

Paging, PA

DIRECTIONS FOR USE



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GENERAL

In the following the initiator of a paging call is called the *pager* and the paged person is called the *pagee*.

The paging facility enables you to reach persons on the move and unable to hear their own extension telephone. Lamp displays with individual display codes or portable wireless receivers, i.e. staff locators, are used for paging. The staff locators emit a tone signal - bleep - when called. They can be furnished with a display that can inform the bearer (owner) who is calling. Some staff locators also permit paging with voice messages.

Three types of paging exist

- Paging to lamp display(s) or staff locator without display
- Paging to staff locator with display
- Paging to staff locator with voice channel.

One of these types is standard in your telephone exchange. Ask your system administrator. Also find out whether it permits just one or several concurrent paging calls.

In addition to the standard paging it is also possible to assign one or more persons a different type of paging. For example if staff locator without display is standard then some extensions can be assigned paging with voice messages.

Paging is also possible with messages. Messages consist of digit codes with a maximum length of 10 digits. The significance of the digit code is defined by the person/department in your organization responsible for telecommunications.

When you call an extension and obtain no reply or busy signal you can initiate paging merely by dialing a code digit (7 for Application System Standard). This applies irrespective of which type of paging is used.

An extension user is paged with a paging code and her/his extension number, e.g.

***81*extension number#**. A person without extension number, e.g. a visitor, can be assigned a staff locator with an extra paging number (EPN) as paging number.

A group of extensions (persons) can be assigned a common paging number (CPN).

A paging call proceeds for the period defined for your telephone exchange (normally 2-3 minutes). If no reply is received before this time expires you will then receive congestion tone.

Your system can be equipped with the alarm paging function.

If you have been assigned a staff locator this contains batteries that need recharging at regular intervals. A charging rack exists for this purpose in which you can place your staff locator, e.g. when you leave work for the day. Consult the documentation for paging equipment to discover the recommended charging cycle.

For those procedures where the digit code is stated as 7(), 7 is the standard digit, and the actual digit used in your system is to be inserted in ().

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PAGING VIA LAMP DISPLAY OR STAFF LOCATOR LACKING DISPLAY

Paging is initiated using individual lamp codes or portable staff locators. The staff locator emits a bleep (or vibrates) when the bearer is paged.

2.1

TO INITIATE A PAGING CALL

You have two ways of initiating a paging call:

By dialing the paging code after you have called an extension who does not answer or who is busy

- You hear ring tone or busy tone
- Keep handset off
- Dial 7(), or for Mitel 6700/6800/6900 SIP phones, press Paging function key
- Wait for answer with handset off

By dialing the paging code immediately

- Lift handset (if applicable)
- Dial ***81*required extension number#**
- Wait for answer with handset raised

2.2

TO ANSWER A PAGING CALL FROM AN ARBITRARY EXTENSION TELEPHONE

Move immediately to the nearest extension telephone. Remember that the paging period is limited.

- Lift handset (or press a line key)
- Dial ***82*own extension number#** or, if the system only permits one paging call at a time,
- Dial ***82#**
- You obtain speech connection with the pager

3 PAGING VIA STAFF LOCATOR WITH DISPLAY

When called the staff locator emits a bleep and displays the extension number of the pager. If the pager is external, the display may show zeroes, if no calling party identity is available. After you have answered the pager and/or read the message you can clear the display by pressing the button on your staff locator.

Paging is also possible with an extra message.

This message consists of a digit code of maximum 10 digits. The message, not the extension number, is shown in the staff locator's display.

3.1 TO INITIATE A PAGING CALL

You have two possibilities to initiate a paging call:

Dial the paging code after you have called an extension who does not answer or is busy with a call.

- You hear ring tone or busy tone
- Keep handset off
- Dial 7(), or for Mitel 6700/6800/6900 SIP phones, press Paging function key
- Wait for tone signal and then replace handset (disconnect)
- Wait for pagee to call back

Dial the paging code directly

- Lift handset
- Dial ***81*extension number#**
- Wait for tone signal and then replace handset (disconnect)
- Wait for pagee to call back

3.2 TO ANSWER A PAGING CALL FROM ANY EXTENSION POSITION

Internal call

- The pager's extension number appears on your display
- Proceed to nearest extension telephone and call pager in normal manner

External calls

- Either calling party's subscriber number, or, if no number is available, zeroes appear on your display
- Proceed immediately to nearest extension telephone. (The predefined answer period is limited)
- Dial ***82*own extension number#** or, if the system only permits one paging call at a time,
- Dial ***82#**

- Speech connection with pager is obtained

3.3 TO INITIATE PAGING USING EXTRA MESSAGE

This is an optional facility that may exist in your system. The pagee's staff locator beeps and displays a message in digit code maximum 10 digits long.

To initiate a paging call

- Lift the handset (or press a line key)
- Dial ***81*required extension number*message#**
- Wait for tone signal and then replace handset (disconnect)
- Wait for callback (if expected)

To answer a paging call

- Read the display
 - Take appropriate action in response to received message
- or,
- Use nearest telephone and call (if required) appropriate person in normal manner

4 PAGING WITH VOICE MESSAGE

The pagee's staff locator beeps and a verbal message is then received.

The locator can have bothway voice connection so that the pagee can also reply via the locator.

The conversation period is limited. If the pagee wishes to continue talking to the pager he/she can call the pager via any extension telephone.

4.1 TO INITIATE A PAGING CALL

You have two possibilities to initiate paging

By dialing the paging code after you have called an extension who does not answer or who is busy

- You hear ring tone or busy tone
- Keep handset off
- Dial 7 (), or for Mitel 6700/6800/6900 SIP phones, press Paging function key
- Wait for **speak now** tone
- Pass on your message
- As the speech period nears its end you hear a warning tone just before disconnection takes place
- If you wish to continue the conversation keep your handset off and wait for a new answer by the pagee from any extension telephone

By dialing the paging code immediately

- Lift handset (or press a line key)
- Dial ***81*required extension number#**
- Wait for **speak now** tone
- Pass on your message
- As the speech period nears its end you hear a warning tone just before disconnection takes place
- If you wish to continue the conversation keep your handset off and wait for a new answer from the pagee from any extension telephone

If your system uses staff locators with and without speech possibility dial * before # when paging a person possessing a locator with speech possibility.

Example: Dial ***81*required extension number*#**

4.2

TO ANSWER A PAGING CALL

You can answer via your staff locator, if this permits bothway speech, or via any extension telephone

Answer via staff locator

- Press answer button and speak clearly
- If you wish to speak longer than predefined speech period call pager via any extension telephone

Answer via any extension telephone

- Lift handset and wait for dial tone (if applicable)
- Dial ***82*own extension number#** or, if your system only permits one paging call at a time,
- Dial ***82#**
- Speech connection with pager is obtained

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TO INITIATE A PAGING CALL DURING AN ONGOING CALL

When you are engaged in a normal call and need to contact a person reached simplest via a paging unit you can initiate an inquiry call. Your ongoing call will then be parked and you can start paging immediately.

5.1

PROCEED AS FOLLOWS

You are conversing with someone internally or externally and wish to start paging a third party.

- Press R-button on your telephone, or select another line key, see note 1)
- Dial paging code. (See procedure for relevant type of paging unit, i.e. lamp display, staff locator with display or locator with speech possibility)

To revert to parked call.

- Re-admit the parked call, see note below, and you regain speech connection with parked party.

Note: The procedure depends on the type of extension. See the Directions for use for your telephone to see how you park a call and re-admit a parked call.

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TO ANSWER A PAGING CALL DURING AN ONGOING CALL

If you are engaged in a call and you are paged you can chose to finish or park the ongoing call and then answer the paging call.

6.1

TO FINISH YOUR ONGOING CALL

- End your ongoing call and replace handset (or press clear key)
- Lift handset and wait for dial tone (if applicable)
- Dial ***82*own extension number#**
- You gain speech connection with the pager

6.2

TO PARK YOUR ONGOING CALL

- Ask your conversation partner to hold
- Park the call, see note 1)
- Wait for dial tone (if applicable)
- Dial ***82*own extension number#**

- You gain speech connection with pager

To revert to parked call.

- Re-admit the parked call 1) and you regain speech connection with parked party

Note: See the Directions for use for your telephone to see how you park a call and re-admit a parked call.

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DIVERSION OF CALLS TO PAGING UNITS

Using call diversion facilities you can have your incoming calls diverted to your paging unit.

You can choose from the following types of diversion

- diversion direct
- diversion on no reply
- diversion on busy.

However you must first have your **paging unit programmed as your individual divertee position**.

7.1

DIVERSION DIRECT

Note: This service is not available for generic extension types.

To Order

- Lift handset and wait for dial tone (if applicable)
- Dial ***21#**
- Wait for verification tone and then replace handset (disconnect)

To Cancel

- Lift handset and wait for special dial tone (if applicable)
- Dial **#21#**
- Wait for verification tone and then replace handset (disconnect)

7.2

DIVERSION ON NO REPLY

If you do not answer a call to your extension telephone within about three ring signals paging via the paging unit will commence.

Note: It is possible that this facility is already programmed into your PBX, in which case you need not use these procedures.

Note: This service is not available for generic extension types.

To Order

- Lift handset and wait for dial tone (if applicable)

- Dial ***211#**
- Wait for verification tone and replace handset (disconnect)

To Cancel

- Lift handset and wait for special dial tone (if applicable)
- Dial **#211#**
- Wait for verification tone and replace handset (disconnect)

7.3**DIVERSION ON BUSY**

If you are engaged in a call new incoming calls will be signalled via your paging unit.

Note: It is possible that this facility is already programmed into your PBX, in which case you need not use these procedures.

Note: This service is not available for generic extension types.

To Order

- Lift handset and wait for dial tone (if applicable)
- Dial ***212#**
- Wait for verification tone and replace handset (disconnect)

To Cancel

- Lift handset and wait for special dial tone (if applicable)
- Dial **#212#**
- Wait for verification tone and replace handset (disconnect)

8**DIVERSION TO PAGING UNIT**

Using the follow me facility you can have your incoming calls diverted to your paging unit.

To Order

- Lift handset and wait for dial tone (if applicable)
- Dial ***218#**
- Wait for verification tone and replace handset (disconnect)

To Cancel

- Lift handset and wait for special dial tone (if applicable)
- Dial **#218#**
- Wait for dial tone

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DIVERSION TO PAGING FROM DIVERTEE POSITION

To Order

- Lift the handset of the divertee position's phone, and wait for dial tone (if applicable).
- Dial ***218*extension number#** (special dial tone in divertee position and the display on your own extension change to Diversion to paging).
- Replace the handset (disconnect).

To Cancel

- Lift the handset of your own extension position (you get special dial tone, if applicable).
- Dial **#218#** (you get normal dial tone and the diversion lamp turns OFF).
- Replace the handset (disconnect).

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DIVERSION TO EXTRA PAGING NUMBER, USED BY VISITORS

Using the follow me facility you can have your incoming calls diverted to extra paging number.

To Order

- Lift the handset (you get dial tone, if applicable)
- Dial ***218*extra paging number#** (special dial tone and the diversion lamp turns ON)
- Replace the handset (disconnect).

Note: For an additional line, the diversion lamp is not affected.

To Cancel

- Lift the handset (you get special dial tone, if applicable)
- Dial **# 218*extra paging number#** (you get dial tone and the diversion lamp turns OFF).
- Replace the handset (disconnect).

Note: For an additional line, the diversion lamp is not affected.

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TRANSFER OF PAGING CALLS

Of the standard paging calls it is possible to transfer visual paging calls and voice paging calls. You can transfer a paging call to another extension or to a public network

subscriber. Transfer to a public network subscriber requires the PBX to be programmed for this purpose.

Proceed as follows:

You have parked a call and have started paging

- Replace handset (or press transfer key)
- The parked party now takes over the paging call

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ALARM VIA STAFF LOCATOR WITH DISPLAY

You can initiate alarm calls via staff locators. The alarm can be issued to one person, one group or several groups of people.

On alarm paging the staff locator emits a special alarm signal and display message.

Any extension with staff locator can be assigned an alarm code with up to four digits. If an extension assigned an alarm code initiates alarm paging the alarm code will be displayed in the display of the staff locator of the pagers affected by the alarm, enabling users to determine the source of the alarm.

If a person lacking alarm code issues the alarm this person's extension number will be displayed instead.

In addition it is also possible to transmit an alarm message of maximum five digits.

Alarm paging continues until the pagee acknowledges the alarm paging.

12.1

TO TRANSMIT THE ALARM

- Lift handset and wait for dial tone (if applicable)
- Dial ***810*required extension number#**
- Wait for tone signal and replace handset (disconnect)
- Your alarm code (or extension number) will now be displayed on the pagees staff locators

12.2

TO TRANSMIT THE ALARM WITH AN ALARM MESSAGE

- Lift handset and wait for dial tone (if applicable)
- Dial ***810*required extension number*alarm message (maximum 5 digits)#**
- Wait for tone signal and replace handset (disconnect)
- Your alarm code (or extension number) is displayed first and then the alarm message on the pagees staff locators

12.3

TO ACKNOWLEDGE THE ALARM

For paging to be terminated you must acknowledge alarm paging. You can also acknowledge alarm paging intended for another pagee.

To acknowledge own alarm paging

- Lift handset and wait for dial tone (if applicable)
- Dial ***820*own extension number#**
- Replace handset (disconnect)

To acknowledge paging of another extension

- Lift handset and wait for dial tone (if applicable)
- Dial ***820*pagee's extension number*own extension number#**
- Replace handset (disconnect)

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NON DIAL (HOT LINE) CONNECTION TO PAGING UNIT

Non dial connection to a paging unit can be assigned to any extension or to an additional directory number affiliated to a function button on the telephone.

Non dial connection can be combined with all three versions of standard paging.

Proceed as follows

- Lift handset
or,
Press designated function button on system telephone
- Wait for answer in accordance with standard paging procedure in your system

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USE OF COMMON ABBREVIATED DIALING FACILITY FOR PAGING

Paging and answers to paging calls can be achieved centrally in the PBX, using common abbreviated numbers.

One abbreviated number per pagee is required and one abbreviated number for reply.

Proceed as follows

- Dial common abbreviated number for paging
- Wait for answer in accordance with standard paging procedure in your system

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TO MARK YOUR STAFF LOCATOR OFF DUTY

A charging rack exists in which to keep staff locators. When you place your locator in the charging rack it will be marked off duty. An extension who pages you when your locator is in the charging rack will receive congestion tone.

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SUMMARY OF PAGING FEATURES AND PROCEDURES

Features	Procedure
PAGING	
- initiate/request Paging to directory number D	*81*D#
- answer to Paging	*82# or
- answer to Paging when only one Paging answer is allowed	*82*own extension number#
PAGING WITH EXTRA MESSAGE	
- initiate/request Paging to directory/extension number D, with extra message	*81*D*M#
PAGING WITH ALARM	
- initiate Paging Alarm to directory number D	*810*D#
- initiate Paging Alarm to directory number D, with alarm message (a number of maximum 5 digits)	*810*D*M#
- acknowledge a Paging Alarm	*810*own extension number# + disconnect
DIVERSION TO PAGER	
DIRECT DIVERSION to individual answer position, which is Paging equipment	
- to order from your own telephone	*21#
- to cancel from your own telephone	#21#
- to order from the diverttee/answering position	*21*A-number*B-number#
- to cancel from the answering position	#21*A-number#
Diversion to individual answering position which is Paging equipment, ON NO REPLY	
- to order	*211#
- to cancel	#211#
Diversion to individual answering position which is Paging equipment, ON BUSY	
- to order	*212#
- to cancel	#212#
Diversion to individual answering position, to Paging	
- to order	*218#
- to cancel	#218#

Features	Procedure
<p>Diversion to paging from divertee position</p> <ul style="list-style-type: none"> - to order (dial from divertee extension) - to cancel (dial from your own extension) <p>Diversion to individual answering position, to Extra Paging Number</p> <ul style="list-style-type: none"> - to order - to cancel 	<p>*218*your own extension number# #218#</p> <p>*218*extra paging number# #218*extra paging number#</p>

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IMPORTANT PAGING NUMBERS

Name/function	Number