



Cisco Business Edition 4000 Feature Support Matrix

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Overview

This document lists all the features that are supported by the Cisco Business Edition 4000 in conjunction with the different roles supported.

Feature List

Following is the list of features that are available in Cisco Business Edition 4000 including the information on when it can be configured, by whom, and notes (if any).

Table 1. Feature Support Matrix

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
Add New Site		Yes	-	-	-	-	-
Site Details	Customer Name and Location Name	Yes	-	-	-	-	To modify, you must delete and add BE4000 site once again.
	Customer Administrator's Name and Email Address	Yes	-	-	-	-	- Cisco Partner can add only one Customer Administrator in the Setup Assistant. - If a Customer needs more than one Customer Administrator, then post deployment, the Customer Administrator who was added in the Setup Assistant can add by logging in to the Cisco Business Edition 4000 Selfcare Portal.
	Customer Administrator's Phone Number	Yes	Yes	Yes	-	-	-
Create Configuration Template		Yes	Yes	-	-	-	-
System IP Address Configuration		Yes	-	-	-	-	To modify, you must delete the site and add BE4000 site once again.
SMTP Server Details	Modify	Yes	Yes	-	-	-	It is mandatory to add SMTP server details during initial site deployment.
	Validate and Troubleshoot	-	Yes	Yes	-	-	-

Feature List

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
Configure Direct Inward Dial (DID) Numbers		Yes	Yes	Yes	-	-	Up to 98 DID numbers are supported for SIP trunks and 98 DID numbers for ISDN trunks (PRI and BRI).
Select Dial Plan		Yes	-	-	-	-	To modify the dial plan, you must delete the BE4000 site and add it again.
SIP Trunk Configuration		Yes	Yes	Yes	-	-	<ul style="list-style-type: none"> - You can add only one PSTN access SIP trunk per site. - To modify a PSTN access SIP trunk, you must remove and re-add the PSTN access SIP trunk - It is mandatory to add at least one trusted IP address during initial deployment.
Line Cards	Add and Modify	Yes	Yes	Yes	-	-	
	Remove	-	-	-	-	-	-
Private IP Address Range Configuration		Yes	Yes	Yes	-	-	-
Time Zone		Yes	Yes	Yes	-	-	-
Phone Display Language		Yes	Yes	Yes	Yes	-	-
Selfcare Portal Language		Yes	Yes	Yes	Yes	-	-
Define Extension Length (3-5 digits)		Yes	-	-	-	-	To modify, you must redeploy the BE4000 site.
Dial an outside line lead digit configuration*		Yes	Yes	Yes	-	-	-

Feature List

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
Send calls to voicemail automatically	Configure lead digit to send calls to voicemail	Yes	Yes	Yes	-	-	-
	Send a call to voicemail	-	-	-	-	Yes (Lead Digit + Extension)	-
Interdigit Timeout Configuration		Yes	Yes	Yes	-	-	-
Business Hours Configuration		Yes	Yes	Yes	-	-	-
Inbound Call Mapping Configuration		Yes	Yes	Yes	-	-	-
Outbound Caller ID Configuration		Yes	Yes	Yes	-	-	-
System Operator Number Configuration		Yes	Yes	Yes	-	-	-
Music on Hold Configuration		Yes	Yes	Yes	-	-	-
Maintenance Schedule Configuration		Yes	Yes	Yes	-	-	-
Smart Licensing Token Configuration		Yes	Yes	Yes	-	-	-
Call Detail Records (CDR) Configuration and View CDR Reports		-	Yes	Yes	-	-	The calls that are made within the organization are not captured in the CDR reports.
Emergency Alerting Configuration		-	Yes	Yes	-	-	-
Factory Reset BE4000 Appliance		-	Yes	Yes	-	-	Must be done locally.

Feature List

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
Reload BE4000 Appliance		-	Yes	Yes	-	-	-
Auto Attendant (AA) Configuration	Add Auto Attendant	Yes	Yes	Yes	-	-	Supports only one Auto Attendant.
	Enable End Users to update Auto Attendant Greeting and prompts	-	Yes	Yes	-	-	-
	Modify Auto Attendant prompts	-	Yes	Yes	-	Yes (with "PromptAdministrator" privileges	
	Add Alternate Greeting	-	-	-	-	Yes (with "PromptAdministrator" privileges.	Alternate Greeting does not show up in the BE4000 portal. It must be configured through the Prompt Administrator Phone Menu 70397.
Key Expansion Module (KEM)	Add, Modify, and Remove	-	Yes	Yes	-	-	<ul style="list-style-type: none"> - You cannot add KEM during initial site deployment. - The Cisco IP Phone 8800 Key Expansion Module (CP-BEKEM=), Cisco IP Phone 8851/8861 Key Expansion Module (CP-8800-A-KEM=) and Cisco IP Phone 8865 Key Expansion Module (CP-8800-V-KEM=) are supported.

Feature List

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
Cisco ATA 190 and Cisco ATA 191 Analog Telephone Adaptors	Add and Modify	-	Yes	Yes	-	-	- You cannot add ATA 190 and ATA 191 during initial site deployment.
Hunt Group	Add and Modify	Yes	Yes	Yes	-	-	-
	Add Static Members	Yes	Yes	Yes	-	-	-
	Allow Dynamic Members in a Hunt Group	Yes	Yes	Yes	-	-	-
	Join and Unjoin Static Hunt Groups	-	-	-	-	Yes (Press HLog softkey)	-
	Join and Unjoin Dynamic Hunt Groups	-	-	-	-	Yes (From My Phone Apps > Voice Hunt Groups)	-
Night Service	Schedule Night Service Hours	Yes	Yes	Yes	-	-	-
	Configure Manual Activation Code	Yes	Yes	Yes	-	-	-
	Designate an extension for Night Service	-	Yes	Yes	-	-	-

Feature List

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
	Designate an extension for receiving calls during Night Service Hours	-	Yes	Yes	-	-	-
	Manually activate the night service mode	-	-	-	-	Yes (Dial manual activation code)	-
Single Number Reach (SNR)	Enable	Yes	Yes	Yes	Yes	-	Not supported on ATA 190 and ATA 191.
	Modify	-	Yes	Yes	Yes	Yes	-
Back up Schedule	Configure and Modify	Yes	Yes	Yes	-	-	-
Restore Backup		Yes	Yes	-	-	-	-
Extension	Add and Modify	Yes	Yes	Yes	-	-	-
Message Waiting Indicator	Enable or Disable	-	Yes	Yes	-	-	-
Paging	Page All (broadcast)	-	-	-	-	-	By default, "PageAll" group consisting of all phones available in the site is created.
	Create Paging Group	Yes	Yes	Yes	-	-	
	Modify Paging Group	=	Yes	Yes	-	-	

Feature List

Feature	Cisco Partner		Customer Administrator	End Users		Notes	
	Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones		
	Send and Receive Page	-	-	-	-	Yes (Dial the pilot number of the Paging Group and speak out the message)	
	Enable and Disable Whisper Paging	-	-	-	-	Enabled by default on all phones.	
Group Voicemail	Create	Yes*	Yes	Yes	-	-	*Only when "Group Voicemail" is chosen for the "When No member available" drop-down list on the Hunt Groups page.
	Modify	-	Yes	Yes	-	-	-
	Send a message to Group Voicemail Box	-	-	-	-	Yes	-
	Listen to messages in a Group Voicemail Box	-	-	-	-	Yes (Press Messages)	-

Feature List

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
Personal Voicemail Box	Create	Yes	Yes	Yes	-	-	The FXS ports on NIM cards do not support voicemail. If you are using an analog phone on FXS port and require voicemail support, we recommend that a Hunt Group is configured such that when the analog phone does not answer, the call is re-directed to an IP phone that has voicemail.
	Reset PIN	-	Yes	Yes	Yes	Yes	-
Send Voicemail to Email	Enable or Disable for an End User	-	Yes	Yes	Yes	-	-
	Modify the email address for receiving voicemail	-	Yes	Yes	Yes	-	-
Send a call to Voicemail Box Automatically		-	-	-	-	Yes (Lead Digit + Extension)	-
Call Forward	All	-	Yes	Yes	Yes	Yes (Press CFWDALL)	
	Busy	-	Yes	Yes	-	-	-
	No-Answer	-	Yes	Yes	-	-	-
	Unregistered	-	Yes	Yes	-	-	-
Auto Answer	Enable or Disable	-	Yes	Yes	-	-	-

Feature List

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
Intercom	Configure lead digit for intercom lines	Yes	-	-	-	-	-
	Enable and Disable	-	Yes	Yes	-	-	You can add only the primary extension as an intercom line.
	Place an intercom call	-	-	-	-	Yes (Lead Digit + Intercom Extension)	-
Call Park	Park a call	-	-	-	-	Yes (Transfer + * + Extension to park + Transfer)	BE4000 supports directed Call Park only.
	Resume a parked call	-	-	-	-	Yes (*0* + parked extension)	
Pickup Group	Create and Modify	-	Yes	Yes	-	-	- By default, BE4000 creates Pickup group "1" and all extensions are part of it. - You can assign only one Pickup Group per extension.
	Answer a call within same Pickup Group	-	-	-	-	Yes (Pickup Softkey)	-

Feature List

Feature	Cisco Partner		Customer Administrator	End Users		Notes	
	Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones		
	Answer call from different Pickup Group	-	-	-	-	Yes (GPickup Softkey)	-
Shared Line	Enable	-	Yes	Yes	-	-	SIP shared line allows multiple SIP phones to share a common directory number. For BE4000, you can configure a maximum of 16 phones in one shared line.
	Disable	-	-	-	-	-	You cannot disable a shared line. You can only delete the shared line extension.
Class of Restriction (COR)	Configure	Yes	-	-	-	-	-
	Modify	Yes	-	-	-	-	You can modify COR.
Share configuration summary of a BE4000 site		-	Yes	Yes	-	-	Cisco Partners and Customer Administrators can share summary of BE4000 site configuration for troubleshooting purposes.
Private Line Automatic Ringdown (PLAR) Configuration		Yes	Yes	Yes	-	-	Can be configured only on Line Card (NIM) with FXS port.
User Management	Add and Delete User	Yes	Yes	Yes	-	-	-
	Modify Email address of a user	-	Yes	Yes	-	-	-
	Resend registration email to end users	-	Yes	Yes	-	-	-

Feature List

Feature	Cisco Partner		Customer Administrator	End Users		Notes	
	Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones		
Reset Cisco Business Edition 4000 Selfcare Portal Password	-	Yes	Yes	Yes	-	-	
Change Password for Cisco Business 4000 Selfcare Portal	-	-	-	Yes	-	-	
Phones	Add and Delete Phone	Yes	Yes	Yes	-	-	-
	Provision Phone	-	Yes	Yes	-	-	-
	Replace a Phone	-	Yes	Yes	-	-	-
	Reassign Phone to a different user	-	Yes	Yes	-	-	-
	Reset Phone	-	Yes	Yes	-	Yes	Phones are rebooted and the configurations for the phone are downloaded afresh.
Reset OTP for Cisco Business Edition 4000 Management Portal (Partner Portal)	-	Yes	-	-	-	-	Cisco Partners can reset their own OTP account. Also, OTP can be reset by another user within same partner organization.
Reset OTP for Cisco Business Edition 4000 Selfcare Portal (Customer Administrator)	-	Yes	-	-	-	-	-

Feature List

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
Troubleshoot	Run certain Show and Debug commands	-	Yes	Yes	-	-	-
View Task Log		-	Yes	Yes	-	-	Lists all the tasks that are performed on a BE4000 site in the past 62 days.
Privacy	Enable Privacy	-	Yes	Yes	-	-	Can be enabled only for extensions with Shared line.
	Enable Privacy Button on Phone	-	Yes	Yes	-	-	-
	Toggle Privacy mode on and off	-	-	-	-	Yes (Press Privacy line button)	-
Directory Services	Create Local Directory	-	-	-	-	-	Created by default based on the names added in stations.
	User Local Directory	-	-	-	-	Yes	-
	Personal Speed Dial Directory	-	-	-	-	Yes	-
Speed Dial	Configure Speed Dial Buttons	-	Yes	Yes	Yes	-	-
	Use Speed Dial Buttons	-	-	-	-	Yes	-
BLF Speed Dial	Configure BLF Speed Dial	-	Yes	Yes	Yes	-	-

Feature List

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
	Use BLF Speed Dial Buttons	-	-	-	-	Yes	-
Conference Calls		-	Yes	Yes	-	Yes	Supports Built-in Bridge and Hardware conferencing. Built-in Bridge Conferencing is enabled by default.
Barge		-	Yes	Yes	-	Yes	Barge can be enabled for shared lines only.
Block Incoming Calls from Specific Phones		-	Yes	Yes	-	-	-
Busy Trigger for Phone		-	Yes	Yes	-	-	-
Centrex Analog Lines		-	-	-	-	-	Not Supported. Only Plain Old Telephone Service (POTS) lines are supported through FXS cards.
Call Transfer	Alert/Semi-consult Transfer	-	-	-	-	Yes	Call transfer is enabled by default for all phones.
	Attended/Consult Transfer	-	-	-	-	Yes	
Call Queuing in Hunt Groups	Enable and Disable	Yes	Yes	Yes	-	-	-
Resend registration email to Customer Administrator		-	-	Yes	-	-	-

Feature List

Feature		Cisco Partner		Customer Administrator	End Users		Notes
		Setup Assistant (Pre Deployment)	Manage Site (Post Deployment)		On Selfcare Portal	On Phones	
Codecs	Enable and Set Priority	Yes	Yes	Yes	-	-	-
Intersite Dialing (ISD)	Configure and Modify	-	Yes	Yes	-	-	<p>There is no limit to the number of BE4000 sites that can be used in Intersite dialing–Star Topology.</p> <p>Intersite dialing–Mesh Topology allows up to six BE4000 sites to be connected in a mesh topology allowing calls between them using a site prefix before the local extension.</p> <p>Connections to non-BE4000 platforms is not supported.</p>
Additional Customer Administrators	Add Additional Customer Administrator	-	Yes	Yes	-	-	-
	Change Customer Administrator for a BE4000 site	-	Yes*	Yes	-	-	-

* - Only one PSTN dialing prefix is supported

Supported Phones and Devices

Table 2. Supported Phones and Devices

Phones		
Cisco Business Edition 4000 supports the following IP Phone Models containing Cisco enterprise software. Cisco IP Phones containing Third-Party Call Control (3PCC) software are not supported.		
Series	Models	Notes
Cisco IP Phone 7800 Series	Cisco IP Phone 7811	-
	Cisco IP Phone 7821	
	Cisco IP Conference Phone 7832	
	Cisco IP Phone 7841	
	Cisco IP Phone 7861	

Phones		
Cisco Business Edition 4000 supports the following IP Phone Models containing Cisco enterprise software. Cisco IP Phones containing Third-Party Call Control (3PCC) software are not supported.		
Series	Models	Notes
Cisco IP Phone 8800 Series	Cisco IP Phone 8811	<p>Cisco IP Phone 8800 Series currently supports Enterprise Line Key (ELK) with the BE4000. If ELK is enabled, all the 10 buttons on the phone display can be used as feature buttons and programmed as desired.</p> <p>ELK is not enabled by default on BE4000. If ELK is not enabled, only the 5 buttons on the left of the phone display can be used as feature buttons and programmed as desired. The 5 buttons on the right of the phone display can only be used as line buttons to perform tasks such as resuming a held call.</p> <p>While using Cisco Wireless IP Phone 8821, to ensure reliability and performance, your wireless LAN should meet the requirements that are outlined in the Cisco Wireless IP Phone 8821 and 8821-EX Wireless LAN Deployment Guide.</p> <p>Cisco Unified IP Conference Phone 8831 does not support Paging.</p> <p>Cisco IP Conference Phone 8832 does not support Wireless features.</p>
	Cisco Wireless IP Phone 8821	
	Cisco Unified IP Conference Phone 8831	
	Cisco IP Conference Phone 8832	
	Cisco IP Phone 8841	
	Cisco IP Phone 8845	
	Cisco IP Phone 8851 (Supports up to 2 Key Expansion Modules)	
	Cisco IP Phone 8861 (Supports up to 3 Key Expansion Modules)	
Cisco IP Phone 8865 (Supports up to 3 Key Expansion Modules)		
Key Expansion Module	Cisco IP Phone 8800 Key Expansion Module (CP-BEKEM=) Cisco IP Phone 8851/8861 Key Expansion Module (CP-8800-A-KEM=) Cisco IP Phone 8865 Key Expansion Module (CP-8800-V-KEM=)	-
Analog Devices		
Type	Models	Notes
Analog Phones	Cisco ATA 190 Analog Telephone Adapter Cisco ATA 191 Analog Telephone Adapter	Supported through NIM FXS ports and Cisco ATA 190, Cisco ATA 191 Series Analog Telephone Adapters.

Phones		
Cisco Business Edition 4000 supports the following IP Phone Models containing Cisco enterprise software. Cisco IP Phones containing Third-Party Call Control (3PCC) software are not supported.		
Series	Models	Notes
Fax Machine	-	

Supported Telephony Port Tones and Phone Tones

Table 3. Supported Telephony Port Tones and Phone Tones

Country	Telephony Port Tones	Phone Tones
Argentina	Yes	No
Australia	Yes	Yes
Austria	Yes	No
Belgium	Yes	No
Brazil	Yes	Yes
Canada	Yes	Yes
Chile	Yes	No
China	Yes	Yes
Colombia	Yes	No
Croatia	No	Yes
Cyprus	Yes	No
Czech Republic	Yes	Yes
Denmark	Yes	Yes

Supported Telephony Port Tones and Phone Tones

Country	Telephony Port Tones	Phone Tones
Estonia	No	Yes
Egypt	Yes	No
Finland	Yes	Yes
France	Yes	Yes
Germany	Yes	Yes
Ghana	Yes	No
Greece	Yes	Yes
Hong Kong	Yes	No
Hungary	Yes	Yes
Iceland	Yes	No
India	Yes	No
Ireland	Yes	No
Israel	Yes	Yes
Italy	Yes	Yes
Japan	Yes	Yes
Jordan	Yes	No
Kenya	Yes	No
Republic of Korea	Yes	Yes
Kuwait	Yes	No
Latvia	No	Yes
Lebanon	Yes	No

Country	Telephony Port Tones	Phone Tones
Lithuania	No	Yes
Luxembourg	Yes	No
Malaysia	Yes	No
Malta	Yes	No
Mexico	Yes	No
Republic of Montenegro	No	Yes
Nepal	Yes	No
Netherlands	Yes	Yes
New Zealand	Yes	No
Nigeria	Yes	No
Norway	Yes	Yes
Oman	Yes	No
Pakistan	Yes	No
Panama	Yes	No
Peru	Yes	No
Philippines	Yes	No
Poland	Yes	Yes
Portugal	Yes	Yes
Russian Federation	Yes	Yes
Saudi Arabia	Yes	Yes
Serbia	No	Yes

Language Support

Country	Telephony Port Tones	Phone Tones
Singapore	Yes	No
Slovakia	Yes	Yes
Slovenia	Yes	Yes
South Africa	Yes	No
Spain	Yes	Yes
Sweden	Yes	Yes
Switzerland	Yes	No
Taiwan	Yes	Yes
Thailand	Yes	Yes
Turkey	Yes	Yes
United Arab Emirates	Yes	No
United Kingdom	Yes	Yes
United States of America	Yes	Yes
Venezuela	Yes	No
Zimbabwe	Yes	No

Language Support

Table 4. Language Support

Language	Phone Display	Voicemail and System Prompt Language	Self-Care Portal (End User access only)

Language Support

Language	Phone Display	Voicemail and System Prompt Language	Self-Care Portal (End User access only)
Arabic	Yes	Yes	Yes
Bulgarian	Yes	No	No
Chinese (China)	Yes	Yes	No
Chinese (Hong Kong)	Yes	Yes	Yes
Chinese (Taiwan)	Yes	Yes	Yes
Croatian	Yes	No	No
Czech	Yes	No	No
Danish	Yes	Yes	No
Dutch	Yes	Yes	Yes
English (UK)	Yes	Yes	Yes
English (US)	Yes	Yes	Yes
Estonian	Yes	No	No
French (Canada)	Yes	Yes	Yes
German	Yes	Yes	Yes
Greek	Yes	No	No
Hebrew	Yes	Yes	No
Hungarian	Yes	Yes	No
Italian	Yes	Yes	Yes
Japanese	Yes	Yes	Yes

Language Support

Language	Phone Display	Voicemail and System Prompt Language	Self-Care Portal (End User access only)
Korean	Yes	Yes	Yes
Latvian	Yes	No	No
Lithuanian	Yes	No	No
Norwegian	Yes	Yes	No
Polish	Yes	No	Yes
Portuguese (Brazil)	Yes	Yes	Yes
Portuguese (Portugal)	Yes	Yes	No
Romanian	Yes	No	No
Russian	Yes	Yes	No
Serbian	Yes	No	No
Slovak	Yes	No	No
Slovenian	Yes	No	No
Spanish (Spain)	Yes	Yes	Yes
Spanish (Latin America)	Yes	Yes	Yes
Spanish (Mexico)	Yes	Yes	Yes
Swedish	Yes	Yes	No
Thai	Yes	No	No
Turkish	Yes	Yes	Yes

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