

# Group Paging

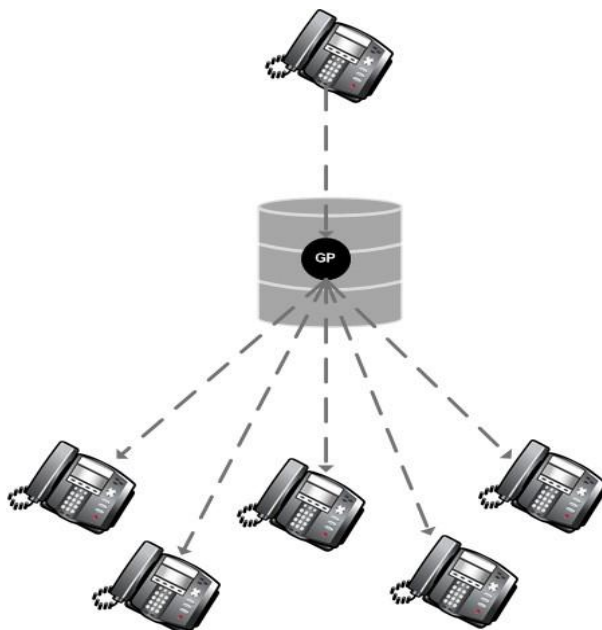
## Feature Overview

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. This 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 site administrator must configure both the targets/recipients of a page and define the list of users that are eligible to receive the page. This configuration is performed in the My Site dashboard for the site where the Group Page is assigned. Configurable options include:

- Assigning the Number and 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 Enterprise directory listing.
- The Caller ID Label Option – The number 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 75 targets. The eligible targets are any users 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.

## Group Paging Example



1. A caller in the Paging Originators list calls in to the Group Paging phone number
2. The Group Paging service sets up simultaneous calls to all 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

## Feature Prerequisites

Before the Group Paging service can be used the following conditions must be met:

- A DID must be assigned to the Group Paging service and be active
- The service must be activated
- At least one Paging Target must be assigned
- At least one Paging Originator must be assigned

### Group Paging Business Rules and Feature Interaction:

- 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. A user can be defined as a Paging Originator and/or a Paging Target in multiple Paging Groups.
- A maximum of 75 users can be assigned to a paging target group. Note the impact of large paging groups on bandwidth and call path consumption. Each leg of a page consumes up to 80 kbps bandwidth and a call path (for Hosted PRI site types).
- If a user is not on the phone, the call from a Group Page will be auto-answered and the target will hear a "Paging" announcement to alert them they are receiving a page.
- If a target is on a call, the page is not auto 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 will not be 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 will receive a "Paging System Ready" announcement alerting them to begin speaking.
- The Group Page is a one-way audio service, meaning 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.

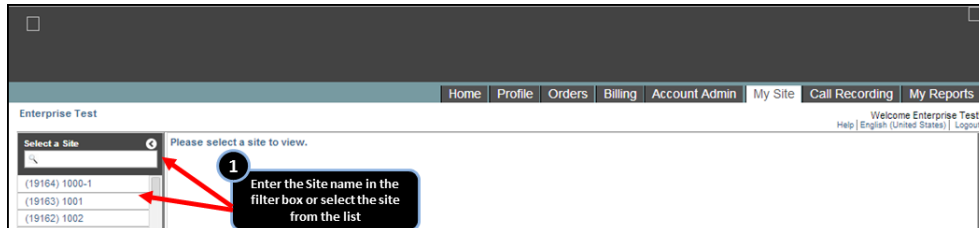
## Feature Setup

Prior to using the Group Paging service, the Site administrator must set up the service. Once logged into to My Account, simply follow the steps detailed below:

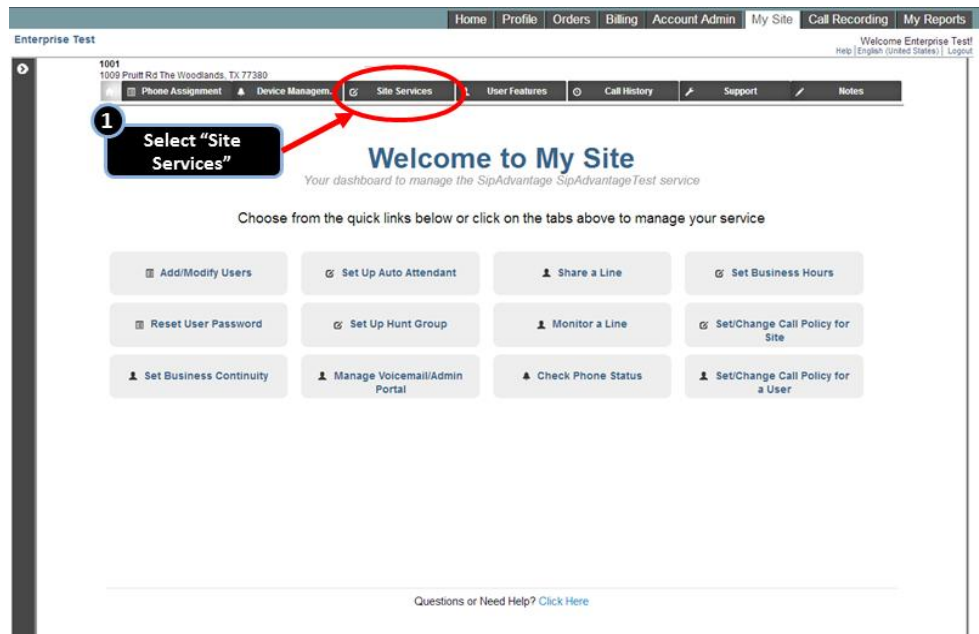
### Step 1: Go to My Site



## Step 2: Select the Appropriate Site to Configure



## Step 3: Go to Site Services



### Step 4: Go to the Group Paging Tab

The screenshot shows a web interface for a CenturyLink Business account. At the top, the address is 1000-1, 1009 Pruitt Rd Suite B The Woodlands, TX 77380. Below the address is a navigation bar with tabs: Phone Assignment, Device Managem..., Site Services, User Features, Call History, and Notes. On the left is a sidebar with a 'Hide Buttons' toggle and a list of feature tabs: Hunt Group, Call Queue, Auto Attendant, Voice Portal, Schedule, Office Anywhere, Lead Numbers, Hosted Square Key, Outbound Calling, Music On Hold, Receptionist, Group Paging (highlighted with a red circle), Conferencing, and Park/Pickup. A red arrow points from a callout box to the 'Group Paging' tab. The callout box contains the text '1 Select the Group Paging tab'. The main content area shows a 'Park Pickup' tab with a table of group names. The table has three rows: 'New Quote Test\_CP3', 'Test', and 'Test fm Home'. Below the table is a pagination control showing 'Page 1 of 1', 'Records per Page 10', and 'Clear Filters'. The status 'Displaying 1 - 3 of 3' is shown at the bottom right of the table area.

1000-1  
1009 Pruitt Rd Suite B The Woodlands, TX 77380

Phone Assignment Device Managem... Site Services User Features Call History Notes

Hide Buttons Park Pickup

Hunt Group  
Call Queue  
Auto Attendant  
Voice Portal  
Schedule  
Office Anywhere  
Lead Numbers  
Hosted Square Key  
Outbound Calling  
Music On Hold  
Receptionist  
Group Paging  
Conferencing  
Park/Pickup

Select a row then click the Edit button to change settings

Add Edit Delete Global Settings

Search

Group Name
New Quote Test_CP3
Test
Test fm Home

Page 1 of 1 Records per Page 10 Clear Filters Displaying 1 - 3 of 3

1 Select the Group Paging tab

### Step 5: Edit the Group Paging Service

The Group Paging lead phone number is configured during the provisioning process. These configuration steps add/remove the users and define the settings for each Paging Group. To change the lead number go to the Lead Numbers tab.

The screenshot shows the 'Group Paging' configuration page. On the left is a sidebar with various service tabs, including 'Group Paging'. The main area contains a table of paging groups. A red circle with the number '1' is placed over the 'Edit' button above the table. A red callout box with the text 'Select the Paging Group and the hit the "Edit" button' has two red arrows: one pointing to the 'Edit' button and another pointing to the first row of the table. The table has columns for Name, Phone Number, Extension, and Active. The first row is highlighted in grey.

Name	Phone Number	Extension	Active
3422981176	(342) 298-1176	1176	<input checked="" type="checkbox"/>
3422981173	(342) 298-1173	1173	<input checked="" type="checkbox"/>
3422981172			<input checked="" type="checkbox"/>
3422981177	(342) 298-1177	1177	<input type="checkbox"/>
hotline	(342) 298-1171	1171	<input checked="" type="checkbox"/>
3422981170	(342) 298-1170	1170	<input checked="" type="checkbox"/>
3422981174	(342) 298-1174	1174	<input type="checkbox"/>
3422981178	(342) 298-1178	1178	<input type="checkbox"/>
3422981179	(342) 298-1179	1179	<input checked="" type="checkbox"/>
3422981175	(342) 298-1175	1175	<input checked="" type="checkbox"/>

### Step 6: Configure the Group Paging Targets

**1** List the available users using the filter either by searching by Site, Number, First, or Last Name to bring up the list of available users.

**2** Click on the user in the available list.

**3** Drag the user to the Targets list. Note: To remove Targets from the Paging Group, click on the Target user and drag it to the Available list box.

**4** Click the Save button.

**Group Details:**  
Group Name: Sales Group Page | Phone Number: (281) 555-4003  
Extension: 4003  
First Name: Sales | Last Name: Group Page  
Group Id:  Page Originator

**Filtering:**  
Filter by Site: Main Site  
Filter by:  Number  First Name  Last Name

Available				Included as Target(s) <small>(max: 20 users)</small>			
Phone Num...	Site	First	Last	Phone Num...	Site	First	Last
(281) 555-4004	Main Site		CEO	(281) 555-4006	Main Site	Sales Executive 1	
<b>(281) 555-4005</b>	Main Site		Receptionist	(281) 555-4007	Main Site	Sales Executive 2	
(281) 555-4009	Main Site		Finance Manager	(281) 555-4008	Main Site	Sales Manager	
(281) 555-4010	Main Site		Accountant 1	(281) 555-4012	Main Site	Floor Phone	
(281) 555-4011	Main Site		Accountant 2	(281) 555-4013	Main Site	Back Room Phor	
(281) 555-4014	Main Site		Shop Phone				
(281) 555-4015	Main Site		Conference Room				

Drag & Drop numbers between the boxes.

## Step 7. Configure the Paging Originators

**1** Click on the Paging Originators link.

**2** List the available users using the filter either by searching by Site, Number, First, or Last Name to bring up the list of available users.

**3** Click on the user in the available list.

**4** Drag the user to the Originators list. Note: To Remove Originators from the Paging Group, click on the Originator user and drag it to the Available list box.

**5** Click the Save button.

Phone Nu...	First	Last
(281) 555-4004	Main Site	CEO
(281) 555-4008	Main Site	Sales Manager
(281) 555-4006	Main Site	Sales Executive
(281) 555-4007	Main Site	Sales Executive
(281) 555-4009	Main Site	Finance Manage
(281) 555-4010	Main Site	Accountant 1
(281) 555-4011	Main Site	Accountant 2
(281) 555-4012	Main Site	Floor Phone
(281) 555-4013	Main Site	Back Room Pho
(281) 555-4014	Main Site	Shop Phone

Phone Num...	First	Last
(281) 555-4005	Main Site	Receptionist