UC & Collaboration Solutions

CommSouth

Business Applications and Solutions for Unified IP Telephony

Texting and Paging

Paging

The **paging solution** lets clients send text and audio notifications to employee IP phones.

Main features include:

Emergency announcements via IP phones: During emergency announcements, an operator reads text that is immediately broadcasted to IP phone speakers. External speakers of Cisco IP phones turn on automatically. Depending on settings, current calls can be put on hold forcibly for the duration of the announcement.

Text and voice notifications (delivery to IP phones): Text messages are sent and displayed on Cisco IP phones. When messages appear, they are accompanied by an audio signal. Voice messages are pre-recorded by an operator and then sent to employee IP phones. Information about a new announcement is displayed on IP phones. An employee can play back the announcement by clicking a button.

Voice message delivery to analogue and mobile phones: Pre-recorded voice messages can be delivered not just to Cisco IP phones, but to any phone, including analogue and mobile phones. In that case the module calls an external phone number, waits until the contact picks up the phone and plays back a pre-recorded voice message. This feature is useful in emergency situations when employees should be made aware of the message in any way possible.

Integration with third-party paging equipment: The "Paging" module can be integrated with IP speakers as well as with third-party overhead paging systems.

Integration with 3rd party software: Paging pre-recorded messages can be initiated by third-party systems (security systems, monitoring instruments of production equipment status, etc.).

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Announcement reports: Detailed reports about notification delivery are available to the operator containing info about who read/listened the message.

Scheduled paging: An operator can schedule the configuration for paging a pre-recorded announcement – whether the announcement should be paged once or a specified regularity.

Recipient groups: The administrator manages groups of employees that can be used when configuring the notification recipients. Integrating the "Paging" module with the "Directory" module provides the most convenient group management.

Business Cases

- emergency announcements;
- notifications about upcoming events for employees;
- notifications about upcoming audio/video-conferences for participants;
- notifications for security personnel about events in security systems (for example, about an accident on the production line at a manufacturing company or when a security system is triggered).

Live Audio Paging

You can broadcast emergency Messages in real-time mode through Cisco IP phones. Just push one button on your phone and a specific group of IP phones is ready to play your voice through speakerphones with max volume.

Texting and Paging

Pre-recorded Audio Notifications

Record your message with your desktop phone, select a group of employees and schedule the delivery. The audio message will be sent to the group of IP, analogue and mobile phones. Cisco IP phones will turn on automatically and play back the message. The PhoneUP server will also call every analogue and mobile phone and play the message.

PhoneUP Server

«The meeting starts in 15 minutes»

«The meeting starts in 15 minutes»

«The meeting starts in 15 minutes»

Text messages

You can also send text messages to a group of employees. At the scheduled time a selected group of IP phones will play an alert sound and show the text message on their displays.

From IT Support Dept
Delivered: 25.09.2014 11:57
Mail Server will be unavailable from 7:00 pm till 7:15 pm

Supported environment:

- IP PBX: CUCM Enterprise / Business Edition
- Devices: Cisco IP phones
- Virtualization is supported
- Server OS: Windows server

For more information, please contact

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