WESTCOAST CLOUD VOICE
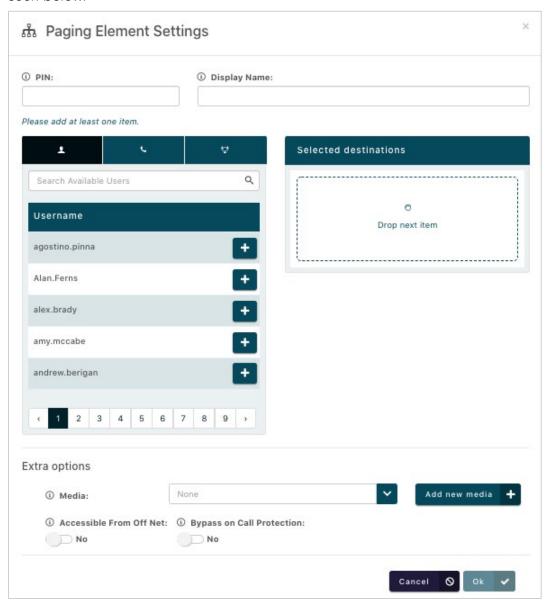powered by **Blueface**

PAGING GUIDE

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The paging callflow element allows you to broadcast to several users, devices and/or groups simultaneously, much like a PA system.

Similar to creating a ring callflow, paging is set up by adding the users, devices and/or groups you wish to reach when dialling an internal extension. When the linked extension is dialled, phones are answered automatically, enabling the caller to broadcast a message to a user or team.
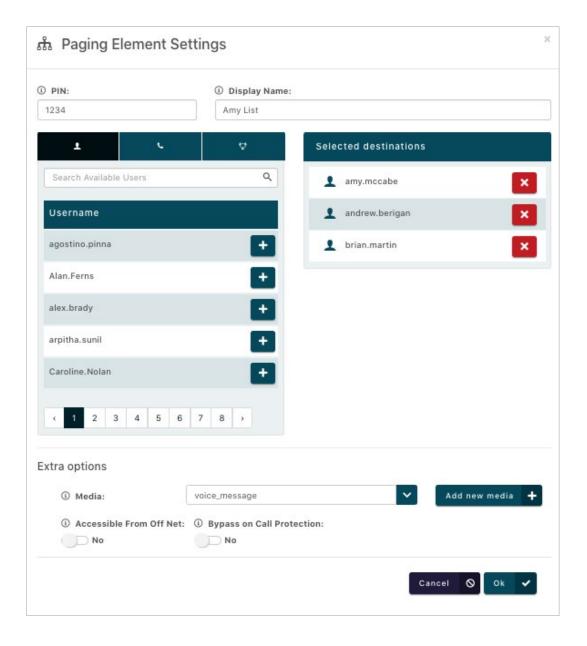
CUSTOMISING PAGING

To configure paging, visit the callflow section of the portal (Devices > Callflows) and click on the **'Create New Callflow +'** button and drag the paging element into the callflow designer.

Clicking the **'...'** on the paging element, then **'Settings'** will reveal additional settings as seen below.

1. PIN	Enter a PIN here which will be requested when the extension linked to the **'Paging'** element is dialled, preventing unauthorised users from using this feature
2. Display Name	Enter here what you wish to be displayed on the destination phones when they receive a page
3. Accessible From Off Net	When enabled and the paging element is linked to an external number, the paging feature can be accessed from an off-net device such as your mobile phone
4. Destinations	From here you can choose by users, devices or groups who you wish to make a destination endpoint for paging by clicking the **'+'** button
5. Selected Destinations	Any chosen endpoints will appear here
6. Extra Options	Clicking the **'>'** will reveal a media dropdown where you can add new media or choose from existing audio files that you have added to the portal. To play to the endpoints before the broadcaster begins speaking, alternatively you can add a new media file by clicking **'Add new media +'**

Once you are satisfied with your configuration, click **'OK ✓'** to return to callflow designer, followed by **'Save'** once you have given your paging element a name/description. Link your paging callflow to an unused internal extension number to finish your configuration.

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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**