



# **Beacon Office™**

## **User Manual**

V2.4.3

### **Radiana Inc.**

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## Introduction

Welcome to Beacon Office. Beacon Office is the preeminent office productivity suite available for the Cisco Unified Application Environment. By integrating personal call control and communications management tools, Beacon Office enables employees to be more productive. Whether it is Call Back capabilities or personal queuing, Beacon Office has something for every professional. And, there are a host of other important features in our full Beacon Office version. To learn more about Beacon Office, just visit our website at [www.radianta.com](http://www.radianta.com). However you decide to use Beacon Office, or our more powerful Beacon Office, it is certain that their features will help your business streamline its communications.

## What is Beacon Office

Beacon Office works in conjunction with Cisco Unified Application Environment (CUAE) and leverages Cisco Unified Communications Manager (CUCM) to provide a host of personalized communications utilities. These tools can be used to make every employee's experience with CUCM even more feature-rich and valuable. Some of the tools are available with a Cisco IP phone-based user interface and some are available with a computer-based interface. And, to provide the utmost in flexibility, some features can be controlled from either the computer or Cisco IP phone – individual users may choose their preferred interface.

## How to Use This Guide

This guide will show you to how to operate the Beacon Office suite of features. Administrators who wish to understand and manage the installation and configuration of Beacon Office are encouraged to read the Beacon Office Administration guide. Now, to get started, read the section regarding Beacon Office Overview.

## Beacon Office Overview

Beacon Office is a suite of personal communications tools that leverage the Cisco Unified Communication platform. The suite consists of applications that can be enabled via the Cisco IP phone interface or through a web interface as part of Beacon Office Director. Key applications within Beacon Office are:

**Call Note.** Beacon Office Call Note allows individuals to use predefined text messages, or create customized messages through Beacon Office Director, that are posted to the screen of the receiving phone as the call is made.

**Call Recording.** Users configured with this option may access the application through the Services key of their Cisco IP phone in order to begin recording an in-progress call. Management of recorded calls, including the ability to play back recorded messages or delete messages, is provided in a web interface through Beacon Office Director.

**Call Back.** Beacon Office Call Back enables users to more effectively interact with coworkers. If a called party is busy or unreachable, callers may initiate a call back request from their phone. The application notifies the called party that a call back has been requested and gives the user a simple and flexible means of tracking and responding to these requests. Beacon Office Call Back allows an unlimited number of call back requests.

**Phone Lock.** Beacon Office Phone Lock enables users to control access to their Cisco IP phone. Users can lock their phones, preventing general outbound calling and unwanted access to directories, call records and other services. Phone Lock even allows users to schedule periods of time when their phone is automatically set to a locked status. Unlocking a phone is as simple as entering a user's Cisco Unified Communications Manager credentials. During locked mode, however, administrators have the flexibility to allow phones to dial emergency numbers.

**Extension Mobility Web.** Beacon Office Director, the web-based user interface of Beacon Office, allows users to connect their PC to any Cisco IP phone and invoke Extension Mobility from their web screen. Extension Mobility Web simply requires the user to enter the target phone's extension—no additional information is required.

**Dialer.** Beacon Office Dialer allows users to establish a list of numbers and dial outbound calls to play pre-recorded messages. Messages are recorded through the Beacon Office Director user interface. Beacon Office Dialer is a great tool for users who must broadcast a single message to multiple destinations both within the network and out over the PSTN.

**TimeCard.** Beacon Office TimeCard allows every IP phone to become a time clock device. This enables employees to sign in and out for work anywhere there is a phone, relieving congestion at centralized time clock stations. Logging information is easily exported from the associated database into third party time-tracking applications.

**Paging.** Send text, text-to-speech, recorded, or live pages simultaneously to any Cisco IP phones on your network. Flexible licensing allows page recipients to not consume a user license on the system. All types of pages except "live" can be immediate, scheduled, or automatically-recurring.

**Personal Queues.** Everyone has a time where multiple calls ring in at once. Receptionists and assistants deal with this daily, handling calls in a "Please hold. Please hold. Please hold." manner, and then returning to each caller to address his or her needs. Call center agents enjoy automatic call distribution (ACD) provided by their call center solution. Personal Queue enables all Cisco Unified IP phone users, not just receptionists, assistants and call center agents, to enjoy the benefit of true call queuing. As calls ring in, they appear in a visual queue on the user's PC workstation. Controls are provided by Personal Queue enabling the user to play custom queue hold messages, music and to inject custom messages such as, "I'll be right there - just need to finish something up. Hang on two minutes", while the caller is in queue. Users streamline their daily communications by leveraging caller details to decide which calls take priority, and can act on calls by answering or managing the messaging accordingly.

**Beacon Office Director.** Beacon Office Director is a robust user interface that supports all Beacon Office user options. A web interface, Beacon Office Director provides tools for all messaging, recording, scheduling and communications management.

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## **Beacon Office User Guide 1.0**

### ***Getting Familiar With Beacon Office Director***


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## Beacon Office Director Overview

Beacon Office Director is the primary interface for Beacon Office. Beacon Office Director, a web-based utility, allows users to personalize their configuration, record voice messages, create pre-defined text messages and trigger key applications within the suite.

## Signing Into Beacon Office Director

As mentioned, Beacon Office Director is a web-based utility. Access to Beacon Office Director requires a log-in process for security and privacy reasons. First, you will need to know the specific URL of the main Beacon Office Director web page in order to access the interface. If you do not know the web address, contact your administrator for more instructions. To access Beacon Office Director, launch your web browser and access the appropriate Beacon Office Director URL. Your web browser will immediately prompt you with the Beacon Office Director log-in screen as shown in Figure 1.



The image shows a web-based login form for Beacon Office Director. At the top, there is a red header bar with the Radianta logo on the right and the text 'BEACON UNIFIED COMMUNICATIONS APPLICATION SUITE' on the left. Below the header, the form contains two input fields: 'Username : [text box]' and 'Password : [text box]'. Underneath the password field is a checkbox labeled 'Login to Extension Mobility'. At the bottom center of the form is a 'Login' button.

**Figure 1: Beacon Office Director Log-In Prompt**

Enter your Username and Password as appropriate. If you do not know your Username and Password, please contact your administrator. Once you have entered your log-in credentials click on the **Login** button. Note that the **Login to Extension Mobility** feature is discussed thoroughly in the Extension Mobility Web section of this document.

## Beacon Office Director Main Page

Once you have logged in to Beacon Office Director you will be presented with the Beacon Office Director main page. From here you will have access to all of the key functions of Beacon Office. This section will familiarize you with the main page. Key functions of the page are shown in Figure 2.

The Beacon Office Director Main Page is divided into two sections:

Home/Settings – The left pane of Beacon Office Director allows quick access to key Beacon Office functions.

Menu – The right pane of Beacon Office Director is used to configure and invoke all Beacon Office web-based functions.

From the Beacon Office Director main page you may access the Dialer, Call Note and Phone Lock applications as well as configure your personal Beacon Office Settings. Please note that some features may not be enabled, depending upon your user profile.



Figure 2: Beacon Office Director Main Page

## Beacon Office Settings

The rest of this document focuses on all of the applications within the Beacon Office suite. Often, an application will require a setting to be configured. All settings are accessed in the same manner by clicking on the **Settings** tab on the Beacon Office Director main page in either the left or right panes. Figure 3 illustrates the available settings. Settings required to support a particular application will be reviewed in the section devoted to that specific application.

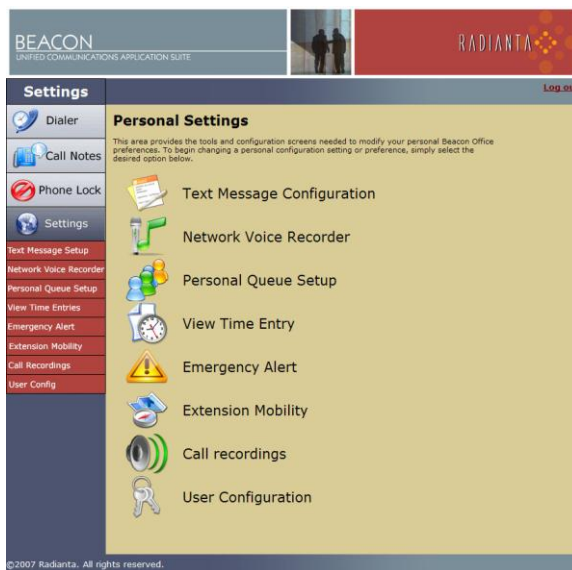


Figure 3: Beacon Office Settings Page

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## **Beacon Office User Guide 2.5**

### **Beacon Office Applications**

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# Beacon Office Applications

This section outlines the operation of all Beacon Office applications. The applications discussed are:

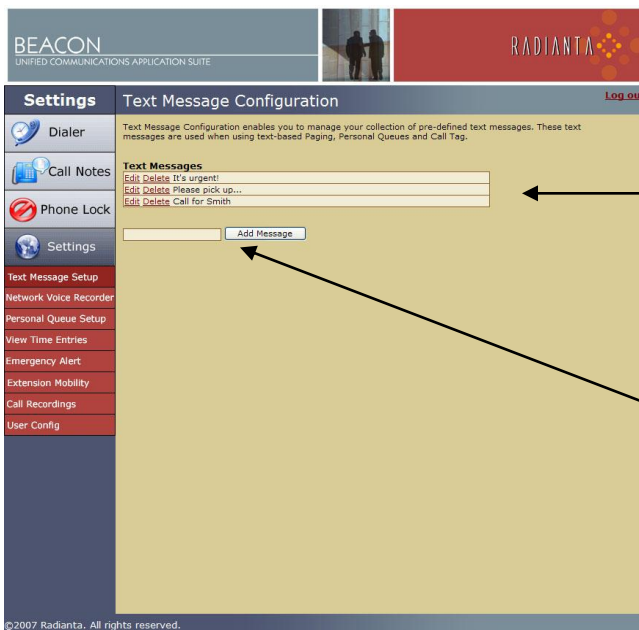
- Call Note
- Call Recording
- Call Back
- Phone Lock
- Extension Mobility Web
- Dialer
- TimeCard
- Personal Queue

We will address each of these separately. In some cases, certain applications can be invoked from both Beacon Office Director or from the Services menu on a Cisco IP phone. Where appropriate, both functions are discussed.

## Beacon Office Call Note

Have you ever needed to urgently speak with someone only to call them and reach their voicemail? Wouldn't it be nice to send them a little message along with the call, letting them know that your call is urgent? Beacon Office Call Note allows individuals to use predefined text messages, or create customized messages through Beacon Office Director, that are posted to the screen of the receiving phone as the call is made. Beacon Office Call Note is only available through Beacon Office Director.

As discussed, Call Note allows a user to send a text message when they call another Cisco IP phone. The message is displayed on the called phone. First, a user must have an available preset text message to select, or they must create a new text message. Creating text messages is done by selecting **Settings** from the Beacon Director main page (discussed in the [Beacon Director](#) section above) and then selecting **Text Message Setup**. Figure 4 shows a sample Text Message Configuration screen with several preset messages.



Existing text messages can be edited or deleted by clicking on the appropriate link.

Type a message in the box and click **Add Message** in order to add a message to your Text Messages list.

Figure 4: Text Message Configuration Screen

In order to create a new message, simply type the message in the box to the left of **Add Message** and then click **Add Message** to store the message in Beacon Director. The new message will be displayed under the **Available messages** heading. Messages can be edited or deleted by clicking on the **Edit** or **Delete** option next to the appropriate message. For example, selecting **Edit** next to the "It's Urgent!" message brings up an editing window. Once the message has been edited it should be saved for later use. Note that saved messages are available for use at any time.

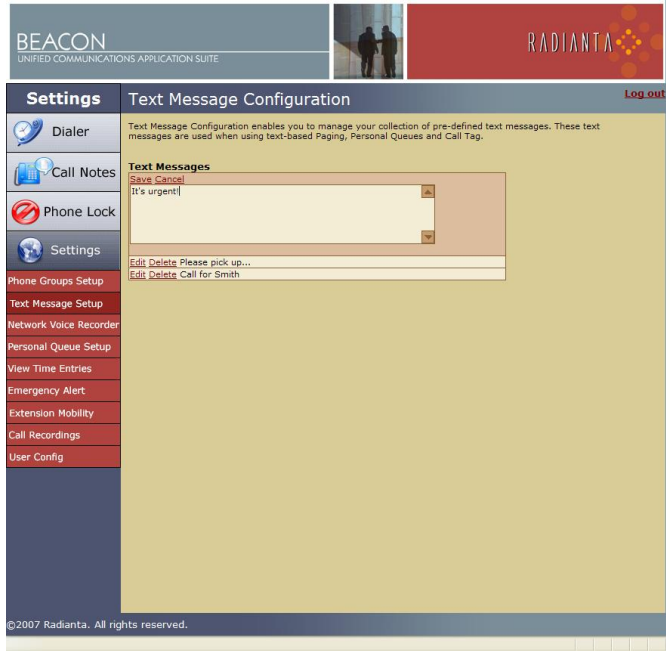
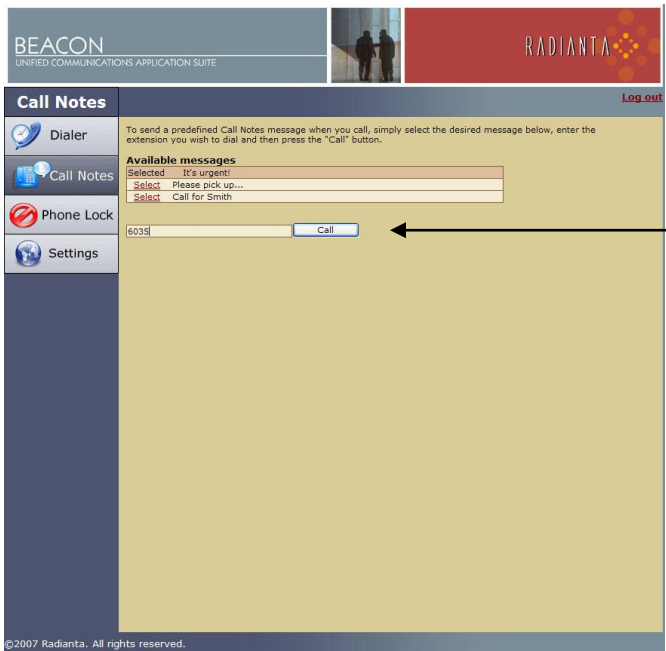


Figure 5: Text Editing Window

Once you have an appropriate message or messages stored in Beacon Office, you may select the **Call Notes** tab in the left pane of Beacon Office Director. Figure 6 shows the Call Notes screen.



Trigger a message to be sent to another user's phone by clicking **Select** next to the appropriate message, typing in the extension number and clicking **Call**

Figure 6: Beacon Office Call Notes Screen

To have a text message appear on the phone of the person you are calling, simply click on **Select** next to the appropriate message stored in Beacon Office Director (the selection will be highlighted for reference), type in the extension you wish to call in the box to the left of the **Call** button, and then click on the **Call** button. Call Note will activate speakerphone on your Cisco IP phone, dial the extension you requested and simultaneously trigger the selected text message to appear on the other party's Cisco IP phone screen. It's that simple. Figure 7 illustrates a Call Note message displayed on a Cisco IP phone screen.

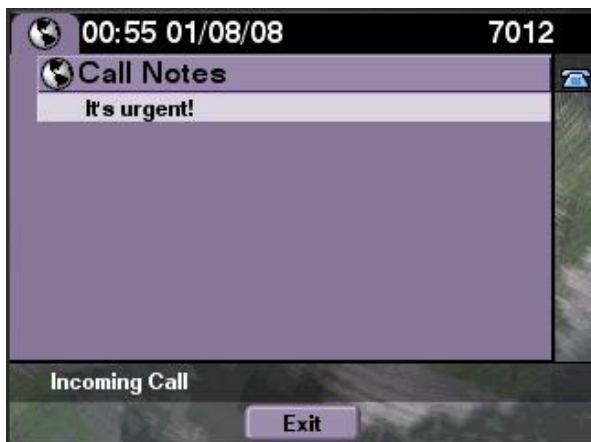


Figure 7: Call Note Message Displayed on Called Party's Phone Screen

## Beacon Office Call Recording

Have you ever initiated a conference call with another employee and only to have both of you wish you could record the important discussion for later reference? Beacon Office Call Recording allows you to easily record a call in progress and save the recording for later playback.

Beacon Office Call Recording is accessed through the Services key on your Cisco IP phone. To access the application, after you have initiated a call, select the Services key on your Cisco IP Phone. After selecting **Services** you will be prompted with available options, including Record Call, as shown in Figure 8.



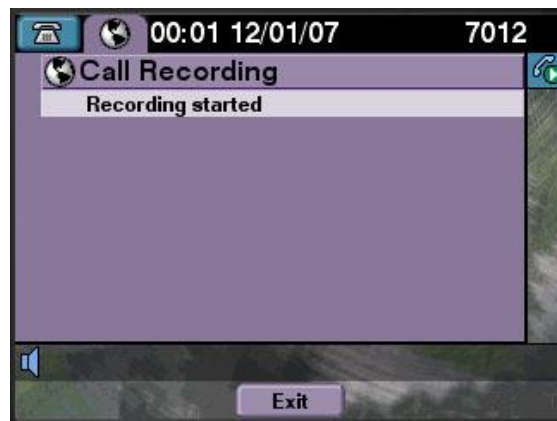
Figure 8: Cisco IP Phone Services Key Showing Record Call Option

In order to request call recording, simply select the service by typing the appropriate service number using the phone keypad or use the Cisco IP phone scroll key to highlight the **Record Call** option and the **Submit** soft key at the bottom of the screen. At this point, you will be prompted to begin call recording. Figure 9 illustrates the resulting screen.



**Figure 9: Call Recording Screen Prompt**

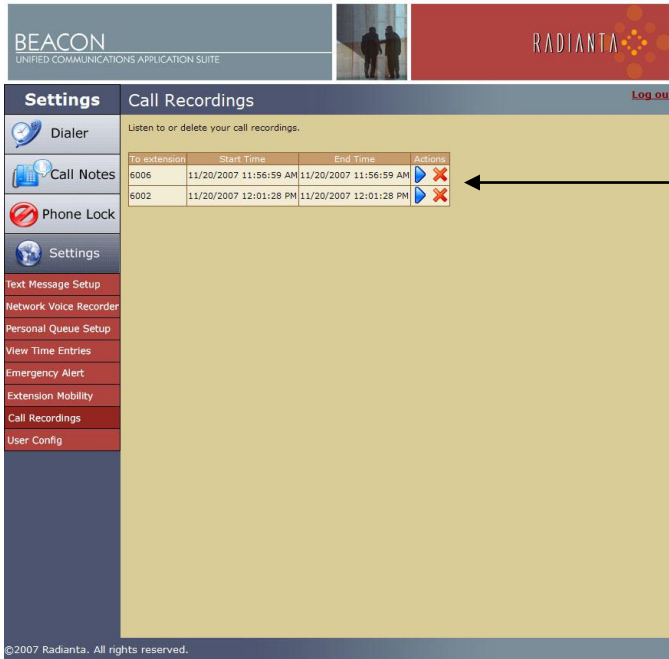
To begin call recording, simply select the Start soft key at the bottom of the Cisco IP phone screen. Once selected, you will see a screen indicating that recording has started, as shown in Figure 10.



**Figure 10: Call Recording Prompt**

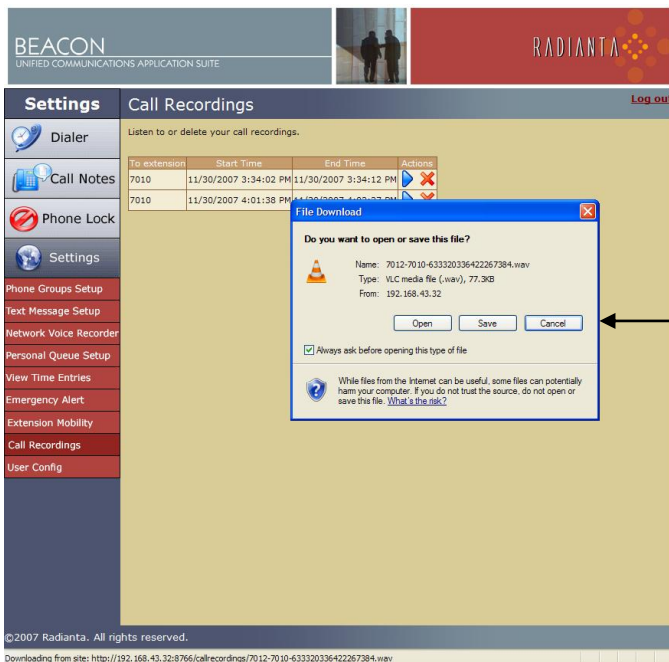
Please note that pressing the **Exit** soft key will take you to the main phone screen, not stop the recording. Recordings are stopped only when the call is completed by hanging up the phone. Once a recording has been completed, you may enter the Beacon Office Director screen, select **Settings** and select **Call Recordings**. Here you will be prompted with the available recordings and the options to listen to a recording or delete the recording. Figure 11 illustrates the Call Recordings window with available recordings.

Clicking on the right arrow allows you to open or save the file to your local machine, as illustrated in Figure 12. Clicking **Open** will launch your PC's preferred media player. Clicking **Save** will prompt you to select a file location using typical file browsing functions. Clicking the "X" within the Call Recordings screen deletes the recording. Please note that deleted recordings may not be recovered.



Call Recording playback and delete options

Figure 11: Call Recording Management Interface



Call Recording management options

Figure 12: Option to Open or Save a Particular Recording

# Beacon Office Call Back

Have you ever called another corporate phone only to reach their voicemail? Have you ever wanted to let the other person know that your call is important and that you want them to call you back? Beacon Office Call Back allows you to post a message on the phone of someone you called noting your request for a call back. Beacon Office allows you to issue an unlimited number of call back requests. This section will illustrate how to request a call back and how to act upon a call back request that you may have received.

## Requesting A Call Back

Beacon Office Call Back is accessed through the Services key on your Cisco IP phone. You can initiate the call back request either during a call when you are leaving a voicemail message, or immediately after the call before you place another call.

To access Call Back, select the **Services** key on your Cisco IP phone. You will be prompted with several options including Request Callback, as shown in Figure 13.

In order to request call back, simply select the service by typing the appropriate service number using the phone keypad or use the Cisco IP phone scroll key to highlight the **Request Callback** option and the **Submit** soft key at the bottom of the screen. You will receive a message on your phone indicating that the request has been sent, as shown in Figure 14. Please note that pressing the **Exit** soft key will take you back to the main phone screen.



Figure 13: Services Key Showing Call Back Request Option

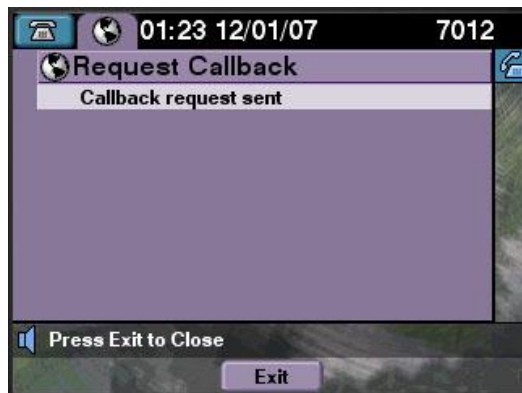


Figure 14: Call Back Request Verification

## Responding To A Call Back Request

There may be times where you are not the person requesting a call back, but are the person who has received the request. You will know that someone has requested a call back because of the indicator that is present on your Cisco IP phone screen, as shown in Figure 15.

As before, you can access a call back request listing or listings through the Services key on your Cisco IP phone. To access the listings, select the **Services** key on your Cisco IP phone. You will be prompted with several options including Callback Listing, as shown in Figure 16.

In order to review the listing, simply select the service by typing the appropriate service number using the phone keypad or use the Cisco IP phone scroll key to highlight the **Callback Listing** option and the **Submit** soft key at the bottom of the screen. You will receive a listing of all the users who have requested that you call them back, as shown in Figure 17.

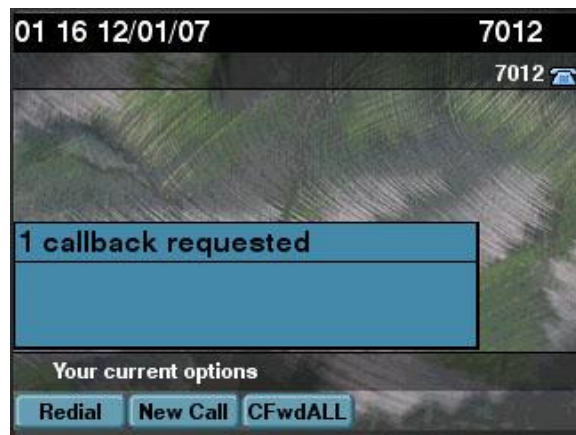
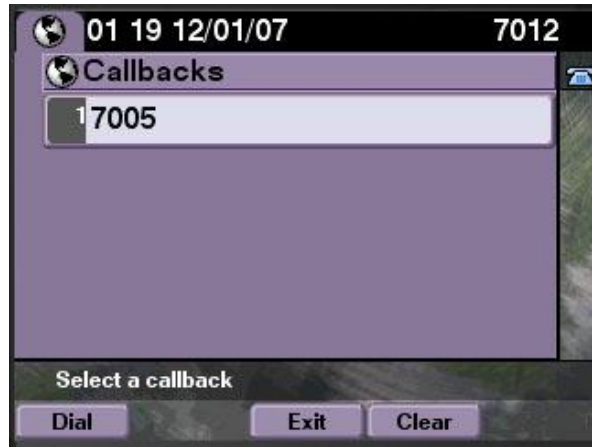


Figure 15: Call Back Request Notification



Figure 16: Services Menu Showing Callback Listing





**Figure 17: Listing Of Call Back Requests**

As with Services, you can toggle to a selected call back request extension. This allows you to return the requests in the order most convenient for you. To easily return the call you can select the **Dial** soft key at the bottom of the phone screen. This action will issue a call to that extension using your speakerphone. Once you return a call in this manner, the call back request is cleared from your screen. As an option, you can toggle to the appropriate call back request and select the **Clear** soft key at the bottom of the phone screen. This action will simply clear the request from your screen without setting up a call to the requesting party.

## Beacon Office Phone Lock

Have you ever wanted to lock the features of your Cisco IP phone to ensure that other parties could not access sensitive calling information or place unauthorized calls? Beacon Office Phone Lock allows you to provide secure access to your phone and disable functions when you are not around. The Phone Lock feature is accessible through either the Cisco IP phone interface or through Beacon Office Director.

### Accessing Phone Lock Through The Cisco IP Phone

As with other applications, you can access the Phone Lock application Services key on your Cisco IP phone. To access the application, select the **Services** key on your Cisco IP phone. You will be prompted with several options including Phone Lock, as shown in Figure 18.



**Figure 18: Services Menu Showing Callback Listing**



**IMPORTANT! To use the Phone Lock feature you will need to know your personal PIN number. This PIN number is the standard PIN used with the Cisco Unified Communications Manager for features such as Extension Mobility. If you are unsure of your PIN number, please contact your system administrator prior to invoking the Phone Lock feature.**

To initiate locking, simply select the service by typing the appropriate service number using the phone keypad or use the Cisco IP phone scroll key to highlight the **Phone Lock** option and the **Submit** soft key at the bottom of the screen. First, you will receive a message that the phone is in the locking process. You will then receive a notification that the phone has been placed into locked mode, as shown in Figure 19. Once in locked mode, no user may access any Services function or make outbound calls (note that administrators may elect to enable emergency 911 calls to be dialed from the phone even if it is in "Locked" mode).



**Figure 19: Phone Lock Notification**

In order to unlock the phone from the Cisco IP phone interface, select the Unlock soft key at the bottom of the screen. You will be prompted to enter your user PIN number in order to complete the unlocking process, as shown in Figure 20. Once you enter your PIN number you will be presented with a screen confirming that the phone is in the unlocking process, as shown in Figure 21. The standard phone screen will appear when the unlocking process is complete. At this point, any user will regain access to all previously enabled phone functions.



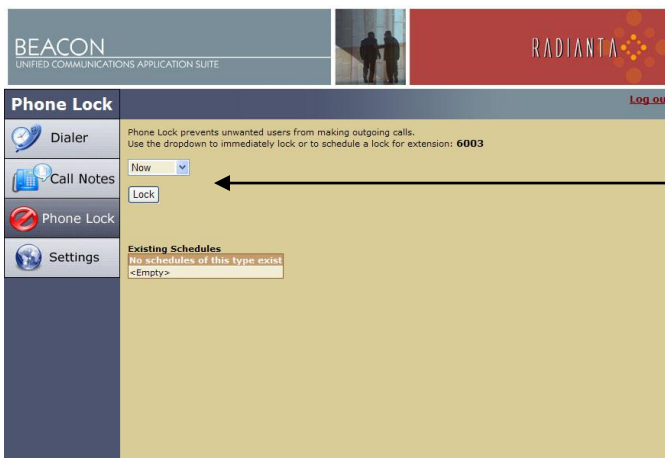
**Figure 20: PIN Request To Unlock Phone**



Figure 21: Unlocking Process Notification

## Accessing Phone Lock Through Beacon Office Director

Phone Lock can be accessed on your PC by clicking on the **Phone Lock** tab in the left pane of the Beacon Office Director window. This action presents the screen illustrated in Figure 22.



Phone may be locked immediately, or scheduled for a future time.

Figure 22: Beacon Office Director Phone Lock Interface

Beacon Office Director allows you to immediately lock the phone by clicking on the **Lock** button while "Now" appears in the drop down box above (default selection).

Beacon Office Director also allows you to schedule the phone to be locked at a later time. For example, you may want the phone locked in the evenings or while you are out of the office on vacation. To schedule phone locking for a later date, select the **Schedule** listing in the drop down menu. You will immediately be presented with the scheduling interface, as illustrated in Figure 23.

The screenshot shows the 'Phone Lock' configuration page. The sidebar on the left has 'Phone Lock' selected. The main content area has a 'Schedule' dropdown menu. Below it, there's a text input for 'Enter schedule name' with the value 'Lock during lunch'. Under 'From when to when?', there are two radio buttons: 'No end date' (selected) and 'End by:'. The 'End by' field has a date '16-Nov-2007'. Below this, there are three radio buttons for frequency: 'Daily' (selected), 'Weekly Every 1 day(s)', and 'Monthly'. At the bottom, there's a 'Starts at:' field with '01:00 PM' and a 'Save Schedule' button. Three arrows from the right point to the 'End by' date, the 'Daily' radio button, and the 'Starts at' time field.

**Figure 23: Phone Lock Scheduling Interface**

You may set up several phone lock schedules and save them. Begin by typing in a schedule name in the box next to **Enter Schedule Name**. Then select the start date by clicking on the calendar icon next to **Start Date** and selecting the appropriate date. You can select **No End Date** or specify an end date by clicking on the calendar icon next to **End by** and selecting the appropriate end date. To save the new schedule, click on the **Save Schedule** button at the bottom of the page. Scheduled phone locks appear in the main **Phone Lock** tab in Beacon Director. There you may edit or delete scheduled phone locking events in a similar manner to other Beacon Office applications.

Regardless of whether or not you elect to immediately lock the phone or schedule a future phone lock, messages on your phone will appear as they would if you locked the phone manually from the **Services** key on the phone. Unlocking the phone must always be done from the phone interface.

## Beacon Office Extension Mobility Web

Sometimes typing in your Username on a phone interface can be frustrating. Beacon Office Extension Mobility Web allows users to connect their PC to an available Cisco IP phone and invoke Extension Mobility easily from their PC screen.

There are two ways to access Beacon Office Extension Mobility Web. First, during the log in process to Beacon Director, you were presented with a check box option to log in to Extension Mobility, as shown again in Figure 24.

The screenshot shows a login form with a red header containing the 'BEACON UNIFIED COMMUNICATIONS APPLICATION SUITE' logo and the 'RADIANTA' logo. Below the header, there are two text input fields for 'Username' and 'Password'. Below these fields is a checkbox labeled 'Login to Extension Mobility' which is checked. At the bottom of the form is a 'Login' button.

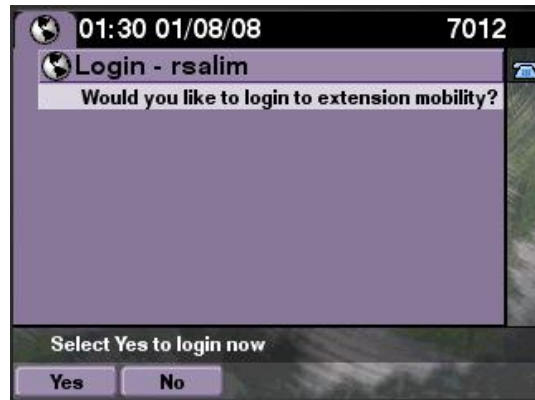
**Figure 24: Beacon Office Login Screen Showing Extension Mobility Check Box**

Once checked, you will be presented with a login screen as shown in Figure 25. To invoke Extension Mobility web, simply enter the extension of the phone connected to your PC and click **Search for extension(s)**. If you typed in the entire extension then it will appear in the Search Results box. If you have typed in only the first few numbers of the extension then you will see all extensions beginning with those numbers. Select the appropriate extension by clicking on the check box to the left of the desired extension and then click **Login**.

Search results	
<input checked="" type="checkbox"/>	7012

**Figure 25: Enter Extension**

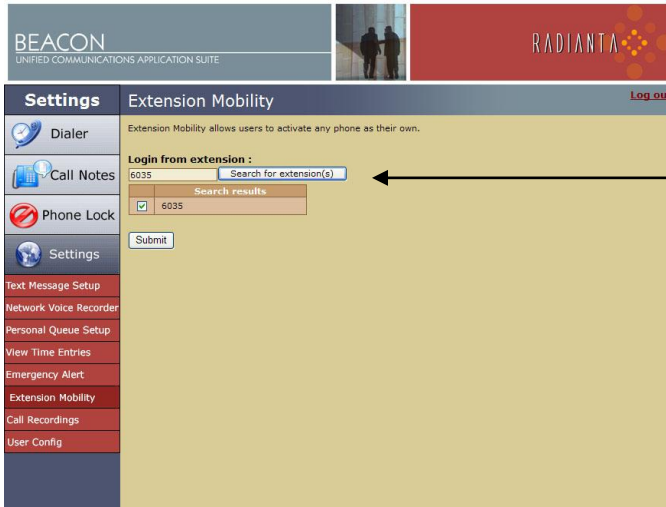
For security purposes, the phone you are attempting to use will present a validation screen as shown in Figure 26. Selecting **Yes** will complete the Extension Mobility process. Selecting **No** will cancel the process.



**Figure 26: Extension Mobility Web Validation Screen**

As an alternative, to access Extension Mobility Web from Beacon Office Director, simply select **Settings** from the left pane of the Beacon Office Director main page and then select **Extension Mobility** from the drop down menu in the same pane. Figure 27 illustrates the Extension Mobility web interface. To begin, simply enter the extension of the phone connected to your PC and click **Search for extension(s)**. If you typed in the entire extension then it will appear in the Search Results box. If you have typed in only the first few numbers of the extension then you will see all extensions beginning with those numbers. Select the appropriate extension by clicking on the check box to the left of the desired extension and click **Submit**. As before, for security purposes you will be required to accept the request by selecting the **Yes** soft key on the bottom of the Cisco IP phone screen.

At this point, all other Extension Mobility features, including the ability to log out of the phone, are performed using the standard phone interface.



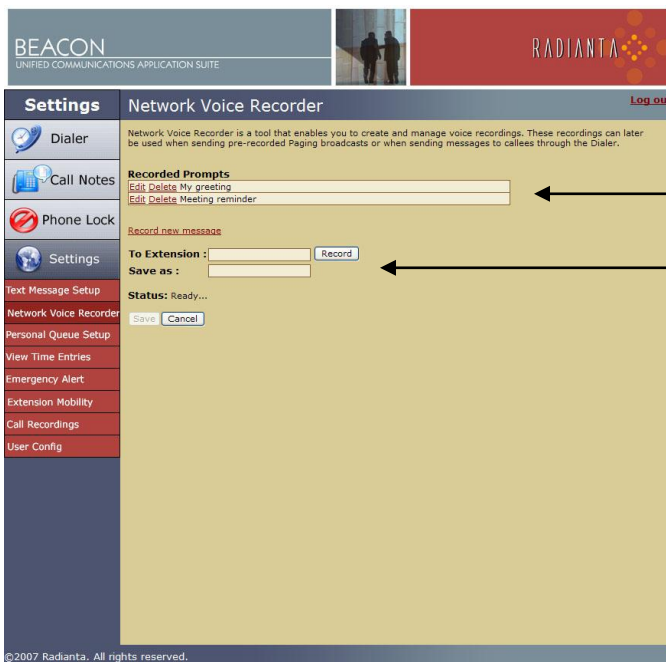
Extension Mobility Web log-in interface. Simply enter the extension of the phone connected to the PC and click **Submit**.

Figure 27: Extension Mobility Web Interface

## Beacon Office Dialer

Often, busy professionals must contact several people and leave the same voice message. This process can be time consuming. Beacon Office Dialer provides a personal message recording and outbound dialing service designed to improve the productivity of these message campaigns.

First, in order to benefit from Beacon Office Dialer you must create a personalized recording. Creating voice recordings is done by selecting **Settings** from the Beacon Director main page and then selecting **Network Voice Recorder**. Figure 28 illustrates the voice recording interface.



Current personal voice recordings

New recording interface

Figure 28: Voice Recording Interface For Beacon Office Dialer

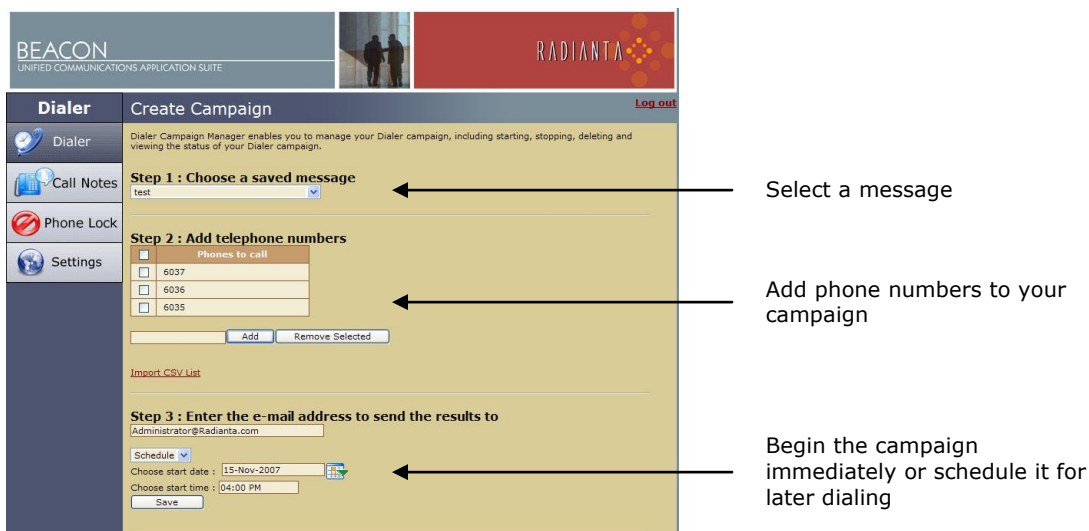
Previously saved voice recordings appear at the top of the page. From there you may Edit or Delete a recording by clicking on the appropriate link to the left of the recording.

To create a new recording you will need access to an active Cisco IP phone. First, give the recording a name for later identification by typing in the box to the right of **Save As**. Next, enter the extension of the phone you are using to record the message in the box to the right of **To Extension** and click on the **Record** button. Beacon Office Director will call the phone you selected – voice recording begins as soon as you answer the call and stops when you end the call. You will need to click **Save** after ending the recording call. Once saved, your screen will display available recorded messages.

Now you are ready to initiate the dialing campaign. First, click on the Dialer tab in the left pane of the Beacon Office Director main page. Here you will see the main Dialer interface, as shown in Figure 29. Creating a campaign involves three easy steps.

First, simply select a previously recorded message using the drop down menu under **Choose a saved message**. These were recorded in the steps above.

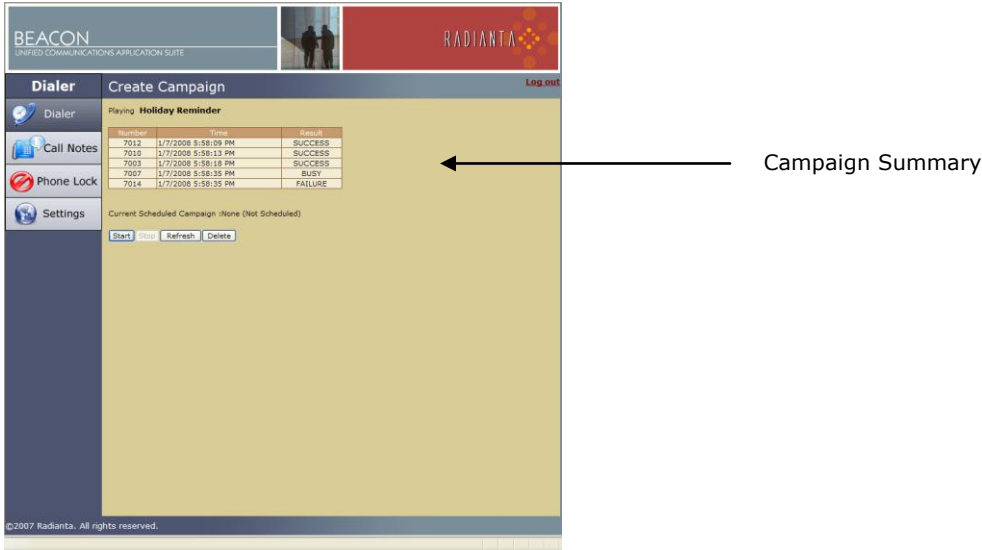
Second, you may add numbers manually by typing in the numbers in the box to the left of Add button. Numbers to be dialed will appear in the list under Phones to call. You may remove numbers from the list by clicking on the check box next to the number or numbers and clicking on the **Remove Selected** button. Another option for adding numbers to your campaign involves importing them from an external file. By clicking on the **Import CSV List** link you will be prompted to browse for a file containing only the numbers you wish to dial. Please note that this file should be in Comma Separated Variable (CSV) format. Please note that if the first row of your csv file contains header information you should click the check box next to **First row as field header**.



**Figure 29: Dialer Campaign Creation Interface**

Finally, you can begin the campaign by entering your email address in the box under **Enter the e-mail address to send the results to**. Next, you can begin the campaign by selecting Now in the drop down box at the bottom of the page (Now is the default selection) and selecting **Save**. Alternatively, you can schedule the dialing campaign for a more appropriate time by selecting a Start Date and Start Time using the calendar and boxes at the bottom of the page and once again clicking on **Save**.

At this point you will see a window that summarizes your current campaign. The top portion of the window will show the numbers queued for the campaign. Clicking the **Start** button will begin the campaign. Beacon Office Dialer is set up to make only one call at a time, minimizing the impact to corporate telephony resources. At any time you can click on **Refresh** to see current results. Completed calls will have the notation SUCCESS next to them. Calls that are not answered will register as FAILURE and those that receive a busy signal will be marked BUSY. A sample campaign summary is shown in Figure 30. Once a campaign is completed an email containing the results is sent to the address you typed in earlier. You may then delete the results from Beacon Office Director by clicking on the **Delete** button.



**Figure 30: Dialer Campaign Summary Interface**

Multiple campaigns can be created as needed.

## Beacon Office TimeCard

In many organizations employees are required to access a specific device to track their working hours. In many cases, these devices can be expensive and constraining as there may only be one device creating a bottleneck during the beginning or end of work shifts. Beacon Office Time Card is designed to relieve this constraint by allowing any Cisco IP phone to become a time clock device.

Users access the time card function from the Cisco IP phone screen. To access the application, select the **Services** button on the Cisco IP phone. You will be prompted to select the appropriate service as illustrated in Figure 31.



**Figure 31: TimeCard Service**

To initiate time clock, simply select the service by typing the appropriate service number using the phone keypad or use the Cisco IP phone scroll key to highlight the **TimeCard** option and pressing the **Submit** soft

key at the bottom of the screen. At the beginning of your shift you will be prompted with a Clock In screen as illustrated in Figure 32.



15:35 03/31/08 6007

TimeCard Sign In

Username: jm

PIN: \*\*\*\*\*

Please Sign In

Submit << Cancel

Figure 32: TimeCard Sign In Screen

From here you must enter your **Username** and **PIN** number and then select the **Submit** soft key. At this point you will be prompted with information concerning the Date and Time of your clock in event as noted in Figure 33.



00:06 12/01/07 7012

Clock In

Date(mmdd): 1130\_

Time(hhmm): 0406

AM/PM: PM

Last clock out 11/30 2:50 PM

ClockIn << Exit

Figure 33: Clock In Time Confirmation

At this point you must confirm the event by pressing the **ClockIn** soft key at the bottom of the screen. You will receive a confirmation notice on the screen as illustrated in Figure 34. Information about your clock in event is recorded within the Beacon Office application.



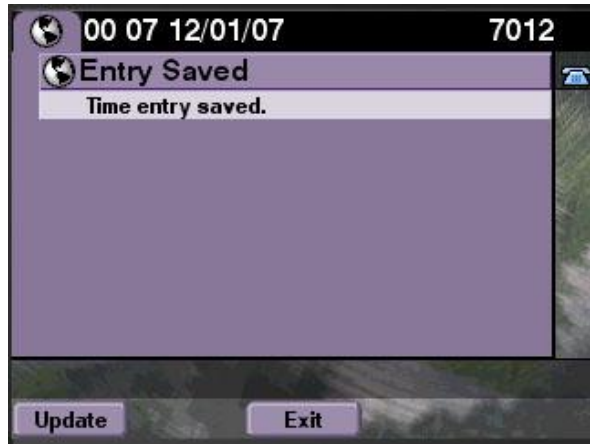


Figure 34: Time Entry Confirmation Screen

At the end of your shift you will need to clock out. Access the Time Card function through the Services key on the Cisco IP phone as before. At this point, after entering your Username and PIN, you will see the Clock Out interface similar to that shown in Figure 35. Again, information regarding this clock out event is logged in the Beacon Office application.



Figure 35: Clock Out Time Confirmation

Beacon Office Director allows you to view your timecard entries and, if you are an administrator, view records for the entire organization. To access this view, click on the **View Time Entries** under the **Settings** tab in the left pane of Beacon Office Director. This view is illustrated in Figure 36.

**Settings** View Time Entry Log out

Dialer From this screen you may view time entries entered into the system.

User Name	Start Time	End Time	Clockout Reminder
jstevens	11/16/2007 9:53:00 AM	11/16/2007 9:53:00 AM	False
jstevens	11/16/2007 9:49:00 AM	11/16/2007 9:49:00 AM	False

**Search time entries**

Start Date: 16-Nov-2007 At: 00:00 AM

End Date: 17-Nov-2007 At: 11:59 PM

**Search result**

User Name	Start Time	End Time	Clockout Reminder
jstevens	11/16/2007 9:49:00 AM	11/16/2007 9:49:00 AM	False
jm	11/16/2007 9:50:00 AM	11/16/2007 9:51:00 AM	False
ifreitas	11/16/2007 9:51:00 AM	11/16/2007 9:52:00 AM	False
jstevens	11/16/2007 9:53:00 AM	11/16/2007 9:53:00 AM	False

[Download Report](#) [Download Report and purge](#)

**Figure 36: Beacon Office Time Card Entries**

All of your personal time card entries appear at the top of the View Time Entry window. Administrators have the option to create a report by selecting start and end dates as well as start and end times and clicking on the **Search All Users** button. Administrators are given the option to download this report as a CSV file or download the report and purge the data, in order to manage the data stored in Beacon Office. A sample report is illustrated in Figure 37.

User	Start Time	End Time	Clockout Reminder
ifine	11/29/2007 7:30	11/29/2007 8:43	FALSE
jm	11/30/2007 14:50	11/30/2007 14:51	FALSE
jm	11/30/2007 16:06	11/30/2007 16:08	FALSE
ifine	12/3/2007 0:53	12/3/2007 0:53	TRUE
ifine	12/6/2007 10:40	12/6/2007 10:40	FALSE
ifine	12/11/2007 11:20	12/11/2007 11:21	FALSE

**Figure 37: Sample Beacon Office TimeCard Report**

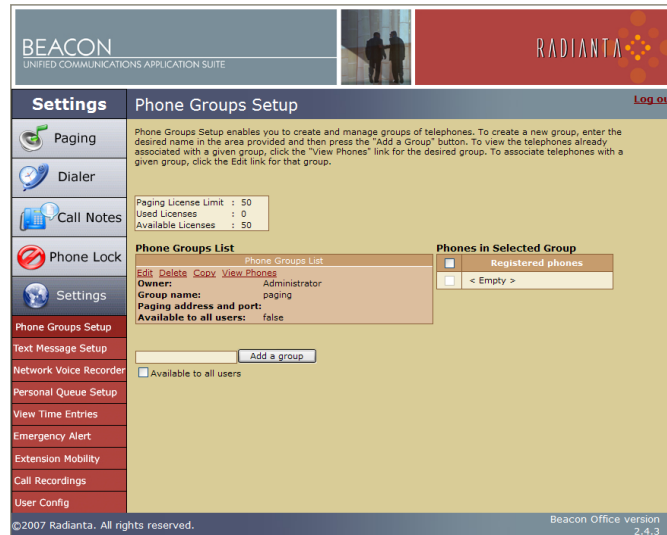
Note that Beacon Office TimeCard allows administrators to set a clock out time threshold. In the event that an employee neglected to clock out within the threshold period, the **Clockout reminder** value within the **View Time Entry** screen is set to **True**.

## Beacon Office Paging

Beacon Office provides live, text, recorded, and TTS paging to Cisco IP phones. Text pages will simply appear on the screen of the target phones. Audio pages will cause the phone to go off-hook (speakerphone) and immediately play the message; there is no need to answer a call to hear the page.

The paging feature is designed to support paging to a pre-defined group of devices. The first step in performing a paging operation is to define the group of devices you wish to page. To begin, click **Phone**

**Groups Setup** on the Settings menu. Enter the name of the group you wish to create then click **Add a group**. The page should now look like figure 38.



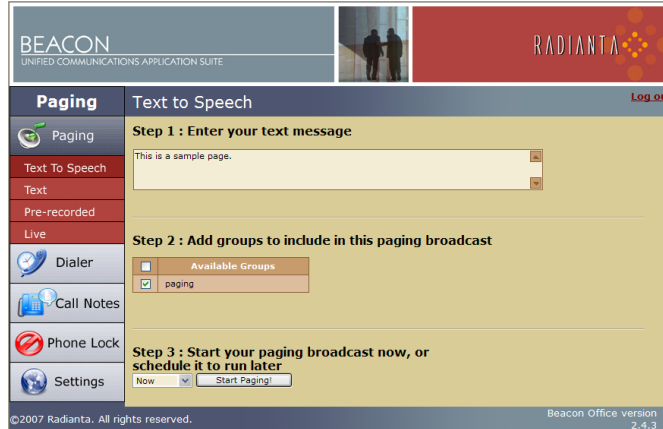
**Figure 38 : Phone groups setup**

To add phones to the group, click **Edit**. This will open a new pane on the right which will allow you to select devices you would like to add to the group. Enter all or part of an extension and click **Search for extension(s)**. The result of the search will appear below the text box. Click the checkbox next to each extension you would like to add to the group then click **Add Selected Phones**. The page should now look like figure 39.



**Figure 39 : Add phones to group**

Now that a phone group has been created, click **Paging** on the left sidebar. This opens four submenus: **Text-To-Speech**, **Text**, **Pre-Recorded**, and **Live**. Selecting **Text-To-Speech** or **Text** will present very similar menus. The difference is only in whether the page is converted to voice or sent as text the phone(s) display. As shown in figure 40, the menu presents options for entering the page contents, selecting the paging target group, and either sending the page now or scheduling it for later.



**Figure 40 : Text-To-Speech paging**

**Pre-Recorded** paging presents a similar menu which provides the ability to select a message which was previously recorded through the **Network Voice Recorder**. Refer to the **Beacon Office Dialer** section of this guide for further details on using the **Network Voice Recorder**. After a recording has been selected, the groups are selected in the same manner as described above. Then the page can be initiated immediately or scheduled for later.

**Live** paging presents a text box for entering an extension. This is the extension of a phone that you will use to speak the page in real-time. After selecting your desired paging group, click **Start Paging**. This will cause all the phones in the target group to go off-hook and then the one you specified will also go off-hook. In most cases the effect is instantaneous. But even in very large paging groups, you can be assured that all the target phones are successfully off-hook when yours is.

## Beacon Office Personal Queue

Many busy professionals must handle multiple incoming calls. Generally, most of these simultaneous calls end up in voicemail, leaving the professional to wade through their inbox to retrieve messages and return calls. Beacon Office Personal Queue provides busy professionals with queuing capabilities usually only available in large call centers. With Beacon Office Personal Queue you can allow callers to remain in your queue without going to voice mail and you can send them personalized voice and Text-To-Speech (TTS) messages while they are in your queue.

Beacon Office Personal Queue is accessed through Beacon Office Director and a lightweight application that sits on your PC desktop. First, you must configure Personal Queue by selecting Personal Queue Setup from the Settings tab on the left pane of Beacon Office Director as shown in Figure 41.

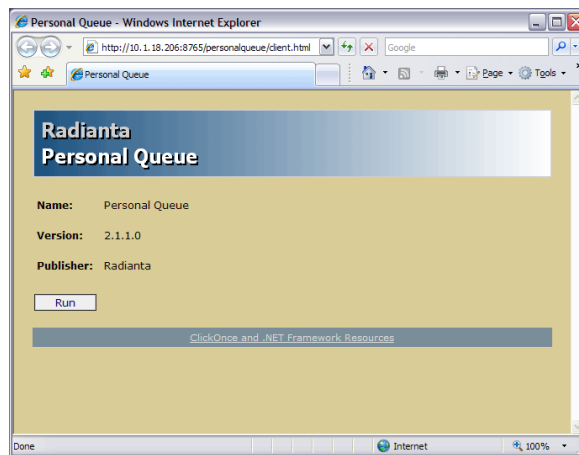


**Figure 41: Beacon Office Personal Queue Setup**

The first option prompts you to select a Default Queue Message – this is a personalized recorded message that is played out to callers in your personal queue. Voice recordings are created here the same way they are created in the Beacon Office Dialer application. Simply select the **Network Voice Recorder** option under the **Settings** tab and create your recordings. Multiple recordings can be made. For more information on voice recording please consult the Beacon Office Dialer notes.

Once you select a Default Queue Message from the drop down menu at the top of the page you can select the repeat interval by entering the number of seconds between message repeats in the appropriate box and clicking on **Save**. Callers will hear standard corporate hold music except during the repeated intervals where your personalized message is playing. Your Personal Queue settings are now stored in the system.

At this point you are ready to run the Beacon Office Personal Queue application and can download the application by clicking on the **Click Here to Run Personal Queue Software** link at the bottom of the page. The application always checks the Beacon Office suite to see if there are any updates. Once clicked, you will be presented with the screen as shown in Figure 42. Click the **Run** button to launch the Personal Queue application.



**Figure 42: Launching Personal Queue**

Launching the Personal Queue application brings up a login screen, as shown in Figure 43. Enter your **Username** and **Password** credentials, and then click the **Login** button to activate the application.



**Figure 43: Beacon Office Personal Queue Login Screen**

At this point you will have launched the Personal Queue application. In this state, the application is running in standby mode waiting for incoming calls, as shown in Figure 44. The area described as **My Phone** will display information about incoming calls. The area described as **My Queue** provides information about callers who are currently in your personal queue.

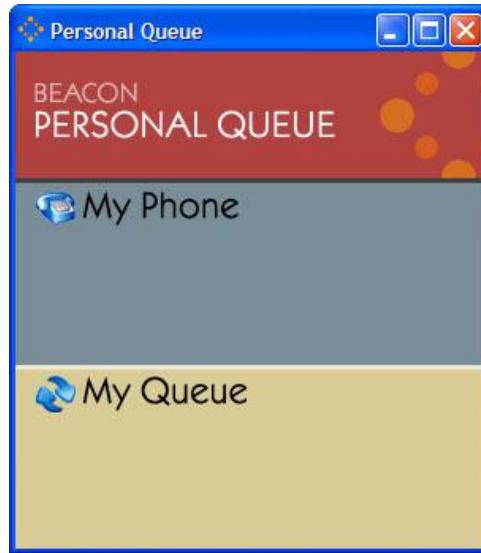


Figure 44: Personal Queue Standby Screen

As noted, incoming calls will be shown in the **My Phone** section of the Personal Queue user interface, as illustrated in Figure 45. Note that information about the calling party, such as incoming phone number, will be displayed for all internal calls, and for external calls if calling line identification is available on your line. Once an incoming call is active within Personal Queue you have two options. First, you may answer the call either using your traditional handset, or by clicking on the **Phone** icon at the far right side of the screen. Clicking on the **Phone** icon will answer your associated handset in speakerphone mode. Second, you may click on the **Rotating Arrows** icon which will place the call in your personal queue. At this point, the caller will hear on-hold music with your personal greeting playing at the intervals you specified in the initial Personal Queue setup step.

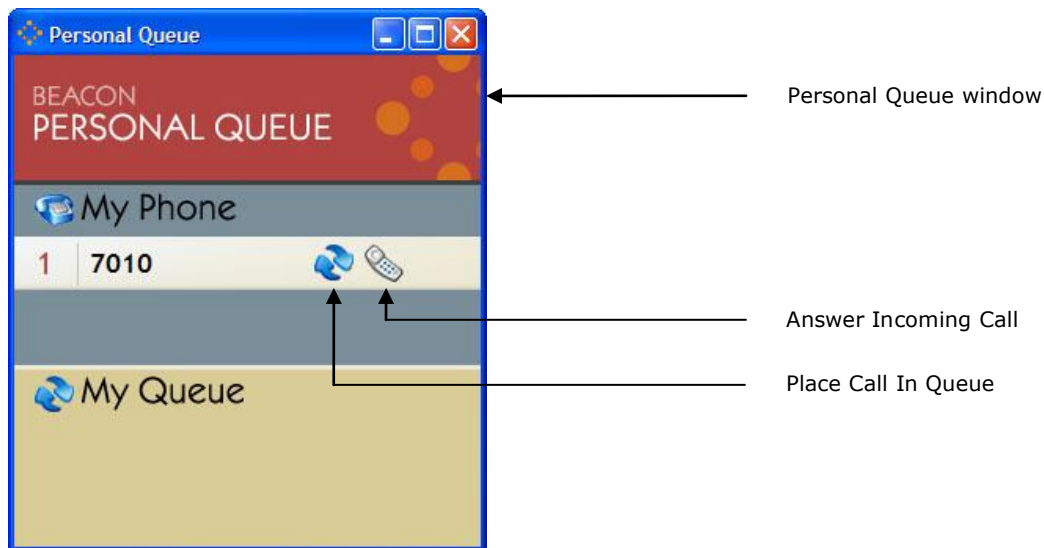
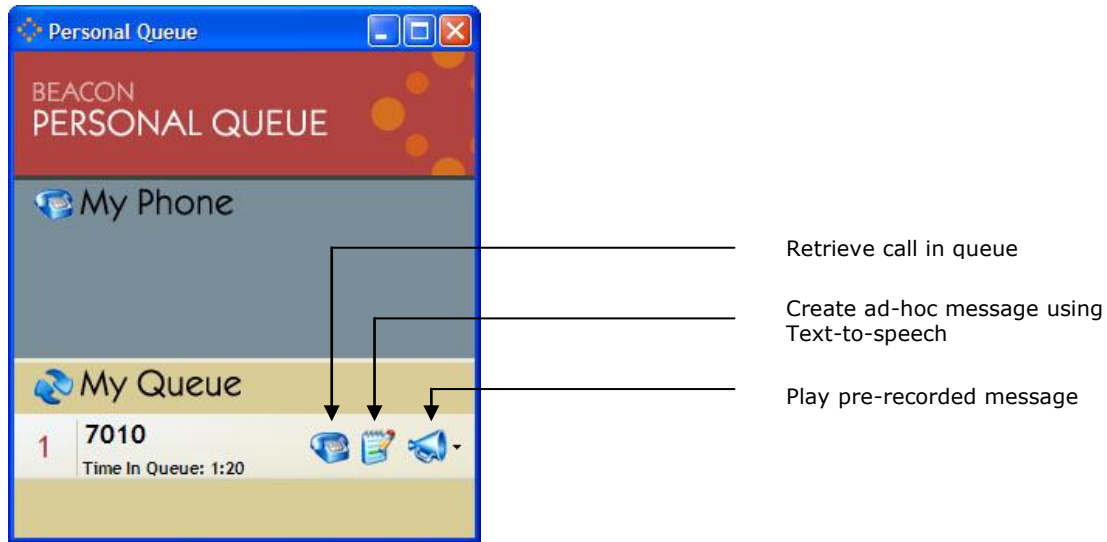


Figure 45: Personal Queue With Incoming Call

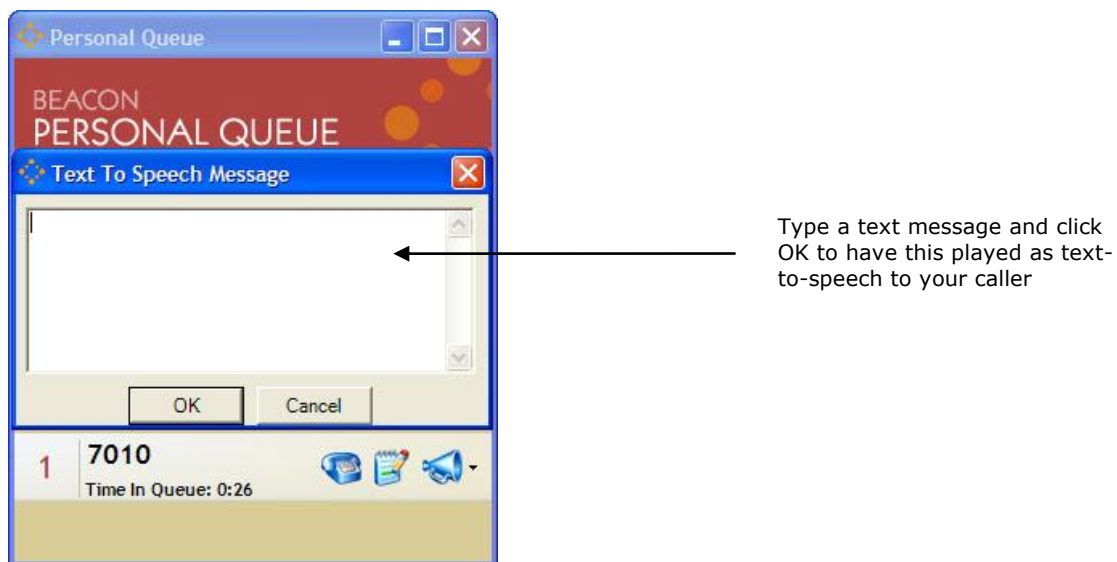
If you elect to place a call in queue, your Personal Queue interface will resemble that in Figure 46.



**Figure 46: Options For Call In Queue**

To retrieve a call in queue so that you may speak with the caller, select the **Phone** icon next to the caller you wish to speak with. This action will move the call into the **My Phone** section and ring your phone.

There are two ways to play messages in addition to the default message selected during the Personal Queue configuration process. First, you may play another pre-recorded message by clicking on the **Megaphone** icon on the far right next to the caller you select. This action will provide you with a list of available recordings. Selecting one of the recordings will play the recording only to the one specific caller. The second method allows you to create an ad-hoc message by clicking on the **Notepad** icon for the caller. This action brings up a text-to-speech editing window as shown in Figure 47.



**Figure 47: Personal Queue Text-To-Speech Editing Window**

Simply type your message and click OK. The powerful Beacon Office Text-To-Speech function will play the text message as a voice message to your caller. This capability provides unlimited flexibility in the ways you can communicate with callers who are waiting to speak with you!

## Summary

Beacon Office is a powerful suite of office productivity tools enhancing your Cisco Unified Communications environment. With unique features, such as Call Back, Dialer and Personal Queue, Beacon Office is the most feature rich application suite available. However, we are always interested in your feedback, including additional features that you would like to see. Feel free to email us at [support@radianta.com](mailto:support@radianta.com).