Setting Up and Using Multi-Tenant

The multi-tenant option allows up to three companies to share the resources of a Bizfon 680 configuration while maintaining separate telephone lines and extensions for each company (tenant).

Multi-tenant allows you to assign incoming lines and extensions to up to three tenants. Extensions assigned to tenant one, for example, can call other extensions in tenant one, but cannot call extensions in tenants two and three. Incoming lines can be assigned to a particular tenant.

Multi-tenant requires the multi-tenant card. This cards plugs into the Bizfon 680. If you have a multi box installation, you plug the card into Unit 1.

You can set up the way that the multi-tenant works, which extensions will be in which tenant, and which incoming lines access a tenant. For detailed steps for setting up multiple tenants, follow the worksheet example on page 2.

The first step to set up multi-tenant, is to determine which incoming lines belong to which tenant. Initially, all incoming lines are part of tenant one. Each incoming line can be part of only one tenant. This means that if CO1 is a member of tenant one, it cannot be in tenant two or three.

The second step is to determine which extensions belong to which tenant. Initially, all extensions are part of tenant one. Any extension can be a member of any tenant and can belong to more than one tenant. For example, extension 205 can be a member of tenant two and tenant three.

The third step is to record the greetings for each tenant.

Multi-Tenant Worksheet Example

Use this example to help you fill in your own worksheet. The steps to set up this example follow the worksheet.

This example shows a doctor's office with three doctors who each maintain separate telephone lines. Terry, the system administrator and the operator, is at extension 201. In this example, extension 201 is part of all three tenants since Terry is the operator for all three tenants.

TIP!   Each tenant has its own operator extension and settings.

Administrator: Terry			
Password: 1234		**Ext.: 201**	
	Tenant One	**Tenant Two**	**Tenant Three**
STEP A — Company Name	Dr. Jones	Dr. Smith	Dr. Howard
CO/Telephone Number	1/555-1212	4/555-1215	6/555-1217
CO/Telephone Number	2/555-1213	5/555-1265	
CO/Telephone Number	3/555-1214		
CO/Telephone Number			
CO/Telephone Number			

STEP B — Extensions	201	201	201
	202	203	206
		204	207
		205	
Operator Extension	201	201	201

STEP C — Day Greetings	Thank you for calling Dr. Jones.	Thank you for calling Dr. Smith.	Thank you for calling Dr. Howard.
Night Greetings	Thank you for calling Dr. Jones. We are out of the office.	Thank you for calling Dr. Smith. We are out of the office.	Thank you for calling Dr. Howard. We are out of the office.

Multi-Tenant Worksheet

Use the following worksheet to help you determine and keep track of which incoming lines and extensions are associated with each tenant. **Make copies of this page if necessary**.

Administrator: _____ Password: _____ Ext.: _____			
	Tenant One	**Tenant Two**	**Tenant Three**
Company Name			
CO/Telephone Number			
CO/Telephone Number			
CO/Telephone Number			
CO/Telephone Number			
CO/Telephone Number			
CO/Telephone Number			
CO/Telephone Number			
CO/Telephone Number			
CO/Telephone Number			
Extensions			
Operator Extension			
Day Greetings			
Night Greetings			

To set up the example shown on page 2, follow these steps:

A. Add the incoming lines (COs) to a tenant.

1. Pick up any Bizfon telephone extension and access Settings.

	BizTouch 3: Press SETUP, select SETTINGS, press ENTER.
	BizTouch 2 or BizTouch 1: Press SETTINGS.
	Bizfon conference series phone or non-BizTouch phone: Press ⑦.

NOTE: If you have not yet set up the extension, you must press ✳ before you can access settings.

2. Dial extension 200, then enter the system password (if one has been configured) to access General Settings.
3. Press ⑨ to access Additional Settings.
4. Press ① to access tenant configuration.
5. Press ① to access the tenant line configuration.
6. Press ② to hear the tenant associated with a line.
7. Enter the telephone line from 1 to 6 followed by #.

    By default, all lines start in tenant 1. Therefore, we do not need to change the settings for CO1, CO2, or CO3. However, we do need to change CO4, CO5, and CO6.

    In our example, we will start with CO4, so press ④ and then #. The Bizfon tells you what tenant the line is associated with.

8. To associate the line with a different tenant, press①.
9. Press ② to associate CO4 with tenant 2.
10. Repeat steps 6 through 9 to associate CO5 with tenant 2 and CO6 with tenant 3.

B. Add the extensions to their tenants.

1. Pick up any Bizfon telephone extension and access Settings.

	BizTouch 3: Press SETUP, select SETTINGS, press ENTER.
	BizTouch 2 or BizTouch 1: Press SETTINGS.
	Bizfon conference series phone or non-BizTouch phone: Press ⑦.

NOTE: If you have not yet set up the extension, you must press ⊡ before you can access settings.

2. Dial extension 200, then enter the system password (if one has been configured) to access General Settings.
3. Press ⑨ to access Additional Settings.
4. Press ① to access tenant configuration.
5. Press ② to access the tenant extension configuration.
6. Press ② for the list of tenants that an extension is associated with.
7. By default, all extensions are members of tenant one.
8. We first need to add extension 201 to tenants two and three, so enter extension 201.

    The Bizfon tells you what tenants the extension is associated with.

9. Press ① to add the extension to another tenant.
10. Press ② to add 201 to tenant two.
11. Press ① again and then ③ to add 201 to tenant three.

    Since by default, all extensions are members of tenant one, we will move some extensions from tenant one to tenants two or three.

> **NOTE:** If an extension is already a member of all three tenants, you are not given the option to add it to a tenant.

12. From step 6 above, enter extension 203.
13. Press ③ to move the extension to a different tenant.
14. Press ② to move extension 203 to tenant two.
15. Repeat these steps until you have placed each extension into their appropriate tenant and then hang up the telephone.

> **TIP!** Virtual extensions can be a member of a tenant.

> **NOTE:** In our example, extension 201 is a member of each tenant since we made 201 the operator for all three tenants.

C. Record the Auto Attendant day and night greetings.

1. Pick up any Bizfon telephone extension and access Settings.

    BizTouch 3: Press SETUP, select SETTINGS, press ENTER.

    BizTouch 2 or BizTouch 1: Press SETTINGS.

    Bizfon conference series phone or non-BizTouch phone: Press ⑦.

> **NOTE:** If you have not yet set up the extension, you must press ✳ before you can access 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. Select the tenant for which you want to change the greeting.

5. Press ☐ to change the System greeting.

    or

    Press ☐ to change the After Hours greeting.

    or

    Press ☐ to create an information message.

    The current greeting is played and you are prompted to accept the greeting or change it.

6. Press ☐ to record the new greeting.

7. Press any key when you are done recording the new greeting.

8. The new greeting is played. Press ☐ to use the greeting or press ☐ to re-record the greeting.

To verify your settings

1. Pick up any Bizfon telephone extension and access Settings.

	BizTouch 3: Press SETUP, select SETTINGS, press ENTER.
	BizTouch 2 or BizTouch 1: Press SETTINGS.
	Bizfon conference series phone or non-BizTouch phone: Press ☐.

NOTE: If you have not yet set up the extension, you must press ☐ before you can access settings.

2. Dial extension 200, then enter the system password (if one has been configured) to access General Settings.

3. Press ☐ to access Additional Settings.

4. Press ① to access tenant configuration.
5. Press ① to access the tenant line configuration.
6. Press ① to hear the list associated with a tenant.
7. Press ①, ②, or ③ to hear the list of lines that a tenant contains.
8. The Bizfon plays the lines associated with the tenants.
9. Listen to the announcement then press ＊.
10. Press ② to access the tenant extension configuration.
11. Press ① to hear the list of extensions associated with a tenant.
12. Press ①, ②, or ③ to hear the list of extensions that a tenant contains.

The Bizfon plays the extensions associated with the tenants.

Important Points About Multi-Tenant

Incoming lines can access only those extensions that are members of their tenant. For example, if extension 205 is in tenant two only and incoming CO1 is not a member of that tenant, then calls into CO1 cannot access extension 205.

You can access outside lines only if that CO line is part of your tenant. For example, if your extension is in tenant one, but CO2 is in tenant three and not tenant one, you cannot use it to make or receive calls.

You can call another extension only if it is in your tenant. Therefore, if your extension is part of tenant one, but not of tenant two and three, you can call only those extensions in tenant one.

Each tenant has its own operator. When you set up operator extension options, such as voice mail, you are prompted for multi-tenant information as well. Each group can use the same operator extension if you wish. If this is the case, you would set up one extension to be dialed when someone dials 0. Refer to

the Bizfon 680 Administrator's Guide for more information about the Operator extension.

Each tenant has its own Automated Attendant. Therefore, each tenant should have its own greeting. Be sure to record appropriate day and night greetings. For example, tenant one's automated attendant greeting might say "You have reached the office of Dr. Jones..." while tenant two's automated attendant would say "You have reached the office of Dr. Smith..."

You can use a fax machine on any extension.

Virtual extensions can be members of a tenant.

Bizfon recommends that you use a password for the general settings (system) to help protect the configuration. You access the system password settings by entering Setup and then dialing extension 200. Passwords can be from three to ten digits.

You must contact your telephone company to set up hunt groups when you have multiple incoming lines. In our worksheet example, if 555-1212 is busy, the call "bounces" to 555-1213. For tenant two, if 555-1215 is busy, the call bounces to 555-1216 and so on. In order to keep the tenants separate, do not have a hunt group include telephone numbers in a different tenant. For example, you would not have 555-1213 bounce to 555-1215.

In a multi-tenant configuration where one person is the operator for all tenants, you need to use a BizTouch 3 feature phone in line mode in order to know which line is ringing. This lets the operator know how to answer the phone depending on which line is blinking. In our example, the operator would know whether to answer the phone "Dr. Jones' office," Dr. Smith's office," or "Dr. Howard's office.