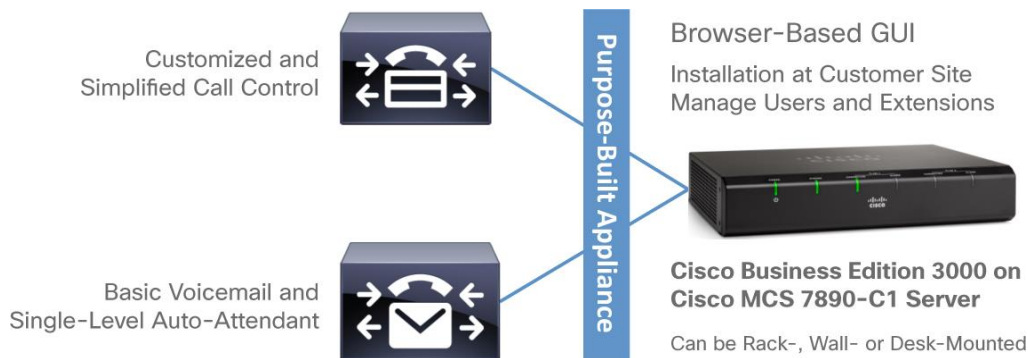


Cisco Business Edition 3000 Version 8.6.5

Product Overview

The Cisco® Business Edition 3000 is a purpose-built appliance that delivers essential business-class unified communications and collaboration for small and midsize businesses with up to 300 users and 400 devices located at up to 10 sites. Hosted on a compact hardware platform as shown in Figure 1, Cisco Business Edition 3000 integrates the benefits of voice, video, mobility, messaging, applications, and voice gateway services on a single appliance. Consolidating these capabilities on a single appliance creates a cost-effective solution that is both simple to set up and easy to manage; it also lowers the total cost of ownership (TCO) and provides a smooth transition from earlier, outdated telephony systems to a new-age unified communications and collaboration solution.

Figure 1. Cisco Business Edition 3000



Benefits, Features, and Capacity

Business Benefits

Based on highly reliable, proven Cisco technology, the Cisco Business Edition 3000 offers your business these essential features:

- Connections for all your locations, with support for up to 300 users and 10 sites
- Mobility capabilities at no extra charge to keep you connected at all times
- Voicemail and Automated-Attendant to help route critical calls and messages
- PC and mobile client applications for desk-phone functions when traveling
- Point-to-point video telephony that is as easy as a phone call
- Session Initiation Protocol (SIP) trunking capabilities for cost savings
- Advanced collaboration capabilities with instant messaging (IM), presence, and meetings when using Cisco WebEx® services

IT Benefits

The Cisco Business Edition 3000 provides the following benefits:

- Simple management interface for quick moves, adds, and changes
- Available country-specific localized dial plans to speed first-time setup
- Localized language interface for selected countries
- Efficient purpose-built equipment that combines a server and voice gateway

The Cisco Business Edition 3000 appliance includes two integrated T1/E1 ports for digital trunks. The solution supports SIP trunks to service providers using Cisco Unified Border Element to build a more flexible and complete collaboration solution such as:

- Additional T1/E1 connectivity using a Cisco Integrated Services Router (ISR) Voice Gateway
- Operator attendant console using the Cisco Unified Attendant Console Compact Edition (CUAC-CE)
- Instant messaging and presence using Cisco WebEx Messenger™ service
- Web conferencing using Cisco WebEx Meeting service

Features and Capacity

Table 1 details system capacity and features, Table 2 outlines system features, and Table 3 highlights user features for Cisco Business Edition 3000 Version 8.6.5.

Table 1. System Capacity

Attribute	Capacity
Maximum number of users or devices	<ul style="list-style-type: none">• 300 users (400 endpoints or devices)
Total number of sites	<ul style="list-style-type: none">• 10 (with single country pack)
Number of remote sites	<ul style="list-style-type: none">• 9 (centralized call processing)
Telephony trunking protocols	<ul style="list-style-type: none">• SIP, T1/E1 Primary Rate Interface (PRI), T1/E1 channel-associated signaling (CAS), and E1 R2 and analog (foreign exchange office [FXO])
T1/E1 support	<ul style="list-style-type: none">• Through built-in gateway and Cisco 2901 Integrated Services Router (for an additional 2 ports per Cisco 2901)
SIP trunk	<ul style="list-style-type: none">• SIP trunk to service provider SIP network for public switched telephone network (PSTN) access using session border elements
Analog trunk (FXO)	<ul style="list-style-type: none">• Support for analog trunk using Cisco SPA8800 IP Telephony Gateway with 4 FXS and 4 FXO Ports
ISDN Basic Rate Interface (BRI)	<ul style="list-style-type: none">• Through Cisco Integrated Services Router
Voicemail	<ul style="list-style-type: none">• Maximum length of voicemail: 51 minutes per user; auto-purged after 15 days• Maximum number of ports: 12 (combined concurrent sessions to Auto-Attendant and voicemail)
Automated-Attendant	<ul style="list-style-type: none">• Single-level Auto-Attendant across all sites• Single language• Day and night service with alternate greeting• Maximum number of ports: 12 (combined concurrent sessions to Auto-Attendant and voicemail)
Attendant console	<ul style="list-style-type: none">• Supported using Cisco Unified Attendant Console Compact Edition• Maximum number of concurrent calls based on phone model• Internal contacts (Cisco Business Edition 3000 phone users)• Supported features: Make call, receive call, transfers, hold, paging, and ad-hoc conferencing• Maximum number of attendant consoles: 10

Attribute	Capacity
IP endpoints	<ul style="list-style-type: none"> • Cisco Unified IP Phone 3905, 6901, 6911, 6921, 6941, 6945, 6961, 7925G, 7942G, 7945G, 7962G, 7965G, 7975G, 8941, 8945, and 8961 models • Cisco Unified IP Phone 7975, 7965, and 7962 models • Support for Cisco Unified IP Phone 7916 (24-button) and Cisco Unified IP Color Key Expansion Module (KEM) • Cisco Unified IP Phone 8961, which supports (36-button) Cisco Unified IP Color KEM • Cisco Unified IP Conference Station 7937 • Cisco Jabber™ for Windows and Mac (cloud-based with Cisco WebEx Connect® service) • Cisco Jabber for iPhone and Android • Cisco UC Integration™ for RTX (China) • Cisco IP Communicator (7.0 or later) • Cisco UC Integration with WebEx Connect (7.1 or later)(CUCI-Connect)
Conferencing	<ul style="list-style-type: none"> • Ad-hoc conferencing and Meet-Me conferencing through onboard hardware conference bridge • Maximum of 24 participants systemwide for conferencing • Maximum of 4 participants in ad-hoc conference • Maximum of 8 participants in Meet-Me conference
Music on Hold (MoH)	<ul style="list-style-type: none"> • Music source options: <ul style="list-style-type: none"> ◦ Connection to external audio source using 3.5-mm plug-in jack ◦ Upload audio file (file type: .wav)
Supported browsers	<ul style="list-style-type: none"> • Internet Explorer 8, Firefox 3.0, 4.0, and 10.0, and Safari 4.0 and 5.0
Country availability	<ul style="list-style-type: none"> • Brazil, China*, India, Indonesia, Mexico, and Russia* • Limited availability** for Australia, United States, and United Kingdom
Language (country pack)	<ul style="list-style-type: none"> • English (U.S., U.K., Australia, and India), Portuguese (Brazil), Chinese (China), Spanish (Mexico), and Russian (Russia); one language per system
Environment	
Dimensions (H x W x D)	<ul style="list-style-type: none"> • 2.77 x 14.15 x 10.87 in. (70.4 x 359.4 x 276.15 mm)
Unit weight (maximum)	<ul style="list-style-type: none"> • 7.72 lb (3.5 kg)
Power	<ul style="list-style-type: none"> • Switching type (100 to 240V) automatic • DC input voltage: 12 VDC at 8.5A • Power adapter: 100 to 240V, 50 to 60 Hz AC input
Mounting mechanism	<ul style="list-style-type: none"> • Rack-mount and wall-mount
Certification	<ul style="list-style-type: none"> • cUL (United States and Canada) • CB (Europe) and CQC (China)

* Cisco WebEx Connect and WebEx® Meeting services are not available in China or Russia.

** Please contact a Cisco representative if you are a partner interested in reselling Cisco Business Edition 3000 in a country with limited availability.

Table 2. System Features

System Features	Details
Automatic number identification (ANI)	<ul style="list-style-type: none"> • Displayed in calling-line identification (caller ID)
Ready-to-use phone	<ul style="list-style-type: none"> • Phone auto-registration, without the need for manual configuration involving MAC addresses • Interactive voice response (IVR)-based phone-user association (10 concurrent registration sessions)
Call Admission Control (CAC)	<ul style="list-style-type: none"> • Site-based CAC (bandwidth and call-quality management across sites)
Call Queuing	<ul style="list-style-type: none"> • Call Queuing feature allows incoming calls to be queued and provided with appropriate treatment, such as welcome and wait announcements and MoH, when phones in a hunt list are busy or not available • Announcements and music are customized • Single-level announcement for callers Users can see the real-time queue status on the phone and web admin or supervisor interface • The maximum number of queues is 100 • Options on user agent (UA) association follow: Minimum no user agent in one queue, maximum 100 user agents in one queue • The total number of user agents supported on Business Edition 3000 is 100

System Features	Details
PSTN class of service (CoS)	<ul style="list-style-type: none"> Internal, local, national, international, and emergency services predefined and cannot be changed
Centralized system administration	<ul style="list-style-type: none"> Status and performance monitoring, reporting, and alarms Call detail records (CDRs) report and offloading Bulk device export, import, and update utility Manual Backup utility
Survivable Remote Site Telephony (SRST) on T1/E1 interface	<ul style="list-style-type: none"> SRST-enabled Cisco ISR Gateway with license and configuration enables end users to stay connected during the loss of connectivity to Cisco Business Edition 3000 Cisco 2901 (maximum of 35 phones) supports extension-to-extension dialing using IP phones and PSTN failover dialing using a T1/E1 interface. FXO and ISDN BRI PSTN failover are not supported Note: Cisco 800 ISR (maximum of 4 phones) supports extension-to-extension dialing using IP phones. PSTN dialing is not supported Only basic PSTN phone features are supported
Dial plan	<ul style="list-style-type: none"> Extension length (3 to 8 digits) Preconfigured dial plan with short code dialing option Ability to create and customize the dial plan for supported countries Local PSTN breakout for remote sites Class of restriction, block, and translation patterns Direct inward dialing (DID) or direct dial inward (DDI) and direct outward dialing (DOD) support
Default distinctive ringtones PSTN telephony	<ul style="list-style-type: none"> Different ringtones defaulted for type of calls, including external call or internal calls Support for T1 PRI, E1 PRI, T1 CAS, and E1 R2 (Mexico and Brazil) with digital signaling type and non, semi, and full compelled inter-register signaling Support for analog trunk using Cisco SPA8800 IP Telephony Gateway with 4 FXO Ports Support for FXO, ISDN BRI, additional T1/E1, and SIP trunk with Cisco ISR
SIP trunk	<ul style="list-style-type: none"> RFC 2833 dual-tone multifrequency (DTMF) Codecs: G.729a, G.729b, and G711mu; SIP T.38 fax Support for SIP options (ping, delayed offer, and early offer) using advanced connection pack
SIP phone and line-side support	<ul style="list-style-type: none"> Support for phones in SIP mode
Analog phones (foreign exchange station [FXS] and FXO)	<ul style="list-style-type: none"> FXS and FXO: Supported by Cisco SPA8800 IP Telephony Gateway with 4 FXS and 4 FXO Ports Cisco VG224 Analog Voice Gateway with 24 FXS ports
Fax	<ul style="list-style-type: none"> Fax Pass-Through T.38 Fax-Relay Modem Pass-Through
Media Gateway Control Protocol (MGCP) ISDN	<ul style="list-style-type: none"> T1/E1 PRI and T1-CAS
Quality of service (QoS)	<ul style="list-style-type: none"> Differentiated Services (DiffServ) and IP Precedence (type of service [ToS]) 802.1p (class of service [CoS]) Voice-quality statistics
Transcoding support	<ul style="list-style-type: none"> On-server digital signal processor (DSP) that supports transcoding (10 sessions)

Table 3. User Features

User Features	Details
Auto-Attendant	<ul style="list-style-type: none"> Dial by number and dial by name are supported
Barge	<ul style="list-style-type: none"> This feature allows a user to join an active call
Busy lamp field (BLF)	<ul style="list-style-type: none"> A speed-dial button light illuminates when the destination phone is busy
Call back	<ul style="list-style-type: none"> This feature provides users with an audio and visual alert on the phone when a busy or unavailable party becomes available
Call forwarding	<ul style="list-style-type: none"> Call Forward All (CFA), Busy (CFB), and No Answer (CFNA) are supported Call Forward to Voicemail is supported
Call park	<ul style="list-style-type: none"> Directed Call Park is supported
Call pickup	<ul style="list-style-type: none"> Group Call Pickup (GPickUp) and Other Group Pickup (OPickup) are supported Directed Call Pickup is supported

User Features	Details
Call waiting and call retrieve per line	<ul style="list-style-type: none"> Consecutive call waiting and alerting per line are supported
Calling name identification (CNID)	<ul style="list-style-type: none"> CNID over Q.931 facility information element is supported
Click to Call	<ul style="list-style-type: none"> Outlook using Jabber® integration is supported Cisco WebDialer is supported Jabber Client is supported
Directory	<ul style="list-style-type: none"> System Directory is the only directory supported
Emergency 911 (E911) support	<ul style="list-style-type: none"> Emergency calling using the PSTN gateway of the local site is supported
Extension mobility	<ul style="list-style-type: none"> Native extension mobility is supported Extension mobility on Cisco IP Communicator is supported
Hold and resume	<ul style="list-style-type: none"> This feature enables users to hold and resume their calls
idivert to voicemail	<ul style="list-style-type: none"> This feature allows a user to transfer a ringing, connected, or hold calls directly to voicemail
IP phone features	<ul style="list-style-type: none"> Missed calls and the option to dial using missed call records are supported Placed calls and the option to dial using placed call records are supported Received calls and the option to dial using received call records are supported Do not disturb (DND) is supported SIP RFC 2833 Inband is supported Dynamic Host Configuration Protocol (DHCP) is supported Plus (+) number dialing is supported
Multiple line appearances per phone	<ul style="list-style-type: none"> Two calls per line on selected phone models are supported The ability to select a specified line appearance is supported Shared or bridged line appearance is supported A maximum of six lines per phone is supported on select phone models
Multiple calls per shared line	<ul style="list-style-type: none"> Two calls on shared lines are supported
Multiparty conferencing	<ul style="list-style-type: none"> Ad-hoc conferencing with up to four participants is supported The drop last conference party feature is supported The list all or drop any conference party feature is supported
Meet-Me conferencing	<ul style="list-style-type: none"> This feature allows a user to host a Meet-Me conference for up to eight participants
Native hunt groups	<ul style="list-style-type: none"> Longest-idle, broadcast, sequential, and circular hunting are supported This feature supports the ability to forward to Auto-Attendant or an extension after hunting
Paging (using CUAC-CE)	<ul style="list-style-type: none"> One-to-one paging is supported One-to-many paging using a multicast network is supported
Redial	<ul style="list-style-type: none"> With this feature you can make a call to the last number dialed
Reach Me Anywhere (Single Number Reach)	<ul style="list-style-type: none"> This feature allows association of another phone number (example: Mobile number to line 1 of user's desk phone). External phone number integration is supported using ISDN PRI and SIP trunk
Speed dials	<ul style="list-style-type: none"> User-programmable speed dials from the Admin and User GUI are supported
Transfer	<ul style="list-style-type: none"> Blind, consultative transfer and direct transfer are supported
Voicemail	<ul style="list-style-type: none"> Integrated messaging (voicemail to email) using Internet Message Access Protocol (IMAP) and Simple Mail Transfer Protocol (SMTP) is supported Message waiting indicator (MWI) on the phone is supported

Localization

Cisco Business Edition 3000 supports localization for both user interface functions and administration interface.

Localization is supported through country pack file installation. Country packs include the following components:

- Dial plan
- Country-specific tones

- Localization components (needed only when a language other than English is used):
 - Phone user interface language
 - Prompt announcements in local language
 - Self-care User portal (Preferences) localization
 - Administration interface localization including online help

Cisco Business Edition 3000 is preinstalled with dial plans and tones for the following countries: India and the United States.

Additional Country pack file installation is required to support the following countries: Australia, Brazil, China, Indonesia, Mexico, Russia, and United Kingdom.

Ordering Information

To place an order use the [Cisco Ordering tool](#) or contact your local Cisco representative. Visit the Cisco Partner Locator tool on the Cisco website at [Partner Locator - Cisco Systems](#), and search on “Unified Communications”. Check the box “Search for a partner specialized in small- or commercial-sized business” to find a certified unified communications partner in your area.

For detailed order information about Cisco Business Edition 3000, please refer to ordering guide at: http://www.cisco.com/web/partners/sell/technology/ipc/uc_tech_readiness.html.

Service and Support

Cisco Business Edition 3000 is supported by the Cisco Technical Assistance Center (TAC). For detailed service mapping on related products for Cisco Business Edition 3000, please refer to the ordering guide at http://www.cisco.com/web/partners/sell/technology/ipc/uc_tech_readiness.html.

For More Information

For more information about Cisco Business Edition 3000, please visit: <http://www.cisco.com/go/be3000>.

For more information about Cisco’s complete solution offerings for small and midsize businesses, please visit: <http://www.cisco.com/go/smb>.

Cisco channel partners and resellers looking for ordering information should refer to the Cisco Business Edition 3000 Ordering Guide available with login on the Cisco partner site at: <http://www.cisco.com/go/partner>.



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