

Contents



Section 1

Overview 1

Introduction	1
Installing Your System	2
Bizfon Customer Care	2
Voice Vault Card Option	2
Arranging for Telephone Company Services	3
Overview of Initial Bizfon Settings	4
Bizfon Extension Numbers	7
Emergency Use	10

Section 2

Setting up your System 13

Introduction	13
Incoming Call Handling Profiles	13
Automated Attendant Greetings	15
Call Routing Directly to a Specific Extension	20
Changing the List of After Hours Extensions	20
Operator Extension	21
Group Ring	22
Informational Messages	24
Changing the Phone Type	26
Music-on-Hold	27
Turning Customer Care Access Authorization On/Off	27

Section 3

Setting Up and Using Extensions 29

About Universal Extensions 29

How to Make Phone Calls 33

Voice Mail 34

Call Handling in the Office 38

Accessing Personal Settings from any Telephone 40

Using Universal Extensions from Outside the Office 40

Remote Access when Automated Attendant is Turned Off
43

Public Address 44

Meeting Room 44

Managing Extensions 45

Managing Bizfon Call Waiting 47

Authorization to Make Outside Calls (Internal and Remote
Users) 48

Configuring a Predial String 49

Section 4

Using your Bizfon with Other Office Equipment 51

Fax Machines 51

Audio Devices for Music-on-Hold 53

Audio Devices for Public Address 53

Modems 54

Bizfon 680 Diagram 55

Appendix A

Multi-Language System Setup 57

Choosing your Preferred Language(s) 57

Choosing System-Level Language Preferences 57

Choosing Personal Language Preferences 58

Other Language Considerations 59

Appendix B

Startup/Test Button 61

Using the Startup/Test Button 61

Appendix C

Bizfon 680 Installation Considerations 63

Mounting Bracket 63

Attaching the Bracket 63

Removing the Bracket 65

Wall Mount 66

Appendix D

Bizfon 680 Specifications 67

Appendix E

Regulatory and Safety Information 69

FCC Statement: Part 68 69

FCC Statement: Part 15, Class A 70

Canadian DOC Statement 71

Industry Canada Notice 72

Important Safety Instructions 73

Service Instructions 75

Index 77

Section 1 Overview



Introduction

Congratulations on your purchase of a Bizfon! Your Bizfon 680 will transform how your business communicates, making you more available, informative and responsive to your customers.

About the Owner's Guide

This manual provides information for setting up and using your Bizfon, once it is installed. You should keep this manual for future reference. At some point in the future you may want to change settings or connect other office equipment to your Bizfon.

Telephone-specific Documents

In addition to this Owner's Guide, your Bizfon comes with the following documents:

- Bizfon 680 Wallet Cards
- Reference Cards for BizTouch 2 Feature Telephones
- Reference Cards for Non-Bizfon Telephones

NOTE: Please refer to these documents for all instructions on telephone-specific commands, like how to forward or transfer calls, or put calls on hold. The *Owner's Guide* only describes Bizfon 680 system-specific features.

Supported Telephones and Telephone Features

Your Bizfon 680 works best with BizTouch 2 feature phones. These telephones support all Bizfon 680 features. Refer to the *BizTouch 2 Reference Card* for information on using your BizTouch 2 telephones with the Bizfon 680.

In addition to the BizTouch 2 telephones, you can also use any standard telephones (the telephone industry refers to these as 2500-series telephones).

You can also connect one or more fax machines to the yellow Telephone jacks labeled 1 through 8 on the Bizfon 680. See Section 4, “Using Other Office Equipment with Your Bizfon 680,” for more information.

Installing Your System

Bizfon recommends that your system be professionally installed. Please call us at (877)603-4100 to have us set up a professional installation for you, if you have not already done so.

Bizfon Customer Care



Whenever you see the icon shown at the left, it indicates that the feature or option requires you to call Bizfon Customer Care at extension 299 in order to configure the feature or purchase the option.

Voice Vault Card Option

Some of the features described later in this booklet require the presence of an optional Voice Vault card, a small accessory that easily plugs into an external slot in your Bizfon



680. These features include adding extra voice mail capacity to your Bizfon, the use of Virtual Extensions, and the use of additional Informational Messages. Each of these is described in detail in this booklet. Call 299 to order a Voice Vault card.

Arranging for Telephone Company Services

There are certain telephone features that are provided through your telephone company. These are described below.

Hunt Groups

You should contact your local telephone company to arrange for hunt groups. Hunt groups are a service provided by your local telephone company, and are not a Bizfon feature. You are usually assigned several telephone numbers, only one of which is published. When someone calls the published number and it is in use, each telephone number is dialed in a circular sequence. For example, if you have four telephone numbers, and a call to your main number is busy, the call is automatically routed to each telephone line until a free line is found.

Let's say your main telephone number is 555-1000, and you have 5 more lines with the numbers 555-1001, 555-1002, 555-1003, 555-1004 and 555-1005. The telephone company would set this up with the main number, 555-1000, as your main telephone number, which callers would dial to reach your business. If that line is busy, the call would then be directed to the next number in the hunt group, 555-1001. If that line is busy, the call would be directed to the next num-

ber, and so on, until an open, available line is detected. If all lines in the hunt group are busy, the caller will hear a busy signal.

Caller ID

The Bizfon 680 supports Caller ID. You must arrange for Caller ID service through your local telephone company. The Biz-Touch 2 Feature Phone does support display of Caller ID, but you may have non-Biz-Touch telephones that do not.

The Bizfon will also display Caller ID information for extension-to-extension calls. For example, if extension 201 calls 202, 202 will see “EXT 201” in its Caller ID display.

Call Waiting

The Bizfon 680 has functionality equivalent to Call Waiting built into it. However, it *does not* support Call Waiting service from your telephone company. If you currently have Call Waiting from your telephone company, you should contact them and arrange to have Call Waiting turned off.

CAUTION!

Failure to turn off Call Waiting from your telephone company will cause incorrect operation of your Bizfon 680!

For more on Bizfon Call Waiting, see “Managing Bizfon Call Waiting” on page 47.

Overview of Initial Bizfon Settings

Everything is preset so you can use your Bizfon right away. However, you may choose to

change some settings to meet your company's specific needs.

You can change some common settings yourself. Some examples include:

- Changing your automated Day or After Hours Greetings,
- Turning the automated greeting off, or
- Setting the System Clock.



Other changes we'll make for you; just dial 299 to reach a Customer Care agent. We'll consult with you to set up your Bizfon to meet your company's unique needs.

Setting Up and Changing the System Password

The system password prevents unauthorized people from changing your Bizfon 680 General Settings.




The system password must be from 3 to 10 digits long (Passwords for voice mail and personal settings are separate from the system password and are set up as part of configuring an extension).



If you forget your system password, call Bizfon Customer Care at 299.

To change the system password:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If

- using a non-BizTouch telephone, press  to enter Settings.
2. Dial extension 200 to access General Settings.
 3. Press  for security options.
 4. Press  to set the password.
 5. Follow the prompts to set the system password.

System Greetings

The Bizfon 680 is shipped with automated attendant greetings for both Day and After Hours modes. The Bizfon automated attendant provides an immediate, automated greeting for callers to your business.

Your Bizfon comes with the following automated attendant greeting:

“Thank you for calling. If you know your party's extension, you may dial it now. For a list of extensions, press 1. To reach the operator, press 0, or wait and you will be transferred.”

See “Section 2 Setting up your System” on page 13, for instructions on how to change the Day and After Hours Greetings, and “Automated Attendant Greetings” on page 15 to control how the automated attendant works.

Setting the System Clock

The Bizfon 680 is shipped with the clock preset to Eastern Standard Time. You may want to change this to reflect your time zone or changes in Daylight Savings Time.

To set the clock, do the following:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial extension 200, then enter the system password (if one has been configured) to access General Settings.
3. Press **[4]** to set the clock.
4. Follow the prompts to enter the time and date.

Bizfon Extension Numbers

200: General Settings

Extension 200 provides access to General Settings. General Settings include things such as automated attendant greetings, the clock, and informational messages.


To access General Settings:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial extension 200 to access General Settings.
3. Enter the system password (if one has been configured) and press **[#]**.
4. Follow the prompts to select the General Setting you want to change.

201-208: Physical Extensions

201 through 208 are the Universal Extension numbers assigned to the yellow jacks on the Bizfon 680 labeled *Telephones*. These extensions are used to connect physical telephones

which are assigned these extension numbers as follows: jack 1 is for extension 201, jack 2 is extension 202, jack 3 is extension 203, etc., through jack 8, which is extension 208.

Extension 201 rings by default when callers press  or dial 201 in Day mode. For more information, see “0: Operator” on page 10.

Extensions 201-208 can be configured by the user for one or more fax machines as well. See “Fax Machines” on page 51 for more information.

249: Public Address

Bizfon users can send messages to a public address system via their extension, by dialing 249.

On BizTouch 1 Feature phones, Public Address can be accessed by pressing the PA button.

Use of this feature requires connecting your Bizfon to a PA system. For more information on how to use Public Address, see “Public Address” on page 44. For more information on how to set up your Bizfon to a PA system, see “Audio Devices for Public Address” on page 53.

250-264: Virtual Extensions

250 through 264 are extensions which do not correspond to any physical jacks on the Bizfon 680. Virtual extensions have their own voice mailboxes, and allow users not requir-

ing a physical extension full access to the Bizfon system.

The Bizfon allows you to set these extensions up to ring at a telephone of your choice: for example, your cell phone, or your home number. You can even set up a virtual extension to ring a specific physical extension (201-208) if, for example, you share an office with three other people and you are the one using it today.



The use of Virtual Extensions requires the presence of an optional Voice Vault card. The Voice Vault card allows you to set up voice mail accounts for extensions 250-264. Without the card, these extensions are not accessible to the Bizfon 680. To order a Voice Vault card, dial 299.

For more on how to set up a Virtual Extension, see “Setting up Virtual Extensions (250-264)” on page 31.


290: Meeting Room

Up to five callers can meet in a meeting room by dialing 290. Users can be internal or external, but some access restrictions apply to external callers.

On BizTouch feature phones, the Meeting Room can be accessed by pressing the CONF or CONFERENCE button when you have a caller on hold.

For more information on how to use this feature, see “Meeting Room” on page 44.

0: Operator

Extension 0 is the Operator, or Receptionist extension. By default, when the user presses  in Day mode, Extension 201 rings. See “Operator Extension” on page 21 for more information on how to change this default configuration.



299: Bizfon Customer Care

To reach Bizfon Customer Care, dial 299.

Feel free to call to request information or assistance.

NOTE: Bizfon Customer Care is included when you purchase BizCare Complete. If you have not purchased BizCare complete, there is a per-call charge for this service.

Emergency Use


Connecting and using a Power Fail Telephone

Your Bizfon includes a jack (labeled *Power Fail Telephone* in red) for connecting a telephone that can be used in the event of a power outage.

In the event of a power outage, The Power Fail Telephone jack connects to CO line number 1, so be sure that one of your telephone lines is connected to the jack marked “1-2.”

Note that the telephone used with the *Power Fail Telephone* jack should be a non-AC powered telephone in order to work during a power failure.

Dialing Emergency Numbers

Dial  to get an outside line, then dial 911 or the emergency number you are trying to reach.

Section 2

Setting up your System



Introduction

This section provides information about how to set up your Bizfon to handle inbound telephone calls.

Incoming call handling refers to how calls are handled as they come in to the Bizfon 680. This section provides information on how to configure the incoming call greeting options for the Automated Attendant Day and After Hours modes, how to configure the Operator extension, and how to set up informational messages. Once an incoming call is directed to an extension, you can choose how to handle the call at that extension. See “Section 3 Setting Up and Using Extensions” on page 29 for information on configuring how calls are handled once they reach an extension.

Incoming Call Handling Profiles



The Bizfon 680 comes with three pre-set profiles for incoming call handling. You can select one of these profiles for Day mode, and select another for After Hours mode. The three pre-set profiles are:

1. Incoming callers hear the Automated Attendant greeting, then ring the operator, then (if unanswered) go to the Operator mailbox.

This is the default Day mode configuration when you first receive your Bizfon 680. The default After Hours mode is essentially the same, except that the After Hours greeting is played, then *all* extensions ring, then the call goes into the Operator mailbox.

2. Incoming callers ring the Operator in Day mode or all phones in After Hours mode, then go to the Operator mailbox if the call isn't answered.
3. Incoming callers ring the Operator in Day mode, or all phones in After Hours mode. If the call isn't answered, the Day or After Hours Automated Attendant greeting is played, as appropriate. If the call is still unanswered, the call goes to the Operator mailbox.

To change your call profile:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press  to enter Settings.
2. Dial extension 0, then enter the Operator password (if one has been configured).
3. Press  to choose incoming call profiles, and follow the prompts.

NOTE: To change the Day call profile, be sure you are in Day mode. To change After Hours call profile, be sure you are in After Hours mode.



If you wish to set up a customized incoming call handling profile, Bizfon can do it for you. Please call 299 to request special incoming call handling.

Automated Attendant Greetings

The Bizfon automated attendant provides an immediate, automated greeting for callers to your business. By configuring your system greeting options in different ways, you can be responsive to callers by providing specific information through your system greetings.

You can change the greeting that people hear when they call your company. Your Bizfon comes with this default auto attendant greeting:

“Thank you for calling. If you know your party’s extension, you may dial it now. For a list of extensions, press 1. To reach the operator, press 0, or wait and you will be transferred.”



You can use this generic greeting, record your own, or you can purchase a professionally recorded greeting by calling Bizfon Customer Care at 299.

Tips for composing a greeting:

- Write down what you plan to say.
- Include all of a caller’s options. (See sample greeting below.)
- Describe each option before telling the caller what number to press (for example, “For a list of extensions, press 1.”)

- Read the greeting aloud before you record it to be sure you like the way it sounds.

Sample greeting:


“Thank you for calling Phassenphepher Consulting. If you know your party’s extension, you may dial it now. For a list of extensions, press 1. For directions, press 4. For hours, press 5. To reach the receptionist, press 0, or wait and you will be transferred.”

For help on creating multi-language greetings, see “Other Language Considerations” on page 59.

Changing the System Day Greeting

You can change the system greeting at any time. Before changing it, we recommend that you write it down and practice speaking it before making the recording.

To change the default system day greeting, do the following:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press  to enter Settings.
2. Dial extension 200, then enter the system password (if one has been configured) to access General Settings.

3. Press **[2]** to change Automated Attendant greetings.
4. Press **[1]** to change the System greeting.
5. The current greeting is played and you are prompted to accept the greeting or change it.
6. Press **[2]** to record the new greeting.
7. Press any key when done recording the new greeting.
8. The greeting will be played back to you. Press **[1]** to use the greeting or press **[2]** to re-record the greeting.

If you'd like to revert back to the factory-set system day greeting, follow the instructions above, and press **[3]** to choose Delete Greeting.

After Hours Mode

The Bizfon After Hours mode enables you to set up your system for operation after normal business hours.

When After Hours mode is enabled, the Bizfon plays the After Hours Greeting, then it rings all extensions. After a specified number of rings, calls are directed to the Operator mailbox at extension 0.

To select specific extensions to ring in After Hours mode, see “Changing the List of After Hours Extensions” on page 20.

To enable After Hours Mode:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Enter an extension, or press **[#]** for the current extension.
3. Enter the extension's password.
4. Press **[6]** to enable After Hours Mode.

Once After Hours Mode is enabled, you can disable it and return to Day Mode by repeating the steps above.

Changing the After Hours Greeting

You can change the after hours greeting at any time. Before changing it, we recommend that you write it down and practice speaking it before making the recording.

To change the After Hours greeting, do the following:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial extension 200 to access General Settings.

3. Press **[2]** to change Automated Attendant greetings.
4. Press **[2]** to change the After Hours greeting.
5. The current greeting is played and you are prompted to accept the greeting or change it.
6. Press **[2]** to record the After Hours greeting.
7. Press any key when done recording the new greeting.
8. The greeting will be played back to you. Press **[1]** to use the greeting or press **[2]** to re-record the greeting.



Turning Off the Automated Attendant

You can turn off the Automated Attendant so that all incoming calls go directly to an extension, without any message.

This is the second call profile described in “Incoming Call Handling Profiles” on page 13.

To turn off the Automated Attendant:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.

2. Enter the extension number, , and the password.
3. Press  to select Attendant Setup.
4. Follow prompts to select “Turn off Auto Attendant.”

If your Bizfon is in Day mode, these steps will affect Day mode. If it is in After Hours mode, these steps will turn off the After Hours mode automated attendant.


Call Routing Directly to a Specific Extension



Your Bizfon 680 can be configured to answer a particular incoming telephone line and immediately ring a specific extension, or group. This can be configured by Bizfon Customer Care at extension 299. When configured this way, Day and After Hours modes are ignored on that incoming telephone line.

Changing the List of After Hours Extensions

If you do not wish all extensions to ring in After Hours Mode, you can configure which extensions you wish to ring. To configure extensions for After Hours mode:

1. Put the Bizfon into After Hours mode as described in “After Hours Mode” on page 17.
2. Press the SETTINGS button. If using a non-BizTouch telephone, press  to enter Settings.

3. Press **[0]** to select the Personal Settings for the Operator, and enter the Operator password followed by **[#]** if one was set.
4. Press **[1]** to change forwarding settings. You'll hear "Calls will ring all extensions" or "Calls will ring extensions 201, 202, and 203." To set a different extension or group of extensions, press **[9]**. To ring all phones, press **[1]**; otherwise, start entering the specific extension(s).

Operator Extension

The operator (or receptionist) is the person whose telephone rings when the Automated Attendant greeting finishes or when callers press **[0]**.

Choosing which extension rings when callers press 0

By default, extension 201 rings when callers press **[0]** in Day mode. If you want a different extension to ring when callers press **[0]**, you can use call forwarding to forward extension 0 to another extension number.

To configure the Operator extension to ring at an extension other than 201:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Press **[0]** to select the Personal Settings for the Operator, and enter the Operator password followed by **[#]** if one was set.

3. Press **[1]** to select Call Forwarding.
4. Enter the extension to which calls should be forwarded.

See “Setting up a Group Ring when callers press 0” on page 23 for instructions on forwarding to multiple extensions.

Changing personal options for the Operator

You change personal options for the Operator extension the same way you change personal options for any extension.

To change personal options for the receptionist:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Enter the extension number, **[0]**, and the password.
3. Follow the prompts.

Group Ring

The Bizfon allows you to configure a group of extensions to ring, when a caller selects an extension. For example, you may wish extensions 201 through 208 to all ring at once as a group, when a caller presses **[0]** for the Operator.

Setting up a Group Ring when callers press 0

Use the instructions for “Choosing which extension rings when callers press 0” on page 21. However, instead of forwarding extension 0 to a single extension when prompted, forward it to multiple extensions. Now when a caller stays on the line when the Automated Attendant Greeting finishes, or when a caller presses **0**, all selected lines will ring simultaneously. This is useful both for temporary receptionist coverage, as well as in environments where multiple people function in the role of receptionist.

Setting up a Group Ring when Automated Attendant is Turned Off

Use the instructions for “Choosing which extension rings when callers press 0” on page 21. However, instead of forwarding extension 0 to a single extension when prompted, forward it to multiple extensions. Now all selected lines will ring simultaneously.

Setting up a Group Ring when callers dial any extension

Use the instructions for “Call Forwarding” in the *BizTouch 2 Reference Card* or the *Reference Card for Non-Bizfon Telephones*. Instead of forwarding to a single extension when prompted, forward to multiple extensions.

Informational Messages

The standard Bizfon 680 supports two informational messages. By plugging in an optional Voice Vault card, the Bizfon can support four additional informational messages, for a total of six. Informational messages are typically used to provide specific information to callers.

In your system greeting you should refer to the information available in the informational messages and instruct callers how to access the mailboxes. For example, your system greeting might sound something like this:

“Thank you for calling HomeSteador Realty. For directions to our office, press 4. For a list of extensions, press 1.”

Creating Informational Messages

You can create two informational messages on a standard Bizfon 680. Callers can hear them by pressing **4** or **5** as instructed by the Auto Attendant greeting. Each message provides 30 seconds of recording time.

An informational message can contain directions to your company, hours of operation, details on special events, promotions, or any other information that callers may need to know.

To create an informational message:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If

using a non-BizTouch telephone, press **[7]** to enter Settings.

2. Dial extension 200 and enter the system password, if configured, to access General Settings.
3. Press **[2]** to select Auto Attendant Greetings.
4. Press **[4]** to select Create an Informational Message.
5. Press the number associated with the informational message, either **[4]** or **[5]**.
6. Record your informational message and press any key when finished.
7. The informational message will be played back to you. Press **[1]** to use the message or press **[2]** to re-record the informational message.
8. Whenever you create a new informational message, be sure to re-record your automated attendant greeting and refer to the new informational message.

To edit or delete an informational message, follow the instructions above, and select the appropriate action in step 4.

NOTE: Since your system greeting is used to point the user to the appropriate informational message, always be sure to edit your system

greeting appropriately when you change or delete an informational message.

Additional Informational Messages

You can create up to four more informational messages, for a total of six, corresponding to keys **[6]** through **[9]**. This requires the presence of an optional Voice Vault card. Use the same instructions to create them as you would for **[4]** and **[5]** above.



Changing the Phone Type

When you set up a Bizfon extension initially, the extension is programmed differently for BizTouch series feature phones than it is for non-BizTouch telephones. For example, to access settings on a BizTouch 2 phone, you press the **SETTINGS** button, while on a generic 2500-type phone, you press **[7]**.

If, at some time in the future, the user of a physical extension (201-208) changes the phone type, you can re-program the Bizfon to understand that the phone type has changed.

To change the phone type:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Enter the extension to be changed, or **[#]** if it is the current extension, followed by your password.

3. Enter  for Additional Settings.
4. Enter  to select the phone type.

Music-on-Hold

You can set up Music-on-Hold so that callers can listen to music or a pre-recorded looping message.

To set up Music-on-Hold, you need to connect an audio device, such as a CD player or a tape deck, to your Bizfon. See “Section 4 Using your Bizfon with Other Office Equipment” on page 51 for information on connecting an audio device to the Bizfon 680.

Turning Bizfon Customer Care Access Authorization On/Off





The Bizfon comes equipped with the ability to be remotely accessed by Bizfon Customer Service. This ability to access your site is what allows Bizfon to make the configuration changes you request on a 299 call.

Although Bizfon strongly encourages customers to leave the default authorization for Bizfon Customer Care access On, you can choose to turn authorization Off.

NOTE: When authorization is Off, Bizfon Customer Care can't perform configuration changes, backups, nor can it troubleshoot your system in the unlikely event of a problem.

CAUTION: If you have forgotten your system password, and had disabled Customer Care access, your Bizfon will have to be replaced.

To turn Bizfon Customer Care access to your site On/Off:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press  to enter Settings.
2. Dial extension 200 and enter the system password, if configured, to access General Settings.
3. Press  for Security Options.
4. Press  for Bizfon Customer Care permissions.
5. Press  to toggle authorization On/Off.

Section 3

Setting Up and Using Extensions



This section provides information and instructions for setting up and using Bizfon Universal Extensions.

Additional information is provided in the *BizTouch 2 Feature Phone Reference Card* (included with each BizTouch 2 Feature Phone) and *Reference Card for Non-Bizfon Telephones*. Give each person with a Bizfon universal extension one of these cards according to the type of telephone that person is using. Wallet Cards with instructions for remote access are also included in your Bizfon 680 documentation package.

About Universal Extensions

Your Bizfon 680 provides you with Universal Extensions. A Universal Extension is a three-digit number, starting at 201, that enables your clients and customers to reach you anywhere!

A universal extension can be associated with:

- A Physical Extension connected to the Bizfon 680. These are extensions 201 through 208.
- A Virtual Extension, associated with any telephone located anywhere. These are extensions 250 through 264.

With a universal extension, there is no single telephone permanently associated with the extension number!

For example, a salesperson working from a remote office can be connected to your company through a universal extension. You would assign a virtual extension number to this person, and configure the extension to forward calls to the telephone number at the remote office.

With a universal extension, you can:

- Transfer calls to other extensions or outside numbers
- Receive calls remotely, forwarded from the Bizfon
- Set up and participate in Meeting Room calls
- Place long-distance calls through the Bizfon 680, from inside or outside the office
- Receive and manage voice messages through your voice mailbox

Setting Up Physical Extensions In the Office (201-208)

The yellow jacks labeled *Telephones* on the Bizfon 680 are assigned to Universal Extension numbers 201 through 208.

When you begin setting up an extension, you must indicate whether it is going to be a private telephone, a public telephone (such as a



telephone in a conference room), or a fax machine.

If it's a private telephone, you must record your name in order to start receiving voice mail. You may also record a greeting and choose a password.

NOTE: Without a password having been set up, you can't access the Bizfon remotely.

When you first pick up the handset of a telephone connected to the Bizfon, the system prompts you with the following:

*"Welcome to extension 201 <the number of the extension you've picked up>. To set up this extension now, press 1; otherwise, press *."*

- If you press  to set up the extension, you are prompted through a series of options to configure the extension. Simply follow the prompts to configure an extension.
- You can press  to defer setting up your extension until you're ready to. You will receive a dial tone and can place calls.





Setting up Virtual Extensions (250-264)

A virtual extension is not physically connected to one of the eight extension jacks in the Bizfon 680. When you set up a virtual extension, e.g. 250, you tell the Bizfon where it is that you want extension 250 to ring. It could ring you at:

- Your cell phone
- Your home phone
- A remote sales office phone
- Even one of the eight physical extensions!

An example of the last scenario would be where you share or rotate office resources, and for the next two weeks, you are in the office where physical extension 204 is. Your “permanent” extension may be 250, but for those two weeks, virtual extension 250 will ring at physical extension 204.

To set up a Virtual Extension:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press  to enter Settings.
2. Dial extension 200 to access General Settings.
3. Enter the system password, if required, then press .
4. Press  to manage extensions.
5. Press  to set up a Virtual Extension.
6. Follow the prompts.




Virtual Extensions require the presence of an optional Voice Vault card. To order one, dial 299.

How to Make Phone Calls



Extension-to-Extension


To reach a physical or virtual extension, or the operator, Meeting Room, or PA, dial the number directly.




Getting an Outside Line


To dial an outside telephone number, dial  first, followed by the number.


Enabling Passthrough on a Non-BizTouch Phone

If you are using a non-BizTouch phone, then the  key is used to put a call on hold. You may find that when you are connected to an Automated Bank Teller, or an airline reservation system, or another voice mail system, you need to use the  key to perform a function specific to that call.

In this case, you have the ability to disable the Hold function for the  key for the duration of a call.

The Hold function is disabled if you press the  key. You can press  when you pick up the phone to call, so that Hold is disabled throughout the call, or you can press  once the call is on hold.

Please note that you can still put a call on hold after the  hold function is disabled, by pressing the Flash key found on many telephones, or by manually hookflashing (pressing as if to hang up, very briefly).

As soon as the call is terminated, the  key reverts to its normal function.

Voice Mail

Voice Mail Notification

The BizTouch 2 telephone comes equipped with a message waiting light. If you have new messages, it lights up.

When you pick up an extension, the Bizfon announces how many new messages you have in your mailbox.

Pager Notification

You can configure the Bizfon to page you when you have received a voice mail. To activate this feature:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial your extension number, or **[#]** for this extension.
3. Enter your password, if required, then press **[#]**.
4. Press **[9]** for the Additional Settings menu.
5. Press **[1]** to go into Pager Notification setup.
6. Follow the prompt to enter the pager number correctly.
7. By default, just your extension number is sent to your paging service as the message. If you need to send a PIN or other information, you can do so by pressing

4 at the prompt, after defining the pager number.

NOTE: You have the ability to enter 2-second pauses into your pager message, if necessary for proper timing. To do this,

1. Follow the instructions above to get into Pager Notification setup.
2. When prompted, press **4** to enter the message-entry portion of the Pager Notification prompts, you will hear “Enter all digits you normally would for your paging service. For a two-second pause, press *****. When finished, please wait.”

Personal Greetings

Each Bizfon extension can be set up to have a personal greeting. This provides each person with an extension to offer callers a personal greeting and suggestions on leaving voice mail or giving another extension or phone number to call for service or information. Refer to the *BizTouch 2 Reference Card* or the *Reference Card for Non-Bizfon Telephones* for instructions.

Accessing Personal Voice Mail from any Physical Extension

You can access a personal voice mailbox from any physical extension. To access voice mail from any physical extension, do the following:

1. Pick up the telephone handset.

2. Press **5**.
3. Enter your Universal Extension number.
4. Enter your Password and press **#**.

Refer to the *BizTouch 2 Reference Card* or the *Reference Card for Non-Bizfon Telephones* for more information about voice mail commands and options.

For guidance on accessing voice mail remotely, see “Using Universal Extensions from Outside the Office” on page 40.

Operator Voice Mailbox

If a message is left for the operator, it is accessible to all users via the voice mailbox for extension **0**. Follow the instructions above, selecting extension **0** to retrieve Operator messages.

The extension which is configured to receive Operator voice mails will hear a double message when the user calls to listen to voice mail. One message will indicate the number of new messages left in their specific extension; the other will indicate the number of new Operator messages.

Forwarding Voice Mail to another Extension

You can forward a message to any extension. You can also add an introduction to the message you are forwarding. To forward voice mail from any extension, do the following:

1. Upon listening to the message, press **[5]**.
2. Record your introduction to the message, then press any key. If you don't want to add an introduction, just press any key.
3. If you're happy with your introduction, press **[1]**. Press **[3]** to re-record your introduction.
4. Enter the extension number where the message will be forwarded.

Maximum Length of Voice Mail Messages



The maximum length of a single voice mail message is 120 seconds. This can be increased or decreased by Customer Care at extension 299.

Expanding Your Bizfon 680 Voice Mail Capacity



A standard Bizfon is capable of recording a total of 60 minutes of voicemail. Voice mail can be expanded by two increments: up to three more hours, and up to six more hours. This is done by installing an optional Voice Vault card. Contact Bizfon Customer Care at extension 299 for more information.

Ordering of Messages

The standard ordering for playback of voice mail messages is that the first message received is the first message played back.



This can be changed to play back the last, or most recently received, message first. Call Customer Care at 299 to make this change.

Call Handling in the Office

Handling Calls at Your Desk

By using the Personal Settings options, you have several ways of handling calls that come in to the extension. These include:

- Enabling Do Not Disturb - All calls will be handled as you have set them up to be handled when you're not available. For example, they may go into your voice mailbox.
- Enabling Call Forwarding - All calls are directed, after the number of rings specified through the option "Call Handling when not available," to the extension or telephone number specified when setting up call forwarding.
- You can determine whether the call is an internal call from another Bizfon extension or is an outside call based on the type of ring. An internal call from another Bizfon extension has a single ring. An outside call has two short rings.
- If you have Caller ID on your phone lines, the Caller ID data will also be shown after the first ring.

Refer to the *BizTouch 2 Reference Card* or the *Reference Card for Non-Bizfon Telephones* for more information about Personal Settings options.

Handling Calls Away from Your Desk

To handle calls when you are away from your desk, you can set up each Bizfon extension to forward calls to another extension or to another phone number. This enables you to receive your calls at another location, or to direct calls to another person who can assist callers.

Refer to the *BizTouch 2 Reference Card* or the *Reference Card for Non-Bizfon Telephones* for instructions on how to forward calls for your particular phone type.

When you receive a call remotely that has been forwarded from the Bizfon, you are notified as soon as you pick up that you have received a “Bizfon call.” See “Taking Incoming Calls Remotely” on page 42 for more options in using this powerful feature.

Handling Incoming Calls While on a Call


The Bizfon 680 features Call Waiting functionality and allows you to toggle between two calls.

CAUTION!

Failure to turn off Call Waiting from your telephone company will cause incorrect operation of your Bizfon 680!



The BizTouch 2 Feature telephone has Call 1 and Call 2 buttons that allow you full Bizfon functionality on each of the two calls; for example, transferring one of the calls while the other is on Hold.

On BizTouch 1 Feature telephones, use the HOLD button to toggle between the two calls. On either call, you can make use of BizTouch buttons such as TRANSFER or CONFERENCE.

On non-BizTouch telephones, use the  key to toggle between the two calls. Non-Biz-Touch telephones require that you terminate one of the calls before regaining use of Bizfon features such as transferring and conferencing. Please note that you cannot put a second call on hold. You must finish handling the second call and then pick up the first call you originally put on hold.

Accessing Personal Settings from any Telephone

You can access Personal Settings for a Universal Extension from any telephone connected to the Bizfon 680. To access Personal Settings from any telephone, do the following:



1. Pick up the telephone handset.
2. Press .
3. Enter your Universal Extension number.
4. Enter your Password and press .

Using Universal Extensions from Outside the Office

Accessing the Bizfon Remotely

Anyone with a Bizfon universal extension can use the Bizfon from outside of the office. You can use all of the features of the Bizfon when you make a call, as if you were in the office.

To use your Bizfon from outside of your office:



1. Dial your company's telephone number.
2. Press  during the automated attendant greeting.
3. Enter your Universal Extension number.
4. Enter your Password and press .

You will now hear the internal Bizfon dial tone as you do in the office when you lift the receiver. You can now use any Bizfon 680 feature, such as accessing your voice mail.

NOTE: You must have a valid extension and password to use the Bizfon 680 from outside the office.

Note that each person with a Bizfon 680 universal extension should have a Bizfon 680 Wallet Card for use when remotely accessing the Bizfon 680.

Remote Disconnect

A convenient feature when using your Bizfon extension remotely is the ability to terminate a call, yet stay connected to the Bizfon. This allows you to access Bizfon features without having to hang up the phone, saving you long distance connect charges. To terminate a call without hanging up the phone, press  to put the call on hold, then  to disconnect it and regain access to Bizfon 680 features.

Remote Transfer

Another convenient feature when using your Bizfon extension remotely is the ability to transfer a call, then regain access to Bizfon features without having to hang up the phone. To transfer a call without hanging up the phone:

1. Press **[*]** to put the call on hold.
2. Press **[3]**, then the extension number where you wish to transfer the call.
3. Press **[3]** again to complete the transfer and regain access to Bizfon 680 commands.

Taking Incoming Calls Remotely

By default, when you receive an incoming call remotely, you will hear:

“Bizfon call for <name at your extension>.”

You then have the option to:

1. Accept the call by pressing **[1]**, or
2. Refuse the call by pressing **[#]**. This will handle the call in the same way as when you are in the office and not available.

If you don't answer, the Bizfon recognizes this and directs the call to your Bizfon extension mailbox.

During the call, you can put the caller on hold, or transfer the call to another exten-

sion. At the end of the call, you can use remote disconnect to remain connected to the Bizfon to make another call or listen to voice mail.

The screening feature described above can be deactivated and reactivated as follows:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial your extension number, or **[#]** for this extension.
3. Enter your password, if required, then press **[#]**.
4. Press **[1]** for the Call Forwarding menu.
5. Press **[4]** to disable/enable announcement for forwarded calls.

Remote Access when Automated Attendant is Turned Off

To access the Bizfon remotely when the Automated Attendant has been turned off, do the following:

1. Dial in to the Bizfon 680.
2. If the call is answered by voice mail, press **[*]**. Proceed to step 4.
3. If the operator answers the call ask him or her to transfer you to your extension and wait until you reach voice mail. Now Press **[*]**.
4. Enter your extension number and password, then press **[#]**. You are now logged

in and can access voice mail and make calls through the Bizfon 680!

Public Address

You can speak through a public address system via your phone, by dialing 249.

On BizTouch 1 phones, you can do the same by pressing the PA button.

When you dial 249, you will hear a connecting tone, and your voice is sent through the Bizfon to its PA output. In order to use this feature, the Bizfon PA jack must be connected to an external audio system. See “Audio Devices for Public Address” on page 53 for instructions on how to set up the feature.

When you are finished using Public Address, simply hang up the phone.

If the PA extension is already in use and you dial 249, you will hear a busy signal.

Meeting Room

Up to five callers can meet in a meeting room by dialing 290. Bizfon users with physical or virtual extensions can:

- use the meeting room at any time
- transfer an external caller into the meeting room
- transfer yourself and your call or calls on hold together into the Meeting Room, if you are using a BizTouch series telephone.

The first caller into the meeting room is put on hold until a second caller dials into the meeting room. As additional callers dial in to the meeting room, they are announced by a single tone.

Note that outside callers are not allowed to be the first to enter the meeting room. The first party in the meeting room must be someone calling in from a valid Bizfon universal extension.

Also, a password must be configured and used by outside callers in order for them to access the meeting room. To set up a Meeting password:

1. Dial extension 290.
2. Press **[2]** to set up a password.
3. Enter the password and confirm it.

The Meeting will end when the last Bizfon user (internal or external) leaves the call. In other words, when the last Bizfon user hangs up, any outside callers are also disconnected, and the Meeting is terminated.

Managing Extensions

Removing the Password for an Extension

If a user forgets his or her password, you can remove it so that the user does not need a password to access voice mail and personal settings. The user can then create a new password. You do not need to know the extension password to remove it.

To remove the password for an extension:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial extension 200 to access General Settings.
3. Enter the system password, if required, then press **[#]**.
4. Press **[1]** to manage extensions.
5. Press **[1]** to remove a password.
6. Enter the number of the extension.
7. Follow the prompts.

Resetting an Extension

When someone leaves your company, the extension can be reset to the default settings.

Resetting an extension does the following:

- Clears the password
- Deletes the greeting and name recordings
- Deletes all voice mail for the account
- Returns the extension's default language to the primary language

After a physical extension has been reset, the user of this extension will hear the initial setup prompt when they lift the handset. Virtual extensions are not available any more

after they have been reset and need to be recreated via General Settings. Operator forwarding settings go back to the factory defaults.

To reset an extension:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial extension 200 to access General Settings.
3. Enter the system password, if required, then press **[#]**.
4. Press **[1]** to hear the Manage Extensions menu.
5. Press **[2]** to reset the extension.
6. Enter the number of the extension.

CAUTION!

Resetting an extension deletes all voice mail messages and recordings saved for that extension.

Managing Bizfon Call Waiting

The Bizfon 680 has functionality equivalent to Call Waiting built into it. When you are on one call, and another call for you arrives, you will hear a double beep. Please refer to the *BizTouch 2 Reference Card* or the *Reference Card for Non-Bizfon Telephones* for specific instructions on managing multiple calls on your telephone.

You can deactivate/reactivate Call Waiting for each extension, as follows:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial your extension number, or **[#]** for this extension.
3. Enter your password, if required, then press **[#]**.
4. Press **[5]** to turn on/off Bizfon Call Waiting.

Authorization to Make Outside Calls (Internal and Remote Users)

When using an extension connected to the Bizfon 680 and when using the universal extension remotely, all extensions are authorized to make outside calls.

The Bizfon can be configured to limit outside line access for people using the Bizfon remotely. This prevents someone gaining access to the Bizfon from making unauthorized outside calls. To limit outside line access from remote users:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial extension 200 to access General Settings.

3. Enter the system password, if required, then press **[#]**.
4. Press **[3]** to hear the Security Options menu.
5. Press **[2]** to prevent remote users from accessing outside lines.



If you would like to disable authorization to make outside calls for an individual extension, dial 299.


Configuring a Predial String

In order to support Centrex capabilities, you can set up the Bizfon to predial a specified string of keystrokes when you get an outside line.

The Bizfon allows you to set up the same predial string for all outgoing lines, or to set up individual strings for each outgoing line.

To set up predial strings:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial extension 200 to access General Settings.
3. Enter the system password, if required, then press **[#]**.
4. Press **[5]** to change Line Configuration Options.

5. Press  to configure automatic predial when granting an outside line, then follow the prompts to enter the string.

Section 4

Using your Bizfon with Other Office Equipment



This section gives information on how to extend your Bizfon communications system to work with other equipment you may have in your office.

Fax Machines

You can connect one or more fax machines to the Bizfon 680 extension ports. In order for the Bizfon to correctly route incoming fax calls, the extensions you select must be configured for fax tone recognition, through Initial Setup of the extension(s).

Extensions configured for fax machines do not have a voice mail box, name recording or personal greeting associated with them.

When the Bizfon detects an incoming fax, it searches for an available fax extension, and forwards the call there.

Fax Extension Setup

To set up a new extension which will be connected to a fax machine:

1. Make sure that the extension has been reset. This will be the case if the extension has never been used before. If it has been used as a normal telephone extension, it must first be reset. Refer to

- “Resetting an Extension” on page 46 for instructions on how to do this.
2. Connect the fax machine to the extension, and pick up the telephone handset of the fax machine. If the fax machine has no handset, use a telephone for the configuration, then connect the fax machine when finished.
 3. Follow the prompts through “Initial Settings.” When asked “If this extension will use a fax machine, press 2,” press 2.

If all configured fax machines are busy and a new incoming fax is detected, the Bizfon plays a busy tone for ten seconds, then hangs up.

Fax Extension Tips

Here are some tips to help you set up fax extensions optimally:

- If callers are using the older, attended fax machines, then you may wish to add the following to your company greeting:
“...if you would like to send a fax and are using an attended fax machine, please press the ‘Start’ button now.”
The fax will then be correctly routed.
- If you wish to use your fax telephone line for incoming calls as well, then Bizfon recommends that you should include this number in your hunt group with your telephone company. This will ensure that calls and faxes are managed correctly.
- If, however, you are not able to do so, then the fax telephone line should be

connected to the lowest-numbered CO line in the Bizfon. Since the Bizfon looks for free lines from highest-to-lowest, this will ensure the lowest possible chance that an incoming fax will encounter a busy signal.

Audio Devices for Music-on-Hold

In order to play music to callers who are on hold, you can connect an audio device, such as a CD player, tape deck or radio, to the Music-on-Hold (MOH) jack on the Bizfon 680 (see “Audio Devices for Public Address” on page 53).

Your audio source most likely produces stereo output, and your Bizfon requires mono input. You need to purchase a stereo-to-mono converter that has a single RCA plug (Radio Shack part number: 42-2444).

Connect the cable to your audio source, and plug it into the Music-on-Hold (MOH) connector on the Bizfon 680. Set the levels on your audio source. If it is distorted, turn down the volume on your audio source.

NOTE: Please be aware that you may need ASCAP authorization to play music to callers on hold. For more information, contact ASCAP at (212) 621-6000 or go to their Web site at www.ascap.com.

Audio Devices for Public Address

In order to use the Public Address feature of the Bizfon 680, you must connect an external audio system to the PA output on the side of the Bizfon.

Your audio system may accept stereo input, and your Bizfon comes with mono output. If so, you need to purchase a stereo-to- mono converter that has a single RCA plug (Radio Shack part number: 42-2444).

Connect the cable to your audio system, and plug it into the PA connector on the Bizfon 680. Set the levels on your audio system. If it is distorted, turn down the volume on your audio source.

Modems

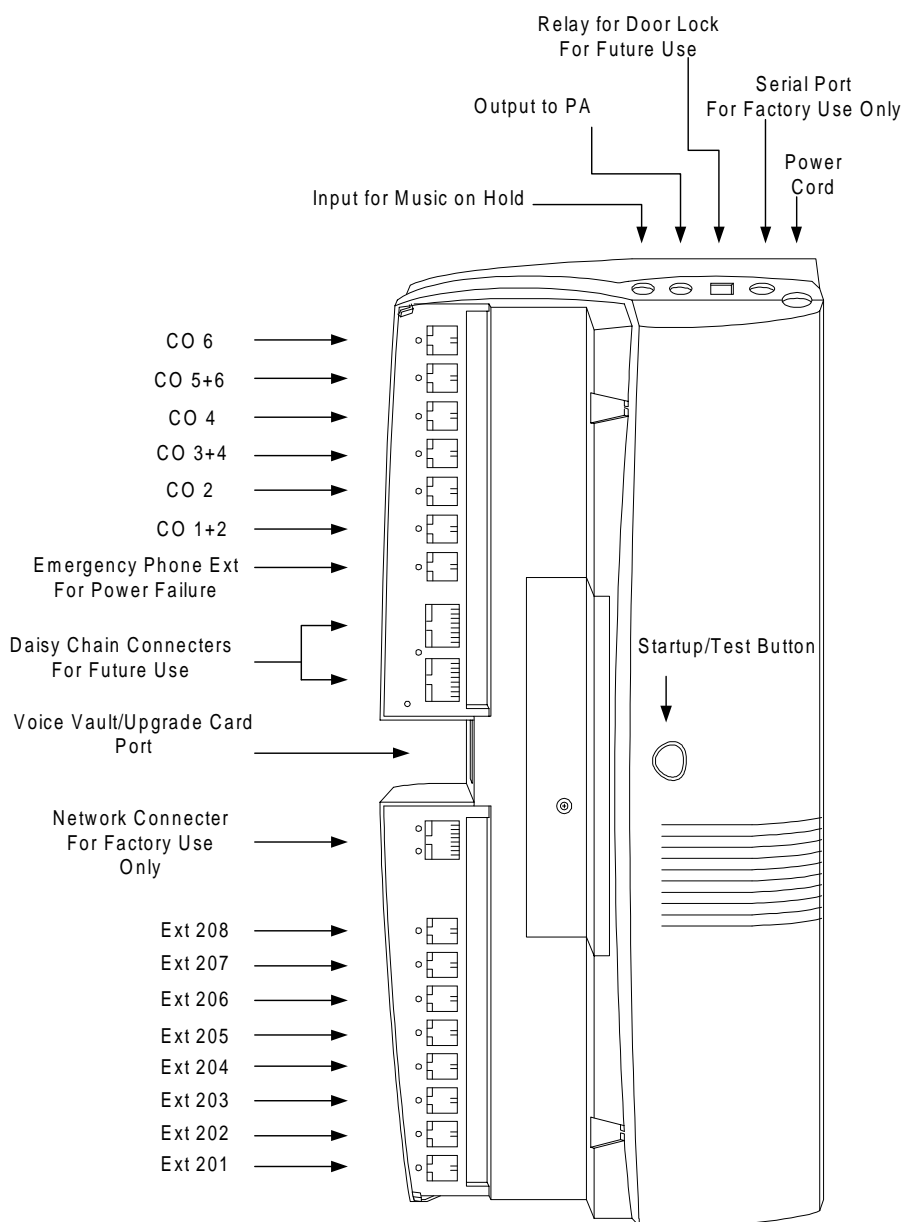
Bizfon currently does not recommend connecting modems to the 680. If you have a modem line, Bizfon recommends connecting the modem through a separate CO line, independent of the 680, for maximum data throughput.



If you have any questions on how best to set up a modem, call 299.

Bizfon 680 Diagram

The diagram below of the Bizfon 680 shows the physical connectors on the system.



Appendix A

Multi-Language System Setup



Choosing your Preferred Language(s)

Your Bizfon 680 is shipped from the factory with one of the following two language configurations:

- English-only
- Multi-language (English/French)

NOTE: This section is only applicable for the Multi-Language Bizfon 680. The options below do not apply to the English-only Bizfon 680.

The Multi-Language Bizfon allows you to select a primary and secondary language at the system level.

It also allows you to select a language for each individual extension.

Choosing System-Level Language Preferences

You can change the language configuration at the system level. For example, your customers might be primarily French-speaking, but some of your customers are English-speaking, and you would like to give them the option of hearing the Bizfon speak to them in English. You can, in this case change the language configuration to be French Primary, English Secondary.

To change the system-level preferred language configuration:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial extension 200 to access General Settings.
3. Enter the system password, if required, then press **[#]**.
4. Press **[6]** for Language Options.
5. Follow prompts to choose one of the language configurations above.

Choosing Personal Language Preferences

You can change the language configuration for each individual extension. For example, your office may have three francophone sales representatives, and one anglophone sales representative. The anglophone employee may prefer the option of hearing the Bizfon speak to them in English at their extension. You can in this case change the language configuration to be English-only for that specific extension.

To change the language preference for an individual extension:

1. Pick up any BizTouch telephone extension and press the **SETTINGS** button. If using a non-BizTouch telephone, press **[7]** to enter Settings.
2. Dial your extension number, or **[#]** for this extension.
3. Enter your password, if required, then press **[#]**.

4. Press **[9]** for Additional Settings menu.
5. Press **[4]** to go into Default Language setup.
6. Follow prompts to set the Current Language as desired.

Other Language Considerations

Recording a System Greeting

The Automated Attendant System Greetings for both Day mode and After Hours mode come pre-set from the factory.

If you wish to create your own bilingual System Greeting, or customize the greeting in any other way, see “Automated Attendant Greetings” on page 15 for instructions to do so.

You may even wish to have a greeting as short as this:

*“Thank you for calling. To continue in English, press **[4]**. Pour continuer en français, faites le **[5]**.”*

In this case, you would make use of the Informational Message feature to create individual-language greetings.

Informational Messages

Informational messages can also be created so that each message is bilingual, or they can be configured so that each is in a specific language.

For example, your System Greeting may contain the following text for giving directions to the office in two languages:

“For directions to the office, press 4. Pour vous rendre a nos bureaux, faites le 5. ”

Appendix B

Startup/Test Button



Using the Startup/Test Button

After connecting your telephone lines and telephones, you can use the Startup/Test button to confirm that your Bizfon 680 is properly set up.

1. Press the blue Startup/Test button in the center of the Bizfon 680. You will hear:

“Welcome to the Bizfon diagnostics. Note that during the diagnostics, the Bizfon may not be used for calls. To run diagnostics on incoming telephone lines and telephones, press the button again.”

CAUTION!

Any calls in progress on extensions or CO lines will be disconnected while diagnostics are running.

2. Push the button again. You will hear:

“Now running the incoming telephone lines test. The LEDs for each incoming line flash if a plugged-in line is detected. Each line is retested every few seconds. To end this test and continue with the voice quality test, press the button again.”

While the diagnostics run, you should verify that all incoming lines have blinking LEDs, which indicate that they are functioning correctly.

3. Push the button again. You will hear:

“Incoming telephone lines test complete. Now running the voice quality test. Please wait for the test to complete.”

This test will characterize your phone lines and automatically select parameters to optimize audio quality for your installation. The test normally takes about two minutes to complete. You will hear a prompt as the test is running, letting you know that it is in progress.

Upon completion, you will hear:

“Voice quality test complete. Now running the extensions test. Extensions will ring consecutively until the button is pushed again.”

This test verifies that all physical extensions are connected to the Bizfon correctly.

4. Push the button one last time. You will hear:

“Extensions test complete.”

Finally the system will announce that it is ready, and announce the current time and date.

Your Bizfon 680 is now fully tested and ready for use!.

Appendix C

Bizfon 680

Installation

Considerations



Mounting Bracket

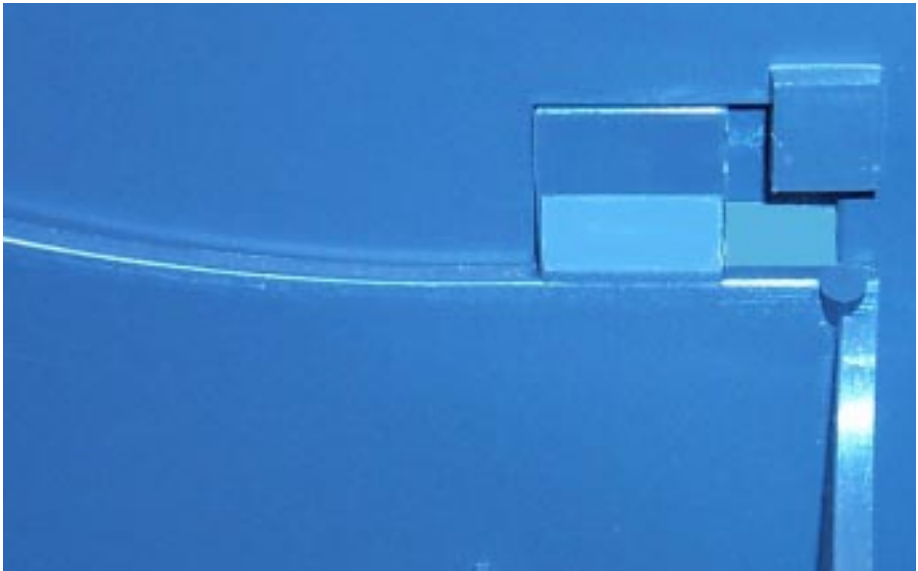
It is recommended that you do not use your Bizfon 680 without the mounting bracket attached, whether mounted and attached to a wall or when resting on a table or desk top.

Attaching the Bracket

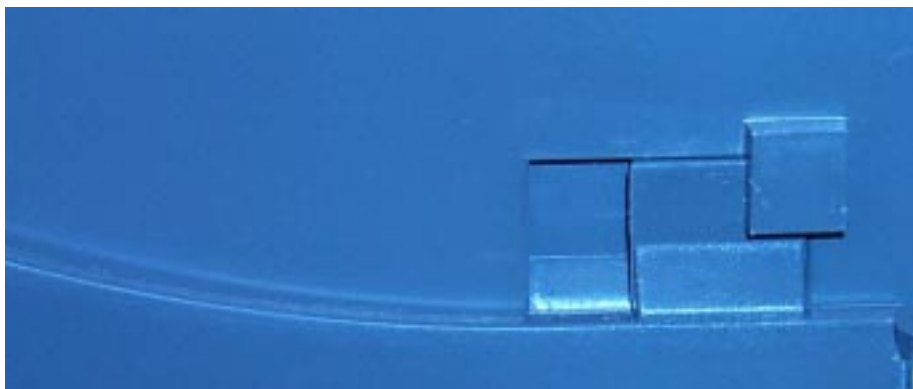
Before attaching the bracket, you may want to write down the serial number that is on the back of the Bizfon 680 for registration purposes.

1. Hold the Bizfon 680 in your left hand with the power cord facing toward you and your thumb on the blue button.

2. Hold the bracket in your right hand, with the side with the large rectangular opening facing the back of the Bizfon 680 and align the four tabs on the mounting bracket with the four slots on the bottom of the Bizfon 680, as shown below.



3. Slide the bracket until it snaps in place with the tabs secured in the slots, as shown below.



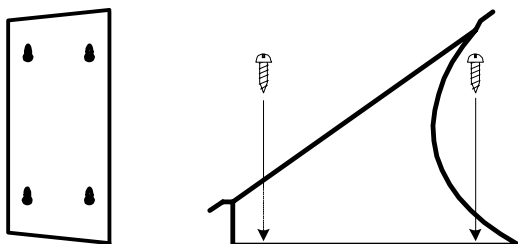
Removing the Bracket

1. Apply downward pressure with your thumb to the portion of the mounting bracket that protrudes into the space where the Voice Vault option slot is located, as shown below.



2. While applying downward pressure, simultaneously slide the bracket in the direction of the power cord.
3. Pull the bracket away from the back of the Bizfon 680.

Wall Mount



1. Position the Bizfon 680 within four (4) feet of a power outlet.
2. Attach the bracket to the wall vertically, using the enclosed screws, or screws and drywall anchors, as appropriate to the type of wall on which you are mounting the Bizfon 680, as shown in the figures above. When using the anchors on dry-wall, pre-drill a 3/16" pilot hole. When using the anchors on concrete, pre-drill a 1/4" pilot hole.
3. Lock the Bizfon into place on the bracket, by positioning the Bizfon 680 over the bracket and sliding it down onto the tabs of the bracket, as shown in the figure under "Attaching the Bracket".

Appendix D

Bizfon 680 Specifications



Electrical Specifications

Power Input:

115 VAC, 50/60 Hz

17 Watts nominal

Recommended Operating Conditions

Operating Temperature:

40° F to 104° F (0°C to 50°C)

Humidity:

0 to 95% non-condensing

Telephone Connectors

Central Office Incoming Telephone Line Inputs:

Six 6-pin modular jacks

Telephone Extension Connectors:

Eight 6-pin modular jacks

Music-On-Hold Connector (MOH):

RCA Phono Jack

Input impedance: 470 kOhms

Input Level: 500 mV nominal

Dimensions

17-3/8" (44 cm) long x 8-1/8" (20.6 cm)

wide x 2-5/16" (5.9 cm) high

Weight

3 lbs. 7 oz.

Regulatory Information

FCC Part 15

FCC Part 68

UL 1950 Listed

Appendix E

Regulatory and Safety Information



FCC Statement: Part 68

This equipment complies with FCC rules, Part 68. On the **BOTTOM** of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, provide this information to your telephone company.

The (REN) is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. In most, but not all areas, the sum of the RENs of all devices should not exceed 5.0. To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, the Telephone Company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice isn't practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice to give you an opportunity to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the manufacturer for warranty/repair information. The Telephone Company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the Telephone Company. Connection to party lines is subject to state tariffs.

FCC rules prohibit the use of non-hearing aid compatible telephones in the following locations or applications:

- (1) All public or semipublic coin-operated or credit card telephones.
- (2) Elevators, highways, tunnels (automobile, subway, railroad or pedestrian) where a person with impaired hearing might be isolated in an emergency.
- (3) Places where telephones are specifically installed to alert emergency authorities such as fire, police, or medical assistance personnel.
- (4) Hospital rooms, residential health care facilities, convalescent homes, and prisons.
- (5) Workstations for the hearing impaired.
- (6) Hotel, motel, apartment lobbies; in stores where telephones are used by patrons to order merchandise; in public transportation terminals where telephones are used to call taxis, or to reserve lodging or rental cars.
- (7) Hotel and motel rooms. At least ten percent of the rooms must contain hearing aid compatible telephones; or jacks or plug-in hearing-aid compatible telephones which will be provided to hearing impaired customers upon request.

FCC Statement: Part 15, Class A

RADIO AND TELEVISION INTERFERENCE

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses

and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You may also find helpful the following booklet, prepared by the FCC, “How to Identify and Resolve Radio-TV Interference Problems.” This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402.

Changes and Modifications not expressly approved by the manufacturer or registrant of this equipment can void your authority to operate this equipment under Federal Communications Commission rules.

Canadian DOC Statement

“This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.”

“Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicables aux appareils numeriques de la class A prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada.”

Industry Canada Notice

The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operation and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s).

The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Important Safety Instructions

Some of the following information may not apply to your particular product; however, when using telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. This product should not be used while you are in a bathtub, shower or pool. Immersion of the product in water could cause an electrical shock.
5. Slots and openings in the cabinet back or bottom are provided for ventilation, to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should not be placed in a built-in installation unless proper ventilation is provided.
6. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your local power company.
7. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
8. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
9. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.

10. To reduce the risk of electric shock, do not disassemble this product. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
11. Do not expose this product to extreme temperatures such as found near a hot radiator or stove, or in a car parked in the summer sun.
12. Do not place lighted candles, cigarettes, cigars, etc., on this product.
13. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
14. Never install or modify telephone wiring during a lightning storm.
15. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
16. Use caution when installing or modifying telephone lines.
17. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If the product has been exposed to rain or water.
 - C. If the product does not operate normally by following the operating instructions.
 - D. If the product has been dropped or the cabinet has been damaged.
 - E. If the product exhibits a distinct change in performance.
18. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
19. Do not use this product to report a gas leak in the vicinity of the leak.

20. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.

Service Instructions

CAUTION!

Danger of explosion if battery is incorrectly replaced.

Replace only with the same or equivalent type recommended by the manufacturer.

Dispose of used batteries according to the manufacturer's instructions.

Attention!

Il y a danger d'explosion s'il y a remplacement incorrect de la batterie.

Remplacer uniquement avec une batterie du meme type ou d'un type equivalent recommande par le constructeur.

Mettre au rebut les batteries usagees conformement aux instructions du fabricant.

Index



A

Accessing the Bizfon Remotely	40
After Hours Mode	17
Changing the List of After Hours Extensions	20
Turning it On/Off	17
Announcement of Remote Incoming Calls	42
Turning it On/Off	43
Authorization to Make Outside Calls	
Turning it On/Off	48

B

Bizfon 680 Diagram	55
Bizfon 680 Specifications	67

C

Call Handling	
Handling Calls at Your Desk	38
Handling Calls Away from Your Desk	39
Handling Incoming Calls While on a Call	39
Incoming Call Handling Profiles	13
Taking Incoming Calls Remotely	42
Call Routing, Inbound	20
Call Waiting	
Telephone Company vs Bizfon Call Waiting	4
Turning Bizfon Call Waiting On/Off	47
Caller ID	4
Calling	
Enabling <input type="checkbox"/> Passthrough on a Non-BizTouch Phone	33
Extension-to-Extension	33
Getting an Outside Line	33
Configuring a Predial String	49
Customer Care	2, 10
Turning Access Authorization On/Off	27


D

Day Mode vs After Hours Mode	14
Documents included with your Bizfon products	1

E

Emergency Use	10
Enabling <input type="checkbox"/> Passthrough on a Non-BizTouch Phone	33
Expanding Voice Mail Capacity	37

Extensions

- Changing personal options for the Operator 22
- Choosing which extension rings when callers press  21
- Operator Extension 10, 21
- Physical Extensions 7
- Removing the Password for an Extension 45
- Resetting an Extension 46
- Setting Up Physical Extensions 30
- Setting up Virtual Extensions 31
- Universal Extensions 29
- Virtual Extensions 8

F

- Fax Machines 51
 - Fax Extension Setup 51
 - Fax Extension Tips 52
- Forwarding Voice Mail 36

G

Greetings

- Automated Attendant Greetings 15
- Changing the After Hours Greeting 18
- Changing the System Day Greeting 16
- Multi-Language Considerations 59
- Personal Greetings 35
- System Greetings 6
- Turning Off the Automated Attendant Greeting 19

Group Ring 22

H

- Handling Calls at Your Desk 38
- Handling Calls Away from Your Desk 39
- Handling Incoming Calls While on a Call 39
- Hunt Groups 3

I

- Incoming Call Handling Profiles 13
- Informational Messages
 - Multi-Language Considerations 59
 - Setting them up 24
- Installing Your System 2

L

- Language Preferences
 - Choosing Personal Language Preferences 58

Choosing System-Level Language	57
M	
Maximum Length of Voice Mail Messages	37
Meeting Room	9, 44
Meeting Room password	45
Modems	54
Mounting Bracket	63
Multi-Language	57
Music-on-Hold	27, 53
O	
Operator Messages	36
Operator Voice Mailbox	36
Ordering of Messages	37
P	
Pager Notification	34
Passwords	
Passwords and remote access	41
Removing the Password for an Extension	45
Setting a password when you set up an Extension	31
System Password	5
Predial Strings	
Configuring a Predial String	49
Public Address	8, 44, 53
R	
Regulatory and Safety Information	69
Remote Access	
Remote Disconnect	41
Remote Transfer	42
When Automated Attendant is Turned Off	43
Remote Transfer	42
Removing Extension Passwords	45
Resetting an extension	46
S	
Settings	
Accessing General Settings	7
Accessing Personal Settings	40
Startup/Test Button	61
System Clock	6

T

Taking Incoming Calls Remotely 42


Telephone Company Services 3

Telephones

 2500-series telephones 2

 BizTouch 2 feature phones 2

 Changing the Phone Type 26

 Enabling  Passthrough on a Non-BizTouch Phone 33

 Supported Telephones 2

 Telephone-specific Instructions 1

V

Voice Mail

 Accessing from Physical Extensions 35

 Accessing the Bizfon Remotely 40

 Expanding Voice Mail Capacity 37

 Forwarding Voice Mail 36

 Maximum Length 37

 Ordering of Messages 37

 Pager Notification 34

 Voice Mail Notification 34

Voice Vault Card 2

 Expanding Voice Mail Capacity 37

 Informational Messages and 24, 26

 Virtual Extensions and 9

W

Wall Mount 66