



Overhead Paging with Park Page

A short tutorial on configuring Insta-Page.

Test Environment

Test Programs: Park & Page, System OAI Server, Voice Assistant
PC Operating System(s): Windows 3.1, Windows 95, Windows 98
Phone System Software: Axxess 4.3 or higher
Phone Hardware: Axxess CPU Serial Port or PCDPM
Test Date: 01/01/1998

Overview

John Doe works in a busy office, and he's often away from his desk. He's a pretty important guy, though, so he wants to make sure that he can pick up his calls while he's in other parts of the office. You sell John an OAISYS solution with Park & Page *Insta-Page*.

With *Insta-Page*, John will hear "John Doe, you have a call holding," over the paging system anytime a call rings on his phone for more than 8 seconds. John will be able to pick any phone in the office and perform a Reverse Transfer to pick up the call.

John is pretty excited about this, and decides he wants everyone in the office to have this paging feature. Here's how you set it up.

Record the Names

Start by compiling a list of all the names and extensions that will be part of the *Insta-Page* application. For example:

x1001 = John Doe
x1002 = Jane Smith
x1003 = Homer Simpson
etc...

When you have this list complete, pull up Voice Assistant on the OAISYS PC.

On the Pgm Vports tab, select one of the voice ports, such as Port 1, and place a checkmark in the System Admin Port check box. Be sure to click the Save button.

Note the extension number of the port, because you'll be calling that extension in a moment.

Locate a person with a pleasant-sounding voice. This person should be someone that works at the customer site, so that if they need to make any changes or additions to the names, the voice will always sound the same.

Find a quiet location where the voice talent can sit comfortably, and have them call the voice port extension we noted earlier. If all is well, the voice port will answer and say: "Please enter the password, then press pound."

Recording the Names (cont.)

The password is '1234.'

Follow the voice prompts to record the names. To record John Doe's name, enter '1001' for the prompt number. For Jane Smith, enter '1002.' Do this for each person on the extension list.

When finished, hang up.

After you have the names recorded, return to the OAISYS PC and un-check the System Admin Port check box. Be sure to press the Save button again.

Configuring Park & Page

Pull up Park & Page, and click the Login button.

Use the default supervisor password, '9999.'

Click on the Ports tab.

The first thing you must do is configure the Overhead Paging Port. Click on the Change button in the center of the screen, and fill in the voice port number and extension. You should choose a port that is not likely to be busy, such as the highest numbered port in the system. In an 8-port system, use port 8, 16-port, use port 16.

Configuring individual extensions

Click the Add button under Monitored Extensions, and change the extension number to the first extension on your list. For this example, we're using '1001.'

Choose the Call Types. If John only wants to be paged by Outside calls, leave the Outside Calls radio button selected. If he wants to know about all calls, select All.

Click the first Threshold drop-down box. 'Select Call RINGing > 'x' secs' from the list.

Fill in the number of seconds the phone will ring before triggering a page. Most installations choose between 6-10 seconds.

Click the Actions drop-down, and select 'Do Overhead Page.'

Click OK.

Repeat these steps for each extension that will be part of *Insta-Page*.

To test the installation, simply make a phone call to one of the extensions. Be sure that your phone call is the right type. If you selected Outside Only, then it will not page if you make an Intercom call.