

## Scheduled Announcements

### Feature Description

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Scheduled Announcements can be used to schedule calls that deliver pre-recorded messages, musical reminders or other audio notifications to one or more telephony destinations. At the scheduled time, the system initiates calls to all destinations in the configured group and plays the selected announcement to each destination once the call is answered.

Destinations for scheduled announcements can be internal extensions and/or external phone numbers. For internal extensions that support the auto-answer feature, calls can be automatically answered and the announcement played immediately over the speaker phone. For external destinations and for extensions that do not support the auto-answer feature, the announcement is played when the call is answered by the destination.



Scheduled Announcements is a licensed feature (product code **SA**) and requires a license from E-MetroTel. (See [Licenses](#) for details on obtaining and updating the license.)

### Pre-requisites

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To use the Scheduled Announcements feature, you need the following:

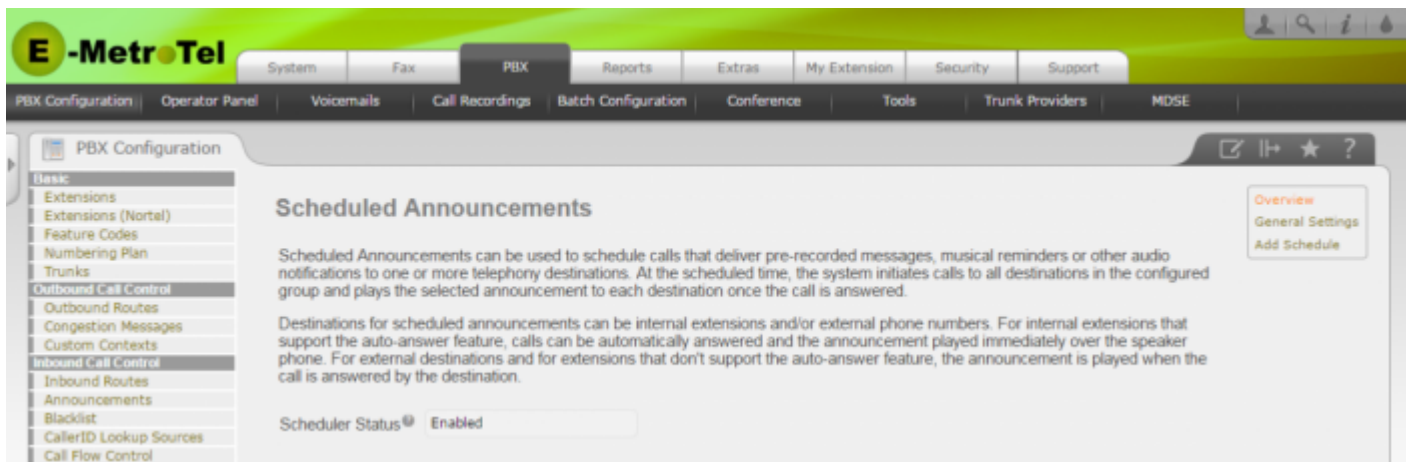
1. Your UC<sup>X</sup> system must be updated to the latest release of software
2. License to use the Scheduled Announcements feature must be installed on your UC<sup>X</sup> system

# Overview

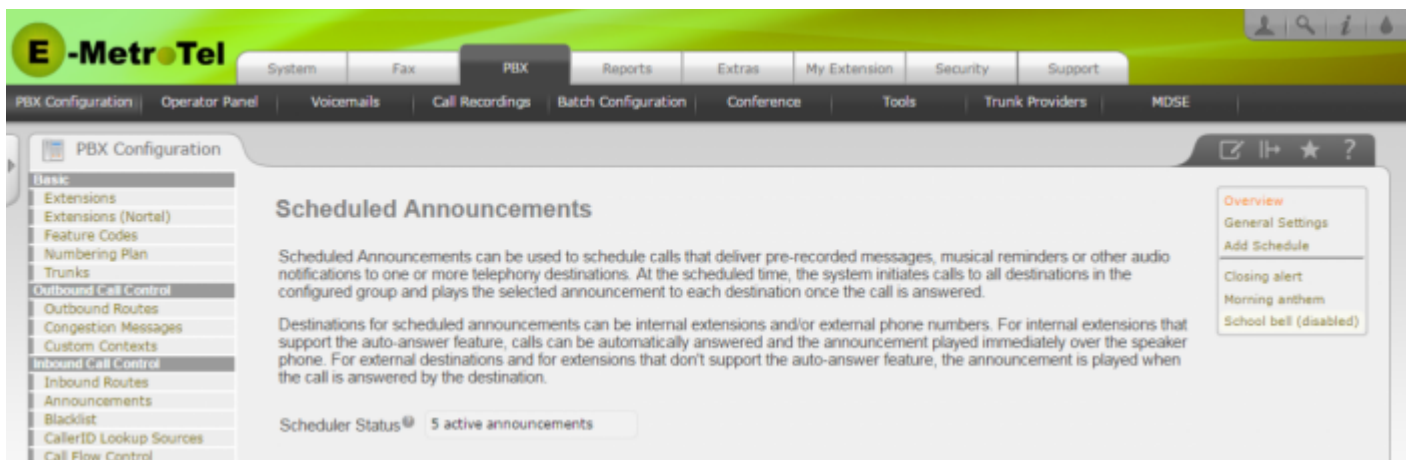
To access the Scheduled Announcements feature page, perform the following steps:

1. From the **PBX** tab, select **PBX Configuration**
2. From the left side column, under Applications, select **Scheduled Announcements**
3. The default page shown is the Overview page
4. You can always return to this page by clicking on the **Overview** link on the top right hand corner of the page

On this page, the **Scheduler Status** field provides an indication of the current status of the announcement scheduler task. The value shows **Enabled** if there are no active scheduled announcements.



You can have multiple schedules active at the same time. The Scheduler Status will show the number of current active announcements for all schedules.



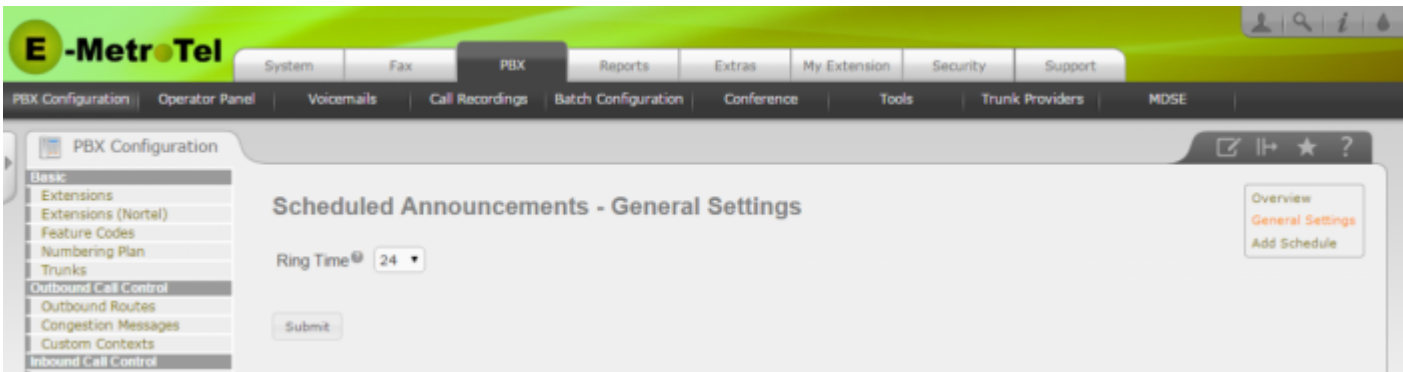
# General Settings

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On the top right hand corner of the page, click on the **General Settings** link.

Settings that apply to all scheduled announcements can be configured here.

Field	Default Value	Description
Ring Time	24	The number of seconds the phone will ring in Normal answer mode.

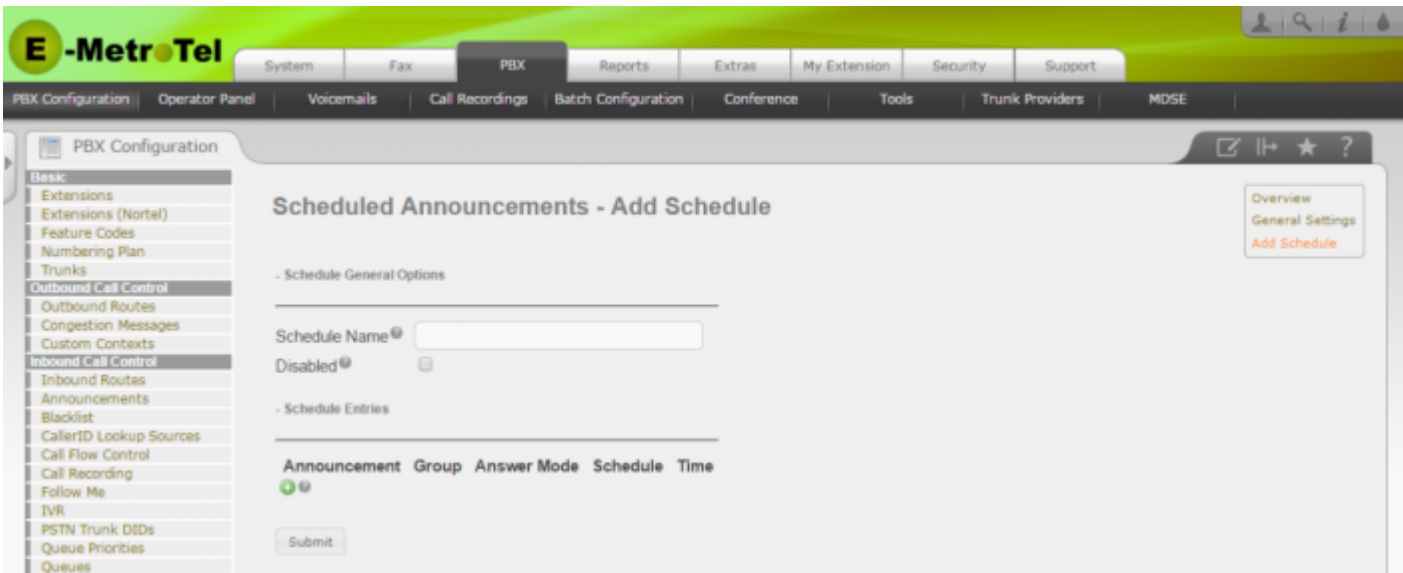


# Add Schedule

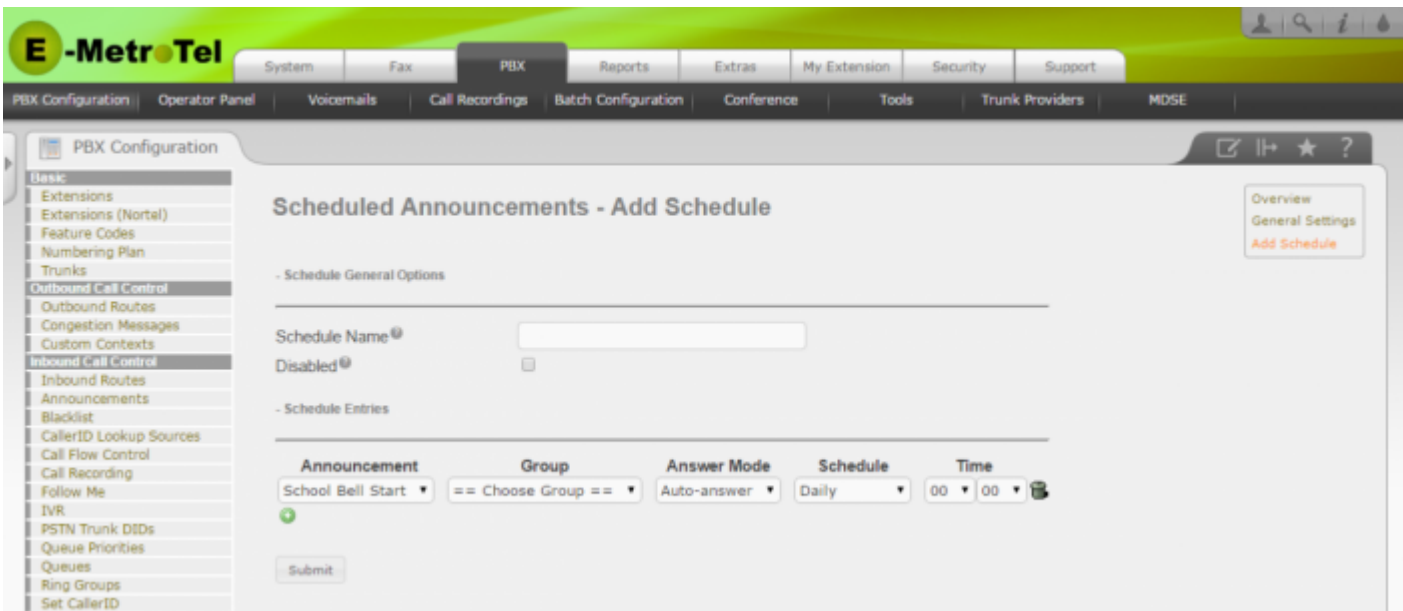
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To add a new schedule, go to the top right hand corner of the page and click on the **Add Schedule** link.

Field	Description
Schedule Name	Enter a descriptive name for the schedule
Disabled	Check this box to disable the schedule. All the configuration data will be stored but the schedule will be inactive.



To add an entry, click on the green "+" button and select an announcement from the pull-down list. Once the announcement is selected, the page will display the other entry parameters.



Field	Description
Group	Select from the list of existing page group or ring group that is to receive the announcement.
Answer Mode	Select Auto-answer to have the phone automatically answer and play the announcement on the phone's speakers. If Normal mode is selected, someone has to answer the call to hear the announcement. Note: For destinations that do not support the auto-answer mode, the Normal mode is used even when the Answer Mode is set to Auto-answer.
Schedule	Select Daily or Weekdays or any specific day of the week from Monday to Sunday.
Time	Select the time in 24 hour format.

Click on the green "+" button to continue adding more entries or click on the trash icon to delete an entry.

When all the desired entries have been configured, click on the **Submit** button to save the schedule.

## Configuration Workflow

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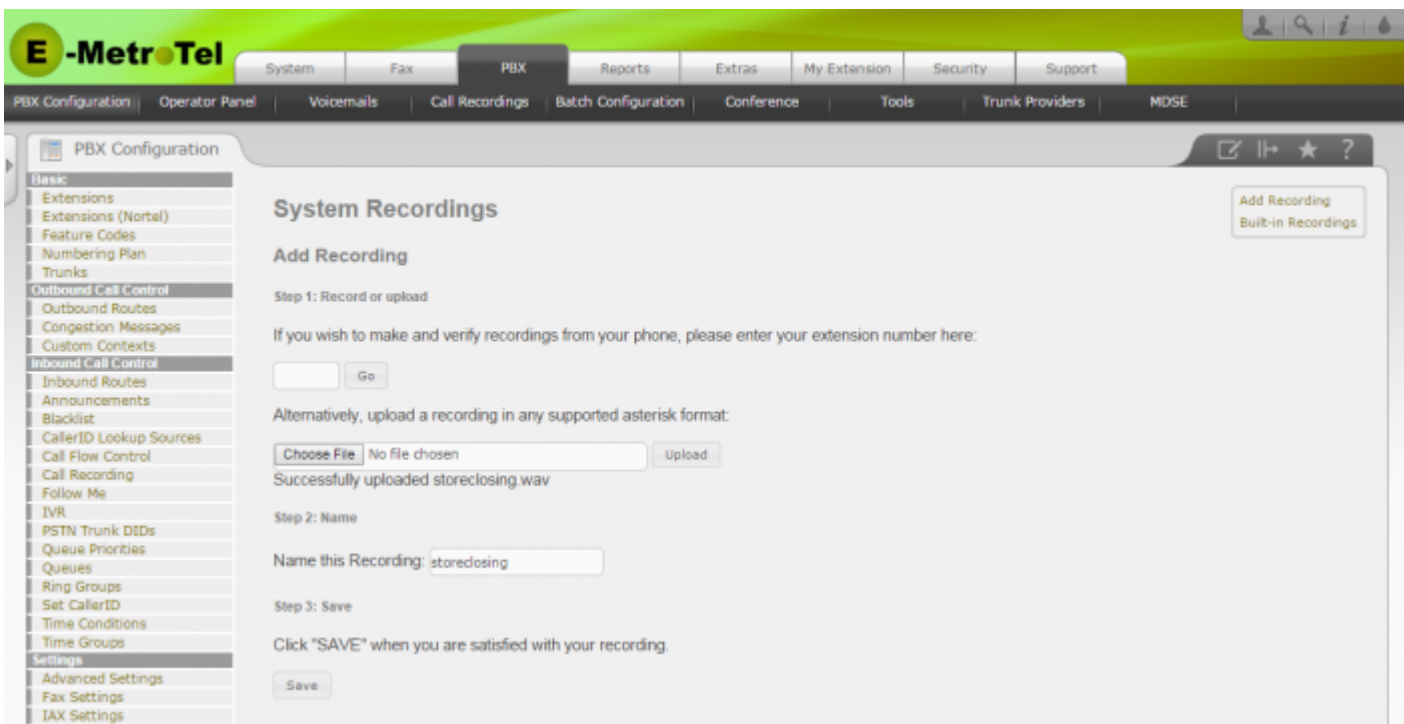
To configure a scheduled announcement, you must typically perform the following steps:

1. Use the [System Recordings](#) page to configure a system recording with the desired sound file(s) (a pre-recorded message, music, sound or other audio notification)
2. Use the Announcements page to configure an announcement that plays the system recording (above) and defines the call treatment after the playback
3. Use the [Paging and Intercom](#) page to configure a page group with internal extensions, or use the [Ring Groups](#) page to configure a ring group with internal extension and/or external destinations
4. Use the Scheduled Announcements page to configure one or more scheduled announcements

In the example below, we present a configuration for a retail store that requires the system to play the "store closing" announcements at the end of the day. At the scheduled times, the system makes calls to phones in the store.

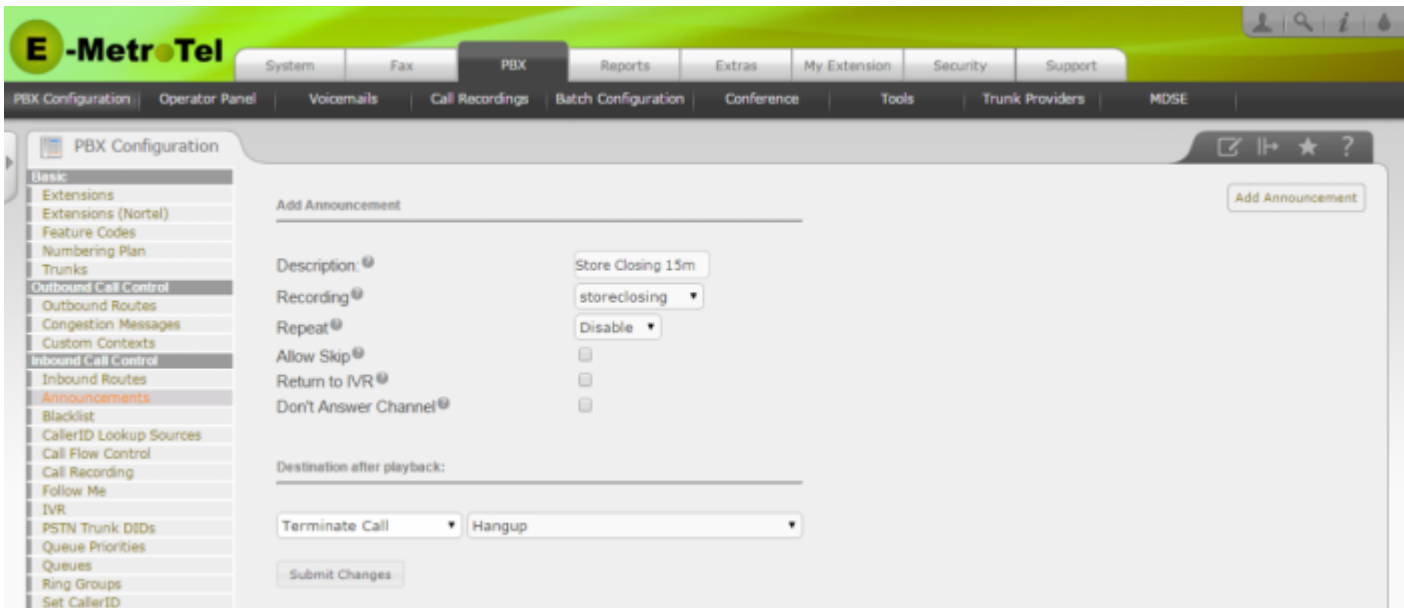
### Step One: Create System Recording

1. From the **PBX** tab, select **PBX Configuration**
2. From the left side column, under Applications, select **System Recordings**
3. Use the **Choose File** button to select the wave file with the recorded message on your PC
4. Press the **Upload** button to upload the wave file to the UC<sup>X</sup> system
5. If desired, change the system recording name in the **Name this Recording** field
6. Press the **Save** button to create the system recording
7. Repeat these steps if you have multiple recordings



## Step Two: Create Announcement

1. From the **PBX** tab, select **PBX Configuration**
2. From the left side column, under Inbound Call Control, select **Announcements**
3. Enter a **Description** for the announcement
4. Select the **Recording** to be played (created in Step One)
5. For the **Destination after playback**, select **Terminate Call - Hangup** or alternatively another destination (for example, you could select another announcement to chain multiple announcements that are to be played in sequence during a single call)
6. Press the **Submit Changes** button
7. Repeat these steps to create additional announcements as required



## Step Three: Create Page Group

1. From the **PBX** tab, select **PBX Configuration**
2. From the left side column, under Applications, select **Paging and Intercom**
3. From the right side column, select **New Paging Group**
4. In the **Paging Extension** field, enter the desired extension for the page group
5. In the **Group Description** field, enter a description of the group
6. Drag and drop extensions that are to be included in the group to the **Selected** area
7. Press the **Submit** button to save the page group



Both Page Groups and Ring Groups are supported. You can choose to create a [Ring Group](#) instead in Step Three.

## Step Four: Create Scheduled Announcement

1. From the **PBX** tab, select **PBX Configuration**
2. From the left side column, under Applications, select **Scheduled Announcements**
3. Click on the green "+" button to add a new scheduled announcement
4. Select the **Announcement** created in step two
5. Select the **Group** created in step three
6. For **Answer Mode**, select **Auto-answer** to have the phone automatically answer and play the announcement on the phone's speakers.
7. Select the desired **Schedule** and **Time**
8. Repeat these steps to create multiple announcement entries as required
9. Press the **Submit** button to save all the configured announcements



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PBX Configuration Operator Panel Voicemails Call Recordings Batch Configuration Conference Tools Trunk Providers MDSE

PBX Configuration

**Scheduled Announcements - Edit: Closing alert**

Overview  
General Settings  
Add Schedule

Closing alert  
Morning anthem  
School bell (disabled)

⊖ Delete Schedule: Closing alert

- Schedule General Options

Schedule Name

Disabled

- Schedule Entries

Announcement	Group	Answer Mode	Schedule	Time
Store Closing 15m	All speaker phones	Auto-answer	Weekdays	17:45
Store Closing 5m	All speaker phones	Auto-answer	Weekdays	17:55
Store Closing 15m	All speaker phones	Auto-answer	Saturday	20:45
Store Closing 5m	All speaker phones	Auto-answer	Saturday	20:55

Submit