

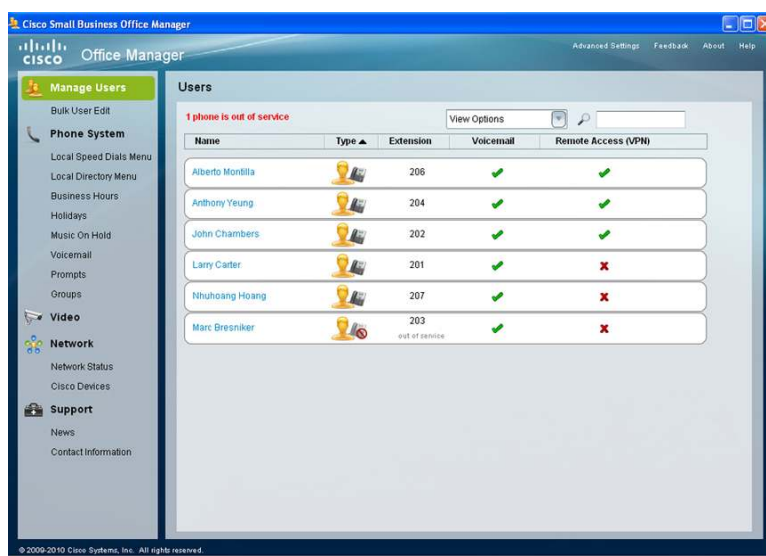
# Cisco Small Business Office Manager



## Product Overview

Cisco® Small Business Office Manager is a no-cost desktop application, designed for a small business office administrator or IT person that provides the ability to independently perform routine operational tasks for the Cisco Smart Business Communications System. A Cisco partner configures the system, using the Cisco Configuration Assistant, then customizes the Cisco Office Manager application and leaves it behind, enabling the site administrator to modify the system's voice and user settings, easily see video streams from IP cameras, and view network status. Cisco partners can work with their customers to determine what features the site administrator will be able to control.

**Figure 1.** Cisco Office Manager Main Page



## Features and Benefits

Using Cisco Office Manager, the site administrator can perform some or all of the following tasks, depending on how the system is configured and the options that are enabled for the system.

### Manage user settings

- View or edit settings for a single user or all users (bulk edit)
- Disable a user account (removes phone and VPN access)
- Change the first and last name displayed on phones and in the local directory
- Change a user's password
- Reboot a user's phone
- View the buttons and extensions configured on a user's phone
- Set call forward options for a user's phone
- Set calling permissions for a user's phone
- Block caller ID display for outgoing calls on a user's phone

- Enable or disable remote VPN access for existing VPN users configured on the Cisco Unified Communications 500 Series for Small Business
- Enable or disable voicemail for a user
- Change the voicemail PIN for a user
- Set transfer destinations for a user's voicemail
- Enable or disable these voice features for a user's phone, if they are available on the system:
  - Video calls
  - Night service
  - Single number reach

**Manage phone system features**

- Add and remove local directory numbers
- Add and remove local speed dials
- Modify the business hours and holiday schedules used by the auto attendant
- Enable or disable music on hold (MoH) and upload a different music file (.mp3, .wav, or .au) or company message
- View information about the auto attendant greeting and prompt files on the system and about the prompt management extension, and see a list of users with prompt management privileges
- Specify an operator user and extension on the system. The operator extension can be selected as a voicemail transfer destination
- View the capacity, amount used, and voicemail message counts for user and group voice mailboxes on the system
- View or edit members and descriptions for hunt groups, call blast groups, call paging groups, and call pickup groups
- Modify night service schedule
- View how inbound calls are routed through Direct Inward Dialing (DID) numbers to internal extensions

**View status information**

- View network connections and status, including
  - Cisco Unified Communications 500 Series bandwidth utilization
  - Remote VPN connections
  - Wireless client connections for Cisco Unified Communications 500 Series platforms with integrated wireless and Cisco AP 541N Wireless Access Points

**View video from Cisco PVC2300 and WVC2300 IP cameras**

- Automatically discover up to four Cisco PVC2300 or WVC2300 Business Internet Video Cameras and view video from these cameras using Cisco Office Manager's built-in Video Viewer
- Configure the location of the Cisco Small Business Video Monitoring System on the user's PC so that it can be launched from Cisco Office Manager

**Customization Options for the Cisco Partner to enter during Cisco Office Manager installation**

- Brand the Cisco Office Manager application with a custom logo and text
- Enter your support contact information
- Specify a URL for an RSS news feed
- Specify which Cisco Office Manager features you want to enable for each customer site

**Benefits**

Cisco Office Manager empowers the administrator to respond to routine moves, adds, and changes. It also promotes customer intimacy and increases the Cisco reseller's brand exposure. The site administrator is able to configure only those features that have been previously activated by the Cisco partner during system configuration.

**Platform Support/Compatibility**

Cisco Office Manager supports the following Cisco Small Business devices:

- Cisco Unified Communications 500 Series (all models), with software pack 8.0.2 or later installed
- Cisco PVC2300 Business Internet Video Camera, with software version 1.1.2.6 or later
- Cisco WVC2300 Wireless-G Business Internet Video Camera, with software version 1.1.2.6 or later
- Cisco Unified IP Phone 7900 Series, Cisco SPA 500 and 300 Series IP Phones, and Cisco IP Communicator (soft phone)
- Cisco AP 541N Wireless Access Points, with software version 1.9.1 or later (wireless client connection status only)

**System Requirements**

The PC running Cisco Office Manager must meet these requirements:

- Operating system: Windows XP with Service Pack 3, Windows Vista, or Windows 7
- Web browser: Microsoft Internet Explorer, version 6.0 or later (version 7.0 or later is recommended), or Firefox, version 3.5 or later
- Adobe Flash, version 10 or later

**For More Information**

For more information about the Cisco Office Manager, visit <http://www.cisco.com/go/officemanager> or contact your local account representative.



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