Telephone User Guide

Basic Functions

Record your Voicemail Greeting

This is the greeting a caller hears when they reach your voicemail. To record your Voicemail Greeting:

1. Dial your PhoneFusion One phone number
2. When the system answers, press the * key
3. Enter your password followed by the # sign
4. PRESS 3 for Account Options
5. PRESS 1 - Voicemail Greeting
6. PRESS 1 to record your Greeting
7. PRESS the # key to stop recording
8. To play back your Greeting, PRESS 1
9. To save your Greeting, PRESS 2
10. To re-record your Greeting, PRESS 3
11. To cancel the recording, PRESS 4

Review/Delete your Voicemail Greeting

To Review or Delete your Voicemail Greeting:

1. Dial your PhoneFusion One phone number.
2. When the system answers, press the * key
3. Enter your password followed by the # sign
4. PRESS 3 for Account Options
5. PRESS 1 for Voicemail Greeting
    - PRESS 1 to Record a new Voicemail Greeting
    - PRESS 2 to Delete your Greeting
    - PRESS 3 to Play back your current Voicemail Greeting

Record your Incoming Greeting

This is the greeting a caller hears when they first dial your number. For example: "Thank you for calling, please hold on the line while the system locates me." To record your Incoming Greeting:

1. Dial your PhoneFusion One phone number
2. When the system answers, press the * key
3. Enter your password followed by the # sign
4. PRESS 3 for Account Options
5. PRESS 2 - Incoming Greeting

6. PRESS 1 to record your Greeting.
7. PRESS the # key to stop recording
8. To play back your Greeting, PRESS 1
9. To save your Greeting, PRESS 2
10. To re-record your Greeting, PRESS 3
11. To cancel the recording, PRESS 4

Review/Delete your Incoming Greeting

To Review or Delete your Incoming Greeting:

1. Dial your PhoneFusion One phone number.
2. When the system answers, press the * key
3. Enter your password followed by the # sign
4. PRESS 3 for Account Options
5. PRESS 2 for Incoming Greeting
   - PRESS 1 to Record a new Incoming Greeting
   - PRESS 2 to Delete your Incoming Greeting
   - PRESS 3 to Play back your current Incoming Greeting

Change your Phone Password

We recommend that you change your Phone Password immediately after enrolling and you've been issued your PhoneFusion account.

You can change your phone password from any phone:
1. Dial your PhoneFusion One phone number
2. When the system answers, press the * key
3. Enter your password followed by the # sign
4. PRESS 3 for Account Options
5. PRESS 4
6. Enter your new numeric phone password, up to 10-digits, and follow the recorded instructions

Accessing ALL your Messages on the Phone

This section will describe how to access your Call Recordings, Voicemail and Forwarded Messages by phone, using your PhoneFusion One phone number.
- Listen to Voicemail Messages
- Replay/Save/Delete or Review Caller ID for your Voicemail Messages
- Send Voicemail to a Distribution List

Listen to ALL your Messages

To listen to your Voicemail messages:

1. Dial your PhoneFusion One phone number
2. When the system answers, press the * key

3. Enter your password followed by the # sign
4. PRESS 1 to the Voicemail Menu
    - PRESS 1 for NEW messages
    - PRESS 2 for SAVED messages
    - PRESS 3 for messages marked to be DELETED
5. When you are finished, hang up.

While your Voicemail message is playing, you can Rewind, Pause or Fast-forward your message.
During Voicemail message playback:
    - Press * to Rewind the message
    - Press 0 to Pause the message
    - Press # to Fast-forward the message

PhoneFusion One will rewind 3 seconds for each time * is pressed and fast-forward 3 seconds for each time # is pressed.

Replay/Save/Delete/Review Caller ID or Send Voicemail to Distribution List

You can replay, save, delete or send your Voicemail message to a Distribution List. You can also get the caller ID of the person who called you. If you elect to save your Voicemail message, PhoneFusion One will save it for 30 days. After 30 days, PhoneFusion One will automatically delete your message to make room for new messages in your account.

To Replay, Save, Delete, Review Caller ID or Send your Voicemail Message to a distribution list:
1. Dial your PhoneFusion One phone number.
2. When the system answers, press the * key
3. Enter your password followed by the # sign
4. PRESS 1
5. While listening to your Voicemail message you can:
    - PRESS 1 to Replay a Voicemail message
    - PRESS 2 to Delete a Voicemail message, and go on to the next
    - PRESS 3 to Save a Voicemail message, and go on to the next
    - PRESS 5 to Hear the phone number of the caller that left you the message
    - PRESS 7 to Send a Voicemail message to a Distribution List

Fax Functions on the Phone

There may be times when you may be expecting a fax and/or do not have access to the Internet. When this occurs, you have the following controls for faxes through the phone: Send NEW, SAVED or ALL Faxes or REVIEW Faxes Individually.

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Once you have reviewed it individually, you may send or save the fax. If you elect to save your fax, PhoneFusion One will save it online until you decide to delete it. If you decide to send a fax, you will be prompted to enter the fax phone number where you want the fax sent.To access PhoneFusion One fax features:

1) Dial Your PhoneFusion phone number
2) When the system answers, press the * key
3) Enter your password followed by the # sign
4) PRESS 4. Then you can:

- PRESS 1 to send all NEW faxes
- PRESS 2 to send all SAVED faxes
- PRESS 3 to send ALL faxes
- PRESS 4 to scan through your faxes individually

To View your Faxes (online)

Click on the appropriate icon. A .PDF file will open allowing you to view and/or print your fax document. You also have the option to save your fax, forward your fax to another system user or delete your fax.

What Your Callers Can Do When They Call You

When someone is calling you, they want to communicate with you - fast. PhoneFusion One gives your callers the ability to communicate with you by leaving you a quick voicemail message.

Go Directly to Your Voicemail Feature:

Your callers can send you a voicemail message immediately without waiting for your Voicemail Greeting to finish.
To send a voicemail message directly to you, callers should:

1) Dial your PhoneFusion One phone number
2) When the system answers, PRESS 8
3) Speak their message
4) PRESS #
5) Hang up

Send You a Numeric Page:

Your callers can also send you numeric page. This numeric page will be sent to the email address(es) programmed within your account.
To send a numeric page, callers should:

1) Dial your PhoneFusion One phone number
2) When the system answers, PRESS 7
3) Enter the numeric message followed by the # key
4) Hang up

Bypass Your Introductory Greeting:

Your callers can bypass the incoming greeting by pressing the # key. If your forwarding destinations are active, the caller will be placed on hold and your forwarding destinations will begin to ring.

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What You Can Do When Caller's Call You:

When you receive a call on a Find Me forwarding destination, you have many options of how to handle the call. PhoneFusion One does not pass a live call on to these destinations.

Screening the Incoming Call

PhoneFusion One has features to record the caller's name. This option can be programmed online in the Phone Options section under Incoming Call Options. We can also announce the caller's phone number that we captured. PhoneFusion One gives you several options on how the incoming call is handled. To listen to the recorded name of the person calling, PRESS 1.

Accepting the Incoming Call

If you want to connect to the caller, PRESS 2 to accept a call.

Send the Incoming Call to Fax Mode

PhoneFusion One will automatically detect a fax being received as long as the fax tone being sent is played in the incoming greeting. If it is not, you may get a fax call on one of your forwarding destinations because the fax tone sent was delayed. If this occurs you can PRESS 3 to send that call into fax mode.

Replay Caller's Caller ID

If after PhoneFusion One has announced the caller's caller ID you want it repeated, simply PRESS 5 to hear the caller's phone number.

Send an Instant Recorded Message to the Caller

PhoneFusion One offers an amazing feature to customers. You can PRESS 6 to send the caller an instant live message. There are times when you receive a call that you cannot accept immediately and you want the caller to know. You can record a live message that the caller will hear without connecting to you. We call this the Instant Message feature. PRESS 6 and PhoneFusion One will prompt you to record a message followed by the # sign. For example, if you are in a meeting, PRESS 6, and record 'Jesse, I am in a meeting and should be out in 15 minutes, leave me a message and I will get back to you ASAP'. After the caller has listened to your live message, the caller has the option to leave you a voicemail.

PRESS 6, record your short message and press the # key.

Reject the Incoming Call

You can PRESS 7 to REJECT an incoming call. Please note - this does not give the caller the option to leave you a voicemail message.

Send the Incoming Call to Voicemail

PRESS 8 to send the caller to Voicemail. PhoneFusion One allows you to stay on the call and listen while the caller is leaving you a message. You can hear him but he can't hear you - it's like virtually screening your answering machine. You can also PRESS 2 to intercept and ACCEPT the call.

Commit to Handling a Call

You can PRESS # to commit to the incoming call being received. This means all the other active forwarding destinations have been told to stop ringing and the call will be answered on one phone.

Easy Call Transfer

There are times when you receive a call on one phone and later want to transfer that call, while in progress, to a different phone number. Callers will hear on hold music while the call is being transferred. Note, if you have speed dial entries, you can use these entries to transfer a call. You can transfer to any valid phone number.

To TRANSFER a call received on a forwarding destination anytime after you have ACCEPTED a call

PRESS # # 8 and enter a VALID phone number where you would like the call transferred.

Record a Call

PhoneFusion One allows you to record any individual call received on your forwarding destinations. Then, you can review the recorded call online or over the phone. PhoneFusion One will save the recording as a .WAV file until you delete it from your account.

To RECORD a call received on a forwarding destination anytime after you have ACCEPTED a call

PRESS # # 7

To turn the recording OFF, PRESS # # 7 again.

Make Calling Card Type Calls

PhoneFusion One gives you the power to make a Calling Card-type phone call from ANY phone by simply dialing into your own PhoneFusion One phone number. Rates per minute depend on the state or country you are calling and are consistent with the service plan you chose at the time of enrollment.

To make a Calling Card phone call:
1) Dial Your PhoneFusion One phone number
2) When the system answers, press the * key
3) Enter your password followed by the # sign
4) **PRESS 9**

Conference Calling

You can make conference calls that can accommodate up to 20 attendees. This section will describe how to initiate and manage your conference call feature.

To initiate a conference call
1. Dial your PhoneFusion One number.
2. When the system answers, **PRESS ***.
3. Enter your phone password and **PRESS #.**
4. **PRESS 9.**
5. Enter the local or long distance phone number to the person you want added to the conference then **PRESS #.**
6. To add additional attendees, **PRESS # # 3.**

7. To add additional attendees, repeat steps 4 through 6 until all of your attendees have been added.

To remove an attendee from a conference call PRESS # # 2
Attendees are removed in the following order: Last added to the conference is the first one removed from the call.

Detailed Version
1. Dial your PhoneFusion One number.
2. When the system answers, **PRESS ***.
3. Enter your phone password and **PRESS #**.

4. **PRESS 9**.
5. Place the local or long distance call to the person you want to add, then **PRESS #**.
6. Once connected, **PRESS # # 3**.
7. To join the current conference **PRESS 1**.
8. You have now initiated a conference call.

To add additional attendees, repeat steps 4 through 8 until all of your attendees have been added.

To remove or end a conference
- **PRESS 2,** to remove a member from the conference.
- **PRESS # # #** to end this conference and hang up on all parties.

Meet Me Conferencing

Using your PhoneFusion One number, you can distribute a phone pin code and allow your callers to be added to an 'on demand' conference call. Using this online conference setup, PhoneFusion One will issue you, the Conference Administrator, three (3) types of pin codes - an Administrator pin code for you, 'listen only' pin code(s) for attendees that will not be heard during the call and 'regular' pin code(s) for attendees who will participate.

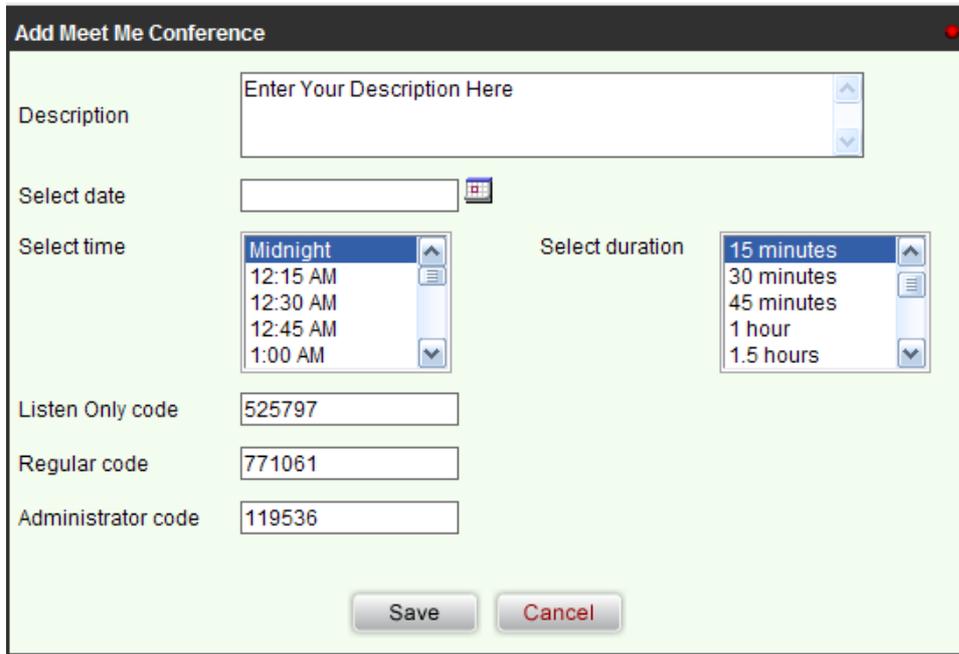Click on the Conference Preferences icon.

Meet Me Conferences
Manage, create and change your on-demand conference calls.

You are allowed up to 15 participants per conference

	Description	Active Date	Duration	Status
☐	agent training	11/18/2008 12:15:00 AM	Permanent	Active
☐	PhoneFusion One Demo	10/22/2008 9:45:00 AM	Permanent	Active

Add   Delete

Select Add. A new box will open.

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Step 1 - Enter a description (this is optional)
Step 2 - Select a date
Step 2 - Highlight the time you would like to start the conference
Step 3 - Select the duration of the conference
Step 5 - Click Save

Once you are done, make sure to write down the Administrator, Regular and Listen Only codes so you can dial into the conference.

View/Edit or Delete Conferences
You can always see your conferences by selecting the Conference Preferences option under the Phone menu.

Click on the title of any of the conferences you want to edit. Your conference will open and you will see all the details of the conference.

You can change the active date, time duration or description. Once you are finished editing these items, simply click on 'Save.'

You can also change ALL the conference pin codes. Simply change the pin code to something you prefer and select "Modify" to save your changes.

If you want to delete the conference, click on Delete located on the left of each active conference.

Three (3) Ways to Dial in to the Meet Me Conference
As the Conference Administrator, you have three ways to call into the Meet Me Conference.

Option 1

1) Call your personal PhoneFusion One phone number.
2) When the system answers, press 9.
3) PhoneFusion One will ask you to enter the Meet Me Conference Pin Code.

Option 2

1) Dial your personal PhoneFusion One phone number.
2) When the system answers press the * key.
3) Enter your phone pass code, followed by the # sign.
4) Press 3 for Account Options.
5) Press 9 to initiate Meet Me Conference Mode.
6) Enter your Meet Me Conference Pin Code.

Option 3 – For calls from a VoIP adapter only

1) Pick up your handset connected to your VoIP adapter.
2) Dial *377.

   You have now initiated the Phone Administration

3) Press 3 for Account Options.
4) Press 9 to initiate Meet Me Conference Mode.
5) Enter your Meet Me Conference Pin Code.

Instructions for 'Listen Only' and 'Regular' Attendees to Call into Your Meet Me Conference:
Once your Meet Me Conference has been set up, provide your callers with either the 'Listen only' pin code or 'Regular' pin code. Ask the conference attendee to call your personal PhoneFusion One phone number. When the system answers, the caller should press 9. PhoneFusion One will ask the caller to enter the Meet Me Conference pin code.

1. Dial your Personal PhoneFusion One Phone Number.
2. When the system answers, press 9.
3. Enter the Meet Me Conference Pin Code, followed by the # sign.

PhoneFusion VoIP Adapter Instructions

PhoneFusion VoIP Adapter Shortcut

When you pick up your phone that is connected to the PhoneFusion VoIP Adapter, dial *ESP (*377) to access the phone administration. The phone administration is a phone menu of all features available through your phone.

You can check voicemail, manage faxes, make long distance/local calls, create a conference call and much more.

How to check messages from your PhoneFusion VoIP Adapter:

All voicemail and faxes messages are available through any phone set. When you are calling from the PhoneFusion VoIP adapter, dial *ESP **(*377)**.

PRESS 1 for the Voicemail Menu
 - PRESS 1 for NEW messages
 - PRESS 2 for SAVED messages
 - PRESS 3 for messages marked to be DELETED

When you are finished, hang up.

While your Voicemail message is playing you can Rewind, Pause or Fast-Forward your message.

During Voicemail message playback you can:

Press * to Rewind the message

Press 0 to Pause the message

Press # to Fast-Forward the message

PhoneFusion One will rewind 3 seconds each time the * button is pressed and fast-forward 3 seconds each time the # button is pressed.

PhoneFusion One Quick Set Up and Cheat Sheet

Web Setup
1. Go to www.phonefusionone.com.

Voicemail and Incoming Greeting Setup/Maintenance
1. Dial your PhoneFusion One telephone number.
2. When you hear a tone, PRESS *.
3. Enter your Pass Code.

Incoming Call Options:
PRESS 3 – Send a Fax (Initiate Fax Mode)
PRESS 7 – Send a Numeric Page (SMS Text to Email Message)
PRESS 8 – Go directly to Voicemail
PRESS # – Skip the Incoming Greeting

When receiving a call you can:
PRESS 2 – Accept and connect to the caller
PRESS 3 – Send a call to Fax Mode
PRESS 6 – Record an Instant Message reply to the caller
PRESS 7 – Reject the call
PRESS 8 – Send the caller to Voicemail
PRESS 9 – Transfer the call to any phone number
PRESS * – Repeat Caller ID
PRESS # – Commit to a call and stop ringing at all other Find Me locations

After accepting a call you can:
PRESS # # 2 – Turn on or turn off Call Guard
PRESS # # 3 – Start a Conference with your current call
PRESS # # 7 – Turn on or turn off Call Recording
PRESS # # 8 – Transfer the call to any phone number

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