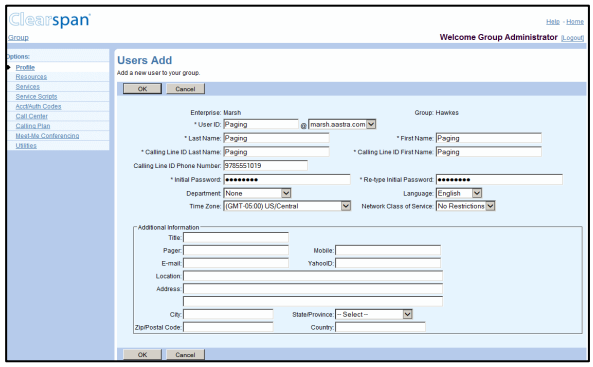
To use the paging system, a subscriber with access to the paging system virtual user dials its extension and says a message, which is then broadcast throughout the group. Access to the paging system virtual user is granted through the list configured for the paging user's Selective Call Acceptance service.

To configure the paging system, the major steps are:

- Add the virtual user.
- Configure its addresses, Incoming Calling Plan, and Outgoing Calling Plan.
- Add a time schedule (for use with the Selective Call Acceptance service).
- Assign and configure the Selective Call Acceptance service.

For details, see the following procedures.

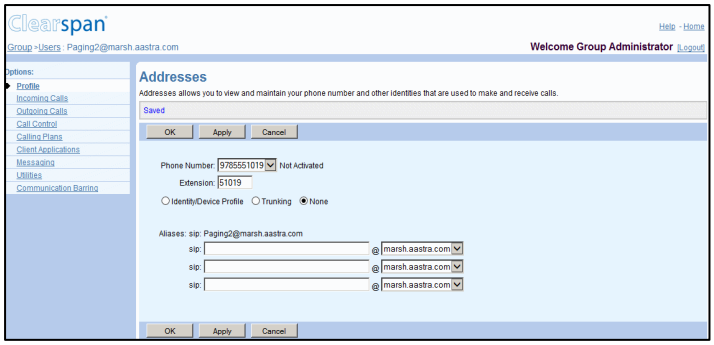
Add User



Users Add Page

1. On the *Group – Profile* menu page, click **Users**, and then click **Add**. The *Users Add* page appears.
2. Type a user ID, last name, and first name.
3. Type a calling line ID last name and first name.
4. Optionally, type a name dialing last name and first name.
5. If applicable, type a calling line ID phone number.
6. Assign a password.
7. Select a department, language, and time zone.
8. Optionally, select a network class of service.
9. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

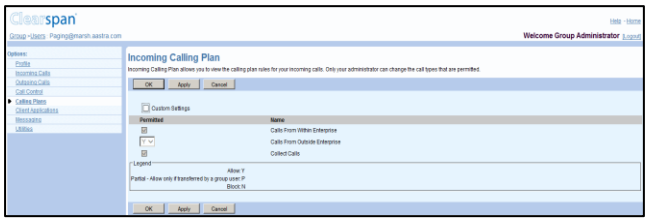
Configure Addresses



User – Addresses Page

1. Go to the Profile page of the Paging user. On the *Group – Users* page, click Edit or any item in the rod corresponding to the paging user.
2. Click **Addresses**. The *User - Addresses* page appears.
3. Select a phone number and enter an extension.
4. Configure an access device that supports analog phones (an IAD gateway, not a SIP phone).
5. Save your changes. Click **OK**.

Configure Calling Plans



User – Incoming Calling Plan

1. On the *User – Profile* menu page of the paging user, in the Options list (left side of page), click **Calling Plans**. The *Calling Plans* menu page for the user appears.
2. Click **Incoming Calling Plan**. The *Incoming Calling Plan* page appears.
3. Check the *Custom Settings* box.
4. Check the *Permitted* box for *Calls From Within Group*.
5. Select "N" on the drop-down list for *Calls From Outside Group*.
6. Clear all remaining check boxes in the *Permitted* column.
7. Click **OK**. The *Calling Plans* menu page for the user appears.
8. Click **Outgoing Calling Plan**. The *Outgoing Calling Plan* page appears.

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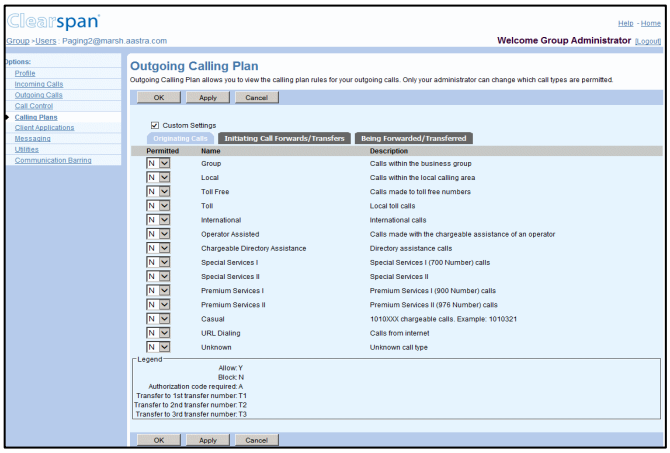
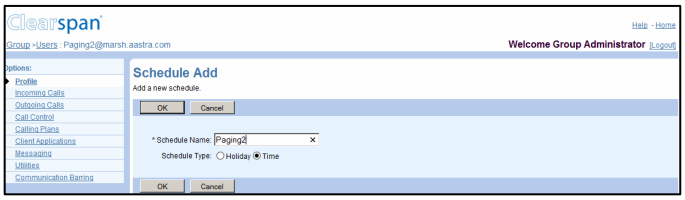


User – Outgoing Calling Plan

9. Check the *Custom Settings* box.
10. Select **"N"** on the drop-down list for ***all*** call types.
11. Click **OK**.

Add Schedule



User – Schedule Add

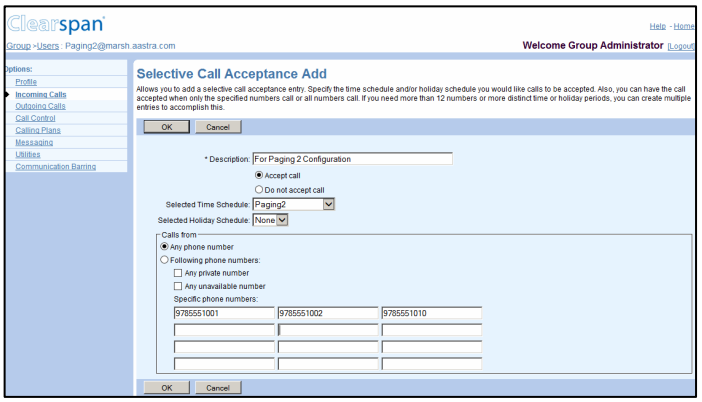
1. On the *Users – Profile* menu page of the paging user, click **Schedule**. The *Schedule* page appears.
2. Click **Add**. The *Schedule Add* page appears.
3. Type a name for the schedule and select *Time* to create a time schedule.
4. Click **OK**.
5. Click **Edit** or any item in the row for the schedule you just created. The *User – Schedule Modify* page appears.
6. Create an event for each day of the week when you want the pager to accept calls. For each event you want to create do the following:
   a. Click **Add**. The *User – Event Add* page appears.
   b. Enter the name for the event.
   c. Select the start day, type the time (HH:MM), and select AM or PM for the start time. Select *All Day Event* or enter the end day, type the time (HH:MM), and select AM or PM for the end time.
   d. Configure the recurrence pattern. For *Recurs*, select *Weekly*; in *Every X week(s)*: enter "1" end select the day of the week when you want to the pager to accept calls.

   When you configure Selective Call Acceptance in the next procedures, the paging system only accepts calls within these times.
7. Click **OK**.

Assign Selective Call Acceptance

1. Select the paging user. On the *Group – Users* page, click **Edit** or any item in the row corresponding to the paging user. The *Users – Profile* menu page appears.
2. Click **Assign Services**.
3. If any services appear in the *User Services* box, click **Remove All**.
4. Assign only the Selective Call Acceptance service to the user. Click **Selective Call Acceptance** in the *Available Services* box and click **Add**.
5. Click **OK**.

Configure Selective Call Acceptance



User – Selective Call Acceptance Add

1. Select the paging user. On the *Group – Users* page, click **Edit** or any item in the row corresponding to the paging user. The *Users – Profile* menu page appears.
2. In the Options list (left side of page), click **Incoming Calls**. The *Incoming Calls* menu page for the user appears.
3. Click **Selective Acceptance**. The *Selective Call Acceptance* page appears.
4. Click **Add**. The *Selective Call Acceptance Add* page appears.
5. Type a description.
6. Select the time schedule you configured for the paging system.
7. Click the **Following phone numbers** button to restrict access to the paging system, to the phone numbers you specify on this page.
8. Leave the *Any private number* and *Any unavailable number* check boxes blank.
9. In the *Specific Phone Numbers* boxes, type the national number or extension of each user you want to be able to access the paging system.
10. Click **OK**. Your paging system is now ready for use.

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Configure Paging Group

This method gives you more flexibility. To use this method, your group needs to have the Group Paging service authorized and assigned. When the service is authorized to your group, the maximum allowed size of a paging group is also defined for your group.

A paging group is an instance of the Group Paging service and is assigned a phone number, a list of originators, and a list of targets.

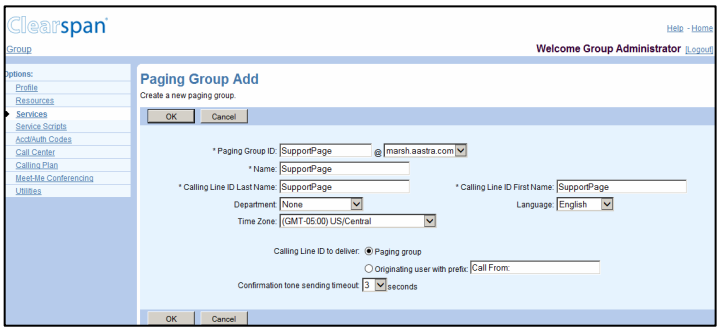
Any user on the list of originators can page the group by dialing the paging group's phone number or extension. The Group Paging service then alerts all targets in the paging group and connects them into a multi-way conference with the originator.

To configure a paging group, the major steps are:

- Add a paging group.
- Configure its addresses.
- Configure the list of originators and targets.
- Assign required services.
- Configure privacy settings (if applicable).

For details, see the following procedures.

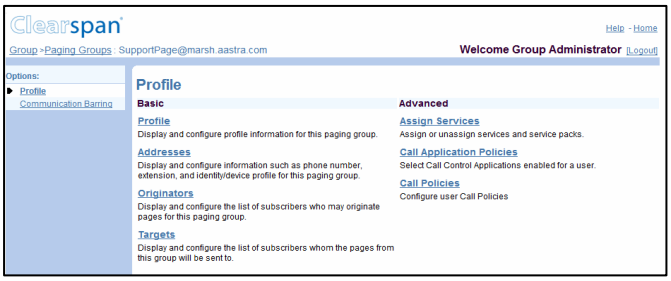
Add Paging Group



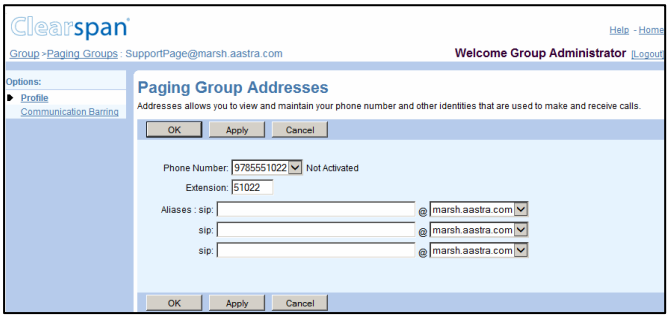
Group – Paging Group Add

1. On the *Group – Services* menu page click *Group Paging*. The *Group – Group Paging* page appears.
2. Click **Add**. The *Group – Paging Group Add* page appears.
3. Enter the paging group ID and select a domain.
4. Enter the name and the calling line ID last and first names for the paging group.
5. If applicable, enter the calling line ID phone number.
6. Optionally, select the department.
7. Select a language and a time zone.
8. Select a network class of service.
9. Specify the calling line ID to deliver when paging. Choose between the paging group ID and the ID of the user making the call. If you select the originating user, you can enter a prefix that will be included with the calling line ID.
10. Specify the timeout in seconds for sending a confirmation tone to the originator. This is the time between the moment the first target answers the paging call and the announcement played to the originator to let them know that they can start talking.
11. Click **OK**.

Configure Addresses



Paging Group – Profile Menu



Paging Group – Paging Group Addresses

1. On the *Group – Group Paging* page, click **Edit** in the row of the paging group. The *Paging Group – Profile* menu page appears.
2. Select **Addresses**. The *Paging Group Addresses* page appears.
3. Select a phone number. An extension is automatically assigned. Modify it if required.
4. Enter up to three aliases.
5. Click **OK**.

Configure Originators

Paging Group – Paging Group Originators

1. On the *Paging Group – Profile* menu page, select **Originators**. The *Paging Group Originators* page appears.
2. From the *Available Originators* column select the users allowed to page the group and click **Add >**. The names you selected are moved to the *Assigned Originators* column.
3. Click **OK**.

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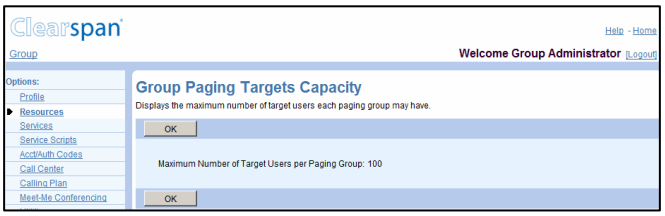
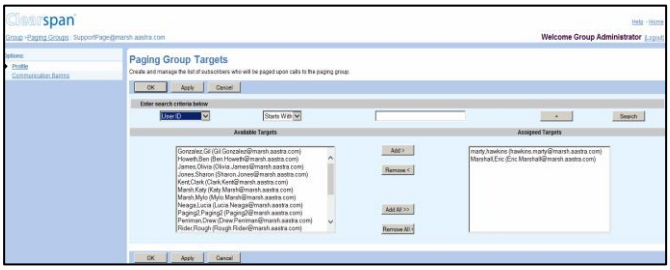
Configure Targets

A paging group can be included as a target in another paging group as long as it does not contain a paging group as a target itself. In other words, nesting of level one is allowed when selecting paging group targets.



Group – Group Paging Targets Capacity

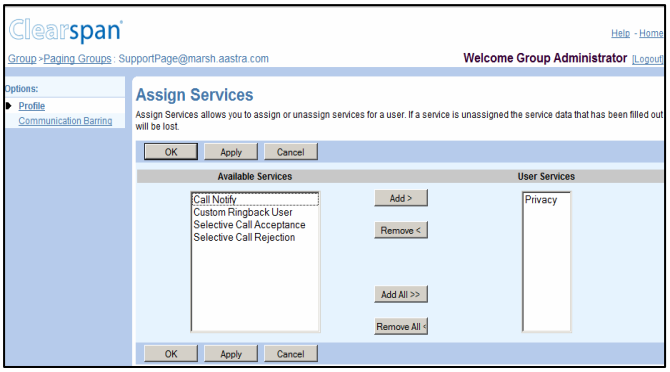


Paging Group – Paging Group Targets

1. To check the paging targets capacity for your group, click **Group Paging Targets Capacity** on the *Group – Resources* menu page. The *Group Paging Targets Capacity* page appears displaying the maximum number of target users a paging group can have, including the targets of any nested group.
2. Click **OK**.
3. On the *Group – Services* menu page, click **Group Paging.**
4. On the *Group Paging* page that appears, select the paging group by clicking **Edit** on the row for the group.
5. On the *Paging Group – Profile* menu page that appears, select **Targets**. The *Paging Group Targets* page appears.
6. From the *Available Targets* column, select the users or paging groups that will be paged when an originator dials this paging group's phone number. Click **Add >**. The names you selected are moved to the *Assigned Targets* column.
7. Click **OK**.

Assign Services

The following services can be assigned to a paging group: Call Notify, Custom Ringback User, Privacy, Selective Call Acceptance, and Selective Call Rejection.



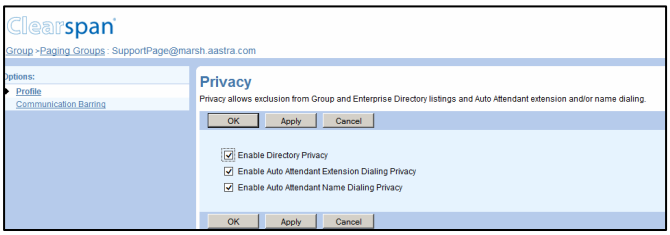
Paging Group – Assign Services

1. On the *Paging Group – Profile* menu page, click **Assign Services**. The *Assign Services* page appears.
2. In the *Available Services* column select the services to assign and click **Add >**. The selected services are moved to the *User Services* column.
3. Click **OK**.

Configure Privacy Settings

Depending on a privacy settings, the paging group may or may not be included in your group directory or be available for extension dialing from an Auto Attendant.

To configure the privacy settings for a paging group, the paging group needs to have the Paging Group service assigned.



Paging Group – Privacy

1. If required, assign the Privacy service to the paging group.
2. On the *Paging Group – Profile* menu page, click **Privacy**. The *Privacy* page appears.
3. If you do not want the paging group to be listed in your group directory, check *Enable Directory Privacy*.
4. To disallow extension dialing to this group from the Auto Attendant, check *Enable Auto Attendant Extension Dialing Privacy*.
5. Click **OK**.

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