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# INSTALLING & CONFIGURING RADIANTA BEACON OFFICE, CUAE BUNDLE VERSION

CISCO UNIFIED CALL MANAGER AND APPLICATION ENVIRONMENT CONFIGURATION

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VERSION 1.0

|  |           |
|--|-----------|
| <i>Version 1.0</i> .....   | 1         |
| <b>INTRODUCTION</b> .....  | <b>5</b>  |
| <b>CONFIGURING CISCO UNIFIED CALL MANAGER FOR BEACON OFFICE - GLOBAL</b> ..... | <b>5</b>  |
| CREATE APPLICATION USER.....   | 5         |
| Step 1: Login to the CUCM Administration Website .....                         | 7         |
| Step 2: Create Application User .....  | 8         |
| CREATE SNMP COMMUNITY STRING.....  | 9         |
| Step 1: Select Cisco Unified Serviceability Navigation .....                   | 9         |
| Step 2: Add a Community String .....   | 11        |
| CREATE H.323 GATEWAY.....  | 11        |
| <b>CONFIGURING CISCO UNIFIED APPLICATION ENVIRONMENT - GLOBAL</b> .....        | <b>13</b> |
| CREATE TELEPHONY SERVERS .....   | 13        |
| <i>Adding Telephony servers</i> .....  | 13        |
| Unified Communications Manager.....  | 13        |
| H.323 Gateway .....  | 17        |
| OTHER REQUIREMENTS .....   | 18        |
| Multicasting.....  | 18        |
| SMTP Account .....   | 18        |
| <b>BEACON OFFICE INSTALLATION</b> .....  | <b>19</b> |
| <i>Site info</i> .....   | 20        |
| <i>Installation folder</i> .....   | 20        |
| <i>Installation completed</i> .....  | 20        |
| <i>Readme/documentation</i> .....  | 21        |
| <i>App server re-start</i> .....   | 21        |
| <b>BEACON OFFICE POST INSTALLATION CONFIGURATION</b> .....                     | <b>22</b> |
| Step 1: Login to CUAE management console .....                                 | 22        |
| Step 2: Enable beacon office applications.....                                 | 22        |

---

|   |           |
|---|-----------|
| <i>Step 3: Open beacon office global settings page</i> .....                              | 22        |
| <i>Step 4: Update Configuration Settings</i> .....  | 22        |
| <b>CONFIGURATION FOR SPECIFIC BEACON OFFICE APPLICATIONS</b> .....                        | <b>24</b> |
| RADIANTA CALLBACK .....   | 24        |
| • <i>Add Phone Service (Callback List)</i> .....  | 24        |
| Step 3: Enter Service Parameters .....  | 25        |
| • <i>Add Phone Service (Request Callback)</i> .....                                       | 25        |
| • <i>Add Phone Service to phones</i> .....  | 25        |
| RADIANTA CALL RECORDING .....   | 25        |
| <i>Route Pattern Example</i> .....  | 26        |
| Route Pattern 1 .....   | 26        |
| Step 1: Cisco Unified CM Administration → Call Routing → Route/Hunt → Route Pattern ..... | 26        |
| STEP 2: Configure Route Pattern Parameters .....  | 27        |
| Route Pattern 2: .....  | 28        |
| Phone Services .....  | 28        |
| <i>CUAE call recording Configuration</i> .....  | 29        |
| RADIANTA EXTENSION MOBILITY .....   | 30        |
| BEACON OFFICE PAGING .....  | 31        |
| Phone Services .....  | 31        |
| Authentication .....  | 31        |
| RADIANTA PHONE LOCK .....   | 32        |
| Calling Search Space .....  | 32        |
| Phone Services .....  | 33        |
| CUAE phone lock Configuration .....   | 33        |
| RADIANTA BEACON OFFICE TIME CARD .....  | 34        |
| Phone Services .....  | 34        |
| RADIANTA BEACON OFFICE PERSONAL QUEUE .....   | 35        |
| <i>Create a CTI Route Point</i> .....   | 36        |



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|  |    |
|--|----|
| <i>CUAE personal queue configuration</i> ..... | 38 |
| Associate the CTI Route Point with CUAE.....   | 38 |
| Configure Application Settings .....           | 40 |
| BEACON OFFICE DIALER .....                     | 45 |

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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

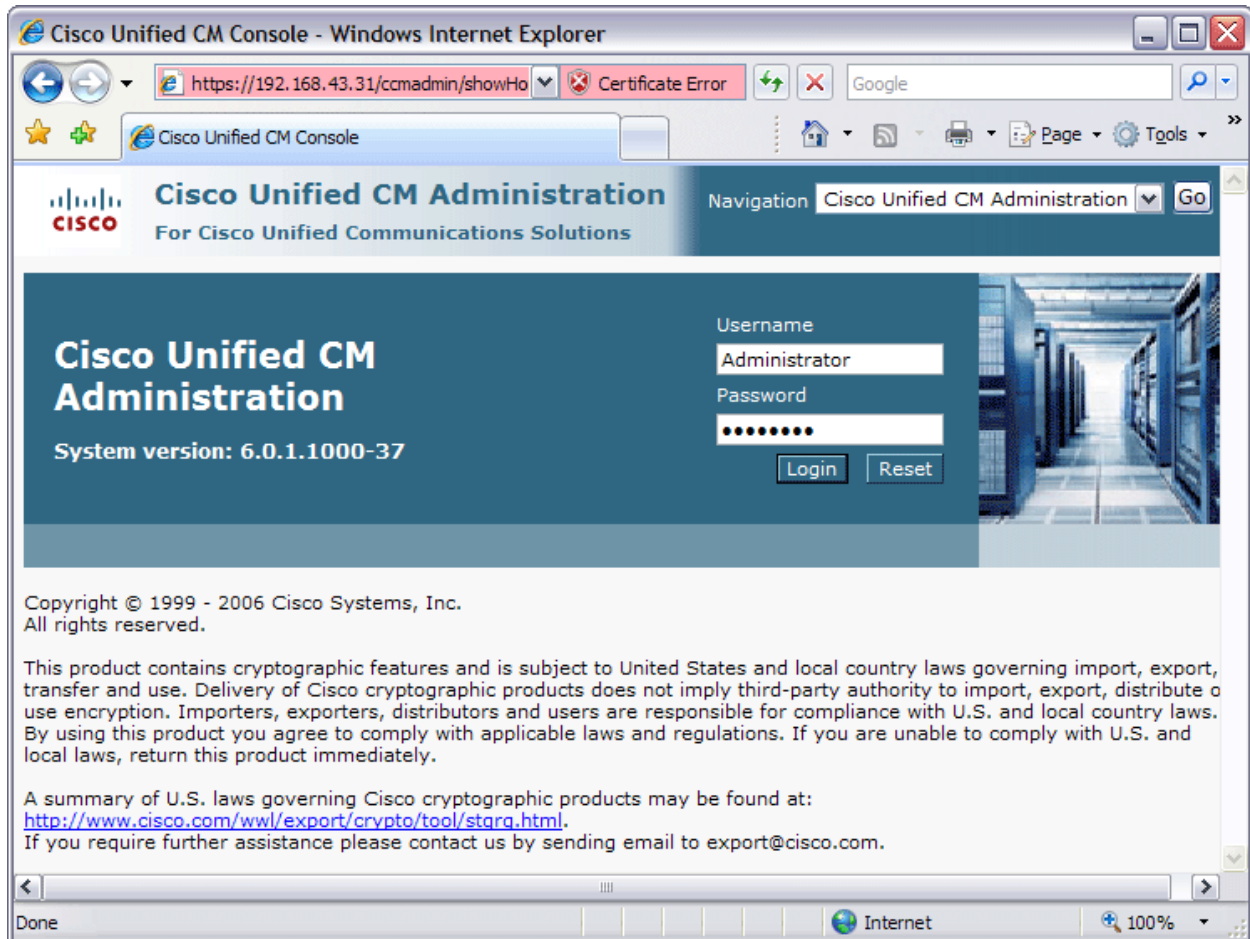


Figure 1: Login to CUCM

STEP 2: CREATE APPLICATION USER

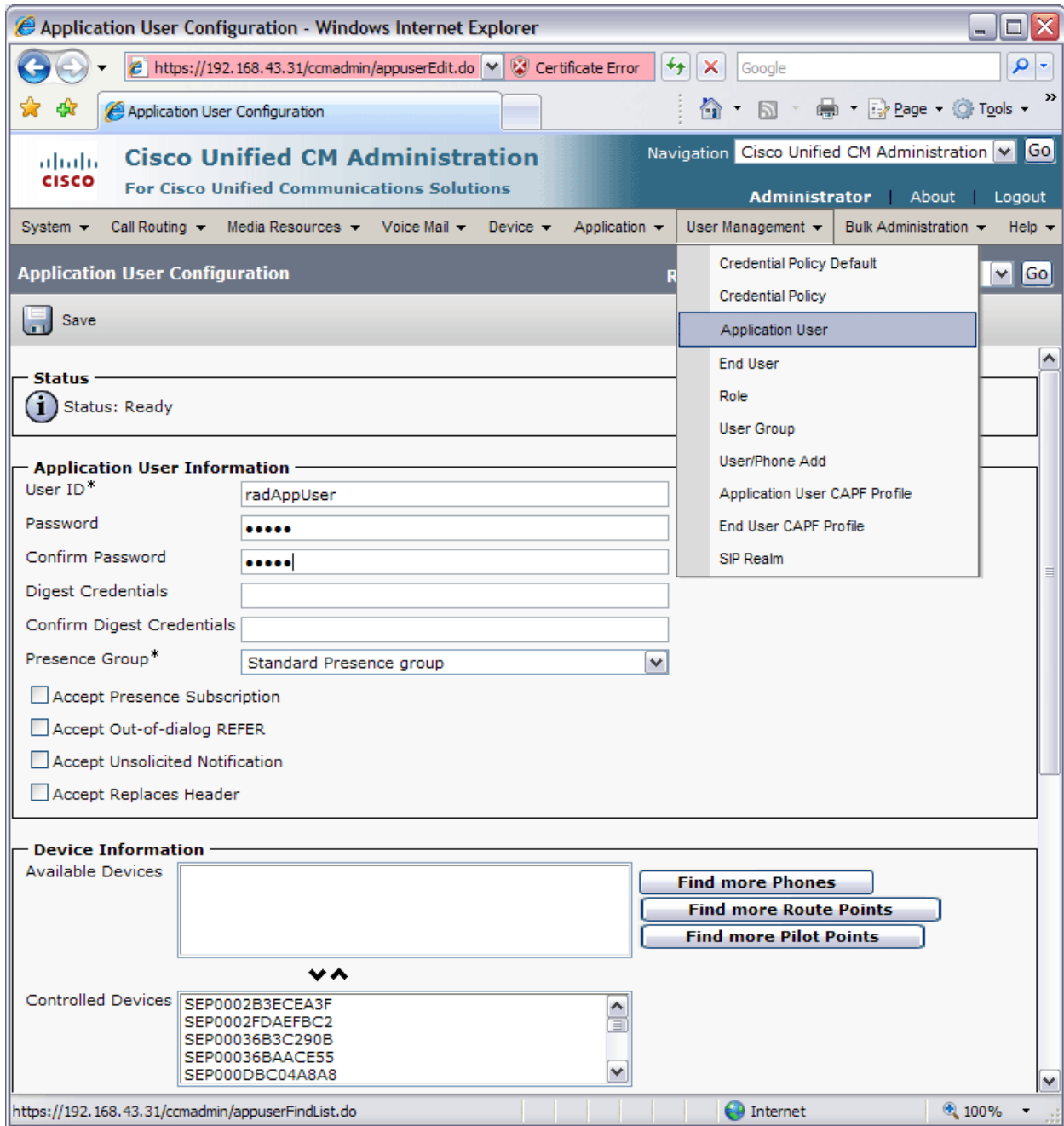


Figure 2: Create Application User





Figure 3: User Groups

## CREATE SNMP COMMUNITY STRING

The purpose of this action is to allow CUAЕ 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

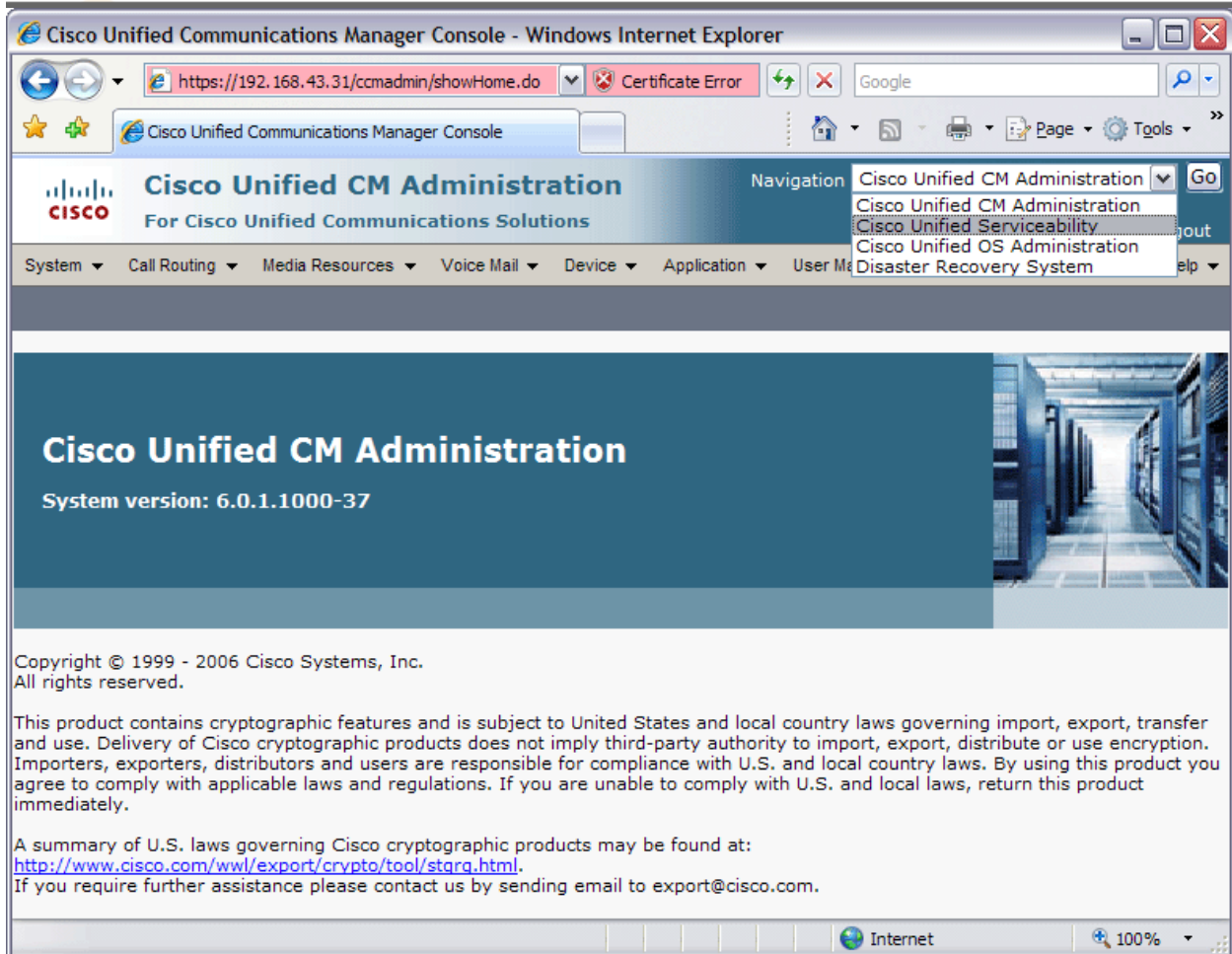


Figure 4: Selecting Cisco Unified Serviceability Navigation

STEP 2: ADD A COMMUNITY STRING

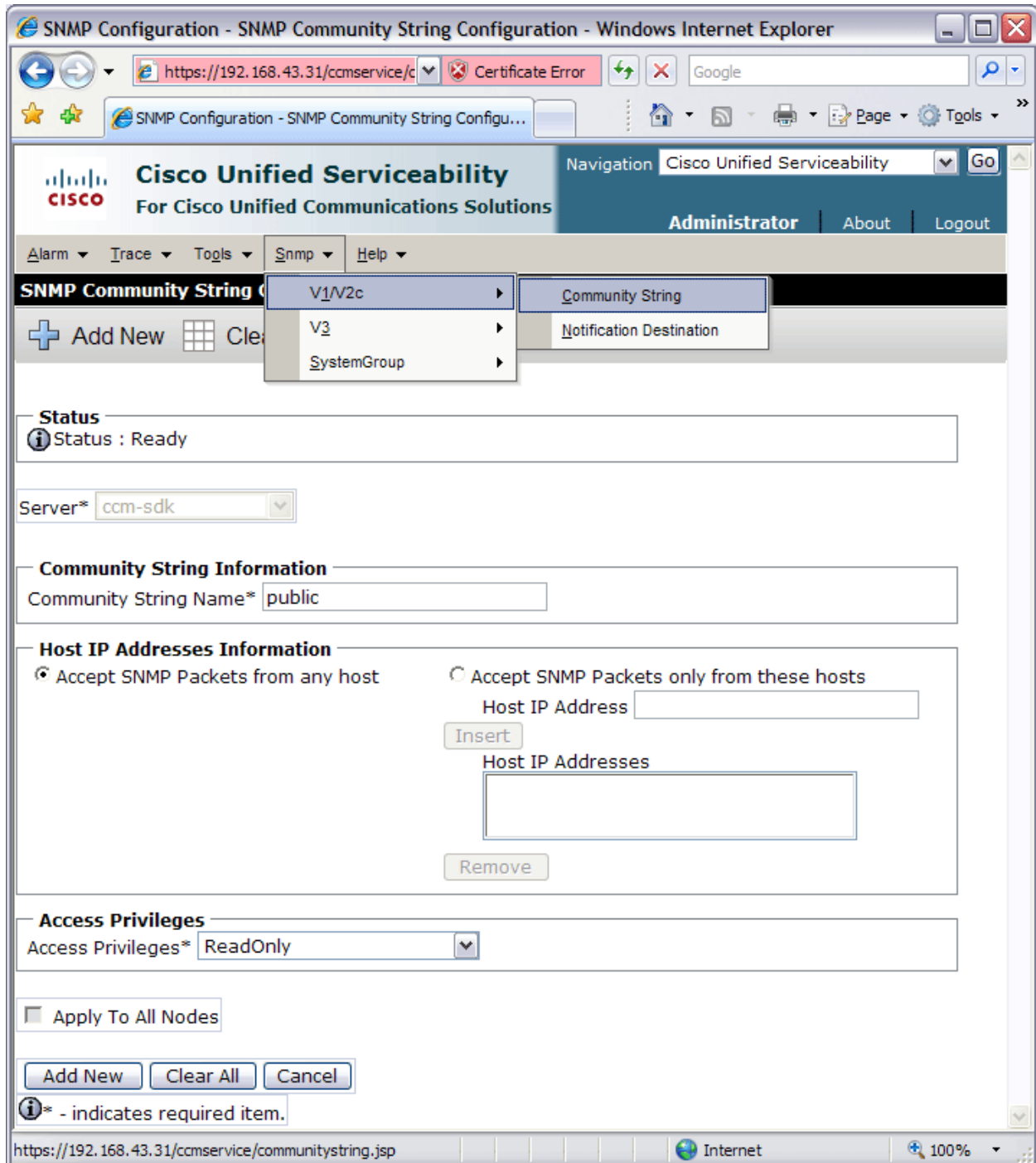


Figure 5: Adding SNMP community String

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.

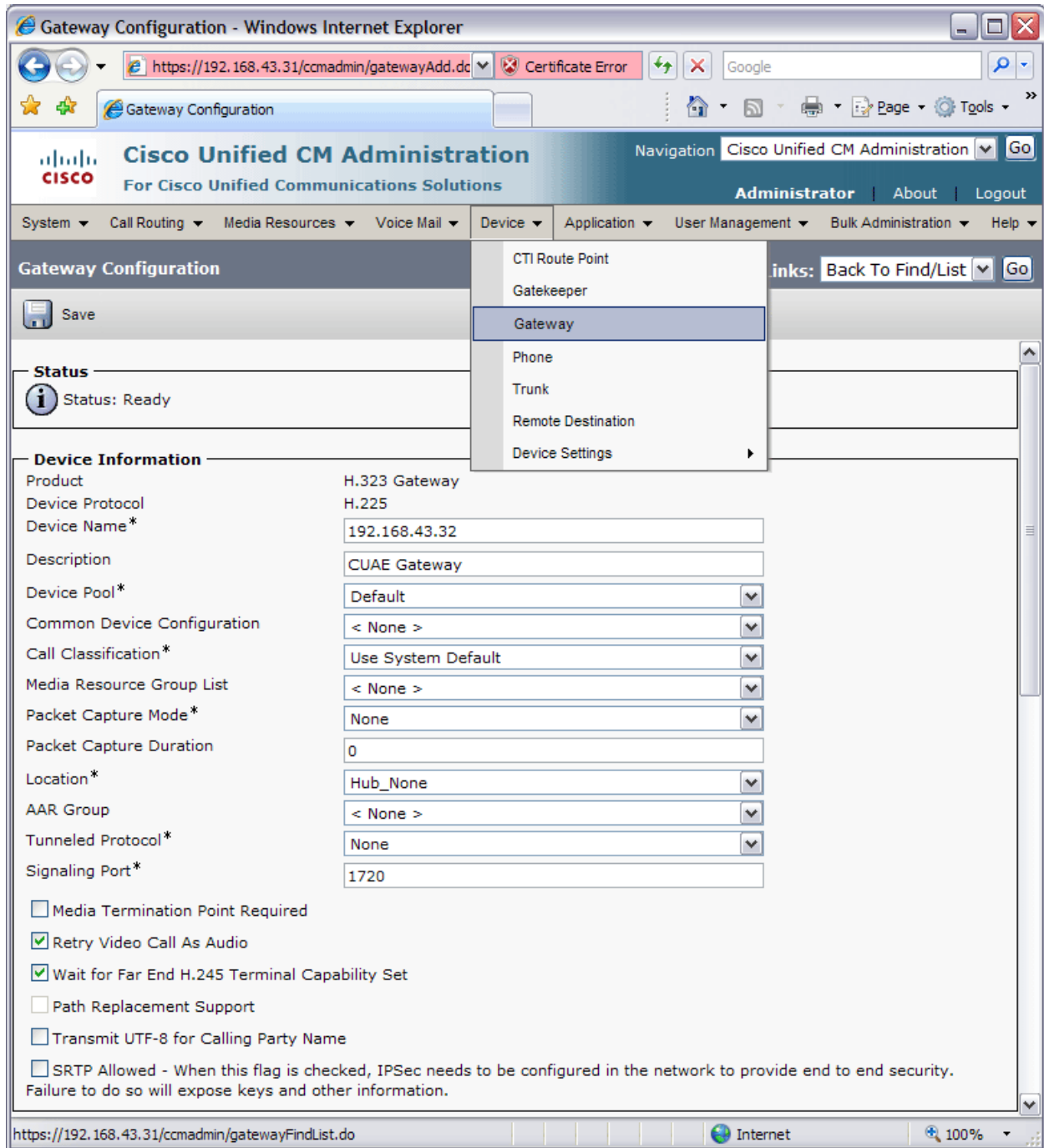


Figure 6: Create H.323 gateway

## 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>/mceadmin`
- Log in as the administrator

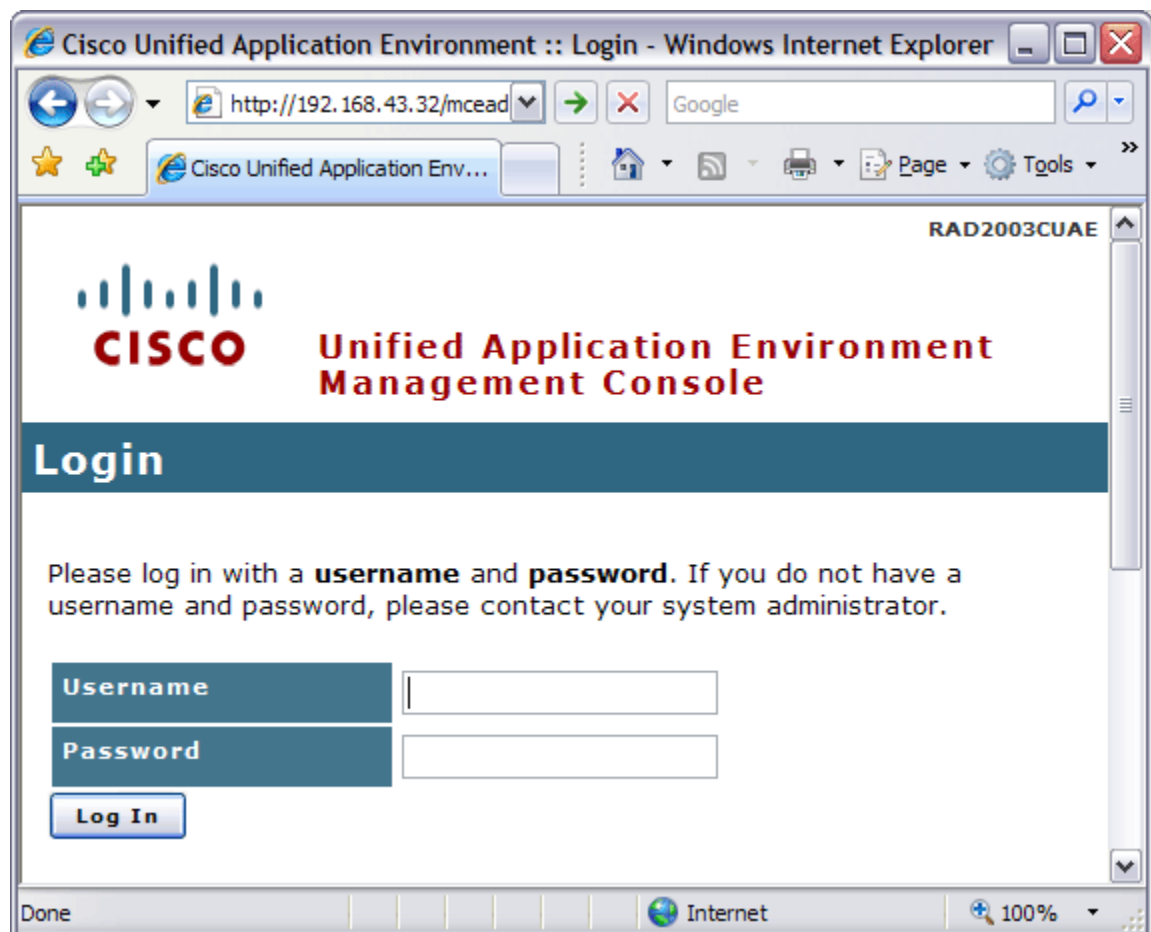


Figure 7: Logging into CUAE

- Select **Telephony Servers**

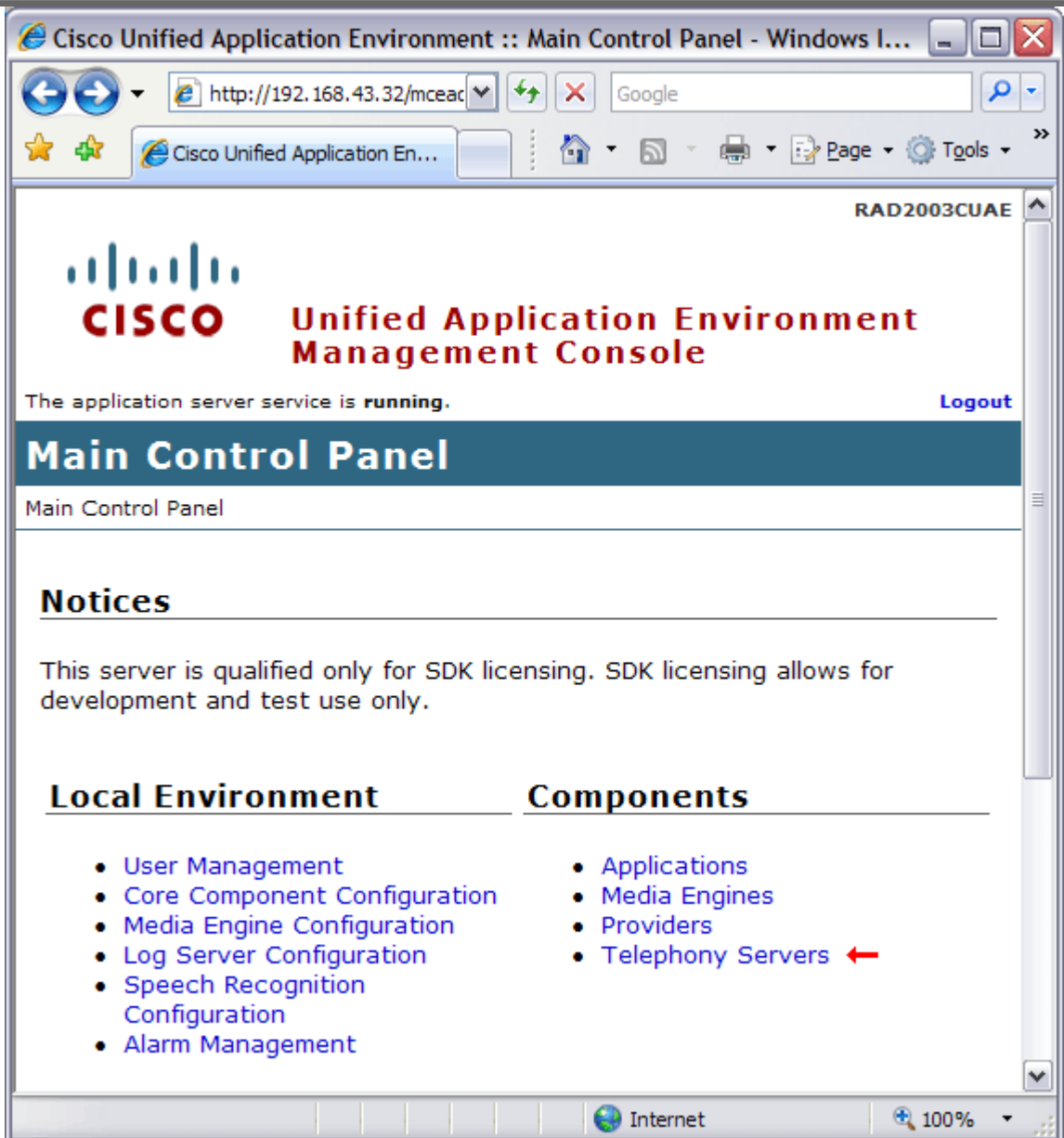


Figure 8: Select Telephony Servers

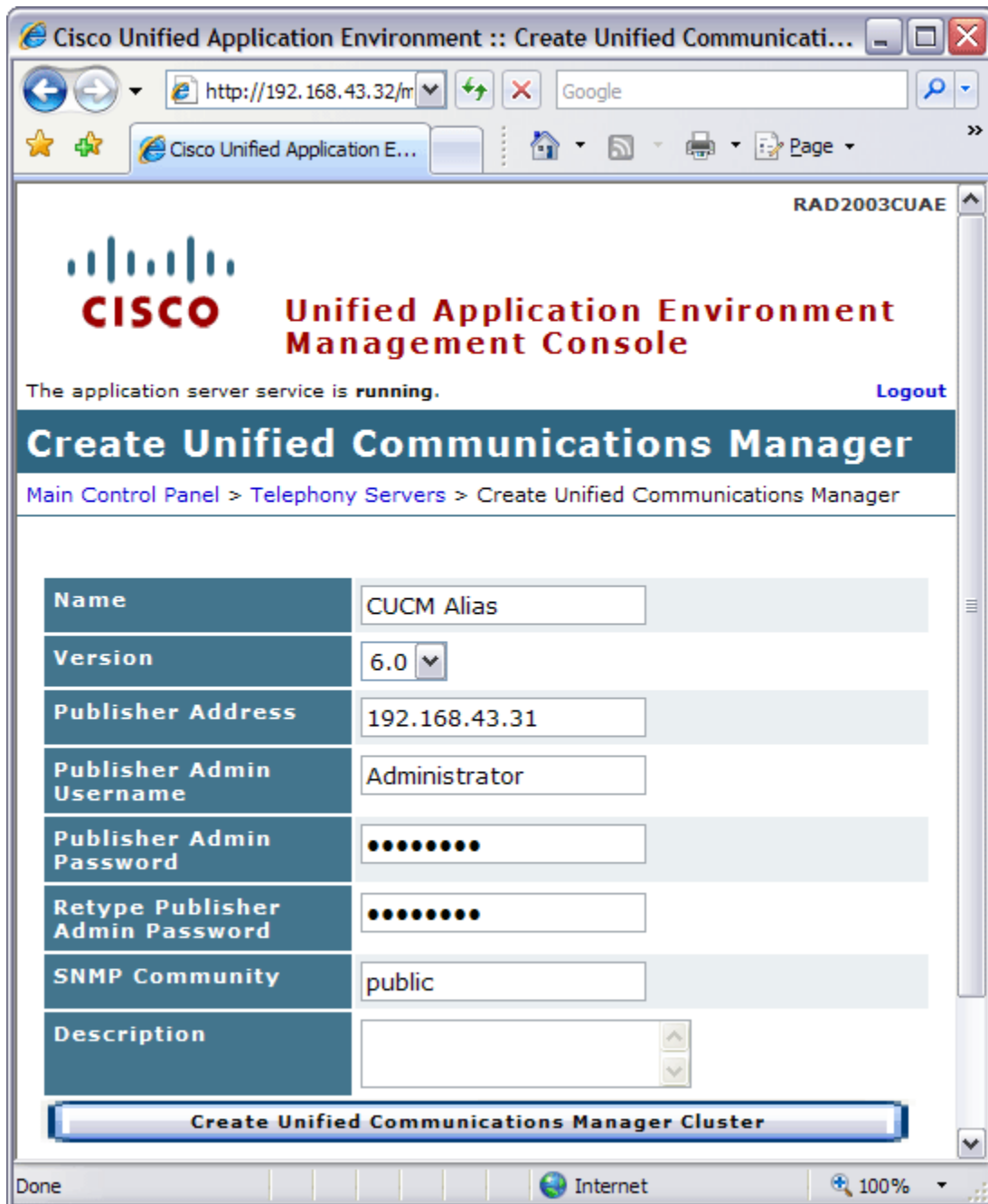
- Select Unified Communications Server under the Add Telephony Server drop-down list and click "Add Server" button



Figure 9: Add Server

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

- **SNMP Community** → The SNMP community string that was configured on the CUCM.



Cisco Unified Application Environment :: Create Unified Communicati...

http://192.168.43.32/m Google

RAD2003CUAE

**CISCO** Unified Application Environment Management Console

The application server service is **running**. [Logout](#)

## Create Unified Communications Manager

Main Control Panel > Telephony Servers > Create Unified Communications Manager

|  |               |
|--|---------------|
| <b>Name</b>                            | CUCM Alias    |
| <b>Version</b>                         | 6.0           |
| <b>Publisher Address</b>               | 192.168.43.31 |
| <b>Publisher Admin Username</b>        | Administrator |
| <b>Publisher Admin Password</b>        | ••••••••      |
| <b>Retype Publisher Admin Password</b> | ••••••••      |
| <b>SNMP Community</b>                  | public        |
| <b>Description</b>                     |               |

**Create Unified Communications Manager Cluster**

Done 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** → IP Address of the CUCM
  - **Add to Group** → Default H.323



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.



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

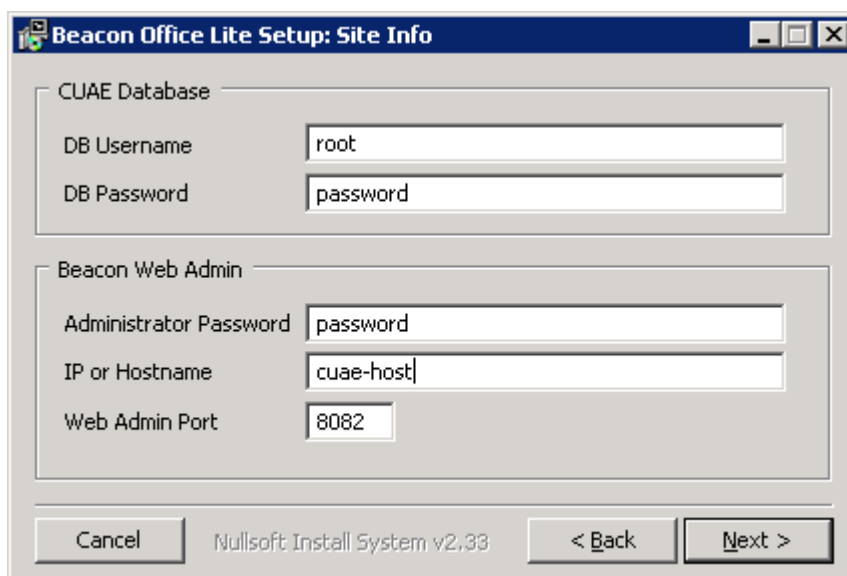


Figure 12: Site Info

## 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 in 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

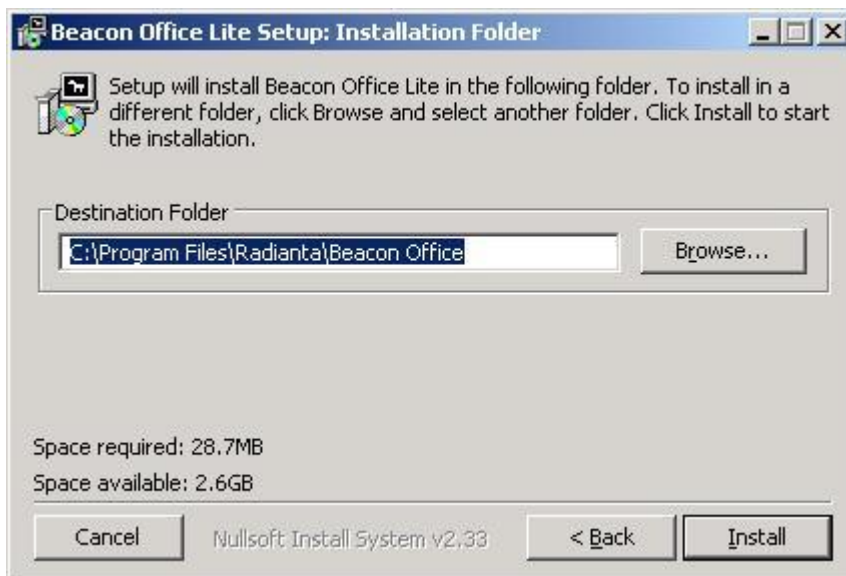


Figure 13: Beacon Office Installation folder

Choose an appropriate location to install Beacon Office files

Click “Install” to proceed

## INSTALLATION COMPLETED

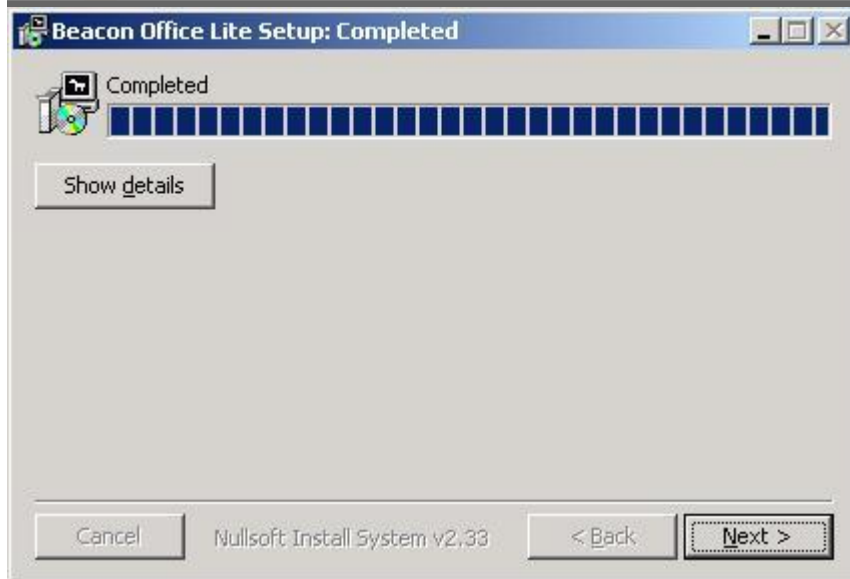


Figure 14: Installation Completed

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

---

#### README/DOCUMENTATION

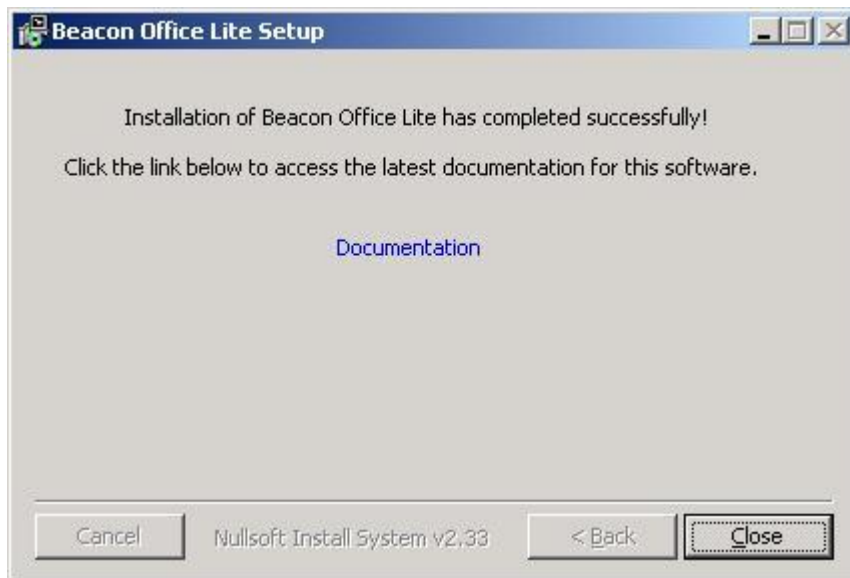


Figure 15: Document

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

---

#### APP SERVER RE-START



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.

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 <http://<cuae-ip-address>/mceadmin> in the URL bar. This link will take you to the CUAE administrative menu (see Figure 7)

### STEP 2: ENABLE BEACON OFFICE APPLICATIONS

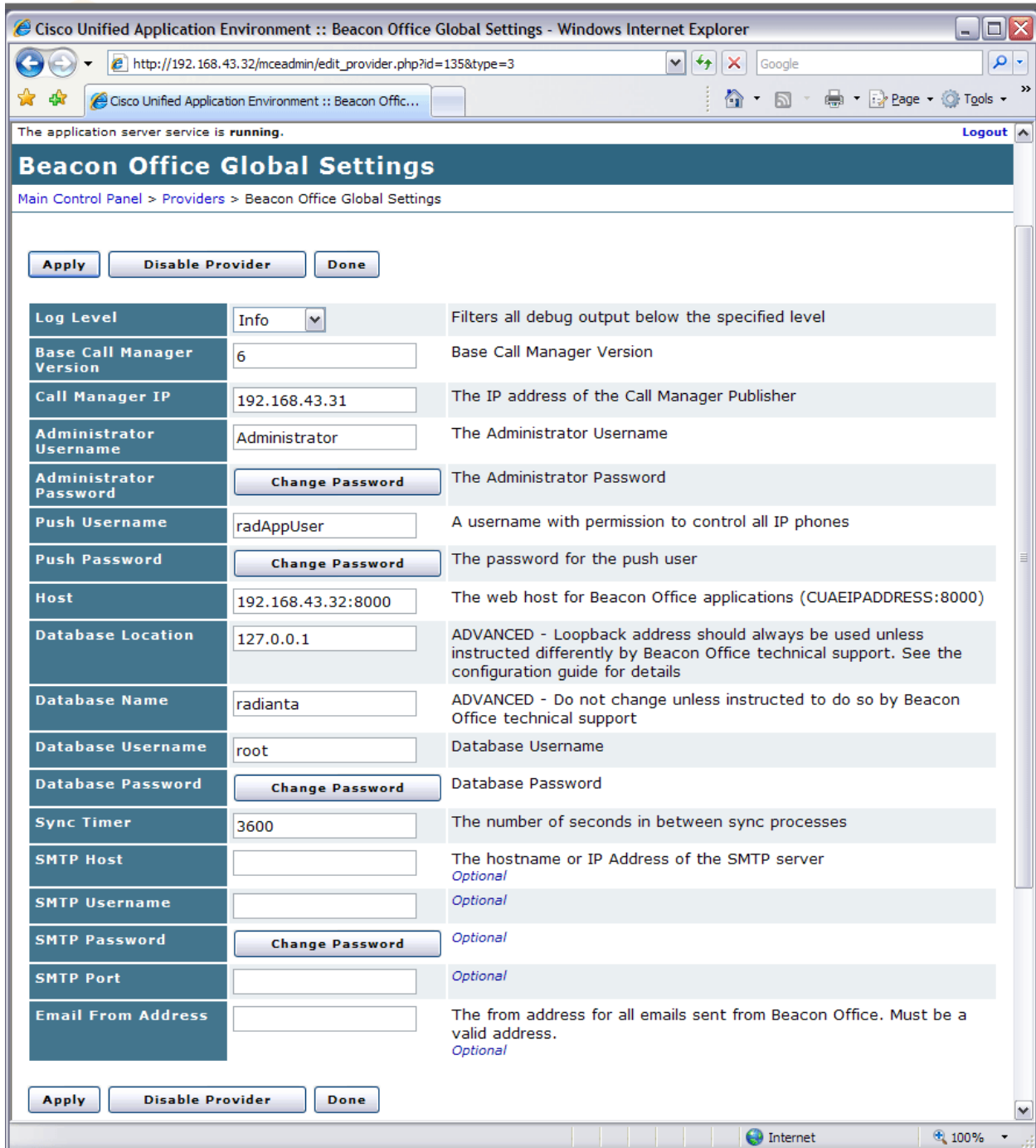
- First navigate to “**Main Control Panel** → **Applications**”.
- Click on each individual Beacon Office application and select “**Enable Application**” and then “**Done**”.

### 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:



The application server service is **running**. [Logout](#)

## Beacon Office Global Settings

Main Control Panel > Providers > Beacon Office Global Settings

**Apply** **Disable Provider** **Done**

|                                  |                        |   |
|----------------------------------|------------------------|---|
| <b>Log Level</b>                 | Info                   | Filters all debug output below the specified level  |
| <b>Base Call Manager Version</b> | 6                      | Base Call Manager Version   |
| <b>Call Manager IP</b>           | 192.168.43.31          | The IP address of the Call Manager Publisher  |
| <b>Administrator Username</b>    | Administrator          | The Administrator Username  |
| <b>Administrator Password</b>    | <b>Change Password</b> | The Administrator Password  |
| <b>Push Username</b>             | radAppUser             | A username with permission to control all IP phones   |
| <b>Push Password</b>             | <b>Change Password</b> | The password for the push user  |
| <b>Host</b>                      | 192.168.43.32:8000     | The web host for Beacon Office applications (CUAEIPADDRESS:8000)  |
| <b>Database Location</b>         | 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 |
| <b>Database Name</b>             | radianta               | ADVANCED - Do not change unless instructed to do so by Beacon Office technical support  |
| <b>Database Username</b>         | root                   | Database Username   |
| <b>Database Password</b>         | <b>Change Password</b> | Database Password   |
| <b>Sync Timer</b>                | 3600                   | The number of seconds in between sync processes   |
| <b>SMTP Host</b>                 |                        | The hostname or IP Address of the SMTP server<br><i>Optional</i>  |
| <b>SMTP Username</b>             |                        | <i>Optional</i>   |
| <b>SMTP Password</b>             | <b>Change Password</b> | <i>Optional</i>   |
| <b>SMTP Port</b>                 |                        | <i>Optional</i>   |
| <b>Email From Address</b>        |                        | The from address for all emails sent from Beacon Office. Must be a valid address.<br><i>Optional</i>  |

**Apply** **Disable Provider** **Done**

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 "<http://>").
- **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: <http://<cuae-ip-address>:8000/callbacklist>



### STEP 3: ENTER SERVICE PARAMETERS

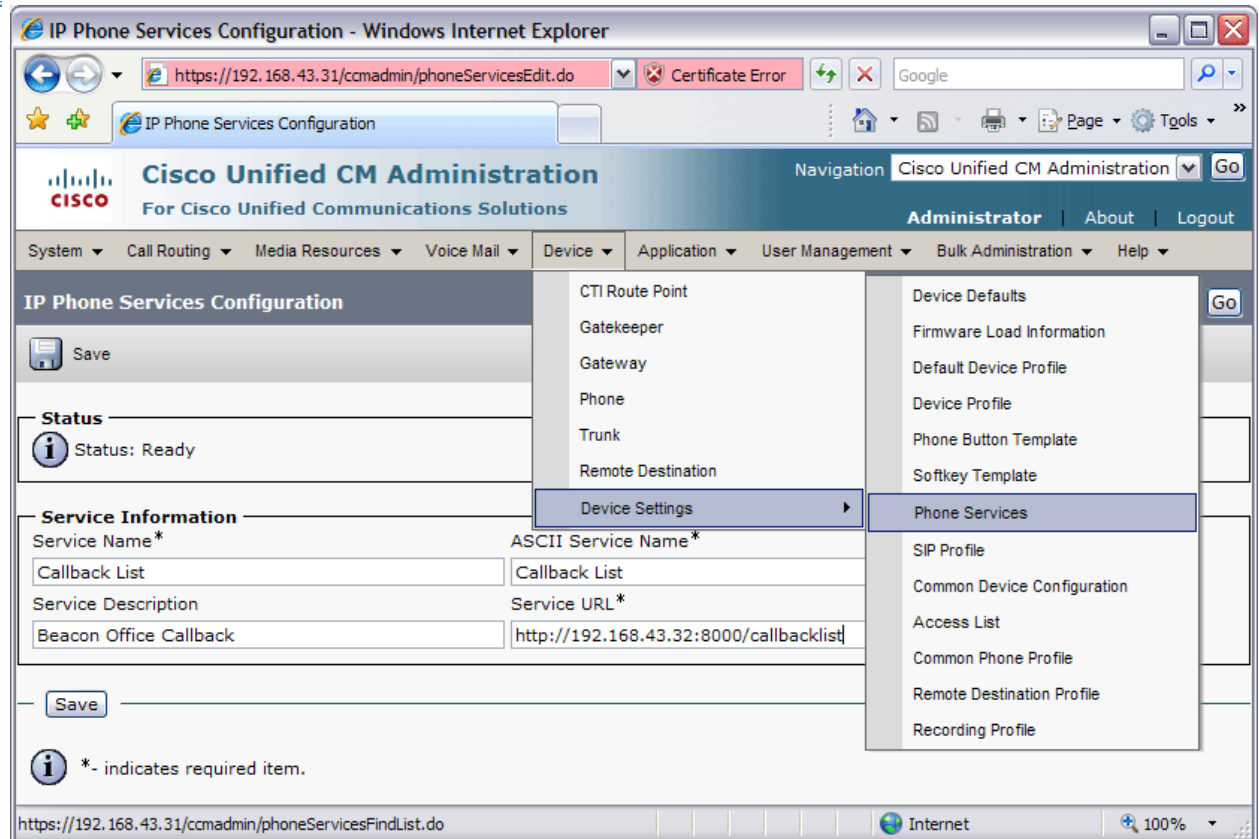


Figure 18: Configuring a service

- **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: <http://<cuae-ip-address>:8000/requestcallback>

- **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.

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 [CUAE H.323 gateway](#) 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 : 9.1XXXXXXXXXX(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 → CALL ROUTING → ROUTE/HUNT →  
ROUTE PATTERN

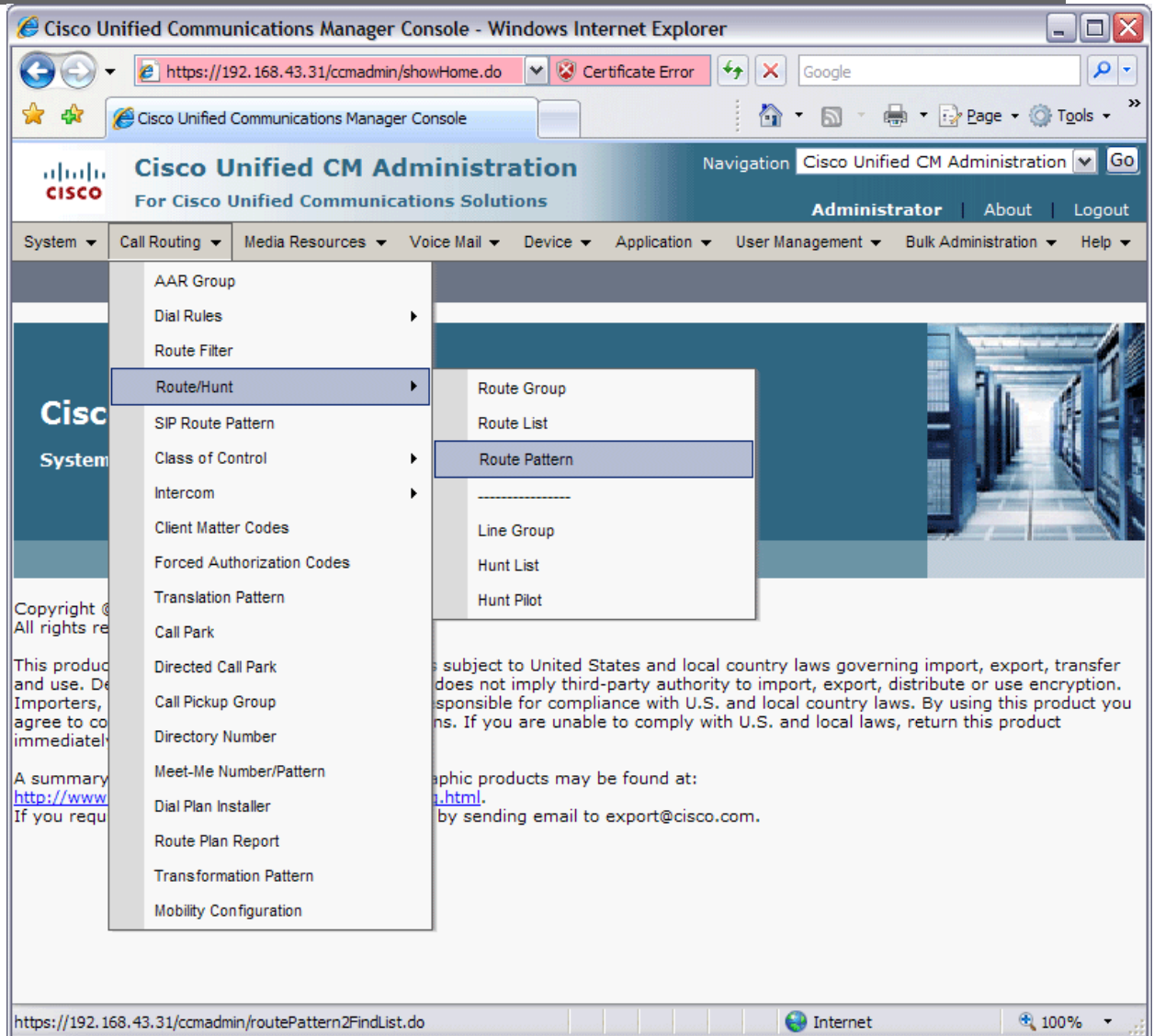


Figure 19: Add a Route Pattern

**STEP 2: CONFIGURE ROUTE PATTERN PARAMETERS**

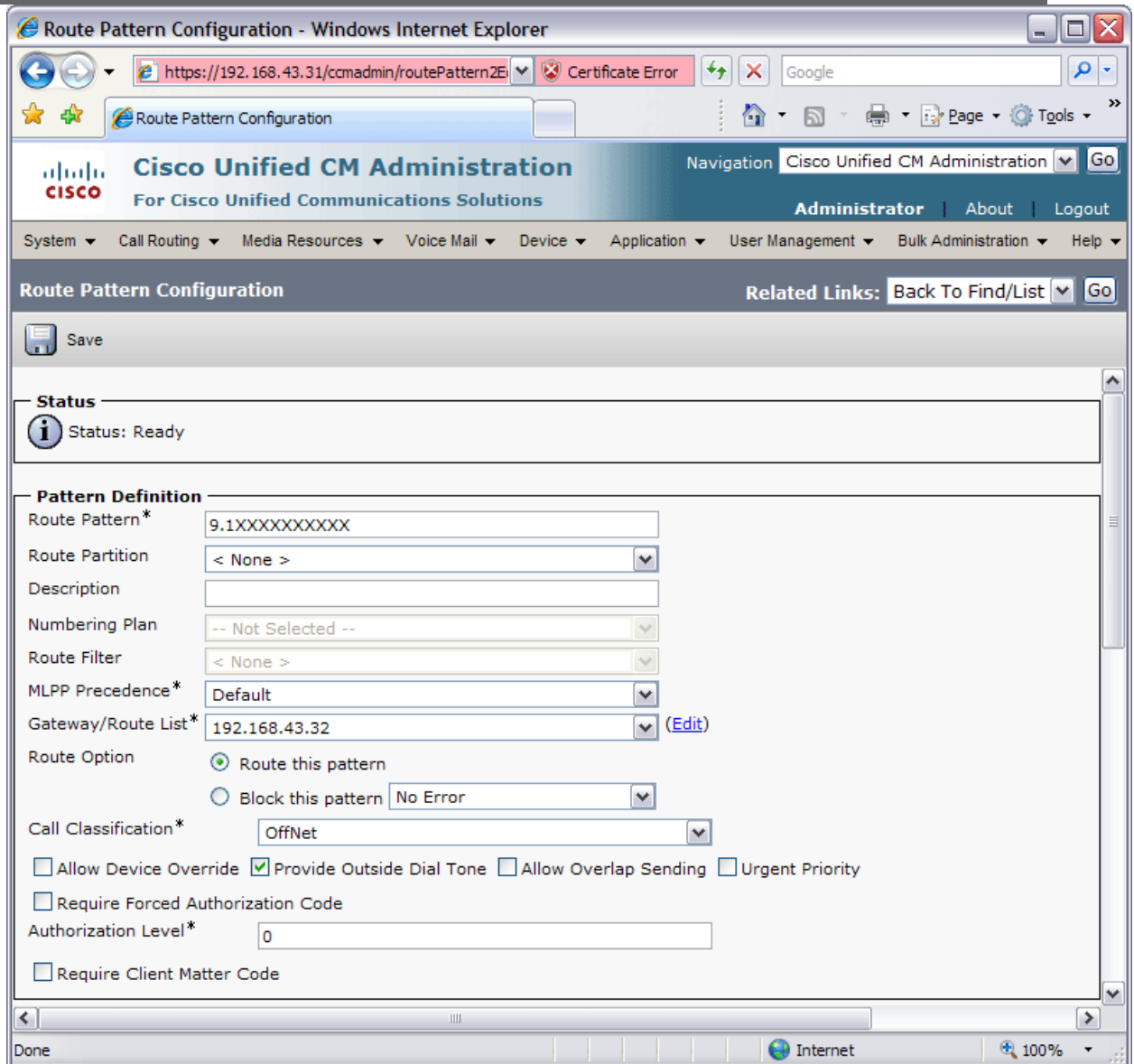


Figure 20: Configure Route Pattern parameters

#### 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.



Figure 21: Call Recording – setting outbound dialing prefix

## 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-ip-address>/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: <http://<cuae-ip-address>:8000/PhoneLock/Lock?deviceName=#DEVICENAME#>

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.



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: <http://<cuae-ip-address>:8000/timeClock>

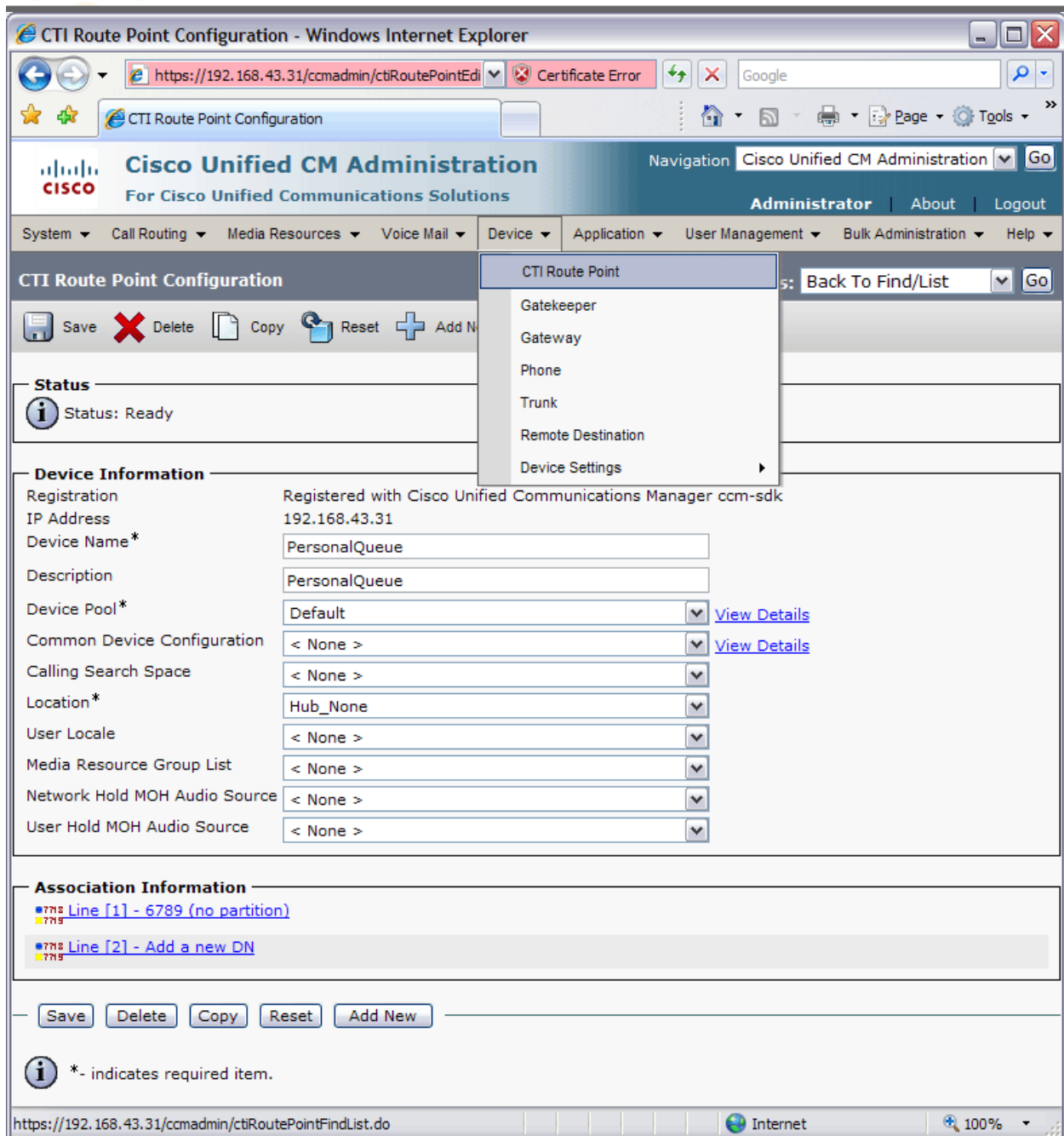
#### RADIANTA BEACON OFFICE PERSONAL QUEUE

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.



CTI Route Point Configuration - Windows Internet Explorer

https://192.168.43.31/ccmadmin/ctiRoutePointEdi Certificate Error Google

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go

Administrator | About | Logout

System Call Routing Media Resources Voice Mail **Device** Application User Management Bulk Administration Help

**CTI Route Point Configuration**

Save Delete Copy Reset Add New

**Status**  
Status: Ready

**Device Information**

|                               |  |
|-------------------------------|--|
| Registration                  | Registered with Cisco Unified Communications Manager ccm-sdk |
| IP Address                    | 192.168.43.31  |
| Device Name*                  | PersonalQueue  |
| Description                   | PersonalQueue  |
| Device Pool*                  | Default <a href="#">View Details</a>                         |
| Common Device Configuration   | < None > <a href="#">View Details</a>                        |
| Calling Search Space          | < None >   |
| Location*                     | Hub_None   |
| User Locale                   | < None >   |
| Media Resource Group List     | < None >   |
| Network Hold MOH Audio Source | < None >   |
| User Hold MOH Audio Source    | < None >   |

**Association Information**

- Line [1] - 6789 (no partition)
- Line [2] - Add a new DN

Save Delete Copy Reset Add New

\*- indicates required item.

https://192.168.43.31/ccmadmin/ctiRoutePointFindList.do Internet 100%

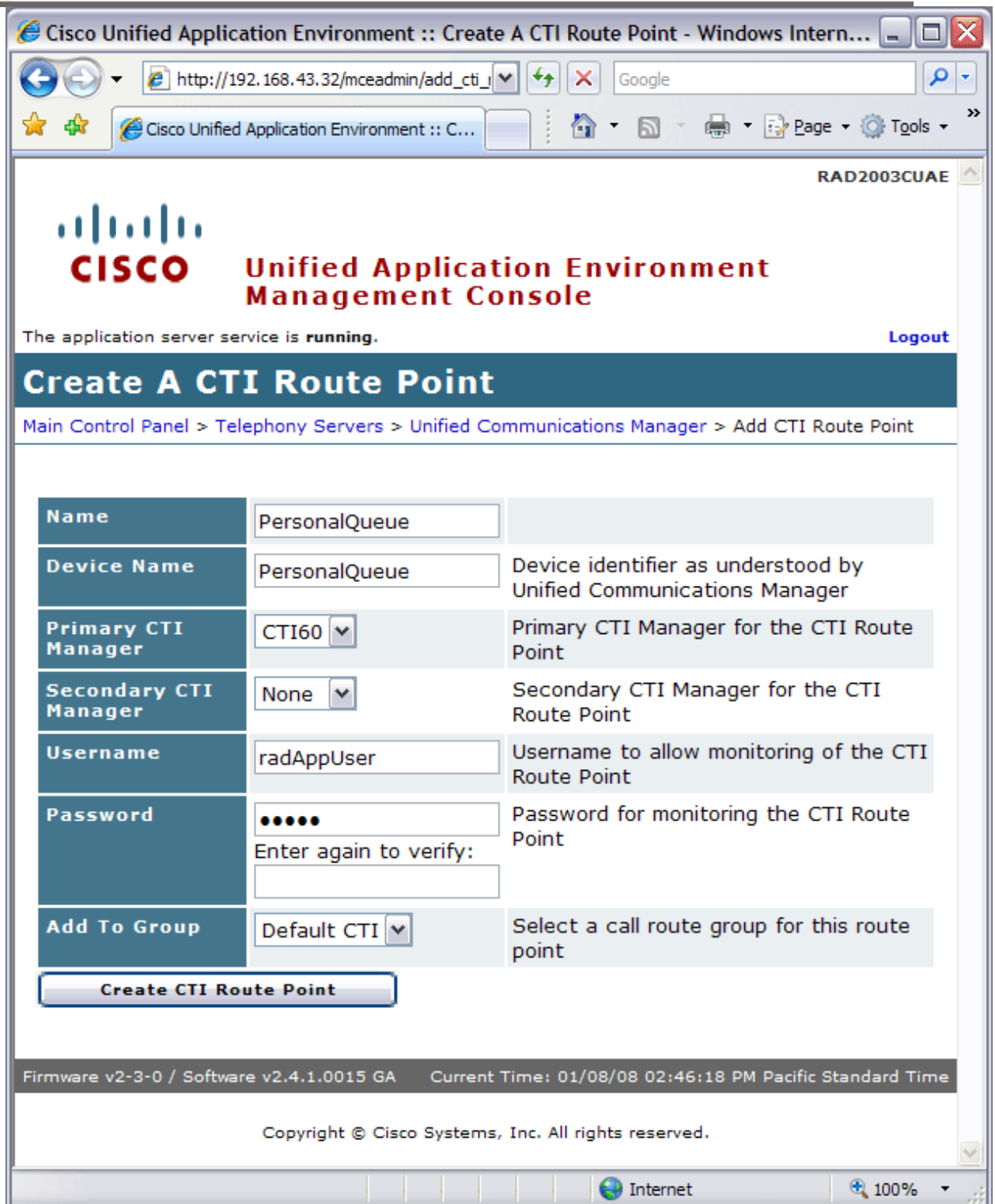
Figure 23: Creating a CTI Route Point

## 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).



Cisco Unified Application Environment Management Console

The application server service is **running**. [Logout](#)

## Create A CTI Route Point

Main Control Panel > Telephony Servers > Unified Communications Manager > Add CTI Route Point

|                              |  |   |
|------------------------------|--|---|
| <b>Name</b>                  | <input type="text" value="PersonalQueue"/>   |   |
| <b>Device Name</b>           | <input type="text" value="PersonalQueue"/>   | Device identifier as understood by Unified Communications Manager |
| <b>Primary CTI Manager</b>   | <input type="text" value="CTI60"/>   | Primary CTI Manager for the CTI Route Point                       |
| <b>Secondary CTI Manager</b> | <input type="text" value="None"/>  | Secondary CTI Manager for the CTI Route Point                     |
| <b>Username</b>              | <input type="text" value="radAppUser"/>  | Username to allow monitoring of the CTI Route Point               |
| <b>Password</b>              | <input type="password" value="•••••"/><br>Enter again to verify:<br><input type="password"/> | Password for monitoring the CTI Route Point                       |
| <b>Add To Group</b>          | <input type="text" value="Default CTI"/>   | Select a call route group for this route point                    |

Firmware v2-3-0 / Software v2.4.1.0015 GA    Current Time: 01/08/08 02:46:18 PM Pacific Standard Time

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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* → *Applications* → *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.





Cisco Unified Application Environment :: BeaconOfficePersonalQueue - Windows Internet Explorer

http://192.168.43.32/mceadmin/edit\_app.php?id=137&type=2

**CISCO** Unified Application Environment Management 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](#)

### Scripts

| Name                                 | Event Type  |
|--------------------------------------|---|
| BeaconOffice_PersonalQueue_QueueCall | Metreos.CallControl.IncomingCall                              |
| BeaconOffice_PersonalQueue_Reminder  | Radianta.Cuae.Providers.PersonalQueueProvider.ReminderCommand |

### Partitions

| Name    | Description                       | Actions                |
|---------|-----------------------------------|------------------------|
| Default | Automatically generated partition | <a href="#">Edit</a> ← |

[Create Partition](#)

### Update Application

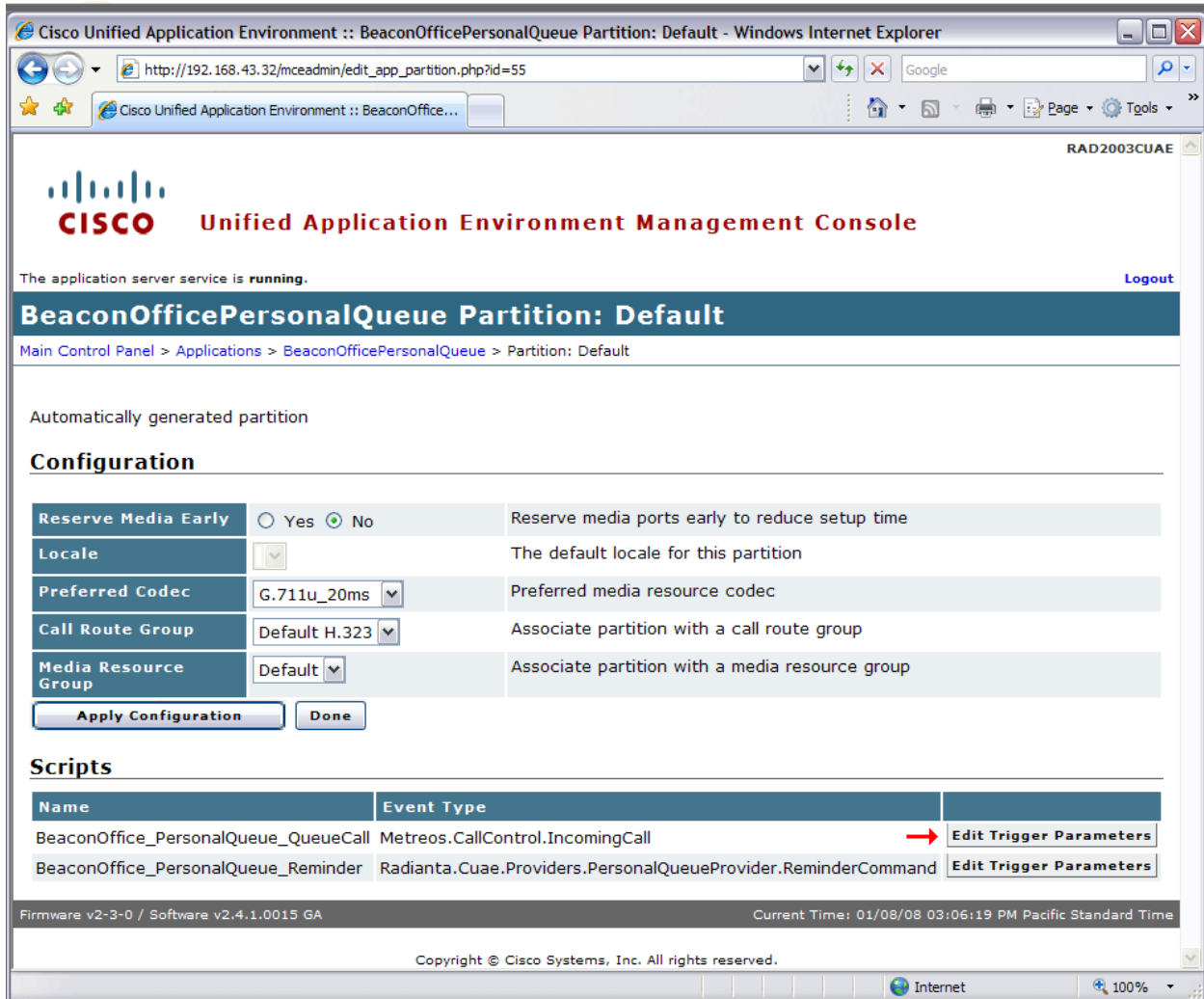
To update this application to a new version, disable the application first.

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Done      Internet      100%

Figure 25: Beacon Office Personal Queue Configuration



Cisco Unified Application Environment :: BeaconOfficePersonalQueue Partition: Default - Windows Internet Explorer

http://192.168.43.32/mceadmin/edit\_app\_partition.php?id=55

**CISCO** Unified Application Environment Management Console

The application server service is **running**. [Logout](#)

**BeaconOfficePersonalQueue Partition: Default**

Main Control Panel > Applications > BeaconOfficePersonalQueue > Partition: Default

Automatically generated partition

### Configuration

|                             |   |   |
|-----------------------------|---|---|
| <b>Reserve Media Early</b>  | <input type="radio"/> Yes <input checked="" type="radio"/> No | Reserve media ports early to reduce setup time  |
| <b>Locale</b>               | <input type="text"/>  | The default locale for this partition           |
| <b>Preferred Codec</b>      | G.711u_20ms   | Preferred media resource codec                  |
| <b>Call Route Group</b>     | Default H.323   | Associate partition with a call route group     |
| <b>Media Resource Group</b> | Default   | Associate partition with a media resource group |

### Scripts

| Name                                 | Event Type  |   |
|--------------------------------------|---|---|
| BeaconOffice_PersonalQueue_QueueCall | Metreos.CallControl.IncomingCall                              | <a href="#">Edit Trigger Parameters</a> |
| BeaconOffice_PersonalQueue_Reminder  | Radianta.Cuae.Providers.PersonalQueueProvider.ReminderCommand | <a href="#">Edit Trigger Parameters</a> |

Firmware v2-3-0 / Software v2.4.1.0015 GA Current Time: 01/08/08 03:06:19 PM Pacific Standard Time

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Figure 26: Edit BeaconOffice\_PersonalQueue\_QueueCall Trigger Parameter

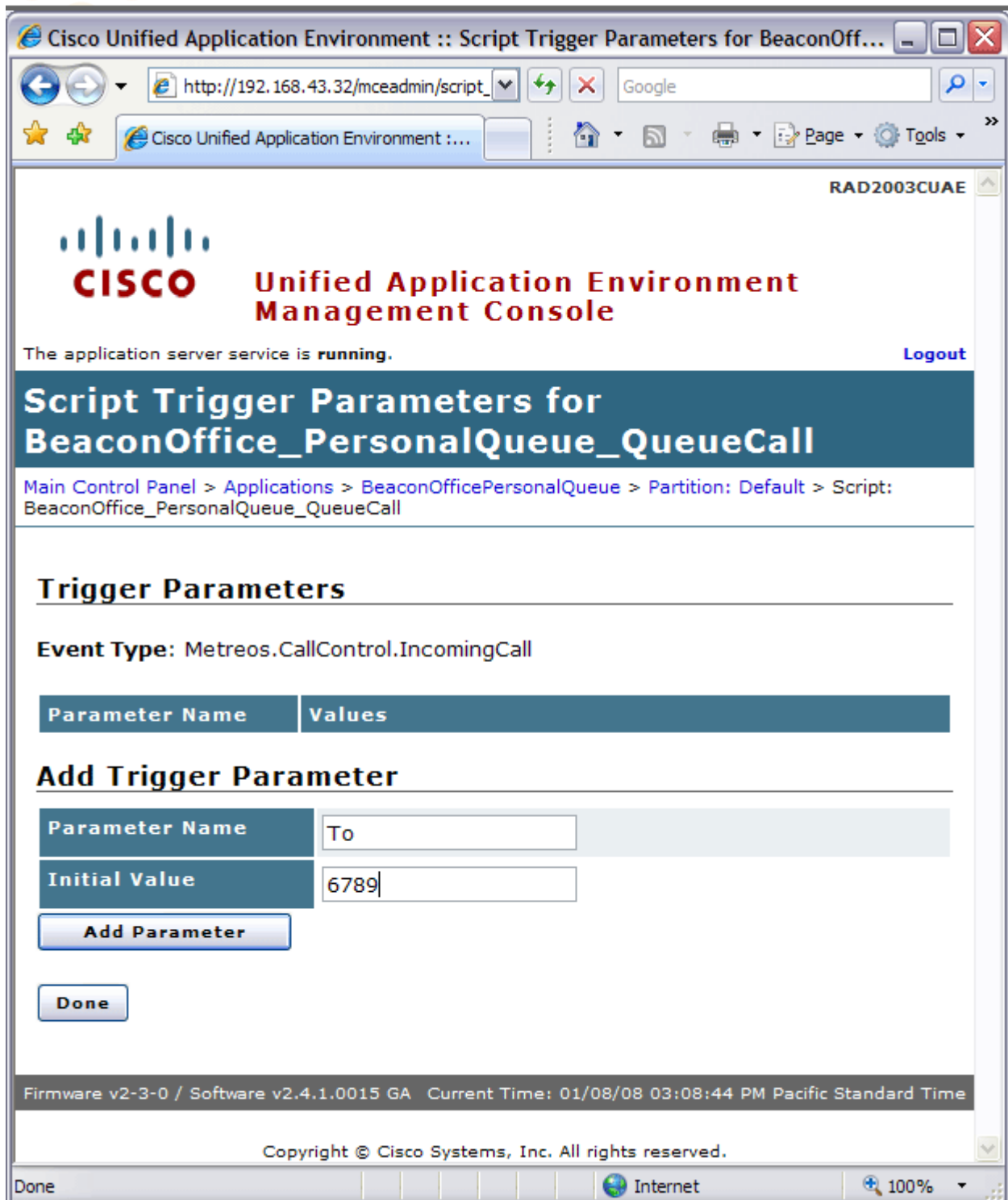


Figure 27: Set Trigger Parameter

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



Figure 28: Enter the Personal Queue Number

## BEACON OFFICE DIALER

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



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*”.