

PAGING & INTERCOM

Abadata Connect Customer Training Guide

Paging and Intercom both let you communicate quickly without placing a traditional ringing call. Both can be initiated much like a simple telephone call: dial a programmed extension or press a programmed button. The important difference is **who hears the message and whether the communication is intended to be one-way or two-way.**

PAGING — MAKE AN ANNOUNCEMENT

What it is: Paging is primarily used to make an announcement to one or more people. The message may play through **desk telephone speakers**, an overhead paging system, IP speakers, or a combination of these devices. Paging is generally intended as a **one-way announcement** rather than a private conversation.

1	Dial the assigned paging extension or press the programmed Page button.
2	The selected telephone(s) or paging system connects to the page. A tone may sound first, depending on the configuration.
3	Speak clearly into your handset or speakerphone: for example, “ John, please call the front office. ”
4	Hang up when the announcement is complete.

PHONE PAGING

Paging does not require an overhead speaker system. Abadata Connect can configure paging through compatible **desk telephones**, allowing an announcement to be heard through the speakers of selected phones. Paging groups or zones can be created so an announcement reaches the appropriate area or group of employees.

INTERCOM — SPEAK DIRECTLY TO A PERSON

What it is: Intercom is a direct communication path to another telephone or intercom endpoint. Instead of making a general announcement, you are contacting a **specific person or location**. When configured for intercom operation, the receiving device can answer automatically on speakerphone, allowing immediate voice communication. Intercom is commonly used for a quick **two-way conversation**.

1	Dial the configured Intercom code/extension or press a programmed Intercom button for the destination.
2	The destination phone or intercom endpoint is contacted. When configured for auto-answer, its speaker activates without the user answering a normal ringing call.
3	Speak to the person or location. If the endpoint supports two-way audio, the other person can respond.
4	Hang up when the conversation is finished.

PAGING	INTERCOM
Usually an announcement to a group, zone, area, or multiple phones .	Usually direct communication with a specific person, phone, or location .
Primarily one-way : “Everyone needs to hear this.”	Commonly two-way : “I need to speak with you now.”
Can use desk phones, overhead speakers, or both.	Typically uses a telephone or two-way intercom endpoint.

CONNECTING TO EXISTING PAGING SYSTEMS

Already have an overhead paging system?

Abadata Connect can interface the telephone system with many common paging amplifiers and speaker systems, including equipment from **Bogen** and **Valcom**. These integrations are generally accomplished with an **Algo IP paging device**, such as a paging adapter that bridges the VoIP telephone system to the existing paging amplifier.

To the user, paging can remain very simple: **make a telephone call to the paging extension, speak, and hang up**. The underlying equipment handles delivery of the announcement to the appropriate speakers or paging zone.