Tips for Using the Directory

- To quickly find a name after accessing the Directory, press a number on the keypad that matches the first letter of the name for which you are looking.

- When entering numbers of outside lines in the Directory, you do not need to enter a 9.

Reprogramming the Direct Access Buttons

A Direct Access Button is a button that you press to immediately dial an extension. You can reprogram the direct access buttons for the numbers you dial most frequently. For example, you could reprogram the button for extension 205 to dial your home telephone number.

To reprogram a direct access button:

1. Press and hold the button you want to reprogram for at least five seconds.

2. Release the button.

    You hear an announcement telling you the current programming of the button.

3. Press ☐1 to reprogram the button.

4. Press ☐1 to create a speed dial entry or ☐2 to program an extension number.

5. Enter the number you wish to dial and then press ☐#. You do not need to press ☐# if you are programming an extension number.

Note that you need to enter a 9 when programming a speed dial for an outside number.

You cannot reprogram any of the line appearance or call appearance buttons.

Bizfon, Inc.
50 Stiles Road
Salem, NH 03079

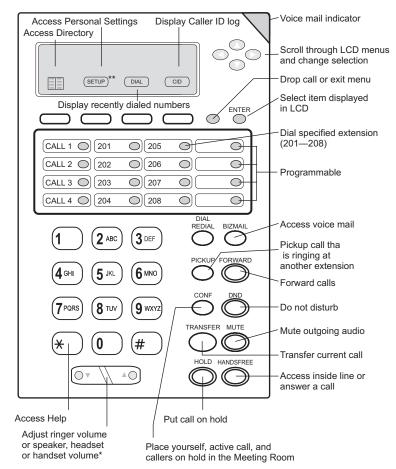Phone: (603) 870-9400
Fax: (603) 870-9250
Customer Care: Dial Ext. 299
www.bizfon.com

BIZFŌN   **BIZTOUCH 3**

Call Mode Reference Booklet

Access Personal Settings
Access Directory
Display Caller ID log
Voice mail indicator
Scroll through LCD menus and change selection
Drop call or exit menu
Select item displayed in LCD
Display recently dialed numbers
ENTER
Dial specified extension (201—208)
Programmable

SETUP ** | DIAL | CID

CALL 1 | 201 | 205
CALL 2 | 202 | 206
CALL 3 | 203 | 207
CALL 4 | 204 | 208

DIAL REDIAL   BIZMAIL — Access voice mail
Pickup call tha is ringing at another extension
PICKUP FORWARD — Forward calls
CONF DND — Do not disturb
TRANSFER MUTE — Mute outgoing audio
Transfer current call
HOLD HANDSFREE — Access inside line or answer a call

Access Help
Adjust ringer volume or speaker, headset or handset volume*
Put call on hold
Place yourself, active call, and callers on hold in the Meeting Room

*When you are not on a call, the buttons adjust the ringer volume. When you are on a call, the buttons adjust the volume of the handset, speaker, or headset.

**When you use SETUP to enter SETTINGS, the phone must be hung up. If the phone is not hung up, press FORWARD to access SETTINGS.

Dial 299 for Bizfon Customer Care

Personal Settings

To access personal settings:

1. Press SETUP, select SETTINGS and press ENTER (refer to ** on front).
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 SETUP, select SETTINGS and press ENTER to enter Personal Settings (refer to ** on front).
2. Enter # and your password.
3. Press 3 and listen to the prompts.

Using Hands-Free Announce

Hands-free announce allows you to answer calls from internal extensions without picking up the handset. If someone calls you from another extension when you have hands-free announce enabled, your telephone rings once and then goes into hands-free mode. The telephone plays a beep and you can start talking with the caller.

To enable or disable hands-free announce:

1. Press SETUP, select SETTINGS and press ENTER to enter Personal Settings (refer to ** on front).
2. Enter # and your password.
3. Press 9 for Additional Settings.
4. Press 3 to enable or disable hands-free announce.

Using the LCD, Directory, Caller ID Log

Making calls using the LCD display:

If you would like to double check a number before you dial it, leave the telephone on the hook and enter the number by pressing the numbers on the keypad. As you enter the numbers, they appear on the LCD. When you are sure the number is correct, press DIAL/REDIAL. **You do not need to enter 9 when making a call in this manner.**

If you make a mistake while enter the number, use ⊙ to backspace.

To use the directory to dial a number:

1. Press ⊞ .
2. Use ⊗ to find the number you want to dial.
3. Press DIAL/REDIAL.

To add a number to your directory:

1. Press ⊞ .
2. Press ADD.
3. Use the number keypad to enter the name.
4. Press ENTER.
5. Enter the telephone number.
6. Press ENTER.

To edit a number in your directory:

1. Press ⊞ .
2. Use ⊗ to find the number you want to edit.
3. Press EDIT after you find the number you want to change.
4. Edit the name and then press ENTER.
5. Press EDIT.
6. Edit the number and then press ENTER.

To view numbers in the caller ID log:

1. Press CID .
2. Use ⊗ to scroll through the numbers. Use ⊙ ⊙ to switch between displaying the number and the name.

To add a number to the Directory from caller ID log:

1. Press CID .
2. Use ⊗ to scroll through the numbers. Use ⊙ ⊙ to switch between displaying the number and the name.
3. Press ADD after you find the number you want to add to the Directory.

To delete a number from your Directory:

1. Press ⊞ .
2. Use ⊗ to find the number you want to delete.
3. Press DEL after you find the number you want to delete from the Directory.
4. Press ENTER.

Using the Keypad to Enter Characters

Using the keypad to enter text and numbers:

When you add or edit entries to the Directory, you enter text, numbers, and symbols using the numeric keypad. You get a different character each time you press a number. For example the first time you press ②, you get an A, the second time, B, and so on.

The following table details what characters you get each time you press a number.

Keys   Number of times you press a number key

Keys	1	2	3	4	5	6	7	8	9	10
1	?	1	+	–	:	1				
2	A	B	C	a	b	c	2			
3	D	E	F	d	e	f	3			
4	G	H	I	g	h	i	4			
5	J	K	L	j	k	l	5			
6	M	N	O	m	n	o	6			
7	P	Q	R	S	p	q	r	s	7	
8	T	U	V	t	u	v	8			
9	W	X	Y	Z	w	x	y	z	9	
0	Blank	0	.	,						
*	Blank	S	*	O	$	*				
#	@	&	!	(	)	[	]	<	>	#

Placing and Handling Calls

To make an outside call:
1. Press HANDSFREE or pick up the handset.
2. Wait for the dial tone.
3. Press ⑨ and wait for the dial tone.
4. Dial the number.

To make an inside call:
1. Press HANDSFREE or pick up the handset.
2. Wait for the dial tone.
3. Press an extension number's direct access button or dial the number.

To put a call on hold:
Press HOLD.

To reconnect to a call on hold:
Press ① or HOLD.
or
Press the associated call button.

To transfer a call:
1. Press TRANSFER.
2. Dial the extension, press the extension's direct access button, 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 its direct access button.

To forward calls:
1. Press FORWARD
2. If this is the first time you have forwarded calls, follow the voice prompts.

   If you have already defined a number to which to forward calls, forwarding activates when you press FORWARD.

To turn off call forwarding:
Press FORWARD.

To answer another ringing extension:
1. Press PICKUP.
2. Follow the voice prompts.

To route calls directly to your voice mail:
Press DND.

To activate or deactivate Do Not Disturb:
Press DND.

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 SETUP, select SETTINGS and press ENTER to enter Personal Settings (refer to ** on front).

- 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.
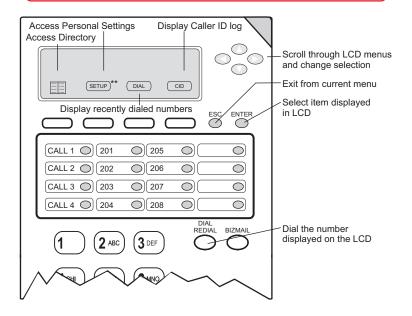
Recording a Personal Greeting

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 SETUP, select SETTINGS and press ENTER to enter Personal Settings (refer to ** on front).

- Enter # and your password.

- Press 4 to select Change Greeting, Password or Recorded Name.

- Press 3 to select Change Your Greeting.

Using the Directories

Access Personal Settings
Access Directory
Display Caller ID log
Scroll through LCD menus and change selection
Exit from current menu
Select item displayed in LCD
Display recently dialed numbers
Dial the number displayed on the LCD

Directory, Last Numbers Dialed, Caller ID Log

The **Directory** allows you to store and edit up to 150 two-line entries in an address book. Use the first line for a contact's name and the second line for the telephone number.

To access the Directory, press ▦ .

The **Last Numbers Dialed** log displays recently dialed numbers from the Directory and shows the most recently dialed number first.

To access the Last Numbers Dialed log, press DIAL .

The **Caller ID** log displays a record of incoming calls and shows the most recent first. The Caller ID log always shows calls from other extensions, but you must have Caller ID active from your telephone company to see other numbers.

To access the Caller ID log, press CID .

Note that the phone must be hung up to access these features.

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 SETUP, select SETTINGS and press ENTER to enter Personal Settings (refer to ** on front).
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.

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 SETUP, select SETTINGS and press ENTER (refer to ** on front).
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:
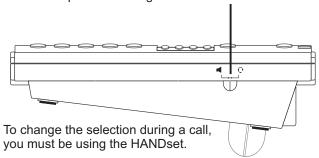
Press DND.

Call and Extension Status Lights

In call mode, the call lights show calls to your extension. The extension lights show the status of other extensions.

Call Light	Meaning
Steady green	Active call
Blinking green	Incoming call
Fast blinking red	Call on hold

Extension Light	Meaning
Steady green	Active call
Blinking green	Call on hold or an incoming call
Steady red	Do not disturb is active

Selecting Output for Handsfree Operation

Slide the control to select speaker or headset output when using HANDSFREE.

To change the selection during a call, you must be using the HANDset.

For a list of recommended headsets, visit www.bizfon.com or call 299.

Muting Outgoing Audio

Press MUTE to turn off the microphone for the speaker-phone, headset, 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, your hear two short rings.

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.

Using the Speakerphone

Making a hands-free call:

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

Receiving a call:

- Press HANDSFREE instead of picking up the handset when the phone rings.
- Adjust volume if needed by using ⬚ .
- Press HANDSFREE again to hang up the phone.

Switching between Speaker or Headset 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 or headset: Press HANDSFREE then hang up the handset.

  NOTE: Be sure to press HANDSFREE 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: You cannot hear sound from the speaker.

Cause and Solution: The handsfree switch might be set to headset. If you want sound to come from the speaker, set the switch to ◀ .

Problem: Speakerphone does not stay on when you press HANDSFREE.

Cause and Solution: The BizTouch 3 requires an AC adapter for the speakerphone. Be sure that the AC adapter is connected properly.