

Virtual Receptionist Manual

This manual is meant to be a guide to help you set up your PhoneFusion One Virtual Receptionist phone number, and some tips and shortcuts for some of your favorite features. **Note that Virtual Receptionist is an optional product that you may not have. Please contact Customer Support if you would like to add Virtual Receptionist to your current service.**

How does it work?

The PhoneFusion One Virtual Receptionist will answer your calls and play a recorded message giving your callers different options to choose. For example, "Thank you for calling ABC Company. Dial 1 for sales, 2 for support, 8 for the dial-by-name directory, or 0 for the operator." Calls can be sent to any person, in any location, anywhere in the world. Unlike a standard PBX system, there is no hardware or software to buy or maintain.

Getting Started

Before you can set up any features for your PhoneFusion One number, you must reset the password given to you at the time of your enrollment, or the password you chose when you set up your phone number. If you do not remember your password, you can go to the log in page at <http://login.phonefusion.com> and Click on '**Forgot Password.**' Your password will be sent to the email address you used to set up your PhoneFusion One number.

You can change your phone or Web passwords at any time by logging in to your Web account (go to the Security section) or by dialing your PhoneFusion One number and going into your Account Options.

How to Log in to Your Web Account

The next thing you need to know is how to log in to your Web account in order to change any of your features or settings for your PhoneFusion One number.

Go to <http://login.phonefusion.com>. You will see the following page:



1. Enter your PhoneFusion One phone number where it says **Login**. (Do not include the '1' in front of the phone number.)
2. Enter your Web password in the **Password** space. Note: Your entry here is case sensitive.
3. Next, click "Log in."

Additional Login Tools

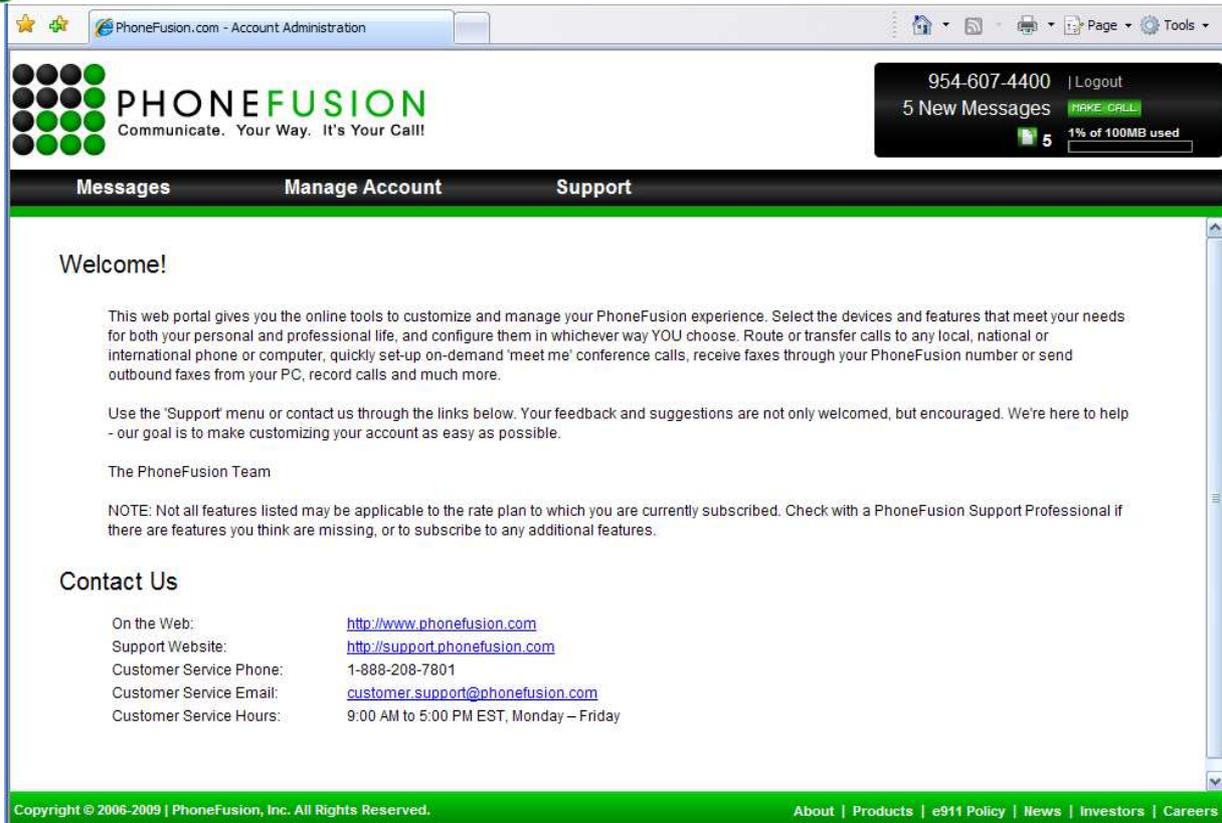
Remember Me - After you have entered your PhoneFusion One phone number and Web password, the 'Remember Me' will appear.

If you select this option, PhoneFusion One will save the information provided so you do not have to retype this information each time you enter the site.

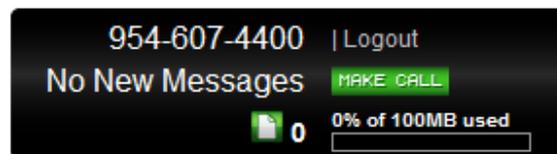
To clear the information, uncheck "Remember Me."

Forgot Password? - First provide us your PhoneFusion One phone number. Then, click on Forgot Password? We will send an email with your Web password to the email address(es) we have on file.

Once you have logged in, you will see this main page:



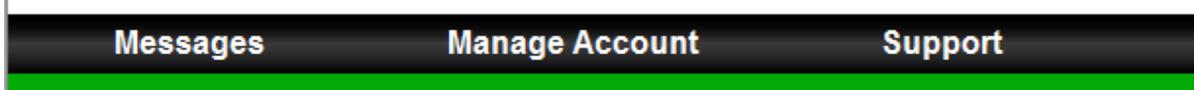
The number of messages you have in your inbox is displayed on the top of the page on the right-hand side.



This box also displays the amount of storage available on this website. If you want to increase the amount of storage you have available, contact Customer Service to upgrade your services.

If you have reached 100% storage used, PhoneFusion One will not save new messages on this site or in the phone administration. Delete messages you no longer need or contact Customer Service.

You will see the following icons on the menu bar of the page:



All of these icons will lead you to all of the account options in order to customize your features.

Messages

Your Virtual Receptionist has the ability to receive faxes. In this section you will find a list of all fax messages currently stored online. This online inbox is the main storage place for your messages. Once a message is deleted from this online mailbox, that message is permanently gone. All the messages you find online are available on the telephone administration side of PhoneFusion One where you can forward faxes to a fax machine.

Message Info	From	To	Date / Time	Size
<input type="checkbox"/>	888-208-7801	954-607-4400	12/31/08 10:26AM	2 Pgs
<input type="checkbox"/>	888-208-7801	954-607-4400	12/30/08 02:35PM	2 Pgs
<input type="checkbox"/>	888-208-7801	954-607-4400	12/30/08 02:35PM	2 Pgs
<input type="checkbox"/>		954-607-4400	12/30/08 01:08PM	2 Pgs

Here is a guide to your inbox

The top section of the screen will look like this:

Select Messages | Filter | Forward | Delete | Undelete | Mark Unread | Empty Trash | Refresh

Message Info	From	To	Date / Time
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Empty square - When you click on this button, you are choosing to delete or email this message. You will see a check mark in the square. [Even though you have chosen to delete the message, it is not yet permanent.]

Select Messages - If you wanted to delete all of your messages or all of one type of message, instead of selecting on each one individually, you can select from the dropdown box here and choose "Select All," "Unselect All," and "Faxes."

Filter - You can filter your messages by type – this is a global feature. You can only filter for Fax messages, New, Old or Deleted. Select the type you prefer and you will only see the messages that fall into that category.



Forward - This button allows you to forward a message to either an email address or another user on this system. You can email the message to any email address or forward the message to another PhoneFusion user.

Message Forwarding

Email address(es):

Phone Numbers:

* Any item can be forwarded to any email address. Voicemails and Call Recordings may ONLY be forwarded to other numbers on the PhoneFusion network. Faxes may be forwarded to any other fax number (standard faxing rates may apply). Separate multiple destinations by comma.

Delete - When you check the square next to a message, click “Delete” to delete the message. Once you have marked a message to be deleted the page will reload and the icon will be red.

Undelete - Once a message is marked to be deleted, you still have the option to “undelete” the message before it is permanently deleted. Select the box next to the message you want undeleted and select the corresponding icon.

Mark Unread - Once you have listened to a message or read a fax, it will change from being bold to being in regular font, and the icons change from green to tan. You can change the message to be unread, so it’s still in bold in your inbox.

Empty Trash - When you have message(s) marked for deletion with a red icon, click this button and the message(s) will be permanently deleted.

Refresh - If you press the Refresh button, you will reload the page and check for new faxes.

To view a fax, simply click your mouse on the icon next to the message. Icons that are green are new messages. Icons that are yellow/tan are old. Icons look like this:

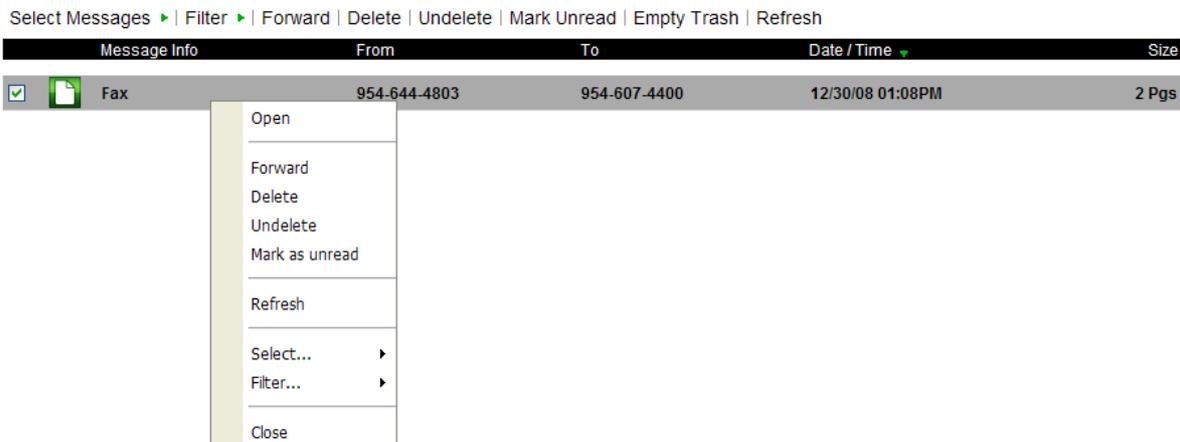


Fax - When you click on this icon, your Web browser will open the fax in a new window.

When the messages are no longer new, they will turn to a tan color:

Message Menu

Once you have a message in your inbox, you can right click anywhere on that line. You will see the following dropdown box.



This dropdown box gives you all the options you have in your inbox. It's just a shortcut.

Open - View your fax.

Forward - Forward the message via email or to another PhoneFusion user. A box will open where you enter the email address or phone number.

Delete - Deletes the message.

Undelete - Restores a message marked to be deleted.

Mark as Unread - Mark the message here as unread (returning it to bold).

Refresh - Refresh the page to check for new messages.

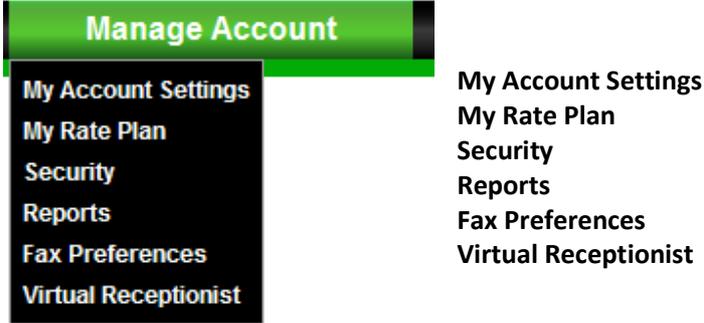
Select - Like the dropdown box at the top of the inbox, here you have all the same options. If you wanted to delete all of your messages, instead of selecting on each one individually, you can click on the dropdown box here and choose "Select All," "Unselect All," and "Faxes."

Filter - You can filter your messages by type – this is a global feature. You can only filter for Fax messages, New, Old or Deleted. Select the type you prefer and you will only see the messages that fall into that category.

Close - Close this dropdown box. You can also just click somewhere else on the screen to close the box.

Manage Account

This section allows you to change your account options. Click on the manage account icon and you will be presented with another list of options.



Manage Account

- My Account Settings
- My Rate Plan
- Security
- Reports
- Fax Preferences
- Virtual Receptionist

Click on any of the items in the dropdown menu to change or view features related to these sections.

My Account Settings

This section allows you update your general account information, subscriber information and credit card information we have on file. It also give you access to your Click to Call hyperlink. You will need to verify some account information in order to gain access to the account.

My Account Settings

Manage your account information, subscriber information and credit card information.

NOTICE: In order to access your account information, we require you to provide the correct answer to your security question.

Please enter the last 4 of your credit card number or your mother's maiden name.



My Account Settings

Manage your account information, subscriber information and credit card information.

Account Information

Account Number:	2000000122
Account Name:	PhoneFusion Customer Service
Password:	*****
Security Question:	What is your mother's maiden name?
Security Question Answer:	<input type="text"/>
Account Status:	Active
Date Created:	2006-04-19 15:14:47
Your Click to Call URL HyperLink	http://ctc.phonefusion.com/php/ctcb.phtml?val=9dd354b6b869e5563a548eb8365fa079

Subscriber Information

Company Name:		
<input type="text" value="PhoneFusion"/>		
Address 1: *	Address 2:	
<input type="text" value="Main Street"/>	<input type="text"/>	
City: *	State: *	ZIP Code: *
<input type="text" value="Fort Lauderdale"/>	<input type="text" value="FL"/>	<input type="text" value="33334"/>
E-mail Address: *	Mobile Phone:	
<input type="text" value="cservice@PhoneFusion.com"/>	<input type="text" value="8882087801"/>	
Telephone Number: *	Fax:	
<input type="text" value="8882087801"/>	<input type="text"/>	

Credit Card Information

Card Type:	Unknown	Credit Card Number: *	<input type="text" value="11111111111111111111"/>
Expiration Date Month: *	<input type="text" value="01"/>	Year: *	<input type="text" value="09"/>
Verification Code: *	<input type="text" value="123"/>	Credit Card ZIP code / Post Code: *	<input type="text" value="33334"/>
Issuer Phone:	<input type="text" value="8882087801"/>		

Click to Call Hyperlink

This feature gives you the ability to add a hyperlink to your email signature or on a website. It embeds the hyperlink into an image and gives your customers and future clients an easy way to communicate with you. Click on Web Preferences to find your Click to Call URL Hyperlink. Copy this hyperlink and add it to your email signature or on a website.

Your Click to Call URL HyperLink

<http://ctc.phonefusion.com/php/ctcb.phtml?val=9dd354b6b869e5563a548eb8365fa079>

Once someone clicks on this link a new Web page will open:

Click to Call
Powered by



PHONEFUSION
Communicate. Your Way. It's Your Call!

Enter the telephone number
where you wish to be called

Place call

This Web page will ask the customer to: 'Enter the telephone number where you wish to be called'. Then 'Place call.' Your choices are: immediately, within 1 minute, 3 minutes or 5 minutes. When all of this information is provided, the customer can click on 'Make Call.'

If the phone number entered is valid, the system will give the requestor an accepted response similar to the one below.

Click to Call

Your request for a call has been accepted.
You should receive a phone call to your telephone number
888-208-7801
immediately. Please stand by...

For more information, go to <http://www.phonefusion.com>.



If this feature is not enabled, the requestor will get an error response:

Click to Call
Powered by



PHONEFUSION
Communicate. Your Way. It's Your Call!

**You have clicked on a link sponsored by PhoneFusion.com.
We are unable to determine the phone number of the customer you are trying to reach.
Please contact the provider of this link to notify him/her of a problem.**



My Rate Plan

The My Rate Plan section shows your Virtual Receptionist account rate plan, any additional features you have added, and also shows you the Click to Call Hyperlink.

My Rate Plan

Information on your rate plan including any additional features and package subscriptions.

NOTICE: You are not being billed for this account

Account Summary

PhoneFusion.com Number	954-607-4400
Account Number	2000000868
Your Click to Call URL HyperLink	
http://ctc.phonefusion.com/php/ctcb_phtml?val=0affc8affe7b62524364a0b9e37434cc	

Current Rate Plan

Description - Virtual Attendant Package:	
Monthly Fee	\$19.95
Per Minute Fees:	
Inbound (toll-free)	\$0.049
Outbound	\$0.035
Follow Me (local only)	FREE
Features Included:	
Fax to E-Mail	
Detailed Call Reports	
Virtual Attendant Entries	5 Entries

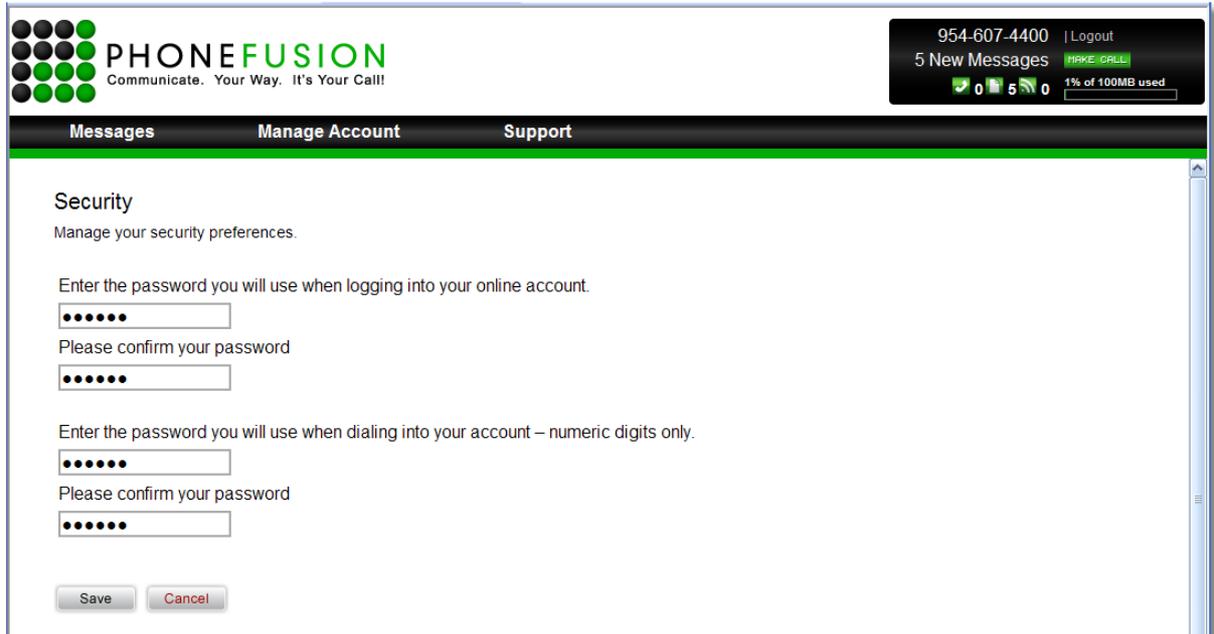
Additional Features & Packages

Currently Subscribed Packages
You are not currently subscribed to any additional packages

Security

This section allows you to manage security related features including your phone and Web password.

Your entire interaction with PhoneFusion One is private and confidential; no one else has access to your PhoneFusion One account, unless you give someone your information. When you enter either your phone or Web password, you are able to use all of the system features and settings that are unique to your PhoneFusion One account. We encourage you to not disclose your passwords. Make sure that you change your passwords to something that you will easily remember. If you forget your passwords, contact Customer Service.



PHONEFUSION
Communicate. Your Way. It's Your Call!

954-607-4400 | Logout
5 New Messages TAKE CALL
0 5 0 1% of 100MB used

Messages Manage Account Support

Security
Manage your security preferences.

Enter the password you will use when logging into your online account.

Please confirm your password

Enter the password you will use when dialing into your account – numeric digits only.

Please confirm your password

Save Cancel

Enter the password you will use when logging into your online account - Your Web password is used when logging into the PhoneFusion One website. The passwords must be at least 6 characters long, and should contain at least one letter and one number. Enter the password you will use when logging in to the PhoneFusion One website.

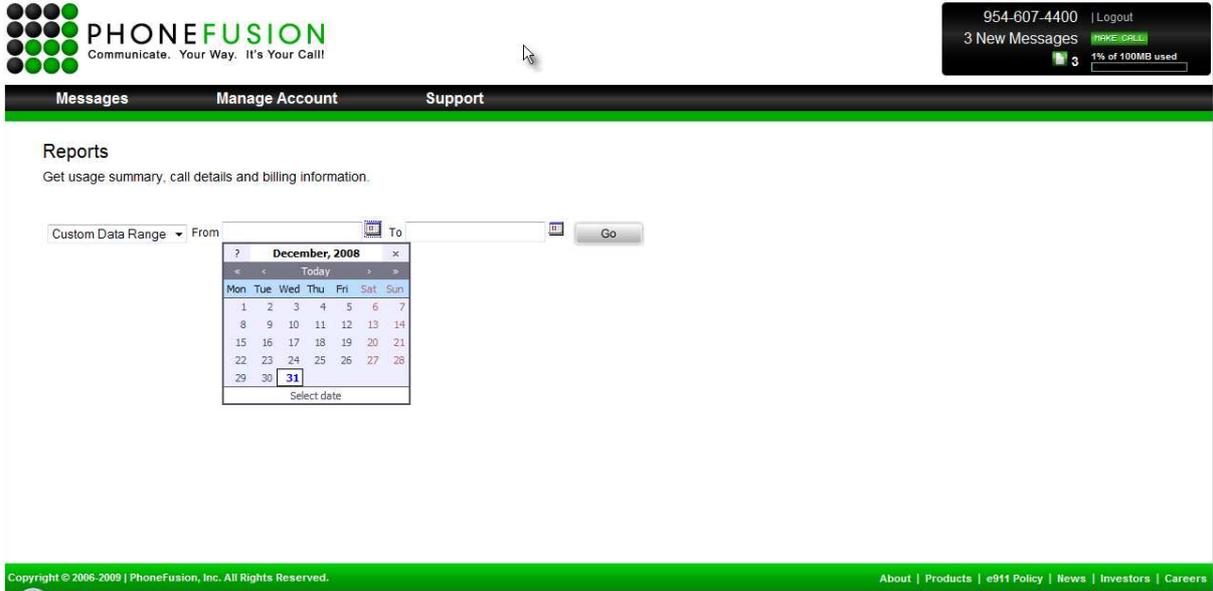
Please confirm your password - We ask you to confirm the password to make sure you have typed it in correctly.

Enter the password you will use when dialing into your account – numeric digits only - Your phone password is used when you press the * key to enter the PhoneFusion One administration settings on the telephone. This password must be completely numeric, and be at least 4 digits in length. Enter the password you will use when dialing into PhoneFusion One over the phone.

Please confirm your password - We ask you to confirm the password to make sure you have typed it in correctly.

Reports

This section allows you to browse your Credit Card and Usage reports. You can select different date ranges from the drop-down list to review all usage or select credit card to see billing reports.



The screenshot shows the PhoneFusion user interface. At the top left is the PhoneFusion logo. To the right, there's a user status bar showing '954-607-4400 | Logout', '3 New Messages', and '1% of 100MB used'. Below this is a navigation bar with 'Messages', 'Manage Account', and 'Support'. The main content area is titled 'Reports' and includes the text 'Get usage summary, call details and billing information.' Below this is a 'Custom Data Range' selector with 'From' and 'To' fields. A calendar for December 2008 is displayed, with the 31st selected. At the bottom, there's a copyright notice and a footer with links for 'About', 'Products', 'e911 Policy', 'News', 'Investors', and 'Careers'.

Credit card reports show you details on the all charges billed to your account.

Usage reports will show you details of calls received through PhoneFusion One. Usage reports include: the date and time of a call, the number that called, what type of call was answered and the duration of the call. Below is an example of incoming faxes to 888-208-7801.

Note the report has shading that highlights what happened to one individual call. Each call can have several lines on the report depending on the features used in the call that was received.

Reports

Get usage summary, call details and billing information.

Today

Date / Time	From	To	Type	Duration
2008-12-30 00:41:03 AM	202	8882087801 [fwd from 8772066500]	INBOUNDCALL	0:42
2008-12-30 01:24:28 AM	702	8882087801	INBOUNDCALL	0:30
2008-12-30 10:01:01 AM	801xxxxxxx	8882087801	INBOUNDCALL	1:42
2008-12-30 10:01:40 AM	801xxxxxxx	95 [Not found]	FINDERCALL	0:00
2008-12-30 10:01:40 AM	801xxxxxxx	95 [Not found]	FINDERCALL	0:00
2008-12-30 10:01:40 AM	801xxxxxxx	95 [Not found]	FINDERCALL	0:00
2008-12-30 10:01:40 AM	801xxxxxxx	51 [Not found]	FINDERCALL	0:12
2008-12-30 10:02:39 AM	801xxxxxxx	9547451625 [Call ACCEPTED]	FINDERCALL	1:06
2008-12-30 10:03:06 AM	801xxxxxxx	8882087801	CALLRECORDED	0:58
2008-12-30 10:34:49 AM	718xxxxxxx	8882087801 [fwd from 8772066500]	INBOUNDCALL	12:00

Fax

This section allows you to change all settings related to your PhoneFusion Virtual Receptionist fax feature.



Fax Preferences

Manage the choices available when receiving faxes.

Specify the number you would like to press on your keypad when managing your faxes by phone.

Order	Function	Key
▼ 1	Send all new	1 ▼
▲▼ 2	Send all saved	2 ▼
▲▼ 3	Send all	3 ▼
▲▼ 4	Scan through faxes	4 ▼
▲ 5	Main Menu	# ▼

Enter the number of times we will attempt to resend a fax.

Enter the number of minutes between fax resend attempts.

Enter the number of minutes (from the first attempt) to attempt the initial fax resend.

- Choose whether or not you want to receive a notification email whenever you receive a fax. This will not have the fax attached – it's a message notifying you that you have received a fax.

Enter the email address(es) to which your faxes will be sent. (Separate each one by a comma)

Enter the phone number of a standard fax machine to which we will forward your incoming faxes.

- Send all faxes to your external email address ONLY. If you have faxes only sent to an external email address, once the message is sent, it will automatically be deleted from your messages.

Specify the number you would like to press on your keypad when managing your faxes by phone - This menu allows you to choose which keys you will press in order to manage your faxes. If you click on the arrows, you will change the order in which you will hear the list of options. You choose the number you will press for the options listed, and the order in which you hear them.



Order	Function	Key
▼ 1	Send all new	1 ▼
▲▼ 2	Send all saved	2 ▼
▲▼ 3	Send all	3 ▼
▲▼ 4	Scan through faxes	4 ▼
▲ 5	Main Menu	# ▼

Enter the number of times we will attempt to resend a fax - This setting allows you to choose the number of times you want PhoneFusion One to try and resend a fax.

Enter the number of minutes between fax resend attempts - This setting allows you to choose the number of minutes you want to wait in between attempts to resend a fax.

Enter the number of minutes (from the first attempt) to attempt the initial fax resend - This setting allows you to choose the number of minutes (from the first attempt) that you want to wait before the second attempt to resend a fax.

Choose whether or not you want to receive a notification email whenever you receive a fax. This will not have the fax attached – it's a message notifying you that you have received a fax - This SMS message will be sent to the email address provided below. Check the box if yes.

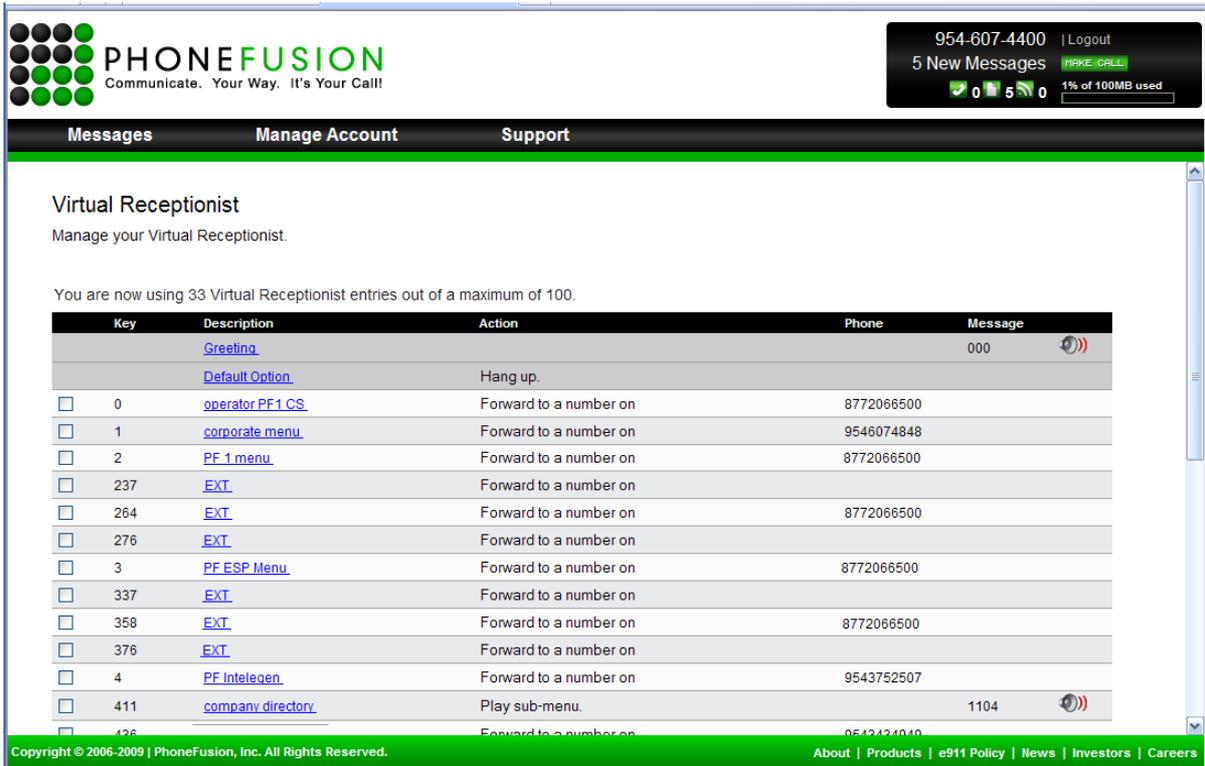
Enter the email address(es) to which your faxes will be sent. (Separate each one by a comma) - PhoneFusion One will send you a copy of the fax message your caller has sent you. This fax message will be sent as a .PDF file. Enter the email address(es) where you would like your fax messages sent. You can enter more than one email address by separating them with a comma.

Enter the phone number of a standard fax machine to which we will forward your incoming faxes - PhoneFusion One can send a copy of a fax received to a fax machine. If you have a paper fax machine where you would like faxes forwarded, enter the fax phone number here.

Send all faxes to your external email address ONLY. If you have faxes only sent to an external email address, once the message is sent, it will automatically be deleted from your messages - This setting allows you to decide if you want PhoneFusion One to automatically delete fax messages from your PhoneFusion One online inbox once it has been emailed to you, conserving storage space. Check the box if yes.

Virtual Receptionist

This page allows you to program all of your Virtual Receptionist extensions.



Virtual Receptionist
Manage your Virtual Receptionist.

You are now using 33 Virtual Receptionist entries out of a maximum of 100.

Key	Description	Action	Phone	Message
	Greeting			000 
	Default Option	Hang up.		
<input type="checkbox"/>	operator PF1 CS	Forward to a number on	8772066500	
<input type="checkbox"/>	corporate menu	Forward to a number on	9546074848	
<input type="checkbox"/>	PF 1 menu	Forward to a number on	8772066500	
<input type="checkbox"/>	EXT	Forward to a number on		
<input type="checkbox"/>	EXT	Forward to a number on	8772066500	
<input type="checkbox"/>	EXT	Forward to a number on		
<input type="checkbox"/>	PF ESP Menu	Forward to a number on	8772066500	
<input type="checkbox"/>	EXT	Forward to a number on		
<input type="checkbox"/>	EXT	Forward to a number on	8772066500	
<input type="checkbox"/>	EXT	Forward to a number on		
<input type="checkbox"/>	PF Intelegen	Forward to a number on	9543752507	
<input type="checkbox"/>	company directory	Play sub-menu.		1104 
<input type="checkbox"/>	EXT	Forward to a number on	0512121010	

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How to program your Virtual Receptionist number:

The first thing to do is to decide what you want your introduction (Greeting) for your company to say. Based on this script you can begin to program your Virtual Receptionist phone number.

Next, record your main greetings and any additional message boxes you want to program online. Go to the Phone Manual section of this guide for instructions on how to record your greetings.

Note: If you do not record your greetings first, you will not be able to program your Virtual Receptionist extensions online.

Each Virtual Receptionist phone number has three main components:

Greeting

Default Option

Virtual Receptionist Entries

Greeting

Key	Description	Action	Phone	Message
	Greeting			000 
	Default Option	Hang up.		

The first greeting message is your main greeting - the greeting callers hear when they call this Virtual Receptionist number. On this line you will need to let us know what message box to play. You can record any greeting you want. As long as all the entries you mention in your greeting are programmed in this number, your Virtual Receptionist will work properly.

This greeting is associated with a message box. Your Virtual Receptionist main Greeting has been assigned to Message Box # 000. The first message box you need to record is 000 unless you decide to record a different. If you decide to record a different message box code, please be sure to change that setting online so the system knows which message box to play. A message box is a recorded message assigned to any 6-digit number.



First Greeting Message Example

Thank you for calling PhoneFusion One Customer Service.

Our office hours are

If you have reached us after hours and need assistance, please visit our support site and submit a ticket. Otherwise, please listen to the follow options and make a selection:

For Sales, press 1.

For Technical Support, press 2.

For all other inquires, press 3.

To speak to an operator, press 0.

If you want to change your main greeting; first, record a message box. Go online and change the message box number the main greeting was assigned to play.

Default Option

Each Virtual Receptionist phone number has a default action. This is the number of times PhoneFusion One will repeat your main greeting if the caller does not enter a selection. The first part of the feature is to let us know how many times we should repeat the greeting before going to a specific action. Actions are explained below.

We have already set up this default to repeat the greeting 2 times. You can change how many times we repeat the greeting and what it does and the options are. Never set this to zero.



Default Action Setting

Select what you want your DEFAULT ACTION to be. You can program it to do any of the following options. Click on Modify and a new window will open. We have set your default action to be hang-up.

The outcome is we will repeat the greeting 2 times and on the end of the second time we repeated your main greeting we will hang up on the caller. You can set it to route to any phone number if you want.

Modify System Default Action

Description
Default Option

Action
Hang up.

Maximum number of attempts before taking default action
2

Save Cancel

Message Boxes

The actions below are associated with a message box. If you decide to use one of these actions, you must record a message box. Go online and change what message box these actions should play.

Introductory Message (Main Greeting)

Play simple message

Play a sub menu

Virtual Receptionist Entries

Each Virtual Receptionist is allotted a certain amount of Virtual Receptionist entries. An entry has to be assigned a certain action. For example, if your greeting plays, "For customer service press 1" and this selection goes to another PhoneFusion One phone number, then the action you need to select below is "Forward to a number ON the system."

Actions:

Action

Forward to a number on the system.

Receive fax.

Forward to another number.

Play sub-menu.

Play simple message.

Hang up.

Forward to a number ON the system

If you want the caller to be sent to another PhoneFusion One phone number when he presses the entry you are adding, select this action. Enter the complete 10 digit phone number.

Receive a Fax

You can add an option to press any key and PhoneFusion One will go into fax mode. "Thank you for calling PhoneFusion One customer service. To send a fax press 3 or start on your fax machine now." If you program 3 with this action, the caller will hear a fax tone so the fax machine can begin to process the fax being sent.

Forward to another number (OFF the system)

PhoneFusion One allows you to program your entries to go to ANY valid phone number in the world. Select this action and provide us with a valid phone number. This can be a cell phone or office phone. Please note that the caller will be sent to the phone number you provided. If the recipient of this call is unable to handle the call, no voicemail or routing back to PhoneFusion One is available.

Play Sub-Menu

A sub menu can be created within the main Virtual Receptionist phone number. This action is used to create a sub directory within the main Virtual Receptionist number like a company directory.

PhoneFusion One now gives you the ability to dial from this entry. Your company directory can be 411 and you can assign it to this type of action of "Play Sub Menu." All the extensions you record under this sub menu message box need to exist on the main Virtual Receptionist number and the system will understand how to route that extension.

Once you have selected to use this action, you will need to record a message box that PhoneFusion One will play when the caller chooses this entry.

Play simple message

This action allows you to record any information you want. Directions to the office, information about the company even information about special events. This action is different from a "play sub menu" because if you try to dial an extension you will be simply routed back to the main greeting and your caller will not recognize all the other entries on the main number.

Hang Up

This action will disconnect your caller. This is used mainly for the default action.

Support

This section brings some helpful information about PhoneFusion One, including contacting Customer Service, manuals and downloads to help use our service.

Contact Us - This icon shows you how you can contact PhoneFusion One Customer Service by email or phone. This link also provides additional online support information.

Contact Us

On the Web:	http://www.phonefusion.com
Support Website:	http://support.phonefusion.com
Customer Service Phone:	1-888-208-7801
Customer Service Email:	customer.support@phonefusion.com
Customer Service Hours:	9:00 AM to 5:00 PM EST, Monday – Friday

Please have your PhoneFusion.com telephone number available when calling to ensure proper processing.

User Guide - Click on one of the icons to read our user guides.

User Guides



Downloads - Applications - This section gives you access to PhoneFusion One's downloadable applications.

Downloads - Applications

 <p>Control Center</p> <p>Control your PhoneFusion phone calls right from your Windows PC. Place calls on hold, send callers to voicemail, synchronize contacts with Outlook and track your call history - all with the click of your mouse. Manual</p>	 <p>Outbound Fax</p> <p>PhoneFusion brings you outbound faxing, right from your PC. Outbound Fax installs as a Windows Printer and makes faxing as easy as printing a page! It's simple to set up and easy to use. Manual</p>	 <p>PC Phone</p> <p>Make and receive calls with PhoneFusion Ones PC Phone. Get all of the features of PhoneFusion One and talk to people right from your PC. *** Note that you must have PhoneFusion Control Center Installed to use PC Phone ***</p>
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Downloads - Third Party - The download icon provides links to download Adobe Acrobat, Windows Media Player and Apple QuickTime. The links to these tools and applications are solely for your convenience. We are sorry that we cannot take responsibility for authoring these wonderful tools, and therefore, cannot take responsibility for supporting them.

Downloads - Third Party



[Adobe Acrobat Reader](#)

Many of the documents on our website are in Acrobat (PDF) format. To open these files, you need Adobe Acrobat Reader software on your computer. If you do not currently have Acrobat Reader, click on the link to the left and download Acrobat Reader free of charge.



[Microsoft Media Player](#)

In order to listen to voicemail messages or call recordings on our website, you will need a media player. You can download Windows Media Player using the link here free of charge.



[Quicktime](#)

In order to listen to voicemail messages or call recordings on our website, you will need a media player. You can download Apple Quicktime Player by using the link here free of charge.

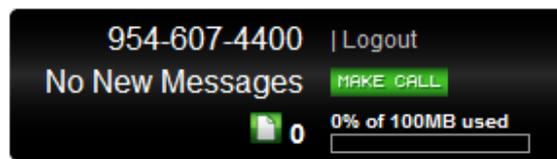


[CF.NET Version 2.0](#)

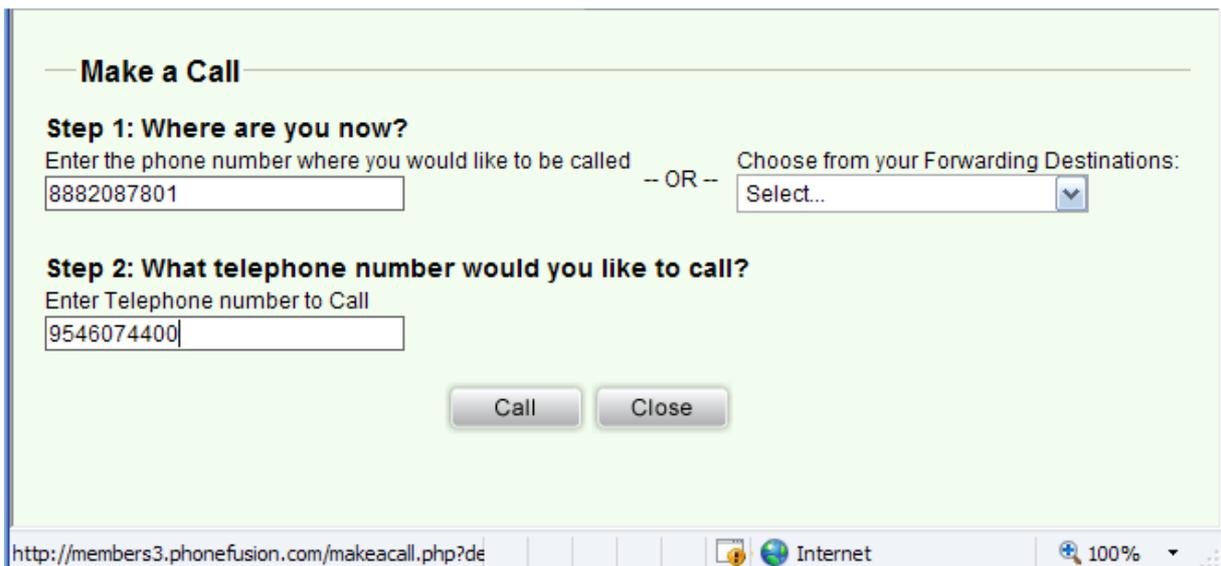
Microsoft Compact Framework version 2.0, sp1 for Windows Mobile devices. This Microsoft package is required to run the Fusion Voicemail Plus client on Windows Mobile 5 devices. (Note: Windows Mobile 6 already has this package installed)

Make a Call

Your Make a Call feature appears in the upper right hand corner, along with your message count.



Click Make a Call and a window will open where you enter the phone number where you are in Step 1. Step 2 is where you enter the number you would like to call. Click Call and your call will be placed.



Phone Manual

Recording Virtual Receptionist Messages Boxes

Your Virtual Receptionist Main Greeting will be message box # 000 unless you decide to use another number. The first message box you need to record is 000.

Message boxes can be up to 6 digits long. You can record any information you want.

Phone Administrator

- 1) Dial your 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 5 to manage your Virtual Receptionist message boxes.

Manage VIRTUAL RECEPTIONIST Messages

To scan through messages, press 1.

To record a new message, press 2.

To delete a message, press 3.

To listen to a message, press 4.

To return to the previous menu, press #.

Scan VIRTUAL RECEPTIONIST Messages

The system will announce the message number.

Message number 0 0 0.

To record this message, press 1.

To delete this message, press 2.

To listen to this message, press 3.

To go onto the next message, press 4.

To return to the previous menu, press #.

Record VIRTUAL RECEPTIONIST Messages

Enter the message number followed by the # sign.

You have entered message number _ _ _ _.

If this is correct, press 1. Otherwise press any other key.

Please start your recording after the tone.

To playback your recording, press 1.

To save this recording, press 2.

To re-record, press 3.

To cancel recording, press 4.

To repeat this menu, press *.

To return to the previous menu, press #.



Delete VIRTUAL RECEPTIONIST Messages

Enter the message number followed by the # sign.

You have entered message number _ _ _ _.

If this is correct, press 1. Otherwise press any other key.

Are you sure you want to delete this message? Press 1 for yes and press 2 for no.

Listen to VIRTUAL RECEPTIONIST Messages

Enter the message number followed by the # sign.

You have entered message number _ _ _ _.

If this is correct, press 1. Otherwise press any other key.