

Call Paging

Call Paging is a feature within Horizon that allows a user to call numerous users all at the same time with one-way audio (i.e. only the caller can speak). Once a call is placed then all handsets set up to receive a call in the call paging group will be answered automatically on loud speaker.

Call paging only works for users that use handsets and not soft clients.

Polycom devices will announce the message instantaneously if the user is not on a call.

Cisco devices will announce the message instantaneously if the user is not on a call. If a user's is on a call, the Call Page will announce and put the current call on hold.

Yealink devices will display the page as a call that needs to be answered. If the user is on a call, then it will display the Call Page as a call waiting. If there are other users that are in the group that are available to receive the call page, the user that is on the call will lose the page.

Setup Call Page Group

Call paging is set up by the Company Administrator for a user.

Before you start to set up your Call Page Group, you need to make sure that you have the Call Page Group Add-on. This is done by completing the following actions:

1. Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.
2. Select your account and locate the company that you want to set up a Call Page Group for.
3. Using the "Actions" drop down select "Manage Bolt Ons".

4. From here you can see what bolt-ons you have and how many are currently in use. If you need to add any more Call Page Group add-ons, scroll to the bottom of the page and click “Add More Bolt ons” and then you can add as many bolt-ons as you need by adding against “Page Group”.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Page Group”. On the Page Group page click “Add”.

Step 4

You will now be in the wizard for Call Page Groups. On the first page you will be setting up the following:

- **Site** - the site that the Call Page will be used for. All the users of the Call Page Group will be on this site.
- **Group Details** - enter the name, username and department that you’d like the group to be assigned to. This is so that you can quickly identify the group if you ever need to edit or delete the group.
- **Caller ID** - this will be what is displayed on the handset when the Call Page Group is used.

Dashboard / Group Management / Page Group / Create New Page Group

Create Page Group

Account → Select Sending Users → Select Receiving Users → Assign Extension

Location

Site:

Group Details

Name:

Department:

Username: @ uat.branding.com

Caller ID

Calling ID First Name: Calling ID Last Name:

Step 5

You can now select your "Sending users". These are you users that can make a call from this group to those "Receiving User" (see next step).

Add everyone that you want to be able to send a call page and then "+ Add Selected" and once all users are in the right-hand table you can click "Continue"

If you have added a user in error you can use the white "X" next to the user's name.

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Page Group / Create New Page Group

Create Page Group

Account Select Sending Users Select Receiving Users Assign Extension

i Your new page group has been created successfully, you have 6 Page Group subscriptions remaining

Select Users

Search...

- Bob Test
- Adam Eckersley
- Oliver Test
- Bernice Test
- Mircea Test
- Mike Test
- Linds Test

+ Add Selected

Cancel Continue

Step 6

You can now select the "Receiving Users", these will be the people that get the call page when the call page extension is dialled.

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Page Group / Create New Page Group

Create Page Group

Account Select Sending Users Select Receiving Users Assign Extension

Select Users

Search...

- Louise Test
- Bob Test
- Adam Eckersley
- Oliver Test
- Bernice Test
- Mircea Test
- Mike Test

+ Add Selected

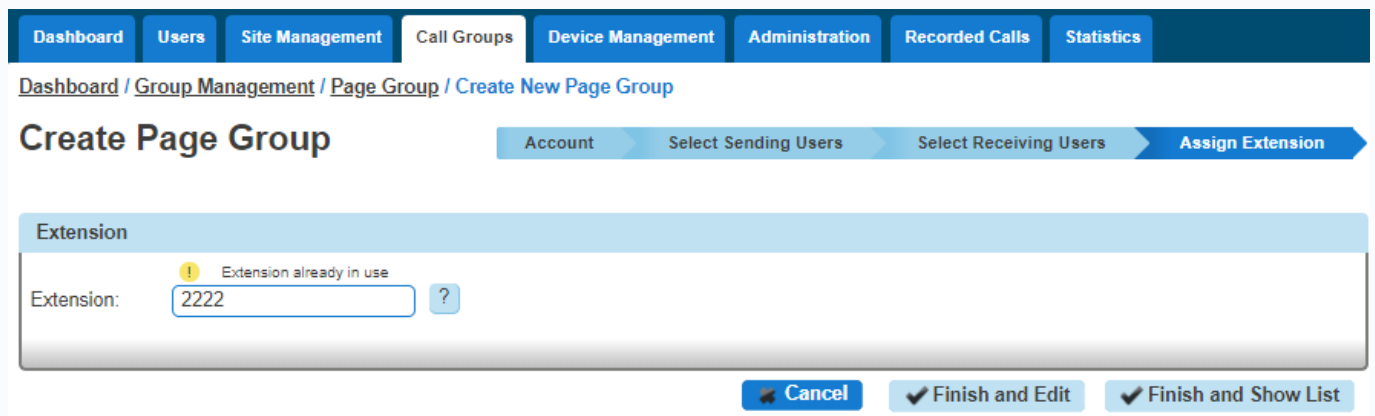
Cancel Continue

Step 7

Now you should give the group a unique extension number so that when it is dialled by one of the “Sending Users” a call is initiated to all the “Receiving Users” in the group.

If you click “Finish and Edit” this will save the Call Page Group that you’ve just configured and take you back to the start of the wizard “Account” so you can edit the group as you see fit.

If you click “Finish and Show List” this will take you back to the Page Group page within the Horizon Portal and you will now see your new Call Page Group.



The screenshot shows the 'Create Page Group' wizard in the Horizon Portal. The breadcrumb trail is 'Dashboard / Group Management / Page Group / Create New Page Group'. The wizard has four steps: 'Account', 'Select Sending Users', 'Select Receiving Users', and 'Assign Extension'. The 'Assign Extension' step is active. The 'Extension' field contains '2222', and a warning message 'Extension already in use' is displayed. Below the field are three buttons: 'Cancel', 'Finish and Edit', and 'Finish and Show List'.

Edit a Call Page Group (including Add/Removing Users)

You are unable to edit the Site or the Username of the Call Page group.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Page Group”. On the Page Group page click “Edit” next to the Call Page Group that you wish to edit.

Step 4

Using the links at the top of the page you can edit the following:

- **Account**
 - **Group Details** - change the name and department
 - **Caller ID** - this will be what is displayed on the handset when the Call Page Group is used.

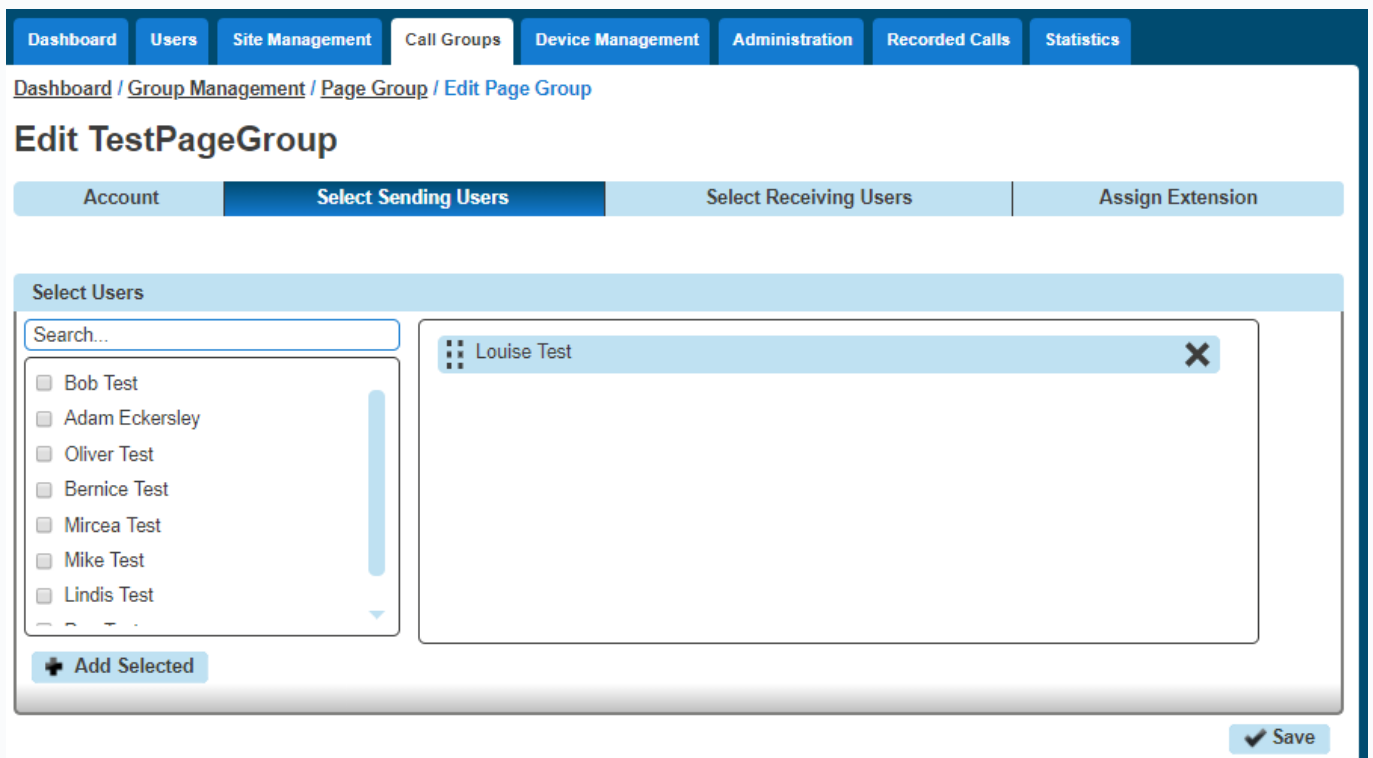
The screenshot shows a web interface for editing a call group. At the top is a navigation bar with buttons for Dashboard, Users, Site Management, Call Groups (selected), Device Management, Administration, Recorded Calls, and Statistics. Below the navigation bar is a breadcrumb trail: Dashboard / Group Management / Page Group / Edit Page Group. The main heading is 'Edit TestPageGroup'. There are four tabs: Account (selected), Select Sending Users, Select Receiving Users, and Assign Extension. The 'Account' tab contains two sections: 'Group Details' and 'Caller ID'. The 'Group Details' section has three fields: 'Name' (TestPageGroup), 'Department' (Choose One dropdown), and 'Username' (newpagegroup @ uat.branding.com). The 'Caller ID' section has two fields: 'Calling ID First Name' (Emergency) and 'Calling ID Last Name' (Call Group). A 'Save' button with a checkmark is located at the bottom right.

Account	Select Sending Users	Select Receiving Users	Assign Extension
Group Details			
Name:	<input type="text" value="TestPageGroup"/>		
Department:	<input type="text" value="Choose One"/>		
Username:	<input type="text" value="newpagegroup"/> @ uat.branding.com		
Caller ID			
Calling ID First Name:	<input type="text" value="Emergency"/>	Calling ID Last Name:	<input type="text" value="Call Group"/>

✓ Save

- **Select Sending Users**

- Add new users by clicking the “+ Add Selected” button.
- Remove users by clicking the white “X” next to the user.



- **Select Receiving Users**

- Add new users by clicking the “+Add Selected” button.
- Remove users by clicking the “X” next to the user.

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Group Management / Page Group / Edit Page Group

Edit TestPageGroup

Account | Select Sending Users | **Select Receiving Users** | Assign Extension

Select Users

- Bob Test
- Adam Eckersley
- Oliver Test
- Bernice Test
- Mircea Test
- Mike Test
- Lindis Test

☰ Louise Test
✕

- **Assign Extension**
 - Change the Extension number of the Call Page Group.

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Group Management / Page Group / Edit Page Group

Edit TestPageGroup

Account | Select Sending Users | Select Receiving Users | **Assign Extension**

Extension

Extension:

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Page Group”. From here select the Call Page Group that you want to delete (you can select multiple call page groups to delete) and then hit the “Delete Selected” button. Click on the “Confirm” button to confirm the deletion.