



Zipit® Enterprise Critical Messaging Solution™

Call2Page

## Call2Page

### **Overview:**

The Zipit Enterprise Critical Messaging Solution supports paging Zipit devices and apps by making a phone call to a single number per customer, entering the pin number of the user or group to be paged (this can be a user's 10 digit pager number), and entering a numeric message or call back number.

### **Enabling Call2Page on your Zipit RAP:**

To enable Call2Page for on your RAP contact Zipit Support ([support@zipitwireless.com](mailto:support@zipitwireless.com)) with the following information:

- Desired area code and prefix
  - If requesting a specific area code it can take up to 3 weeks to allocate a number to enable Call2Page paging on your Zipit RAP. Requesting a specific area code and prefix may increase this time.
- Welcome message text
  - This is the message a caller will get when calling your Call2Page number
  - Example: Welcome to Zipit Paging. Please enter a pin number followed by the pound sign.
- Page prompt text
  - This is the message a caller will get after entering in their destination pin number
  - Example: Please enter the numeric page followed by the pound sign, or just hang up

### **Setting up Call2Page for Zipit users on the Zipit RAP:**

- Under Users/Details in the User Properties section, you'll find a Dialup PIN field. Enter in a unique 1-10 digit numeric identifier per user. This is the number a caller will enter to reach this user when sending a numeric page.

### **Setting up Call2Page for a Paging Group on the Zipit RAP:**

- Under Users/Paging Groups you'll find a Dialup PIN field. Enter in a unique 1-10 digit numeric identifier per paging group. This is the number a caller will enter to reach each user in this group when sending a numeric page.



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**Call2Page Paging Steps:**

- An individual calls the Call2Page number allocated for your company and receives your welcome message.
- The caller enters in the PIN number for the individual or paging group they are trying to reach.
  - The caller response period times out in approximately 30 seconds. Pressing the pound key will override the timeout and start the page prompt immediately.
- The caller then receives your page prompt message and enters in the numeric message (call back number) for the individual or paging group they are trying to reach.
  - The caller response period times out in approximately 30 seconds. Pressing the pound key will override the timeout and start send the page immediately.
- The numeric message is then sent to the Zipit user for the individual or paging group that corresponds to the PIN number specified by the caller.
  - The message is sent to the Zipit users with the default priority for your Zipit RAP (this is determined by you and can be changed)
  - The telephone number that the caller uses to dial in and send the page is automatically included in the page sent to the Zipit user.