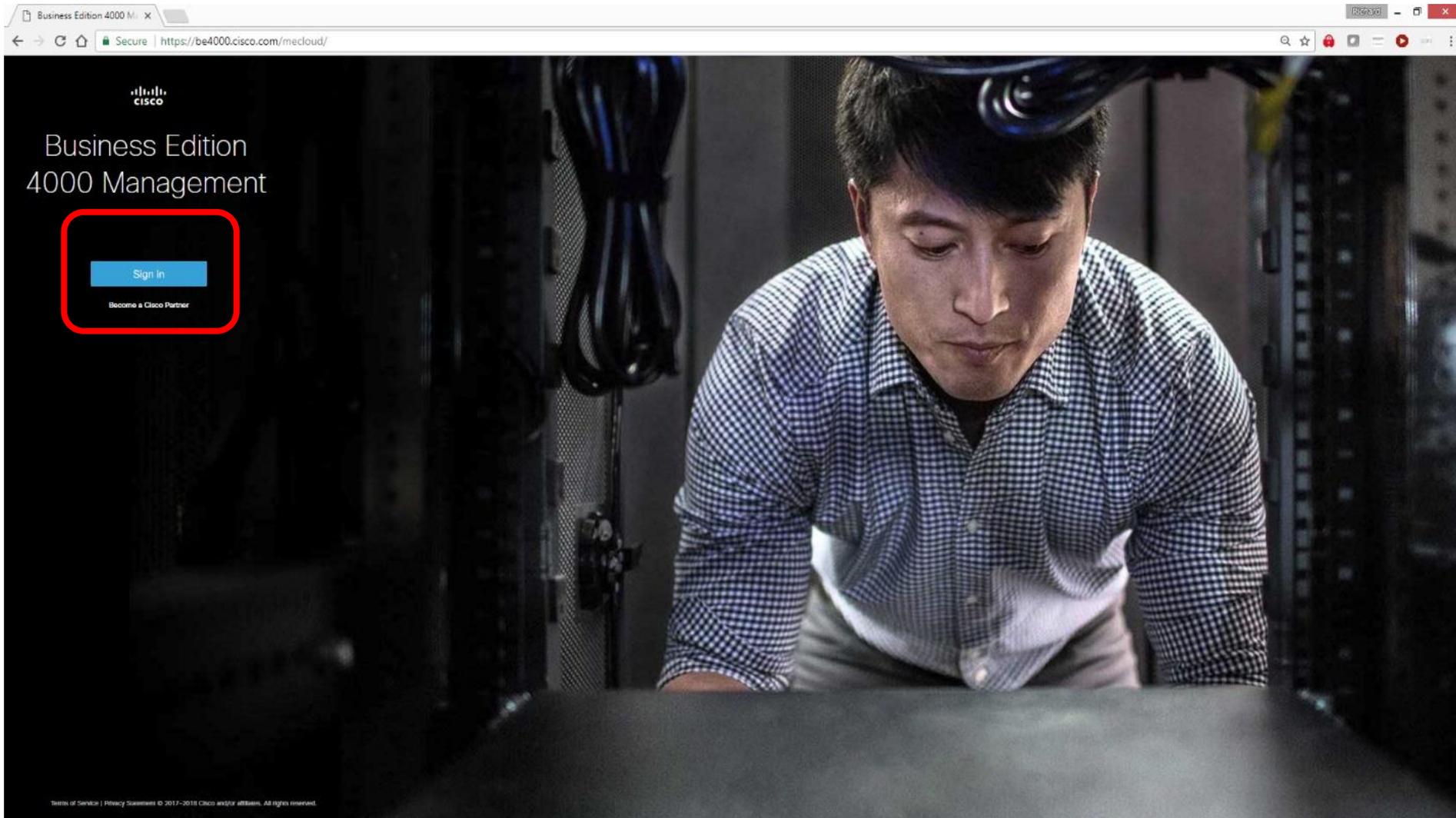




Cisco BE4000 Sip Trunking Configuration Guide

➔ Head to <https://be4000.cisco.com/mecloud>



- Login to your Cisco account
- You must have access to the BE4000 Deployment portal, which can be configured in the Cisco account access manager

The screenshot shows the Cisco account login interface. At the top, the Cisco logo is on the left, and navigation links for 'Products & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners' are on the right. Below this is a 'Log In' section. A language dropdown menu is set to 'United States - English'. The main content area is divided into two boxes. The left box, titled 'Log into an Existing Account', is highlighted with a red rounded rectangle. It contains a 'User Name' input field, a 'Password' input field, a 'Log In' button, and a link for 'Forgot your user ID and/or password?'. The right box, titled 'Create A New Account', contains a paragraph of text and a 'Register Now' button. At the bottom, a dark grey footer bar contains links for 'Contacts', 'Feedback', 'Help', 'Site Map', 'Terms & Conditions', 'Privacy Statement', 'Cookie Policy', and 'Trademarks'.



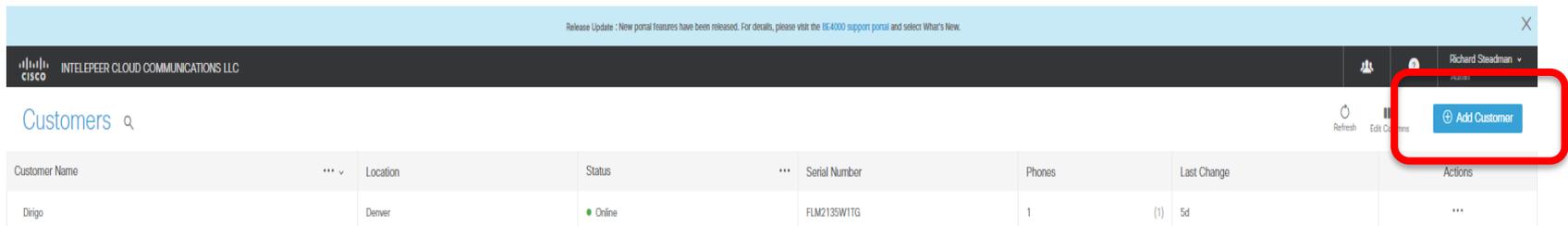
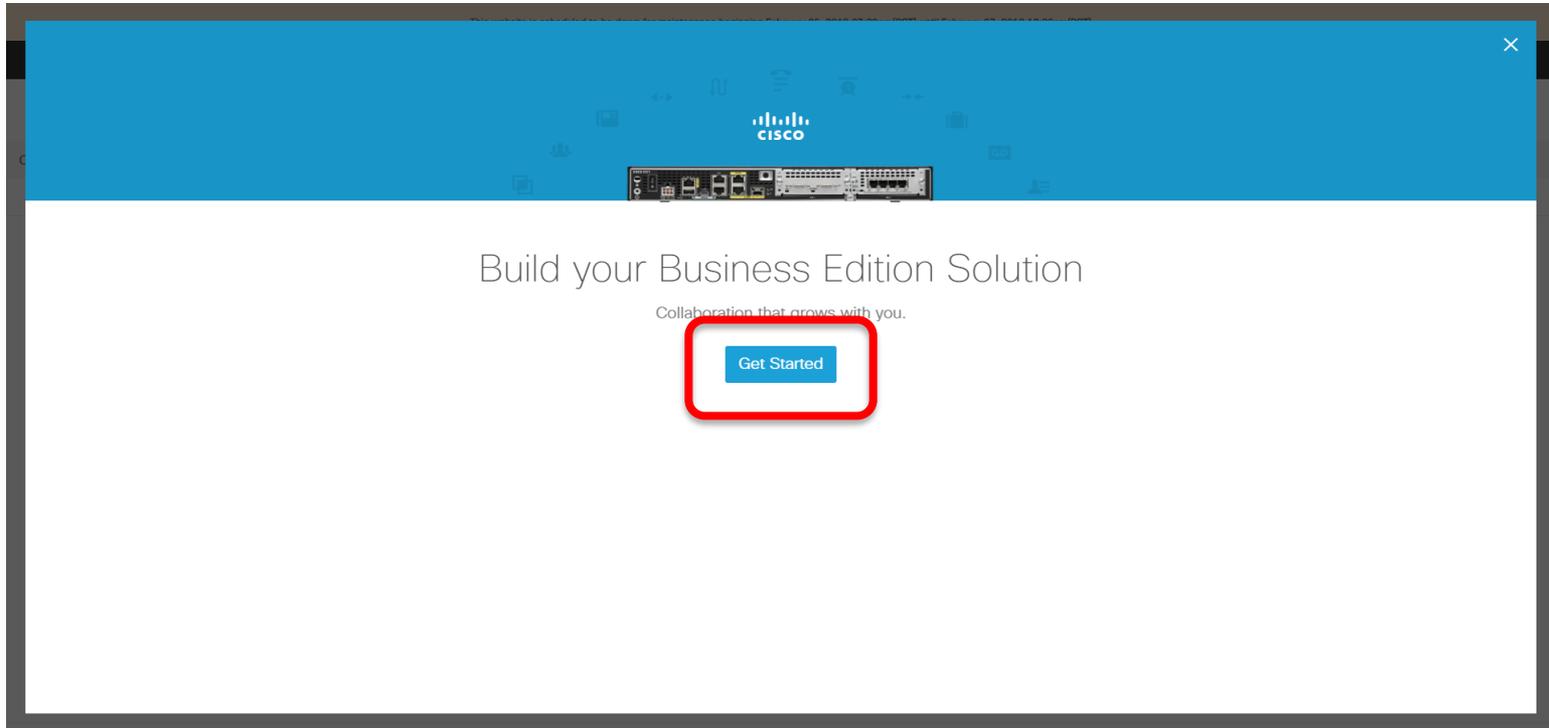
Access BE4000 Partner Portal

To access the BE4000 Partner Portal, Cisco partners are required to use two factor authentication using a standards-based one time password (OTP) generator together with their Cisco.com user account. Varieties of standards-based OTP applications are available (some of them are listed here), free of charge, for most makes of smart phone.

- For iPhone phones: [OTP Auth](#) or [Google Authenticator](#).
- For Android phones: [Google Authenticator](#) or [FreeOTP Authenticator](#).

 **Note** The PingID authentication application is not currently supported.

- Once logged in, click 'get started'
- On the customer management screen click 'add customer'



- ➔ Add customer information
- ➔ Click the arrow

Business Edition 4000 Configuration

Add Customer

▲ Fields highlighted in Yellow cannot be changed after deployment.

Enter Customer and Location Details

Customer Name	Location
<input type="text" value="ABC Company"/>	<input type="text" value="Denver, CO"/>
Customer Admin Email	Contact Name
<input type="text" value="rsteadman02@gmail.com"/>	<input type="text" value="Richard Steadman"/>
Phone Number	
<input type="text" value="303-214-1067"/>	

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➔

LAN Connection
Direct Dial Numbers
SIP Trunks
Line Cards

LAN Connection

Input the Network Details

BE4000 IP Address

Voicemail IP Address

Subnet Mask

Gateway Address

ISP

SMTP Server - Enables Voicemail to Email Functionality

IP Address or Domain Name

Port

Security Mode

Sender's Email Address ⓘ

Authenticate

- ➔ Enter Customer Local Area Network information
- ➔ Add mail server

➔ Add numbers via spreadsheet or line by line

The screenshot displays the 'Business Edition 4000 Configuration' interface. A navigation bar at the top includes tabs for 'Connectivity', 'Dial Plan', 'Stations', 'Call Routing', and 'Features'. On the left, a sidebar menu lists 'LAN Connection' (with a green checkmark), 'Direct Dial Numbers', 'SIP Trunks', and 'Line Cards'. The main content area is titled 'Direct Dial Numbers' and contains the following text: 'Add Numbers', 'Add Direct Inward Dial (DID) numbers for your SIP, BRI, and PRI connections. Do not add FXO line numbers here, these can be added later with the port configuration. In the Service Name column, identify which service each number belongs to. For easy reference, you can use any name for your services. Numbers may be imported or manually entered. Input must be in national number format. If your numbers have leading zeros, we recommend using a text editor, rather than Excel.' Below this text is a large rectangular area with a circular icon containing an upward-pointing arrow, with the text 'Drag & Drop your spreadsheet' and 'or Choose file' below it. At the bottom of this area are two buttons: 'Add Row' and 'Download Template'.

➔ Example Number entry

The screenshot displays the 'Business Edition 4000 Configuration' interface. A navigation bar at the top includes tabs for 'Connectivity', 'Dial Plan', 'Stations', 'Call Routing', and 'Features'. The 'Connectivity' tab is active, showing a sidebar with options: 'LAN Connection' (checked), 'Direct Dial Numbers', 'SIP Trunks', and 'Line Cards'. The main content area is titled 'Direct Dial Numbers' and contains an 'Add Numbers' section with instructions on how to enter numbers. Below the instructions is a table with one row: 'IntelePeer' with the number '3032141067'. There are buttons for 'Add Row' and 'Download Template'.

Business Edition 4000 Configuration

1 Connectivity 2 Dial Plan 3 Stations 4 Call Routing 5 Features

- LAN Connection ✓
- Direct Dial Numbers
- SIP Trunks
- Line Cards

Direct Dial Numbers

Add Numbers

Add Direct Inward Dial (DID) numbers for your SIP, BRI, and PRI connections. Do not add FXO line numbers here, these can be added later with the port configuration. In the Service Name column, identify which service each number belongs to. For easy reference, you can use any name for your services. Numbers may be imported or manually entered. Input must be in national number format. If your numbers have leading zeros, we recommend using a text editor, rather than Excel.

Replace this list

Service Name	Registered Numbers	Delete
IntelePeer	3032141067	⊗

⊕ Add Row Download Template

- IntelePeer SIP Configuration
- Enter Service Name (What ever you want to call it)
- Under Provider Template, Select 'IntelePeer'

SIP Trunks

⚠ Fields highl

Service Settings

Service Name

Voice Service

Provider Template

Custom

SIP Trunks

⚠ Fields highlight

Service Settings

Call Centric
Century Link
Custom
IntelePeer
OSC
SIP US
Telstra
VozTele

Custom

➔ Enter IntelePeer User Name, Password and URL

SIP Trunks

⚠ Fields highlighted in Yellow cannot be changed after de

Proxy Server

Call Authentication

Username and Password

Show password

Authentication Realm

- Line card information is only required if you're keeping a legacy line for a fax machine, etc

Business Edition 4000 Configuration

Connectivity **2** Dial Plan **3** Stations **4** Call Routing **5** Features

LAN Connection	✓
Direct Dial Numbers	✓
SIP Trunks	✓
Line Cards	✓

Line Cards

Connection to traditional telephone services and devices is possible with the addition of optional Modules (NIM). Select and configure the modules required for your services below.



NIM 1 First Line Card

NIM 2 Second Line Card

Business Edition 4000 Configuration

✓ Connectivity

2 Dial Plan

3 Stations

4 Call Routing

5 Features

Region Settings

System Settings

Dial Plans

Region Settings

Telephony Port Tones

United States

Time Zone

Pacific Standard/Daylight Time -480

Phone Display Language

English

Phone Tones

United States

Voicemail and System Prompt Language

English (United States)

Selfcare Portal

English

Time Format

12

Date Format

M/D/Y

DST Auto Adjust

Enable

➔ Enter Regional settings

➔ Configure Dialing/Forwarding Options

System Settings

▲ Fields highlighted in Yellow cannot be changed after deployment.

Dial an Outside Line

9 ▲ ▼

Extension length

4 ▲ ▼

Interdigit Timeout

5 ▼ Seconds

Send to Voicemail Automatically

Dial 2 ▲ ▼ + Extension

Intercom

Dial 4 ▲ ▼ + Extension

Advanced Options

Forwarding Local

Enable ▲ ▼

Phone Redirect Limit

5 ▲

Demo

No

Yes

- Configure Dial Plan
- IntelPeer requires 10, 11 or E.164 dialing

Dial Plans

▲ Fields highlighted in Yellow cannot be changed after deployment.

Country

United States ▲ ▼

User Local Dialling Options ⓘ

Local calls require 10 digits ▲ ▼

Pattern	Description	ReqTA	COR	Preference
011[1-9]T	International	True	call-international	SIPthenPOTS
011800T	International Toll-Free	True	call-toll-free	POTSthenSIP
1[2-9].[2-9].....\$	Long Distance	True	call-national	SIPthenPOTS
1800.....\$	Toll-Free	True	call-toll-free	SIPthenPOTS
1833.....\$	Toll-Free	True	call-toll-free	SIPthenPOTS
1844.....\$	Toll-Free	True	call-toll-free	SIPthenPOTS
1855.....\$	Toll-Free	True	call-toll-free	SIPthenPOTS
1866.....\$	Toll-Free	True	call-toll-free	SIPthenPOTS
1877.....\$	Toll-Free	True	call-toll-free	SIPthenPOTS
1888.....\$	Toll-Free	True	call-toll-free	SIPthenPOTS
[2-9].[2-9].....\$	Local 10 digit dialling	True	call-local	POTSthenSIP
[2,3,6,7,8]11\$	Toll-Free Service Numbers	True	call-toll-free	SIPthenPOTS
411\$	Directory Assistance	True	call-national-plus	SIPthenPOTS
511\$	Traffic and Weather	True	call-local	SIPthenPOTS
911\$	Emergency	False	call-emergency	POTSthenSIP

➔ Add station information line by line or via spreadsheet

Replace this list

When entering the Single Number Reach (SNR number), enter it in same way you would dial it from your office phone, including any digits required to get an outside line if needed.

Type	First Name	Last Name	Display Name	Email	Extension	Phone Type	COR	Voicemail	SNR	Delete
User	▼ Tony	Stark	Tony Stark	tstark@starkindustries.com	5548	7811	▼ national-plus	▼ <input checked="" type="checkbox"/>	3037458876	
Public	▼		Lobby		7786	7811	▼ local-plus	▼ <input type="checkbox"/>		

Add Row

[Download Template](#)

➔ Configure business hours & holidays for auto attendant use

Business Hours

Set the weekly schedule for open hours. This schedule will be used by services such as Auto Attendant. Please enter business hours in 24 hour format (17:00 for example). Times must be either full (:00) or half hours (:30).

Open Business Hours

24/7 (No Closed Hours)

Dual Hours (Open and Closed)

Hours of Operation

M	T	W	T	F	S	S	09:00	To	17:00
---	---	---	---	---	---	---	-------	----	-------

[+ Add New Hours](#)

Holiday

New Year

[+ Add New Holiday](#)

- ➔ Configure Hunt Groups (Simultaneous, Sequential Ring, no answer behavior)

Hunt Group

Edit

Group Name Pilot Number

Add Members

[Show Member Directory](#)

Lobby	7786	<input type="button" value="x"/>	Tony Stark	5548	<input type="button" value="x"/>
-------	------	----------------------------------	------------	------	----------------------------------

Hunt Method

Max Waiting Time
 Seconds

When No Member is Available

Email

Extension

- ➔ Auto Attendant
- ➔ Upload your own welcome message

The screenshot displays the 'Business Edition 4000 Configuration' interface. At the top, a blue header contains the title. Below it is a navigation bar with tabs for Connectivity, Dial Plan, Stations, Call Routing (selected), and Features. On the left, a sidebar menu lists various configuration options, with 'Auto Attendant' selected. The main content area shows the 'Auto Attendant' configuration page, which is highlighted with a red rounded rectangle. This page includes fields for 'Pilot Number' (7859) and 'Operator Extension' (5548), an 'Audio Prompt' section, and a 'Welcome Message' upload area with a file input field containing 'AA_aPrompt1.wav' and an 'Upload' button.

- ➔ Configure Open Auto Attendant Menu Settings & Behavior

Auto Attendant

Audio Prompt ⓘ

Open Message

AA_bPrompt2.wav Upload

1 ▾	Call Hunt Group ▾	Tony ▾	⊗
2 ▾	Dial by Name ▾		⊗
3 ▾	Pilot Number ▾	8875	⊗

⊕ Add Menu Option

Time Out

Number of repeats before hang up. 4 ▾

- ➔ Configure Closed Auto Attendant Menu Settings & Behavior

Auto Attendant

Audio Prompt ⓘ

↑

Closed Message

AA_cPrompt3.wav Upload

0 ▾ None ▾ ⓘ

⊕ Add Menu Option

Time Out

Number of repeats before hang up. 4 ▾

➔ Configure Night Service forwarding rules

Night Service

Designate the weekly schedule and holidays when Night Service forwarding rules will be enabled. Rules only apply to phones with the feature enabled.

Optional Manual Activation Code ⓘ

*Leading * is required, followed by 4 digits*

Active Hours ⓘ

Monday Close	<input type="text" value="17:00"/>	to	Tuesday Open	<input type="text" value="08:59"/>
Tuesday Close	<input type="text" value="17:00"/>	to	Wednesday Open	<input type="text" value="08:59"/>
Wednesday Close	<input type="text" value="17:00"/>	to	Thursday Open	<input type="text" value="08:59"/>
Thursday Close	<input type="text" value="17:00"/>	to	Friday Open	<input type="text" value="08:59"/>
Friday Close	<input type="text" value="17:00"/>	to	Saturday Open	<input type="text" value="16:59"/>
Saturday Close	<input type="text" value="17:00"/>	to	Sunday Open	<input type="text" value="16:59"/>
Sunday Close	<input type="text" value="17:00"/>	to	Monday Open	<input type="text" value="08:59"/>

Holidays

ⓘ

⊕ [Add Row](#)

- ➔ Configure default and registered Inbound call mapping

Inbound Call Mapping

Incoming calls to numbers not assigned to a specific internal number will be directed to the default target selected for each service in the table below.

Service Provider	Default Target	Provider Send Digits
SIP IntelPeer	Auto Attendant ▼ 70301 AA ▼	16 ▼

Designate how calls to registered numbers are routed within the system. Choose a target type and number for each registered number.

Registered Number	Target Type	Target Number
3032141067	Auto Attendant ▼	70301 AA ▼

- ➔ Configure default outbound caller ID and extension Caller ID

Outbound Caller ID

Select a registered number to use as the default caller ID for each service.

Service Provider	Default Outbound DID
SIP IntelPeer	3032141067

Manage caller ID for each extension in the table below. By default extensions mapped to Trunk Default will be assigned the service default caller ID number.

Mapped Extension	Caller ID
5548 Tony Stark	3032141067 - IntelPeer
7786 Lobby	3032141067 - IntelPeer

➔ Add your own music for customers on hold

The screenshot displays the 'Business Edition 4000 Configuration' interface. At the top, a blue header contains the title. Below it, a navigation bar shows several steps: 'Connectivity', 'Dial Plan', 'Stations', 'Call Routing', and 'Features' (the current step, indicated by a blue circle with the number 5). To the left, a sidebar menu lists 'Music on Hold', 'Maintenance Schedule', and 'Licensing'. The main content area is titled 'Music on Hold' and includes the text: 'By default, the Cisco MoH file will play during hold. Alternatively, you may upload your own custom file.' Below this text is a configuration box for 'Hold Music' (with a help icon) containing an upload icon, a text input field with the value 'music-on-hold.au', and an 'Upload' button. This configuration box is highlighted with a red rounded rectangle.

- Configure times for the system to automatically install new software updates
- Set a day to backup the system

Maintenance Schedule

Designate a time each day when it will be safe for the system to install software updates. This will be a 2 hour block of time when the system may be offline and unable to make or receive phone calls.

Designate at least one day each week when a system will create a backup. If no day selected, backup will be created on Saturday by default. The system will be offline and unable to make or receive phone calls.

	Beginning		Ending	Backup
Monday	<input type="text" value="00:00"/>	to	<input type="text" value="02:00"/>	<input type="checkbox"/>
Tuesday	<input type="text" value="00:00"/>	to	<input type="text" value="02:00"/>	<input type="checkbox"/>
Wednesday	<input type="text" value="00:00"/>	to	<input type="text" value="02:00"/>	<input type="checkbox"/>
Thursday	<input type="text" value="00:00"/>	to	<input type="text" value="02:00"/>	<input type="checkbox"/>
Friday	<input type="text" value="00:00"/>	to	<input type="text" value="02:00"/>	<input type="checkbox"/>
Saturday	<input type="text" value="00:00"/>	to	<input type="text" value="02:00"/>	<input checked="" type="checkbox"/>
Sunday	<input type="text" value="00:00"/>	to	<input type="text" value="02:00"/>	<input type="checkbox"/>

➔ Enter your Cisco SmartNet Token to associate with the device

Licensing

Associate this site with the customer's Smart Account by providing their Smart License Token. This field is a placeholder for the Token ID. The device will not yet register to the customer's Smart Account. If you enter a Token ID, we recommend setting a validity date of at least 180 days when the token is created.

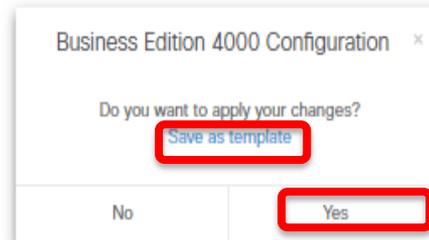
Smart License Token

- ➔ Save current setup as a template (useful for future customer deployments)
- ➔ Apply changes

Licensing

Associate this site with the customer's Smart Account by providing their Smart License Token. This field is a placeholder for the Token ID of at least 180 days when the token is created.

Smart License Token



- ➔ After Submitting the settings, the system will create the Customer site and ready it for deployment

Business Edition 4000 Configuration

Progress

Last Update Time : 2018-02-07 12:33:58 PM

Last Update Time	Step	Status	Trace
2018-02-07 12:33:58 PM		Ready to Deploy	
2018-02-07 12:33:57 PM		Device configuration created	
2018-02-07 12:33:11 PM		Initializing secure access to provisioning API	
2018-02-07 12:32:58 PM	Device deployment	Preparing for deployment...	
2018-02-07 10:32:57 AM		Site creation successful	
2018-02-07 10:32:56 AM		Creating site - Denver	
2018-02-07 10:32:56 AM		Initialization is completed	
2018-02-07 10:32:50 AM	Create New Site	Initialization in progress	

➔ Customer Site Setup Complete!!!

Release Update : New portal features have been released. For details, please visit

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Customers 🔍

Customer Name	...	Location	Status	...	S
Dirigo		Denver	● Online		FI
Zoom Consulting		Denver	● Ready to Deploy		--

SITE DEPLOYMENT

- Once device is setup at customer's site
- Go to <https://be4000.cisco.com/deploy>
- Enter Device Serial Number

Serial Number



The image shows a screenshot of a Cisco device label and a corresponding web form. The label at the top has two barcode sections: 'Chassis Sn:' with a barcode and 'SN: XXXXXXXXXXXX' below it, and 'TAG:' with a barcode and '800-40057-01 AG +' below it. Below the label is a web form with the heading 'Serial Number' and a text input field containing the placeholder text 'Serial number'.

➔ Confirm Serial Number

Please confirm the serial number by entering it a second time below.

Serial Number

FLM2135W1TG

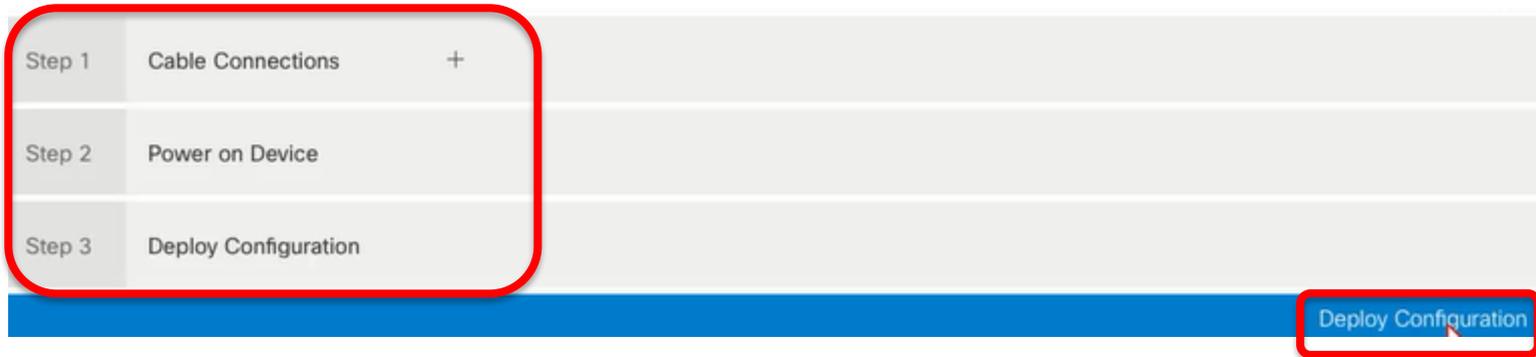
- Select Customer
- Select Location

The image shows a screenshot of a web form with two dropdown menus. The first dropdown is labeled 'Customer' and has 'Dirigo' selected. The second dropdown is labeled 'Site' and has 'Denver' selected. Both dropdown menus are highlighted by a red rounded rectangle. The form is set against a light gray background.

➔ Confirm Line Card Setup



- Double check connections (ethernet etc)
- Make sure device is powered on
- Click Deploy Configuration



Deployment Complete!

Resources

- ➔ https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/be/be4000/partnerportal/guide/be4kb_be4000-partner-portal-guide.html
- ➔ <https://support.be4000.cisco.com/Media/BE4K1516032687overview.mp4>
- ➔ <https://support.be4000.cisco.com/>

- ➔ Partner Portal Guide
- ➔ BE4K Deployment Video
- ➔ BE4000 Support