



Overview of Cisco Business Edition 4000

- [Introduction to Cisco Business Edition 4000, on page 1](#)
- [Cisco Business Edition 4000 Workflow, on page 1](#)
- [Getting Started with a BE4000 Customer Site, on page 3](#)

Introduction to Cisco Business Edition 4000

Cisco Business Edition 4000 (BE4000) is a dedicated voice appliance that provides essential IP telephony and voicemail services for up to 200 phones. BE4000 comprises of a BE4000 appliance that is installed in the customer premises and the Cisco Business Edition 4000 Management cloud portal that manages the phone configurations.

A Cisco partner can preconfigure the customer network information in the Cisco Business Edition 4000 Management portal even before the BE4000 appliance is shipped to the customer site. After the BE4000 appliance is shipped and installed on the customer premises, it automatically pulls the preconfigured network information from the portal. Thus deployment is made easy and phone systems are set up quickly.

BE4000 supports the Cisco IP Phone 7800 Series, Cisco IP Phone 8800 Series, and Cisco ATA 190 Analog Telephone Adapter. For the list of supported phones, see [Supported Phones](#).

You can connect to Public Switched Telephone Network (PSTN) by inserting the Cisco Network Interface Modules (NIM). For the list of supported NIM cards, see [Supported Line Cards](#).

The following portals are available as part of the Cisco Business Edition 4000:

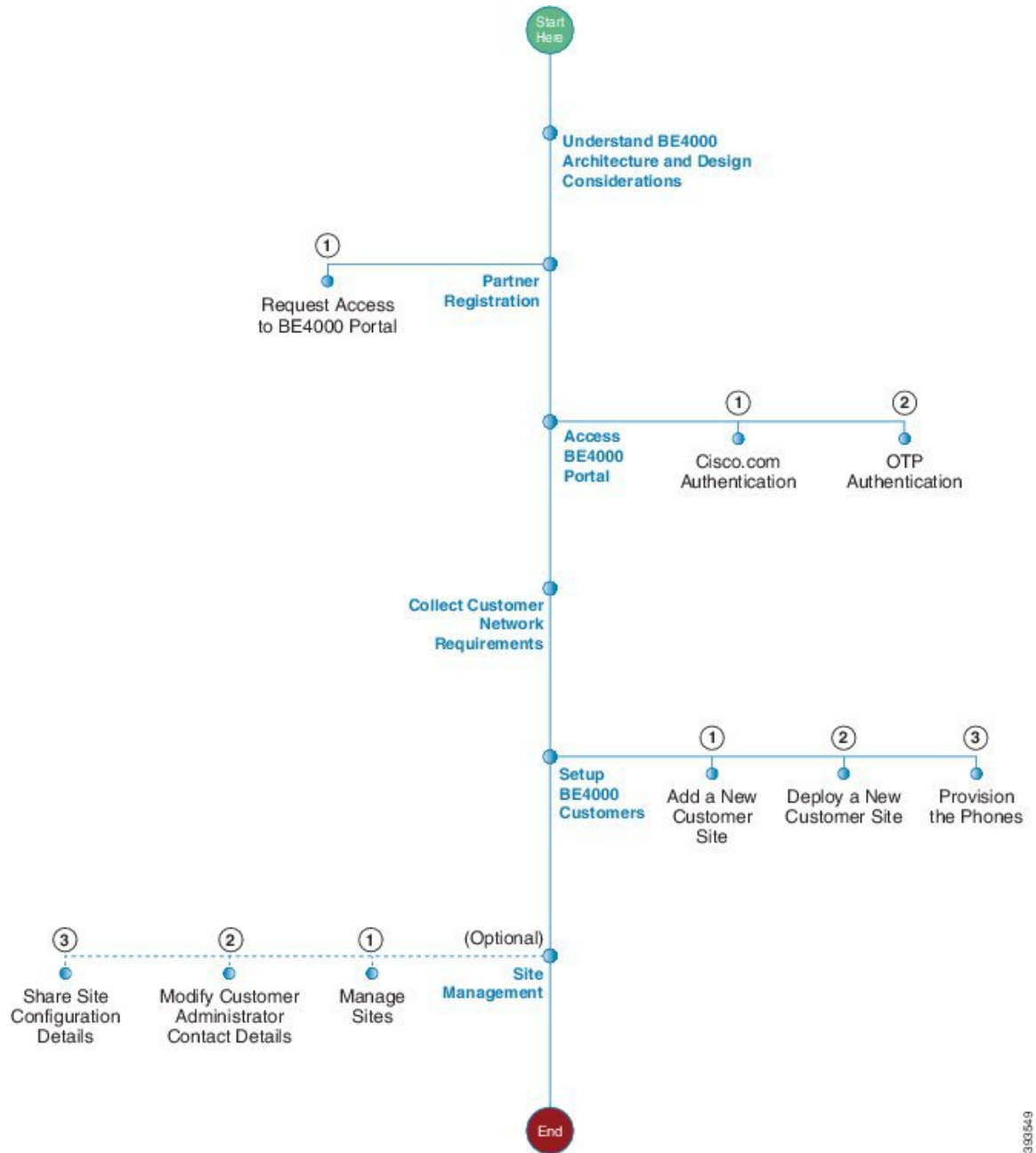
- [Cisco Business Edition 4000 Management Portal](#) (also referred to as **Cisco Business Edition 4000 Partner Portal**) – Cisco Partners access this portal to preconfigure a customer's network.
- [Cisco Business Edition 4000 Selfcare Portal](#) – Customer administrators access this portal to manage all the Business Edition 4000 sites within their organization. End users access this portal to set up their phone features from anywhere at any time.

For the latest features and enhancements available in the BE4000, see [Release Notes](#).

Cisco Business Edition 4000 Workflow

The following illustration outlines the high-level tasks that you perform to add and manage customer sites:

Figure 1: BE4000 Workflow



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Getting Started with a BE4000 Customer Site

Table 1: Getting Started with a BE4000 Customer Site

Step	Task	Purpose	Prerequisite	References
Step 1	Read Cisco Business Edition 4000 Release Notes and go through the BE4000 Partner Support Center.	Be aware of the prerequisites and limitations of BE4000.	—	<p>Cisco Business Edition 4000 Release Notes.</p> <p>BE4000 Partner Support Center—http://partners.cisco.com</p>
Step 2	Understand the BE4000 Architecture and Design Considerations	Be familiar with the network requirements and other design considerations required for site deployment.	—	<p>Read BE4000 Architecture and Design considerations chapter of the <i>Cisco Business Edition 4000 Partner Guide</i>.</p>
Step 3	Request Access to BE4000 Portal	You cannot access BE4000 portal until your partner administrator provides you access. Log in to Partner Self-Service portal to request access.	<ul style="list-style-type: none"> You must have a valid Cisco ID You must be associated with a Cisco Partner 	<p>PSS Portal—http://www.cisco.com/go/pss.</p> <p>See Request Access to BE4000 Partner Portal section of the <i>Cisco Business Edition 4000 Partner Guide</i> for detailed procedure.</p>
Step 4	Access BE4000 Portal	Register to the BE4000 Portal. You can create and configure a customer site in the BE4000 portal.	<ul style="list-style-type: none"> Partner administrator has provided you access to BE4000 in PSS portal You must have a smart phone or a tablet with One Time Password (OTP) generator application 	<ul style="list-style-type: none"> BE4000 Portal—http://partners.cisco.com Read Access BE4000 Portal section of the <i>Cisco Business Edition 4000 Partner Guide</i> for detailed procedure.

Step	Task	Purpose	Prerequisite	References
Step 5	Collect Customer and Site Details	You must collect the customer contact details and network specifications before adding a customer site in the portal.	—	Read Customer Contact and Network Details section of the <i>Cisco Business Edition 4000 Partner Guide</i> for detailed procedure.
Step 6	Add customer site in the BE4000 Portal	Create configuration for the customer site in the BE4000 portal and bring it to “Ready to Deploy” state.	Have customer contact and network details ready	See Add Customer Site section of the <i>Cisco Business Edition 4000 Partner Guide</i> for detailed procedure.
Step 8	<i>(Task performed on the customer site)</i> (Optional) Insert NIM cards.	Based on the customer requirements, insert appropriate NIM cards to connect to the Public Switched Telephone Network (PSTN)	NIM card must be available on the customer site.	—
Step 9	<i>(Task performed on the customer site)</i> Access Local Administration screens to verify if BE4000 is connected to the network	You must confirm that you have all the required connections before deploying the customer site. You can access local administration screens through Ethernet or Console.	<ul style="list-style-type: none"> • BE4000 appliance is connected to the network devices and powered on. • RJ45 or USB console cable for Console based connection • MGMT port (use a normal Cat5e or Cat6 cable) cable for Ethernet based connection 	See Access Local Administration Screens section of the <i>Cisco Business Edition 4000 Partner Guide</i> for detailed procedure.

Step	Task	Purpose	Prerequisite	References
Step 10	Run Port Checker	You must confirm if the UDP ports 500 and 4500 are accessible to the BE4000 portal.	<ul style="list-style-type: none"> Port Check tool must be run on Chrome, Firefox, or Opera browsers only Your computer must be on the same network as your BE4000 appliance 	Port Checker https://tools.cisco.com
Step 11	Deploy the site	<p>You must bring the site configurations that you created in the BE4000 portal on to the BE4000 appliance.</p> <p>You can deploy the site in the following ways:</p> <ul style="list-style-type: none"> Scan the QR code on the underside of the BE4000 appliance and follow the prompts Browse to BE4000 deploy 	<ul style="list-style-type: none"> You have verified the network connections by accessing the local administration screens You must have run the Port Check Tool and verified UDP Ports are available Provisioned telephony services A minimum internet download speed of 2 Mbps Customer Name, location, and serial number of the BE4000 appliance is ready 	<ul style="list-style-type: none"> BE4000 deploy https://tools.cisco.com See Deploy a Customer Site section of the <i>Cisco Business Edition 4000 Partner Guide</i> for detailed procedure. See Cisco Business Edition 4000 Quick Start Guide.
Step 12	Verify that the site is in the online on the BE4000 Portal	Ensure that the site is up and running. You cannot provision the phones if the site is not in the Online state.	Deployment is successfully completed.	BE4000 Portal https://tools.cisco.com

Step	Task	Purpose	Prerequisite	References
Step 13	<p><i>(Task performed on the customer site)</i></p> <p>Connect the phones to the network and provision using Extension Assigner</p>	Connect phones to the network and assign extensions that you added in the BE4000 Portal while adding a customer site.	<ul style="list-style-type: none"> • Have the list of extensions configured in the BE4000 portal and its associated phone model • Have the required phone devices ready on the customer site • DHCP option 150 or DHCP Option 66 is enabled 	See Provision the Phone section of the <i>Cisco Business Edition 4000 Partner Guide</i> for detailed procedure.