

Bphone™ USERS MANUAL

Small Business Applications

Professional OnCall™

REV1.0

Professional OnCall™

The **Bphone™ Professional OnCall™** is ideal for anyone in the medical profession or any company whose needs require multiple people to be on call at the same time. Only one number will call your team of professionals until someone answers. **Bphone™ Professional OnCall™** will dial each number on your on-call list until a designated person answers. If there is no answer, the system can then send a page to an appointed back-up pager.

Bphone™ Professional OnCall™ provides a hi-tech replacement for live answering services. You no longer are dependant on an answering service that may or may not treat your patients, clients, and employees with the courtesy and care they need.

The **Bphone™ Professional OnCall™** plan removes the possibility for human error. No longer will your answering service track down the wrong person because of lost or outdated schedules. No more wrong numbers dialed! No more delays for your callers! You decide which number to call and when to call it.

The cost is a fraction of what you will pay for an answering service or receptionist. You can now be available to your clients 24 hours a day, 7 days a week, without depending on an operator.

How to Use Your Bphone™ Professional OnCall™

When you sign up for your Bphone™ 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. 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.

USING THE WEB SITE TO ADMINISTER YOUR Bphone™ ACCOUNT

You can make changes to your Bphone™ account and check your call history online. The Bphone™ web site is 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.

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 add additional phones you want your Bphone™ number to ring and you can add additional phone numbers to your list for future use or schedules.

To select a different number to ring, click on “add/edit professional.” This will show you all of your numbers available to select to ring for the selected individual. You can also change the number of rings for each particular number before sending the call to the next available phone number. 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 take some experimenting to find the optimal number of rings for each phone number.

You can also delete any of the numbers that are no longer needed by clicking on the “remove” button.

You may also add additional people to call by clicking on “add additional phone to ring.” The phones will be dialed in the order they are listed. It may be necessary to change the order or work with the schedule feature so you do not have to manually rearrange the numbers once they have been put in order.

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.”

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 you want to ring during this time. Finally, click on “update” to save the new schedule.

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 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.**

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. It is open 8:00 am to 5:00 pm, PST, Monday through Friday.

LOGOFF

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