Cisco Business Edition 4000

Simple, Cloud-Managed Office Communications for Small Business.

Product Overview

The Cisco® Business Edition 4000 (BE4000) is an easy-to-use, cloud-managed communications system based on proven IP telephony and voicemail technology. It is ideal for small to midsize businesses and supports up to 200 phones. The BE4000 can help reduce your communications costs and is easy to set up and manage.

Features and Benefits

The following table describes how the BE4000 solution can help your organization.

Feature	Benefit
Simple cloud-hosted management	**Lower IT administration overheads.** With customized views for partners, IT administrators, and end users, the BE4000 cloud-hosted management portal gives easy access to the settings and information you need to rapidly deploy a new system and make day-to-day changes. Intuitive menus make it easy to add new users and phones and turn on calling features. End-user self-service menus mean your staff can set personal preferences such as speed dials and passwords for themselves.
Comprehensive calling features	**Never miss that important call.** With the Cisco BE4000, enjoy high-quality, reliable communications with your coworkers, customers, suppliers, and partners. Essential features such as auto-attendant, call park, hold and transfer, hunt groups, single number reach, and many more mean your calls always get routed to the right place.
Proven voice over IP (VoIP) telephony	**Reduced communications costs with proven Cisco VoIP telephony.** Lower your long-distance and international calling charges with VoIP technology. Reduce the risk of outages and save on expensive maintenance and repair costs for your existing, obsolete key telephone system or private branch exchange (PBX).
Support for the latest Cisco IP phones	**Flexibility and choice.** The BE4000 supports a broad range of the latest Cisco IP Phone 7800 and 8800 Series devices. Choose from a range of models that are suited to different users' requirements and work environments.
Flexible consumption models	**Simpler investment planning with investment protection.** 1-, 3-, and 5-year prepaid license subscriptions mean you can plan your investments to match your budget cycles. At the end of the term, simply renew or migrate your phones to a complete cloud service like Cisco Webex®.

Quick and Easy to Deploy and Manage

The BE4000 is a completely cloud-managed IP phone system. The cloud management portal features simple and intuitive management capabilities that make the BE4000 quick to deploy and simple to manage and use. New users and phones can be added in minutes. You can manage all your office locations from anywhere, and end users can easily customize their own phone and voicemail settings.

Cisco BE4000 Solution Components

Component	Description
Cisco Business Edition 4000	
Cisco BE4000 appliance 	• The Cisco BE4000 is a dedicated voice appliance that provides essential IP telephony and voicemail services. It comes in a compact, small-footprint form factor • If required, simply choose the Cisco network interface module you need to connect to the public switched telephone network (PSTN). Select up to two, choosing from PRI, BRI, FXS, and FXO • Alternatively, the BE4000 supports SIP trunking, to enable you to connect to an IP PSTN service from your preferred VoIP service provider
BE4000 prepaid term-based subscription plans 	• 1-, 3-, and 5-year prepaid options • Each user subscription entitles that user to connect a single device (such as a phone, fax, or conference phone) to the system and provides a single user voice mailbox for the duration of the plan • Plans include Cisco Software Support Service, entitling you to: ◦ All BE4000 system software upgrades ◦ 24x7 Cisco Technical Assistance Center (TAC) support • Plans also include access to the Business Edition Management Portal for: ◦ Rapid preconfiguration and deployment of BE4000 solutions ◦ Ongoing system moves, adds, changes, and deletions (MACDs) ◦ End-user portal access for personal preference settings
Cisco Smart Net Total Care™ Service 	The Cisco Smart Net Total Care Service can be purchased to cover the BE4000 solution hardware and provides the following benefits: • Global, 24-hour access to the Cisco TAC for covered devices • Advance hardware replacement, including 2-hour, 4-hour, and next-business-day options • Access to OS software updates and upgrades • 24-hour access to Cisco online resources • Comprehensive, web-based user community for self-service support of smart capabilities • Proactive diagnostics and immediate alerts on devices enabled with Smart Call Home
Cisco IP Phones	
Cisco IP Phone 7800 Series 	• Ideal for common areas, knowledge workers, administrative staff, and managers • Cost-effective, full-featured IP telephony for small to large organizations • Range of models supporting light to active voice communications needs • Clear sound from enhanced acoustics and wideband audio to avoid fatigue • Compatible with Cisco on-premises, Cisco cloud, and many third-party solutions

Component	Description
Cisco Unified IP Phone 8800 Series	• Ideal for onsite and remote knowledge workers, administrative staff, and managers • Enjoy clear IP telephony with enhanced acoustics to increase productivity • Work your way, with advanced features such as personal mobile device integration • Compatible with Cisco on-premises, Cisco cloud, and many third-party solutions
Optional – Cloud Collaboration	
Cisco Webex	• With Cisco Webex, your people and teams can create spaces to send messages, share files, and stay in contact wherever they go • When they need to meet, they'll spend less time getting caught up and more time getting stuff done • When they are ready to meet, they can simply join from a smartphone or desktop • Extend collaboration even further by adding a Cisco Webex Teams and Meeting plan alongside your BE4000 • Sign up for free at webex.com. Or choose a paid plan • And when you are ready for a fully integrated solution with meetings, messaging, and calling, you can migrate and register your phones to the Cisco Webex service. Or migrate to a larger Business Edition 6000 solution, featuring Cisco Webex Hybrid Services

Product Specifications

BE4000 Solution Features and Capabilities	
BE4000 Plan Features	**Description**
Term options	1-, 3-, and 5-year prepaid plan options are available
Plan entitlement	A licensed user is entitled to connect one device, access one voice mailbox, and access the BE4000 management portal for the duration of the subscription
Support	Access to Cisco TAC 24 hours per day, 365 days per year
Software upgrades	Software subscription includes major and minor upgrades
Devices Supported	
Cisco IP Phone 7800 Series models supported	7811, 7821, 7832, 7841, 7861
Cisco IP Phone 8800 Series models supported	8811, 8821, 8831, 8832, 8841,8845, 8851, 8851NR, 8861,8865
Analog devices	Analog phones, fax machines, etc. supported via NIM FXS ports
Total system capacity	Up to 200 devices supported on a single BE4000 appliance
Voicemail Features	
Maximum number of mailboxes	Up to 200 per BE4000 appliance
Message storage capacity	Up to 120 hours of voicemail messages
Business Edition Management Features	
Role-based access to portal	The Business Edition Management Portal for the BE4000 provides highly secure, customized access for Cisco partner administrators, customer IT administrators, and end users Administrators can view and update key system settings and enable end users to log in to the system to perform common self-help tasks such as managing their password updates and speed dial settings
Status monitoring	Administrators can view key system settings as well as system health
BE4000 Appliance Specifications	
Dimensions	1.75 x 14.55 x 11.60 in (44.55 x 369.57 x 294.64 mm)
Weight	7.7 lb (3.5 kg) + 1.2 lb (0.66 kg) external power supply
RJ-45-based ports	2
Network interface module (NIM) slots	2
Safety compliance	UL 60950-1, CAN/CSA C22.2 No. 60950-1, EN 60950-1, AS/NZS 60950-1, IEC 60950-1, GB-4943

BE4000 Solution Features and Capabilities	
Electromagnetic compatibility (EMC)	CES-003 Class A, EN55022 Class A, CISPR22 Class A, AS/NZS 3548 Class A, VCCI V-3, CNS 13438
	EN 300-386, EN 61000 (Immunity), EN 55024, CISPR 24, EN50082-1, KN22, KN24
Telecommunications standards	TIA-968-B, CS-03, ANSI T1.101, ITU-T G.823, G.824, IEEE 802.3, RTTE Directive
	Homologation requirements vary by country and interface type. For specific country information, refer to the online approvals database at https://www.ciscofax.com/
PSTN Trunk Connection	
SIP trunking	Up to 100 SIP trunk sessions
NIM options supported	1-, 2-, and 4-port T1/E1 cards 2- and 4-port BRI cards 2- and 4-port FXO cards 2- and 4-port FXS cards 2-port FXS, 4-port FXO combination card

Note: For country availability, dial plans, and localization information, see
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/be/be4000/release_notes/be4k_b_release_notes.html

Note: For Cisco Wireless IP Phone 8821 and 8821-WEX Wireless LAN Deployment Guide, see
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/8821/english/Deployment/8821_wlandg.pdf

Full Feature List

Full Feature List	
Phone Features	
• Call forward on busy, no answer, and all (internal or external) • Do not disturb (DND) • Diversion of calls directly to voicemail (Transfer to Vmail) • Call-waiting beep • Dual line appearances per button • Automatic line selection for outbound calls • Consult transfer • Busy lamp field (presence) • Soft keys available for each connected state • Access features using soft keys • Last-number redial	• Local name directory lookup • On-hook dialing • Station speed dial with configuration changes from BE4000 self-service portal • Support for fax machines on FXS ports • Single number reach for mobility • Shared line on SIP phones • Support for Cisco Unified IP Phone 7800 and 8800 Series endpoints • Paging • 3-party conference • Call park • Visual list of parked calls
Trunk Features	
• Analog FXO • Basic Rate Interface (BRI) and Primary Rate Interface (PRI) support (NI2, 4ESS, 5ESS, DMS100, and DMS250) and several other switch types currently supported in Cisco IOS® Software • Caller ID name and number • Automatic number identification (ANI) • Digital trunk support (T1/E1)	• Direct Inward Dialing (DID): Up to 100 numbers for SIP trunks and 100 numbers in total for ISDN trunks • Direct outward dialing (DOD) • SIP trunks and RFC 2833 support • Call forwarding busy, no answer, and all • Calling line identification presentation (CLIP) and calling name identification presentation (CNIP)
System Features	
• Supports a maximum of 200 devices • Call hold and retrieve • Call park: Directed • Call transfer • Call transfer: Consultative • Call waiting • 3-party ad hoc conferencing • Directory services • Hunt groups: Sequential, parallel (blast), and longest idle. Limit	• Music-on-hold system and custom file upload • Paging: Internal through IP phones • Class of restriction • Extension assigner • Auto-registration of phones • Call forward unregistered • Localization support for Cisco Unified IP Phone • Multi-level auto attendant

Full Feature List	
of 100 hunt groups and 32 members per hunt group • Intercom	• Custom greeting upload for auto attendant • Time-of-day routing
Voicemail Features	
• Voicemail support for up to 120 hours • Voicemail to email and Visual Voicemail • Group voicemail box • Voicemail distribution lists	

Ordering Information

The Business Edition 4000 is available to order using the part numbers below. For more details on how and where to order, configuration details, and minimum quantities, please refer to the Cisco Business Edition 4000 ordering guide at cisco.com/go/be4000 or on Cisco SalesConnect at salesconnect.cisco.com.

Part #	Product Description
Cisco BE4000 Appliance	
BE4S-V-K9	Cisco Business Edition 4000 Appliance
Optional Network Interface Modules for PSTN Connectivity	
NIM-2FXO=	2-port Network Interface Module - FXO (Universal)
NIM-4FXO=	4-port Network Interface Module - FXO (Universal)
NIM-2FXSP=	2-port Network Interface Module - FXS, FXS-E and DID
NIM-4FXSP=	4-port Network Interface Module - FXS, FXS-E and DID
NIM-2FXS/4FXOP=	2-port FXS/FXS-E/DID and 4-Port FXO Network Interface Module
NIM-2BRI-NT/TE=	2-port BRI Network Interface Module
NIM-4BRI-NT/TE=	4-port BRI Network Interface Module
NIM-1MFT-T1/E1=	1-port multiflex trunk voice/clear-channel data T1/E1 module
NIM-2MFT-T1/E1=	2-port multiflex trunk voice/clear-channel data T1/E1 module
NIM-4MFT-T1/E1=	4-port multiflex trunk voice/clear-channel data T1/E1 module
Cisco Packet Voice Digital Signal Processor Module for Multiflex Trunk (MFT) T1/E1 NIMs	
PVDM4-32	32-channel, high-density, voice DSP module
PVDM4-64	64-channel, high-density, voice DSP module
Cisco Smart Net Total Care Service	
CON-SNT-BE4SVKSV	Smart Net Total Care for BE4000 Appliance 1 Year
Cisco Business Edition 4000 Software User License Subscription	
A-BE4K-1YR-K9	Business Edition 4000 1-Year Subscription
A-BE4K-3YR-K9	Business Edition 4000 3-Year Subscription
A-BE4K-5YR-K9	Business Edition 4000 5-Year Subscription

Note: The optional BE4000 Digital Multiflex Trunk (MFT) modules listed in the table require the appropriate Cisco Packet Voice Digital Signal Processor Module 4 (PVDM4). For more information on the E1/T1 PVDM4 ordering and configuration requirements, see https://www.cisco.com/c/en/us/support/docs/routers/4000-series-integrated-services-routers/118792-config-isr-00.html.

Warranty Information

The Cisco Business Edition 4000 appliance has a Cisco 90-Day Limited Hardware Warranty.

Cisco Capital

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More Information

For more information on the Cisco Business Edition 4000, visit cisco.com/go/be4000.