

# **Bphone™ USERS MANUAL**

## **Small Business Applications**

### **Home HotLine™**

**REV1.0**

# Home HotLine™

The **Bphone™ Home HotLine™** gives you the professional edge by allowing callers to reach you at any of two telephones of your choice while providing the ability to have extensions for each of your home listings. An auto attendant (or your own personal greeting) will answer the call and provide touchtone options for reaching you at the office, on your cell phone, or your home office, etc. Bphone™ will forward the call to anywhere you choose.

Unlike the OneNumber™ plan, **Home HotLine™** has a listings feature, making it ideal for real estate agents. The listing feature replaces information flyer boxes with recorded information on each of your listed homes. The messages are available 24 hours a day by calling one phone number. At the end of the message, the caller can choose to leave a message or be immediately connected to you.

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## How to Use Your Bphone™ Home HotLine™

When you sign up for your Bphone Home HotLine™ number, whether on line or with an authorized Bphone™ representative, you choose the phone numbers you want to ring when your Bphone™ number is dialed. The phones assigned to ring will be available by pressing “2,” “3,” or “4” after your greeting is played. All listings will be assigned to extensions starting with 101.

You also receive a password and a 4-digit PIN (personal identification number). The PIN is initially the last 4 digits of your Bphone™ number. It is a good idea to change your PIN and password online the first time you sign on. Record your password and your PIN on the back of this booklet in the spaces provided for reference for later applications.

### **LISTENING TO VOICE MAIL:**

There are three ways you can listen to your voice mail:

1. Remote, via telephone. To listen to your voice mail, dial your Bphone™ number from any telephone. When the ringing starts, press “#” and follow the voice prompts. You will need your 4-digit PIN to access your mailbox via telephone. You can save or delete voice messages after listening to them; you can also change your personalized greeting. As you are listening to your messages, you can skip to the next message by pressing 1. If you wish to delete a message before reaching the end, you can press 3 and the message will be deleted.
2. Call History Log (see CALL HISTORY below to access). Just double click on the WAV file icon next to the date and time the message was left. The call, as a WAV file, will be heard through your computer’s associated audio application.
3. Email attachment. You can opt to have your voice messages sent to you as a WAV file attachment in an email. The email will tell you date and time of message and also any available caller ID. When you have the email opened, you can double click on the WAV file icon and the call will be heard through your computer’s associated audio application. (You can also opt to just be notified via email that you have a message, with no WAV file attachment. You will receive the date and time of message, available caller ID info, and a web link that will take you to [www.bphone.com](http://www.bphone.com). A text page or page to cell phone can also be activated to notify you of existing voicemails. Call History log so you can listen to the WAV file there.)

## RECEIVING FAXES ON YOUR Bphone™ NUMBER\* (optional, additional charge):

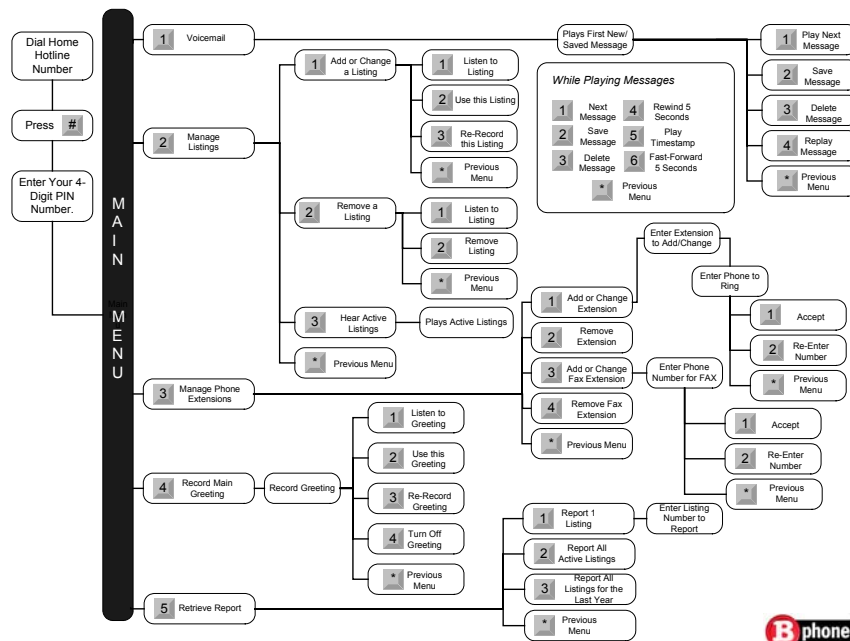
There are three ways you can receive faxes using your Bphone™ number:

1. Fax Forwarding. You can have faxes sent to your Bphone™ number routed to any fax machine of your choice. To assign a fax number routing, go to the Modify Numbers screen on your Bphone™ web site (refer to MODIFY NUMBERS SCREEN for instructions). You will need to select fax forwarding on the MODIFY FEATURES screen explained later.
2. Call History Log (see CALL HISTORY below to access. Available only with Pro plans. You will need to select this option by choosing the fax reception feature on the MODIFY FEATURES screen explained later.) Just click on the fax page icon next to the date and time the fax was sent. The fax will open as a TIF file window through your computer's associated graphics application.
3. Fax reception as an email attachment. You can opt to have your faxes sent to you as an attached file in an email. The email will tell you date and time of fax and also any available caller ID. When you have your email application open, you can click on the fax file icon and the fax will be opened through your computer's associated graphics application. You will need to select the fax reception feature on the MODIFY FEATURES screen explained later.

## ADDING HOME LISTINGS\* (optional, additional charge):

At this time, all home listings may be added via touchtone phone only. You will need your 4-digit PIN to access your account. Dial your Bphone™ number from any telephone and press “#.” From the main menu, press “2” and follow the prompts. Your listings will be 3-digit extensions beginning with 101 and continuing to 199. It is best to keep an ongoing log of your listings so you can easily change or remove listings. If you have chosen to enable ad response tracking, please keep in mind that your listings will require a 4-digit extension. (See MODIFY FEATURES for more details.)

The menu below shows you how to guide through the phone directory.



## **USING THE WEB SITE TO ADMINISTER YOUR Bphone™ ACCOUNT**

You can make changes to your Bphone™ account and check your call history at anytime online. The Bphone™ web site is [www.bphone.com](http://www.bphone.com). Click on “MEMBER LOGIN” then follow the prompts, entering your Bphone™ number (starting with area code, no hyphens) and then your password.

### **CALL HISTORY:**

The first screen that will appear is your Call History. The calls are listed chronologically with the most recent day first. Each call is listed by time of call, caller phone, name identification, and the final destination of the call (i.e. your cell phone, office phone, voice mailbox, etc.) The log will also show how many voice messages or fax messages you have (if you have requested these optional features). From here you can also listen to your voice messages or view your faxes (refer to VOICEMAIL and FAX MESSAGES).

### **MODIFY NUMBERS:**

The next screen can be accessed by clicking on “MODIFY NUMBERS” from the menu on the left side of the screen in your online Bphone™ account.

From the “modify numbers” screen you can change your answering schedules (refer to MODIFY SCHEDULES) or any pre-recorded greetings.

### PHONES TO RING:

Under “phones to ring” you can change which phones you want your Bphone™ number to ring and you can add additional phone numbers to your list.

To select a different number to ring, click on “my phonebook.” This will show you all of your numbers available to select to ring. You can also change the number of rings for each particular number before sending the call to the optional voice mailbox. The default number of rings is 4, but you may need to adjust the number of rings if you want to avoid conflicts with other answering services, such as cell phones or office phones. It may be easier to keep all of your voice messages in the Bphone™ optional voice mailbox. It may take some experimenting to find the optimal number of rings for each phone number. If your Bphone™ includes the optional voice mailbox, you may want to discontinue other voice mailbox services to avoid this problem.

You can also delete any of the numbers in your phonebook that are no longer needed by clicking on the “remove” button. Please note that these numbers have to be removed from any schedule you may have previously set-up.

### ADD A PHONE NUMBER:

If you need to add a number currently not in your phonebook, you can do this in the last unnumbered line of your phonebook. Select your “location” designation for the new number from the dropdown menu in the first column. The designation will appear on your call log indicating which phone you used to answer the call. Next, enter the phone number in the second column (start with area code, no hyphens). When finished entering the number, click on “add.” After making changes to your phonebook, press “continue” to return to the “modify numbers” screen and resume modifications.

When adding a phone number to your phonebook for your Home HotLine™ account, you are given a choice of designations to assign to each number, i.e. “home,” “office,” “cell,” etc. These numbers are then assigned as # 2 or # 3 in the phones to ring list. Remember these are the

numbers that must be pressed by the caller to reach you at the appropriate location. For example, “To reach your party at their cell phone, dial 2. To reach your party at home, dial 3.”

If you wish to record your own announcement, you should select “No Greeting” as a designation for all phone numbers. This will suppress the auto attendant and allow your pre-recorded announcement to be the only message heard by the caller. You will want to record this message remembering to instruct the caller of the options available to reach you.

To record your personalized voice message by phone, dial your Bphone™ number from any phone. Press “#” as soon as the phone starts to ring. You will be prompted to enter your 4-digit PIN (same as retrieving your voicemail). Follow the prompts to record your new message. Press “#” when you are finished and you will be prompted to save, listen to, or re-record your message.

FAX FORWARDING\* (optional, additional charge feature):

If your plan includes the Fax Forwarding feature, you can choose your fax number by using the drop down menu. To add fax numbers, follow the steps listed above under ADD A PHONE NUMBER. You will also need to select the fax forwarding feature listed later under MODIFY FEATURES to activate.

**MODIFY SCHEDULES\* (schedules feature is optional, additional charge feature):**

The Schedules feature allows you to assign different phones to ring at different times within a week-long schedule. This can be done from the “modify schedules” screen.

If no schedule has been created, your “Main Schedule” will be the active schedule, 24 hours a day, 7 days a week.

CREATING A NEW SCHEDULE:

To create a new schedule, click on the “add new schedule” button. This will take you to a “modify numbers” screen specifically for schedules. In the box that says “New Schedule,” replace this with a name you create to help identify the schedule you are creating, i.e. “After Hours” or “Weekend.”

In the next box you have the option to select from the drop down menu a pre-recorded message created earlier, i.e., “You have reached the number for John Jones. Our regular hours are 8 to 5, Monday through Friday. Please press 9 to leave a message and someone will return your call as soon as possible.”

To start, click on the boxes of the days of the week for the new schedule. Then select the time of day you want this particular schedule to be in effect. Next select what phones, if any, you want to ring during this time. For example, if you wish your home number to ring only during these hours, you would select that number to ring during this schedule. Finally, click on “update” to save the new schedule.

MODIFY VOICEMAIL (Email or Pager Notification of Pending Voicemail)

You can opt to have Bphone™ notify you by email or by pager if you have a voicemail pending.

To be notified by email of any voicemails in your mailbox, click on the “Enable Email Notification” button. You can then choose to be notified with or without attaching the voicemail as a WAV file to your email notification. When you are finished, click on the “update voicemail

email notification” button to save changes. You will now be notified by email when you have a voicemail, and you can also select to receive the voicemail as a WAV file on your email. If you wish to be notified by pager of any voicemails in your mailbox, click on “Enable Pager Notification.” You will then click on “my devices.” Here you will choose your service provider from the drop-down menu, enter your pager number and PIN, if applicable. Click on “add” then “continue.” Return to the “modify voicemail” screen and you will then be able to select your pager number from the drop down menu under “pager notification.” Click on the “update voicemail pager notification” button to save changes. You will now be notified via pager or your cell phone of any pending voicemail.

#### MODIFY FAX (Pager Notification of Pending Fax)

This option allows you to be notified by pager if you have any faxes pending. To be paged when you receive any faxes, go to the “modify fax” screen and click on “Enable Pager Notification.” You will then click on “my devices.” Here you will choose your service provider from the drop-down menu, enter your pager number and PIN, if applicable. Click on “continue” to add the selection. Return to the “modify fax” screen and select the pager you want to notify you of incoming faxes. Be sure to click on “update fax pager notification” after selecting your pager.

#### **MODIFY ACCOUNT**

If you have a change in mailing address, wish to change your password, want to change your PIN, access voicemail remotely, or want to redirect your email notification, this is the screen you will access.

After making changes in any of these areas, click on the “modify” button to make changes. Be sure to click the “modify” button for every section that has been changed. If you want to change your password, you will need to know your current password. If you have forgotten your password or PIN, you will need to call Bphone customer service.

#### **MODIFY FEATURES**

You can add or remove any features to your Bphone account. Any cost changes will be reflected in the next billing cycle.

To add (or remove) voicemail, schedules, long distance forwarding, or fax handling (fax reception or fax forwarding), click on the button to select (or de-select) the feature. Be sure to click on the “update” button for each feature to ensure the change is made to your account.

Please note, long distance forwarding can only be added by calling Bphone™ customer service. A valid credit card must be kept on file.

You can avoid receiving advertising faxes that come from an anonymous number by selecting “reject faxes from anonymous senders.” **This will block most faxes from anonymous senders.**

You may choose to enable ad response tracking. If you enable ad response tracking, the system will force your callers to use four (4) digits to listen to a listing. The first three digits are the listing number and the fourth digit is the tracking number that you will use for ad response tracking.

For example, if you have listing 100 and want to advertise it in the newspaper and a magazine you might place the listing under 1000 for the newspaper and 1001 for the magazine. When someone calls about the listing they will use either 1000 or 1001 to

listen to the listing. With ad response tracking enabled, the system will keep track of how the caller accessed a listing so you can see how well your ads are working.

### **BILLING**

You can view your current account status from this screen. You can also view any past invoice by selecting the desired month to view from the drop down menu. From this screen you can also setup automatic payments from any charge card, or you can pay online. Your payment history is available here, showing how all past payments were applied to your bill.

### **HELP**

You can find many commonly asked questions under the Help screen. If you do not find the answer to your particular question, you can send Bphone™ Customer Service an email with your question(s) by clicking on “customer support.” You can also call the Customer Support Department at the phone number given. Our Customer Support Department is open 8:00 am to 5:00 pm, Monday through Friday.

### **LOGOFF**

When you are finished viewing your Bphone™ account, you can log out of the system by selecting LOGOFF.