

Group Paging

Overview

The Group Paging service allows a user to set up a one-way call to a group of up to 254 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.

The group administrator must configure both the targets/origins of a page and define the list of users that are eligible to originate the page. This configuration is performed in the administrator dashboard for the group where the Group Page is assigned. Configurable options include:

- Assigning the Number and/or Extension for the Group Paging Service.
- Group Page Name for easy identification in the dashboard.
- First Name and Last Name for the Group Paging Caller ID and Group directory listing.
- The Caller ID Label Option - The number that a target receives when the page is initiated. This can be set to either the number for the Paging Group or the actual originator of the page.
- Paging Targets - The list of targets for the page. The maximum number of targets for a single paging group is 50 targets. The eligible targets are any user within the Enterprise. External numbers or other group services, such as Auto Attendants or Hunt Groups, cannot be assigned as paging targets.
- Paging Originators - The list of originators for the page. Any user within the Enterprise can be assigned as an originator of a paging group. External numbers and other group services, such as Auto Attendants or Hunt Groups, cannot be assigned as Paging Originators.

Example

1. A caller in the Paging/Organizers list calls into Group Paging phone number or extension.
2. The Group Paging service sets up simultaneous calls to all of the users in the Paging Targets list.
3. The Target Phones automatically answer the call and receive an announcement of "Paging".
4. The Paging Originator is prompted with the "Paging System Ready" announcement.
5. The Paging Originator speaks to the Targets and ends the page by hanging-up.