



User's Quick Tip from OnviSource Engineering

DIGITAL PAGING

Digital Paging, also called Numeric Paging, is the most widely used form of paging. It allows a caller to dial a pager phone number and then enter the number where they can be reached.

Using OnviCall Digital Page command D: users can easily set up and send digital pages through the Dispatch Server or the Operator application.

Setting up Digital Pages Using the Dispatch Server

Directory Settings

You can set up a digital page in a directory on a page of an account. Directory settings store client contact information and direct dial numbers for dispatching message by operator dial-outs or system delivery.

Adding a Directory Setting

1. From OnViews **Manager**, select **Configuration** -> **OnviCall Accounts**
2. Select the page within the account where you want to set up the directory setting.
3. Select the **Directory** Tab.
4. Select **New** and enter the client name, remarks and direct dial phone number preceded by a D:

When entering a number for a Pager, precede the number with a capital D, a colon and the pager number, followed by commas for a delay (each comma represents a 2 second delay), then a call back number, followed by a number sign #. The correct format is shown below. To engage speed dial, enter the destination in square brackets.

Normal Page **D:5551212,,,,,,,18008437243#**
Speed Dial **[D:5551212,,,,,,,18008437243#]**

***Note:** The amount of commas and the need for a # sign is determined by the paging company.*

Sending a Digital Page Through the Operator Application

Manually Dialing a Number

1. Press D on your keyboard.
2. At the prompt on the command line, enter the 7-11 digit number to be dialed preceded by the D:.
3. Press Enter. The application will dial the number for you.

Adjusting DTMF Tones

Dual-Tone Multi-Frequency (DTMF) is used for tone dialing and is more commonly known as Touch Tones.

If you experience failed digital pages, try increasing the length of the DTMF tones or increasing the volume of the tones.

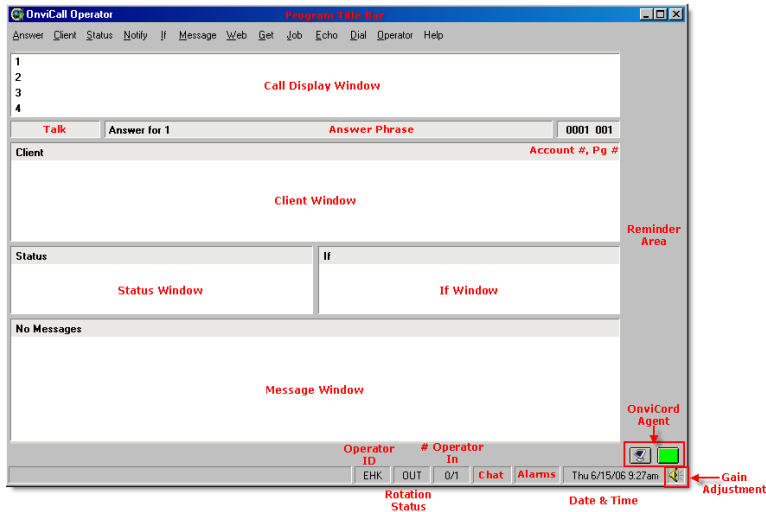
Increasing DTMF Tone Length

1. From the Dispatch Server, open the settings.cfg file for editing.
2. Scroll toward the end of the file and look for the following section: **[DigitalInit]**
Command = ATS11=80
3. Change the ATS11 value shown in **red** between 80 (default)- 350 (the value is in milliseconds)
4. Save the file.
5. Restart the Dispatch Server for changes to take effect.

Adjusting DTMF Tone Volume

NOTE: This feature is only available for PIKA users

1. From the Operator Program screen, select the 'Gain Adjustment' (speaker) in the lower right corner of the screen.



2. Increase the 'Output Gain' (middle value) and this will increase the transmission volume so the tone volume is higher.

Gain Adjust		
	Input Volume	Adjusts the microphone level on the headset. +25 to +30 Recommended range -20 to +24 Below recommended range +31 to +44 Above recommended range
	Output Volume	Adjusts the speaker volume +10 to +12 Recommended range - 20 to +11 Below recommended range +12 to +44 Above recommended range
	Tone Volume	Adjusts the tones in the headset. -25 to -30 Recommended range +20 to -24 Below recommended range -31 to -44 Above recommended

Dial Over

Dial Over forces the digits to go out slower because they are entered manually. The user can hear them while dialing, thus increasing the success rate.

While on an outbound call, hold down the Ctrl key and press the number keys at the top of the keyboard to send individual DTMF tones.

To use the * # keys you will need to hold the Shift + ctrl + 3 for the #

Shift + Ctrl 8 for the *

Example - Ctrl + 3 will send the DTMF tone of 3 just like pressing the number 3 on a phone.