

## Personal Settings

### To access personal settings:

1. Press SETTINGS.
2. Enter **[#]** and your password.
  - 1 **Call Forwarding**
  - 2 **Do Not Disturb**
  - 3 **Call Handling** when you are not available
  - 4 **Re-record** your greeting
  - 5 **Call waiting**
  - 6 **After Hours Mode**
  - 9 **Additional Settings**
  - Cancel

## Call Handling When You are Not Available

If you will not be available to handle calls, you can:

- Set the number of times your phone rings before your voice mail answers
- Tell the Bizfon where to send your calls if you do not answer or if your line is busy

### To set these options:

1. Press SETTINGS.
2. Enter **[#]** and your password.
3. Press **[3]** and follow the prompts.

## Using Public Address

If your Bizfon 680 has a public address system attached, you can make announcements by dialing 249.

## Using Voice Mail

### To use your voice mail:

1. Press BIZMAIL.
2. Enter **[#]** and your password.
  - 1 **Play next** message
  - 2 **Save** message
  - 3 **Delete** message
  - 4 **Repeat** message
  - 5 **Forward** message
  - 6 Hear message **time** and **date** stamp
  - 7 **Play previous** message
  - 9 **Restore** deleted messages\*
  - Exit

\*You must restore deleted messages before ending the current voice mail session.

### To access your voice mail from any physical extension:

1. Press BIZMAIL.
2. Enter your extension number.

3. Enter your password and press **[#]**.

### To forward a voice mail message to another extension:

1. Press **[5]** after listening to the message.
2. Enter the extension number to where to forward the message.
3. Record an introduction to the message and then press **[1]**.

### To be paged when you receive a voice mail:

1. Press SETTINGS.
2. Enter **[#]** and your password if required.
3. Press **[9]** for Additional Settings.
4. Press **[1]** for Pager Notification and follow the prompts.

### To route calls directly to your voice mail:

- Pick up the handset and press DND.

## Initiating Conference Calls

Up to five people can join a conference call in the Meeting Room.

### To start a conference call in the Meeting Room with your current caller and other callers on hold:

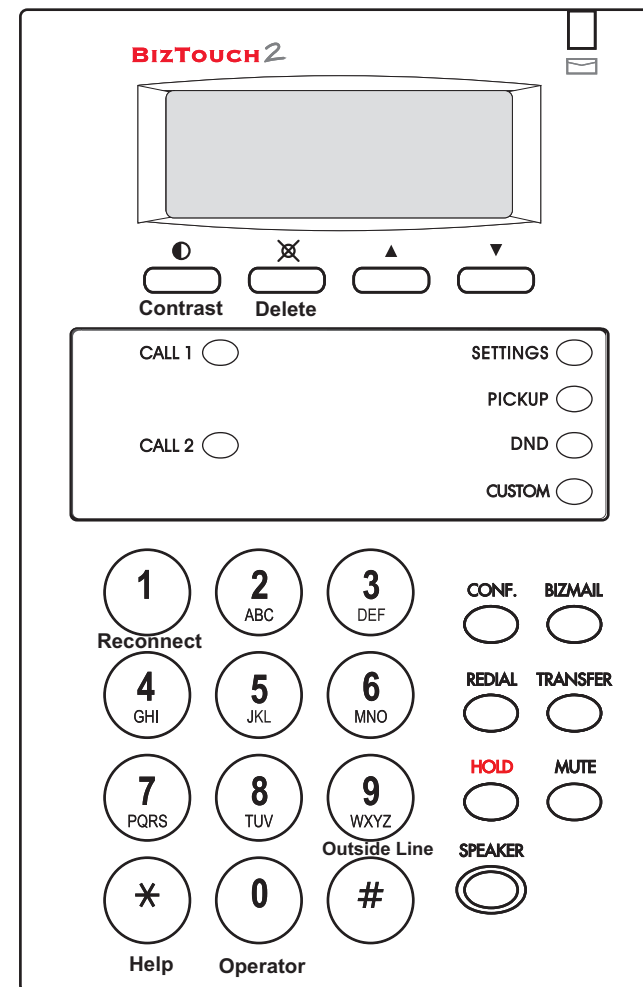
Press CONF.

### To start a conference when you have no active calls:

1. Dial 290.
2. Follow the prompts.



## Feature Phone Reference Card



Dial 299 for Bizfon Customer Care

## Placing and Handling Calls

### To make an outside call:

1. Press SPEAKER or pick up the handset and wait for the dial tone.
2. Press **[9]** and wait for the dial tone.
3. Dial the number.

### To put a call on hold:

Press HOLD.

### To reconnect to a call on hold:

Press **[1]** or HOLD.

### To transfer a call:

1. Press TRANSFER.
2. Dial the extension or dial an outside number you want to transfer the call to.
3. Hang up or stay on the line to announce the caller and then hang up.

### To transfer a call to an extension's voice mail:

1. Press TRANSFER.
2. Press BIZMAIL.
3. Dial the extension number or press.

### To forward calls:

1. Press SETTINGS.
2. Enter extension number and password.
3. Press 1 to select Call Forwarding.
4. Enter the extension or outside number to which you want to forward your calls.

### To answer another ringing extension:

1. Press PICKUP.
2. Follow the voice prompts.

### To activate or deactivate Do Not Disturb:

1. Pick up the handset.
2. Press DND.

### To use Call Waiting:

1. Press CALL2 when you hear two beeps.
2. Press CALL1 and CALL2 to toggle between calls.

### Setting up Memory speed dial:

1. Press SETTINGS to enter Personal Settings.
2. Enter extension number and password.
3. Press **[9]** for Additional Settings.
4. Press **[2]** to set up Speed Dial and follow the prompts.

### EMERGENCY

1. Pick up the handset and wait for the dial tone.
2. Press **[9]** and wait for the dial tone.
3. Dial 911 or the emergency number.

## Setting Up or Changing your Password

You are not required to choose a password, but if you do not, anyone can listen to your voice mail or change your personal settings from your telephone. Also, without a password, you are unable to use your extension from outside the office.

Passwords must be from 3 to 10 digits.

### To set up or change your password:

- Press **SETTINGS** and press **ENTER** to enter Personal Settings.
- Enter **#** and your password if one already exists.
- Press **4** to select Change Greeting, Password or Recorded Name.
- Press **1** to select Change Your Password.
- Follow the prompts to change your password.

## Recording a Personal Greeting

### Tips for recording your greeting:

- Write down what you plan to say, and read the greeting aloud before recording it to be sure you like the way it sounds.
- Inform callers of their options during your greeting. They can:
  - Leave a message after the beep
  - Dial another extension, or the Operator
  - Press star for more options
  - Press the pound key in the future to skip your greeting

### To record your greeting:

- Press **SETTINGS** and press **ENTER** to enter Personal Settings.
- Enter **#** and your password.
- Press **4** to select Change Greeting, Password or Recorded Name.
- Press **3** to select Change Your Greeting.

## Changing your Recorded Name

You can change your recorded name, the name that callers hear when the System Greeting presents the list of extensions.

### To change your recorded name:

1. Press **SETTINGS** and press **ENTER** to enter Personal Settings.
2. Enter your extension number or password.
3. Press **4** to select Change Greeting, Password or Record Name.
4. Press **4** to select Change Your Recorded Name.
5. Follow the prompts to change your recorded name.

## Listening to Notification Messages

When you pick up your telephone handset, the system tells you:

- How many new voice mail messages you have
- If you have a call on hold
- If Do Not Disturb is on
- If Call Forwarding is on
- If After Hours Mode is on

## Using Your Bizfon from Outside the Office

### To use your Bizfon from outside of the office:

**NOTE:** If you have not set up your extension with a password, you cannot access the Bizfon from outside the office.

1. Dial your company's phone number.
2. Press **#** during the greeting.
3. Enter your extension and password as instructed by the prompts.
4. Refer to the Bizfon 680 Wallet Card for more information.

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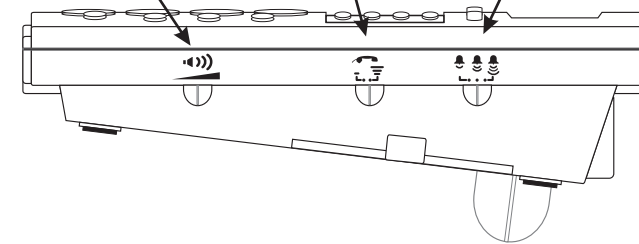
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## Using BizTouch 2 Controls

Slide the speaker control to adjust the speaker volume.

Use the handset volume switch to adjust the handset volume.

Use the ringer switch to adjust the ring volume.



For a list of recommended headsets, visit [www.bizfon.com](http://www.bizfon.com) or call 299.

## Muting Outgoing Audio

Press **MUTE** to turn off the microphone for the speaker-phone or handset so that the caller on the other end of the line cannot hear anything you say. Press it again to turn the microphone back on.

## Internal and External Rings

When an internal caller is calling, you hear a single ring.

When an outside caller is calling, you hear two short rings.

## Using the Speakerphone

### Making a hands-free call:

- Press **SPEAKER** and wait for dial tone.
- Adjust volume if needed.
- Press **SPEAKER** again to hang up the phone.
- If you are using a headset, pressing **SPEAKER** activates the headset.

### Receiving a call:

- Press **SPEAKER** instead of picking up the handset when the phone rings.
- Adjust volume if needed.
- Press **SPEAKER** again to hang up the phone.

### Switching between Speaker and Handset:

You can switch between the speaker or headset and the handset while the phone is dialing a number, or anytime during a conversation.

- Speaker or headset to handset: Pick up the handset.
- Handset to speaker: Press **SPEAKER** then hang up the handset.

**NOTE:** Be sure to press **SPEAKER** before hanging up the handset or you will disconnect the call.

## Troubleshooting Speakerphone Operation

**Problem:** You cannot hear sound from the speaker.

**Cause and Solution:** If you are using the speakerphone in a noisy environment, the microphone might pick up these sounds and prevent the speakerphone from receiving sound. Use your speakerphone in a quiet area.

**Problem:** Callers tell you that your audio does not sound clear.

**Cause and Solution:** Recessed office areas, such as next to cabinets, can cause audio distortion. Locate your phone away from these areas.

**Problem:** Speakerphone does not stay on when you press **SPEAKER**.

**Cause and Solution:** The BizTouch 2 requires an AC adapter for the speakerphone. Be sure that the AC adapter is connected properly.