Grandstream Networks, Inc.

UCM62xx/UCM6510 Series

Intercom/Paging/Announcement Paging Guide

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INTRODUCTION

Intercom & Paging are ways to broadcast an announcement over one or more speakers. These could be the speakerphones on a desk phone in an office, a mounted speaker in a warehouse or in an outdoor area. These pages can be originated from any connected device such as a desk phone or even a doorbell.

Paging allows users to ring a group of extensions and make an announcement via the phone speaker. The called party will not need to pick up the handset as the audio will be played via the phone's speaker. The person paging will not hear any audio back from the people being paged. Both paging and intercom features require a phone that supports intercom and that is configured to allow it.

The intercom feature allows a phone system user to make an announcement to a single or a group of extensions. In this scenario the audio is two way, and the called party can respond immediately without picking up the handset.

In general, Paging Systems are powerful tools for reaching a large audience, especially in emergency situations and Intercom Systems allow to enhance communications and allow for two-way interaction between people.

This document explains how to set up and use Paging & Intercom features on Grandstream **UCM62XX series** and **UCM6510**. The following scheme will be used for different Paging / Intercom features explanation.
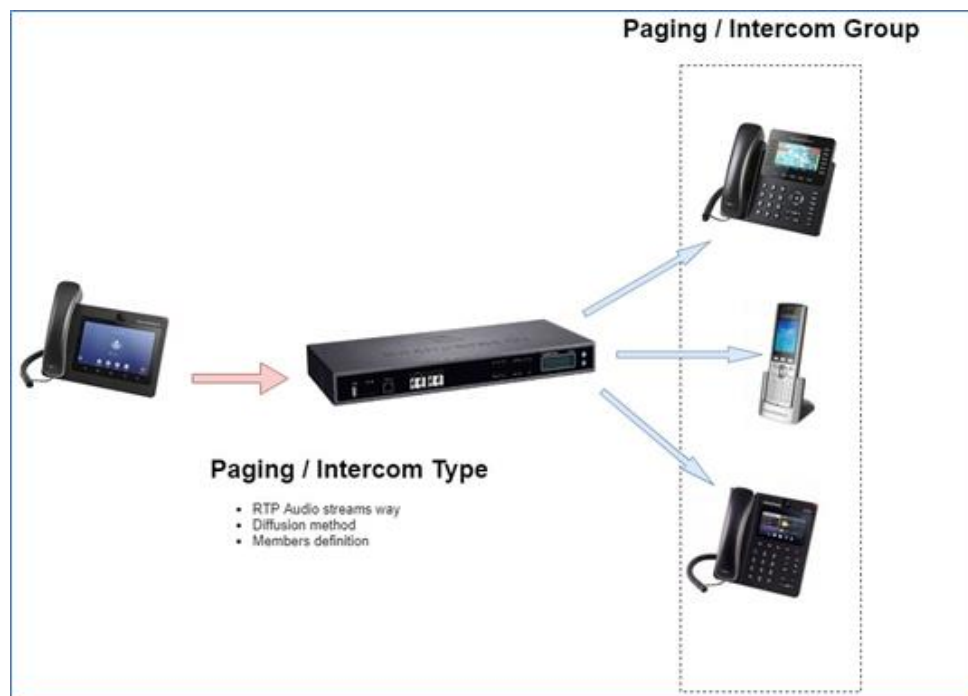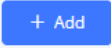

Figure 1: General scheme

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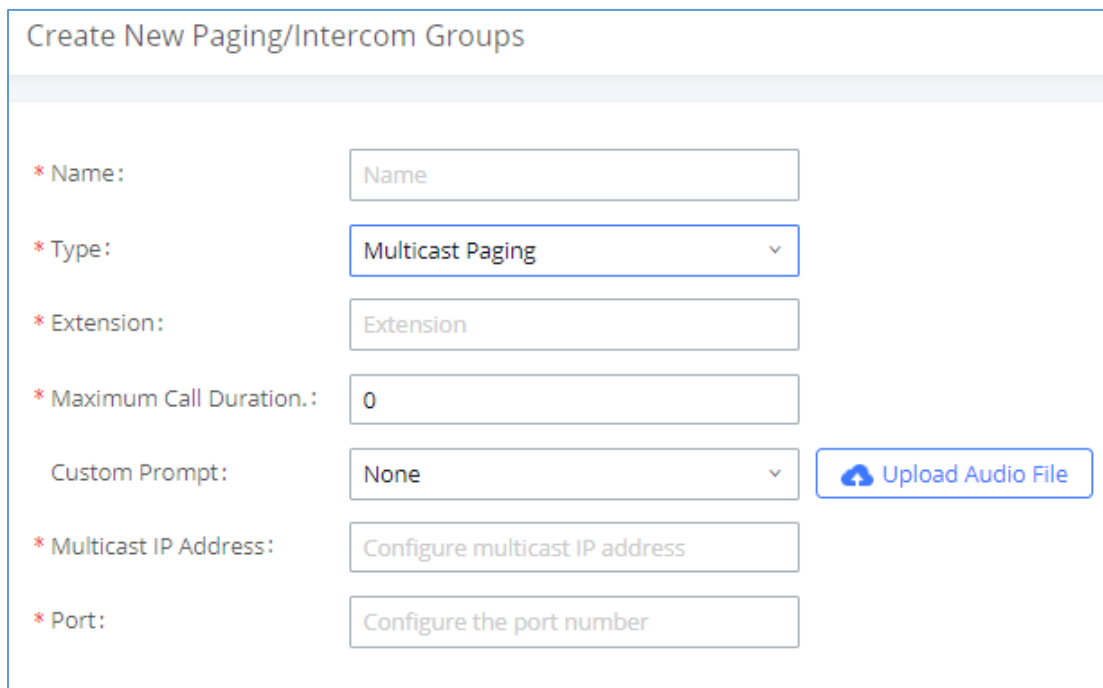
PAGING AND INTERCOM GROUP

Paging and Intercom Group can be used to make an announcement over the speaker on a group of phones. Targeted phones will answer immediately using speaker. The UCM6200 paging and intercom can be used via feature code to a single extension or a paging/intercom group. This section describes the configuration of paging/intercom group under Web GUI → **Call Features** → **Paging/Intercom**.

Configure Paging/Intercom Group

- Click on **+ Add** to add Paging/Intercom Group.

- Click on 📝 to edit the Paging/Intercom Group.

- Click on 🗑 to delete the Paging/Intercom Group.

- Click on "Paging/Intercom Group Settings" to edit Alert-Info Header. This header will be included in the SIP INVITE message sent to the callee in paging/intercom call.

Configure Multicast Paging

Figure 2: Multicast Paging

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Table 1: Multicast Paging Configuration Parameters

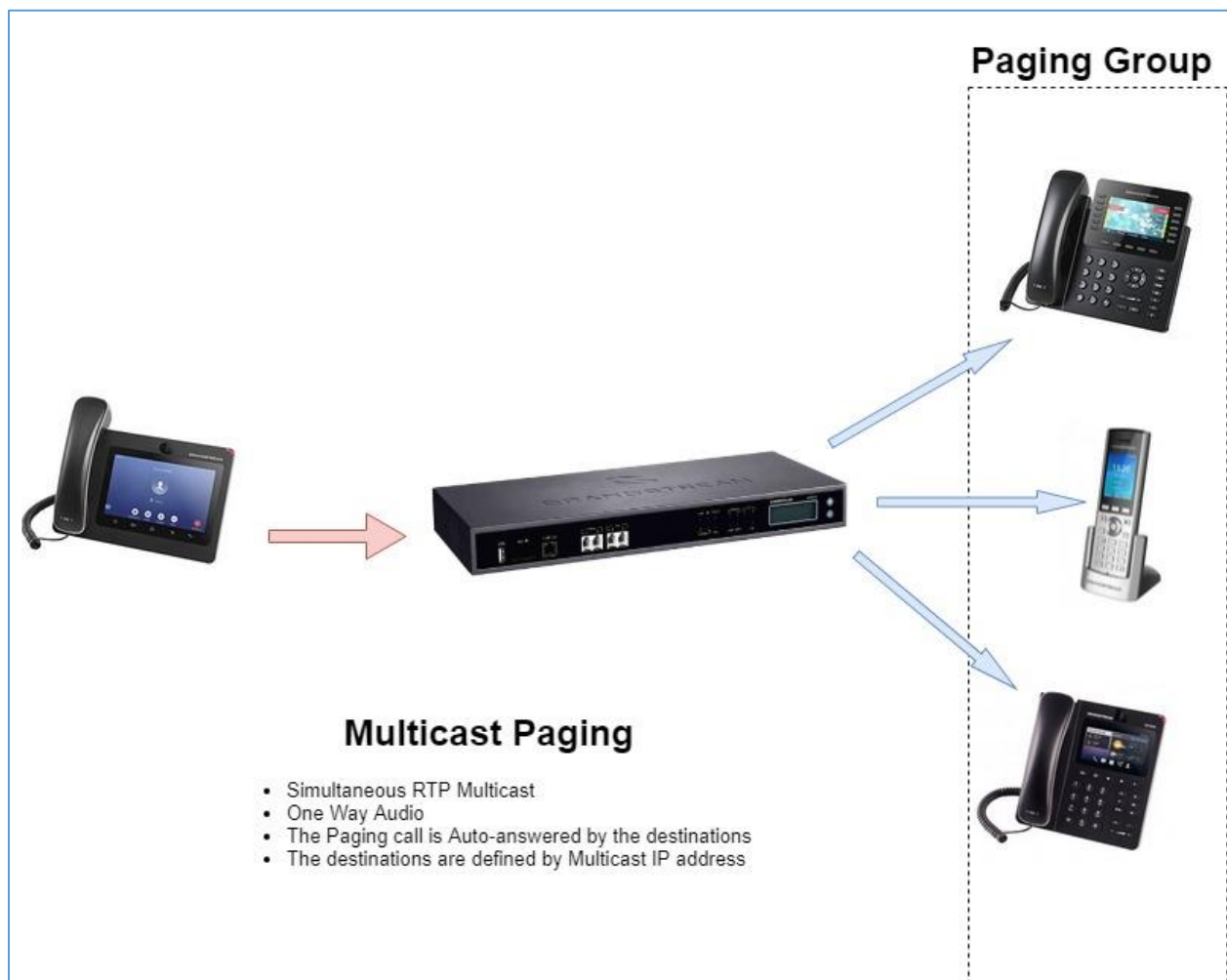|	
Name	Configure paging/intercom group name.
Type	Select "Multicast Paging".
Extension	Configure the paging/intercom group extension.
Maximum Call Duration	Specify the maximum call duration in seconds. The default value 0 means no limit.
Custom Prompt	This option is to set a custom prompt for a paging/intercom group to announce to caller. Click on 'Prompt', it will direct the users to upload the customized voice prompts. **Note:** Users can also refer to the page PBX Settings→Voice Prompt→Custom Prompt, where they could record new prompt or upload prompt files.
Multicast IP Address	The allowed multicast IP address range is 224.0.1.0 - 238.255.255.255. **Note**: This field appears only when "Type" is set to "Multicast Paging".
Port	Specify port for multicast paging. **Note:** This field appears only when "Type" is set to "Multicast Paging".

Paging Group

Multicast Paging

- Simultaneous RTP Multicast
- One Way Audio
- The Paging call is Auto-answered by the destinations
- The destinations are defined by Multicast IP address

Figure 3 : Multicast Paging scheme

Configure 2-way Intercom

Figure 4: 2-way Intercom

Table 2: 2-way Intercom Configuration Parameters

Name	Configure paging/intercom group name.
Type	Select "2-way Intercom".
Extension	Configure the paging/intercom group extension.
Replace Display Name	If enabled, the UCM will replace the caller display name with Paging/Intercom name.
Maximum Call Duration	Specify the maximum call duration in seconds. The default value 0 means no limit.
Custom Prompt	This option is to set a custom prompt for a paging/intercom group to announce to caller. Click on 'Prompt', it will direct the users to upload the customized voice prompts. **Note**: Users can also refer to the page **PBX Settings→Voice Prompt→Custom**

	Prompt, where they could record new prompt or upload prompt files.
Members	Select available users from the left side to the paging/intercom group member list on the right.
Paging/Intercom Whitelist	Select which extensions are allowed to use the paging/intercom feature for this paging group.

Figure 5 : 2-way Intercom scheme

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Configure 1-way Paging

Figure 6: 1-way Paging

Table 3: 1-way Paging Configuration Parameters

Name	Configure paging/intercom group name.
Type	Select "1-way Paging".
Extension	Configure the paging/intercom group extension.
Replace Display Name	If enabled, the UCM will replace the caller display name with Paging/Intercom name.
Maximum Call Duration	Specify the maximum call duration in seconds. The default value 0 means no limit.
Custom Prompt	This option is to set a custom prompt for a paging/intercom group to announce to caller. Click on 'Prompt', it will direct the users to upload the customized voice prompts.

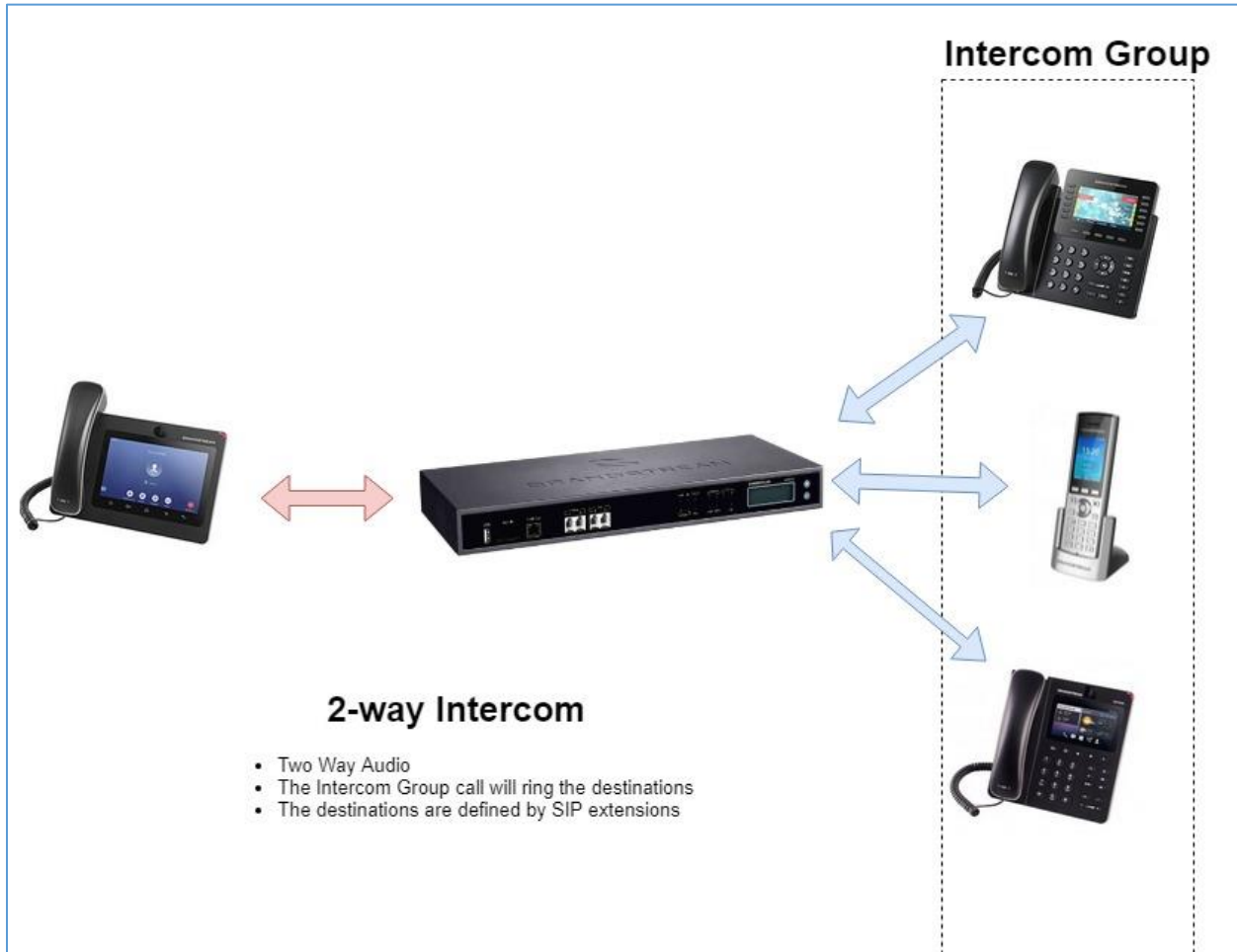|	
	Note: Users can also refer to the page **PBX Settings→Voice Prompt→Custom Prompt**, where they could record new prompt or upload prompt files.
Members	Select available users from the left side to the paging/intercom group member list on the right.
Paging/Intercom Whitelist	Select which extensions are allowed to use the paging/intercom feature for this paging group.

Figure 7 : 1-way Paging scheme

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Configure Announcement Paging

Figure 8: Announcement Paging

Table 4: Announcement Paging Configuration Parameters

Enable	This Option is used to enable or disable the Announcement paging.
Name	Configure paging/intercom group name.
Type	Select "Announcement Paging"
Custom Prompt	This option is to set a custom prompt for a paging/intercom group to announce to caller. Click on 'Prompt', it will direct the users to upload the customized voice prompts. **Note**: Users can also refer to the page **PBX Settings→Voice Prompt→Custom Prompt**, where they could record new prompt or upload prompt files.

Repeat	If enabled, the announcement page will be repeated for the selected weekdays.
Date	Configure Announcement Paging Date.
Time	Configure Announcement Paging Time.
Transmission Method	Configure Announcement Paging transmission method. **Unicast**: Depending on members selection **Multicast:** Depending on Multicast IP address and Port
Members	Select available users from the left side to the paging/intercom group member list on the right. **Note**: This field appears only when "Transmission Method" is set to "Unicast".
Multicast IP Address	The allowed multicast IP address range is 224.0.1.0 - 238.255.255.255. **Note**: This field appears only when "Transmission Method" is set to "Multicast".
Port	Specify port for multicast paging. **Note:** This field appears only when "Transmission Method" is set to "Multicast ".

Figure 9 : Announcement Paging scheme

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Private Intercom

Private Intercom is a new paging type that is meant to be used with Grandstream GSC3510.
http://www.grandstream.com/products/facility-management/intercoms-paging/product/gsc3510

In a private intercom:

- The initiator can be heard by all parties

- The initiator can hear only one of the intercom members, which is determined by whose audio is initially detected. Audio from other members cannot be heard until the first responder is done talking.

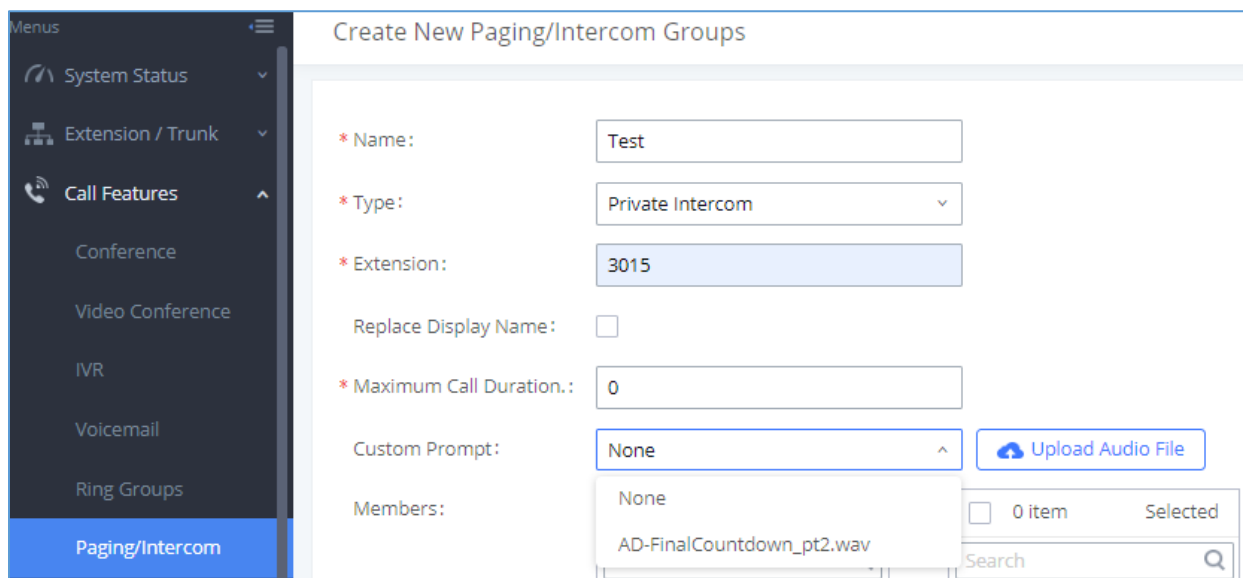- Intercom members can hear only the initiator's audio and not the other intercom members

Figure 10: Private Intercom

Table 5: Private Intercom Configuration Parameters

Name	Configure paging/intercom group name.
Type	Select "Private Intercom".
Extension	Configure the paging/intercom group extension.
Replace Display Name	If enabled, the UCM will replace the caller display name with Paging/Intercom name.
Maximum Call Duration	Specify the maximum call duration in seconds. The default value 0 means no limit.
Custom Prompt	This option is to set a custom prompt for a paging/intercom group to announce to caller. Click on 'Prompt', it will direct the users to upload the customized voice prompts. **Note**: Users can also refer to the page **PBX Settings➔Voice Prompt➔Custom Prompt**, where they could record new prompt or upload prompt files.

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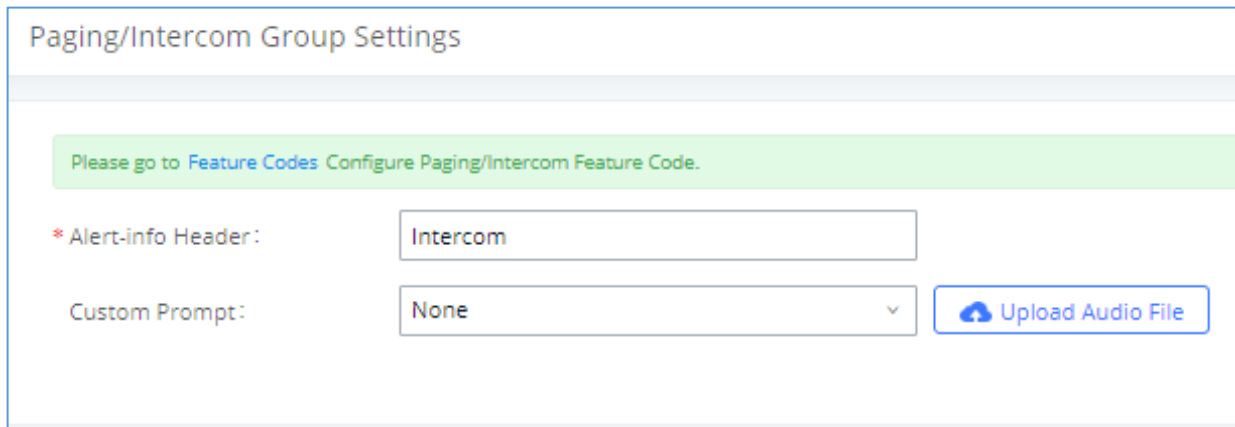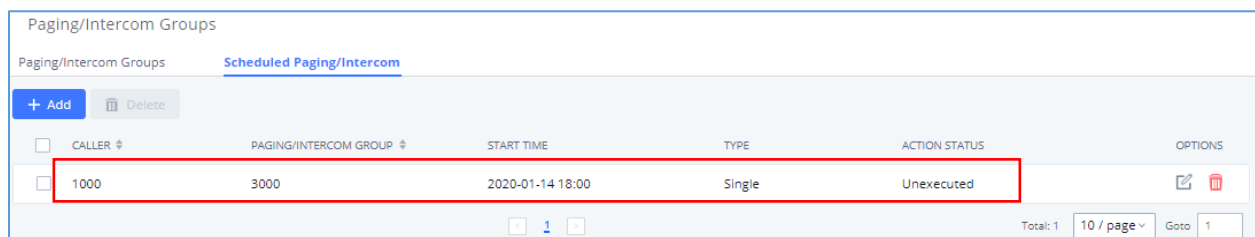| Members	Select available users from the left side to the paging/intercom group member list on the right.
Paging/Intercom Whitelist	Select which extensions are allowed to use the paging/intercom feature for this paging group.

Paging/Intercom Group Settings

Figure 11: Page/Intercom Group Settings

The UCM6200 has pre-configured paging/intercom feature code. By default, the Paging Prefix is *81 and the Intercom Prefix is *80. To edit page/intercom feature code, click on "Feature Codes" in the "Paging/Intercom Group Settings" dialog. Or users could go to Web GUI→**Call Features**→**Feature Codes** directly.

Configure a Scheduled Paging/Intercom

Users can schedule paging/intercom calls by using the Schedule Paging/Intercom page. To schedule, click the Add button on the new page and configure the caller, the group to use, and the time to call out.

Figure 12: Schedule Paging/Intercom page

Table 6: Schedule Paging / Intercom Settings

Caller	Configure the caller ID for the paging / intercom group.
Paging/Intercom Group	Select the paging / intercom group from the list of the available groups.
Start Time	Configure the start time of the scheduled paging / intercom call.

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Type	Select the type for the scheduled paging / intercom call. The available types are: **Single** time or **Daily** basis. Default is "Single".
Action Status	Display the action status of the scheduled paging / intercom call.

Edit Scheduled Paging/Intercom: 3000

* Caller: 1000

* Paging/Intercom Group: 3000 -- 3000

Type: Single

* Start Time: 2020-01-14   18:00

Figure 13: Editing a created scheduled paging/intercom call

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