



New and Changed Information

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New and Changed Information

Table 1: New and Changed Information—2020

Revision Date	Updates
January 14, 2020	<ul style="list-style-type: none">• Updated the following sections:<ul style="list-style-type: none">• Smart License Status—Updated information on the smart license status available for your BE4000 site.

Table 2: New and Changed Information—2019

Revision Date	Updates
October 1, 2019	<ul style="list-style-type: none">• Added the following section:<ul style="list-style-type: none">• Cisco IP Phone 8800 Series with Enterprise Line Key• Updated the following sections:<ul style="list-style-type: none">• Direct Inward Dial Numbers—Updated information on the option to define the name that appears as caller ID for outbound calls.• Direct Inward Dial Numbers—Updated that the inbound call mapping of DID to Meet Me is reset to default when hardware conferencing is disabled.

Revision Date	Updates
August 27, 2019	<ul style="list-style-type: none"> • Updated the following sections: <ul style="list-style-type: none"> • Direct Inward Dial Numbers—Updated information on the option to map Direct Inward Dial (DID) inbound call with Meet Me conference number. • Direct Inward Dial Numbers and Add a Line Card—Updated information on the option to make Outbound Caller ID editable and having a different format from inbound Direct Inward Dial (DID) numbers. • Shared Line—Updated information on the requirements to uncheck the shared line check box.
July 30, 2019	<ul style="list-style-type: none"> • Added the following sections: <ul style="list-style-type: none"> • Enable Enterprise Line Key—Updated information on how to enable Enterprise Line Key (ELK). ELK is not enabled by default on BE4000.
June 18, 2019	<ul style="list-style-type: none"> • Added the following section: <ul style="list-style-type: none"> • Enterprise Line Key • Enable Voicemail Box Space Notification Emails • Phone Branding • Configure Voicemail Description Style • Updated the following section: <ul style="list-style-type: none"> • Call Detail Records—Removed the feature restriction, as Call Detail Records is now supported. • Emergency Alerting—Removed the feature restriction, as Emergency Alerting is now supported. • Auto Attendant - Field Descriptions—Removed the Repeat This Menu option from Auto Attendant. • Auto Attendant - Field Descriptions—Added a note that the default Auto Attendant audio prompts are silent.
March 28, 2019	<ul style="list-style-type: none"> • Added the following section: <ul style="list-style-type: none"> • Configure Intersite Dialing—Star Topology • Updated the following section: <ul style="list-style-type: none"> • Extensions - Field Descriptions—Updated the field descriptions to include drop-down list fields to add and modify an extension.

Revision Date	Updates
February 13, 2019	<ul style="list-style-type: none"> • Added the following section: <ul style="list-style-type: none"> • Smart License • Updated the following section: <ul style="list-style-type: none"> • Cisco ATA Analog Telephone Adapters—Updated the content from being specific to Cisco ATA 190 Analog Telephone Adapter to generic to Cisco ATA Analog Telephone Adapters. • Line Card - Field Descriptions—Updated the field descriptions to include "Name" and "Number" fields.
January 25, 2019	<ul style="list-style-type: none"> • Added the following sections: <ul style="list-style-type: none"> • Conference • Barge • Manage Customer Administrators • Updated the following section: <ul style="list-style-type: none"> • Extensions - Field Descriptions—Updated field descriptions of "COR" field.
January 11, 2019	Added Access Personal Voicemail Box section.

Table 3: New and Changed Information—2018

Revision Date	Updates
December 12, 2018	<ul style="list-style-type: none"> • Added the following sections: <ul style="list-style-type: none"> • Supported Codecs • Priority Order of Codecs • Modify Codec List and Set Priority • Updated the following sections: <ul style="list-style-type: none"> • Hunt Groups - Field Descriptions—Updated to include Enable Call Queuing check box and reorganized Comfort Greeting frequency and Max Waiting Time fields. • Extensions - Field Descriptions—Interchanged the "Single Number Reach (SNR)" and "Call Forward" field descriptions.

Revision Date	Updates
November 22, 2018	<ul style="list-style-type: none"> • Added the following sections: <ul style="list-style-type: none"> • BE4000 Intersite Dialing • Configure Intersite Dialing—Mesh Topology • Add Extensions in Bulk • Modify the Digit to Dial an Outside Line • Updated the following fields: <ul style="list-style-type: none"> • Line Card - Field Descriptions—Updated the NIM-2FXO and NIM-4FXO field descriptions to include the new fields added under "Show Advanced" check box. • Hunt Groups - Field Descriptions—Added suggestions for setting up the timers and removed default values from the timer fields.
November 5, 2018	<ul style="list-style-type: none"> • Added the following sections: <ul style="list-style-type: none"> • Privacy and Privacy Button • Inbound Call Blocking • View Phone Firmware Version and IP Address • Updated the following sections: <ul style="list-style-type: none"> • Line Card - Field Descriptions—While configuring the paging extension on for an FXO line card during the initial site deployment and post site deployment, the "Name" field is renamed to "Label" and the "Number" field is renamed to "Extension" • Extensions - Field Descriptions—Added "Allow calls to blocked numbers" check box. • Personal Voicemail Box - Field Descriptions—Added "Enable MWI" check box. • Phones - Field Descriptions—Updated "Privacy" and "Privacy Button" field descriptions.

Revision Date	Updates
October 12, 2018	<ul style="list-style-type: none">• Added the following section:<ul style="list-style-type: none">• Private IP Address Ranges• Updated the following sections:<ul style="list-style-type: none">• Extensions - Field Descriptions—Added "Enable VM to Email" and "Enable MWI" check boxes.• User Management - Field Descriptions—Added "Enable VM to Email" and "Enable MWI" check boxes.• Personal Voicemail Box - Field Descriptions—Added "Enable VM to Email" check box.• Hunt Groups - Field Descriptions—Renamed "Disconnect" option to "Disconnect Call".• Reach System Operator from a Personal Voicemail Box—Updated field descriptions.• Auto Attendant - Field Descriptions—Updated field descriptions.• Night Service Manual Activation Code—Updated the minimum and maximum digit range for "Manual Activation Code".

Revision Date	Updates
September 20, 2018	<ul style="list-style-type: none"> • Added the following topics: <ul style="list-style-type: none"> • Task Log • Call Queuing • Updated the following sections: <ul style="list-style-type: none"> • Register to Cisco Business Edition Selfcare Portal and Log In to the Cisco Business Edition Selfcare Portal Using Recovery Code—Changed the "Rescue Code" to "Recovery Code". • Line Card - Field Descriptions—Added "Input Gain (db)" and "Output Attenuation (db)" fields. • Share the Configuration Details of a BE4000 Site—Removed the note that configuration summary is not real time. Also, removed the option to export configuration summary by email. • Hunt Groups - Field Descriptions—Updated the field names. Added "Comfort Greeting frequency (30-120 Sec)" and "Max Waiting Time (20-3600 Sec)" fields. • Extensions - Field Descriptions—Added the "Extension Label" field. • Phones—Added a note.
September 5, 2018	<p>Private Line Automatic Ringdown—Added a note that PLAR is not supported on ATA FXS ports.</p>
August 23, 2018	<p>Added the following section:</p> <ul style="list-style-type: none"> • Private Line Automatic Ringdown

Revision Date	Updates
August 21, 2018	<p>Updated the following sections:</p> <ul style="list-style-type: none"> • Personal Voicemail Box—Updated the instances of "Personal Mailbox" to "Personal Voicemail Box". • Group Voicemail Box <ul style="list-style-type: none"> • Updated the instances of "Group Mailbox" to "Group Voicemail Box". • Added a note to "Primary Extension" field description. • Extensions - Field Descriptions—Renamed "Night Service" field to "CFNS Number" and moved it under "Additional Settings" table. • Hunt Groups - Field Descriptions: <ul style="list-style-type: none"> • Updated "When No Member is Available" drop-down list. • Added "Member Timeout" field. • Removed "Max Waiting Time" field. • Troubleshooting BE4000 Issues—Renamed the following: <ul style="list-style-type: none"> • "Phone Number" drop-down option to "DID Translation". • "Cesip" check box to "SIP Signaling". • "Cdapi" check box to "Call Routing". • Phones—Removed the following section: <ul style="list-style-type: none"> • Restart Phone from the BE4000 Portal.
August 3, 2018	<ul style="list-style-type: none"> • The following sections are added: <ul style="list-style-type: none"> • Reset All Phones from the BE4000 Portal • Paging Group • Shared Line • Log In to the Cisco Business Edition Selfcare Portal Using Recovery Code • Updated the following sections: <ul style="list-style-type: none"> • Add SIP Trunk—Added a note in "SIP Trunk" section. • Extensions - Field Descriptions—Updated field description for "Shared Line" check box. • Line Card - Field Descriptions—Updated the field descriptions for the "Line Cards" page.

Revision Date	Updates
July 5, 2018	<ul style="list-style-type: none"> • Added the following sections: <ul style="list-style-type: none"> • Add Additional Customer Administrators • Resend Registration Email for BE4000 Customer Administrators • Remove Customer Administrator • Change Customer Administrator for a BE4000 Site • Manage Trusted IP Address List • Updated the following sections: <ul style="list-style-type: none"> • Auto Attendant - Field Descriptions—Renamed the Number of repeats through menu drop-down list to How many times do you want message to be played and removed "0" from the drop-down options. • Modify SMTP Server Details—Updated to include the steps to upload a custom SMTP server certificate. • Configure Back Up Schedule for a Site—Updated that the backup failure emails are sent only when the site is in the "Online" state. • Extensions - Field Descriptions—Updated the "Call Forward" section that you cannot call forward to the same extension.
June 19, 2018	<ul style="list-style-type: none"> • Added the following section: <ul style="list-style-type: none"> • Troubleshooting BE4000 Issues • Paging • Intercom • Call Park • Updated the following sections: <ul style="list-style-type: none"> • Modify SMTP Server Details—Added details on validating the SMTP server address
May 29, 2018	<p>Added the following section:</p> <ul style="list-style-type: none"> • Reset Phone

Revision Date	Updates
May 24, 2018	<p>Updated the following:</p> <ul style="list-style-type: none"> • Extensions - Field Descriptions— <ul style="list-style-type: none"> • Updated the "Display Name" field description to include a maximum of 12 characters. • The text "SNR" is changed to "Single Number Reach (SNR)". • Phones - Field Descriptions—Updated the "Device Name" field description to include a maximum of 12 characters. • Group Voicemail Box - Field Descriptions—Updated the "Group Name" field description to include a maximum of 12 characters.
May 11, 2018	<ul style="list-style-type: none"> • Added the following sections: <ul style="list-style-type: none"> • SIP Trunk—Ability to add or remove SIP Trunk post site deployment. • Access Admin Settings on Phone • Reach System Operator from a Personal Voicemail Box • Updated the following sections: <ul style="list-style-type: none"> • Direct Inward Dial Numbers—Added the drop-down option "Greeting Admin" for Auto Attendant target type in the "Inbound Call Mapping" page. • Change Business Hours—Added a note that holidays can be added only the current year and a year ahead. • Auto Attendant - Field Descriptions—Added submenu option for Auto Attendant closed menu. • Extensions - Field Descriptions—Added a note on adding a phone while adding extension. • Modify SMTP Server Details—Added a note on Domain Name requirements while SMTP Server details.

Revision Date	Updates
April 12, 2018	<ul style="list-style-type: none"> • Added the following topics: <ul style="list-style-type: none"> • Cisco ATA Analog Telephone Adapters • Call Detail Records • Emergency Alerting • Edit a Line Card—Removed the note stating the limitation on changing the NIM cards from T1 PRI card E1 PRI and conversely. • Overview of Auto Attendant—Added "Drop Through Destination" support details. • Hunt Groups—Added "Dynamic Members" support details.
March 21, 2018	<ul style="list-style-type: none"> • Added Modify the Digit to Send Calls to Voicemail Automatically • Phones - Field Descriptions—Added a note for "Type" filed description under Buttons • Hunt Groups - Field Descriptions—Added a note for "Pilot Number" field description under Hunt Groups • Troubleshoot the Status of Line Cards—Updated the images
March 5, 2018	<ul style="list-style-type: none"> • Added the Add Cisco Wireless IP Phone 8821 to the Wireless LAN topic • Updated the Provision the Phone Using Extension Assigner with Cisco Wireless IP Phone 8821 specific requirements
February 8, 2018	<ul style="list-style-type: none"> • Added the following topic: <ul style="list-style-type: none"> • Modify Customer Administrator's Phone Number • Hunt Groups - Field Descriptions—The following changes are made: <ul style="list-style-type: none"> • "Second Pilot Number" field is removed • "Preference" field is removed • "Collect Statistics" field is removed • "Description" field is removed • "Phone Display" field is removed • "Timeout" is renamed to "Max Wait Time (10-60000 Sec)"

Revision Date	Updates
January 24, 2018	<ul style="list-style-type: none"> • Line Card - Field Descriptions—Added "Static TEI" field and updated SIP Trunks field descriptions. • Extensions - Field Descriptions—Removed the following non-functional fields: <ul style="list-style-type: none"> • "After Hour" check box • "Voice Hunt Groups" check box • "Refer" check box • "Preference" field • "Hunt Stop" check box and its associated "Channel" field • "Session Server" check box and its associated "Session Server" field • Phones - Field Descriptions—Removed the following non-functional fields: <ul style="list-style-type: none"> • "After Hour Exempt" check box • "Camera" check box • "Application" field • "Group Phone" drop-down list • "Emergency Response Location" field • "Lpcor" drop-down list • "Park" field • "Preference" drop-down list • Registration Timer—"Max Value(120-86400)" and "Min Value(60-3600)" fields • Incoming Details—"Enable" check box • Conference Details—"Type" drop-down list • "Extension Mobility" check box

Table 4: New and Changed Information—2017

Revision Date	Updates
December 20, 2017	<ul style="list-style-type: none"> • Added the following topics: <ul style="list-style-type: none"> • Add a User • Modify Email Address of a User • Resend Cisco Business Edition Selfcare Portal Registration Email to a User • Resend Cisco Business Edition Selfcare Portal Registration Email to All Users • Reset Cisco Business Edition Selfcare Portal Password for a User • Reset Cisco Business Edition Selfcare Portal Password for All Users • Modify SMTP Server Details • Modify Time Zone • Add Smart License Token • Removed "Automatic Synchronization" field details from the Line Card - Field Descriptions.
December 14, 2017	<p>Added the following topic:</p> <ul style="list-style-type: none"> • Troubleshoot the Status of Line Cards
November 29, 2017	<p>The following sections are updated:</p> <ul style="list-style-type: none"> • Pickup Group—Updated the content for answering a Pickup Group call • Overview of Auto Attendant—Added the content for editing the prompts from a phone and updated the content for adding alternate greeting from a phone • Night Service—Updated to include its own schedule • Change Business Hours—Removed the depending of business hours on night service
November 13, 2017	<p>Added the following sections:</p> <ul style="list-style-type: none"> • Add a Line Card • Edit a Line Card • Modify Music on Hold • Pickup Group

Revision Date	Updates
October 27, 2017	Added the following sections: <ul style="list-style-type: none">• Configure Back Up Schedule for a Site• Restore the Backed-Up Site Configuration
October 19, 2017	Added the following sections: <ul style="list-style-type: none">• Add a Key Expansion Module• Add Auto Attendant• Night Service• Direct Inward Dial Numbers• Change Business Hours• Specify Maintenance Schedule
September 1, 2017	Added the following sections: <ul style="list-style-type: none">• Set Up Personal Voicemail Box for a User Without an Assigned Phone• Access Personal Voicemail Box-Users Without an Assigned Phone
August 21, 2017	First Publish.

