

Bphone™ USERS MANUAL
Small Business Applications

Virtual Office™
REV 1.0

Virtual Office™

Bphone™ Virtual Office™ offers your small company an additional edge by keeping your team of professionals available to customers by directing incoming calls to the individual numbers of each employee.

Bphone™ Virtual Office™ provides an inexpensive alternative to a receptionist or answering service. An auto attendant (or your own personal greeting) will answer the call and provide your customer with touchtone options to reach any one of your employees. The plan is expandable up to 99 extensions making it ideal for any small company. **Virtual Office™** will grow as your company grows.

How to Use Your Bphone™ Virtual Office™

When you sign up for your Bphone Virtual Office™ number, whether on line or with an authorized Bphone™ representative, you choose the phone numbers you want to ring when certain extensions are pushed. The phones assigned to ring will be available by pressing a three-digit extension starting with 2 after your greeting is played.

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* (optional, additional charge):

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 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 the message and also any available caller ID. When you have the email opened, you can 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 the 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 double click on the fax page icon next to the date and time the fax was sent. The fax will open as a TIF file through your computer's associated graphics application.
3. 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 double 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.

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. 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 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 "ring to number." This will show you all of your numbers available to select to ring for the selected extension. To add more numbers for additional extensions, add them in "my phonebook." From "my phonebook", you can also change the number of rings for each particular 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. Please note that these numbers must not be active in any schedules in order to be removed.

Remember to click “update” after each change.

All extensions are correlated to a 3-digit extension. For example, phone numbers listed on the website as 201, 202, and 203 will be accessed by callers pressing 201, 202, and 203.

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.”

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 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.**

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, PST, Monday through Friday.

LOGOFF

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