

Group Paging Feature Overview

Cloud Services Portal Administrators may have access to create and manage the use of paging groups within the Locations & Groups section [if this service was purchased and is in use on the system](#). Paging Groups are groups of people (assigned TNs) within a department that can either send or receive a page via their phone.

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. When used, the Group Paging service makes a simultaneous call to the phones of all the assigned targets and announces to the originator of the page that the system is ready for them to speak to those targets. When finished, the originator ends the page by hanging up the call. Group Paging basics include the following:

- ❖ 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.

To Access Group Paging

1. Sign into your My Cloud Services portal Administrator account.
2. Go to Locations & Groups and click the Edit link adjacent to the desired Location/Group to open the Settings page.
3. Scroll down to **Group Paging** and click the adjacent ► arrow under the View/Edit column (far right).

Group Paging
Create and manage paging groups.

Active	Name	Phone Number	Extension	Department	Originators	Targets	Edit
<input type="checkbox"/>	Test	4703770097	0097	new test	Originators	Targets	Edit Settings
<input type="checkbox"/>	test1			prod (3100001951-01)	Originators	Targets	Edit Settings
<input type="checkbox"/>	test3			new test	Originators	Targets	Edit Settings
<input checked="" type="checkbox"/>	QA		9031	new test \ blocking	Originators	Targets	Edit Settings
<input type="checkbox"/>	testname2				Originators	Targets	Edit Settings
<input checked="" type="checkbox"/>	test4				Originators	Targets	Edit Settings

Add a Paging Group

While in the Group Paging setting view:

1. Click the **Add** button to open the Paging Group Add dialog.

2. Enter and/or select the following settings and options:

- ❖ **Paging Group ID:** provide the email name.
- ❖ **Name** - Type the name displayed in lists.
- ❖ **Calling Line First / Last Name:** Enter the first and last name used for Caller ID when paging.
- ❖ **Calling Line Phone Number:** Enter a 10-digit phone number or extension number to be used for a page.
- ❖ **Department:** Select the department to which the members of the Paging Group belong.
- ❖ **Language:** English is the default and preferred selection option.
- ❖ **Time Zone:** Choose the correct time zone for the paging group.
- ❖ **Network Class of Service:** This setting is read-only.
- ❖ **Calling Line ID to deliver:** Choose whether the Caller ID for the pages to this group will show either the **Paging Group** (ID) or the Caller ID of the **Originating user with prefix** and enter the prefix in the field.
- ❖ **Confirmation tone sending timeout (seconds):** Select an amount for the confirmation tone timeout in seconds from the drop-down menu.

3. Click the **Save** button to submit the new Paging Group settings and close the dialog.

Note: Additional settings for the group must be defined in order to begin using Group Paging.

Manage Paging Group Originators

Manage the users in the department/group who may send group pages out to the rest of the members.

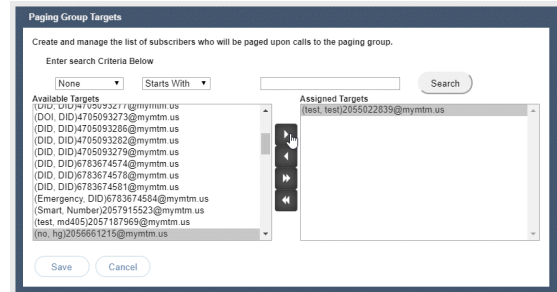
While viewing *Paging Groups* setting list:

1. Click on the **Originators** link adjacent to the desired Paging Group in the table list, OR - Click the **Edit Settings** link adjacent to the desired Paging Group to open the *Modify* dialog and click on the **Originators** button.
2. Choose users from the **Available** pick list and use the **◀ ▶** arrows to move to/from the **Selected** list. Search tools are offered to narrow selection options.
3. Click the **Save** button to submit the information and close the dialog.

Manage Paging Group Targets

Manage the users in the department/group who will receive Group Pages.
While working in the *Group Paging settings* view:

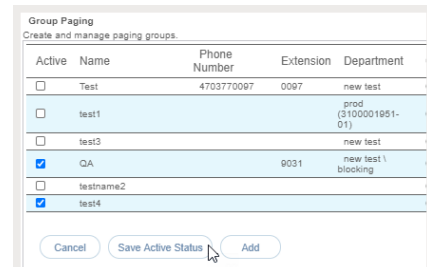
1. Click on the [Originators](#) link adjacent to the desired Paging Group in the table list,
2. OR - Click the [Edit Settings](#) link adjacent to the desired Paging Group to open the Modify dialog and click on the [Targets](#) button.
3. Choose one or more users in the *Available* pick list and use the ◀ ▶ arrows to move the selections to the *Selected* pick list. Search tools are offered to narrow selection options.
4. Click the [Save](#) button to submit the information and close the dialog.



Activate a Paging Group

While working in the *Paging Group settings* view:

1. Click to place a check mark in the [Active](#) box (far left) adjacent to the desired Paging Group in the list to set it to Active. Click again to remove the check mark and turn it OFF.
2. Click the [Save](#) button at the bottom of the dialog to submit the information.



Edit a Paging Group

1. Click the [Edit](#) link adjacent to the desired Paging Group.
2. Make changes to the available setting options.
3. Make changes to the [Originators](#) or [Targets](#) and click [Save](#) within that dialog.
4. Click the [Save](#) button in the *Modify* dialog to submit the new information and return to the list.
5. Click the [Save](#) button in the list view to ensure that the system is updated with all new group paging information and exit.

Delete a Paging Group

1. Click the [Edit](#) link adjacent to the desired Paging Group.
2. Click the [Delete](#) button at the bottom of the Modify dialog.
3. Click **OK** when prompted to confirm the action, close the dialog, and update the list.
4. Click the [Save](#) button in the list view to update the system and exit.

Note: If a paging group number has been added as a Target under another Paging Group, the system will not allow it to be deleted until that assignment is removed. In this case, an error message containing information about the Paging Group to which it was assigned is provided. Once that Target assignment has been removed, the system will then allow the Paging Group to be deleted.