

# Section 1

## Getting Started

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### 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 this Manual

This manual provides information for setting up and using your Bizfon. 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.

You might want to take a moment to read *Working Smart*, which is enclosed as part of your Bizfon 680 documentation package. This booklet points out some of the interesting ways in which you can use your Bizfon communications system to transform how your business communicates.

### Included Documents

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

- *Working Smart* booklet
- Quick Start Guide
- Bizfon 680 Wallet Cards
- Reference Card for Non-Bizfon Telephones

## Supported Telephones and Telephone Features

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

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

You can also connect a fax machine to the yellow Telephone jack labeled number 8 on the Bizfon 680. See Section 4, “Using Other Office Equipment with Your Bizfon 680,” for more information.

## 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 implement the feature or purchase the option.

## 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 where each telephone number is dialed in a circular sequence in the

event a number is busy. 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. When it reaches the last number, it continues until it reaches the first number in the hunt group.

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 number, 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. Note that BizTouch Feature Phones do not currently support display of Caller ID. You may, however, use other phones that do support it with your Bizfon 680.

Caller ID information is passed on when a call is transferred to another extension.

### **Call Waiting**

The Bizfon 680 does not support Call Waiting. If you currently have Call Waiting, you should contact your local telephone company and arrange to have Call Waiting turned off.

**CAUTION!** Failure to turn off Call Waiting will cause incorrect operation of your Bizfon 680!

### 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.

Some common settings you can change yourself. These include the System Day and After Hours Greetings and the Clock, described below. Other changes we'll make for you; just dial 299 to reach a Customer Care representative. We'll consult with you to set up your Bizfon to meet your company's unique needs.

### System Greetings

The Bizfon 680 is shipped with automated attendant greetings for both day and after hour modes. The Bizfon automated attendant provides an immediate, automated greeting for callers to your business.

You can have the automated attendant greetings turned off. Call Bizfon Customer Care at extension 299 to have the automated attendant greeting turned off and have calls routed directly to extension 201.



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, *Handling Inbound Calls*, for instructions on how to change the Day and After Hours Greetings.

### **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.

### **Setting the Clock**

To change 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 Personal Settings, then continue to the next step.
2. Dial extension 200 to access General Settings.
3. Press **4** to set the clock.
4. Follow the prompts to enter the time and date.

## Setting Up and Changing the Owner Password

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

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



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

To change the owner password:

1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press **7** to enter Personal Settings, then continue to the next step.
2. Dial extension 200 to access General Settings.
3. Press **3** to set the owner password.
4. Follow the prompts to set the owner password.

## Bizfon Extension Numbers

### 200: General Settings

Extension 200 provides access to Bizfon 680 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 Personal Settings, then continue to the next step.
2. Dial extension 200 to access General Settings.
3. Enter the Owner Password (if one has been configured) and press **[#]**.
4. Follow the prompts to select the General Setting you want to change.

### Optimizing Audio Quality

After installation of your Bizfon 680 system, we recommend that you perform the following steps in order to optimize the audio quality of your Bizfon system. This optimization should take approximately three minutes to complete. Before starting the test make sure there are no calls in progress as the Bizfon is not operational during this test.

1. Pick up any extension connected to the Bizfon 680.
2. Press the SETTINGS button if you are using a BizTouch phone, or press **[7]** on a non-BizTouch phone to access Personal Settings.
3. Dial extension 200 to access General Settings. You may need to enter the Owner Password in order to access General Settings.  
You'll hear the General Settings options, beginning with "To remove a password, press 1. To change auto-attendant greetings, press 2. To change the owner password, press 3. To change the system clock, press 4. To exit, press star."

4. Press **[9]** to select the audio optimization option. This is a hidden option, because it is intended to be used only once. Hang up the extension after pressing **[9]**.
5. After pressing **[9]**, the audio optimization process will start. Depending on the number of incoming telephone lines, this will take up to about three minutes. The lights for the incoming telephone lines will light as the sound optimization process occurs. When it is complete, the lights will go off.
6. Your Bizfon 680 is now ready for use.

If for some reason you are not happy with the quality of the audio after running the audio optimization, you can reset the audio quality to its factory-default state by repeating the steps above and choosing **[0]** instead of **[9]** in Step 4. The system will announce the General Settings options, as described in Step 4, and the audio will be reset to its previous, factory-default state.

### **201-208: Standard Universal Extensions**

201 through 208 are the Universal Extension numbers initially 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 is the receptionist, the person who receives calls when callers press 0 or dial 201. For more information, see Section 3.

Extension 208 can be used for a fax machine which is plugged into the yellow Telephone jack number 8.

### **290: Meeting Room**

Up to five callers can meet in a meeting room by dialing 290. 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.

Callers can be put on hold and transferred into the meeting room. Outside callers will remain on hold until a meeting is in progress with at least one internal caller.

### **299: Bizfon Customer Care**

To reach Bizfon Customer Care, dial 299.

Feel free to call to request information or assistance.



## **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.

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 to Handle Inbound Calls

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### Introduction

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

Inbound 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 inbound call greeting options for the automated attendant day and after hours modes, how to configure the receptionist's extension, and how to set up information messages. Once an inbound call is directed to an extension, you can choose how to handle the call at that extension. See Section 3 for information on configuring how calls are handled once they reach an extension.

### 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*

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*the receptionist, press 0, or wait and you will be transferred.”*



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

Tips for writing 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.”*

**NOTE:** If you want to purchase a professionally recorded greeting, dial 299 for Bizfon Customer Care.



## 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 **[7]** to enter Personal Settings, then continue to the next step.
2. Dial extension 200, then enter the owner password (if one has been configured) to access General Settings.
3. Press **[2]** to change the Automated Attendant greeting.
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.

### 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 a selected After Hours Greeting, then it rings all extensions. After a specified number of rings, calls are directed to the Receptionist's mailbox at extension 201.

To enable After Hours Mode:

1. Pick up any extension.
2. Press **[7]** for Personal Settings.
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

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using a non-BizTouch telephone, press **7** to enter Personal Settings, then continue to the next step.

2. Dial extension 200 to access General Settings.
3. Press **2** to change the Automated Attendant greeting.
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 have the automated attendant turned off so that all incoming calls go directly to an extension. Call Customer Care at 299 if you would like the automated attendant turned off.



## 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. This can be configured by Bizfon Customer Care at extension 299. When configured this way, Day and Night modes are ignored.

## Changing the List of After Hours Extensions



If you do not wish all extensions to ring in After Hours Mode, you can contact Bizfon Customer Care at extension 299 to configure which extensions you wish to ring.

## Receptionist: Extension 201

The receptionist is the person whose telephone rings when the Automated Attendant greeting finishes or when callers press **0** or dial extension 201.

### Choosing which extension rings when callers press 0

By default, extension 201 rings when callers press **0**. Therefore, the person at extension 201 is the receptionist. If you want a different extension to ring when callers press **0**, you can use call forwarding to forward extension 201 to another extension number.



## Choosing how calls are handled when the receptionist is not available

If the receptionist is on the phone or if he has enabled Do Not Disturb on his phone, an inbound caller will be presented with the following choices:

*“<Recorded name for extension 201> is not available. Press 1 to leave a message; to try another extension, dial it now; or for more options, press \*.”*

Additionally, the Bizfon 680 automated attendant can be configured to ring a given set of extensions or all extensions. This must be configured by Bizfon Customer Care at extension 299.

## Changing personal options for the receptionist

You change personal options for the receptionist 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 Personal Settings, then continue to the next step.
2. Enter the extension number, 201, and the password, or press # if you are at extension 201.

3. Follow the prompts.

## Informational Messages

The Bizfon 680 supports two informational messages. 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 HomeSteaders Realty. For directions to our office, press 4. For a list of extensions, press 1.”*

## Creating Informational Messages

You can create up to two informational messages that callers can hear by pressing **4** or **5**. Each message provides 30 seconds of recording time.

An informational message can contain directions to your company, hours of operation, interest rates, a list of open houses, or any other information that callers often need to know.

When you create an informational message, you must choose the number callers press to hear it.

To create an informational message:

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1. Pick up any BizTouch telephone extension and press the SETTINGS button. If using a non-BizTouch telephone, press **[7]** to enter Personal Settings, then continue to the next step.
2. Dial extension 200 and enter the Owner Password, if configured, to access General Settings.
3. Press **[2]** to select System 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 information message and press any key when finished.
7. The information 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 information message, be sure to re-record your automated attendant greeting and refer to the new information message.

## Section 2 Setting up to Handle Inbound Calls

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### **Music-on-Hold**

You can enable music-on-hold so that callers can listen to music or a pre-recorded looping message.

To enable 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 for information on connecting an audio device to the Bizfon 680.

# Section 3

## Setting Up and Using Universal Extensions

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

Additional information is provided in the *BizTouch Feature Phone Reference Card* (included with each BizTouch 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 2xx, that enables your clients and customers to reach you anywhere!

A universal extension can be associated with a telephone physically connected to the Bizfon 680, or with any telephone located anywhere. With a universal extension, there is no single, physical telephone associated with the extension number!

For example, a salesperson working from a remote office can be connected to your com-

## Section 3 Setting Up and Using Universal Extensions

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pany through a universal extension. You would assign a universal extension number to this person, and configure the extension to forward calls to the telephone number at the remote office. There is no requirement to have this person have a telephone physically connected to the Bizfon 680.

With a universal extension, you can:

- Receive calls forwarded from the Bizfon
- Transfer calls to other universal extensions
- Set up and participate in Conference calls
- Place long-distance calls through the Bizfon 680
- Receive and manage voice messages through your voice mailbox

### Setting Up Universal Extensions

The yellow jacks labeled *Telephones* on the Bizfon 680 are initially 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 or a public telephone (such as a telephone in a conference room).

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.

## Section 3 Setting Up and Using Universal Extensions

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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 **1** 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.
- If you press **\*** you receive a dial tone and can place calls.

### Voice Mail

#### Notification

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

#### 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 Reference Card* or the *Reference Card for Non-Bizfon Telephones* for instructions.

## Accessing Personal Voice Mail from any Extension

You can access a personal voice mailbox from any extension. To access voice mail from any 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 **#**.

## 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



Voice mail can be expanded in two hour increments, to a maximum of 12 hours, by installing a 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

The Bizfon 680 allows each extension to route incoming calls two ways. These include:

- To another extension
- To another phone number at another location

### 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 go to 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.

Refer to the *BizTouch 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.

You can also disable call forwarding and send all calls into your voice mailbox by enabling Do Not Disturb.

## Handling Incoming Calls While on a Call

You can put a call on hold to pick up another call or to make another call.

### Important!

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 **[7]**.
3. Enter your Universal Extension number.
4. Enter your Password and press **[#]**.

## 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 Personal Settings, then continue to the next step.
2. Dial extension 200 to access General Settings.
3. Enter the owner password, if required, then press **#**.
4. Press **1** to remove a password.
5. Enter the number of the extension.
6. Follow the prompts.



### Resetting an extension

When someone leaves your company, the extension can be reset to the default settings. An extension can also be reset to change the extension type.

Call Bizfon Customer Care at extension 299 to reset an extension.

**Caution!** Resetting an extension deletes all voice mail messages and recordings.

### 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 to internal extensions, remote extensions, or both. Call Customer Care at extension 299 to have line access limitations configured.

### Using Universal Extensions from Outside the Office

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, including making and handling calls 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 extension number and password followed by the  key.
4. You can now use any Bizfon 680 feature.

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

## Section 3 Setting Up and Using Universal Extensions

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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.

### **How to Remotely Access the Bizfon 680 when the 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 **[\*]** to get back to the Automated Attendant. 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 **[\*]** to get back to the Automated Attendant.
4. Press **[\*]** during the Automated Attendant.
5. 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!

### Section 3 Setting Up and Using Universal Extensions

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## Section 4

# Using your Bizfon with Other Office Equipment

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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



If you have a dedicated fax line that you would also like to use for outgoing calls, connect this line to the blue “Incoming Telephone Lines” jack labeled “6”. Then connect your fax machine to the yellow “Telephones” jack labeled “8”. After being configured by Customer Care, the Bizfon 680 will automatically route any incoming faxes to the fax machine at extension 208.

When the fax machine is not in use, this line can be used for placing outgoing calls. Please call Bizfon Customer Care at extension 299 to enable this capability.

### 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.

Your audio source most likely produces stereo output, and your Bizfon requires mono input. You need to purchase a stereo-to-

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mono converter that has a single RCA jack (Radio Shack part number: 42-2444).

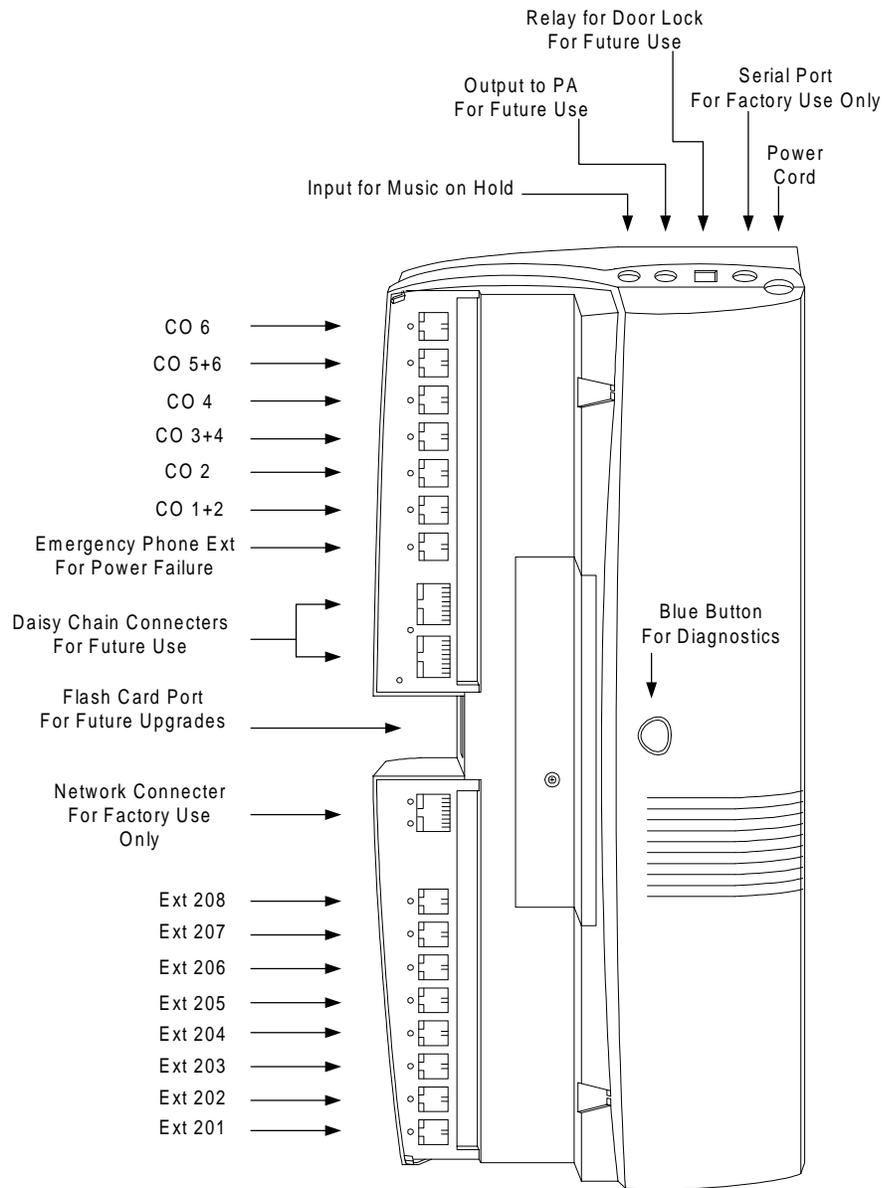
Connect the cable to your audio source, and plug it into the Music-On-Hold (MOH) connector on the Bizfon 680. Set the levels on your audio source. If it is distorted, turn down the volume on your audio source.

**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](http://www.ascap.com).

### **Bizfon 680 Diagram**

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

## Section 4 Using your Bizfon with Other Office Equipment



## Section 4 Using your Bizfon with Other Office Equipment

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# Appendix A

## Startup/Test Button

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### 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 Startup/Test button (the blue button in the center of the Bizfon 680) once. A welcome message is played along with a notification that the system cannot be used for incoming or outgoing calls while being tested. When you press the button again, calls in progress will be halted. You should wait until all LEDs located at the telephone jacks are off, indicating that no one is on the phone.
2. Press the button again to start the test for the Incoming Telephone Lines. A message tells you that the Incoming Lines will be tested. The LEDs at each connected line will flash as the diagnostics detect a dial tone. The test will be repeated every 7 seconds. If an LED at a jack with a line connected does not flash, it indicates that a dial tone is not detected. Check to make sure that the line is connected to a wall jack with a live Incoming Telephone Line. Be sure to wait at least 10 seconds after changing any connections before pressing the button again to proceed to the next test.

**Important!** The results of this test are used by the Bizfon 680 to determine which telephone lines may be used to make outgoing calls. Be sure to run this test each time after making any changes to the Incoming Telephone Lines.

3. Press the button again. A message is played indicating that the Incoming Telephones Lines test is complete and that now the diagnostics will test the extensions by consecutively ringing each telephone connected to the Bizfon 680.
4. Press the button a final time and the system announces that the extensions test is complete. The time and date are then announced.

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

**NOTE:**

- 1) If an incoming call comes in while the test runs, the test won't get dial tone on that line, even though it's a valid line, and the line will be disabled. After 7 seconds the call will be disconnected, and the Bizfon 680 will detect dial tone the next time the line goes off hook.

# Appendix B

## Bizfon 680

### Installation

### Considerations

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#### **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**

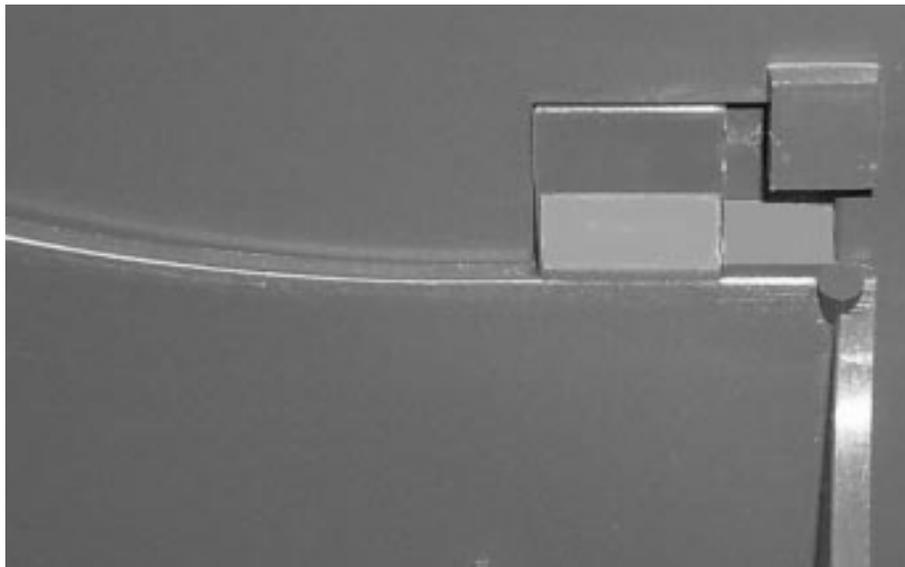
Before attaching the bracket, you may want to write down the serial number that is on the back of the Bizfon 680 for registration purposes.

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

## Appendix B Bizfon 680 Installation Considerations

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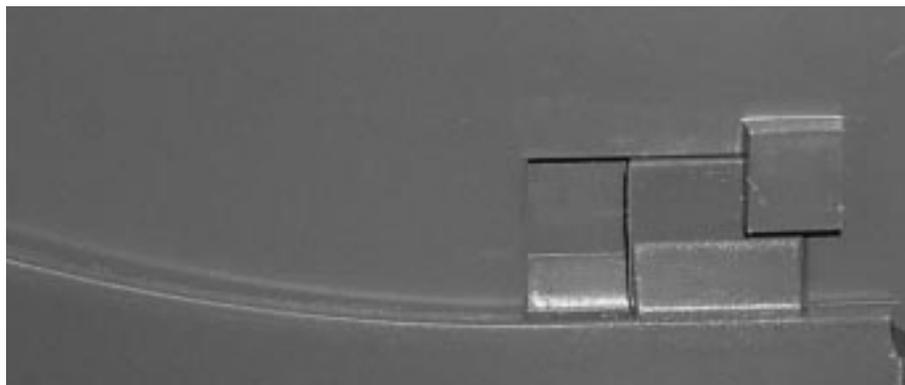
2. Hold the bracket in your right hand, with the side with the large rectangular opening facing the back of the Bizfon 680 and align the four tabs on the mounting bracket with the four slots on the bottom of the Bizfon 680, as shown below.



## Appendix B Bizfon 680 Installation Considerations

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



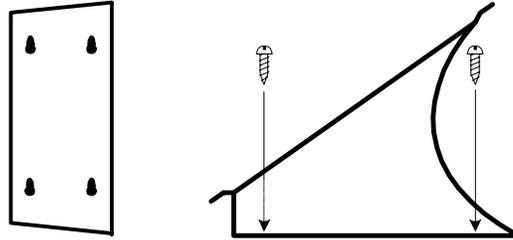
### Removing the Bracket

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 drywall, 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 C

## Bizfon 680 Specifications

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### 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 40°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

## Appendix C Bizfon 680 Specifications

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### **Weight**

3 lbs. 7 oz.

### **Regulatory Information**

FCC Part 15

FCC Part 68

UL 1950 Listed

# Appendix D

## Regulatory and Safety Information

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### 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 five (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 so as 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.

## **Appendix D Regulatory and Safety Information**

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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

## Appendix D Regulatory and Safety Information

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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

This product is only to be used in conjunction with the Bizfon 680 control unit.

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.

## Appendix D Regulatory and Safety Information

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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.

## Appendix D Regulatory and Safety Information

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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 même type ou d'un type équivalent recommandé par le constructeur.

Mettre au rebut les batteries usagées conformément aux instructions du fabricant.

## Appendix D Regulatory and Safety Information

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