BIZFŌN™

User Guide – BizTouch™ *IP2*

Model BizTouch™ *IP2*

Regulatory Notices

This equipment has been tested and found to comply with the limits for a Class B 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 causes 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 Modification not expressly approved by the manufacturer or registrant of this equipment can void your authority to operate this equipment under Federal Communications Commissions rules.

The Power Supply is a plug-in Class 2 transformer. It is model no. WD482400400. Input voltage is 120VAC, 60Hz 16W. Output voltage is 24VDC 400mA. UL listed. The product was made in China.

This product adheres to the IEEE 802.3af standard for Power over Ethernet (PoE).

TABLE OF CONTENTS

User Guide – BizTouch™ *IP2*

Congratulations! You're the new owner of a BizTouch™ IP2 VoIP phone. This phone will make it easy for you to place and receive calls when using the Bizfon 7000 system.

GETTING STARTED

What is in the box?

Check out the contents of the box your phone came in. You should have:

- BizTouch™ IP2 phone (including base)
- Power supply
- Handset with cord
- This guide

You will also need:

- Ethernet cable to connect the phone to the network

Connecting the Phone

We've taken all the challenge out of connecting your phone properly. Follow these steps to connect:

1. Plug one end of the Ethernet cable into the Network jack on the back of the phone. Plug the other end into your Ethernet jack on the wall.

   WARNING: DO NOT CONNECT TO AN ANALOG PHONE LINE.

2. The phone contains an Ethernet switch. A computer may be connected to the network through the phone's PC port.

3. If you're using Power over Ethernet (PoE), the power to the phone was supplied when you connected the Ethernet cable. Skip this step.

4. If you're not using PoE, connect the power cable into the phone, then plug the other end into an outlet. It's a good idea to use a surge suppressor.

5. After applying power, the phone will initialize itself. You can watch its progress on the phone's screen. A normal sequence would include:

   a. Bizfon Logo appears.

   b. Starting network.

   c. Loading configuration files.

   d. Station Init complete.

   e. After successful startup, the phone will display date, time, your name, etc.

   f. If the phone does not follow this sequence or displays an error, contact your system administrator.

INTRODUCTION TO YOUR BIZTOUCH™ *IP2*

Your new BizTouch™ IP2 phone supports two modes of operation: PBX Mode and Key System Mode. Your system administrator has pre-configured the phone for one of these two modes. The programmable buttons on the phone function differently depending on the mode of the phone. Refer to the section that describes your phone.

BizTouch™ *IP2*
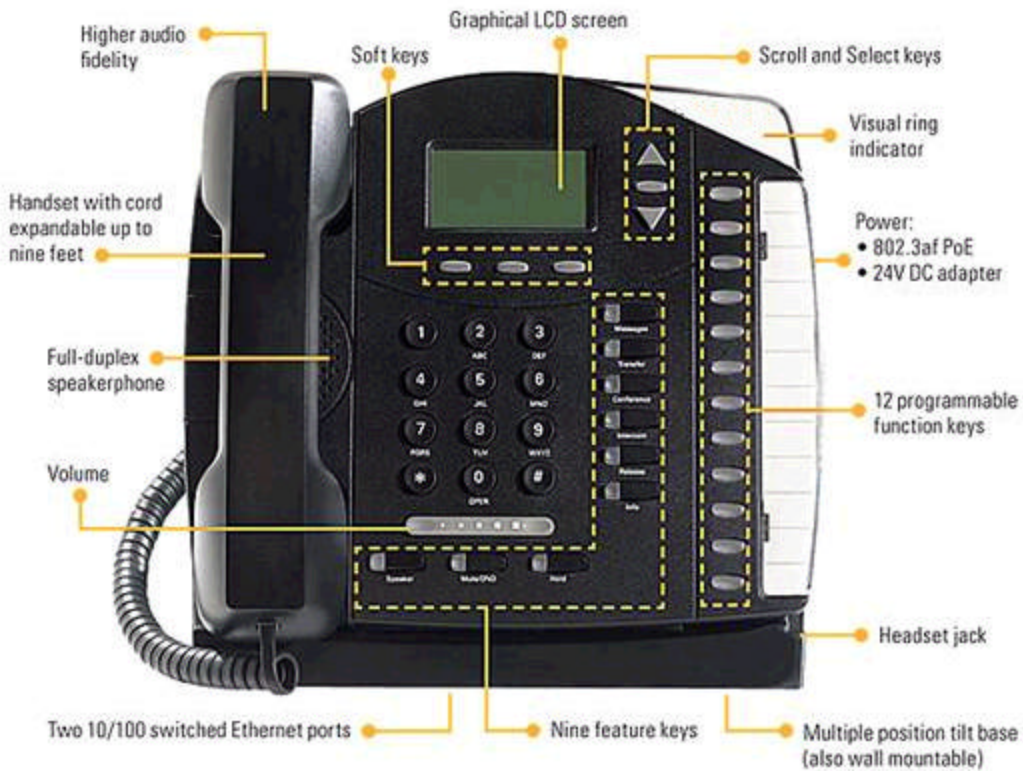
DEFINITIONS

Key System Mode – Key System mode is directly associated with outside lines. Any conversation is always between a local person (connected to an external CO line) and a remote person at the other end of the telephone company's phone line. In a true key system, there are no extensions or call routes.

PBX Mode (Private Exchange Branch) – A PBX type phone system is generally thought of as a private phone company. Extension telephone numbers are assigned to every telephone in the system. When a phone is taken off-hook, the dial tone is local and you can dial other phones in the system. In addition, you can dial '9' to access an outside line to place a call outside the system.

Programmable Feature Keys (PFKs) – These are the buttons that will be programmed by your System Administrator in the configuration that best suits your needs. The BizTouch™ IP2 model has twelve programmable buttons. The following definitions, describe (in order of how they appear in the Web Administration on the Server) how each button can be configured:

> **Line Appearance** – When defined as a Line Appearance button, you have the ability to monitor a specific outside line (FXO/DID loops). With an incoming call, all the users monitoring that specific outside line will have their phones ring. Unless you use the Hold function, selecting another line appearance line means that you will hang up on the first Line Appearance call. This is typically a Key System function. Line Appearance has a Ring Type associated with it and must be specified.

> **Ring Type –** BizTouch™ IP2 phones can ring with different patterns and tones. Ring Types are associated with Line Appearance and Call Appearance and must be specified.

- No Ring
- Single Ring
- Double Ring
- Ring Type 1 – Single Ring Tone B
- Ring Type 2 – Double Ring Tone B
- Ring Type 3 – Single Ring Tone C
- Ring Type 4 – Double Ring C
- Ring Type 5 – Single Ring Tone D
- Ring Type 6 – Double Ring Tone D

> **Direct Station Selection/Busy Lamp Field (DSS/BLF)** – When defined as a DSS/BLF button, you will have the ability to connect to another user's phone using the intercom channel. You will also have the ability to monitor the status of that user's phone.

> **NOTE: In order for this button to work in DSS/BLF mode, the System Administrator must select Key System Mode when configuring the buttons.**

> **Speed Dial/Busy Lamp Field** – When defined as a SD/BLF button, you will have the ability to ring another user's extension and the ability to monitor the status of that user's phone.

> **NOTE: In order for this button to work in SD/BLF mode, the System Administrator must select PBX Mode when configuring the buttons.**

> **Speed Dial** – When defined as a Speed Dial button, you will have the ability to ring another user's extension without having to dial the extension number.

> **Call Appearance** – When defined as a Call Appearance button, you will have the ability to receive calls targeted for your extension. You may have multiple buttons configured for Call Appearance, which you can manage

individually. For example, each call can be put on hold or transferred to another extension. Call Appearance has a Ring Type associated with it. See the description above for the Ring Types.

Function– A programmable button can be defined as a Function with the choices being Centrex Flash, Headset, Personal Speed Dial, and Redial. When defined as line flash, you can directly flash an outside phone line to access services provided by your phone company such as call forwarding, conferencing, etc.

Headset – When defined as a Headset function, this button will allow you to transfer your conversation to a headset if connected.

Personal Speed Dial – When defined as a Personal Speed Dial function, this button will call your personal contacts such as home, a supplier, or customer. The user within the Configuration menu on the phone defines Personal Speed Dial numbers.

Queue Appearance – When defined as a Queue Appearance function, this button will allow you to participate in the Call Queue selected.
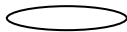
USING THE BUTTONS
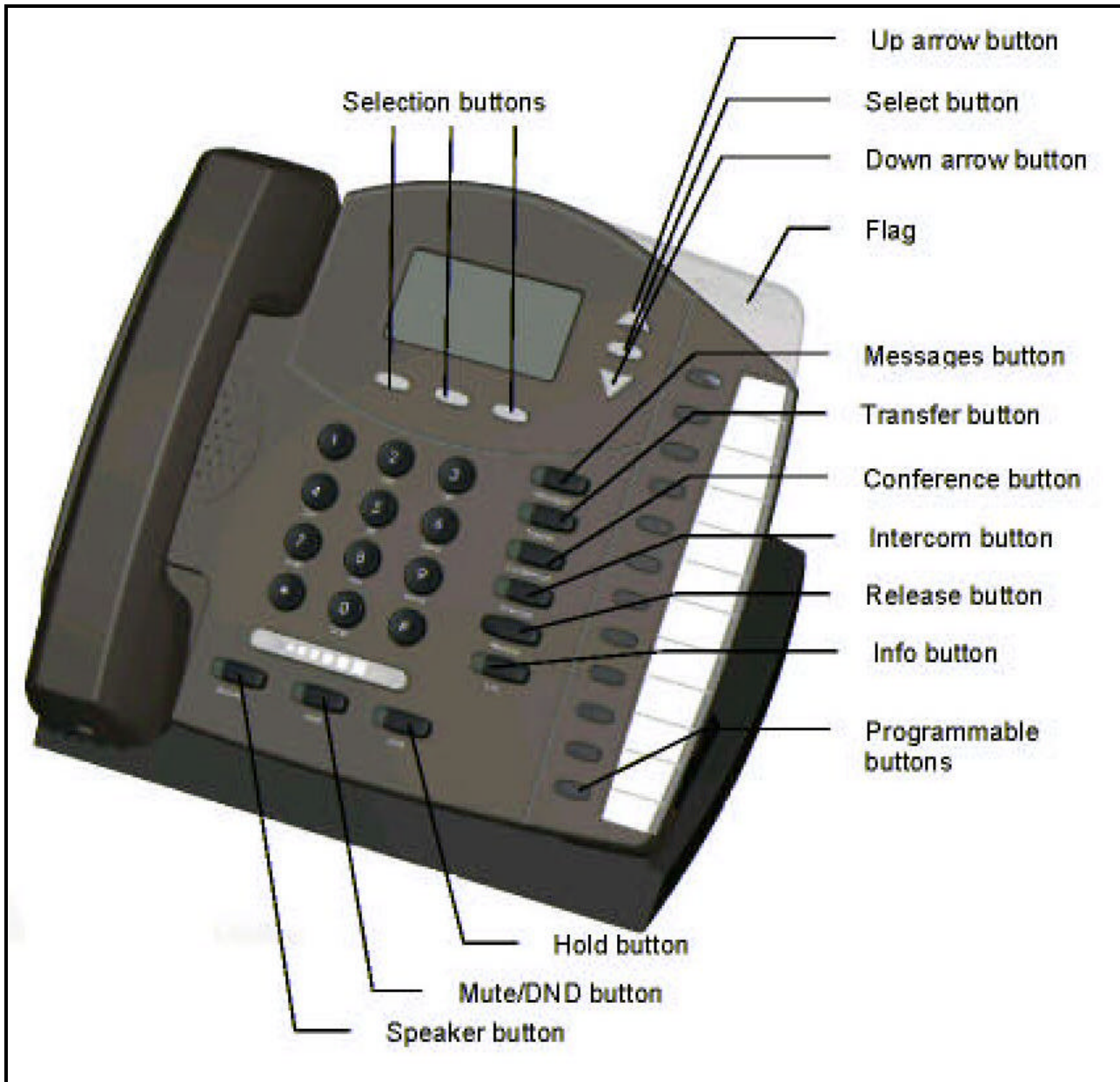
BizTouch™ IP2

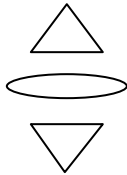| Button	Light	Purpose	More Info
Keypad	None	Use the keypad to dial numbers.	**Place a call**
Messages	Solid red if new messages are present.	Access your voice mail.	**Voice Mail**
Transfer	Solid red until the call is transferred.	Transfer a call to another extension.	**Transfer a call**
Conference	Blinking green while making connections Solid red when in use.	Talk to more than one extension at a time.	**Place a conference call**
Intercom	Solid green when in use.	Use the phone as an intercom.	**Intercom**
Release	None	Release the call you are on currently.	**Release button**
Info	None	View information about other buttons.	**Info button**
Speaker	Solid green when in use.	Use the phone as a speaker phone or activates a headset.	**Speakerphone** **Headset**
Hold	Solid red if the call is on hold. Flashing red if the call is parked.	Place a call on hold or park a call.	**Place a call on Hold** **Park a call**
Mute/DND	Solid red when Mute. Solid amber in Do not Disturb mode.	Turn off the microphone or prevent incoming calls (Do Not Disturb). Change Presence State.	**Mute a call** **Prevent incoming calls**
Navigation	None	Use the up arrow to move up on the screen. Use the down arrow to move down. Use the button in the center to Select and Save settings.	△ ◯ ▽
Softkey Selection	None	Use the buttons below the display to select a Softkey.	◯

The Release Button

This button is used to hang-up an existing call or to abort a new call leg setup such as the middle of a transfer operation.

The Info Button

You can use it to get information about the other buttons on your phone. For example, you can use the Info button to determine the numbers that have been programmed for each speed-dial button.

To use the feature, press the Info button once and then any of the other button on the phone. A screen will be displayed with a brief description of the selected button. To exit the description screen, press the Info button a second time or let the screen time-out.

Voice Mail

If the **Messages** button is red, you have a new message in your voice mailbox. The number of new messages appears on the screen.

To listen to your voice mail, press **Messages**. You'll need to enter your password to access your messages.

Mute a Call

During a call, you can use the **Mute/DND** button to turn off the microphone in the handset, speakerphone, or headset. The light on the **Mute/DND** button is red when the phone is muted.

Change Presence State

The **Mute/DND** button can also be used to change your Presence setting directly from the phone. Presence states are: 'In Office', 'At a Meeting', 'On Vacation', 'On Business Trip', 'At Home', 'Away', and 'Busy'.

1. Press the Mute/DND button longer than one second to display the Presence states.
2. Using the Up or Down arrow button, scroll to the Presence State desired.
3. Use the Select button to save the Presence state.

The **Mute/DND** button will flash amber when you are in any state other than 'In Office'.

Transfer a Call

Blind Transfer

1. Press **Transfer**. The current call is placed on hold.
2. At the dial tone, dial the extension to where you want to transfer the call.
3. The call will be automatically transferred. If the recipient isn't there, the call will follow the recipient's call route.

If you want to talk to the new recipient of the call (that is, the person to whom you are transferring the call) before the call goes through, follow the steps in the next section.

Attended Transfer

1. Press **Transfer**.
2. Select a second Call Appearance.
3. Dial the extension to where you want to transfer the call.
4. Talk to the new recipient.
5. Press **Transfer** again. The two parties are now connected.
6. If you want to cancel the transfer, press **Release**. To return to the original caller, press the Call Appearance button where the call is on hold.

Place a Call on Hold

If you're on a call and want to put it on hold, press **Hold** and put the handset on the hook. The **Hold** button will blink red briefly. The Call Appearance button that is on hold will blink green until the call is picked up again. When you're ready to talk again, pick up the handset and you'll automatically pick up the call on hold.

You can put more than one caller on hold. If you have more than one call on hold, the calls will be displayed on the screen when you pick up the handset. When you pick up the handset, you will automatically pick up the most recent call. To pick up a different call on hold, press the flashing button for the call or use the up and down buttons to display the call on the screen, then press the **Select** button.

If you have a call on hold and a new call comes in, you'll answer the new call when you lift the handset.

The caller will hear **Music on Hold** during the hold time, if available.

Park a Call (PBX Mode)

A call may be parked by making an attended transfer to extension 700.

NOTE: Do not Blind Transfer to 700, as the call will be disconnected.

- Press **Transfer**.
- Select a second call appearance
- Dial Extension 700.
- The parking location will be announced (701 – 709)
- Press **Transfer** again. The call is now parked in the announced position.
- To retrieve the parked call, dial the park location extension from any phone (i.e., 701)
- If you want to cancel the transfer, press **Release**. To return to the caller, press the Line Appearance button where the call is on hold.

Park a Call (Key System Mode)

In Key System mode, a parked call can be picked up by any phone. A parked call can also be on Privacy Hold for that phone.

- To park a call, answer the incoming call on a Line Appearance button. Depress the hold button. The call will be parked. Any other phone that is monitoring the same outside line will be flashing read and you can pick up the call.
- To perform a Privacy Hold, continue to depress the Hold button past the time it takes to Park the call. The call will be on Privacy Hold for that particular phone. Any other phone that is monitoring the same outside line will be solid red and cannot pick up the call.
- If the hold button is held, it will toggle back and forth between Park and Hold.

Prevent Incoming Calls (Do Not Disturb)

1. With the handset on the hook, press **Mute/DND**. (DND stands for Do Not Disturb.)
2. The light on the **Mute/DND** button will appear amber.
3. With **Do Not Disturbed** enabled, your phone will not ring. All calls targeted for you will follow the next step in your active call route.
4. Press **Mute/DND** second time to receive calls. The light will turn off.

Placing and Splitting a Conference Call

After connecting to the first person you want on the conference call, follow these steps:

1. Press **Hold**.

2. Select another **Call Appearance** and call the second person you want on the conference call.

3. Press **Conference**.

4. Press the **Call Appearance** button where the first person is on hold.

5. All three callers are now able to conference. The **Conference** button is illuminated solid red.

6. Any party may exit the conference by hanging up; the remaining two parties will remain connected.

7. If you desire to have a private conversation with one of the parties, you may split the conference using the following steps:

   a. Select the person you wish to put on hold using the navigation arrows, and press **Hold**. (The display will show the two parties involved in the conference.)

   b. You may now talk to the remaining party.

   c. The Call Appearance button for the person on hold will be flashing. To have them re-join the conference, select the Call Appearance button and press **Conference**. The three-way conference is then re-established.

Speed Dial

You can program your frequently called numbers and dial them with the touch of a button. When a Speed Dial button is pressed, it acts exactly the same as picking up the handset and dialing the number.

- Your System Administrator programs other Bizfon extensions as Speed Dial numbers if your programmable buttons are defined as Speed Dial/Busy Lamp Field. Once set up, press any speed dial button to call that number.

- You can set up to 10 (0 – 9) Personal Speed Dial numbers using the **CONFIG** menu on the BizTouch™ IP2 phone. These can be any numbers from long distance phone numbers to credit cards calls. Pick up the phone, select the **SPDIAL** Softkey, and dial the digit to which your number is mapped.

- Programmable Buttons can be defined as speed dials.

- The first button defined as a speed dial will be mapped to the 0 entry in your personal directory, the second will be mapped to 1, and so on through 9.

Speakerphone

Press **Speaker** for hands-free use of the phone.

If you're already using the handset, you can:

- Place the handset on the hook. When you are finished with the call, press Speaker to hang up.

- Place the handset on the desk. To switch back to using the handset, just press Speaker. (By not putting the handset back on hook, you can switch back and forth between handset and speakerphone.)

NOTE: If you're using a headset, you will use Speaker to activate it. You will not be able to use the speakerphone while using a headset. Refer to the Headset section.

Intercom

1. You can press a programmed **DSS/BLF** button for another user's phone and you will automatically be connected via the intercom.
   OR
   Press **Intercom**. Dial the extension you want to talk to hands-free.

2. The light on the **Intercom** button turns solid green.

3. Start talking. The person you called will hear you over the speaker.

4. To receive an Intercom message, start talking when the Intercom button is lit green.

5. Press **Intercom** or **Speaker** to end the call.

Headset

1. Plug the cable for the headset into its receptacle.

2. Press **Speaker**. (You cannot use the speakerphone and headset at the same time.)

3. When you are finished with the call, press **Speaker** to hang up.

You can also program a button to activate the headset instead of using the **Speaker** button. Your System Administrator can set it up for you.

Directory Dialing

1. Press the Up or Down Arrow button to view a list of all User Extensions, System Extensions, and Speed Dial numbers by Name or Description.

2. Use the Down Arrow button to highlight the Name (or Description) and Extension. Alternately, you may also press an alpha key on the keypad to jump to the desired section of the directory.

3. Press the select button to dial the number.

Answering a Call in the Queue

Call Queues are created and programmed by your system administrator. Likewise your System Administrator will define one of the programmable keys on your BizTouch™ IP2 phone as a queue appearance button for one or more of these queues. Your administrator can adjust agent rest time and hold off/overflow parameters for each call agent as required.

The queue appearance button may be in one of several states:

- Red means you are currently logged out of the queue and cannot answer calls for this queue.

- Off (not lit) means you are logged into the queue but there are no calls waiting in the queue.

- Flashing green means there is at least one call in the queue and appears on all agents' phones that are logged in.

Joining a Queue

To join any queue, press the queue appearance button on your phone corresponding to that queue and hold it down for at least 1.5 seconds. The button will change color from red to either off (no calls in queue) or flashing green (a call is waiting in queue).

Leaving a Queue

To leave any queue, press the queue appearance button on your phone corresponding to that queue and hold it down for at least 1.5 seconds. The button will change color to red (logged out of queue).

Answering a call waiting in the Queue

When the queue light is flashing green, you will be able to pick up a call in the queue. You may answer the call by pressing the queue appearance button (hands-free mode) or by answering the call with your handset, headset, or speakerphone.

PBX BEHAVIOR

PBX mode fits best when calls are coming from repeat customers who wish to reach a specific person at an extension number. PBX mode works well for professional offices such as legal, medical, financial, engineering, etc.

- Each person in the company has an extension. The calling party reaches that person by dialing his/her extension number, which in turn arrives at their phone as a Call Appearance.

- Your phone is usually associated with your extension. Calls that ring at your phone are for you (Call Appearances), rather than in a pool to be answered by any available person.

- Any user can monitor the status of other users with a Busy Lamp Field (BLF). They can also call the user directly using this same button (speed dial internal user).

- Your company will typically answer all calls with an Auto Attendant, but may also route calls to users for live answering by using a system extension route.

- In PBX mode, as in Key mode, you can define any of the programmable buttons to be line appearances, personal speed dials, or special functions such as redial, headset, or line flash.

Placing a Call

Unless configured otherwise, all outbound calls will require a 9 to be dialed to access an outside line.

You may place an outgoing call in several ways:

- With the handset on-hook, begin dialing. Your phone will automatically go to speakerphone mode and your call will be dialed.

- Select the speakerphone button and, when you have a dial tone, dial the desired number.

- Press one of your call appearance buttons. This will also place the phone into speakerphone mode and you can dial the desired number.

- Lift the handset and dial the desired number using the keypad or using a preprogrammed speed dial.

Answering a Call

Unless configured otherwise, incoming calls to your phone will ring the audible indicator, flash the Bizfon visual indicator, and flash one of the call appearance keys.

An incoming call may be answered by:

- Lifting the **handset**,

- Pressing the **Speakerphone** button to put the phone in hands-free mode,

- Pressing the **Call Appearance** button that is flashing with the incoming call, or

- by pressing the **Headset** button if configured, putting the phone in headset mode.

Answering a Call When You are on the Phone

A second or third call directed to your phone (Call Appearance) can be answered by:

- Placing the first call on hold, and then pressing the call appearance for the second caller.

Ending a Call

- If you're using the handset, place it back on the hook.

- If you're using the speakerphone, press Speaker. Make sure the handset is on the hook.

- If you're using a headset, press Release.

- You can also press another call button for another call to end your current call and prepare for a new call.

- Pressing the current call appearance button will end the call.

- End the call and start a new call by pressing the Release button.

Redial a Number

- From the phone's screen, you can automatically dial the last number you called by selecting the Softkey for REDIAL.

- Select the Softkey that corresponds to CALLS, highlight the number, and press the select navigation key.

- You can also program a programmable key to REDIAL. Your System Administrator can set it up for you.

Missed Calls

If you missed a call, a message appears on the phone screen. Use the following steps to see who called:

1. Select the **Calls** Softkey.

2. Use the **Up / Down** arrow buttons to see your missed calls.

3. Select the **Detail** Softkey to adjust the amount of information shown for each call.

4. Select the **Dial** Softkey, or the **Select** button to call the number back.

Ignore and Silence Softkeys

- While the second call is ringing, you will have Softkey options to silence or ignore the second caller.

- Ignoring the second call stops the audible ringing and returns you to the Active Call screen.

- Silencing the second call stops the audible ringing until you can place the first call on hold.

KEY SYSTEM BEHAVIOR

Key mode will fit the best in a sales or retail environment where any available person will answer calls live. Examples are counter sales, car dealerships, travel agencies, etc.

- All the phones in the system will be able to monitor and directly answer outside lines (line appearances) – calls that are coming into your company.

- You will be able to monitor the status of others in your company via Busy Lamp Field (BLF). You will be able to answer their calls by using Direct Station Select (DSS).

- You will be able to directly intercom others in a hands-free mode and then transfer calls to them again using the DSS capabilities.

- In key mode, as in PBX mode, you can define any of the programmable buttons to be call appearances, personal speed dials, or special functions such as redial, headset, or line flash.

Placing a Call

1. Lift the handset or press **Speaker**.

2. Press the button to **select a line** and dial the number, or press a Direct Station Selection (Busy Lamp Field) button.

3. When calling an outside number, select a line and dial the number.

   NOTE: You do not have to dial 9.

Answering a Call

You can answer a call by using the following:

- Lift the **Handset**.

- Press the **Speakerphone** button to put the phone in hands-free mode.

- Press the **Call Appearance** button that is flashing with the incoming call, or by pressing the **Headset** button, if configured, putting the phone in headset mode.

- If the phone is not ringing, pick up the handset and press the button for the blinking line where the call is waiting for you.

- You can also pick up a call by pressing the button that is configured to show a Busy Lamp Field for another user while the lamp is blinking. Once the other user picks up the phone and the button is solid red, you can no longer pick up that call.

Answering a Call When You are on the Phone

A second or third call directed to your phone can be answered by:

- Placing the first call on hold, and then pressing the Line Appearance button for the second call.

Ending a Call

- If you're using the handset, place it back on the hook.

- If you're using the speakerphone, press Speaker. Make sure the handset is on the hook.

- If you're using a headset, press Release.

- You can also press another Call Appearance button for another line to end your current call and prepare for a new call.

Redial a Number

- From the phone's screen, you can automatically dial the last number you called by selecting the Softkey for REDIAL.

- Select the Softkey that corresponds to CALLS, highlight the number, and press the select navigation key.

- You can also program a programmable key to REDIAL. Your System Administrator can set it up for you.

Missed Calls

If you missed a call, a message appears on the phone screen. You can see who called by using the following steps:

1. Select the **Calls** Softkey.
2. Use the **Up / Down** arrow buttons to see your missed calls.
3. Select the **Detail** Softkey to adjust the amount of information shown for each call.
4. Select the **Dial** Softkey, or the **Select** button to call the number back.

Ignore and Silence Softkeys

- While the second call is ringing, you will have Softkey options to silence or ignore the second caller.

- Ignoring the second call stops the audible ringing and returns you to the Active Call screen.

- Silencing the second call stops the audible ringing until you can place the first call on hold.

ADJUSTING YOUR PHONE

Volume

You can adjust the volume of the incoming ring, handset speaker, the speakerphone, and the headset. The volume will be adjusted for the device that you are currently using.

To adjust the volume:

1. You can adjust the incoming ring by pressing the Volume button up or down (do not lift the handset). To adjust other volumes, pick up the handset, and turn on the speakerphone or headset.
2. The screen shows the device for which you are adjusting the volume.
3. Press the Volume Bar on the right to increase the volume.
4. Press the Volume Bar on the left to decrease the volume.

Change the Labels for Lines

Make sure you keep your lines labeled correctly. To change a label, remove the paper from beneath the plastic label cover, update the numbers, and replace it under the cover. A word template can be obtained at our website (www.bizfon.com).

Adjust the Angle of the Phone

You can adjust the phone on its base so that it's easy to use and easy to read the screen.

1. Grasp the phone and the base separately.
2. Press the locking tab on the base.
3. Tilt the phone up or back in its base.
4. Pull up on the locking tab to insure the position of the phone is locked.

Adjust the Contrast of the Screen

You can change the contrast of the screen to make it easily readable for you. To do this:

1. Select the Softkey for CONFIG.
2. Use the arrow buttons to scroll to Preferences and press the Select button.
3. Select LCD Contrast.
4. Use the Volume Bar or Up / Down arrow buttons to increase or decrease the contrast.
5. Press the Select button to save the contrast setting.

ADVANCED TOPICS

Depending on the configuration of your Bizfon system, you may be able to see information about the configuration of your phone. In some instances, you can make changes.

CAUTION: Check with your System Administrator before making any changes.

CONFIG Menu

You can view / change the following by selecting **CONFIG** on the screen:

- Personal Speed Dial
- Preferences
- Reboot Phone
- Clear Call History
- Refresh Directory
- Network Settings
- Current Status / Info
- Statistics
- Save Settings
- Set Factory Defaults

Changing Preferences

1. Press the CONFIG Softkey button.
2. Press the Up or Down scroll button to select Preferences. Press the Select button.
3. Select from the following list using the Up or Down scroll buttons to make the changes:

    a. LCD Contrast

    b. Call History Size

    c. Clock Mode

    d. Hold Reminder Mode

    e. Redial Memory

    f. Audible Dialing

    g. Call Timer Display

    h. Intercom Auto Answer

    i. On Hook Dialing

    j. Visual Ringing

    k. Paging Enable Mode

    l. Off Hook Ringing

    m. Auto on Hold

    n. Auto Retrieve Calls

4. Press the Select button.

5. Make the change you want and press the Select button.

6. Exit and say Yes to save settings when prompted. You are then prompted to save changes when exiting from the Config menu.

Reboot the Phone

WARNING: Do not reboot your phone unless instructed by your System Administrator.

1. Select the Softkey that corresponds to **CONFIG** on the screen.

2. Highlight **Reboot Phone**.

3. Press the **Select** button.

4. If you have any unsaved changes, you'll be asked if you want to save them before rebooting. Select the Softkey that corresponds to **YES** to save the changes or select **NO** to not save the changes.

Clear Call History

The BizTouch™ IP2 phone retains the history of your calls up to 99 calls. You can clear your call history by using the following steps:

1. Select the Softkey that corresponds to **CONFIG** on the screen.

2. Scroll down and highlight **Clear Call History**.

3. Press the **Select** button.

4. Select the Softkey that corresponds to **YES** to clear call history or select **NO** to cancel.

Refresh Directory

1. Select the Softkey that corresponds to CONFIG on the screen.

2. Scroll down and highlight Refresh Directory.

3. Press the Select button.

4. Select the Exit Softkey to exit the Refreshing the Directory screen.

Check the Network Settings

WARNING: Do not make any changes to your network settings unless instructed by your System Administrator.

1. Select the Softkey that corresponds to **CONFIG** on the screen.

2. Scroll down and highlight **Network Settings**.

3. Press the **Select** button.

4. You can see if DHCP is enabled or disabled.

5. You can change the boot server IP. Highlight **Edit Boot Server IP** and press the **Select** button.

6. If DHCP is disabled, you can change the Phone IP, the Netmask IP, and the Gateway IP. To make any changes, highlight the selection and press the **Select** button.

7. You can see if VLAN is enabled or disabled.

8. If VLAN option is enabled, you can change Remote Plug 'n' Play, Edit Boot Server IP, Phone VLAN Settings, and PC VLAN Settings. Within Phone VLAN Settings and PC VLAN Settings, you will be required to enter VLAN ID and VLAN Priority.

9. You can activate **Remote Plug 'n' Play** by entering the key (obtained from your System Administrator)

10. When finished, select the Softkey for **EXIT**.

Check the Current Status

1. Select the Softkey that corresponds to **CONFIG** on the screen.

2. Highlight Current Status/Info.

3. Press the **Select** button.

4. You can see the following information:

   - DHCP Lease Time (if DHCP is enabled)

   - SNTP Time Server IP

   - Boot Server IP

   - Phone IP

   - Subnet IP

   - Gateway IP

   - Boot Configuration success or failure

   - MAC Address

   - Model Name

   - Software Version

   - LAN Connection Info

   - PC Connection status

5. Use the Up and Down arrow buttons to move through the list.

6. When finished, press the Softkey that corresponds to **EXIT**.

Check Statistics

1. Select the Softkey that corresponds to **CONFIG** on the screen.

2. Highlight **Statistics**.

3. Press the **Select** button.

4. You can see the following information:

   - Audio Packet Stats

     - RCV

     - XMT

     - Missed

     - Avg Jitter

     - Min Delay

     - Max Delay

   - SIP Call Stats

     - Incoming OK

- Outgoing OK

- Bad Address

- Refused Busy

5. Use the up and down arrow buttons to move through the list.

6. When finished, select the Softkey that corresponds to EXIT.

Save Changes to Your Settings

Normally, you are prompted to save the changes you have made. However, you may manually want to save the changes.

1. Select the Softkey that corresponds to CONFIG on the screen.

2. Highlight Save Settings.

3. Press the Select button.

4. Select the Softkey that corresponds to YES to save any changes OR select NO to cancel saving the changes.

5. Press the Exit button on the screen.

Reset the Phone to Its Factory Defaults

WARNING: Do not reset your phone to its factory defaults unless instructed by your System Administrator.

1. Select the Softkey that corresponds to CONFIG on the screen.

2. Highlight Set Factory Defaults.

3. Press the Select button.

4. Select the Softkey that corresponds to YES to restore the factory defaults OR select NO to keep the Configuration as is.

5. Phone automatically reboots.

WALL MOUNTING YOUR PHONE (OPTIONAL)

Your phone is wall mountable and requires a wall mounting plate. The mounting plates are available from your local telephone company or your local retailer.

CAUTION: If using a standard telephone wall mounting plate, DO NOT make any connection to the RJ 11 jack. This connection is intended for an analog phone and may cause damage to the BizTouch™ IP2 phone, voiding your warranty.

The mounting plate, similar to the one shown below, has mounting studs to receive the telephone base and is positioned to secure the BizTouch™ IP2 telephone flush to wall surface.

Collapse the BizTouch™ IP2 phone base to the horizontal position and mount the phone over the mounting plate studs. All power and RJ 45 cable connections should exit between the phone body and the phone base and then be routed to the network connection and/or a power connection.

Standard Telephone Wall Mounting Plate