How to Create a Paging Group in Configuration Manager

Objective

To make real-time announcements to a department, team or work area using the intercom feature on your Polycom or Cisco phone.

Note: In order to access paging functionality, the user must have an activated Polycom or Cisco phone and be a member of the paging group. With Polycom phones, you can choose normal, emergency, or priority group.

Applies To

• Polycom Phones
• Cisco Phones
• Group Paging

Procedure

1. Log in to Configuration Manager.
2. Click Paging.
3. Click **Create Paging Group**, top right of the page. If you have not created a Paging Group before, click **Create Paging Group** in the center of the page.

4. Enter a **Name** for the paging group and select a **Site**.

5. Select a **Device Model**: Polycom or Cisco. Once you select a device model, the field becomes disabled. Only members with that specified device can be added to the paging group.
   - **For Polycom phones**, determine the **Priority** to deliver paging, such as normal, priority, or emergency. You cannot unsubscribe from a priority or emergency group. A priority page interrupts normal pages or active calls. An emergency page interrupts normal pages, priority pages, and active calls and plays out at near maximum volume even if Do Not Disturb (DND) is turned on. In Cisco phones, only emergency option is available.
   - **For Cisco phones**, add an **Extension number**. This option is not available for Polycom phones.

6. Add **Members** to the group and **Save**. You can select members from the specified site or all sites within the same phone system (PBX) as long as users have the same device model, Cisco or Polycom.

7. Click **Save**.

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**Note:** To edit the device model, you must delete the members first.

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**How to use Group Paging in Polycom Phones**

After you create a paging group in Configuration Manager, your Polycom phone reboots and displays Paging soft key on the display. Follow the instructions below to page. The phone sends a preamble or repetitive set of alert messages that ensure receiving phones are ready to receive the broadcast.

1. From the main screen, select **Paging**.

2. Scroll through the list to locate the group you want to page, then select **Page**.
3. Wait while your phone sends the preamble.
4. After you hear the beep, begin your announcement.

5. When you are done, select End Page, or pick up the handset.

As the paging receiver, you can terminate an incoming page by pressing the End Page soft key. To make a call during an incoming page announcement, simply begin dialing.

**How to use Group Paging in Cisco Phones**

After you create a paging group in Configuration Manager, all the Cisco phones in that group are ready to receive pages. For example, to page all the phones in the shipping department, a person at any phone dials the extension number associated with the paging group. The phone sends a preamble or repetitive set of alert messages that ensure receiving phones are ready to receive the broadcast. Follow the instructions below to page.

1. Dial the paging group extension number from any Cisco phone.
2. Wait while your phone sends the preamble.
3. After you hear the beep, begin your announcement. The group members receive the page on their Cisco phones.
4. When you are done, simply hang up.
The emergency page interrupts normal pages, priority pages, and active calls and plays out at near maximum volume even if Do Not Disturb (DND) is turned on.

Note: We support Cisco phone models 7811, 7821, 8841, and 8861.

Additional Information

Features

- Paging is included free with Polycom and Cisco phones.
- Create up to 23 normal paging groups in Polycom phones. One priority and one emergency group already exists by default.
- Set priority levels for your pages: Normal, Priority, and Emergency (Polycom phones only).
- Create one emergency paging group with Cisco phones.
- Set permissions for who can broadcast pages and who can only receive them.
- You can include a user in multiple paging groups.
- You need at least one member for every paging group.
- You need at least one member with Send capabilities for emergency or priority paging.
- You need at least one member with Send capabilities and one member with Receive capabilities for normal paging.

Limitations

- Only emergency paging is supported in Cisco phones. Emergency paging interrupts the group members active calls.