



## PROINSTALL TERMS AND CONDITIONS

1. The customer can expect a call from the installer approximately 3 to 5 days after the product has shipped. If they have not they can call (800) 253-4160, and select Option 1 for further information.

2. The customer must be on site during the installation.

3. Customer preparation for the install should include

- Locating the phone closet or point of demarcation for your incoming telephone lines. This is where the Bizfon 680 will be mounted. A power outlet must be located 4 feet or less from the mounting location.
- Knowing how they want the system set up before the installer is on site. Examples:
  - Where will the extensions be located?
  - Does the customer prefer a dedicated fax line outside the Bizfon 680 unit, or a shared line for the fax which is installed through the Bizfon unit?

Note: Modems must be run outside of the Bizfon system. The preferred method is on a dedicated line. If the customer prefers sharing the modem line through an exclusion adapter, they should indicate this to Bizfon prior to the installation.

Refer to the Professional Installation section in the Administrators Guide for guidance.

- Locate and Gather all parts required for the installation (Bizfon 680, phones, etc.).

Note: If the product is shipped to a different address than the install address (other than by shipping error by Bizfon or UPS), it is the customer's responsibility to have the product brought to the site for the scheduled install.

4. If product has not arrived and the install is scheduled for the following day please call the installer or Bizfon to reschedule the install at (800)253-4160, Option 1.

5. Phone lines must already be installed and working in order for the installation to take place. If the phone lines have not been installed and the install is scheduled for the following day please call the installer or Bizfon to reschedule the install at (800)253-4160, Option 1.

6. Installs are done during business hours only (8am-5pm M-F.). Exceptions will be handled on a case by case basis and will involve extra charges.

7. The installer will install the Bizfon 680 unit and phones and will use existing cabling. If existing cabling is deemed unusable by the installer, then new cabling will be run, but only for the Bizfon unit. It does not include any data cabling, jacks for modems, or anything else that does not pertain to the Bizfon system. Extra charges may be required for wall/surface mount jacks, punch down blocks, etc.

Please note that failure to comply with these conditions for a successful install may result in an additional charge.

Once the Bizfon 680 unit is installed, the installer will call Bizfon to register the customer by providing the serial number of the unit to a Bizfon Customer Care Agent. This will activate the first 30 days of free Customer Service.

If the customer has purchased Bizcare Complete extended service, then the serial number of the certificate is also taken at this time.

Finally, the installer will hand the phone over to the customer so that they can go through an orientation session with the Bizfon Customer Care Agent. Any final configuration issues are worked out between customer, installer, and Bizfon at this time, before the installer leaves the premises.

Thank you for choosing Bizfon ProInstall