



Manage Users

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Overview of Users

Cisco partner adds users to a BE4000 site during initial site deployment. A Cisco partner and customer administrator can add and manage users post site deployment. You can view all the existing users' information under **Manage Site > User Management**.

Add a User

Before you begin

Ensure that you have:

- First name, last name, display name, extension, and email address of the user

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- Step 1** Log in to the BE4000 portal.
 - Step 2** Click **Manage Site** from "Actions" menu for the desired site on the dashboard.
 - Step 3** Click **User Management**. The User Management page is displayed.
 - Step 4** Click **Add User**.
 - Step 5** Enter the information in the fields. For field descriptions, see [User Management - Field Descriptions](#), on page 2.
 - Step 6** Click the arrows at the bottom of the screen to move to next screen or to go back to the previous screen.
 - Step 7** Click **Yes**.
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What to do next

[Provision the Phone](#) for the user.

User Management - Field Descriptions

Field	Description
Extension	<p>Extension number that is associated with the end user.</p> <p>Note</p> <ul style="list-style-type: none"> • Enter a minimum of 3 digits for an extension. Maximum number of digits in an extension can go up to 5. • You cannot create an extension with leading zero. • The first digit of the extension cannot be the same as the digit used for dialing an outside line, sending a call to voicemail automatically, and dialing an intercom extension.
Display Name	Display name for the end user. The name entered here is displayed on the called phone device when a call is received from this extension. You can enter a maximum of 30 characters.
First Name	First name of the end user.
Last Name	Last Name of the end user.
Email Address	Email address of the end user. Cisco Cisco Business Edition Selfcare Portal registration link is sent to this email address.
Enable Voicemail	Voicemail to email feature is enabled for this extension. Any voicemail coming to this extension is sent as an email attachment to the registered email address.
Enable VM to Email	<p>Enables the end user to receive voicemail as an email attachment.</p> <p>Note Enable VM to Email check box is visible only when the Enable Voicemail check box is checked.</p>
Enable MWI	<p>Note This check box is not visible while modifying a user.</p> <p>Message waiting indicator (MWI) is a lamp that is lit on end user's phone to indicate a waiting voicemail message. Enables MWI functionality for an end user.</p> <p>Note Enable MWI check box is available only when the Enable Voicemail check box is checked.</p>
Hunt Group Login	Allows the extension to become dynamic member of a Hunt Group.

Table 1: Call Forward

Field	Description
Note	You cannot forward calls to your own extension. Enter an extension other than your own extension in the following fields.

Field	Description
All	<p>All the incoming calls are forwarded to another number (such as extension, auto attendant).</p> <p>The following options are available in the drop-down list:</p> <ul style="list-style-type: none"> • No Action • Outside Number—Enter the number in the text field. • Extension—Choose the extension from the drop-down list for available extensions. • Voicemail • Auto Attendant—Choose the auto attendant option from the drop-down list.
Busy	<p>The incoming calls are forwarded to another extension, voicemail box, or an outside number, only when the extension is busy.</p> <p>The following options are available in the drop-down list:</p> <ul style="list-style-type: none"> • No Action • Outside Number—Enter the number in the text field. • Extension—Choose the extension from the drop-down list for available extensions. • Voicemail • Auto Attendant—Choose the auto attendant option from the drop-down list.
Unregistered	<p>When the extension is unregistered to BE4000, the calls are forward to another extension, voicemail box, or an outside number. An extension can be in unregistered state when the phone device is unplugged or the network between the BE4000 and the extension is not functional.</p> <p>The following options are available in the drop-down list:</p> <ul style="list-style-type: none"> • No Action • Outside Number—Enter the number in the text field. • Extension—Choose the extension from the drop-down list for available extensions. • Voicemail • Auto Attendant—Choose the auto attendant option from the drop-down list.

Field	Description
No-Answer	<p>The incoming calls are forwarded to to another number (such as extension, auto attendant).</p> <p>The following options are available in the drop-down list:</p> <ul style="list-style-type: none"> • No Action • Outside Number—Enter the number in the text field. • Extension—Choose the extension from the drop-down list for available extensions. • Voicemail • Auto Attendant—Choose the auto attendant option from the drop-down list. <p>Note If Single Number Reach (SNR) is enabled, the number that is configured for "Call Forward No-Answer" on the "Single Number Reach (SNR)" page takes precedence.</p>
No-Answer Timeout (3-60000 secs)	Time in seconds up to which a call rings on the extension when no one answers. After this time out period, the call gets forwarded to configured extension, voicemail box, or an outside number.

Table 2: Single Number Reach (SNR)

Field	Description
	<p>Single Number Reach (SNR) provides end users the choice of answering an incoming call on their desk phone using a mobile phone (cellular network) or a Public Switched Telephone Network (PSTN) phone. On enabling SNR, an incoming call rings both on the desk phone and the mobile phone (or PSTN phone). End users can answer the call either on their desk phone or from the mobile phone (or PSTN phone) based on their convenience. An active call can be swapped between the desk phone and the mobile phone (PSTN phone) without disconnecting the call.</p>
SNR Number	<p>The number for Single Number Reach (SNR) functionality.</p> <p>Note When entering the SNR number, you must start with the prefix to dial an outside line, followed by Country Code, National Destination Code (Area Code), and Subscriber Number. For example, if 9 is the digit to dial an outside line, 1 is the country code, 555 is the area code, and 9999999 is the subscriber number, you must enter 915559999999.</p>
Call Forward No-Answer	An incoming call is forwarded to the SNR number when the call is not answered on the desk phone.
Calling Number Local	Calling party number displayed on the configured mobile phone is replaced with the SNR extension number.

Field	Description
SNR Delay (0-10 secs)	Number of seconds up to which a phone rings before transferring the call to configured SNR number. Range = 0 to 10 seconds. Default = 1.
SNR Timeout (5-60 secs)	Number of seconds up to which phone rings after the configured SNR delay. When the timeout value is reached, incoming call display is stopped on the desk phone and the call gets forwarded to the configured SNR number. Range = 5 to 60 seconds. Default = 10.
Ring Stop	An incoming call stops ringing on the desk phone after the call is answered from a mobile phone and conversely.
Answer Too Soon (1-5 secs)	Number of seconds up to which Single Number Reach (SNR) calls are prevented from being diverted to the voicemail box of a mobile phone. Range = 1 to 5 seconds.

Table 3: Additional Settings

Field	Description
Not Register Number	Extension is not associated with an external proxy server.
Auto Answer	Extension automatically answers any inbound call.
Pickup Call	Answer an incoming call on the extensions belonging to any pick-up group. Press GPickup followed by * on the phone to answer the pickup group call.
Pickup Group	Associate the extension with a pick-up group. 1 is the default pickup group created by the BE4000.
Allow calls to blocked numbers	Allows extension to make calls that are blocked in the dial plan.
Night Service Bell	<p>The incoming calls that ring during the night service period on the extension sends an alert indication to all extensions that are marked to receive night service bell notification. The alert notification is in the form of a splash ring (not associated with any of the individual lines on the phone) and a visible display of the extension. The phone users retrieve the call by pressing the Pickup softkey.</p> <p>The following options are available in the drop-down list:</p> <ul style="list-style-type: none"> • No Action • Outside Number—Enter the number in the text field. • Extension—Choose the extension from the drop-down list for available extensions. • Voicemail • Auto Attendant—Choose the auto attendant option from the drop-down list.

Field	Description
Forwarding Number	<p>The incoming calls are forwarded to another extension, voicemail box, or an outside number during night service hours.</p> <p>Note Only when the Night Service Bell check box is checked, the Forwarding Number text field appears.</p>
Shared Line	<p>One extension can be shared across multiple phone devices.</p> <p>Note If you assign an extension on more than one phone device using the Buttons page under Manage Site > Phones > Modify Phone, the Shared Line check box under Manage Site > Extensions > Modify Extensions > Additional Settings gets checked automatically and cannot be unchecked.</p>
Max Calls (2-16)	<p>Note This field is visible only when you check the Shared Line check box.</p> <p>Set the maximum number of calls that can be answered for the shared extension.</p> <p>Example: Consider that extension 1001 is shared on 3 phones and the maximum number of calls configured for the shared line is 2. At any time, there cannot be more than 2 active calls going on for 1001 on all the 3 phones.</p>

Table 4: Add Phone

Field	Description
Note	Every extension must be associated with a phone type for it to be available for provisioning through the Extension Assigner. Hence, we recommend you to add a phone while adding the extension. You can also add phone, under Manage Site > Phones .
Phone Type	List of supported phone models. By default, Cisco IP Phone 7841 is chosen.
COR	<ul style="list-style-type: none"> • Internal—Privileges to call numbers that are internal to the organization. • International—Privileges to call all numbers including international numbers. • Local—Privileges to call numbers within the same area code. • Local-Plus—Privileges to call numbers within the same area code with plus dialing. • National—Privileges to call numbers within the same nation code. • National-Plus—Privileges to call numbers within the same nation code with plus dialing.

Modify Email Address of a User

You can change only the email address of the user and retain all the other configurations related to the extension and phone as is.

Before you begin

Ensure that you have the new email address of the user ready

SUMMARY STEPS

1. Log in to the BE4000 portal.
2. Click **Manage Site** from Actions menu for the desired site on the dashboard.
3. Click **User Management**. The User Management page is displayed.
4. Click **Modify Email** from the Actions menu for the desired user.
5. Change the email address as required.
6. Click **Yes**.

DETAILED STEPS

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- Step 1** Log in to the BE4000 portal.
- Step 2** Click **Manage Site** from Actions menu for the desired site on the dashboard.
- Step 3** Click **User Management**. The User Management page is displayed.
- Step 4** Click **Modify Email** from the Actions menu for the desired user.
- Step 5** Change the email address as required.
- Step 6** Click **Yes**.

The registration email is sent to the newly entered email address.

Resend Cisco Business Edition Selfcare Portal Registration Email to a User

If a user has lost the email that was sent for registering to the Cisco Business Edition Selfcare Portal, Cisco Partner or customer administrator can resend the registration email.

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- Step 1** Log in to the BE4000 portal.
- Step 2** Click **Manage Site** from Actions menu for the desired site on the dashboard.
- Step 3** Click **User Management**. The User Management page is displayed.
- Step 4** Click **Resend Registration Email** from the Actions menu for the desired user.
- Step 5** Click **OK**.

The registration email is sent to the user. User must re-register to log in to the Cisco Business Edition Selfcare Portal.

Resend Cisco Business Edition Selfcare Portal Registration Email to All Users

- Step 1** Log in to the BE4000 portal.
- Step 2** Click **Manage Site** from "Actions" menu for the desired site on the dashboard.
- Step 3** Click **User Management**. The User Management page is displayed.
- Step 4** Choose **Resend Registration Email** from the **Bulk Edit** drop-down list.
- Step 5** Click **Resend All**.

The registration email is sent to all the users. Users must re-register to log in to Cisco Business Edition Selfcare Portal.

Reset Cisco Business Edition Selfcare Portal Password for a User

Before you begin

The user must be registered to the Cisco Business Edition Selfcare Portal.

- Step 1** Log in to the BE4000 portal.
- Step 2** Click **Manage Site** from Actions menu for the desired site on the dashboard.
- Step 3** Click **User Management**. The User Management page is displayed.
- Step 4** Click **Reset Password** from the Actions menu for the desired user.
- Step 5** Click **OK**.

The current password is erased and password reset instruction email is sent. User must change the password to log in to Cisco Business Edition Selfcare Portal.

Reset Cisco Business Edition Selfcare Portal Password for All Users

Before you begin

The user must be registered to the Cisco Business Edition Selfcare Portal.

- Step 1** Log in to the BE4000 portal.
- Step 2** Click **Manage Site** from Actions menu for the desired site on the dashboard.
- Step 3** Click **User Management**. The User Management page is displayed.
- Step 4** Choose **Reset Password** from the **Bulk Edit** drop-down list.
- Step 5** Click **Reset All**.

All the current passwords are erased and password reset instruction email is sent to all registered users. Users must change their passwords to log in to Cisco Business Edition Selfcare Portal.

Delete a User

BE4000 supports deleting a user. Deleting a user releases the extension and removes the phone settings from the system.

- Step 1** Log in to the BE4000 portal.
 - Step 2** Click **Manage Site** from Actions menu for the desired site on the dashboard.
 - Step 3** Click **User Management**. The User Management page is displayed.
 - Step 4** Choose **Delete User** from the Actions menu for the desired user.
 - Step 5** Click **Delete**.
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Extensions

An extension number is a unique number that is assigned to an employee in an organization. An employee can have more than one extension number.

Dial Plan for your organization defines the number of digits for an extension and the maximum number of extensions that can be configured at a site. Cisco partner configures the dial plan during the site creation. Contact Cisco partner if you need more details on dial plan configured for a site.

Add an Extension

While adding an extension, you can also configure call forwarding, single number reach, voicemail capabilities, and other calling features for an extension.

- Step 1** Log in to the BE4000 portal.
 - Step 2** Click **Manage Site** from "Actions" menu for the desired site on the dashboard.
 - Step 3** Click **Extensions**. The Manage Extensions page is displayed.
 - Step 4** Click **Add Extension**.
 - Step 5** Enter the information in the fields. For field descriptions, refer [Extensions - Field Descriptions, on page 10](#)
 - Step 6** Click the arrows at the bottom of the screen to move to next screen or to go back to the previous screen.
 - Step 7** Click **Yes**.
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Extensions - Field Descriptions

Table 5: Add Extension

Field	Description
Extension	<p>Extension number that is associated with the end user.</p> <p>Note</p> <ul style="list-style-type: none"> • Enter a minimum of 3 digits for an extension. Maximum number of digits in an extension can go up to 5. • You cannot create an extension with leading zero. • The first digit of the extension cannot be the same as the digit used for dialing an outside line, sending a call to voicemail automatically, and dialing an intercom extension.
Display Name	<p>Display name for the end user. The name entered here is displayed on the called phone device when a call is received from this extension. You can enter a maximum of 30 characters.</p>
Extension Label	<p>Note This field appears only while modifying an extension.</p> <p>Extension label is the text that is associated with the extension. The text added for the extension label appears on the line button. By default, the extension label is taken as the combination of display name and the extension number. For example, if you are adding with display name as "John" and the extension as "3456", the default extension label is "John-3456".</p>
User Type	<ul style="list-style-type: none"> • User—An extension that is assigned to the end user. You must configure an email address associated with the end user. • Public—An extension that is assigned to a phone that is meant for general use by many end users. You need not configure an email address. For example, the extension assigned to a phone in the conference room.
Hunt Group Login	<p>Allows the extension to become dynamic member of a Hunt Group.</p>

Table 6: Create End User

Field	Description
First Name	First name of the end user.
Last Name	Last Name of the end user.
Email Address	Email address of the end user. Cisco Cisco Business Edition Selfcare Portal registration link is sent to this email address.
Enable Voicemail	Voicemail to email feature is enabled for this extension. Any voicemail coming to this extension is sent as an email attachment to the registered email address.

Field	Description
Enable VM to Email	<p>Note This check box is not available while modifying an extension.</p> <p>Enables the end user to receive voicemail as an email attachment.</p> <p>Note Enable VM to Email check box is visible only when the Enable Voicemail check box is checked.</p>
Enable MWI	<p>Message waiting indicator (MWI) is a lamp that is lit on end user's phone to indicate a waiting voicemail message. Enables MWI functionality for an end user.</p> <p>Note Enable MWI check box is available only when the Enable Voicemail check box is checked.</p>

Table 7: Single Number Reach (SNR)

Field	Description
	<p>Single Number Reach (SNR) provides end users the choice of answering an incoming call on their desk phone using a mobile phone (cellular network) or a Public Switched Telephone Network (PSTN) phone. On enabling SNR, an incoming call rings both on the desk phone and the mobile phone (or PSTN phone). End users can answer the call either on their desk phone or from the mobile phone (or PSTN phone) based on their convenience. An active call can be swapped between the desk phone and the mobile phone (PSTN phone) without disconnecting the call.</p>
SNR Number	<p>The number for Single Number Reach (SNR) functionality.</p> <p>Note When entering the SNR number, you must start with the prefix to dial an outside line, followed by Country Code, National Destination Code (Area Code), and Subscriber Number. For example, if 9 is the digit to dial an outside line, 1 is the country code, 555 is the area code, and 9999999 is the subscriber number, you must enter 915559999999.</p>
Call Forward No-Answer	An incoming call is forwarded to the SNR number when the call is not answered on the desk phone.
Calling Number Local	Calling party number displayed on the configured mobile phone is replaced with the SNR extension number.
SNR Delay (0-10 secs)	Number of seconds up to which a phone rings before transferring the call to configured SNR number. Range = 0 to 10 seconds. Default = 1.
SNR Timeout (5-60 secs)	Number of seconds up to which phone rings after the configured SNR delay. When the timeout value is reached, incoming call display is stopped on the desk phone and the call gets forwarded to the configured SNR number. Range = 5 to 60 seconds. Default = 10.
Ring Stop	An incoming call stops ringing on the desk phone after the call is answered from a mobile phone and conversely.

Field	Description
Answer Too Soon (1-5 secs)	Number of seconds up to which Single Number Reach (SNR) calls are prevented from being diverted to the voicemail box of a mobile phone. Range = 1 to 5 seconds.

Table 8: Call Forward

Field	Description
Note	You cannot forward calls to your own extension. Enter an extension other than your own extension in the following fields.
All	<p>All the incoming calls are forwarded to another number (such as extension, auto attendant).</p> <p>The following options are available in the drop-down list:</p> <ul style="list-style-type: none"> • No Action • Outside Number—Enter the number in the text field. • Extension—Choose the extension from the drop-down list for available extensions. • Voicemail • Auto Attendant—Choose the auto attendant option from the drop-down list.
Busy	<p>The incoming calls are forwarded to another extension, voicemail box, or an outside number, only when the extension is busy.</p> <p>The following options are available in the drop-down list:</p> <ul style="list-style-type: none"> • No Action • Outside Number—Enter the number in the text field. • Extension—Choose the extension from the drop-down list for available extensions. • Voicemail • Auto Attendant—Choose the auto attendant option from the drop-down list.

Field	Description
Unregistered	<p>When the extension is unregistered to BE4000, the calls are forward to another extension, voicemail box, or an outside number. An extension can be in unregistered state when the phone device is unplugged or the network between the BE4000 and the extension is not functional.</p> <p>The following options are available in the drop-down list:</p> <ul style="list-style-type: none"> • No Action • Outside Number—Enter the number in the text field. • Extension—Choose the extension from the drop-down list for available extensions. • Voicemail • Auto Attendant—Choose the auto attendant option from the drop-down list.
No-Answer	<p>The incoming calls are forwarded to to another number (such as extension, auto attendant).</p> <p>The following options are available in the drop-down list:</p> <ul style="list-style-type: none"> • No Action • Outside Number—Enter the number in the text field. • Extension—Choose the extension from the drop-down list for available extensions. • Voicemail • Auto Attendant—Choose the auto attendant option from the drop-down list. <p>Note If Single Number Reach (SNR) is enabled, the number that is configured for "Call Forward No-Answer" on the "Single Number Reach (SNR)" page takes precedence.</p>
No-Answer Timeout (3-60000 secs)	Time in seconds up to which a call rings on the extension when no one answers. After this time out period, the call gets forwarded to configured extension, voicemail box, or an outside number.

Table 9: Additional Settings

Field	Description
Not Register Number	Extension is not associated with an external proxy server.
Auto Answer	Extension automatically answers any inbound call.
Pickup Call	Answer an incoming call on the extensions belonging to any pick-up group. Press GPickup followed by * on the phone to answer the pickup group call.

Field	Description
Pickup Group	Associate the extension with a pick-up group. 1 is the default pickup group created by the BE4000.
Allow calls to blocked numbers	Allows extension to make calls that are blocked in the dial plan.
Night Service Bell	<p>The incoming calls that ring during the night service period on the extension sends an alert indication to all extensions that are marked to receive night service bell notification. The alert notification is in the form of a splash ring (not associated with any of the individual lines on the phone) and a visible display of the extension. The phone users retrieve the call by pressing the Pickup softkey.</p> <p>The following options are available in the drop-down list:</p> <ul style="list-style-type: none"> • No Action • Outside Number—Enter the number in the text field. • Extension—Choose the extension from the drop-down list for available extensions. • Voicemail • Auto Attendant—Choose the auto attendant option from the drop-down list.
Forwarding Number	<p>The incoming calls are forwarded to another extension, voicemail box, or an outside number during night service hours.</p> <p>Note Only when the Night Service Bell check box is checked, the Forwarding Number text field appears.</p>
Shared Line	<p>One extension can be shared across multiple phone devices.</p> <p>Note If you assign an extension on more than one phone device using the Buttons page under Manage Site > Phones > Modify Phone, the Shared Line check box under Manage Site > Extensions > Modify Extensions > Additional Settings gets checked automatically and cannot be unchecked.</p>
Max Calls (2-16)	<p>Note This field is visible only when you check the Shared Line check box.</p> <p>Set the maximum number of calls that can be answered for the shared extension.</p> <p>Example: Consider that extension 1001 is shared on 3 phones and the maximum number of calls configured for the shared line is 2. At any time, there cannot be more than 2 active calls going on for 1001 on all the 3 phones.</p>

Table 10: Add Phone

Field	Description
Note	Every extension must be associated with a phone type for it to be available for provisioning through the Extension Assigner. Hence, we recommend you to add a phone while adding the extension. You can also add phone, under Manage Site > Phones .
Phone Type	List of supported phone models. By default, Cisco IP Phone 7841 is chosen.
COR	<ul style="list-style-type: none"> • Internal—Privileges to call numbers that are internal to the organization. • International—Privileges to call all numbers including international numbers. • Local—Privileges to call numbers within the same area code. • Local-Plus—Privileges to call numbers within the same area code with plus dialing. • National—Privileges to call numbers within the same nation code. • National-Plus—Privileges to call numbers within the same nation code with plus dialing.

Add Extensions in Bulk

Post BE4000 site deployment, you can add extensions (including the phone types) in bulk. The total number of extensions cannot exceed 200 at any time. So, the number of extensions that can be added post site deployment depends on the number of existing extensions.

Before you begin

Ensure that the existing number of extensions are less than 200.

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- Step 1** Log in to the BE4000 portal.
- Step 2** Click **Manage Site** in the "Actions" column corresponding to the desired site.
- Step 3** Click **Extensions**.
- Step 4** Click **Import Stations** on the "Manage Extensions" page.

You can enter the user details in two ways:

- Click “Add Row” and add the user details one by one.
- Download the template that is provided on the screen. Fill in the details and upload all users' details in one go.

For field descriptions, refer [Import Stations - Field Descriptions, on page 16](#).

- Step 5** Click **Yes** to apply your changes.
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Import Stations - Field Descriptions

Field	Description
Type	<p>Choose a type of user:</p> <ul style="list-style-type: none"> • User—An extension assigned to the user. You must configure an email address associated with the user. • Public—An extension assigned to a phone that is meant for general use by many users. You need not configure an email address. For example, the extension assigned to a phone in the conference room.
First Name	Enter the first name of the user.
Last Name	Enter the last name of the user.
Display Name	Enter the display name of the user. The name entered here is displayed on the phone along with the extension number. You can enter a maximum of 12 characters.
Email	<p>Enter the email address of the user. The top-level domain in the email address can contain up to six characters.</p> <p>Note Email address must not be more than 32 characters in length. Only letters, numbers, and the characters underscore (_), dot (.), and dash (-) are allowed in the user ID portion of the email address. Do not use spaces in the email address.</p>
Extension	<p>Enter the extension number assigned to the user.</p> <p>Note</p> <ul style="list-style-type: none"> • Enter a minimum of 3 digits for an extension. Maximum number of digits in an extension can go up to 5. • You cannot create an extension with leading zero. • The first digit of the extension cannot be the same as the digit used for dialing an outside line, sending a call to voicemail automatically, and dialing an intercom extension.
Phone Type	Choose the phone model associated with the extension. For the list of supported phone models, refer to “Supported Phones” section in the Cisco Business Edition 4000 Release Notes .

Field	Description
COR	Choose the Class of Restriction (COR) for the extension. COR allows you to choose one of the calling privileges: <ul style="list-style-type: none"> • internal • local • local-plus • national • national-plus • international
Voicemail	Enable or disable voicemail functionality.
SNR	Enter the Single Number Reach (SNR) number for an extension. SNR allows you to answer the incoming calls on the desk phone or from a mobile phone. You can also swap active calls on a desk phone or at a remote destination without disconnecting the call. You should include the area code and any additional digits that are required to obtain an outside line prefix to your destination number. Example —If 9 is the digit to dial outside line, 1 is the country code, 555 is the area code, and 9999999 is the subscriber number, you must enter 915559999999.
Delete	Deletes an entry.
Replace this list	Replace an exiting list with an entirely new list.
Add Row	Add more rows to populate the stations list.
Download Template	Allows you to download a customized template. Template should be of .csv format.

Modify an Extension

If there is any change in an employee's phone system or calling features, you can modify the extension.

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- Step 1** Log in to the BE4000 portal.
- Step 2** Click **Manage Site** from Actions menu for the desired site on the dashboard.
- Step 3** Click **Extensions**. The Manage Extensions page is displayed.
- Step 4** Click **Modify Extension** from the Actions menu for the desired Extension.
- Step 5** Modify the information as desired.

Note You can modify all field information except for the Extension.

- Step 6** Click **Yes**.
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Shared Line

The concept of sharing one extension across multiple phone devices is called Shared Line. When there is an incoming call to the extension, all the phones that have the extension shared, rings at a time. You can answer the call from any preferred phone.

Example: The extension of the Dr. John is shared with the personal assistant, Ms. Nancy. The incoming calls ring on both the Dr. John's phone and Ms. Nancy's phone. Thus, either Dr. John or Ms. Nancy can answer the incoming call.

To enable shared line, check the **Shared Line** check box on the **Additional Settings** page under **Manage Site > Extensions > Modify Extensions**. Then, navigate to **Manage Site > Phones > Modify Phone > Buttons** page corresponding to the phones on which you want the extension to be shared, and select the extension.



Note You cannot uncheck the **Shared Line** check box for an extension that is shared with another phone. Before you uncheck the **Shared Line** check box, remove the extension from the phone that shares the line.

You can set the maximum number of active calls for a shared line in the **Max Calls (2-16)** field on the **Additional Settings** page under **Manage Site > Extensions > Modify Extensions**.



Note 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.

Example: Consider that extension 1001 is shared on 3 phones and the maximum number of calls configured for the shared line is 2. At any time, there cannot be more than 2 active calls going on for 1001 on all the 3 phones.



Note If you assign an extension on more than one phone device using the **Buttons** page under **Manage Site > Phones > Modify Phone**, the **Shared Line** check box under **Manage Site > Extensions > Modify Extensions > Additional Settings** gets checked automatically and cannot be unchecked.

Phones

You can add new phones and provision the phones using extension assigner. A maximum of 200 phones can be configured at your site.

Adding a phone at your site involves the following steps:

1. [Add a New Phone](#) , on page 19
2. [Provision the Phone Using Extension Assigner](#), on page 22



Note The line buttons on the phone (including KEM) get configured sequentially. You cannot skip any button or organize the buttons as you desire.

Add a New Phone

You can add a maximum of 200 phones.

- Step 1** Log in to the BE4000 portal.
- Step 2** Click **Manage Site** from Actions menu for the desired site on the dashboard.
- Step 3** Click **Phones**.
- Step 4** Click **Add Phone**.
- Step 5** Enter the information in the fields. For field description, refer [Phones - Field Descriptions, on page 19](#)
- Step 6** Click the arrows at the bottom of the screen to move to next screen or to go back to the previous screen.
- Step 7** Click **Yes**.

Phones - Field Descriptions

Table 11: Basic Info

Field	Description
Phone Type	List of supported phone models.
Extension	Extension number that is assigned to the end user.
COR	Class of Restriction (COR). Enables the restrictions on the type of calls that are placed from the phone.
Device Name	Name for the phone. You can enter a minimum of 1 and a maximum of 12 characters.
Busy Trigger per Button (1-50)	The maximum number of calls that are allowed on an octo-line directory number before activating Call Forward Busy or a busy tone.
Session Transport	Transport protocol. <ul style="list-style-type: none"> • TCP • UDP By default, TCP is selected.
Video	Video calling is enabled on the phone.

Field	Description
MAC Address	<p>Note This field is applicable only for Cisco ATA 190 Analog Telephone Adapter.</p> <p>The MAC address of ATA-190.</p>

Table 12: Advanced Options

Field	Descriptions
Block Conference Pattern	Phone is prevented from initiating a conference to external numbers.
Overlap signal	Called digits are sent one by one as they are received from the calling device.
Privacy	<p>Blocks other users in the same shared line from viewing or handling any activities on the shared line.</p> <p>Note Privacy is supported for shared-lines only.</p>
Privacy-button	<p>Assigns a line button as "Privacy" on the phone to toggle the Privacy mode on and off.</p> <p>Note</p> <ul style="list-style-type: none"> • Privacy Button can be enabled only when Privacy is enabled. • Before enabling the Privacy button, ensure that at least one line button is available for assigning the privacy button. If no line key is available on the phone, then the Privacy line button is assigned and the user does not get an option to toggle on and off privacy.
Block Transfer-pattern	<p>Transfer restrictions are applied when a call transfer or conference is initiated toward external parties such as a PSTN trunk, SIP trunk.</p> <p>Note Transfer to local extensions are exempted from this restriction.</p>
ATA-IVR-Password	Password to access Interactive Voice Response (IVR) and change the default phone settings on Analog Telephone Adaptors.
Transfer Max-Length	Maximum number of digits that are dialed for a call transfer.
Local Directory	Local directory service on the phones is available. By default, Local Directory check box is checked.
My Phone Apps	Local services on a phone's My Phone Apps interface is made available. By default, My Phone Apps check box is checked.

Table 13: Buttons

Field	Description
	You can assign an extension, speed dial, or BLF speed dial for the buttons on the phone. Click the Actions column corresponding to the desired button to edit or add a task for button.

Field	Description
Type	<ul style="list-style-type: none"> • Extension • Intercom • Speed Dial • BLF Speed Dial <p>Note</p> <ul style="list-style-type: none"> • When an extension is shared between multiple phones, ensure that you check the Shared Line check box on the Modify Extensions > Advanced Settings page. • The buttons on the phone are configured based on the following preference order: <ol style="list-style-type: none"> 1. Extension 2. Intercom 3. Speed Dial 4. BLF Speed Dial
Number	Number to configure as an extension, speed dial, or BLF speed dial.
Name	Name that is displayed for the button on the phone.

Add Cisco Wireless IP Phone 8821 to the Wireless LAN

Before provisioning the Cisco Wireless IP Phone 8821, you must add the phone to the wireless LAN. Perform the following steps on the Cisco Wireless IP Phone 8821 phone:

Before you begin

- To ensure reliability and performance, your wireless LAN should meet the requirements outlined in the [Cisco Wireless IP Phone 8821 and 8821-EX Wireless LAN Deployment Guide](#).
- Ensure that you have the following details ready:
 - SSID—Name of the wireless LAN
 - Security type (for example, WEP, EAP)
 - PIN or passkey for selected security type
- If you are not using DHCP, ensure that you have the following details ready:
 - IP address
 - Subnet mask
 - Default router
 - DNS server 1

- TFTP server 1

-
- Step 1** Select **Settings > Wi-Fi**.
- Step 2** Select a Profile.
- Step 3** (Optional) Set a profile name.
- Select **Profile Name**.
 - Enter the name of the Profile.
 - Press **More** and select **Save**.
- Step 4** Select **Network configuration > IPv4 Setup**.
- Step 5** Select **DHCP** and press **On**.
- Step 6** (Optional) If you are not using DHCP, select **DHCP** and press **Off**. Enter the IP address and subnet mask of the phone, default router, DNS Server 1, and TFTP server 1 address in the respective fields.
- Step 7** Select **WLAN configuration**.
- Step 8** Select **SSID**. Use the keypad to enter the SSID of the wireless access point. Press **More** and select **Save**.
- Note** Ensure that the SSID matches the name of the wireless LAN.
- Step 9** Select **Security mode** based on the security type configured for your wireless LAN.
- Step 10** Select **802.11 mode** and select the required mode. The mode determines the frequency. If you set the mode to Auto, the phone can use either the 5 or 2.4-GHz frequency, with 5 GHz as the preferred frequency.
- Step 11** Select **On call power save** and press **Select** to change the setting. Only for troubleshooting purposes, set this field to disabled.
- Step 12** Press **More** and select **Save**.
-

Provision the Phone Using Extension Assigner

Extension Assigner allows you to assign an extension to a new or replacement IP phone.

Before you begin

- Note down the extension that needs to be configured for the user from the Cisco Business Edition Selfcare Portal (Manage Site > Extension)
- BE4000 is accessible and your site is in the Online state
- If you are provisioning Cisco Wireless IP Phone 8821, ensure that you have configured the phone with the wireless LAN. For more information, see [Add Cisco Wireless IP Phone 8821 to the Wireless LAN, on page 21](#).

-
- Step 1** Connect the phone to the network. The phone gets assigned with a temporary extension.
- Step 2** Dial the Extension Assigner directory number **70000**; When prompted for password, enter **1234**.
- Step 3** Enter the pound (#) key.
- Step 4** Enter the permanent extension that has been configured on the portal for this user followed by the pound (#) key.

Step 5 Enter **1** followed by the pound (#) key to assign the extension.

Troubleshooting Phone Provisioning

If the provisioned phone is in the unregistered mode, check the following:

- Whether the phone is connected to power and is operational
- Whether the phone has an IP address and the TFTP address. If the MAC address is correct, phones must have lost its connection to BE4000. Unplug and plug the phones to the BE4000 network again
- If the phone is unregistered even if the IP address and TFTP address are configured correctly, check whether BE4000 is reachable from the phone. If the phone is faulty, you have to replace the phone
- Verify whether your site in Cisco Business Edition Selfcare Portal is in the Online state
- Try resetting the phone. On the phone display, choose **Applications > Admin Settings > Reset Settings > All**.

Access Admin Settings on Phone

Step 1 On the phone, press **Applications**.

Step 2 Select **Admin Settings**.

Step 3 Enter the password:

- a) If you are accessing Admin Settings before provisioning the phone, enter **adg234**.
- b) If you are accessing Admin Settings after provisioning the phone, enter **ptwmjg**.

Step 4 Press **Sign-In**.

View Phone Firmware Version and IP Address

The columns containing IP address and phone firmware version are hidden by default. Perform the following steps to view the columns.

Step 1 Log in to the BE4000 portal.

Step 2 Click **Manage Site > Phones** from Actions menu for the desired site on the dashboard.

Step 3 Click **Edit Columns**.

Step 4 Check the **IP Address** and **Version** check boxes.

Step 5 Click **Update**.

Two new columns are displayed with the IP address and phone firmware version details.

Note In some scenarios, if the phone firmware information that is extracted from the BE4000 appliance contains special characters, the firmware version is displayed as "--".

Replace a Phone



Note Do not delete the phone from the Portal. Deleting the phone from the portal removes all user-specific customizations such as speed dials, single number reach, call forward.

You can replace a faulty phone device or upgrade to a new phone model. Replacing the phone involves the following steps:

1. Unplug the existing or faulty phone from the network.
2. Connect the new phone to the network.
3. Provision the new phone using Extension Assigner. For detailed steps, refer [Provision the Phone Using Extension Assigner, on page 22](#).

Reassign Phone to a Different User

When there is a change in the user who is using the phone device, you can reassign the same phone device to the new user.

- Step 1** Delete the extension that was previously associated with the phone from the BE4000 Partner Portal. Go to Manage Sites > Extensions > Manage Extensions and click **Delete** from the Actions menu corresponding to the desired extension.
- Step 2** Add an extension for the new user who uses the phone device in BE4000 Partner Portal. For details on adding an extension, refer [Add an Extension , on page 9](#).
- Step 3** Use Extension Assigner to provision the phone with the extension associated with the new user. For details on Extension Assigner, refer [Provision the Phone Using Extension Assigner, on page 22](#).
-

Reset Phone

Cisco Unified IP phones must be rebooted (reset) after making any configuration changes so that the changes take effect. Configurations for phones are downloaded afresh when the phone is rebooted.

Reset Phone from the BE4000 Portal

Before you begin

Phone must be in "Registered" state.

-
- Step 1** Log in to the BE4000 portal.
 - Step 2** Click **Manage Site > Phones** for the desired site from the Actions menu.
 - Step 3** Click **Reset** from "Action" menu on the **Manage Phones** page.
 - Step 4** Click **Yes**. The phones go offline temporarily for a few seconds and will not be able to make or receive calls until they come back online.
-

Reset All Phones from the BE4000 Portal

Before you begin

Phones must be in "Registered" state.

- Step 1** Log in to the BE4000 portal.
 - Step 2** Click **Manage Site > Phones** for the desired site from the "Actions" menu.
 - Step 3** Click **Bulk Action**.
 - Step 4** Choose **Reset all phones**.
 - Step 5** Click **Reset**. The phones go offline temporarily for a few seconds and will not be able to make or receive calls until they come back online.
-

Reset Phone Using Phone Softkeys

Before you begin

Phone must be in "Registered" state.

- Step 1** Press **Applications**.
 - Step 2** Select **My Phone Apps > Reset Phone**. The phone gets unregistered and registered again.
-

Restart Phone from the BE4000 Portal

Before you begin

Phone must be in "Registered" state.

- Step 1** Log in to the BE4000 portal.
 - Step 2** Click **Manage Site > Phones** for the desired site from the Actions menu.
 - Step 3** Click **Restart** from "Action" menu on the **Manage Phones** page.
 - Step 4** Click **Yes**.
-

Add a Key Expansion Module

Key Expansion Modules add extra buttons to the Cisco IP Phone 8800 Series phone. The buttons can be configured as Extension, Speed Dial, and BLF Speed Dial.



Note Key Expansion Module cannot be added during initial site deployment in the Setup Assistant. You can add only after the site is successfully deployed.

To add a Key Expansion Module to your Cisco IP Phone 8800 Series, perform the following tasks:

Table 14: Add a Key Expansion Module—Task Flow

Step	Task	Purpose	Prerequisite	Reference
Step 1	Add a Key Expansion Module on the BE4000 Portal	Add a Key Expansion Module for the Cisco IP Phone 8800 Series on the BE4000 portal.	Site is in the Online state	Add a Key Expansion Module on the BE4000 Portal, on page 26
Step 2	(Task performed on the site) Connect a Key Expansion Module to a Cisco IP Phone	Connect the Key Expansion Module to the Cisco IP Phone 8800 Series phone. After successfully connected, Key Expansion Module pulls the configurations from the portal.	Key Expansion Module is adding on the BE4000 portal	Connect a Key Expansion Module to a Cisco IP Phone , on page 27

Add a Key Expansion Module on the BE4000 Portal

-
- Step 1** Log in to the BE4000 portal.
 - Step 2** Click **Manage Site** from Actions menu for the desired site on the dashboard.
 - Step 3** Click **Phones**.
 - Step 4** Click **Modify Phone** from the Actions menu for the desired phone.
 - Step 5** Choose the desired number of KEMs from the **Add-on Module** drop-down list on the **Basic Info** page.
 - Step 6** Click the arrows at the bottom of the screen to move to next screens.
 - Step 7** Choose an action for each button from the **Type** drop-down list on the **Buttons** page. Enter the details based on your selection.
 - Step 8** Click **Yes**.
-

Connect a Key Expansion Module to a Cisco IP Phone

Refer to [Cisco IP Phone Key Expansion Module](#) for detailed steps on connecting a Key Expansion Module to a Cisco IP Phone.

Personal Voicemail Box

Personal voicemail box is assigned to a specific user and is accessible only by that user. When a caller leaves a message in the voicemail box, the message waiting indicator (MWI) light turns on.

You can specify the maximum quota for the voicemail box for every user using the portal. The default voicemail box size is 10 minutes with maximum message size of 2 minutes.

Set Up Personal Voicemail Box for a User

-
- Step 1** Click **Manage Site** from Actions menu for the desired site on the dashboard.
 - Step 2** Click **Personal Voicemail Box**.
 - Step 3** Click **Add Voicemail**.
 - Step 4** Enter the information in the fields. For field descriptions, refer [Personal Voicemail Box - Field Descriptions, on page 27](#).
 - Step 5** Click the arrows at the bottom of the screen to move to next screen or to go back to the previous screen.
 - Step 6** Click **Yes**.
-

Personal Voicemail Box - Field Descriptions

Table 15: User Profile

Field	Description
First Name	First name of the end user.
Last Name	Last name of the end user.
Display Name	Display name for the end user. The name entered here is displayed on called phone device when a call is received from this extension.
Pin(Optional) Confirm Pin	Personal Identification Number (PIN). To manage your voicemail box from the phone, enter this PIN.
Primary Extension	Primary extension of the end user.
E.164 Number	Primary extension of the end user in E.164 format.


Table 16: Voicemail Box

Field	Description
Description	Description for the personal voicemail box.
Mailbox Size in sec	Size of the voicemail box in seconds.
Message Expiry Time in days	Maximum number of days up to which messages are stored in the voicemail box.
Message Size in secs	Maximum message storage size, in seconds.
Play Tutorial	<ul style="list-style-type: none"> • Yes—Voicemail tutorial is played when the user enters the voicemail box for the first time. • No—Voicemail tutorial is not played when the user enters the voicemail box for the first time. <p>Default—Yes.</p>
Greeting Type	<ul style="list-style-type: none"> • Standard—Enable, record, or download an active greeting • Alternate—Enable, record, or download an alternate greeting • Meeting—Enable, record, or download a meeting greeting • Vacation—Enable, record, or download a vacation greeting • Extended Absence—Enable, record, or download an extended-absence greeting • Busy—Enable, record, or download a busy greeting • Closed—Enable, record, or download a closed greeting • Internal—Enable, record, or download an internal greeting <p>Default—Standard.</p>
Recording Type	<ul style="list-style-type: none"> • None—Do not use a recording • System-default—Use the system default recording • User-Recording—Use the user recording <p>Default—User-Recording.</p>
Allow caller to dial 0	Callers can dial zero (0) from their phones to reach the system operator.
Enable VM to Email	Enables the end user to receive voicemail as an email attachment.
Enable MWI	<p>Message waiting indicator (MWI) is a lamp that is lit on end user's phone to indicate a waiting voicemail message. Enables MWI functionality for an end user.</p> <p>Note Enable MWI check box is available only when the Enable Voicemail check box is checked.</p>

Table 17: Groups

Field	Description
Add Groups	Groups to which the user belongs. Search for a group and click Add .

Access Personal Voicemail Box

Press **Messages**  on the phone and follow the voice prompts. To check messages for a specific line, press the line button first.

Set Up Personal Voicemail Box for a User Without an Assigned Phone

-
- Step 1** Created an extension for the user. For information on how to create an extension, refer [Add an Extension , on page 9](#).
- Step 2** Create a Personal Voicemail Box for the user. Ensure that you specify PIN on the **User Profile** page. For information on how to create a voicemail box, refer [Set Up Personal Voicemail Box for a User, on page 27](#).
- Note** If you do not enter PIN, the user cannot configure the voicemail box.
- Step 3** Communicate the PIN to the user.
-

What to do next


Users can access the configured voicemail box from any phone. For information on how to access the configured voicemail box, refer [Access Personal Voicemail Box-Users Without an Assigned Phone, on page 29](#).

Access Personal Voicemail Box-Users Without an Assigned Phone

Before you begin

Collect the following information from your Customer Administrator:

- Extension
- PIN configured while creating the Personal Voicemail Box

-
- Step 1** Press **Messages**  on the phone.
You are prompted to enter the password.
- Step 2** Ignore the prompt and press *.
You are prompted to enter your ID.
- Step 3** Enter your extension and press #.
You are prompted to enter the password.

Step 4 Enter the PIN that is configured in the portal while creating the personal voicemail box.

Step 5 Follow the voice prompts.
