RADIANTA

Beacon Office™

User Manual

Version - 2.5(1)

Radianta 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. Also, 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. However you decide to use Beacon Office, or our more powerful Beacon Office Premium, we are 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 accessible from your personal computer.

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. To get started, begin with the section regarding Beacon Office Overview on the next page.

Conventions

When using this guide, you will find simple tips, notes, and warnings after each section of this guide as shown in Table 1.

Table 1

Title	Description
Notes	Informs you of items to pay attention to while working within Beacon Office.
Warnings	Informs you of items to be aware of while working within Beacon Office.

Beacon Office Overview

With applications built to enhance the Cisco Unified Communications platform, Beacon Office allows you to use personal communications tools. This suite consists of applications that can be accessed using either a Cisco IP phone or the Beacon Office Director through a web interface as part of Beacon Office Director. This guide will review the following personal communication application tools within Beacon Office Director. Beacon Office Director is the main administrative page that supports all Beacon Office user features. Beacon Office Director provides tools for all messaging, recording, scheduling and communications management as described in Table 2 below:

Table 2

Communications Tool	Description
Call Notes	Beacon Office Call Notes allows you to create text messages or use existing text messages, which can be posted to a screen of a Cisco IP phone while a call is made.
Call Recording	Beacon Call Recording enables you to access the application through the Cisco IP Phone Services key so that you can record an active call, maintain, playback and delete recordings.
Call Back	Beacon Office Call Back enables you to interact with coworkers effectively. When a called party is busy or unreachable, callers may initiate a call back request from their phone. The called party is notified and gives the called party capabilities of tracking and responding to these call back requests.
Phone Lock	Beacon Office Phone Lock enables you to control access to Cisco IP phones by locking phones to prevent general outbound calling and unwanted access to personal directories, call records and other services. In addition, you can enable Phone Lock to automatically lock any phone according to a set schedule. **Note -** Unlocking a phone is as simple as entering an individual's Cisco Unified Communications Manager credentials. During locked mode, however, administrators have the flexibility to allow phones to dial emergency numbers if desired.
Extension Mobility Web	Beacon Office allows you to connect a PC to any Cisco IP phone and invoke Extension Mobility from a web screen. Extension Mobility Web requires the user to enter the target phone's extension—no additional information is required.
Dialer	Beacon Office Dialer allows you call a list of phone numbers and dial outbound calls and play pre-recorded messages to each number reached. The Dialer is a great tool for users who must broadcast a single message to multiple destinations both within the network and out over the public switch telephone network (PSTN).
Timecard	Beacon Office Timecard enables IP phones to become a time clock device. Employees can sign in and out for work anywhere there is a phone, relieving congestion at centralized time clock stations. **Note** - Logging information is easily exported from the associated database into third party time-tracking applications
Paging	Commence Paging by sending a text, text-to-speech, recorded message, or live pages simultaneously to any Cisco IP phone on your network. All types of pages except "live" can be immediate, scheduled, or automatically recurring.
Personal Queue	As numerous calls ring in, Personal Queue enables you to view calls in a visual queue on your PC workstation. Controls are provided by Personal Queue enabling you 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." while the caller is in the queue. The system will allow you to streamline daily communications by caller details to decide which call takes priority and answering or managing the messaging accordingly.

Beacon Office User Guide
Getting Familiar with Beacon Office Director

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

Access to Beacon Office Director requires a login for your security. First, you will need to know the specific URL of the main Beacon Office Director web page in order to access the interface. To access Beacon Office Director, launch your web browser and enter the appropriate Beacon Office Director URL. Your web browser will immediately prompt you with the Beacon Office Director Login screen as shown in Figure 1.

Note - If you do not know the Beacon Office Director web address (URL), contact your administrator.

Figure 1: Beacon Office Director Login Screen

Next, use the drop down menu to select a language and enter your Username and Password. Once you have entered your login credentials, click on the **Login** button.

Note - The **Login to Extension Mobility** feature is discussed thoroughly in the Extension Mobility Web section of this document.

Note - If you do not know your Username and Password, please contact your administrator.

Beacon Office Director Main Page

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

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

> **Main/Beacon Office** – The left pane of Beacon Office Director allows quick access to Beacon Office features.

> **Beacon Office Information** – The right pane of Beacon Office Information enables you to access links to Beacon Office information.

From the Beacon Office Director main page you may access the Dialer, Call Notes and Phone Lock applications as well as configure your personal Beacon Office settings.

Note - Some features may not be enabled, depending upon your user profile. Contact your administrator for assistance when trying to access any additional features.
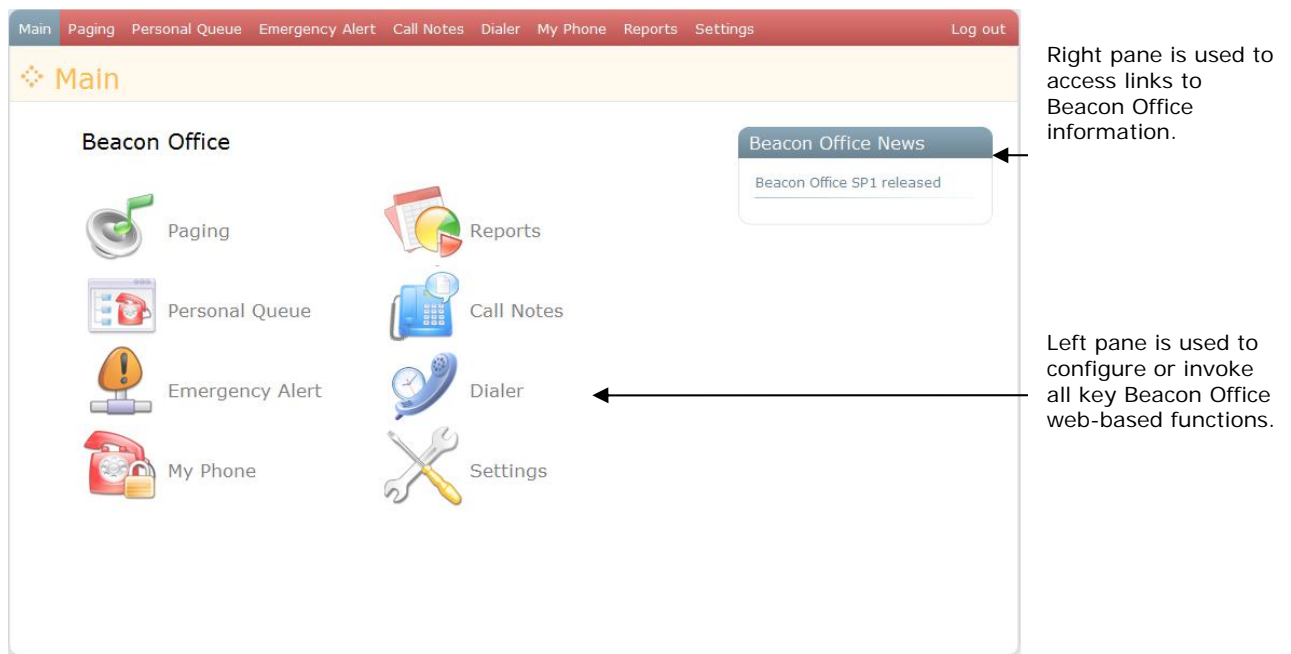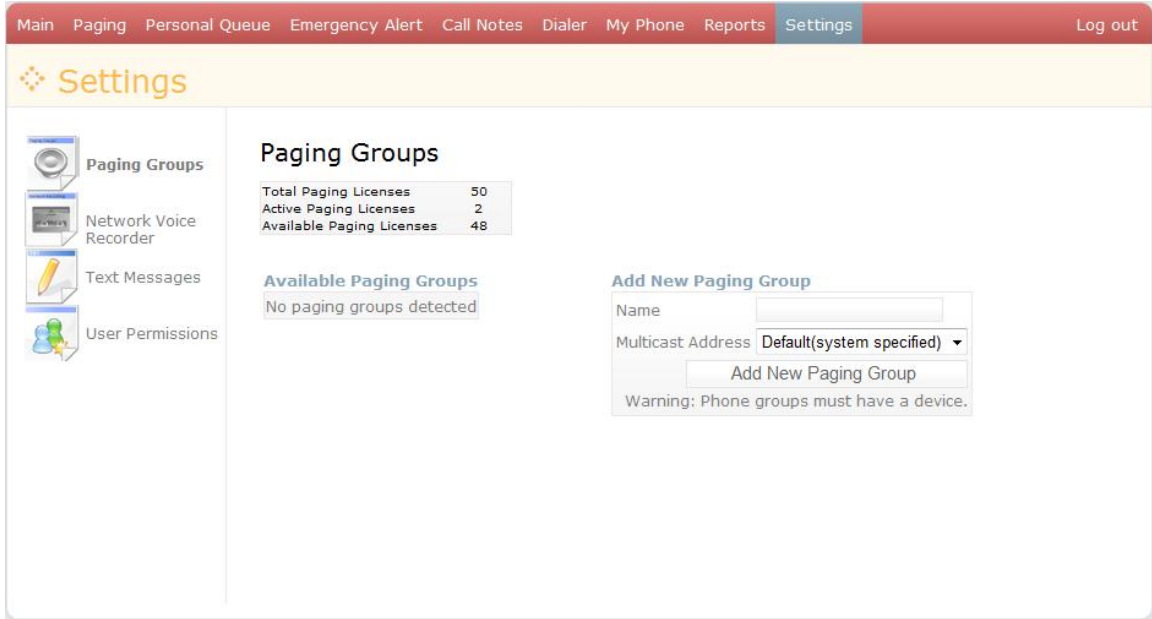

Right pane is used to access links to Beacon Office information.

Left pane is used to configure or invoke all key Beacon Office web-based functions.

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. 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 or click on the **Settings** icon. Also, see Figure 3**: Beacon Office Settings Page** illustrates the available settings.

Figure 3: Beacon Office Settings Page

From the Settings page, you may create **Paging Groups**, access **Network Voice Recorder**, create **Text Messages** and enable **User Permissions**. To get started, see the section on **Beacon Office Applications** for further information regarding available Beacon Office applications.

Note - Settings required to support a particular application will be reviewed in the section devoted to that specific application.   Also, please refer to the Administration Guide for applications not mentioned here in this guide.

Beacon Office User Guide

Beacon Office Applications

Beacon Office Applications

This section outlines the operation of all Beacon Office Applications. The applications described in Table 1 will be explained further in this guide for the following:

- **Call Notes**
- **Call Recording**
- **Call Back**
- **Phone Lock**
- **Extension Mobility Web**
- **Dialer**
- **Time Card**
- **Personal Queue**

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

Beacon Office Call Notes Using Cisco IP Phones

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 Notes allows individuals to use saved text messages or add new messages through Beacon Office Director that are posted to the screen of the receiving phone as the call is made. Beacon Office Call Notes is only available through Beacon Office Director.

Call Notes enables you to send a text message to be displayed on a Cisco IP Phone while a call is in progress. The system allows you to use an available saved text message or you can create a new text message. To create a text message, click on **Settings** from the Beacon Director main page and then select **Text Message Setup**. Figure 4**: Text Message Configuration Screen** shows a sample Text Message Configuration screen with a couple of saved messages.

Figure 4: Text Message Configuration Screen

To create a new message, type the message in the **Add New Text Message** box and then click the **Save New Message** button to store the message in Beacon Director. The new message will be displayed under **Saved Messages**. In addition, messages can be edited or deleted by clicking on the **Edit** or **Delete** option next to the appropriate message as shown in Figure 5**: Text Editing Window**. For example, clicking **Edit** next to the *"Hello there!"* message prompts an editing window. With your mouse, click inside the text box and edit your message. Once the message has been edited, click the **Save New Message** button.
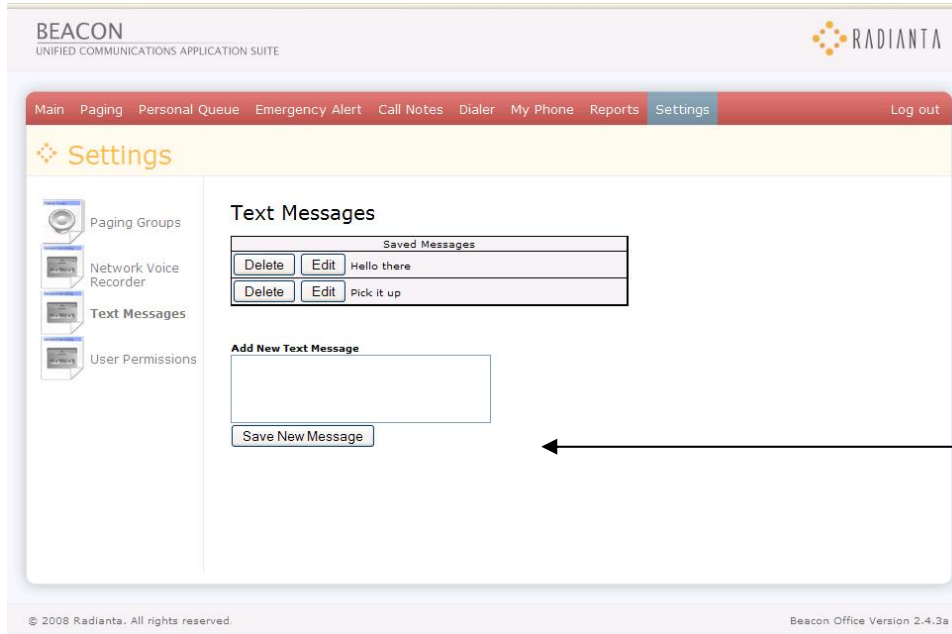
Type a message in the box and click **Save New Message** button to add a Message.

Figure 5: Text Editing Window

Once you have saved messages stored in Beacon Office, select the **Call Notes** tab at the top of Beacon Office Director. Figure 6**: Beacon Office Call Notes** shows the Call.
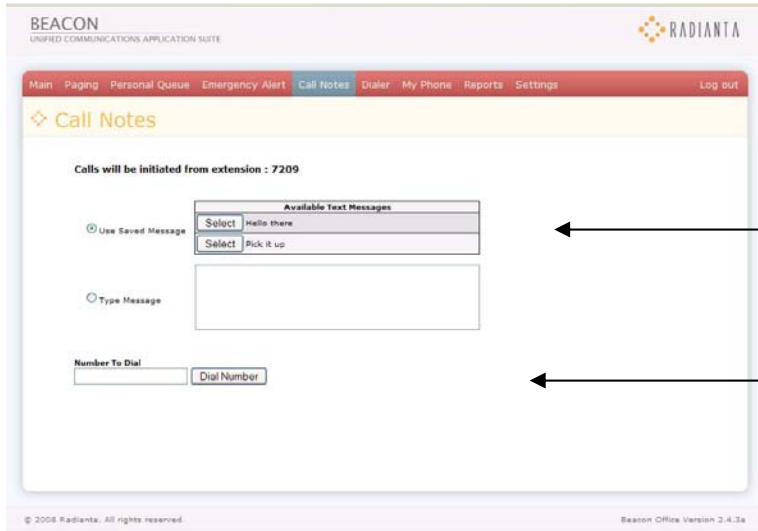
Trigger a message to be sent to another user's phone by clicking the **Use Saved Messages** radio button and then clicking **Select** button next to the appropriate message.

Next, type in the extension number and click the **Dial Number** button to send the message and dial the number.

Figure 6: Beacon Office Call Notes

To send a text message to the person you are calling, click on the **Use Saved Message** button**,** and then click on **Select** next to the appropriate message stored in Beacon Office Director, type the extension in the **Number to Dial** text, and click the **Dial Number** button. **Call Notes** will activate the caller's speakerphone, dial the extension you requested and simultaneously trigger the selected text message to appear on the other party's Cisco IP phone screen. **Figure 7: Call Notes Message Displayed on Called Party's Phone Screen** illustrates a Call Notes message displayed on a Cisco IP phone screen.
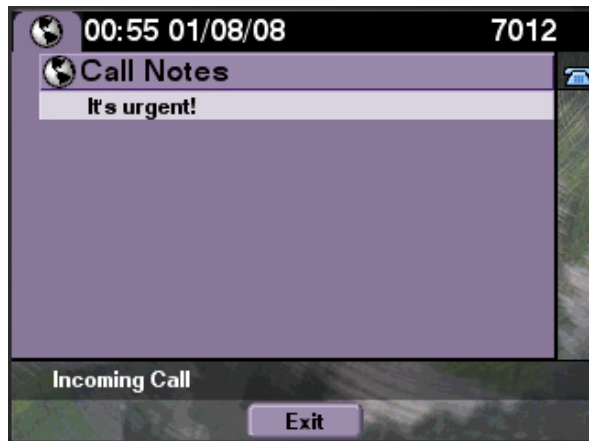

Figure 7: Call Notes Message Displayed on Called Party's Phone Screen

Beacon Office Call Recording

Beacon Office Call Recording allows you to easily record a call 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, select the Services key on your Cisco IP Phone. After selecting **Services** you will be prompted with available options, including Place Call Recording, as shown in Figure 8**: Cisco IP Phone Services Key Showing Place Recorded Call Option**.

Figure 8: Cisco IP Phone Services Key Showing Place Recorded Call Option

To record a call, select the service by typing the service number using the phone keypad or use the Cisco IP phone scroll key to scroll down the service menu, highlight the **Place Recorded Call** option and press the **Submit** soft key at the bottom of the screen. You will be prompted to dial phone number of the call you wish to record. To begin Place Recorded Call, select the Submit soft key at the bottom of the Cisco IP phone screen as shown in Figure 9**: Placed Recorded Call Screen Prompt** illustrates the resulting screen.

Figure 9: Placed Recorded Call Screen Prompt

Warning – Pressing End Call soft key will end the both the call and call recording.

Once a recording has been completed, you may enter the Beacon Office Director screen, select **Reports** tab at the top of Beacon Office and then select **Call Recordings**. Here you will be prompted with the available recordings as well as options to listen to a recording or to delete a recording. Figure 10**: Call Recordings Management Interface** illustrates the recordings.

Figure 10: Call Recordings Management Interface

Beacon Office Call Back

Beacon Office Call Back allows you to post a message on the phone of someone you called within your network noting your request for a call back. Beacon Office allows you to issue an unlimited number of call back requests. In this section, you will learn how to request a call back and how to act upon a call back request that you 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.

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 11**: Services Key Showing Call Back Request Option**.
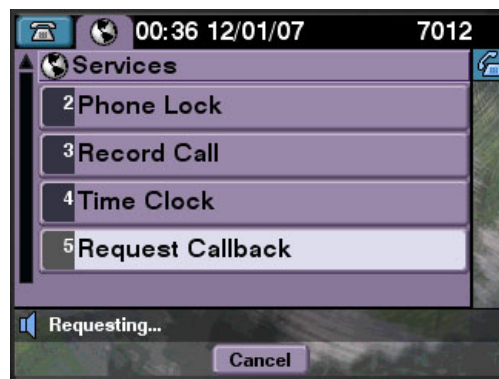

Figure 11: Services Key Showing Call Back Request Option

To request a call back, select the service by typing the appropriate service number using the phone keypad or use the Cisco IP phone scroll key to scroll down. Next, highlight the **Request Callback** option and then press 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 12**: Call Back Request Verification**. Please note that pressing the **Exit** soft key will take you back to the main phone screen.
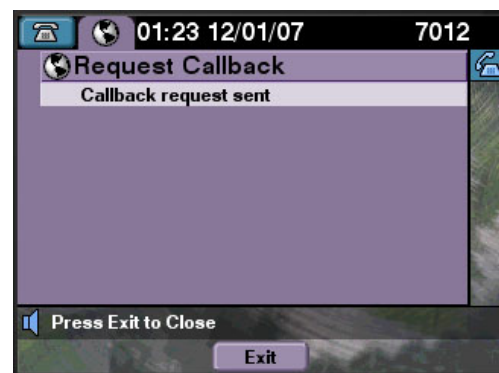

Figure 12: Call Back Request Verification

Responding To a Call Back Request

Upon receiving a call back request on your Cisco IP phone, the screen will display the request on your Cisco IP phone screen, as shown in Figure 13**: Call Back Request Notification**.

Figure 13: Call Back Request Notification

The system will allow you to 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 14**: Services Menu Showing Callback Listing**

Figure 14: Services Menu Showing Callback Listing

To review the listing, 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 press 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 15**: Listing Of Call Back Requests**.
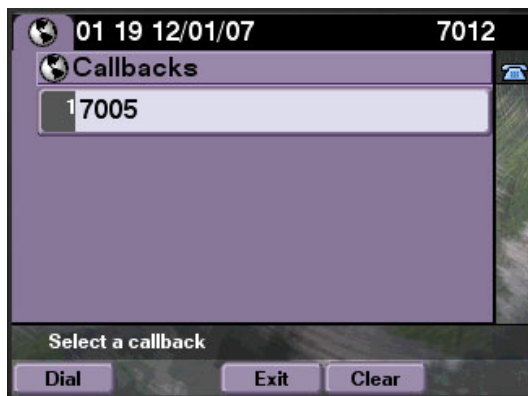

Figure 15: Listing Of Call Back Requests

You can toggle to a selected call back request extension. This allows you to return the call back requests accordingly. To 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. Also, 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 clear the request from your screen without setting up a call to the requesting party.

Beacon Office Phone Lock

Beacon Office Phone Lock enables you to lock the features of your Cisco IP phone to ensure that other parties cannot access sensitive call information or place unauthorized calls. Beacon Office Phone Lock allows you to provide secure access to your phone and disable functions according to your schedule. 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 through the Services button on your Cisco IP phone. To access the application, select the **Services** button on your Cisco IP phone. You will be prompted with several options including Phone Lock, as shown in Figure 16**: Services Menu Showing** Lock.

Figure 16: Services Menu Showing Phone Lock

Warning - 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 for assistance.

To lock your phone, 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.

Next, you will receive a notification that the phone has been placed into locked mode, as shown in Figure 17**: Phone Lock Notification**. Once in locked mode, no one can access Services functions or make outbound calls.

Note - Administrators may elect to enable emergency 911 calls to be dialed from the phone even if it is in "Locked" mode.
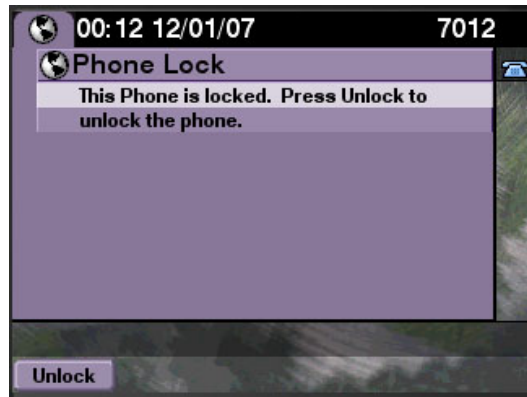
Figure 17: Phone Lock Notification

To unlock the Cisco IP phone, 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 18**: PIN Request to Unlock Phone**.

Figure 18: PIN Request to Unlock Phone

When 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 19**: Unlocking Process Notification**. The standard phone screen will appear when the unlocking process is complete, allowing access to all phone features.
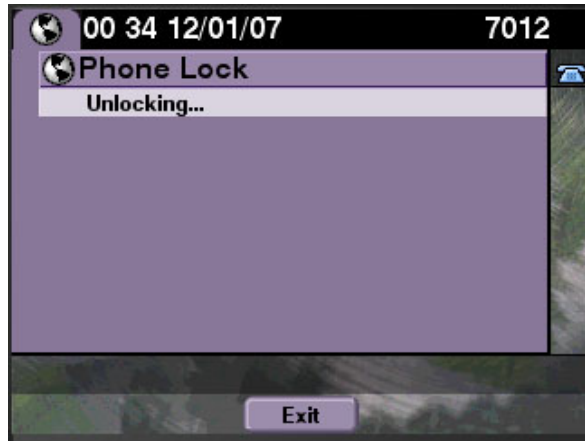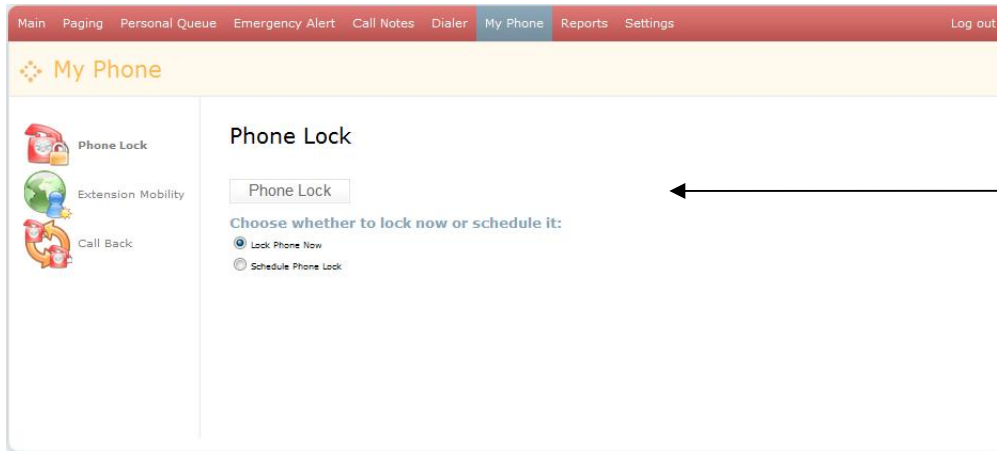

Figure 19: Unlocking Process Notification

Accessing Phone Lock through Beacon Office Director

Phone Lock can be accessed on your PC by clicking on the **Phone Lock** tab in Beacon Office Director. This action presents the screen illustrated in Figure 20**: Beacon Office Director Phone Lock Interface**.


Figure 20: Beacon Office Director Phone Lock Interface

Beacon Office Director allows you to immediately lock the phone by clicking on the **Lock Phone Now** option.

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 be presented with the scheduling interface, as illustrated in Figure 21**: Phone Lock Scheduling Options**.
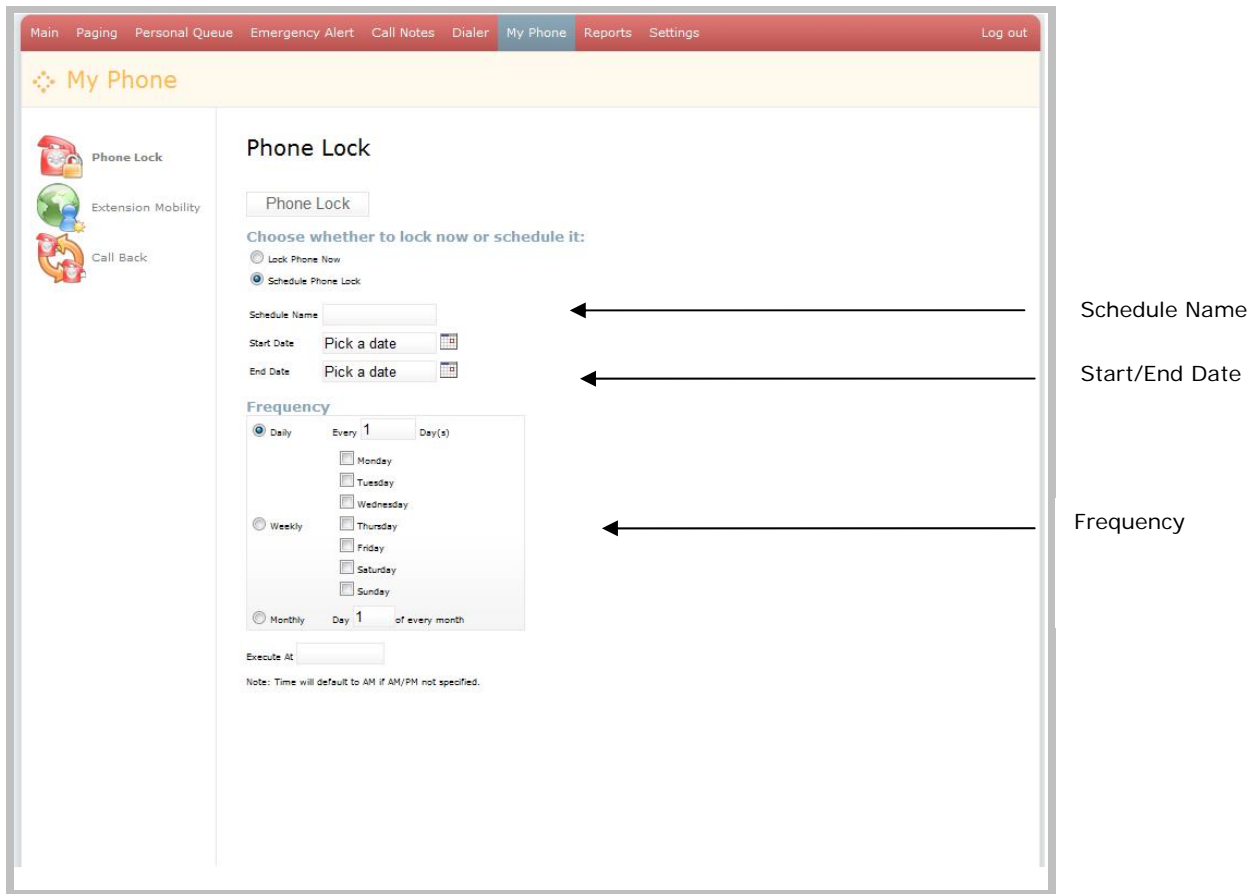
Figure 21: Phone Lock Scheduling Options

To schedule a Phone Lock, begin by typing in a schedule name in the box next to **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 Date** and selecting a date. Scheduled phone locks appear in the main **Phone Lock** tab in Beacon Office 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 still appear as they would if you locked the phone manually from the **Services** key on the phone.

Note - 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 execute Extension Mobility easily from their PC screen through the Beacon Office Director.

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 login to Extension Mobility, as shown again in Figure 22**: Beacon Office Login Screen Showing Extension Mobility Check Box**.
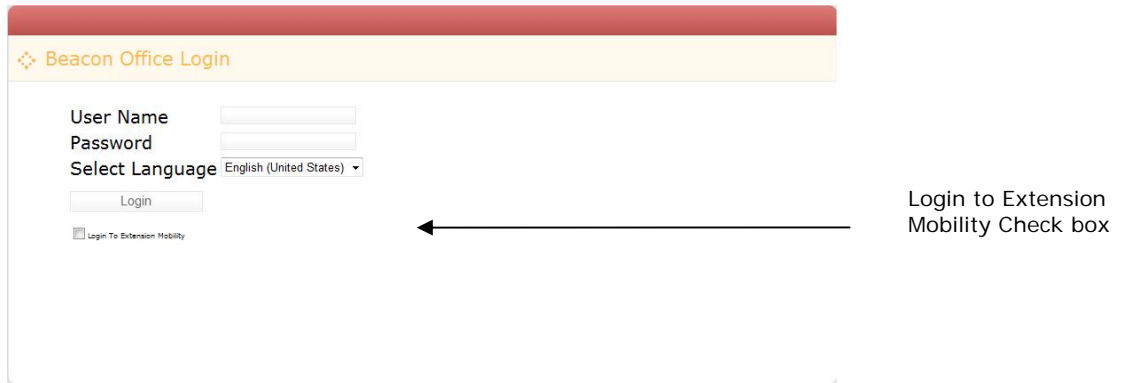

Figure 22: Beacon Office Login Screen Showing Extension Mobility Check Box

Once checked, you will be presented with a login screen as shown in Figure 23**: Enter Extension**. To execute Extension Mobility Web, 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 **Login To Extension Mobility** check box and then click the **Login** button.
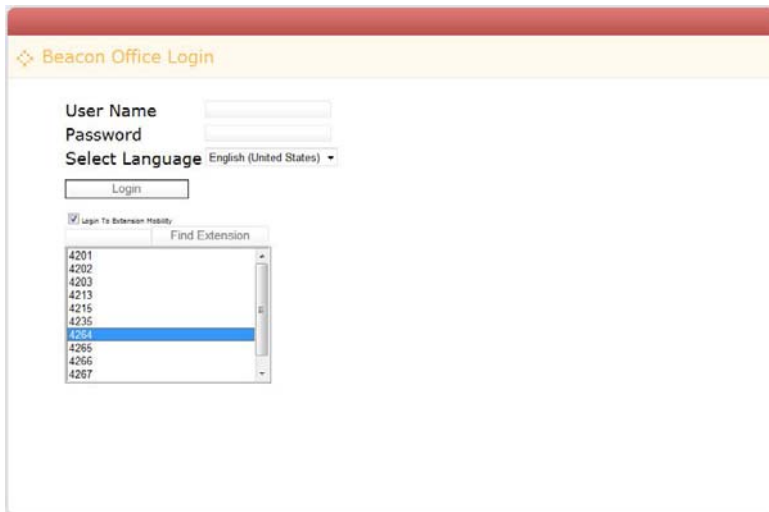

Figure 23: Enter Extension

For security purposes, the phone you are attempting to use will present a validation screen as shown in Figure 24**: Extension Mobility Web Validation Screen**. Selecting **Yes** will complete the Extension Mobility login process. Selecting **No** will cancel the login process.
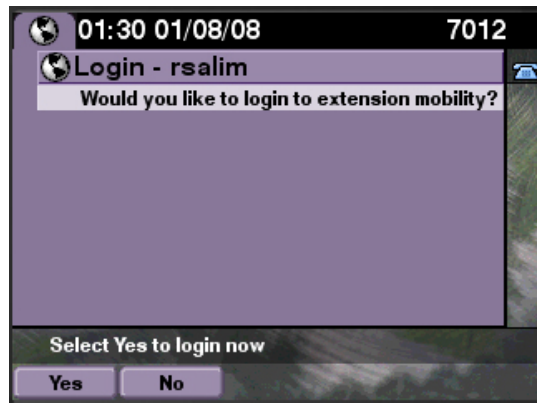

**Figure 24**: Extension Mobility Web Validation Screen

As an alternative, to access Extension Mobility Web from Beacon Office Director, select **My Phone** from the Beacon Office Director main page and then select **Extension Mobility** on the same pane. To begin, enter the extension of the phone connected to your PC and click **Find Extension.**

Note - 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 highlighting your extension with your mouse then clicking **Login To Extension Mobility** button. 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.

Note - Figure 25**: Extension Mobility Web Interface** illustrates the Extension Mobility web interface.

Warning - At this point, all other Extension Mobility features, including the ability to log out of the phone, are performed using the standard phone interface.
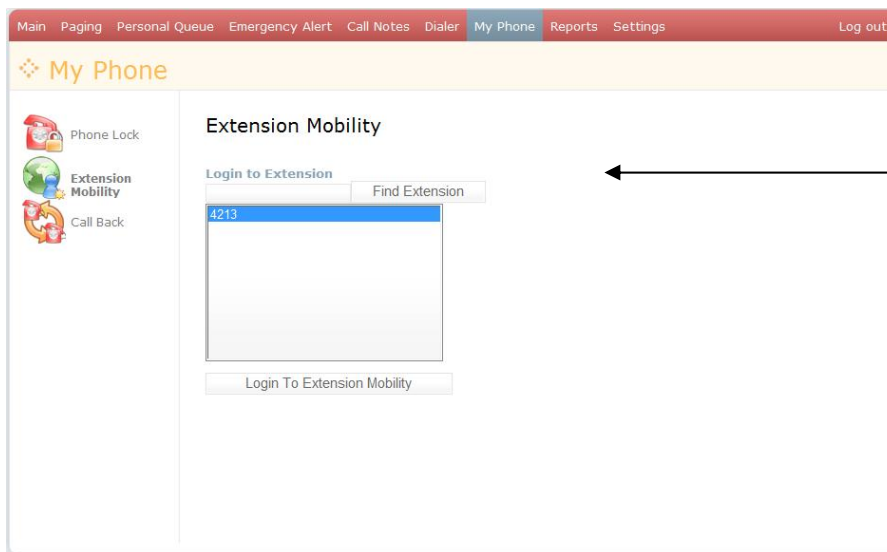
Extension Mobility Web Interface. Enter the extension of the phone connected to the PC and click **Submit**.

Figure 25: 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.

Network Voice Recorder

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 26**: Network Voice Recording Options for Beacon Office Dialer** illustrates the voice recording interface.
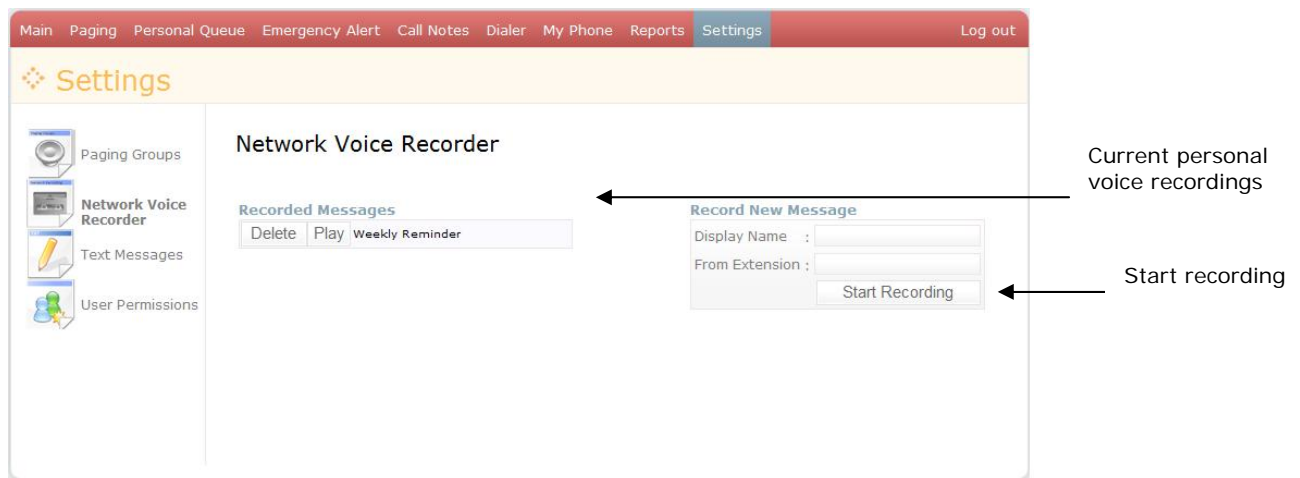

Figure 26: Network Voice Recording Options for Beacon Office Dialer

Previously saved voice recordings appear at the top of the page. From there, you may delete, play or create a recording.

To create a new recording you will need access to an active Cisco IP phone. First, give the recording a name by typing in the box to the right of **Display Name**. Next, enter the extension of the phone you are using to record the message in the box to the right of **From Extension** text box and click the **Start Recording** 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.

Dialer: Create a Campaign

Now you are ready to initiate the dialing campaign. First, click on the Dialer tab of the Beacon Office Director main page. You will see the main Dialer interface, as shown in Figure 27**: Dialer: Create Campaign Interface**.

Second, select a previously recorded message using the **Choose a saved message** drop down menu.

Note - To select a previously recorded message, please refer to Figure 26**: Network Voice Recording Options for Beacon Office Dialer** in the Beacon Office Dialer section.

Third, you may add numbers manually by typing in the numbers in the box to the left of **Add Number** button. Numbers to be dialed will appear in the list under **Dialing List**. 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 **Browse** button you will be prompted with a dialogue box that enables you to search for a file containing only the list of numbers you wish to dial.

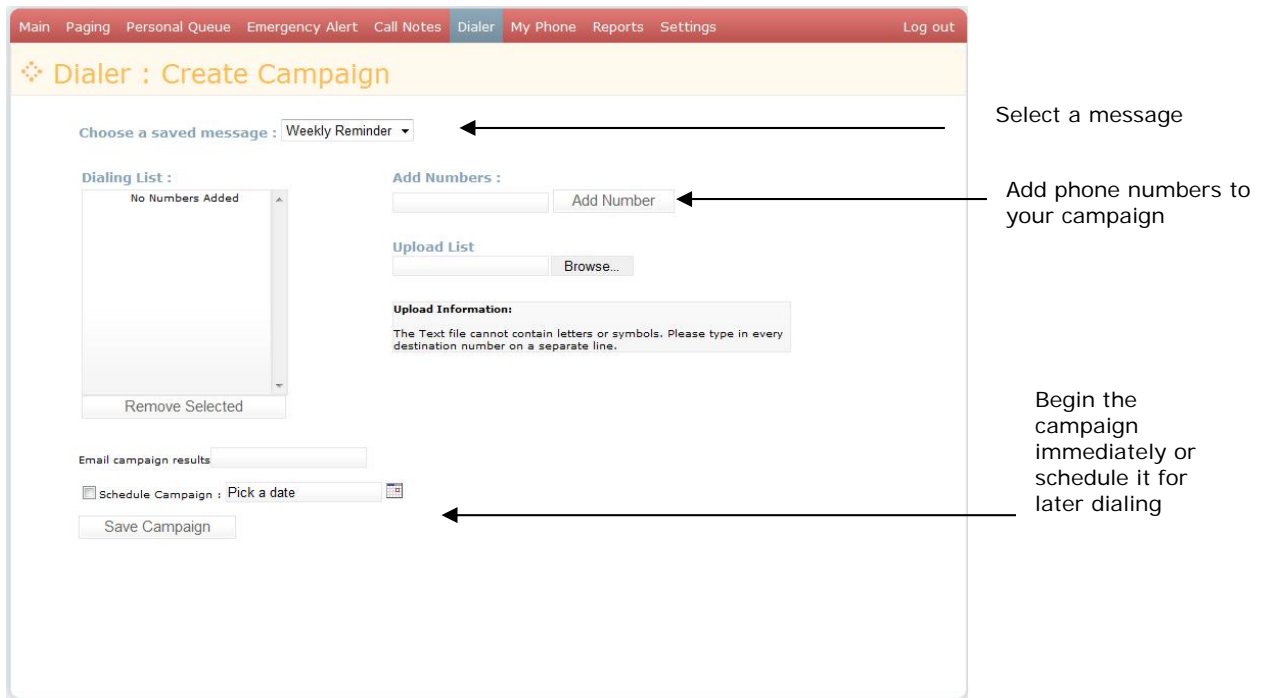**Warning -** All file should be in Comma Separated Variable (CSV) format.

Figure 27: Dialer: Create Campaign Interface

Finally, you can begin the campaign by entering your email address in the **Email campaign results** text box. You can begin the campaign by selecting Schedule Campaign and entering a date and time in the text box, or scheduling a future date and time, then selecting **Save** button.

Dialer: Activate Campaign

Next, 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 28**: Dialer Campaign Summary Interface**. 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.
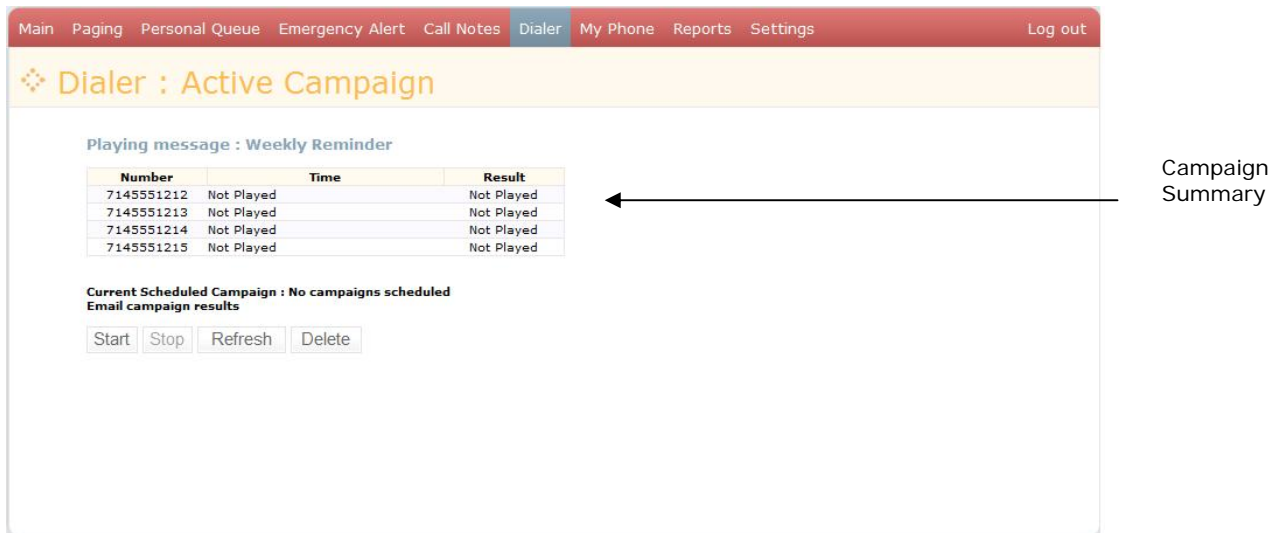

Figure 28: Dialer Campaign Summary Interface

Beacon Office Time Card

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 29**: Time Card Service**.

Figure 29: Time Card Service

To initiate time clock, select the service by typing the appropriate service number using the phone keypad or use the Cisco IP phone scroll key to highlight the **Time Card** option and press the **Submit** soft key at the bottom of the screen. At the beginning of your shift you will be prompted with a Time Card Sign In screen as illustrated in Figure 30**: Time Card Sign In Screen**.

Figure 30: Time Card 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 31**: Clock In Time Confirmation**.

Figure 31: Clock In Time Confirmation

At this point you must confirm the event by pressing the **Clock In** soft key at the bottom of the screen. You will receive a confirmation notice on the screen as illustrated in Figure 32**: Time Entry Confirmation Screen**. Information about your Clock In event is recorded within the Beacon Office application.
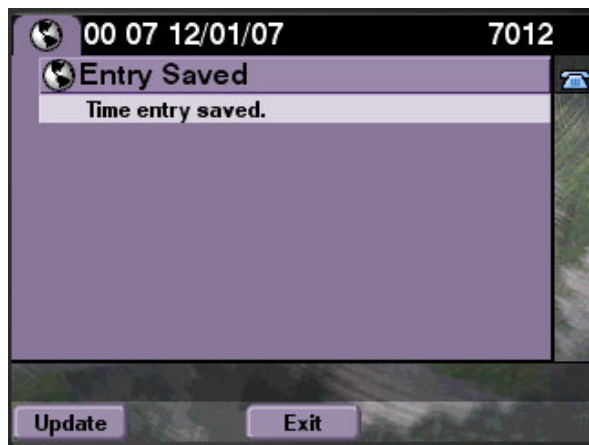

Figure 32: Time Entry Confirmation Screen

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. After entering your Username and PIN, you will see the Clock Out interface similar to that shown in Figure 33**: Clock out Time Confirmation**. Again, information regarding this Clock Out event is logged in the Beacon Office application.

Figure 33: 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. Click on the "**Search Time Entries"** button located under the **Reports** tab in the Beacon Office Director. This view is illustrated in Figure 34**: Beacon Office Time Card Entries**.
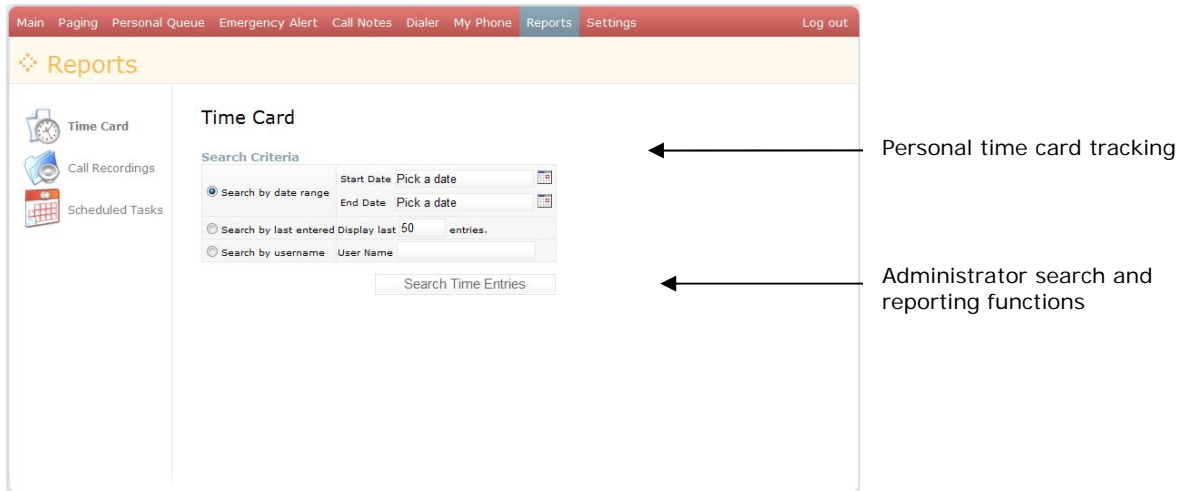

Figure 34: Beacon Office Time Card Entries

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 35**: Sample Beacon Office Timecard Report**.

Figure 35: Sample Beacon Office Timecard Report

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

Beacon Office Paging

Beacon Office Paging provides live, text, recorded, and TTS paging to Cisco IP phones. Text pages will 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 selected group of Cisco IP phones. The first step to perform a paging operation is to define the group of phones you wish to page. To begin, click **Paging Groups** on the Settings menu. Enter the name of the group you wish to create then click **Add New Paging Group** as shown in Figure 36**: Phone Group's Setup**.
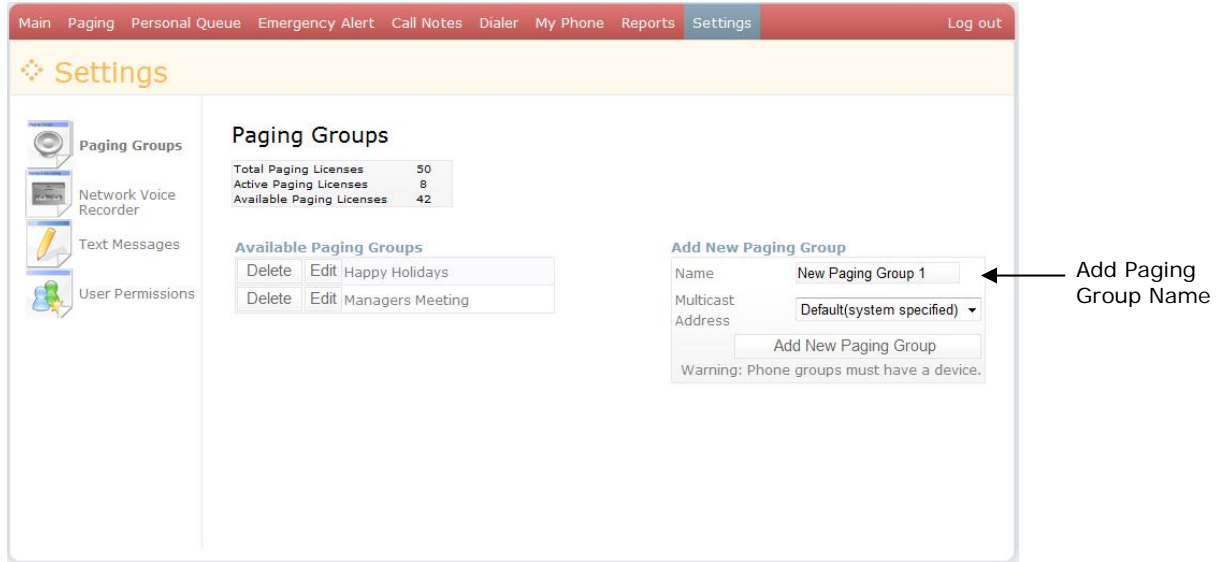

Figure 36: Phone Group's Setup

Warning – You must assign one device to a paging group before you can execute paging.

Paging Groups

To assign devices to a paging group, click the title of the phone group and associate each phone number by clicking the appropriate check box of each extension. Next, click the **Associate Extensions to Phone Group** once you made all your selections. The system will enable you to view a list of the selected devices in the **Associated Extensions** box. Finally, to save the devices associated to the associated group, click the **Save Changes** button as shown in Figure 37: **Selecting Devices for Phone Groups**.
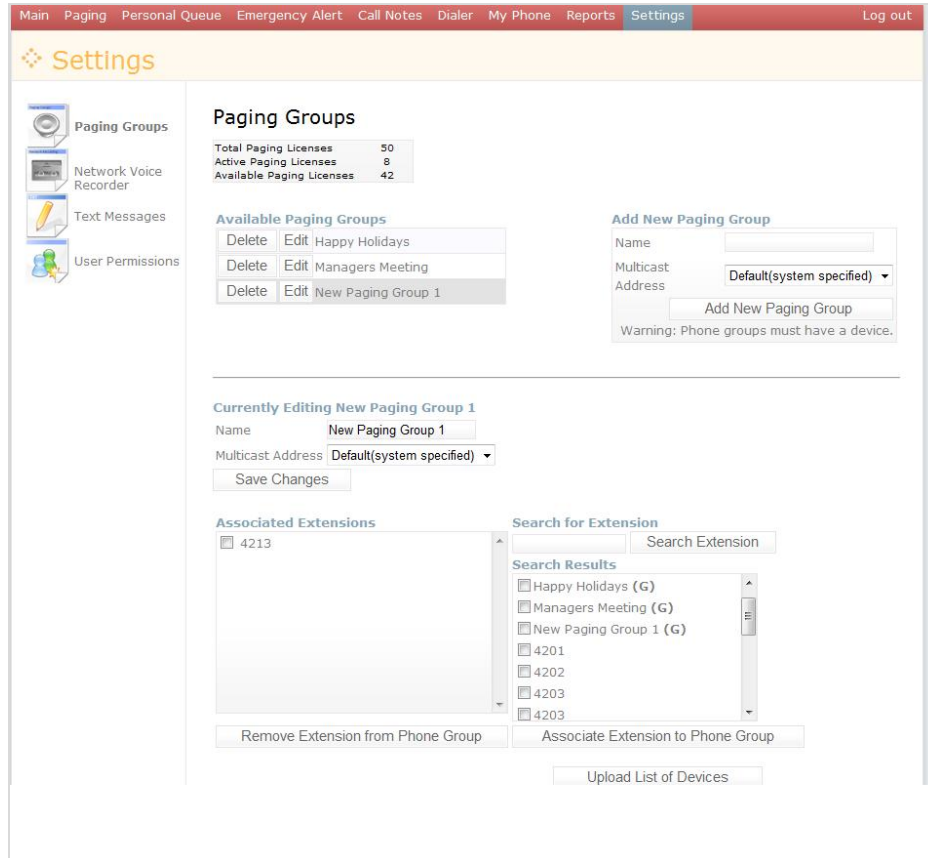

Figure 37: Selecting Devices for Phone Groups

To add phones to the group, click **Edit**. This will open a new pane on the bottom 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. To select an extension, 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 38**: Add Phones to Group**.
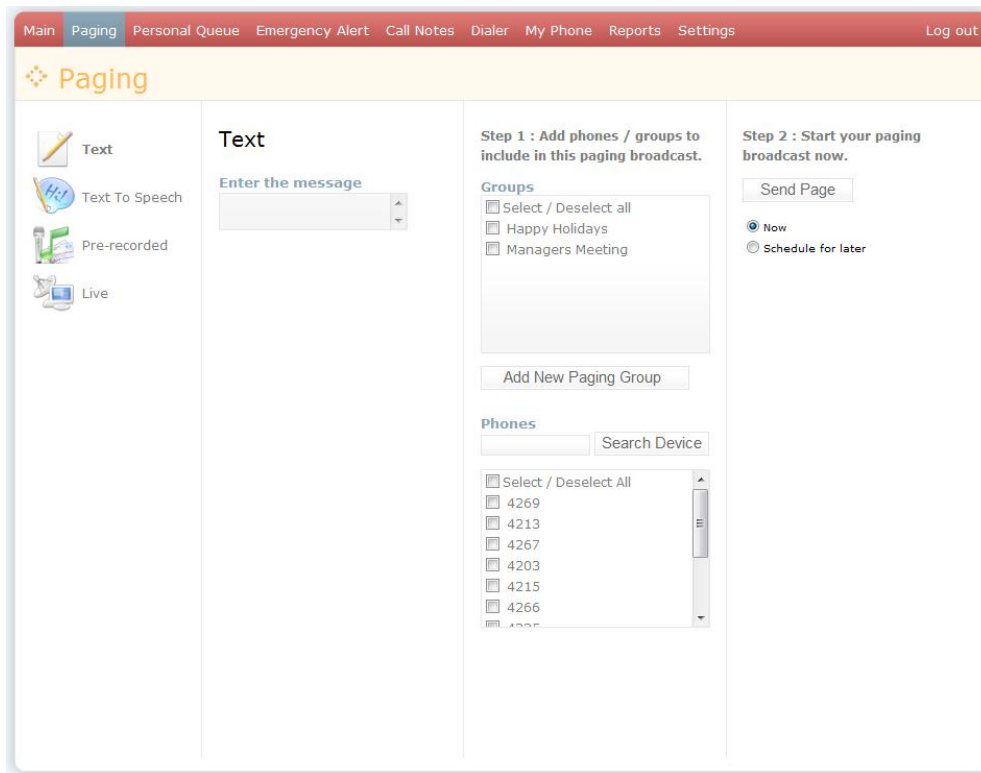

Figure 38: Add Phones to Group

Note – Selecting a submenu, **Text, Text-To-Speech, and Pre-Recorded Messages** may be scheduled at a later time by clicking on the **Schedule for later** radio button as shown in Figure 39**: Text-To-Speech Paging**.

Now that a phone group has been created, click **Paging** tab on the top menu bar. This opens four submenus: **Text, Text-To-Speech**, **Pre-Recorded**, and **Live.** Selecting **Text-To-Speech** or **Text** will present very similar screens. The difference is only in whether the page is converted to voice or sent as text to the phone(s) display. As shown in Figure 39**: Text-To-Speech Paging**, 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.
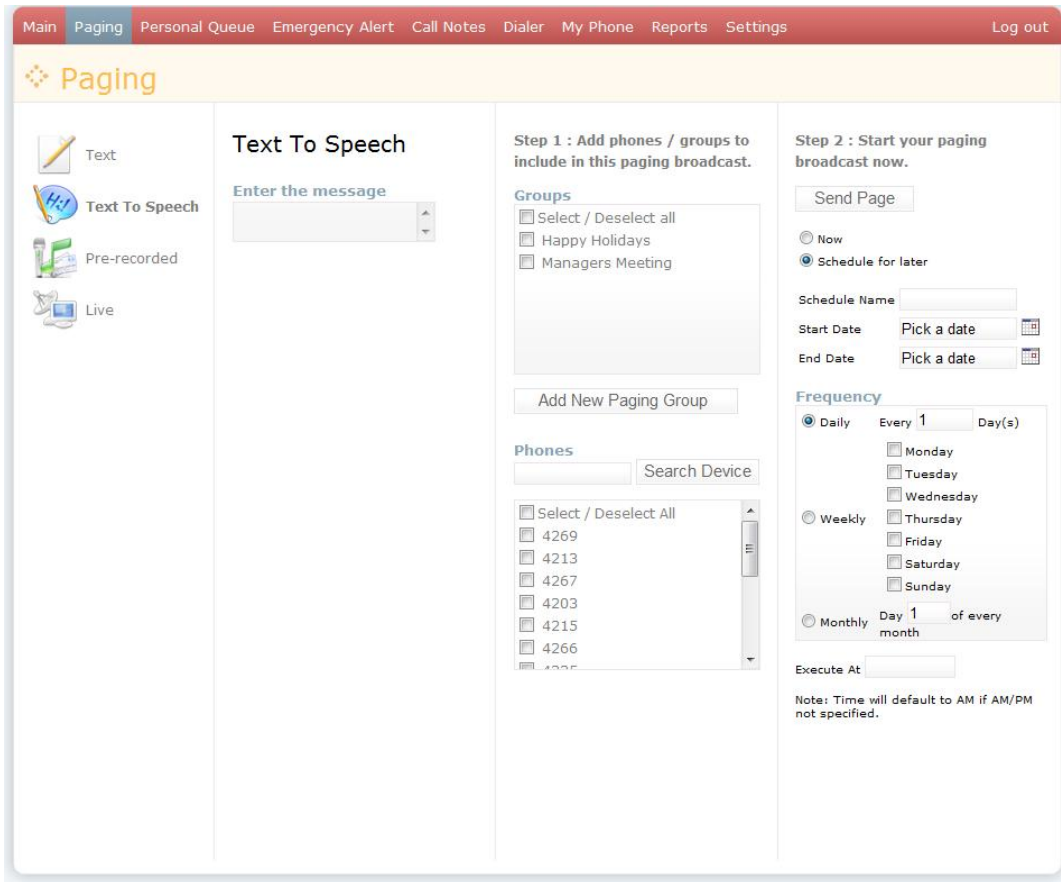

Figure 39: Text-To-Speech Paging

Pre-Recorded paging presents a similar display which provides the ability to select a message which was previously recorded through the **Network Voice Recorder** as shown in Figure 40: **Pre-Recorded Message for Paging/Paging Groups**. 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 to run later.
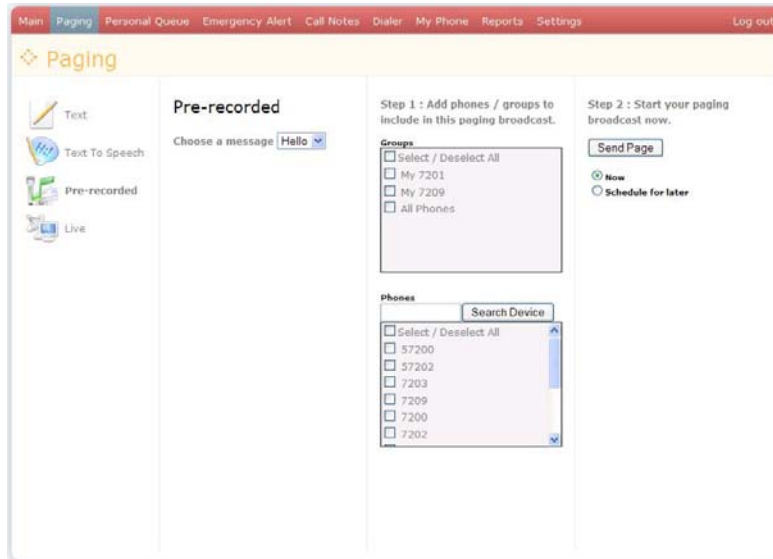

Figure 40: Pre-Recorded Message for Paging/Paging Groups

Live paging presents a text box for entering an extension. This is the extension of the Cisco IP phone that you will use to speak the page in real-time. After selecting your desired paging group, click **Start Paging Broadcast** button as shown in Figure 41: **Paging Live Screen**. This will cause all the phones in the target group as well as your phone to go off-hook. In most cases the effect is instantaneous. However, in very large paging groups, you can be assured that all the target phones are successfully off-hook when yours is. Because your phone is also off-hook, you may speak into your phone's microphone to complete your live page or you may pick up the receiver and speak.

Note - The source extension cannot be changed. It is fixed as the primary extension associated with your username. It is provided in the UI for reference only.
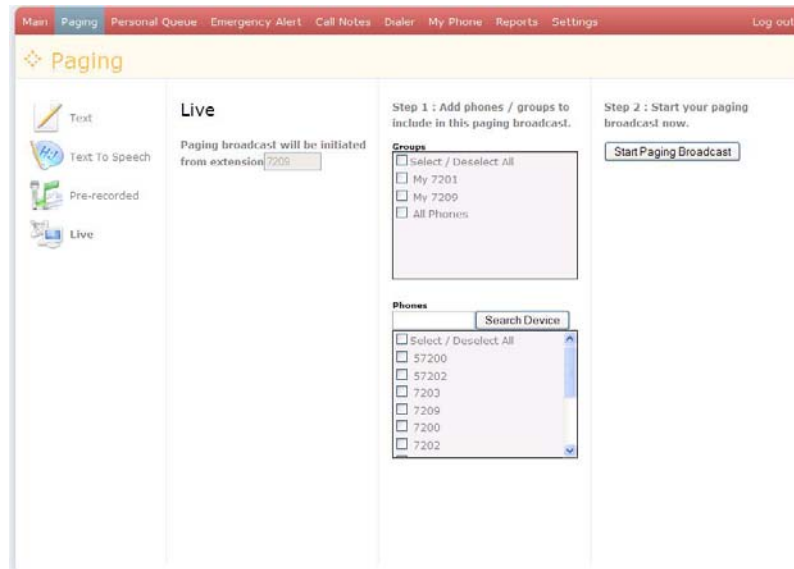

Figure 41: Paging Live Screen

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 voicemail box to retrieve messages and return calls. Beacon Office Personal Queue provides busy professionals with queuing capabilities usually only available in call centers. With Beacon Office Personal Queue you can allow callers to remain in your queue without going to voicemail, 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 installs 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 42**: Beacon Office Personal Queue Setup**.
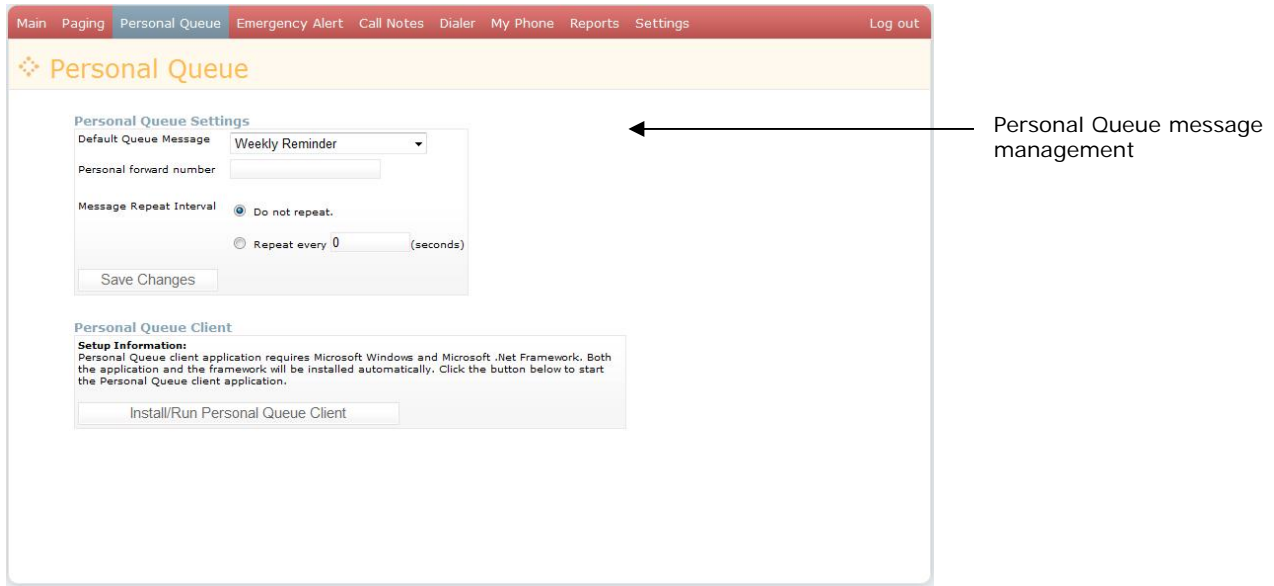

Personal Queue message management

**Figure 42**: 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 the same way they are created in the Beacon Office Dialer application. 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.

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 click on **Save** changes. 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 **Install/Run Personal Queue Client** button at the bottom of the page. Once clicked, you will be presented with the screen as shown in Figure 43**: Launching Personal Queue**. Click the **Run** button to launch the Personal Queue application.

Note – The application always checks the Beacon Office suite to see if there are any updates.

Warning – You must be running Internet Explorer version 7.0 for Personal Queue to run on user's desktops.
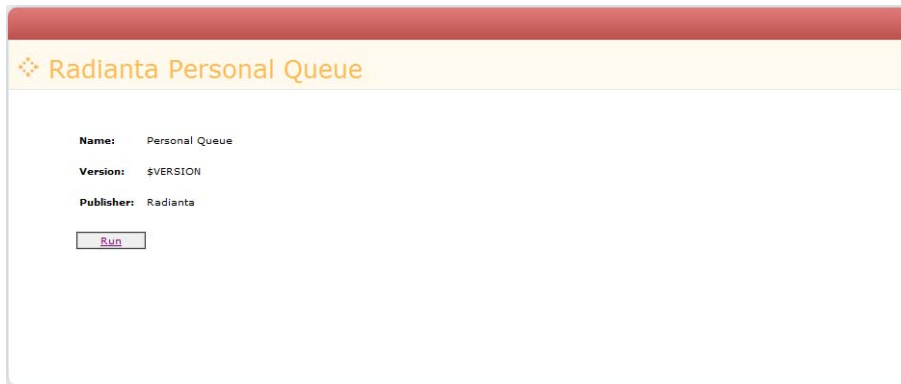
Figure 43: Launching Personal Queue Application

Upon launching, the Personal Queue Application brings up a Login screen, as shown in Figure 43**: Launching Personal Queue Application**. Enter your **Username** and **Password** credentials, and then click the **Login** button to activate the application.
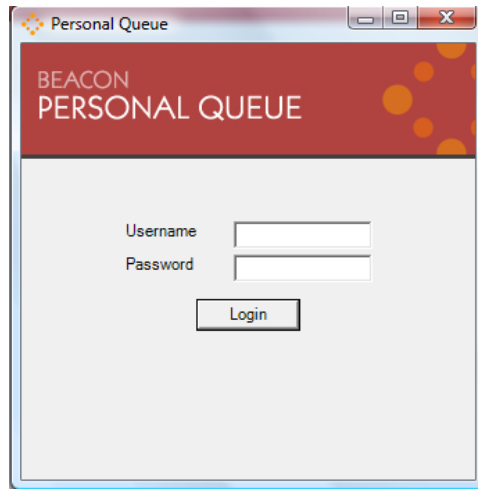
Figure 44: Beacon Office Personal Queue Login Screen

After you Login, 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**: Beacon Office Personal Queue Login Screen**.

The area described as **My Phone** will display information about incoming and outbound calls. The area described as **My Queue** provides information about callers who are currently in your personal queue as shown in Figure 45**: Personal Queue Standby Screen**.
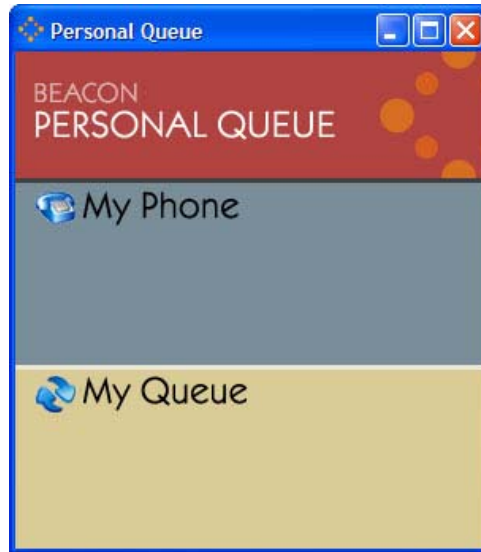

Figure 45: Personal Queue Standby Screen

As noted, incoming calls will be shown in the **My Phone** section of the Personal Queue user interface, as illustrated in Figure 45**: Personal Queue Standby Screen**. 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.

Note - 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 by your telephone line carrier.
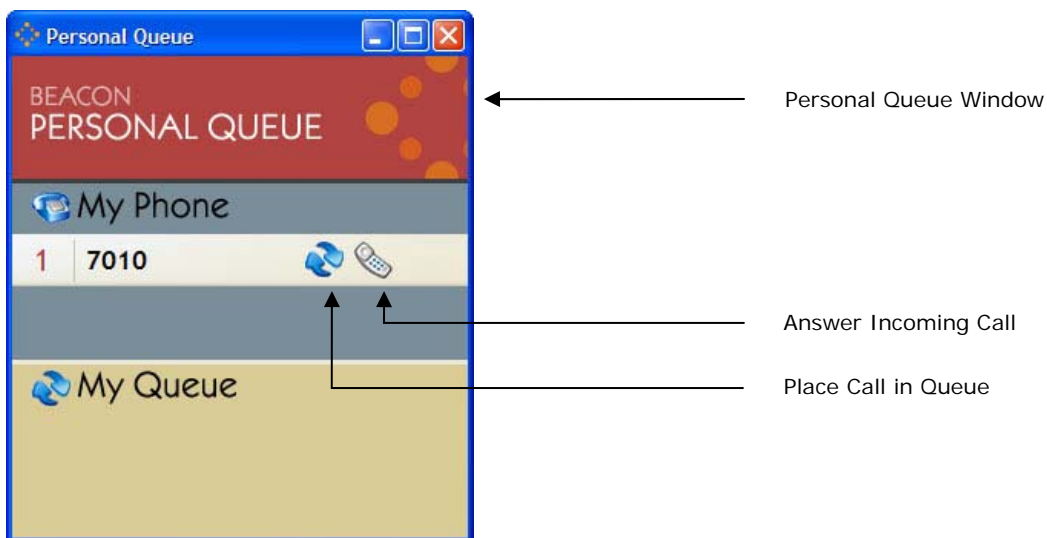

Figure 46: Personal Queue with Incoming Call

If you elect to place a call in queue, your Personal Queue interface will resemble that in Figure 47**: Options for Call in Queue**.

Retrieve call in queue

Create ad-hoc message using Text-to-speech
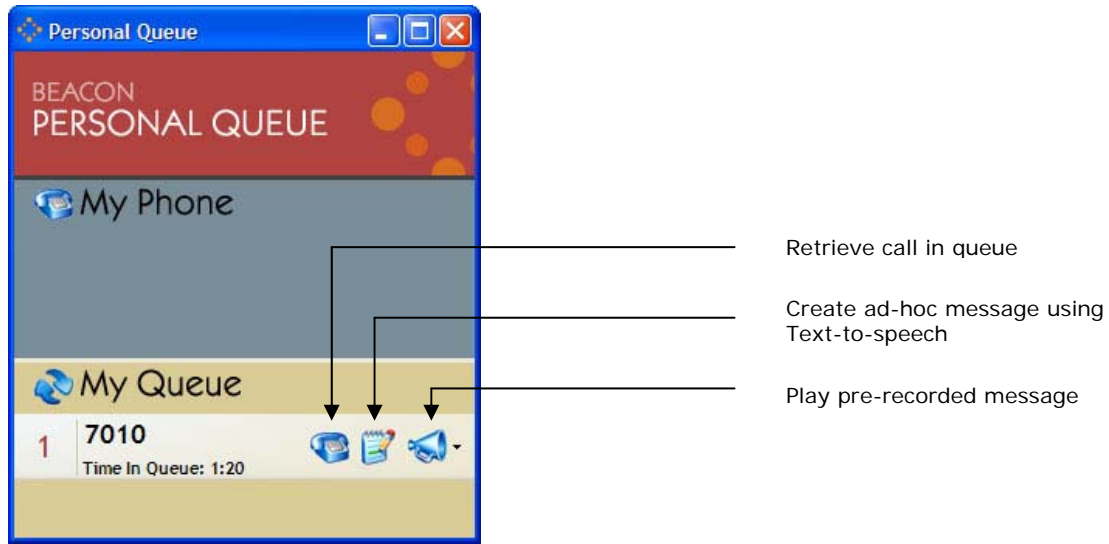
Play pre-recorded message

Figure 47: Options for Call in Queue

To retrieve a Call in your 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 a text-to-speech message by clicking on the **Notepad** icon for the caller. This action brings up a text-to-speech editing window as shown in Figure 48**: Personal Queue Text-To-Speech Editing Window**.

Type a text message and click OK to have the message played as text-to-speech to your caller
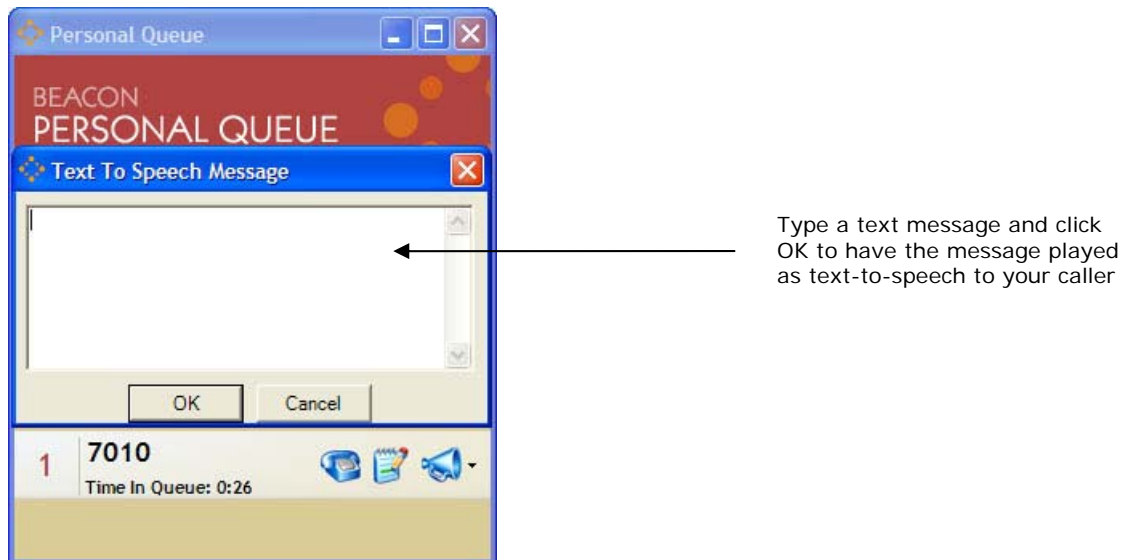
Figure 48: Personal Queue Text-To-Speech Editing Window

Type your message and click OK. The Beacon Office Text-To-Speech function will play the text message as a voice message to your caller. This capability provides flexibility in the ways you can interact 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 solution. With unique features, such as Call Back, Dialer and Personal Queue, Beacon Office is the most feature rich application suite available today. 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.