



PAGING & INTERCOM

G2 Communicator

DOCUMENT PURPOSE

The purpose of this document is to instruct the G2 Communicator user how to use the Intercom Console to make intercom calls and pages in the school.

Note: These instructions apply to Standard, Admin and District Admin users.

This document assumes the reader has the appropriate user credentials, (username and password), as well as the IP address or DNS name of the G2 Communicator system.

CONTENTS

- Document Purpose..... 1
- Getting Started 1
- Instructions..... 2
- Paging 2
 - Paging Zone 2
 - Making a Page 3
 - Softkeys 4
 - Other Paging Zones 5
 - Dial the Extension..... 6
 - Paging from The School Phone System 6
 - Other Noteworthy Items 6
 - LOSS of Wide Area Network..... 7
- Intercom 8
 - Softkeys 8
 - Dial the Extension..... 9
 - Classroom Calling the Office..... 10

GETTING STARTED

Use of the Paging and Intercom system requires the availability of the G2 Communicator Intercom Console, (Bat Phone), and/or integration between G2 Communicator and the schools internal phone system.

INSTRUCTIONS

Read this set of instructions completely prior to starting. Follow the instructions below. The images shown throughout this document are examples. Images on your system may appear differently.

PAGING

Based on its name, most would read the word “Paging” and say, “Oh, I know what that is,” and to some degree they are correct. However, the term “Paging” is very often associated or mis-associated with the term Intercom and these two functions are different. It is noteworthy to understand the same equipment is often used in each function, therefore, adding to the confusion.

For our purposes, the term “Paging” will be related to broadcasting audio to a section or the entire school building. The audio broadcast is uni-directional, meaning simply, they can hear you, but you cannot hear them.

In contrast, “Intercom” broadcasts and receives audio between two locations. The audio is bi-directional allowing the person(s) on each side of the call to participate in the conversation.

PAGING ZONE

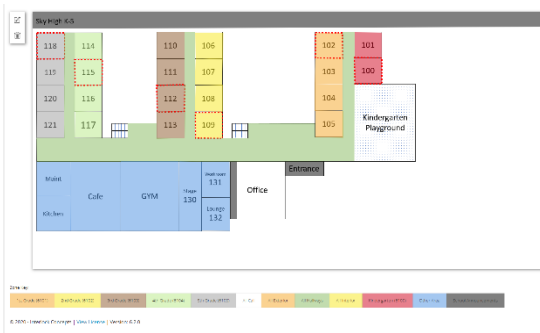
When discussing “Paging Zones” as related to the G2 Communicator, we will prefix the topic term with “Bell” making them “Bell and Paging Zones” as both Paging audio as well as Bell audio may be broadcast to these zones. However, we will simply refer to them as “Zones”

As we discuss the topic here today, a “Zone” is an area of the school where audio may be broadcast. For example, it may be necessary to broadcast audio to all the rooms in fifth grade. However, a zone does not always have to include contiguous locations in the building. For example, the B Lunch schedule may include rooms from several different areas of the campus.

By default, most school campuses contain a minimum of four zones. However, based on the needs of the school, the number of zones is limited only by mathematical calculations of the number of devices in the school. Note the word device(s).

A device as it applies to G2 Communicator is a network endpoint that receives and/or broadcasts audio. For example, each classroom has a network endpoint that receives paging and bell audio. Additionally, these devices also work as intercom devices allowing a two-way conversation between the office and the classroom.

Name	Broadcast/Receive	Message	Call	Status
1200-0000-0000	Single Device	0:00		OK
1200-0000-0000	Single Device	0:00		OK
1200-0000-0000	Single Device	0:00		OK
1200-0000-0000	Single Device	0:00		OK
1200-0000-0000	Single Device	0:00		OK
1200-0000-0000	Single Device	0:00		OK
1200-0000-0000	Single Device	0:00		OK
1200-0000-0000	Single Device	0:00		OK
1200-0000-0000	Single Device	0:00		OK
1200-0000-0000	Single Device	0:00		OK



The Phoenix Bell & Intercom system also utilizes a Common Zone Device. This device is attached to multiple speakers creating a common area zone. For example, all the exterior speakers may be connected to create a common exterior zone, or all the interior hallway speakers may be connected to create a common hallway zone.

When looking at these devices within the G2 Communicator software, they will typically be named by room number or by common zone. As an example, a classroom would be listed as RM 101 and the hallway would be listed a CZ Hallway.

Side Note: CZ Zones contain a network device, 70-volt analog amplifier and multiple speakers. Common areas are designed in this format for two reasons: **1.** The common area typically will not change over the life of the school. **2.** It is more cost effective.

MAKING A PAGE

Paging the school may be accomplished from the Intercom Console, (a dedicated phone console), or a district phone, by dialing the intercom bridge extension. The intercom bridge extension is simply an extension which allows the schools phone system to connect with the G2 Communicator system for the duration of the call.

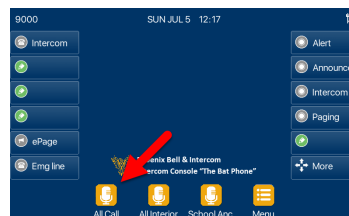
In this section, we will address making an intercom call using the two systems.

Intercom Console “Bat Phone”

The Intercom Console “Bat Phone” looks like most phones with one key exception, it works only with the G2 Communicator system. The “Bat Phone” will **not** make outside calls! It is also important to know the Intercom Console works as a traditional phone and a speaker phone.

Paging from the Intercom Console may be accomplished using one or two methods:

1. Softkeys or Short Cut keys (Built in Buttons)
2. Dial the Extension



SOFTKEYS

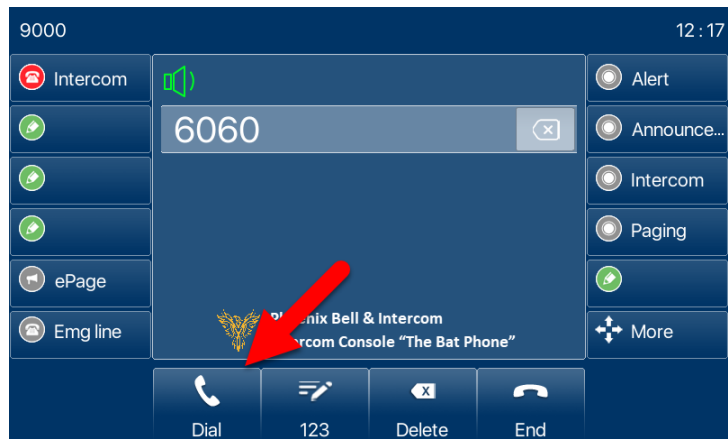
Located at the bottom of the screen are three softkeys, (All Call, All Interior, and School Anc.), available for executing quick Paging calls.

To use one of these softkeys:

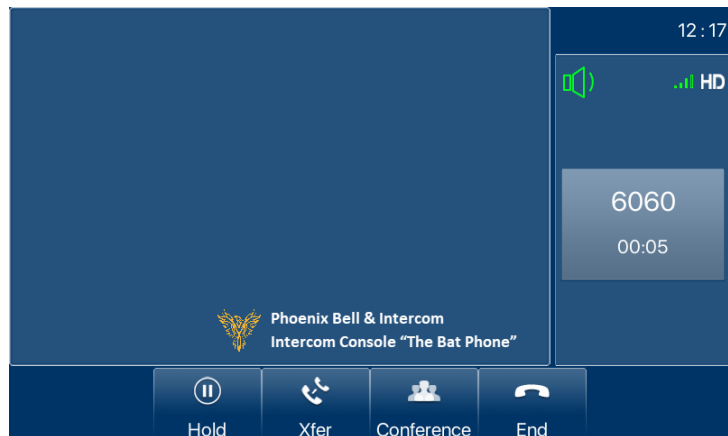
1. Press the **softkey of your choice**.



2. Press the **dial** button.



3. **Lift the handset, pause for the beep, then begin speaking.**
- or -
Use the **speaker phone, pause for the beep then begin speaking.**
4. **Hang up** the handset or **press the End** button to end the Paging call.



OTHER PAGING ZONES

G2 Communicator is highly customizable. While the three built in softkeys may work for many schools, it is possible to add additional Paging Zones. If additional zones are added to G2 Communicator, the Intercom Console automatically updates the newly added zone.

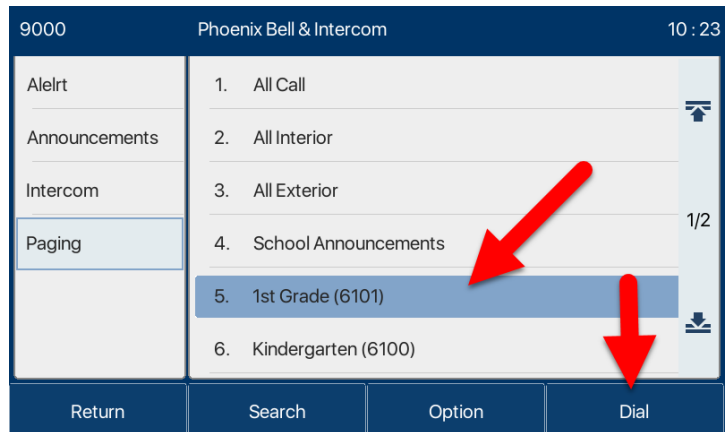
All available Paging Zones are available through the Paging softkey located on the right column of the Intercom Console.

To use view and the Paging softkey:

1. Press the **Paging** softkey.

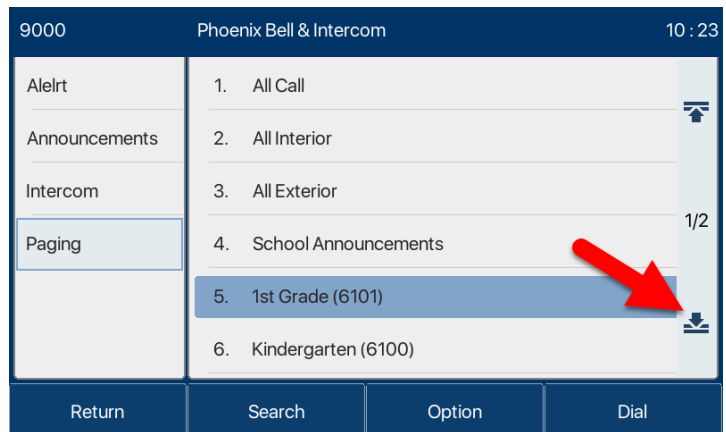


2. Select the **Paging Zone**.
3. Press the **Dial** button.
4. Lift the **handset, pause for the beep, then begin speaking.**
- or -
Use the **speaker phone, pause for the beep then begin speaking.**
5. **Hang up** the handset or **press the End** button to end the Paging call.



To Access additional Zones:

1. Press the **next page** button on the right side of the screen.

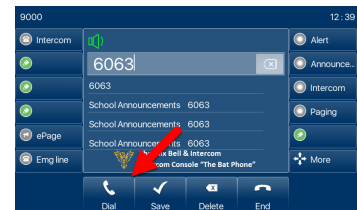


DIAL THE EXTENSION

The final way to Page a zone is to dial the associated extension of the Zone.

To use the dial method:

1. Using the **keypad**, **type the four-digit** extension.
2. Press the **Dial** button.
3. **Lift the handset, pause for the beep**, then **begin speaking**.
-or-
Use the speaker phone, pause for the beep then **begin speaking**.
4. **Hang up** the handset or **press the End** button to end the Paging call.



PAGING FROM THE SCHOOL PHONE SYSTEM

The G2 Communicator system utilizes a bridge which connects the school phone system to the G2 Communicator system. In short, the school phone system is capable of making a call to the Phoenix system. This is accomplished by dialing a code from the school telephone. Once the connection is established, the user dials the necessary extension on the Phoenix system.

The steps for making a page from the school phone are:

1. **Dial the code**, (this will be unique for each school), list for the IVR.
2. **Dial the Paging extension, pause for the beep**, then **begin speaking**.
3. **Hang up** the receiver when finished.



OTHER NOTEWORTHY ITEMS

Intercom Console Tones

When a page is executed, an audible tone in the handset will be heard. This tone is normal, and the tone indicates the connections have been made so you may begin speaking.

Endpoint Tones

When a page is executed, the endpoint will sound a “pre-announce” tone. This tone is normal, and the tone indicates there will be an announcement shortly.

LOSS OF WIDE AREA NETWORK

The Phoenix Bell and Intercom System is cloud based. While it is unlikely the school's connection to the cloud will fail, there is a need to communicate with the building should the network be unable to communicate outside of the building.

Should this situation arise, the Intercom Console has an Emergency Paging button "ePage" located in the left column on the home screen.

This button is programmed to broadcast paging audio to every device in the building.

Note: This button does not have a pre-announce or connection tone. Once pressed, any audible input to the handset will be broadcast throughout the building.

To use the Emergency Paging Button:

1. Press the **ePage** softkey.
2. **Lift the handset and begin speaking.**
3. **Hang up** the handset or **press the End** button to end the Paging call.



INTERCOM

Before we dive into this section, we will take a moment to remind ourselves the difference between an Intercom call and a Paging call.

An Intercom call broadcasts and receives audio between two locations. The audio is bi-directional allowing the person(s) on each side of the call to participate in the conversation.

In contrast, Paging broadcast audio to a section or the entire building. The audio broadcast is uni-directional meaning simply, they can hear you, but you cannot hear them.

It is also very important to understand common zones do not have the ability for Intercom calls.

Similar to the Paging process, an Intercom Call may be made from the Intercom Console, (“Bat Phone”), or the school phone system. In the following two sub-sections we will review the process.

On the classroom side, a microphone either located in the ceiling or on a call switch will allow the person(s) in the classroom to communicate with the office “hands free”.

Outbound to a Classroom:

Intercom Calls from the Intercom Console may be accomplished using one of two methods:

1. Softkeys or Short Cut keys (Built-in Buttons)
2. Dial the Extension

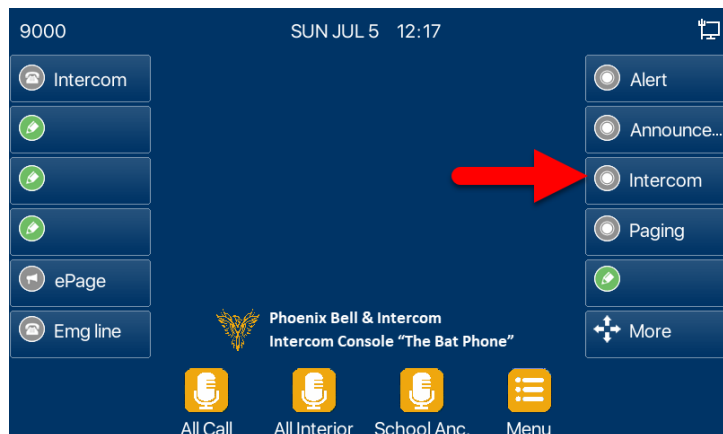


SOFTKEYS

Located at the right of the screen, the Intercom softkey, is available for executing quick Intercom calls.

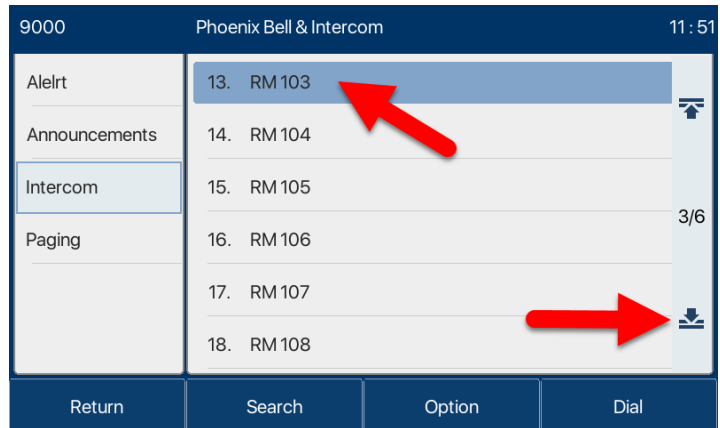
To use the **softkey**:

1. Press the **Intercom** softkey.

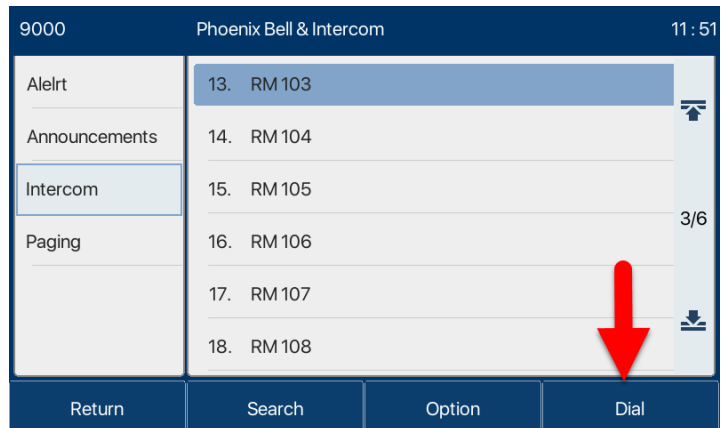


Paging & Intercom

2. Locate the **room** to which you wish to speak.
3. If need be, press the next page button on the right side of the screen.



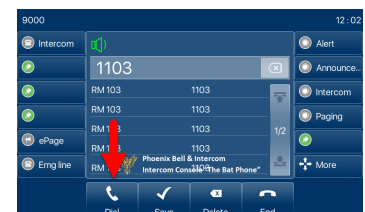
4. Press the **dial** button.
5. **Lift the handset, pause for the beep, then begin speaking.**
-or-
Use the speaker phone, pause for the beep then begin speaking.
6. **Hang up** the handset or **press the End** button to end the Paging call.



DIAL THE EXTENSION

The other method to place an intercom call to a classroom is to dial the associated extension of the room.

1. **Using the keypad, press the four-digit extension.**
2. Press the **Dial** button.
3. **Lift the handset, pause for the beep, then begin speaking.**
-or-
Use the speaker phone, pause for the beep then begin speaking.
4. **Hang up** the handset or **press the End** button to end the Intercom call.



CLASSROOM CALLING THE OFFICE

There will be times when it is necessary for the classroom to contact the office. In modern schools a classroom telephone is often used. However, the G2 Communicator system does offer a two-button Intercom call switch located in the classroom.

This two-button Intercom call switch is programmed to call the Intercom Console. When the call is connected, the classroom may communicate with the office hands free.

It is worthy to note the two-button Intercom call switch has an intercom call button and an emergency button.

In each case, the room will be connected with the Intercom console. However, there is one very important distinction. When the Emergency Intercom button is pressed, the Intercom Console will ring with a different ring tone. This subtle difference allows the office personnel to know there is a situation in the classroom making the call. However, the different ring tone should not alert any non-school personnel in the office of the situation.

Based on the information on the Intercom Consoles screen, office personnel will know where in the building the situation is occurring.

Note: *The location and extension are displayed on the screen. Line 6, along with the ring tone, indicates the call has been made to the Emergency line.*

