

INSTALLING & CONFIGURING RADIANTA BEACON OFFICE, CUAE BUNDLE VERSION

CISCO UNIFIED CALL MANAGER AND APPLICATION ENVIRONMENT CONFIGURATION

VERSION 1.0



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INTRODUCTION

The purpose of this document is to assist system administrators in the installation and configuration of the Beacon Office application suite.

Prerequisites:

- Good working knowledge of Cisco Unified Call Manager (CUCM) operation and administration
- Network connectivity to both CUCM and CUAE

This guide is split into four main sections:

- 1. Cisco Unified Call Manager (CUCM) configuration to support Beacon Office
- 2. Configuration of the Cisco Unified Application Environment (CUAE)
- 3. Installation of the Radianta Beacon Office application suite
- 4. Beacon Office application configuration

CONFIGURING CISCO UNIFIED CALL MANAGER FOR BEACON OFFICE - GLOBAL

This portion of the document assumes that the user has administrative knowledge of the Cisco Unified Call Manager and has experience in its configuration. Also assumed is that the user has access to the administrative account and can create/modify user accounts. Though the CUAE and Beacon Office are compatible with CUCM version 5 and above, the figures shown in this document are taken from CUCM Version 6 and CUAE version 2.4. The configurations and settings described below pertain to the Beacon Office Application Suite as a whole. Later on in the document, application specific settings will be covered.

CREATE APPLICATION USER

It is not absolutely necessary that a unique user be created for Beacon Office. However, for auditing purposes and ease of troubleshooting, we recommend it. While you can give the user any name you want, this document will assume "*radAppUser*" as the application user account. Whether you create a new user or use an existing one, that user *must* have the following properties

- Be a member of the "Standard CTI Enabled" group
- All IP phones that may participate in Beacon Office Applications must be associated with this user



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The following screenshots show how to create the application user. First open a browser and enter https://<cucm-

ip-address>/ccmadmin to log into the Call Manager administrative web site



STEP 1: LOGIN TO THE CUCM ADMINISTRATION WEBSITE

Cisco Unified CM Console - Windows Inter	rnet Explorer 📃 🗆 🔀
C + 1/192.168.43.31/ccmadmin/s	howHo 🗙 Certificate Error 🦘 🗙 Google
🔶 🏘 🧭 Cisco Unified CM Console	🐴 🔹 📾 🔹 📑 Page 🔹 🎯 Tools 🗸 🎽
Cisco Unified CM Ad For Cisco Unified Communica	ministration Navigation Cisco Unified CM Administration 💌 😡 쓴 tions Solutions
Cisco Unified CM Administration System version: 6.0.1.1000-37	Username Administrator Password Login Reset
Copyright © 1999 - 2006 Cisco Systems, Inc. All rights reserved. This product contains cryptographic features ar transfer and use. Delivery of Cisco cryptograpi use encryption. Importers, exporters, distribut By using this product you agree to comply with local laws, return this product immediately. A summary of U.S. laws governing Cisco crypt http://www.cisco.com/wwl/export/crypto/tool/s	nd is subject to United States and local country laws governing import, export, hic products does not imply third-party authority to import, export, distribute o ors and users are responsible for compliance with U.S. and local country laws. applicable laws and regulations. If you are unable to comply with U.S. and ographic products may be found at: storg.html.
Done	Internet 👻 100% 🗸

Figure 1: Login to CUCM



STEP 2: CREATE APPLICATION US	EF	R
-------------------------------	----	---

🟉 Application User Confi	guration - Windows Internet Explore	r		_ 🗆 🛛
🔆 🗸 🗸 🖉 https://192	2.168.43.31/ccmadmin/appuserEdit.do 💌 😵	Certificate Error	Google	P -
🔶 🎲 🌈 Application Use	r Configuration		🟠 • 🔊 • 🖶 • 🔂 Page • 🄇	Tools - »
uludu. Cisco Ur	nified CM Administration	Na	vigation Cisco Unified CM Administrat	ion 🔽 Go
CISCO For Cisco U	nified Communications Solutions		Administrator About	Logout
System 👻 Call Routing 👻	Media Resources 👻 Voice Mail 👻 Device	✓ Application ✓	User Management 👻 Bulk Administration	n ▼ Help ▼
Application User Config	uration		Credential Policy Default	🖌 Go
			Credential Policy	
J Save			Application User	
— Status ———			End User	⊢^^
i Status: Ready			Role	
			User Group	
Application User Infor User ID*	mation		User/Phone Add	
Password	radAppUser		End User CAPE Profile	
Confirm Descured			CID Basks	
	••••			
Digest Credentials				
Confirm Digest Credential	s			
Presence Group*	Standard Presence group	~		
Accept Presence Subso	cription			
Accept Out-of-dialog R	EFER			
Accept Unsolicited Noti	fication			
Accept Replaces Heade	ar			
- Device Information -				
Available Devices			Find more Phones	
			Find more Route Points	
			Find more Pilot Points	
	**			
Controlled Devices SEP00	J02B3ECEA3F	~		
SEP00 SEP00	J02FDAEFBC2 J036B3C290B			
SEP00 SEP00	0036BAACE55 00DBC04A8A8	~		
https://192.168.43.31/ccmadmin	/appuserFindList.do		😜 Internet 🔍	100% -

Figure 2: Create Application User



🏉 Find a	and List User Groups - Windows Internet Explorer			
🖉 https:/	/192.168.43.60:8443/ccmadmin/userGroupFindList.do?recCnt=0&multiple=true&colCnt=3&look	up=true 🔽	😵 Certificate Er	ror
Find and	l List User Groups			
Sele	ct All 🔛 Clear All 🕂 Add Selected 🖳 Close			
	Stanuaru Com Server maintenance	U	42	
	Standard CCM Server Monitoring	í	ß	
	Standard CCM Super Users	í	6	
	Standard CTI Allow Call Monitoring	í	ß	
	Standard CTI Allow Call Park Monitoring	í	6	
	Standard CTI Allow Call Recording	í	ß	
	Standard CTI Allow Calling Number Modification	(j)	6	
	Standard CTI Allow Control of All Devices	(j)	ß	
	Standard CTI Allow Reception of SRTP Key Material	(j)	6	
•	Standard CTI Enabled	í	ß	
	Standard CTI Secure Connection	í	ß	
	Standard EM Authentication Proxy Rights	í	ß	_
	Standard Packet Sniffer Users	(j)	ß	
	Standard RealtimeAndTraceCollection	í	ß	
	Standard TabSync User	í	6	
Selec	t All Clear All Add Selected Close			_
	😜 Internet		🔩 100%	•:

Figure 3: User Groups

CREATE SNMP COMMUNITY STRING

The purpose of this action is to allow CUAE to access CUCM using SNMP. SNMP is used to query CUCM for phone information. If this is not done, important parts of the Beacon Office application suite will not function properly.

STEP 1: SELECT CISCO UNIFIED SERVICEABILITY NAVIGATION

RADIANT DELIVERED	2154 Michelson Drive, Suite A Irvine, CA 92612 Phone (866) 467-9695 Fax (714) 429-0036 www.radianta.com
Scisco Unified Communications Manager Console - Windows Internet Explorer	
😋 💿 👻 🛃 https://192.168.43.31/ccmadmin/showHome.do 💌 🔇 Certificate Error 🐓 🗙	Google
🔆 🏟 🏈 Cisco Unified Communications Manager Console	🔊 🔹 🖶 🔹 🔂 Page 🔹 🍈 Tools 👻 🎇
Cisco Unified CM Administration Navigation	Cisco Unified CM Administration 💌 Go Cisco Unified CM Administration Cisco Unified Serviceability Cisco Unified OS Administration
System Call Routing Media Resources Voice Mail Device Application User M{□	Disaster Recovery System elp 🔻
Cisco Unified CM Administration System version: 6.0.1.1000-37	
Copyright © 1999 - 2006 Cisco Systems, Inc. All rights reserved.	
This product contains cryptographic features and is subject to United States and local country la and use. Delivery of Cisco cryptographic products does not imply third-party authority to impor Importers, exporters, distributors and users are responsible for compliance with U.S. and local agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and immediately.	aws governing import, export, transfer rt, export, distribute or use encryption. country laws. By using this product you d local laws, return this product
A summary of U.S. laws governing Cisco cryptographic products may be found at: <u>http://www.cisco.com/wwl/export/crypto/tool/stgrg.html</u> . If you require further assistance please contact us by sending email to export@cisco.com.	
	Internet 🕀 100% 🔻 🕐

Figure 4: Selecting Cisco Unified Serviceability Navigation



STEP 2: ADD A COMMUNITY STRING

Since configuration - Since coninduity 3	String Configuration - Windows Internet Explorer 🛛 📃 🗖 🔀
C C + I https://192.168.43.31/ccmservice	/c Certificate Error 🗲 🗙 Google
😭 🏟 🏈 SNMP Configuration - SNMP Community	y String Configu 🔹 👘 🔻 🔝 🔹 🖶 👻 Page 👻 🍈 Tools 🗸 🎽
Cisco Unified Servic For Cisco Unified Communic	Navigation Cisco Unified Serviceability Image: Constraint of the service
<u>A</u> larm ▼ <u>T</u> race ▼ To <u>o</u> ls ▼ <u>S</u> nmp ▼ <u>H</u> elp ▼	
SNMP Community String (V1/V2c	Community String
Add New Clea V3 SystemGroup	<u>N</u> otification Destination
Status : Ready	
Server* ccm-sdk	
Community String Information ———	
Community String Name* public	
— Host IP Addresses Information ———	
• Accept SNMP Packets from any host	C Accept SNMP Packets only from these hosts
	Host IP Address
	Host IP Address Insert Host IP Addresses
	Host IP Address Insert Host IP Addresses
	Host IP Address Insert Host IP Addresses Remove
- Access Privileges	Host IP Address Insert Host IP Addresses Remove
Access Privileges Access Privileges* ReadOnly	Host IP Address Insert Host IP Addresses Remove
Access Privileges Access Privileges* ReadOnly	Host IP Address Insert Host IP Addresses Remove
Access Privileges Access Privileges* ReadOnly Apply To All Nodes Add New Clear All Cancel	Host IP Address Insert Host IP Addresses Remove
Access Privileges Access Privileges* ReadOnly Apply To All Nodes Add New Clear All Cancel * - indicates required item.	Host IP Address Insert Host IP Addresses Remove

Figure 5: Adding SNMP community String

CREATE H.323 GATEWAY



CUAE functions as an H.323 gateway endpoint. Some Beacon Office applications use the CUAE as the endpoint for calls. The CUCM must know that it can route calls to and from the CUAE. The IP address of CUAE must be entered in the Device Name field. Also, ensure that the gateway's Calling Search Space is set correctly.

🕖 Gateway Configuration - Windows	Internet Explorer					-	
- kttps://192.168.43.31/ccn	admin/gatewayAdd.do	: 🗸 😵 Cert	ificate Error	* X G	oogle		P -
Gateway Configuration				- 🖒	b - E	🖡 🔹 🔂 Page 👻 🍈 T	ools - »
Cisco Unified CN For Cisco Unified Com	1 Administrations Solution	ation ions	Nav	rigation C	isco Unifie Administr	d CM Administration	Logout
System 👻 Call Routing 👻 Media Resource	es 👻 Voice Mail 👻	Device 👻	Application -	User Mana	agement 👻	Bulk Administration 🔻	Help 👻
Gateway Configuration		CTI Ro Gatek	ute Point		inks:	Back To Find/List	✓ Go
Save		Gatev	/ay				
<i>a</i>		Phone					^
Status Status: Ready		Trunk	e Dectination				
- Device Information		Device	Settings		, 🖂		
Product Device Protocol	H.323 Gateway H.225	1					
Device Name*	192.168.43.32						≡
Description	CUAE Gateway						
Device Pool*	Default				~		
Common Device Configuration	< None >				~		
Call Classification*	Use System De	fault			~		
Media Resource Group List	< None >				 Image: A start of the start of		
Packet Capture Mode*	None				 Image: A start of the start of		
Packet Capture Duration	0						
Location*	Hub_None				~		
AAR Group	< None >				~		
Tunneled Protocol*	None				 Image: A start of the start of		
Signaling Port*	1720						
Media Termination Point Required							
Retry Video Call As Audio							
☑ Wait for Far End H.245 Terminal Ca	pability Set						
Path Replacement Support							
Transmit UTF-8 for Calling Party Na	me						
SRTP Allowed - When this flag is ch Failure to do so will expose keys and o	ecked, IPSec needs ther information.	to be conf	igured in the n	etwork to	provide er	nd to end security.	[
https://192.168.43.31/ccmadmin/patewayEindLi	st.do				Internet	100	₩
https://192.168.43.31/ccmadmin/gatewayFindLi	st.00			e	Internet	م 100	70

Figure 6: Create H.323 gateway



CONFIGURING CISCO UNIFIED APPLICATION ENVIRONMENT - GLOBAL

The following configuration settings are not specific to Beacon Office, but must be made in order for most CUAE applications to work. Please go through them one by one and make sure the correct configurations are in place.

CREATE TELEPHONY SERVERS

At least two (2) Telephony Servers must be created in the CUAE Management Console. The screenshots below show how these Telephony servers can be added.

ADDING TELEPHONY SERVERS

UNIFIED COMMUNICATIONS MANAGER

- Point the IE browser to http://<CUAE-IP-Address/mceadminhttp://<CUAE-IP-Address>/mceadmin
- Log in as the administrator



Figure 7: Logging into CUAE

• Select Telephony Servers



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Figure 8: Select Telephony Servers

 Select Unified Communications Server under the Add Telephony Server drop-down list and click "Add Server" button

	ION DELIVERED	2154 Michelson Drive, Suite A Irvine, CA 92612 Phone (866) 467-9695 Fax (714) 429-0036 www.radianta.com
🥖 Cisco Unified Appli	cation Environment :: Telephony Servers	- Windows Inte 💶 🗖 👔
🔆 🔁 🗸 🖉	192. 168. 43. 32/mceadmi 💙 🗲 🗙 Google	₽
🚖 🕸 🌈 Cisco Unifie	d Application Envir	🖶 🔹 🔂 Page 🗸 🍈 T <u>o</u> ols 🗸 👌
		RAD2003CUAE
cisco	Unified Application Env Management Console	ironment
The application server s	ervice is running .	Logout
Telephony	Servers	
Main Control Panel > Te	elephony Servers	
Telephony Se	Type	
DEVCCM60H323	H.323 Gateway	
DEVCCM60	Unified Communications Manager 6	.0 Cluster
Add a Teleph	ony Server	
Unified Communica	itions Manager 🗸 🛛 Add Server	
Unified Communica Cisco SIP Domain IETF SIP Domain	tions Manager	
H.323 Gateway		
Default SCCP 💌	Edit Group	
SCCP Device Pool	Group V Create New Group	
SCCP Device Pool	Group V Create New Group	€ . 100% -

Figure 9: Add Server

- Fill out the next page as follows. See following screenshot for example ٠
 - Name → For CUAE reference only. Can be any valid string value
 - Version → The CUCM version
 - Publisher Address → The IP address of the CUCM 0
 - Publisher Admin Username → The CUCM Administrator username. By default, CUCM 0 5.x uses CCMAdministrator and CUCM 6.x uses Administrator
 - Publisher Admin Password The CUCM Administrator password 0



 SNMP Commun 	ity → The SNMP community string that was configured on the CUC
🥖 Cisco Unified Application	Environment :: Create Unified Communicati 🖃 🗖 🔀
🔆 🗸 🗸 🖉 http://192.168	.43.32/m 🕶 🗲 🗙 Google
🔆 🏟 🏀 Cisco Unified Applica	ation E 🔄 📩 🔹 🔝 🔹 🖶 🔹 📴 Page 🔹 👋
	RAD2003CUAE
ahaha	
CISCO Uni Ma	ified Application Environment nagement Console
The application server service is	s running. Logout
Main Control Panel > Telephor	Communications Manager ny Servers > Create Unified Communications Manager
Name	CUCM Alias
Version	6.0 🕶
Publisher Address	192.168.43.31
Publisher Admin Username	Administrator
Publisher Admin Password	•••••
Retype Publisher Admin Password	•••••
SNMP Community	public
Description	~ ~
Create Unific	ed Communications Manager Cluster
)one	😜 Internet 🔍 100% 👻 ,;;

Figure 10: CUCM Telephony Server

- Click the "Create Unified Communications Manager Cluster" button.
- Add an SCCP Subscriber using the IP address of the CUCM subscriber server (if necessary)
- Add a CTI Manager using the IP address of the CUCM publisher
- Create a Monitored CTI Device Pool using the following settings as a guide:
 - Name → Any valid string value
 - Primary CTI Manager Select previously created CTI Manager in the dropdown



- Secondary CTI Manager (Optional)
- Username → The username of the CUCM application user created for Beacon Office
- **Password** → The password for the CUCM application user
- Add all IP phones to the Monitored CTI Device Pool under "Manage Devices"

H.323 GATEWAY

- Select "H.323 Gateway" under "Telephony Services" and click "Add Server"
- Fill out the next page as follows. See following screenshot for example
 - Name → Any valid string value
 - **Description** → Any valid string value
 - Address \rightarrow IP Address of the CUCM
 - Add to Group → Default H.323

2154 Michelson Drive Irvine, C Phone (866) 4 Fax (714) 4 www.radia	e, Suite A CA 92612 467-9695 429-0036 anta.com
🥖 Cisco Unified Application Environment :: Add H.323 Gateway - Windo 🖃 🗖	\mathbf{x}
	-
😭 🏟 🌈 Cisco Unified Application E 📄 👔 🔹 🗟 🔹 🖶 🔹 📴 Page 🔹	»>
RAD2003CUAE	^
CISCO Unified Application Environment Management Console	
The application server service is running .	
Add H.323 Gateway	
Main Control Panel > Telephony Servers > Add H.323 Gateway Server	
Name H323Name	
Description	
Address 192.168.43.31 Address to the H.323 Gateway	
Add to Group Default H.323	
Add H.323 Gateway Cancel	
Firmware v2-3-0 / Software v2.4.1.0015 GA Current Time: 01/08/08 12:20:13 PM Pacific Standard Time	
Copyright © Cisco Systems, Inc. All rights reserved.	~
Sinternet 🔍 100% 🕶	

Figure 11: Add H.323 Gateway

OTHER REQUIREMENTS

MULTICASTING

• Enable multicasting on all router and switches between CUAE and the IP Phones (Paging only)

SMTP ACCOUNT

• Create an SMTP account for CUAE on your mail server.



• Add the SMTP account information to the Beacon Office Global Settings Provider (Post install).

BEACON OFFICE INSTALLATION

The following portion of the document covers the installation of Beacon Office.

Beacon Office is distributed as an EXE application. Extract it from the distribution media and double click to start the installation. The screen shots below show the sequence of the installation.

Beacon Office Lite Setup: License Agreer	nent 📃	×
Please review the license agreement before you accept all terms of the agreement, c	re installing Beacon Office Lite. ick I Agree.	If
(MPORTANT: PLEASE READ THESE CISCO SUPP ("TERMS") AS CISCO PROVIDES NO SUPPORT TO BEACON OFFICE.	DRT TERMS CAREFULLY	
NOTWITHSTANDING ANY TERMS TO THE CONTR AGREEMENT SUPPLIED WITH RADIANTA BEACO TERMS SHALL APPLY AND CONTROL IN THE EVE THE ENTITY YOU REPRESENT AGREE THAT YOU CONDITIONED UPON YOUR AGREEMENT TO THI NOT AGREE, YOU ARE NOT PERMITTED TO USE "AS IS" Warranty; No Support Cisco is supplying the Software to you on behalf makes no warranty regarding the product. All we	ARY IN ANY LICENSE N OFFICE, THE FOLLOWING NT OF A CONFLICT. YOU AND USE OF THE SOFTWARE IS FOLLOWING (IF YOU DO THE SOFTWARE): of Radianta ("Supplier") and arranty and support issues	•
Cancel Nullsoft Install System v2.33	I <u>A</u> gree	

Figure 11: Beacon Office License Agreement

Read the license agreement carefully and click the "I Agree" button if you indeed agree to the terms of the license

🚏 Beacon Office Lite Setup: Site Info 📃 📃 🗙				
CUAE Database				
DB Username	root			
DB Password	password			
Beacon Web Admin	password			
IP or Hostname	cuae-host			
Web Admin Port	8082			
Cancel Nullsoft In	nstall System v2,33 < <u>B</u> ack <u>N</u> ext >			

Figure 12: Site Info



SITE INFO

- DB Username → The username assigned during CUAE installation. This can be the "root" user or a special user created on the CUAE MySQL database for Beacon Office. If the user is not root, care must be taken to make sure the user has rights to create databases n the CUAE MySQL Server instance. MySQL configuration is beyond the scope of this document.
- **DB Password** → DB Username password. This is the password of the "root" CUAE user and was selected during the CUAE installation process.
- Beacon Web Admin: Administrator Password → Beacon Office "Administrator" password. The Administrator account is used to configure users for Beacon Office.
- Beacon Web Admin: IP or Hostname → The IP address or host name of the CUAE server.
- Beacon Web Admin: Web Admin Port → A non-conflicting port on the CUAE server that will be used to serve Beacon Office web pages.
- Next → Click Next to continue

INSTALLATION FOLDER

🔒 Beacon Office Lite Setup: Installation Folde	:r	
Setup will install Beacon Office Lite in the fo different folder, click Browse and select and the installation.	llowing folder. To i ther folder. Click I	nstall in a install to start
Destination Folder		
C:\Program Files\Radianta\Beacon Office	Bro	owse
Space required: 28.7MB Space available: 2.6GB		
Cancel Nullsoft Install System v2.33	< <u>B</u> ack	Install

Figure 13: Beacon Office Installation folder

Choose an appropriate location to install Beacon Office files

Click "Install" to proceed

INSTALLATION COMPLETED



🔀 Beacon Office Lite Setup: Completed	
Completed	
Show details	
Cancel Nullsoft Install System v2.33 < Back	<u>N</u> ext >

Figure 14: Installation Completed

The appearance of this dialog window indicates that the Beacon Office installation has been completed. Click "Next" to continue.

README/DOCUMENTATION	
🔐 Beacon Office Lite Setup	<u>-0×</u>
Installation of Beacon Office Lite has completed successfu Click the link below to access the latest documentation for this so	lly! oftware,
Documentation	
Cancel Nullsoft Install System v2.33 < Back	

Figure 15: Document

Click on the "Documentation" link to see the installed documentation. Click "Close" to complete the installation.

APP SERVER RE-START

RADIAN NTA	
😰 Beacon Office Lite Setup	×
The CUAE Application Server must be restarted. Would you like to rest.	art it now?
<u>Y</u> es <u>N</u> o	

Figure 16: Restart CUAE Application server

Click "Yes" to restart the CUAE Application server. Note that it is the CUAE Application Server **service** that will be restarted. The physical server will not restart. Failure to restart will cause the subsequent Beacon Office Configuration to fail.

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You are now ready to configure Beacon Office on the CUAE.

BEACON OFFICE POST INSTALLATION CONFIGURATION

Beacon Office, after installation, must be configured for use. Beacon Office is configured using the CUAE Management Console.

STEP 1: LOGIN TO CUAE MANAGEMENT CONSOLE

Open Internet Explorer 6.0 or higher and enter <u>http://<cuae-ip-address>/mceadmin</u> in the URL bar. This link will take you to the CUAE administrative menu (see Figure 7)

STEP 2: ENABLE BEACON OFFICE APPLICATIONS

- First navigate to "Main Control Panel → Applications".
- Click on each individual Beacon Office application and select "Enable Application" and then "Done".

STEP 3: OPEN BEACON OFFICE GLOBAL SETTINGS PAGE

Navigate to the Beacon Office Global Settings page: "*Main Control Panel* → *Providers* → *Beacon Office Global Settings*"

STEP 4: UPDATE CONFIGURATION SETTINGS

The Beacon Global Settings page with setting explanations is shown below:

R A	DIAN NTION DELIVER	2154 Michelson Drive, Suite A Irvine, CA 92612 Phone (866) 467-9695 Fax (714) 429-0036 www.radianta.com		
🔏 Cisco Unified Application E	nvironment :: Beacon Office G	ilobal Settings - Windows Internet Explorer 📃 🔲 🔀		
C C + I + ttp://192.168.4	+3.32/mceadmin/edit_provider.php?id=	135&type=3 🔽 🎸 🗶 Google		
😭 🍄 🌈 Cisco Unified Applicat	tion Environment :: Beacon Offic	🚹 🔹 🔝 🝸 🖶 Page 🔹 🎯 Tools 🗸 🎽		
The application server service is	running.	Logout 🔊		
Beacon Office (Global Settings			
Main Control Panel > Providers	> Beacon Office Global Settings			
Apply Disable Pro	Done			
Log Level	Info 💌	Filters all debug output below the specified level		
Base Call Manager Version	6	Base Call Manager Version		
Call Manager IP	192.168.43.31	The IP address of the Call Manager Publisher		
Administrator Username	Administrator	The Administrator Username		
Administrator Password	Change Password	The Administrator Password		
Push Username	radAppUser	A username with permission to control all IP phones		
Push Password	Change Password	The password for the push user		
Host	192.168.43.32:8000	The web host for Beacon Office applications (CUAEIPADDRESS:8000)		
Database Location	127.0.0.1	ADVANCED - Loopback address should always be used unless instructed differently by Beacon Office technical support. See the configuration guide for details		
Database Name	radianta	ADVANCED - Do not change unless instructed to do so by Beacon Office technical support		
Database Username	root	Database Username		
Database Password	Change Password	Database Password		
Sync Timer	3600	The number of seconds in between sync processes		
SMTP Host		The hostname or IP Address of the SMTP server Optional		
SMTP Username		Optional		
SMTP Password	Change Password	Optional		
SMTP Port		Optional		
Email From Address		The from address for all emails sent from Beacon Office. Must be a valid address. <i>Optional</i>		
Apply Disable Pro	Apply Disable Provider Done			
		😜 Internet 🔍 100% 👻		

Figure 17: Beacon Office Global Settings

Settings (bold items required)

- Base Call Manager Version → Set to "5" or "6" depending on the version of the configured CUCM
- Call Manager IP → IP address of the Call Manager (CUCM) publisher
- Administrator Username → The CUCM Administrator username. By default, CUCM 5.x uses "CCMAdministrator", while CUCM 6.x uses "Administrator"



- Administrator Password → The CUCM Administrator password
- **Push Username** → The username of the CUCM application user created for Beacon Office.
- **Push Password** → The password for the CUCM application user.
- Host → The web host for Beacon Office applications. Use <cuae-ip-address>:8000 as the format (no "<u>http://</u>").
- Database Name → Leave the default
- Database Username → User configured during installation of Beacon Office. This is the CUAE MySQL Server instance user.
- Database Password → Password of the Database user above
- Sync Timer The number of seconds between sync processes
- SMTP Host The host name or IP address of the SMTP mail server. All SMTP settings must be configured for CUAE applications to send mail
- SMTP Username → SMTP user used to send email from CUAE
- SMTP Password → SMTP user password
- SMTP Port → Self explanatory
- Email From Address → The "from address" for all emails sent from Beacon Office. Must be a valid email address

Click "Apply" to save these settings.

Once all the bold items are configured, click "Invoke Extension" button for "StartSync" located at the bottom of the Global Settings configuration page. It is the first of the two "Invoke Extension" buttons.

CONFIGURATION FOR SPECIFIC BEACON OFFICE APPLICATIONS

Each application in the Beacon Office suite will need some level of configuration to tailor it to your environment. Some applications require specific CUCM or CUAE configuration while others may require that both be configured.

RADIANTA CALLBACK

- ADD PHONE SERVICE (CALLBACK LIST)
 - 1. Service Name: Callback List
 - 2. ASCII Service Name: Callback List
 - 3. Service URL: <u>http://<cuae-ip-address>:8000/callbacklist</u>



STEP 3: ENTER SERVICE PARAMETERS					
6 IP Phone Services Configuration - Windows Internet Explorer					
Google					
😭 🏟 🍘 IP Phone Services Configuration		▶ ▼ 🗟 ▼ 🖶 ▼ 🔂 Page ▼ 🍥 Tools ▼ 🍣			
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System - Call Routing - Media Resources - Voice Mail -	Device Application User Management	ent			
IP Phone Services Configuration	CTI Route Point	Device Defaults Go			
Save	Gateway	Default Device Profile			
- Status	Phone	Device Profile			
i Status: Ready	Trunk Remote Destination	Phone Button Template			
	Device Settings				
Service Information	ASCII Service Name*	SID Profile			
Callback List	Callback List	Common Device Configuration			
Service Description Service Description	Service URL*				
Beacon Office Callback	Common Phone Profile				
- Save		Remote Destination Profile			
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1 *- indicates required item.					
https://192.168.43.31/ccmadmin/phoneServicesFindList.do		🚷 Internet 🔍 100% 🔻 🛒			

Figure 18: Configuring a service

• ADD PHONE SERVICE (REQUEST CALLBACK)

This process is the same as above (see Figure 18)

- 1. Service Name: Request Callback
- 2. ASCII Service Name: Request Callback
- 3. Service URL: <u>http://<cuae-ip-address>:8000/requestcallback</u>

• ADD PHONE SERVICE TO PHONES

Add the above phone services to phones that will be using Callback. Note that only licensed users can actually use the service. User licensing and permissions will be covered in the administrative portion of this document.

RADIANTA CALL RECORDING



In order for Beacon Office to record a phone call, the call must "pass through" CUAE. To send the calls to CUAE, a route pattern that points to the <u>CUAE H.323 gateway</u> must be created in CUCM. You must then create a second pattern that CUAE can use to route calls to their final destinations. The second route pattern should match the first except that a distinguishing digit should be added to the beginning of that pattern. The Call Recording application will examine the incoming number (dialed number), add the distinguishing digit, place the outbound call, and make the call available for recording. An example follows:

ROUTE PATTERN EXAMPLE

ROUTE PATTERN 1

- Route Pattern : 9.1XXXXXXXXX(All outbound calls where a 9 (outside prefix) is used to dial
- Gateway: CUAE Gateway (created above)
- Discard Digits: <None>

STEP 1: CISCO UNIFIED CM ADMINISTRATION \rightarrow CALL ROUTING \rightarrow ROUTE/HUNT \rightarrow ROUTE PATTERN

R	A DIANT INNOVATION DELIVER	E D	2154 Michelson Drive, Suite A Irvine, CA 92612 Phone (866) 467-9695 Fax (714) 429-0036 www.radianta.com
Cisco Unit	fied Communications Manager	Con	nsole - Windows Internet Explorer
	https://192.168.43.31/ccmadmin,	/shov	wHome.do Y Certificate Error + X Google
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	Intercom	•	
	Client Matter Codes		Line Group
	Forced Authorization Codes		Hunt List
Copyright (Translation Pattern		Hunt Pilot
All rights re	Call Park		
This produc and use. De	Directed Call Park		subject to United States and local country laws governing import, export, trans does not imply third-party authority to import, export, distribute or use encrypti
Importers,	Call Pickup Group		sponsible for compliance with U.S. and local country laws. By using this product
immediatel	Directory Number		
A summary	Meet-Me Number/Pattern		phic products may be found at:
If you requ	Dial Plan Installer		by sending email to export@cisco.com.
	Route Plan Report		
	Transformation Pattern		
	Mobility Configuration		

Figure 19: Add a Route Pattern

STEP 2: CONFIGURE ROUTE PATTERN PARAMETERS

F A D	NNOVATION DELIVERED	2154 Michelson Drive, Suite A Irvine, CA 92612 Phone (866) 467-9695 Fax (714) 429-0036 www.radianta.com
🥖 Route Pattern Cor	nfiguration - Windows Internet Explorer	
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Route Pattern Conf	iguration	Related Links: Back To Find/List 💌 🛛
- Status		
 Pattern Definition Route Pattern* 	9.1XXXXXXXXX	
Route Partition	< None >	~
Description		
Numbering Plan	Not Selected	
Route Filter	< None >	
MLPP Precedence*	Default	
Gateway/Route List*	192.168.43.32	(<u>Edit</u>)
Route Option	Route this pattern	
Call Classification*	O Block this pattern No Error	
Allow Device Ove	rride 🗹 Provide Outside Dial Tone 🗌 Allo	w Overlap Sending Urgent Priority
Require Forced A	uthorization Code	-
Authorization Level *	0	
Require Client Ma	tter Code	
<		
		A Internet

Figure 20: Configure Route Pattern parameters

ROUTE PATTERN 2:

This pattern uses 0 (our example distinguishing digit) to route all outbound calls originating from the CUAE to the outbound voice gateway

- Route Pattern: 09.1XXXXXXXXXX
- Gateway: Outbound voice gateway (configured outside the scope of this document)
- Discard Digits: PreDot

PHONE SERVICES



Phone services need to be added to all phones what will be using Call Recording. This process is the same as show in Figure 18. Change the Service URL accordingly.

- Service Name: Call Record
- ASCII Service Name: Record Call
- Service URL:

http://<cuaeipddress>:8000/CallRecording/service?deviceName=#DEVICENAME#

CUAE CALL RECORDING CONFIGURATION

Navigate to "Applications → BeaconOfficeCallRecording" and set the "Outbound dialing prefix" equal to the distinguishing route point digit configured above. Click "Apply" when done.

2154 Michelson Dr Irvine Phone (866 Fax (714 www.rat	ive, Suite A e, CA 92612 i) 467-9695 i) 429-0036 dianta.com
🔗 Cisco Unified Application Environment :: BeaconOfficeCallRecording - Windows In	. 🗆 🛛
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CISCO Unified Application Environment Management Console	
The application server service is running .	.ogout
BeaconOfficeCallRecording	
Main Control Panel > Applications > BeaconOfficeCallRecording	
Apply Disable Application Done	
Outbound dialing 0 The prefix to include before the number is dialed.	пе
Apply Disable Application Done Scripts	
Name Event Type	
BeaconOffice_CallRecording_PhoneService Metreos.Providers.Http.GotReques	t
BeaconOffice_CallRecording_CallStarted Metreos.CallControl.IncomingCall	
Partitions	
Name Description Actions	~
See Internet	0% •;



RADIANTA EXTENSION MOBILITY

This application extends the capability of extension mobility by allowing users to log into the service via the Radianta Director User Interface. Before the Extension Mobility service can be used, the target phone needs to have Extension Mobility enabled and the user must have an applicable device profile.



BEACON OFFICE PAGING

PHONE SERVICES

- Service Name: Paging
- ASCII Service Name: Paging
- Service URL: http://<cuae-ip-address>:8000/paging/groups

Add the phone service to all phones that will be initiating live pages.

CUSTOM AUTHENTICATION

Custom authentication is advanced and only applies if you will be simultaneously paging to a large number of phones. This section may be skipped at this time and revisited if you notice a delay when paging.

Paging to a large number of phones can take a long time because each phone has to authenticate with CUCM. To get around this problem, an alternate authentication web page may be setup to immediately return a successful authentication result when a paging request is received. There are two alternate authentication pages, authenticate.asp and authenticate.php in the Beacon Office installation directory under "WebFiles/auth/". Authenticate.asp can be hosted on IIS and authenticate.php can be hosted on any web server that supports PHP. The phones that use the alternate authentication page will need network access to the web server that hosts the authentication URL.

An alternate authentication URL is provided by Beacon Office at http://<cuae-ipaddress>/beaconoffice/auth/authenticate.php. Either authenticate.php or authenticate.asp may also be deployed to a separate server to more efficiently distribute load and maintain a consistent user experience in larger deployments.

Updating the Authentication URL in CUCM

The authentication URL may be changed system wide, or on a phone by phone basis.

- System Wide To change the authentication page for all phones at the same time, login to the ccmadmin web interface, navigate to System-->Enterprise Parameters, and change the URL Authentication field to the full web path of authenticate.asp, e.g. http://<web server ip>/authenticate.asp.
- Individual Phone To change the value for an individual phone, login to the ccmadmin web interface, navigate to Device-->Phone then search for the phone you want to update. Once the phone has been selected, scroll down to the Authenticate Server field and enter the full web path of authenticate.asp, e.g. http://<web server ip>/authenticate.asp.



• Note: IP Phones must be reset before the new authentication URL will take effect.

Configuring Custom Authentication on a Separate Server

Authenticate.asp configuration instructions:

- Copy authenticate.asp to an IIS hosting directory.
- Try navigating to authenticate.asp in a web browser. You should get a response that says "UN-AUTHORIZED".
- Open authenticate.asp with a text editor and you will see comments instructing you to make two changes, indicated by //#1 and //#2:
 - //#1 Replace the <CALLMANAGER_USERNAME> token in the "if statement" two lines below the comment. The replacement value should be the CUCM user that was setup for Beacon Office. You can find this user in the Push Username field in the Beacon Office Global Settings provider in CUAE.
 - //#2 Replace the <AUTH_PAGE> token with the CUCM authentication page we will be replacing. This is necessary because we still need to forward authentication requests on to CUCM if the authentication request was not initiated by the Beacon Office Paging System.

The steps for configuring authenticate.php are exactly the same except that the php file should be used in place of the asp file and it should be hosted on a web server that supports PHP such as Apache. Once authenticate.php has been placed in the correct directory, you should be able to navigate to it in your browser. The response should be "UN-AUTHORIZED".

RADIANTA PHONE LOCK

Phone lock uses Calling Search Spaces (CSS) to control the numbers that a phone can dial when locked. As such, a special CSS must be created in CUCM that gives the desired calling permissions to locked phones. A recommended configuration for the Phone Lock CSS would be to disallow all outbound calls except for emergency numbers. There may be other exceptions for business or legal reasons, so the configuration of the CSS used for phone lock will vary. Furthermore, the details of configuring CSS are outside the scope of this document. After the CSS has been configured, a service may be added to phones that will use phone lock. IP phones may also be locked from the Beacon Director.

CALLING SEARCH SPACE

• All phones must have an active Calling Search Space.



• A CSS that implements the properties of phone lock must be defined

PHONE SERVICES

- Service Name: Phone Lock
- ASCII Service Name: Phone Lock
- Service URL: <u>http://<cuae-ip-address>:8000/PhoneLock/Lock?deviceName=#DEVICENAME#</u>

Add the phone service to all phones that will be using Phone Lock.

CUAE PHONE LOCK CONFIGURATION

From the CUAE Main Control Panel, select **Applications → BeaconOfficePhoneLock**. Insert the name of the Beacon Office Phone Lock Calling search space. The default name of the search space is "**PhoneLock**". Please note that this calling search space must already exist and is not created by the installation of Beacon Office.

RADIANT NET A	2154 Michelson Drive, Suite Irvine, CA 926 Phone (866) 467-96 Fax (714) 429-00 www.radianta.co	A 12 95 36 0m
Cisco Unified Application Environment :: BeaconOffic	ePhoneLock - Windows Intern 🖃 🗖	X
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	RAD2003CUAE	^
CISCO Unified Application Management Conso The application server service is running. BeaconOfficePhoneLock	Environment)le _{Logout}	
Main Control Panel > Applications > BeaconOfficePhoneLock		=
ApplyDisable ApplicationDonePhone Lock Calling Search Space NamePhoneLock	The name of the calling search space all locked phones should be set to	
Apply Disable Application Done Scripts		
Name	Event Type	
BeaconOffice_PhoneLock_IdleRequest	Metreos.Providers.Http.GotRequest	
BeaconOffice_PhoneLock_LockOptionMenu	Metreos.Providers.Http.GotRequest	
BeaconOffice_PhoneLock_LockedServicesRequest	Metreos.Providers.Http.GotRequest	
BeaconOffice_PhoneLock_UnlockConfirm	Metreos.Providers.Http.GotRequest	~
Done	🍚 Internet 🔍 100% 🔻	

Figure 22: Setting Phone Lock Calling Search Space

RADIANTA BEACON OFFICE TIME CARD

This application only requires the addition of a phone service URL to the phones that will be used for time card entries. The phone service entry parameters are listed below.

PHONE SERVICES



- Service Name: Time Card
- ASCII Service Name: Time Card
- Service URL: <u>http://<cuae-ip-address>:8000/timeClock</u>

RADIANTA BEACON OFFICE PERSONAL QUEUE

To enable the operation of the Beacon Office Personal Queue application, a CTI route point must be created on CUCM. This CTI Route Point's directory number is then used in configuring the CUAE portion of the application. Operationally, calls in personal queues are "parked" at the route point. The route point then assists in managing the calls to and from the user's phone.



CREATE A CTI ROUTE POINT

The screenshots below show how to create a CTI route point in CUCM for use with Beacon Office Personal Queue. Note that the Calling Search Space MUST be set to <None>. Once the route point has been created, add a line using an unused directory number.

This route point MUST be associated with the Beacon Office CUCM application user.

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Common Device Configuration	< None >		✓ Vi	iew Details	
Calling Search Space	< None >		~		
Location*	Hub_None		v		
User Locale	< None >		✓		
Media Resource Group List	< None >		~		
Network Hold MOH Audio Source	< None >		~		
User Hold MOH Audio Source	< None >		~		
Association Information	eset Add New				
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Figure 23: Creating a CTI Route Point



CUAE PERSONAL QUEUE CONFIGURATION

ASSOCIATE THE CTI ROUTE POINT WITH CUAE

Navigate to the existing "Unified Communications Manager" Telephony Server (see figure 8), and click "Create CTI Route Point" (bottom option).



Figure 24: Associate the CTI Route Point with CUAE

Enter the CTI Route Point information

Name 🗲 Any valid string value



- **Device Name** → The name of the route point as given in CUCM
- Primary CTI Manager → The CTI manager that will control this route point
- Username → The Beacon Office application user
- **Password** → The Beacon Office application user password
- Add To Group → Set to "Default CTI"

CONFIGURE APPLICATION SETTINGS

In the application page for Personal Queue (*Main Control Panel* \Rightarrow *Applications* \Rightarrow *BeaconOfficePersonalQueue*), edit the default partition and edit the trigger parameters for the script named "To" with the value of the line number of the route point you created.

RADIAN NTA	2154 Michelson Drive, Suite A Irvine, CA 92612 Phone (866) 467-9695 Fax (714) 429-0036 www.radianta.com
Cisco Unified Application Environment :: BeaconOfficePersonalQueue - Windows Inte	ernet Explorer 📃 🗖 🔯
COC) - E http://192.168.43.32/mceadmin/edit_app.php?id=137&type=2	Google P -
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CISCO Unified Application Environment Man	RAD2003CUAE 🖄 agement Console
The application server service is running .	Logout
BeaconOfficePersonalQueue	
Main Control Panel > Applications > BeaconOfficePersonalQueue	
Apply Disable Application Done There are no configuration items	
Apply Disable Application Done	
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ReaconOffice_PersonalOueue_OueueCall_Metreos.CallControl.IncomingCall	
BeaconOffice_PersonalQueue_Reminder Radianta.Cuae.Providers.PersonalQueu	ueProvider.ReminderCommand
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To update this application to a new version, disable the application first.	
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Copyright © Cisco Systems, Inc. All rights reserved.	~
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Figure 25: Beacon Office Personal Queue Configuration

• R	A DIAN N INNOVATION DE	T A	2154	4 Michelson Drive, Suite A Irvine, CA 92612 Phone (866) 467-9695 Fax (714) 429-0036 www.radianta.com
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Main Control Panel > Applic	ations > BeaconOfficePersonalQ	ueue > Partition: Default		
Automatically generate Configuration Reserve Media Earl	ed partition ▼ ○ Yes ⊙ No	Reserve media ports ea	ly to reduce setup time	
Locale		The default locale for th	nis partition	
Preferred Codec	G.711u_20ms 💌	Preferred media resourc	e codec	
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Figure 26: Edit BeaconOffice_PersonalQueue_QueueCall Trigger Parameter

RADIAN NTA INNOVATION DELIVERED	2154 Michelson Drive, Suite A Irvine, CA 92612 Phone (866) 467-9695 Fax (714) 429-0036 www.radianta.com
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Main Control Panel > Applications > BeaconOfficePersonalQueue > Partition: BeaconOffice_PersonalQueue_QueueCall	Default > Script:
Trigger Parameters Event Type: Metreos.CallControl.IncomingCall	
Parameter Name Values	
Add Trigger Parameter	
Parameter Name To	
Initial Value 6789	
Add Parameter	
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Copyright © Cisco Systems, Inc. All rights reserved.	~
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Figure 27: Set Trigger Parameter

From the Application page for Beacon Office Utilities (*Main Control Panel* \rightarrow *Applications* \rightarrow *BeaconOfficeUtilities*), set the "Personal Queue Number" parameter to the line number of the route point.

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BeaconOfficeUtil	ities		
Main Control Panel > Applications >	BeaconOfficeUtilities		
Apply Disable Applic	ation Done		
Personal Queue 67 Number	89 The extension of the personal queue		
Apply Disable Application Done Scripts			
Name	Event Type		
PersonalQueue_AnswerCall	Radianta.Cuae.Providers.PersonalQueueProvider.DoAnswerCall		
Authenticate_User	Metreos.Providers.Http.GotRequest		
Done	😜 Internet 🔍 100% 👻		

Figure 28: Enter the Personal Queue Number



BEACON OFFICE DIALER

Navigate to the BeaconOfficeDialer application (Main Control Panel > Applications > BeaconOfficeUtilities)

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Apply Disable Applica	ation Done	
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Result email subject Rac	dianta CUAE dial out The subject line of the email	l i
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Scripts		
Name	Event Type	
SetDialScheduleScript	Metreos.Providers.Http.GotRequest	~
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Figure 29: Configure Beacon Office Dialer

- Application Name → Can be valid string. Defaults to "*Radianta CUAE Dialer*"
- Result Email Subject Field → May be any valid string. Defaults to "Radianta CUAE Dial Out Call Results".