



(((PagingPro)))
User Guide

Schmooze®
Schmooze Com Inc.



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Overview

This module is for specific phones that are capable of paging or intercom. In the paging module you can configure groups of phones so when called from the page group, they will auto answer and play the page over the speakers.

This module will work with most SIP phones that are supported on the PBX.



Logging in

Log into the paging module and you will see a screen like this:

Paging

This module is for specific phones that are capable of Paging or Intercom. This section is for configuring group paging, intercom is configured through **Feature Codes**. Intercom must be enabled on a handset before it will allow incoming calls. It is possible to restrict incoming intercom calls to specific extensions only, or to allow intercom calls from all extensions but explicitly deny from specific extensions.

This module will work with Aastra, Grandstream, Linksys/Sipura, Mitel, Polycom, SNOM, and possibly other SIP phones (not ATAs). Any phone that is always set to auto-answer should also work (such as the console extension if configured).

Example usage:

- *80nnn: Intercom extension nnn
- *54: Enable all extensions to intercom you (except those explicitly denied)
- *54nnn: Explicitly allow extensions from intercom uou (except those explicitly allowed)
- *55nnn: Explicitly deny extension nnn intercom you (even if generally enabled)

On the right side you will see a list of all page groups that have been created along with the ability to create new page groups and set and general settings that apply to all page groups.

Overview
General Settings
New Paging Group
test
Tony

General Settings

In the general settings section you can set the following option:

- **Auto Answer Announcement**- by default anytime you page or intercom a phone a beep will be played. You can optionally pick a different recording (or none if you do not want a beep played).

Auto-answer defaults

Announcement 

Creating a Page Group

To create a new page group click on the “New Paging Group” option on the right column.

Add Paging Group



- **Paging Extensions-** Pick an extension number that will belong to this page group. To page a group of phones you dial this number. It can be any number from 3-11 digits. We will use 700 in this example.

Paging Extension 

- **Group Description-** Here we name this page group. We will use “Sales” since this is for the sales group.

Group Description 

- **Device List-** This is where we pick which extension(s) are included in the page group. Drag extensions from the “Not Selected” group to the “Selected” group with your mouse.

Selected	Not Selected
<input type="button" value="4006 - Luke Duquaine"/> <input type="button" value="4001 - Preston McNair"/>	<input type="button" value="1001 - CGN3's"/> <input type="button" value="2000 - Moshe Brevda KX-UT670"/>
<input type="button" value="4026 - Warehouse"/> <input type="button" value="4002 - Tony Lewis"/>	<input type="button" value="2001 - Moshe Brevda 67531"/> <input type="button" value="2002 - Moshe Soft Phone"/>
	<input type="button" value="2003 - Moshe Soft Phone"/> <input type="button" value="2004 - Moshe 9143i"/>



Please note: We do not recommend having more than 20-25 phones in a single page group. You can also set the maximum amount of phones that can be joined to any page group in the advanced settings module of your PBX under the PagingMaxParticipants section

Paging

PAGINGMAXPARTICIPANTS   

- **Busy Extensions-** If an extension is busy (such as on a call) how do you want to handle sending the page? You can pick between:
 - **Skip-** This will skip including that extension in the page group if they are on a call.
 - **Force-** This will send the page to the phone. In most cases the phone will ring if it is on another call instead of auto answering but some manufacturers will put the caller on hold and play the page. This is not usually a desirable outcome unless you are setting up a page group for emergencies where you want all extension(s) to play the page regardless.



- **Whisper**- In whisper mode if an extension is busy (on another call) it will play the page in the users phone but the other party on the call will not hear it. Just the user talking on that phone.

Busy Extensions [?]

Skip

Force

Whisper

- **Duplex**- Duplex allows you to choose if the extensions you page are muted by default or not. If you enable duplex the extensions that are called in the page group will not be muted which will allow anyone to talk in the page group. Usually this will be disabled. Any user can dial *1 to unmute themselves at anytime.

Duplex [?]



- **Default Page Group**- You can create one or more page groups to be default page groups. This allows you (when creating a new extension on the phone system) to include that extension into all default page groups. After creating an extension you do not need to go and add them to page groups.

Default Page Group

- **Paging Pro**- Paging Pro is an add on to normal page groups to give more advanced features for page groups. All PBXact and PBXtended systems are licensed for Page Pro by default.
- **Busy Page Groups**- If a page group is in use this allows you to choose how to handle when a user tries to dial a page group when in use. The options are:
 - **Do Nothing**- If a page group is in use when another users dials the page group they will hear a busy tone.
 - **Valet**- If a page group is in use when another user dials the page group they will be prompted to say their page. Once the page group becomes available it will take the page recorded and play it to all parties.
 - **Force Valet**- Anytime someone dials the page group it will prompt them to record the page and then when the user hangs up, if the page group is not in use, it will page all the phones and play the recorded page. This is also known as Airport Style Paging.

Busy Page Group [?]

Do Nothing

Valet

Force Valet



- **Page Announcement-** By default when dialing the page group it will play a beep tone. You can choose to have it not play any beep or any other recording you have on your PBX. This announcement will be played to all users who have been paged prior to the pager being able to talk or in the event of a Valet Page it will play before the recorded page.

Announcement 

- **CID Prepend-** You can optionally set a caller ID prepend for all calls coming from this page group to any extension. In our example we will see this as “Sales.” Anytime we call this page group the caller ID on the display of all phones that get paged will show “Sales”- and the caller ID of who called the page group.

Do not forget to press the submit button after creating or editing any page group.

Paging Scheduler

- **Enable Scheduler-** You can optionally set event schedules for any page group. This lets you create dates and times the page group should be automatically called by the system and it will play the recording that you have chosen in the ‘Page Announcement’ section and then hang up the call. If you enable this you should now see the following options.

Scheduler

Enable Scheduler  Yes No

- **Start and End Date-** Here you define a time period that by a start date and end date that the schedule will be active. In our example we are going to pick the start and end date of our School Year since we are setting up this Page as a Bell System to play a Bell Tone for each Period change. Sept 3rd thru May 31st

Schedule Range Options

Start Date End Date

- **Events-** Here we define the actual time we want the page to be played and which days. In our example we set 4 events to give you an idea on how this works but you can create as



many as you want. We have 1 event Monday thru Friday as 8:00AM to signal the start of 1st period. We then have a second even Monday thru Friday at 8:50AM to signal the end of first period. Our 3rd event is Monday thru Thursday as 3:30PM to signal the end of the day and then we have Friday only at 2:00PM since Friday school lets out early. This should give you a good idea at setting up complex events.

Pressing the Green + icon will give you a new event row and clicking on the Trash Icon will delete that specific event.

Events

Days							Time	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	8:00am	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	8:50am	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	3:30pm	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	2:00PM	

- Exclusion Dates- Exclusion dates are used to exclude specific dates that fall in the Start and End date. They are usually used for Holidays or in the event of Schools things like Teacher Service days. You can add as many exclusion dates as you want and on those days the events defined above will not be executed. In our simple example we have excluded New Years Ever and Day.

You use the same Green + icon to add additional excluded days and clicking on the Trash Icon will delete that specific excluded day.

Exclusion Dates

Date	<input type="text" value="12/31/2012"/>	Comment	<input type="text" value="New Years Eve"/>	
Date	<input type="text" value="01/01/2013"/>	Comment	<input type="text" value="New Years Day"/>	



Linking Outbound Route to Page Group

- With Paging Pro you can optionally link a page group to any outbound route. So anytime a call is placed using the outbound route the phones will be paged from the page group and be told the extension number that made a call and the number they dialed. The phones that were part of the page group will then be injected into the call initially muted and can press *1 at anytime to unmute themselves.
- Create a normal Page Group with the phones you want as part of the group.

Paging

Modify Paging Group

Paging Extension 

Group Description 

Selected	Not Selected
<input checked="" type="checkbox"/> 4006 - Luke Duquaine	<input type="checkbox"/> 1001 - CGN3's
<input checked="" type="checkbox"/> 4001 - Preston McNair	<input type="checkbox"/> 2000 - Moshe Brevda KX-UT670

- Now go to your outbound routes module and click on an existing outbound route. In our example we will pick the 911 route.

Add Route

- 911
- International
- Fax
- Integrity
- Cell-Phones
- Schmooze
- FreePBX-Support

- Scroll down to the Additional Settings section and you should see a box called Notification

Additional Settings

+ Extension Routing  :

PIN Set  :

Call Limit  :

Notification  :



- Pick which page group you want to be linked with this outbound route. In our example we will pick the 911 Notify page group.

Additional Settings

+ Extension Routing [?] :

PIN Set [?] :

Call Limit [?] :

Notification [?] :

- Don't forget to submit your settings at the bottom of the page.

Submit Changes

- Now anytime a phone dials out a call that uses this 911 Route it will page the phones in the Page Group we linked this route to called "911 Notify" and inform all the phones the extension that dialed and what number they dialed and drop all the paged phones into the call so they can listen and at anytime press *1 to unmute themselves and take part of the call.



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