

Cisco Business Edition Unified Communications and Collaboration Solutions for Small and Midsized Companies

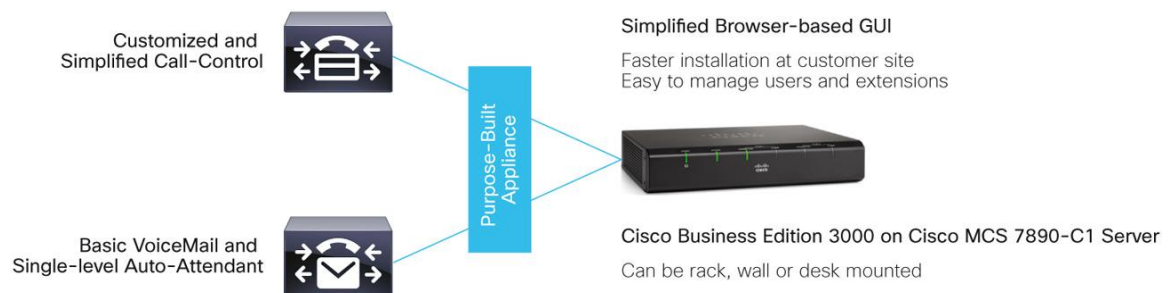
Cisco® Business Edition series of collaboration platforms provide more than one collaboration applications on a single server hardware. Consolidating these applications onto one platform creates a cost-effective solution that is more convenient for partners to deploy and easier for customers to manage and use, ensuring a reduced total cost of ownership (TCO).

Cisco Business Edition 3000

The *Cisco Business Edition 3000* is a purpose-built appliance that delivers essential business-class unified communications and collaboration for small and midsize businesses with up to 300 users and 400 devices located at up to 10 sites within a single country*. Hosted on a compact hardware platform as shown in [Figure 1](#), the *Cisco Business Edition 3000* derives its functionality from Cisco's enterprise class collaboration applications, providing selected call-control features, basic voicemail with email integration, single-level auto-attendant, mobility and point-to-point video calls. The appliance also includes two integrated T1/E1 ports for voice trunks. Instant messaging and Presence is supported with Cisco WebEx Messenger service; and Web-Conferencing is supported with Cisco WebEx Meeting service.

* Multiple *Business Edition 3000* appliances may be located in different countries by connecting to the company's inter-office data network to establish a distributed voice over IP (VoIP) network.

Figure 1. Cisco Business Edition 3000



Cisco Business Edition 6000

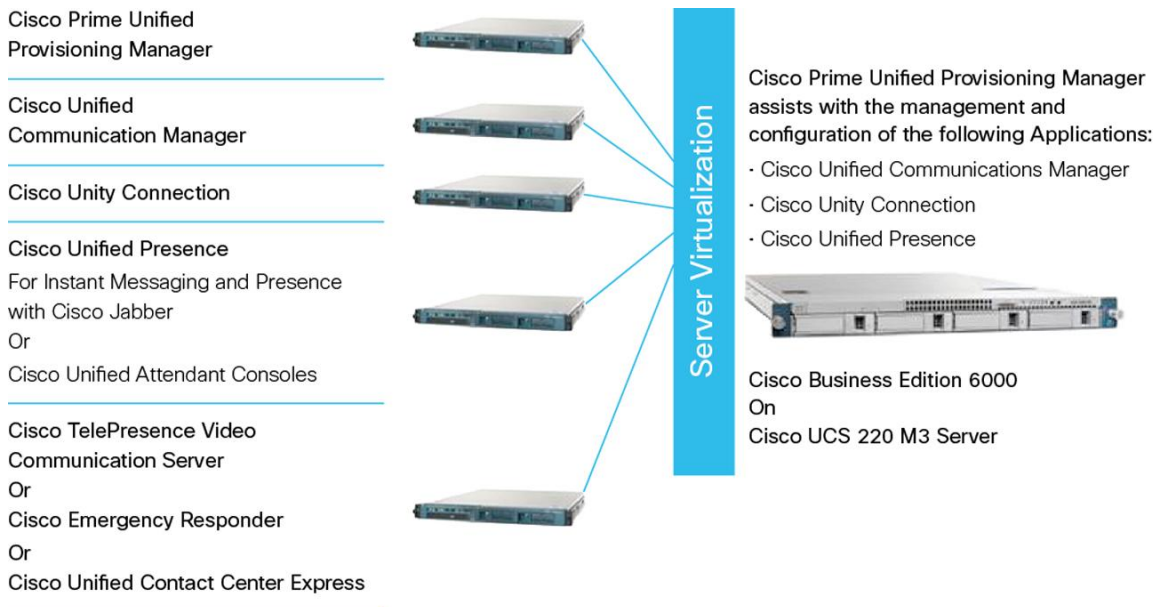
The *Cisco Business Edition 6000* is designed for midsized businesses that require mission-critical collaboration solutions. Running on the powerful yet efficient Cisco Unified Computing System™ UCS C220 M3 server, the Business Edition 6000 delivers premium business-class voice communications for up to 1000 users and 1200 devices located at up to 50 sites.

The following applications are included with the Cisco Business Edition 6000, of which five may be run concurrently:

- Cisco Prime™ Unified Provisioning Manager Business Edition for streamlined system management and configuration
- Cisco Unified Communications Manager for enterprise class call-control
- Cisco Unity® Connection for unified voice messaging and multi-level auto-attendant
- Cisco Unified Presence for Instant Messaging and Presence with Cisco Jabber clients
- Cisco TelePresence® Video Communication Server - OR - Cisco Emergency Responder - OR - Cisco Unified Contact Center Express

Full-feature redundancy is supported for all of the core applications in a WAN or LAN environment when deployed with additional server(s). [Figure 2](#) illustrates the combinations of collaboration applications that are included and can run co-resident on single *Cisco UCS 220 M3* server.

Figure 2. Cisco Business Edition 6000



The following collaboration applications may also be purchased separately and installed on an unused virtual machine:

- Cisco WebEx® Web Conferencing
- Cisco Unified Attendant Console

Cisco Business Edition Platforms - Side by Side Comparison

[Tables 1](#) through [Table 5](#) provide a side by side platform comparison to help you select which Business Edition solution best fits your requirements. Please note that this comparison is provided for **Cisco Business Edition 3000 version 8.6.4**; and **Cisco Business Edition 6000 version 9.0**.

Table 1. Capacity of Single System

Capacity	Cisco Business Edition 3000	Cisco Business Edition 6000
Maximum number of users	300	1000
Maximum number of devices	400	1200
Maximum number of sites (per system)	10 (within one country)	50 (within multiple countries)
Maximum number of user locales (per system)	1	Multiple
Maximum call capacity (busy hour call attempts [BHCA])	2200	5000
Maximum number of voice mailboxes	300	1000
Voicemail capacity	51 minutes per user	10 voicemail messages per user. Minutes varies by available storage capacity
Voicemail ports: Maximum number of concurrent calls to voicemail and auto-attendant services	12	24

Table 2. System Details

Attribute	Cisco Business Edition 3000	Cisco Business Edition 6000
Hardware	Cisco MCS 7890 C1	Cisco UCS® C220 M3
Form factor	Desktop, Rack-mount, Wall-mount	Rack-mount
Dimensions (H x W x D)	2.77 x 14.15 x 10.87 in. (7.0 x 35.9 x 27.6 cm)	1.7 x 16.9 x 28.5 in. (4.3 x 42.9 x 72.4 cm)
Processors	Intel® Atom™ D510 dual core processor	2 x Intel® Xeon® E5-2609 quad core processors
Memory (RAM)	4 GB	32 GB
Hard-disk capacity	160 GB	4 x 500 GB (RAID 10)
Operating system	Linux	Host: VMware vSphere Hypervisor 5.0 supporting up to 5 guest virtual machines Guest: Linux
Public-switched-telephone-network (PSTN) connections using T1/E1	Two integrated T1/E1 ports	Available through any Cisco Integrated Services Routers
Public-switched-telephone-network (PSTN) connections using BRI or FXO	Available with any Cisco Integrated Services Routers FXO connection also available through SPA8800 voice gateway	Available with any Cisco Integrated Services Router voice gateways
Public-switched-telephone-network (PSTN) connections using SIP	Supported SIP SBCs: ISR 880 (CUBE Lite), ISR 2901 (CUBE) For third party routers/SBC, requires Cisco connection pack and is not supported by TAC	Available through any Cisco Integrated Services Router voice gateways
Hardware bridge for conference	Built-in	Available through any Cisco Integrated Services Router with DSP resources

Attribute	Cisco Business Edition 3000	Cisco Business Edition 6000
Port to connect external audio source for Music on Hold	Built-in	No
Countries Supported	Limited*	All

* Cisco Business Edition 3000 is available in Australia, Brazil, China, India, Mexico and Russia. Product is on limited availability for USA and UK. Please contact a Cisco representative if you are a partner interested in reselling Cisco Business Edition 3000 in a country with limited availability.

Table 3. Supported Devices

Voice and Video Endpoints and Gateways	Cisco Business Edition 3000	Cisco Business Edition 6000
Cisco Unified IP Phone 3905	•	•
Cisco Unified IP Phone 6900 Series	•	•
Cisco Unified IP Phone 7900 Series	IP Phone models: 7925, 7942G, 7945G, 7962G, 7965G, and 7975G; Conference Station 7937	•
Cisco Unified IP Phone 8900 Series	•	•
Cisco Unified IP Phone 9900 Series	Not supported	•
Cisco TelePresence EX, MX, SX, High-Definition Video endpoints	Not supported	•
MCU5300 series Video Conference Bridges	Not supported	•
Cisco IP Communicator	•	•
Cisco Jabber™ Clients	•	•
Cisco SPA8800 PSTN Gateway	•	Not Supported
Cisco ISR Voice Gateway	•	•
Cisco VG224 Voice Gateway	•	•

Table 4. Co-Resident Applications

Application	Cisco Business Edition 3000	Cisco Business Edition 6000
Maximum number of co-resident applications	Not Applicable	Up to five*
Configuration and management interface	Browser-based administrative interface	Cisco Prime Unified Provisioning Manager Business Edition
Call control for IP telephony	Selected features for Essential Telephony	Cisco Unified Communications Manager
Voicemail and auto-attendant	Basic VoiceMail and Single-level Auto-Attendant	Cisco Unity Connection
IM and Presence	Available through <i>Cisco WebEx Messenger</i> service	Cisco Unified Presence or <i>Cisco WebEx Messenger</i> service
Contact Center	Not available	Cisco Unified Contact Center Express
Emergency Response service	Not available	Cisco Emergency Responder
Video telephony	Standard Definition	Standard and High-Definition
Video Conferencing	Not available	Using MCU5300 series video conference bridge, or Multiway capable Telepresence Endpoints such as EX90 series
Attendant console	Cisco Unified Attendant Console Compact Edition	Cisco Unified Attendant Console
Web Conferencing	Available through <i>Cisco WebEx Meetings</i> service	<i>WebEx Web Conference</i> server or <i>Cisco WebEx Meetings</i> service

* Selected combination of Applications

Table 5. Configuration and Management

Administration Interface	Cisco Business Edition 3000	Cisco Business Edition 6000
Configuration of call-control, voicemail, and auto-attendant	Browser-based GUI, which includes configuration wizard	Cisco Prime Unified Provisioning Manager Business Edition
User self-care interface	<ul style="list-style-type: none"> • Call forwarding • Reach me anywhere (Single Number Reach) • Cisco Web Dialer • Extension mobility • Do Not Disturb • Speed dials 	<ul style="list-style-type: none"> • Call forwarding • Reach me anywhere (Single Number Reach) • Cisco Web Dialer • Extension mobility • Do Not Disturb • Speed dials • Locale selection • Music on Hold selection
Backup and restore of configuration	•	•
Bulk configuration: Entering user-phone information in bulk through spreadsheets	•	•
Debug traces and system diagnostics	•	•
Call detail records	•	•
Configuration export	•	•
USB port for upgrade	•	Not available
Cisco On-Plus support	•	Not available

* Manages Cisco Unified Communication Manager, Cisco Unity Connection, IM, and Presence.

Call Control

Unified voice and video call-control provides the core communications services and functions. It decodes addressing information of IP phones and then routes, monitors, and maintains IP telephony calls between them. Call-control applications also designate which features and services are available to the IP phones in the deployed solution.

The *Business Edition 3000* appliance has a built-in customized software application with an essential set of call-control and voice messaging features. It also supports dial plans and languages of a limited number of countries through specific country packs, which also include languages for configuration utility, voicemail, auto-attendant, phone user interface, dial plan, dial tone, and port settings. Refer to the *Business Edition 3000* Feature Reference Guide in the “[For More Information](#)” section.

The *Business Edition 6000* system uses a VMware Operating System on the Cisco C220 M3 server. It uses Cisco Unified Communications Manager as its call-control application. It is an enterprise-class communications platform, and provides all advanced call-control features for the entire solution. Refer to the Solution Design Guide listed in the “[For More Information](#)” section.

Commonly used features and capabilities of the Business Edition series are listed in the following tables.

Table 6. Features and Capabilities

Call-Control Features	Cisco Business Edition 3000	Cisco Business Edition 6000
Music on Hold (MoH)	Internal Audio File or External Audio Source	Internal Audio File
Conference	Maximum of 24 conference ports: <ul style="list-style-type: none"> • Six AdHoc conferences with maximum of 4 participants, or • Eight MeetMe conferences with maximum of 3 participants, or • Combinations of various conferences types with total 24 participants 	Maximum of 60 conference ports on the server; more conference resources can be added by using external hardware bridges on Cisco Integrated Services Routers
Cisco Survivable Remote Site Telephony	Not supported	•
Redundancy and load distribution (clustering of multiple Unified Communications Managers)	Not supported	•
Secure telephony: Encrypted signaling and voice	Not supported	•
Multi-Level Precedence and Preemption (MLPP) to prioritize calls over PSTN or site-to-site trunks	Not supported	•
Forced Authorization Codes (FAC) and Client Matter Code (CMC) to manage call access and accounting	Not supported	•
Paging	Not native, but supported by Cisco Unified Attendant Console Compact Edition, and Cisco SPA 8800 with third-party paging system	•

Table 7. Voice Features

Telephony Capabilities	Cisco Business Edition 3000	Cisco Business Edition 6000
G.711 (both u-law and a-law) codec for internal regular calls	•	•
HD Audio Codec G.722	•	•
Low-bandwidth audio codecs (G.729, G.729b, G.729ab, Internet Low Bitrate Codec [iLBC], and G.Clear)	•	•
H.264 Video Codec	•	•
Echo cancellation (G.165 and G.168)	•	•
Dual-tone multifrequency (DTMF) digits in-band	•	•
DTMF Session Initiation Protocol (SIP) INFO, KPML, and NOTIFY	•	•
DTMF Real-Time Transport Protocol (RTP) events	•	•
G.711 Pass-Through Fax	•	•
T.38 Fax support	•	•
T1/E1 Ports for Voice Trunk	Two integrated ports (additional ports can be added with Cisco ISR voice gateways)	Requires Cisco Integrated Service Routers with T1/E1 voice ports
SIP Trunk	Requires Cisco Integrated Services Router with Cisco Unified Border Element	Requires Cisco Integrated Services Router with Cisco Unified Border Element

Table 8. Mobility Features

Mobility Features	Cisco Business Edition 3000	Cisco Business Edition 6000
Reach Me Anywhere or Single Number Reach: Incoming call rings your other phone, including external phones	•	•
Desk Pickup and Cell Pickup: You can move a call from your desk phone to your mobile phone, and conversely	•	•
Corporate Directory: You can view a list of users with phone numbers	•	•
Extension Mobility: You can log in to another IP phone to use it as your own phone	•	•
Cisco Jabber® SmartPhone voice clients	•	•

VoiceMail and Auto-Attendant

VoiceMail enables callers to leave voice messages when the called party is not available, and allows users to listen to the voice messages. The auto-attendant feature of Cisco's voiceMail products is used to greet customers calling the business main number and route their call with menu-led, interactive voice response prompts.

The *Business Edition 3000* has built-in customized voiceMail and auto-attendant software which offers an essential set of features for small and medium-sized businesses.

The *Business Edition 6000* uses Cisco Unity Connection to provide voiceMail and auto-attendant applications. Cisco Unity Connection is an enterprise-class messaging solution, which provides advanced features required by midsized businesses.

Table 9. Messaging Features

Features	Cisco Business Edition 3000	Cisco Business Edition 6000
VoiceMail	12 concurrent connections	24 concurrent connections
Auto-attendant	Single-level	Multi-level
Night service with alternate greetings	Single Greeting	Alternate Greetings
Zero-out administration (dial zero to reach administrator)	•	•
VoiceMail to email (notification)	•	•
VoiceMail to email (attachment)	•	•
Visual VoiceMail	Not Supported	•
Cisco Web Dialer	•	•
Phone applications: Supported through external servers	•	•
Call Queuing	Not Supported	•

Instant Messaging and Presence

Customers can use the *Cisco WebEx Messenger* service together with Cisco Jabber clients to provide instant messaging and presence for Business Edition 3000 solution.

The *Business Edition 6000* includes Cisco Unified Presence, which provides native enterprise instant messaging and network-based presence services. Cisco Unified Presence supports Cisco and third-party compatible desktop and mobile presence and instant messaging clients, including Cisco Jabber clients. In addition, it enables these clients to perform click to call, phone control, voice, video, visual voicemail, and web collaboration. The Business Edition 6000 supports 1000 instant messaging and presence users, with 20 messages per user per hour, two state changes per user per hour, and 20 contacts per user. Customers may alternatively choose the *Cisco WebEx Messenger* service instead of Cisco Unified Presence.

Cisco Unified Contact Center Express

Cisco Unified Contact Center Express is a supported co-resident Business Edition 6000 application supporting up to 100 agents. It provides agent-based services as well as fully integrated self-service by using automatic call distribution, interactive voice recognition, computer telephony integration, as well as Cisco Agent Desktop services. When integrated with Cisco Unified Presence, agents and supervisors can collaborate with colleagues and subject-matter experts outside the contact center. Business Edition 6000 supports 10 recording sessions, 100 interactive voice recognition sessions, and periodic historical reporting.

Cisco Emergency Responder

Cisco Emergency Responder is a supported co-resident Business Edition 6000 application, supporting up to 1200 devices. This application enhances E-911 calling by ensuring that the system sends emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and, if necessary, return the call. Cisco Emergency Responder helps Business Edition 6000 customers comply effectively with their legal and regulatory obligations.

Cisco Unified Attendant Console

The *Business Edition 3000* provides a smaller-scale receptionist and operator service using Cisco Unified Attendant Console Compact Edition.

The Cisco Unified Attendant Console is an optional co-resident Business Edition 6000 application, supporting up to 50 operators. It is a desktop-based client-server application that enables receptionists and operators to answer and quickly dispatch incoming calls to their intended recipients or by transferring to a recipient's voice mailbox. It offers a rich set of features, including call-queuing engine, endpoint busy status, presence integration, and directory search.

Cisco TelePresence Video Communication Server

TelePresence Video Communication Server is an optional co-resident Business Edition 6000 application, providing extended support for internal video calls. (For support of external video calls, TelePresence Video Communication Server Expressway is required). The server supports a maximum of 100 traversal and 100 non-traversal video calls. For non-traversal video calls, the application provides call signaling only, and media flows directly between the video endpoints. TelePresence Video Communication Server interworks smoothly with Business Edition 6000 to provide high-definition video telephony to midsize businesses.

For More Information

- Cisco Business Edition 3000: <http://www.cisco.com/go/be3000>.
- Cisco Unified Border Element: <http://www.cisco.com/go/cube>.
- Cisco 880 Series routers:
http://www.cisco.com/en/US/partner/prod/collateral/routers/ps380/data_sheet_c78_459542_ps380_Products_Data_Sheet.html.
- Cisco Business Edition 6000: <http://www.cisco.com/go/be6000>.
- Cisco Business Edition 6000 Wiki: docwiki.cisco.com/wiki/Cisco_Business_Edition_6000.
- Cisco Unified Communications and Collaboration Solution design guides: <http://www.cisco.com/go/ucsrnd>.
- Cisco Smart Designs for SMB solutions: <http://www.cisco.com/go/partner/smartdesigns>.
- Cisco Collaboration Solutions for Midsize Companies: <http://www.cisco.com/go/midmarket>.



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