



## **Beacon Office™**

### **Administrator Manual**

V2.4.3

## **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. And, there are a host of other important features in our full Beacon Office version. To learn more about Beacon Office, just visit our website at [www.radianta.com](http://www.radianta.com). However you decide to use Beacon Office, or our more powerful Beacon Office, it is certain that their features will help your business streamline its communications.

## What is Beacon Office

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

## How to Use This Guide

This guide will show System Administrators how to license and configure end users of the Beacon Office application. Administrators who wish to understand how to install and configure Beacon Office should consult the guide, *Installing and Configuring Beacon Office – CUAE Bundle*. End users wishing to understand how to use features within Beacon Office should consult the *Beacon Office User Manual*. Now, to get started, read the section regarding Beacon Office Overview.

## Beacon Office Overview

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

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

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

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

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

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

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

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

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

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

**Emergency Alert.** When a particular dialing pattern is detected, for example a 911 emergency call, Beacon Office Emergency Alert automatically sends messages to designated IP phones and email addresses. Message information includes caller number, name, called number and IP phone location information.

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

## Beacon Office Director

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. Beacon Office Director is also the primary interface for system administrators. From here, administrators can perform several key tasks such as assigning end user licenses and features.

## Signing Into Beacon Office Director

As mentioned, Beacon Office Director is a web-based utility. The URL is of the following form: <http://<server>/beaconoffice/> where <server> is the IP address or hostname of your CUAE application server.

If you specified a custom port address for Beacon Office during installation or otherwise have a non-standard installation, the alternate address is of the form <http://<server>:<port>/> where <server> is the IP address or hostname of your CUAE application server and <port> is the administration port specified during installation. By default, the value is 8082. It is strongly recommended that you use the default value and address Director as described in the preceding paragraph.

Once connected, you should see a login screen as shown in Figure 1.



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

Enter the administrator Username and Password which were set during installation. Do not check the **Login to Extension Mobility** box – this feature is discussed in the *Beacon Office User Manual* document. Once you have entered your log-in credentials click on the **Login** button.

## Beacon Office Director Main Page

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

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

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

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

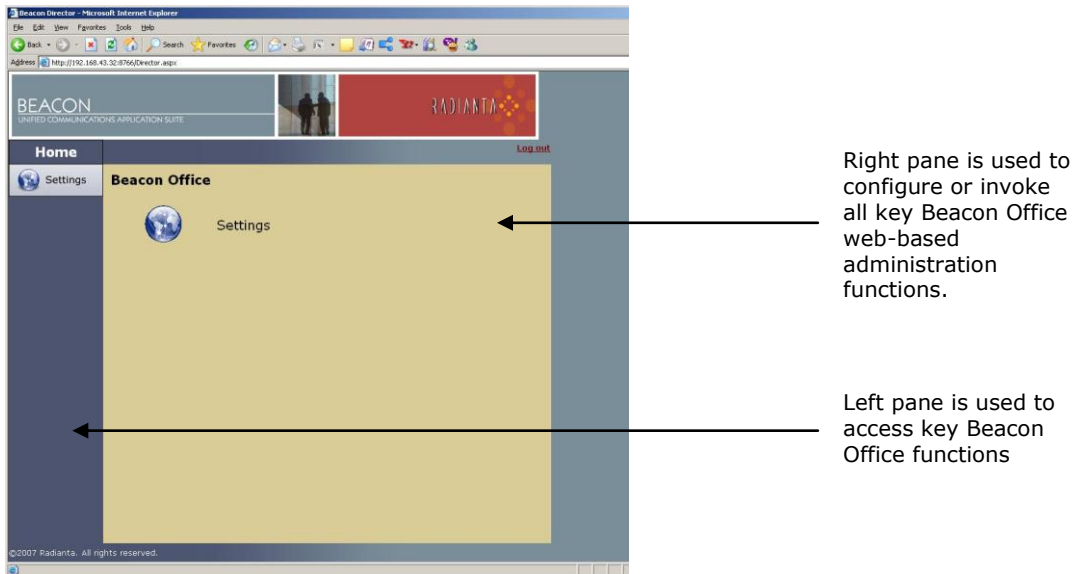


Figure 2: Beacon Office Director Main Page

## Beacon Office Administration Settings

The rest of this document focuses on all of the administrative settings of Beacon Office. All settings are accessed in the same manner by clicking on the **Settings** tab on the Beacon Office Director main page in either the left or right panes. Figure 3 illustrates the available settings. Two key administrative functions are available. **Systems Configuration** contains critical settings needed for Beacon Office to function properly. **User Configuration** allows administrators to establish user permissions and roles. Each are discussed next.

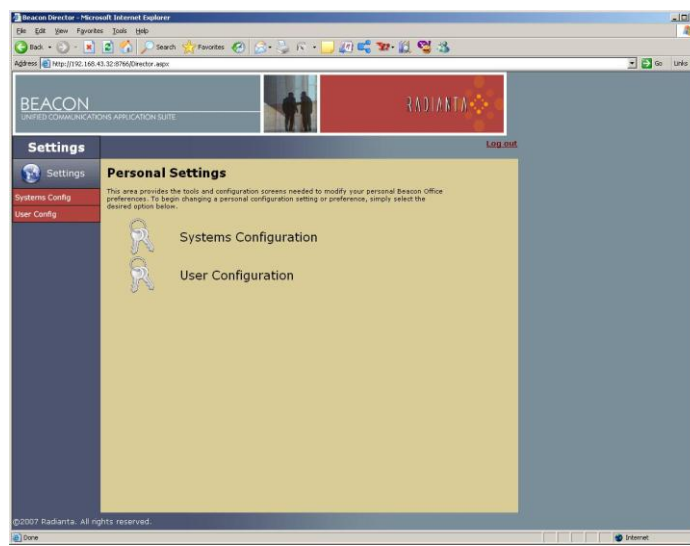


Figure 3: Beacon Office Settings Page

## Beacon Office Systems Configuration

This section outlines the operation of all Beacon Office systems configuration parameters. To access the systems configuration page, simply click on the **Systems Config** button on the left pane of Beacon Office Director, or click on the **Systems Configuration** button in the right pane. The resulting screen is illustrated in Figure 4. From this screen we can modify several parameters.

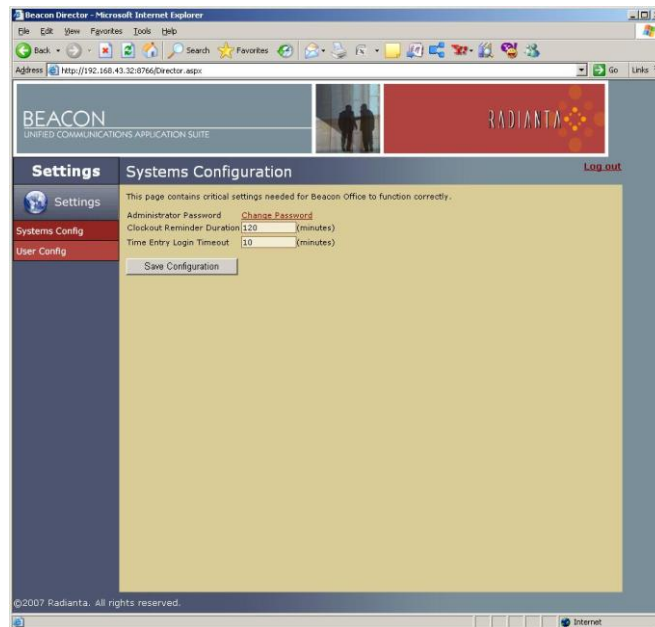


Figure 4: Systems Configuration Main Screen

### Clockout Reminder Duration

One application within Beacon Office is TimeCard, a basic time and attendance application that can be accessed from Cisco IP phones. In many cases, not only do companies wish to track employee time on the job site, they also want to be notified if employees are exceeding a standard shift duration. For example, corporate management would like to be notified if an employee clocks out for a shift that exceeds eight hours. **Clockout Reminder Duration** allows system administrators to set this notification threshold. If an employee clocks in and then tries to clock out at a time that exceeds this duration, the employee will be prompted to confirm the time or enter the proper clock out time and management will be notified in the TimeCard reports that a Clockout reminder was triggered for this event.

To modify the Clockout Reminder Duration parameter, simply enter the appropriate duration, in minutes, in the window to the right of **Clockout Reminder Duration**.

### Time Entry Login Timeout

As part of Beacon Office TimeCard, employees utilize Cisco IP phones to enter clock in and clock out times. This activity requires that an employee log into the application, as described in detail within the *Beacon Office User Manual* document. This login activity presents a specialized screen on the Cisco IP phone. For security purposes, the **Time Entry Login Timeout** parameter allows administrators to automatically timeout that screen after a specific period of time, requiring employees to again login for authentication.

To modify the Time Entry Login Timeout parameter, simply enter the appropriate duration, in minutes, in the window to the right of **Time Entry Login Timeout**.



## Administrator Password

Another key parameter managed from this screen is the administrator password. To modify the password, first click on the **Change Password** link next to Administrator Password. You will be prompted with the password modification screen as shown in Figure 5.

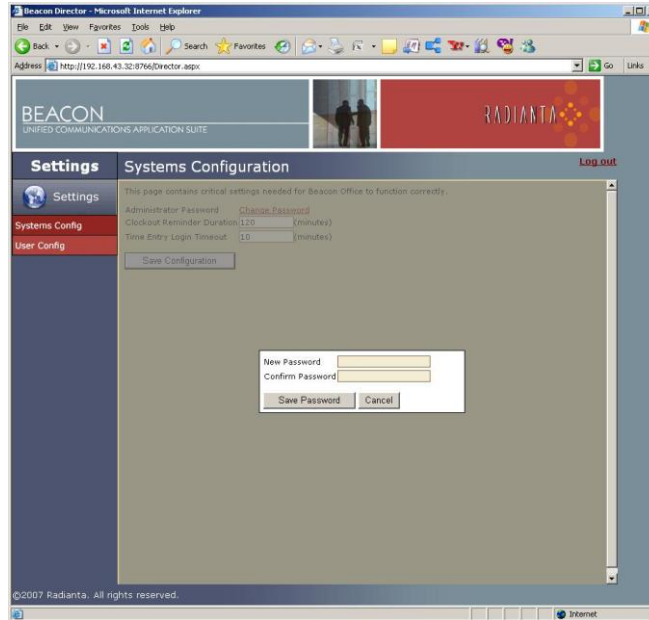


Figure 5: Administrator Password Modification Screen

To modify the password, simply enter the new password and confirm it in the appropriate boxes, and then click the **Save Password** button. Should you wish to cancel the operation at any time, simply click **Cancel**.

## Beacon Office User Configuration

This section outlines the operation of all Beacon Office user configuration parameters. To access the user configuration page, simply click on the **User Config** button on the left pane of Beacon Office Director, or click on **User Configuration** on the right pane. The resulting screen is illustrated in Figure 6.

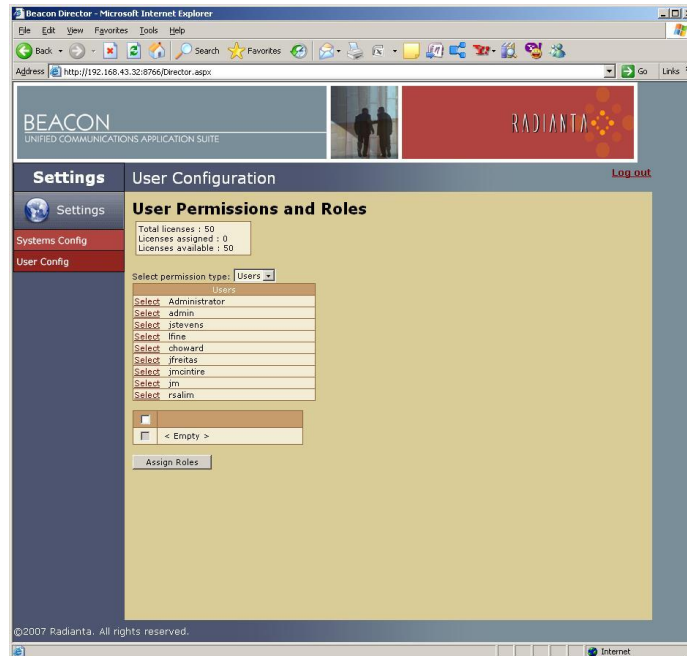


Figure 6: User Configuration Main Screen

From this screen you can create and assign roles such as Administrator or User, and you can assign licenses and access to specific Beacon Office features. To simplify user configuration, Beacon Office automatically creates a list of available users from the Cisco Unified Communications Manager database. The following sections outline steps to configure user capabilities.

### Establishing And Assigning Roles

Beacon Office allows administrators to create roles that simplify feature assignment. To create roles, first select **Roles** from the drop down menu next to **Select permission type**. This action brings up a screen illustrated in Figure 7.

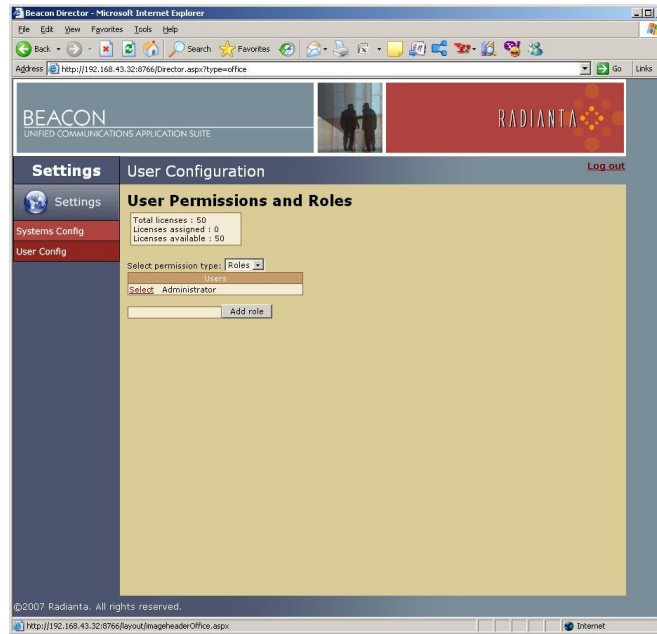


Figure 7: User Roles Main Screen

Next, type in the name of the new role next to **Add role**, and click on the **Add role** button. The new roll will appear in the Roles list. To manage this role, click **Select** next to the role. From here you can select the Beacon Office features that you wish to associate with anyone having the *Users* role (note that the *Users* role is highlighted indicating that it is the role being modified). The result is shown in Figure 8 for a new role called *Users*.

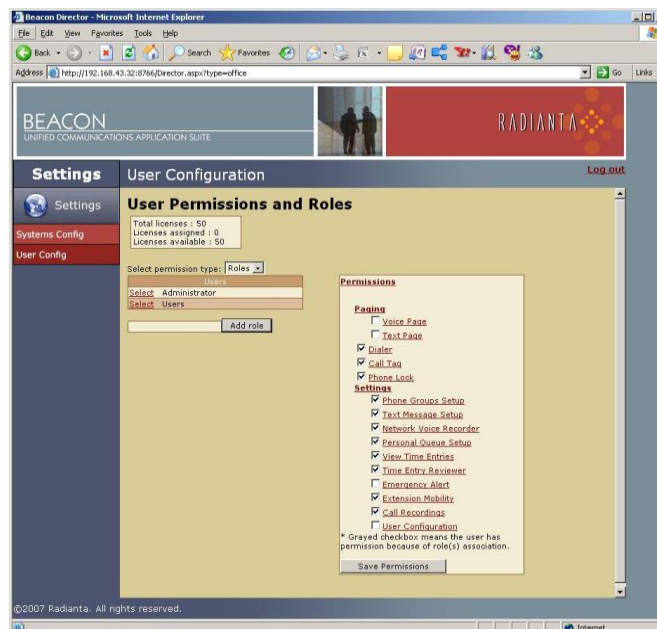


Figure 8: User Role Configuration

Figure 8 shows voice and text paging capabilities within the Permissions window. These paging functions are part of Beacon Office Premium and may not be available on your version without an upgrade. Beacon Office Premium is available by contact Radianta at [www.radianta.com](http://www.radianta.com).

It should also be noted that there are two key permissions that should be reserved for administrators only. They are **Emergency Alert** and **User Configuration**. **Emergency Alert** is an automated emergency notification mechanism that is discussed later in this document. **User Configuration** enables the user configuration menu.

Once the appropriate permissions for this role have been established, click the **Save Permissions** button. This new role will be available when configuring specific users. Additional roles can be created as required using the same steps noted above.

## Establishing User Permissions

Beacon Office allows administrators to assign specific features to specific users as appropriate. To begin this process, select **Users** from the drop down menu next to **Select permission type**. Beacon Office Director will display the list of available users drawn from the Cisco Unified Communications Manager database. To assign particular features to a user click **Select** next to the user's name. This action brings up a screen as shown in Figure 9.

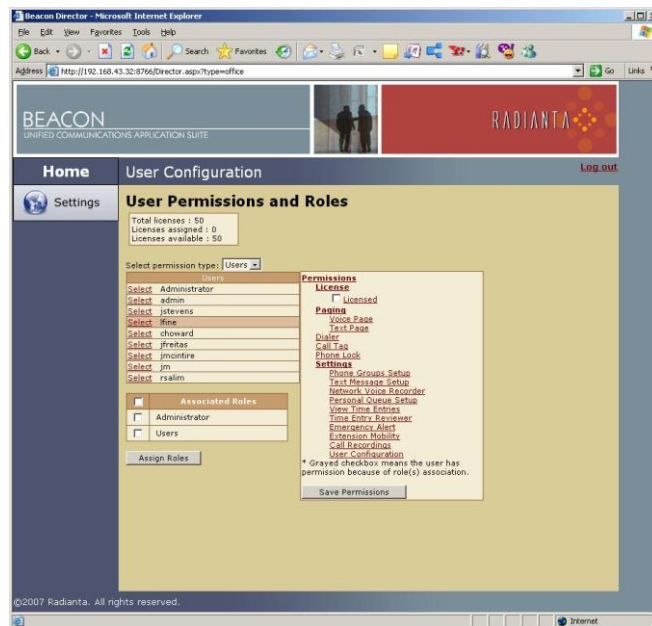


Figure 9: User Permissions

In order to assign feature permissions to a user, that user must first be licensed. The Beacon Office CUAE bundle comes with a default number of licenses. Additional licenses can be purchased from Radianta by visiting [www.radianta.com](http://www.radianta.com). The total number of licenses, including the number assigned and available, is listed at the top of the page. To assign a license to a user, simply click the box next to **Licensed** in the **Permissions** window and then click **Save Permissions**. Licensed users will have an asterisk, "\*", next to their name in the **Users** list. From here you will be presented with check boxes next to each available feature, as shown in Figure 10.

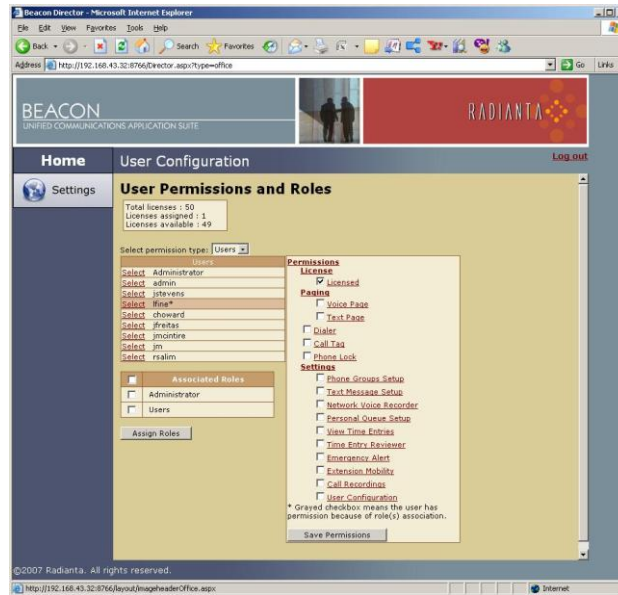


Figure 10: User Permissions Options

There are two options enabling administrators to assign permissions to licensed users. First, you may individually select permissions by clicking on the box next to each of the appropriate features, as illustrated in Figure 11 where the user, Ifine, has access only to Call Tag, Phone Groups Setup and Text Message Setup features.

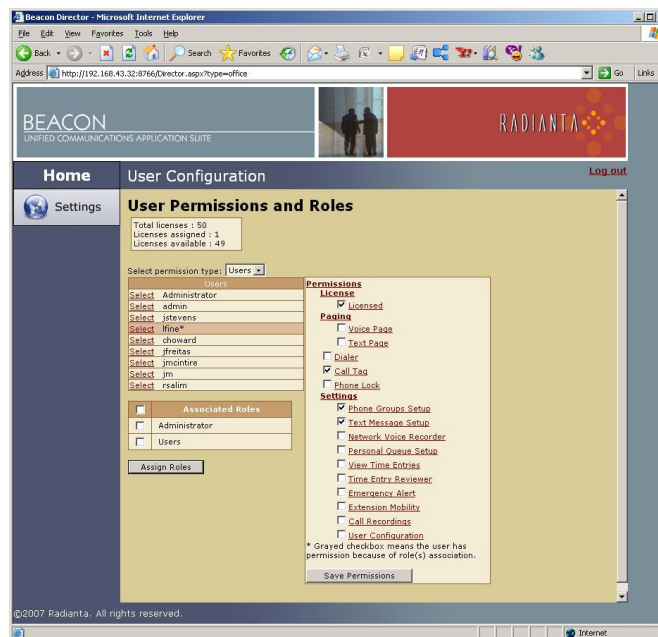


Figure 11: Manual Permissions Assignment

The second option utilizes roles that were configured in earlier sections of this document. To assign features based upon roles, simply license the user as before, click the box next to the appropriate role and click the **Assign Roles** button. This will highlight the features common to the role, in this case *Users*, for this particular user. Permissions configured using roles assignment will be checked and grayed. An example is illustrated in Figure 12.

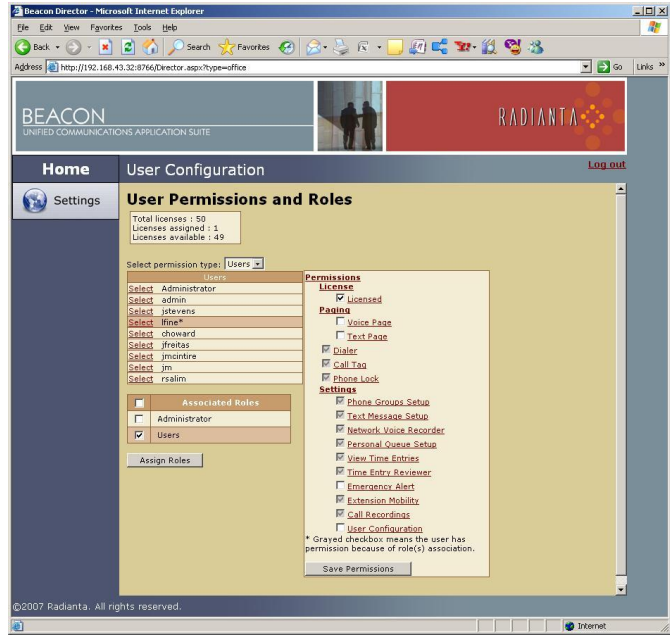


Figure 12: Permissions Assigned By Roles

Note that you can allow permission to features in addition to the features defined in a user's role, but you cannot unselect features if they were added as part of a role. If you want to assign features to users that differ from defined roles, you must configure them manually as described earlier.

At this point, once the role has been assigned and the desired features checked, click the **Save Permissions** button. Note that you can look at the features enabled for any licensed user by clicking the **Select** link next to the user's name.

## Emergency Alert

The last capability in the Beacon Office Director, usually relegated to the administrator, is the configuration of the Emergency Alert feature. As noted at the beginning of this manual, Emergency Alert enables the system to trigger automated messages based upon the keying of a specific digit string by a user. In general, this string would be a 911 call routing messages to Security or first responders, but the system will allow administrators to define messages that are triggered for any specific leading digit string.

In order to configure Emergency Alert a user, such as the administrator, must be licensed and have permissions for the Emergency Alert feature. Follow the guidelines in the last section to ensure that you have the appropriate permissions. After gaining the permission for Emergency Alert, you can click on the **Settings** button and notice that **Emergency Alert** has been added to both panes of the window, as shown in Figure 13.

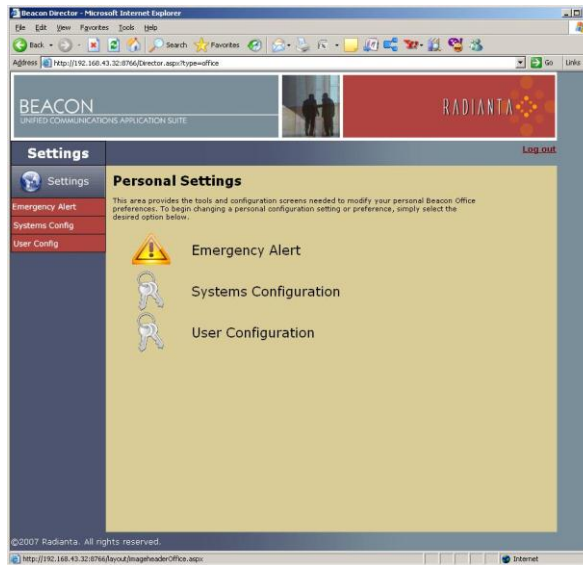


Figure 13: Settings With Emergency Alert

As with other features, to access Emergency Alert simply click on the buttons in either the left or right panes bringing up the main Emergency Alert page shown in Figure 14.

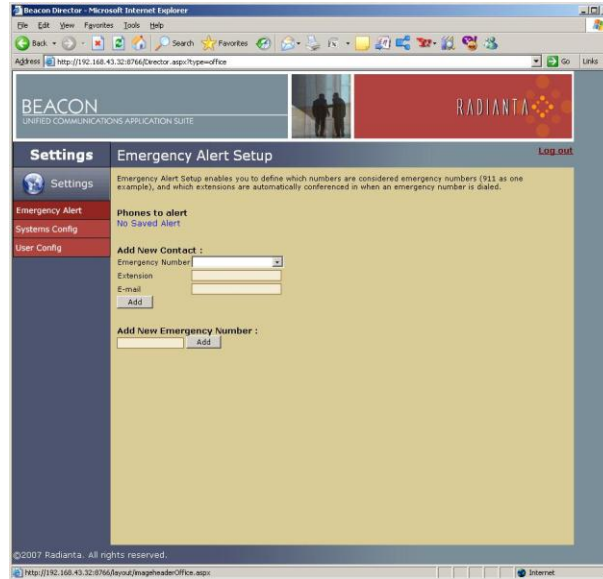


Figure 14: Emergency Alert Main Page

To begin configuring Emergency Alert, type the digit string that will trigger the desired messaging and click **Add**. In our example, shown in Figure 15, we use the strings 911 and 411 which now appears in the **Phones to alert** window.

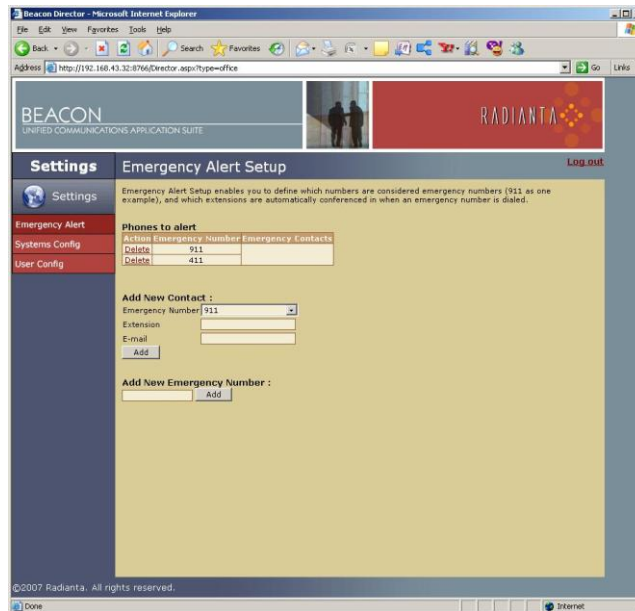


Figure 15: Emergency Alert Dial String

Now you can begin to associate alerts to specific destinations. First, select the appropriate emergency number from the drop down box next to **Emergency Number**. To send an automated message to a Cisco IP phone, type the extension of the phone in the box next to **Extension**. To trigger an automated email, type the email address in the box next to **E-mail**. Once you have selected either an extension, e-mail or both, click the **Add** button directly under **E-mail**. You can add additional destinations by selecting the emergency number and typing additional extensions and e-mail addresses. An example of a configured Emergency Alert feature is shown in Figure 16.



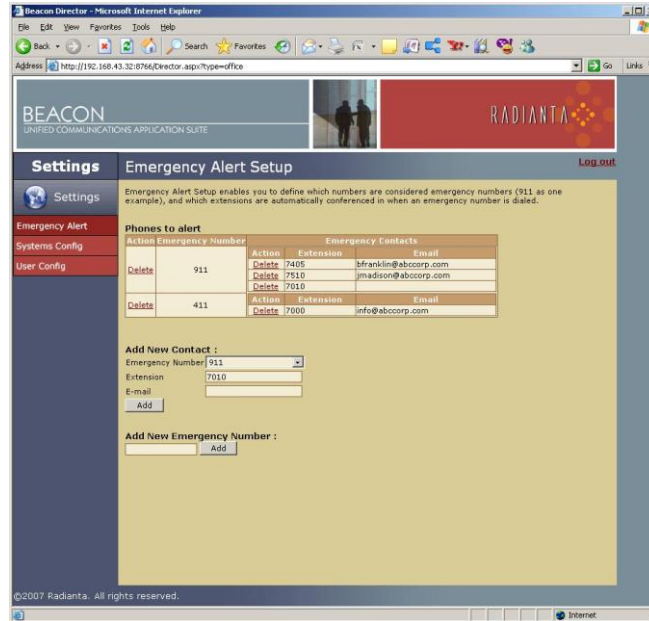


Figure 16: Configured Emergency Alert Feature

Note that, in this example, if 911 is triggered by a user, their call will be directed to 911. In addition, a message will be displayed on the Cisco IP phones with the extensions 7405, 7510 and 7010 as shown in Figure 17.



Figure 17: Emergency Alert Cisco IP Phone Notification

In addition, an automated email will be triggered to the appropriate addresses as shown in Figure 18.

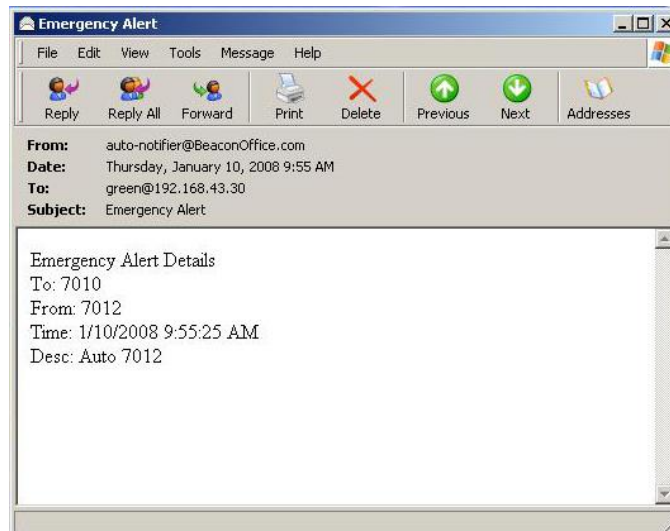


Figure 18: Emergency Alert E-Mail Notification

In both cases, the source and destination information is displayed, allowing appropriate people within your organization to be immediately informed in the case of a specific situation, such as an emergency.

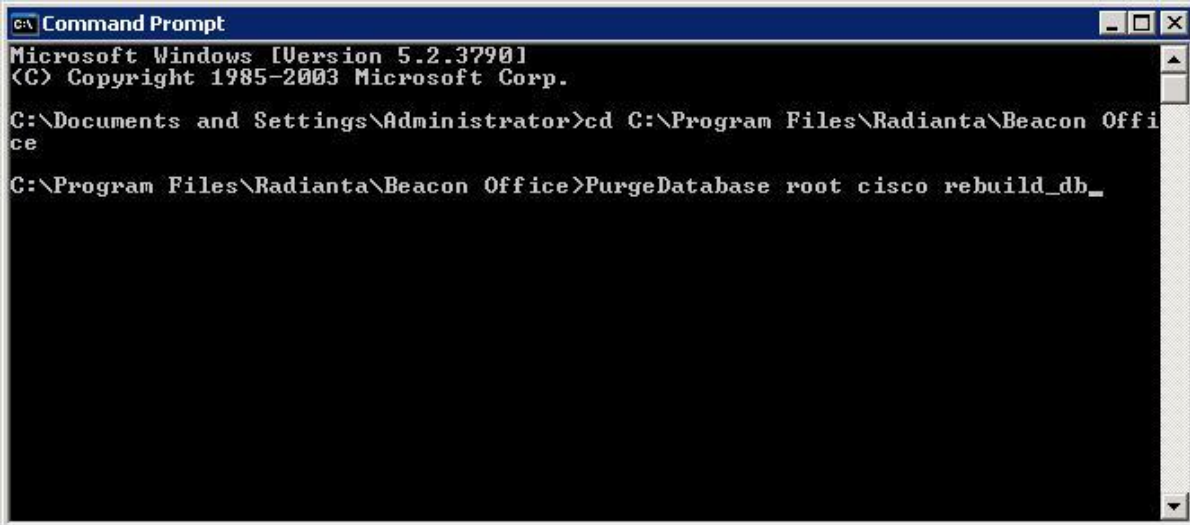
## Appendix A: Beacon Office Database Rebuild

Sometimes it is necessary for an Administrator to rebuild the Beacon Office database. For example, an Administrator might want to point Beacon Office to another CallManager. This section of the Admin guide provides instructions for wiping and reconstructing the database.

To rebuild the database, open a command prompt and navigate to the Beacon Office installation directory. From there you can execute the `purgedatabase` command which performs the actual deleting and recreating of the database. As you can see in Figure 19, there are three parameters that can be passed to `purgedatabase` (each should be separated with a space):

1. MySql username
2. MySql password (this is the same MySql password that was provided in the Beacon Office install)
3. `rebuild_db` (this instructs `purgedatabase` to recreate the database after it's deleted. If this parameter is left out, the database is dropped, but not recreated)

**Note:** Executing the `purgedatabase` command will delete any data that is currently contained in the Beacon Office database. Please use this command with care.



```
C:\ Command Prompt
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\Administrator>cd C:\Program Files\Radiana\Beacon Office
C:\Program Files\Radiana\Beacon Office>PurgeDatabase root cisco rebuild_db_
```

Figure 19

## Appendix B: Beacon Office User Synchronization

Beacon Office gets all its user information from Call Manager. Whenever a new user is added or changed in Call Manager, it will be detected and added to Beacon Office when the next synchronization is performed.

By default, Beacon Office synchronizes with Call Manager once an hour. This value can be configured by changing the "Sync Timer" value in the "Beacon Office Global Settings" provider configuration page.

An on-demand sync may be performed through the "Invoke Extension" button under the "Radianta.Cuae.Providers.GlobalSettings.StartSync" extension in the "Beacon Office Global Settings" provider configuration page.

The synchronizer does not automatically delete Beacon Office users that no longer exist in Call Manager. If there is a need to cleanup "orphaned" Beacon Office users, use the "Invoke Extension" command under "Radianta.Cuae.Providers.GlobalSettings.StartReverseSync" in the "Beacon Office Global Settings" provider configuration page to clean up the user database.

## Summary

This guide is designed to assist system administrators with the licensing and configuration of users within Beacon Office. As noted at the beginning of this guide, administrators who wish to understand how to install and configure Beacon Office should consult the guide, *Installing and Configuring Beacon Office – CUAE Bundle*. End users wishing to understand how to use features within Beacon Office should consult the *Beacon Office User Manual*.

We are always interested in your feedback, including additional features that you would like to see. Feel free to email us at [support@radianta.com](mailto:support@radianta.com).