8x8, Inc. Business Phone Service

Virtual Office
Zone Overhead Paging User Guide

Version 1.0

1. Introduction

What is the Virtual Office Overhead Paging System?

The Virtual Office Overhead Paging System (also known as ZONE overhead paging) allows subscribers to dial an extension number and connect to an announcement paging system. The announcement system should be a one-way speaker system, such as an amplifier connecting to a speaker. After dialing the extension number associated with the Overhead Paging system, the caller can begin speaking immediately following an optional password check.

The Virtual Office Overhead Paging System supports multiple Overhead Paging extensions within an iPBX. Virtual Office subscribers can install Overhead Paging Systems in different zones and have specific extension numbers for each zone.

The Virtual Office Overhead Paging System is not an intercom system as it only supports one-way announcement.

2. Installation and Setup

Order and Installation Procedure

When ordering an Overhead Paging extension, the user will be given an extension number and prompted to set up a password for this extension, if desired. Unlike a normal physical extension, Virtual Office Overhead Paging extensions use just the Broadband Phone Adapter with no physical telephone.

The activation process for an Overhead Paging extension is the same as with a physical extension. You will need to enter your User ID and MAC address of the Phone Adapter after logging into your 8x8 Account Self Service Portal. Once the activation is complete, you can then connect your existing Overhead Zone Paging System to the RJ-11 phone port on your Virtual Office Phone Adapter.

3. Using the Overhead Paging System

An Overhead Paging extension can receive calls like other Virtual Office physical extensions but cannot make outgoing calls. The user dials the Overhead Paging extension number to speak to the announcement system. After dialing the extension number, the user will be prompted to enter the password. (The default password is blank) The password check is optional and depends on the configuration. You can start speaking to the announcement system after hearing the bell tone.

Optional Password Check

The Virtual Office Overhead Paging System supports optional password check. Each Overhead Paging extension has its own customizable password (the default password is blank). Since the Overhead Paging System allows an empty password, the user can skip entering the password when calling the Overhead Paging extension.

The options for establishing the password check procedure are as follows:
1. The password check is performed by default.
2. The password check is skipped if the password is empty.
3. The password check is skipped if the user is calling from the receptionist extension.

Changing the Overhead Paging Extension Password
There are two ways to change the password for an Overhead Paging extension.

Method 1: Through the IVR interface.

To change the Overhead Paging password by IVR, please do the following:
1. Dial 500 to Access Voicemail from any other physical extension of the iPBX.
2. Enter the extension number of Overhead Paging and press **#**.
3. Enter the password and press **#**. (the default password is blank)
4. Enter 3 to Change the User Preferences.
5. Enter 1 to Change the User Password.
6. Follow the instructions to change the password.

Method 2: Through Your 8x8 Customer Self Service Web Portal

Log into your 8x8 account at: www.8x8.com and click on **My Account**, then to "Overhead Paging Extension" and click on **Configure** to change your password.

Warning!

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