

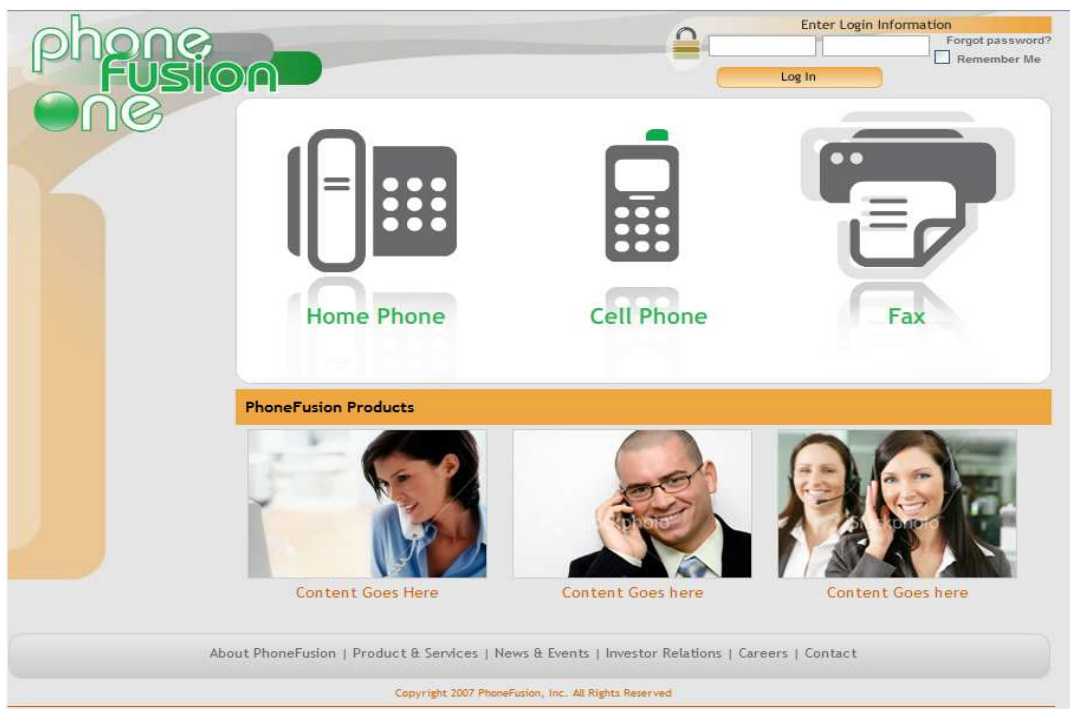
PhoneFusion One Web User's Manual

Welcome

This manual is meant to be a guide to help you set up your PhoneFusion One number, and some tips and shortcuts for some of your favorite features.

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 on 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. Logging in will allow you 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. 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. If you are using a shared computer, we suggest that you do not select this option.

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.

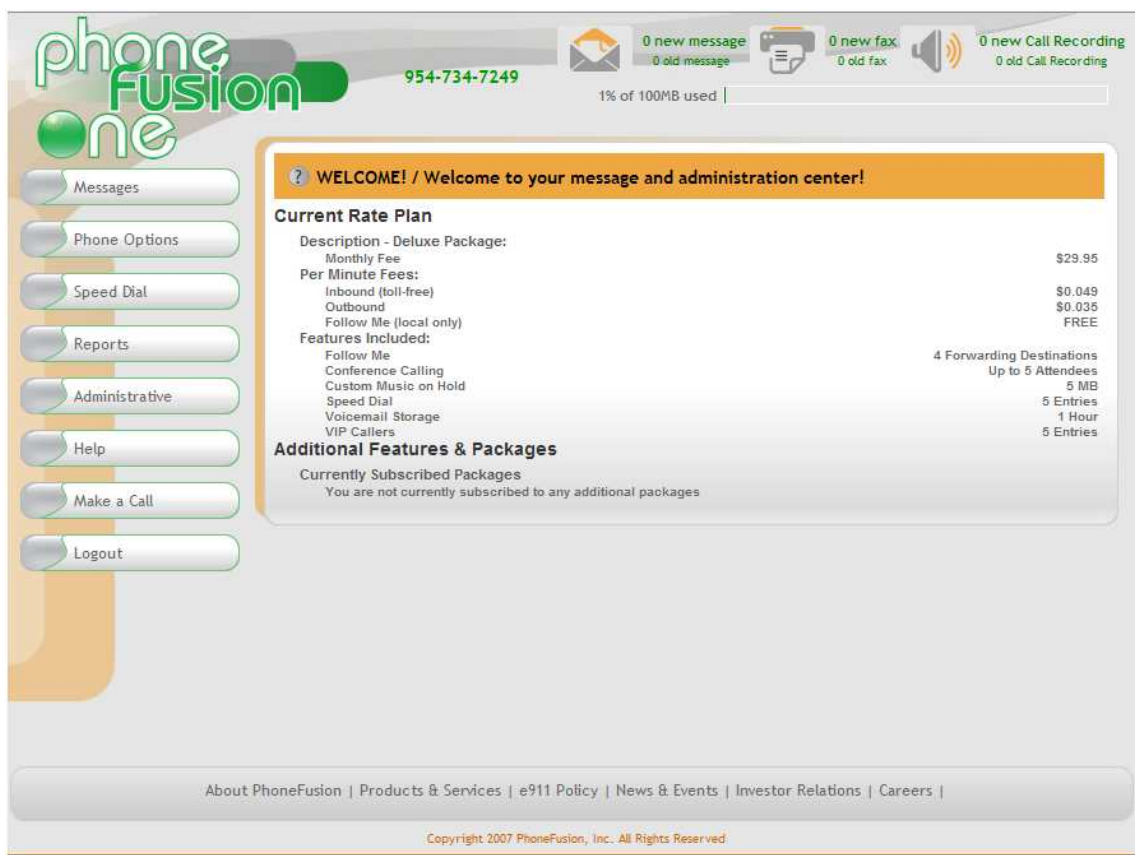


Enter Login Information

☐ Forgot password?

☐ Remember Me

Once you have logged in, you will see this main page. Your phone number is displayed on top.



phone fusion one 954-734-7249

0 new message 0 old message 0 new fax 0 old fax 0 new Call Recording 0 old Call Recording

1% of 100MB used

WELCOME! / Welcome to your message and administration center!

Current Rate Plan

Description - Deluxe Package:	
Monthly Fee	\$29.95
Per Minute Fees:	
Inbound (toll-free)	\$0.049
Outbound	\$0.035
Follow Me (local only)	FREE
Features Included:	
Follow Me	4 Forwarding Destinations
Conference Calling	Up to 5 Attendees
Custom Music on Hold	5 MB
Speed Dial	5 Entries
Vicemail Storage	1 Hour
VIP Callers	5 Entries

Additional Features & Packages

Currently Subscribed Packages

You are not currently subscribed to any additional packages

About PhoneFusion | Products & Services | e911 Policy | News & Events | Investor Relations | Careers |

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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 left-hand side of the page:

Messages

Phone Options

Speed Dial

Reports

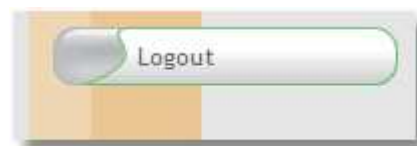
Administrative

Help

Make a Call

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

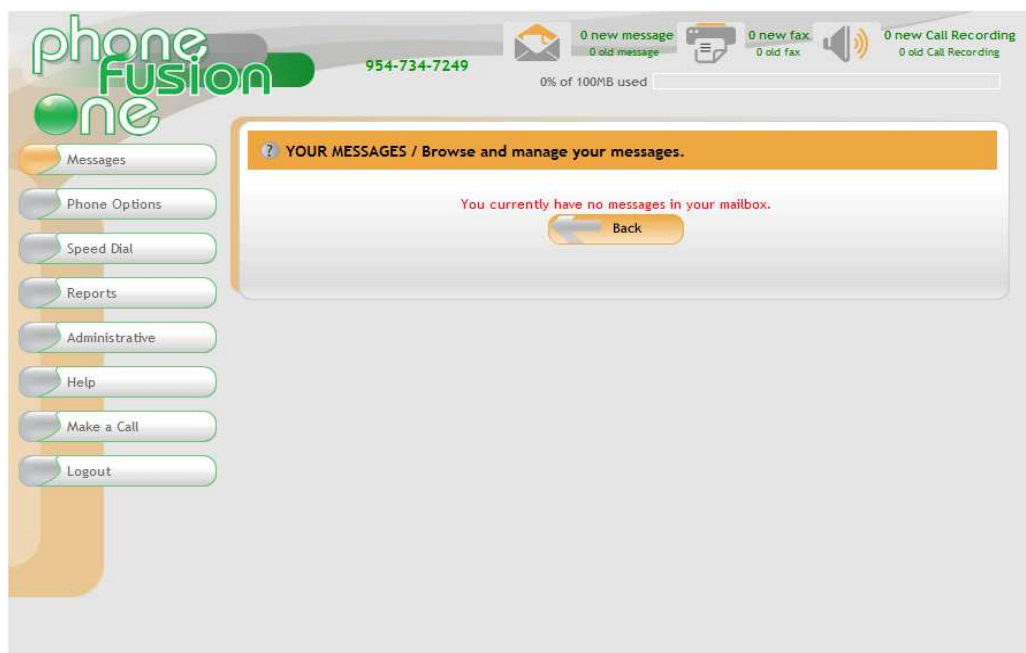
You will find the Log Out button on the bottom right of the screen.



Now that you have logged in to your personal PhoneFusion One Web account, you have access to all of your settings and can now customize your PhoneFusion One features.

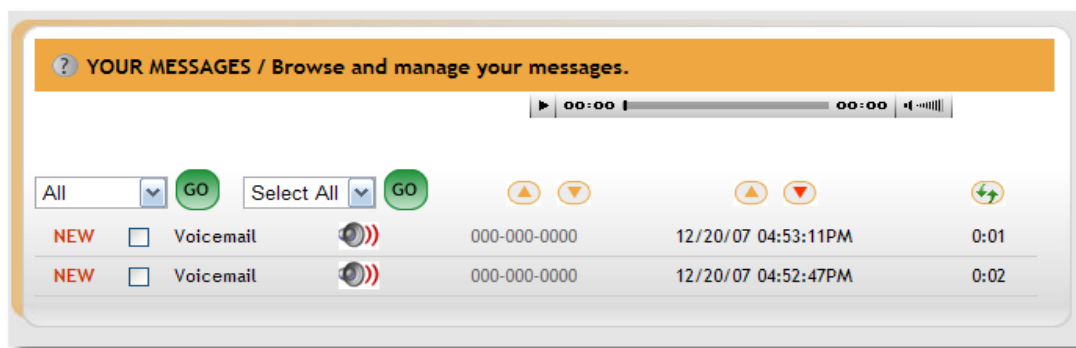
Messages Main Page

In this section you will find a list of all messages currently stored in your Web account. All the messages you find here will also be available when you dial into your account by phone. Once a message is deleted from this Web inbox, that message will NOT be available to you when you log into your PhoneFusion One account by phone.



Here is a guide to the other buttons on the screen:

The top section of the screen will look like this:



Select All - If you wanted to delete ALL of your messages, instead of selecting on each one individually, you can click on this button.

First up arrow button - This allows you to arrange your messages in ascending number order.

First down arrow button - This allows you to arrange your messages in descending number order.

Second up arrow button - Arranges your messages in chronological order (from oldest to most recent).

Second down arrow button - Arranges your messages in reverse chronological order (from most recent to oldest).

Refresh button - Reloads this page and checks for new messages.

Message Player - The player at the top right-hand side of this section will play all the Voicemail and Call Recordings stored on this site.



Available Player buttons:

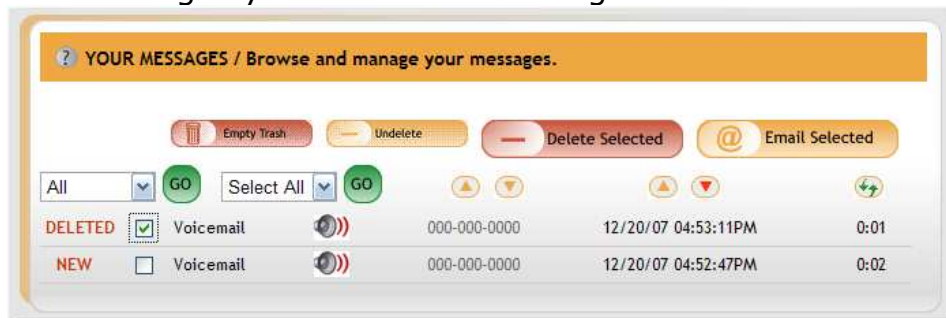
Red line - This red line has a button towards the top. Click on the button and drag it to a specific place to play the message.

The other buttons, in order from left to right, are:

Stop Button, Play/Pause Button, Fast Backward Button, Fast Forward Button and **Volume Control**.

The player also shows the percentage of the message that has been loaded.

In the list of messages you have the following buttons:



Empty square - When you click on this button, you are choosing to delete 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.]

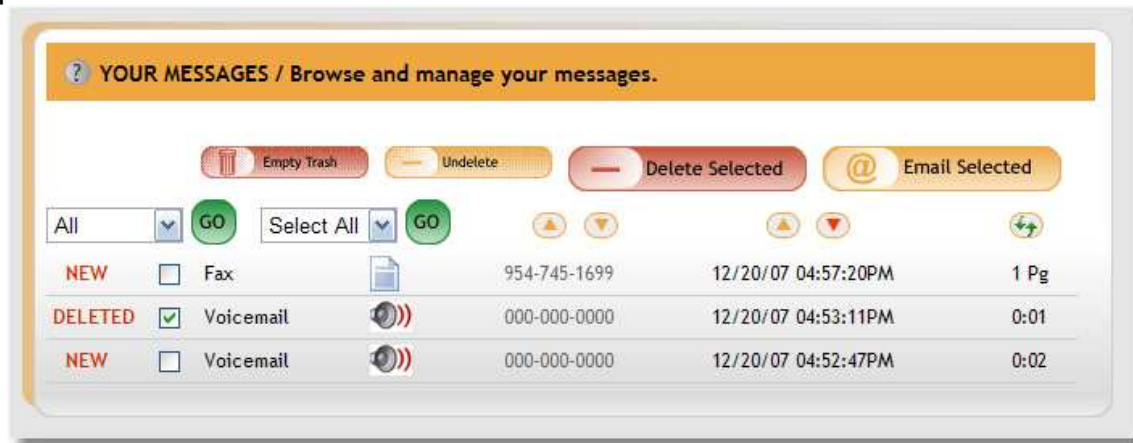


Voicemail icon - When you click on this button, your message will load and then begin to play in the player on the top right hand corner of your screen.



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

Once you have clicked on the empty square, the following buttons may appear.

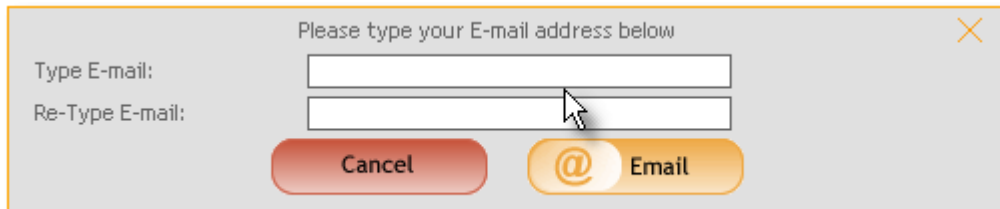


Empty Trash - After a message is marked for deletion with a red line through it, when you click this button the message will be permanently deleted.

Delete Selected - Once you have clicked on one of the messages (a check mark will appear in the square), when you click this button, the page will reload and there will be a line through this message.

Undelete Selected - Once a message is marked for deletion (with the line through it), you have the option to "undelete" the message.

Email Selected - This button allows you to email a selected message. When you choose this button, a box will pop up asking you to enter the email address where you would like to send the message.

A dialog box with a light gray background and an orange border. At the top, it says "Please type your E-mail address below" with a close button (X) in the top right corner. Below this, there are two input fields: "Type E-mail:" and "Re-Type E-mail:". A mouse cursor is pointing at the "Re-Type E-mail:" field. At the bottom, there are two buttons: a red "Cancel" button and an orange "Email" button with an @ symbol icon.

Phone Options Main Page

Click on one of the icons to manage your phone options.



- Incoming Call Options
- Outgoing Call Options
- Forwarding Destinations
- Meet Me Conferencing

Incoming Call Options

This section allows you to manage options for your incoming calls.

Note: When you record your incoming greeting, your callers have predefined options available. You can include these options in your recording.

Example greeting: You have reached Joe Smith. If you would like to leave me a message, press 8. To send a fax, press 3 or start on your fax machine now. Otherwise, please stay on the line while PhoneFusion One attempts to locate me.

INCOMING CALL OPTIONS / Manage your incoming call options.

? Activate call screening? ("Who may I say is calling?") Yes ☒ No ☐

? What's your music on hold preference? ☒ Classical ☐ Custom Music-on-Hold Upload Custom

? What time zone are you located in? Eastern

? Should the system record ALL CALLS automatically? Yes ☒ No ☐

? Send ICN (SMS) for missed calls? Yes ☒ No ☐

Save Cancel

Activate call screening? - This setting will decide whether you want PhoneFusion One to screen your calls by playing "Who may I say is calling?" to your callers, which will then record what the caller says. Choose yes or no.

? Activate call screening? ("Who may I say is calling?") Yes ☒ No ☐

Music on hold preference - This setting allows you to choose the type of music callers will hear when they are on hold.

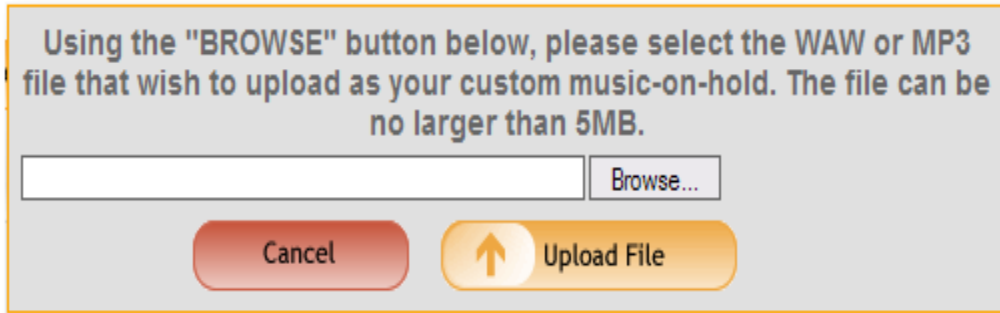
You have two (2) choices: Predefined Audio or Custom Audio.

Predefined Audio - The predefined choices are classical, mixed or an actual ring tone.

? What's your music on hold preference? ☒ Classical ☐ Custom Music-on-Hold Upload Custom

Classical
Mix
Classical
Ring tone

Custom Audio - If you select Custom, a new window will open.

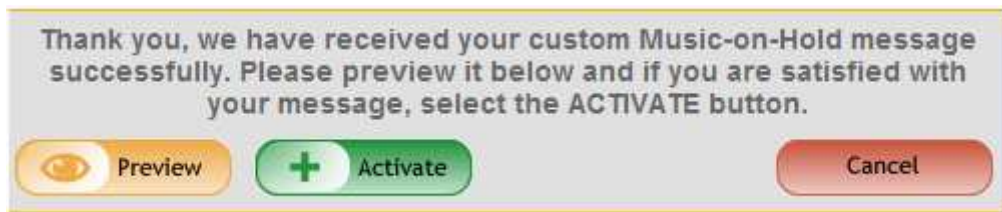


Using the "BROWSE" button below, please select the WAW or MP3 file that wish to upload as your custom music-on-hold. The file can be no larger than 5MB.

Please note that the size of the file depends on the service package you selected. We can only upload .WAV and .MP3 type files. If you are uploading an .MP3 file, we convert it to a .WAV file which may increase the original size of the file you are attempting to upload.

Using the 'Browse' button in this screen, please select the wav or MP3 file that you wish to upload as your custom music-on-hold. The file can be no larger than 5 MB. After you have selected the file for PhoneFusion to load, click on 'Upload File'.

If the upload result is **successful** you will receive this response:



Thank you, we have received your custom Music-on-Hold message successfully. Please preview it below and if you are satisfied with your message, select the ACTIVATE button.

After the file has been successfully uploaded, you can choose the option to activate the custom audio file by clicking on 'Activate.'

If you want to remove the Custom Audio file, click on 'Delete.' PhoneFusion will know to play the Default Audio selection (Classical) unless you load another custom audio file.

If you want to preview the recording, click on 'Preview'.

Choose the time zone where you are located – Select the right time zone from the drop down menu.

? What time zone are you located in? Eastern

Send ICN (SMS) for missed calls? – Choose yes or no.

Enter the email address where you would like to receive an ICN text message (more than one is allowed, use commas to separate) - The system will send an SMS message of all incoming calls to any email address you provide.

? Enter the e-mail address where you would like to receive an ICN text message (more than one is allowed, use commas to separate):

@ Send Test Add ICN

You can also add your mobile phone number, if your mobile number can receive SMS type messages.

Add ICN

Click on 'Add ICN' to add your mobile phone number email address. A box will pop up where you can enter a phone number, and then choose the company that provides your phone service for that number.

Use the scroll bar to the right to view more mobile carriers. Once you have entered the required information, click on Add ICN to finish.

Please enter a ten digit number.

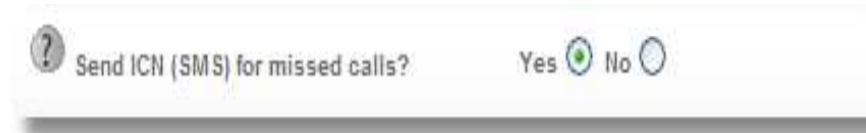
☒ Alltel
☐ Alltel PCS
☐ Boost
☐ Cingular
☐ Comcast

Cancel Add ICN

Should the system record all calls automatically? - Do you want to have every call recorded automatically? Choose yes or no.

? Should the system record ALL CALLS automatically? Yes ☒ No ☐

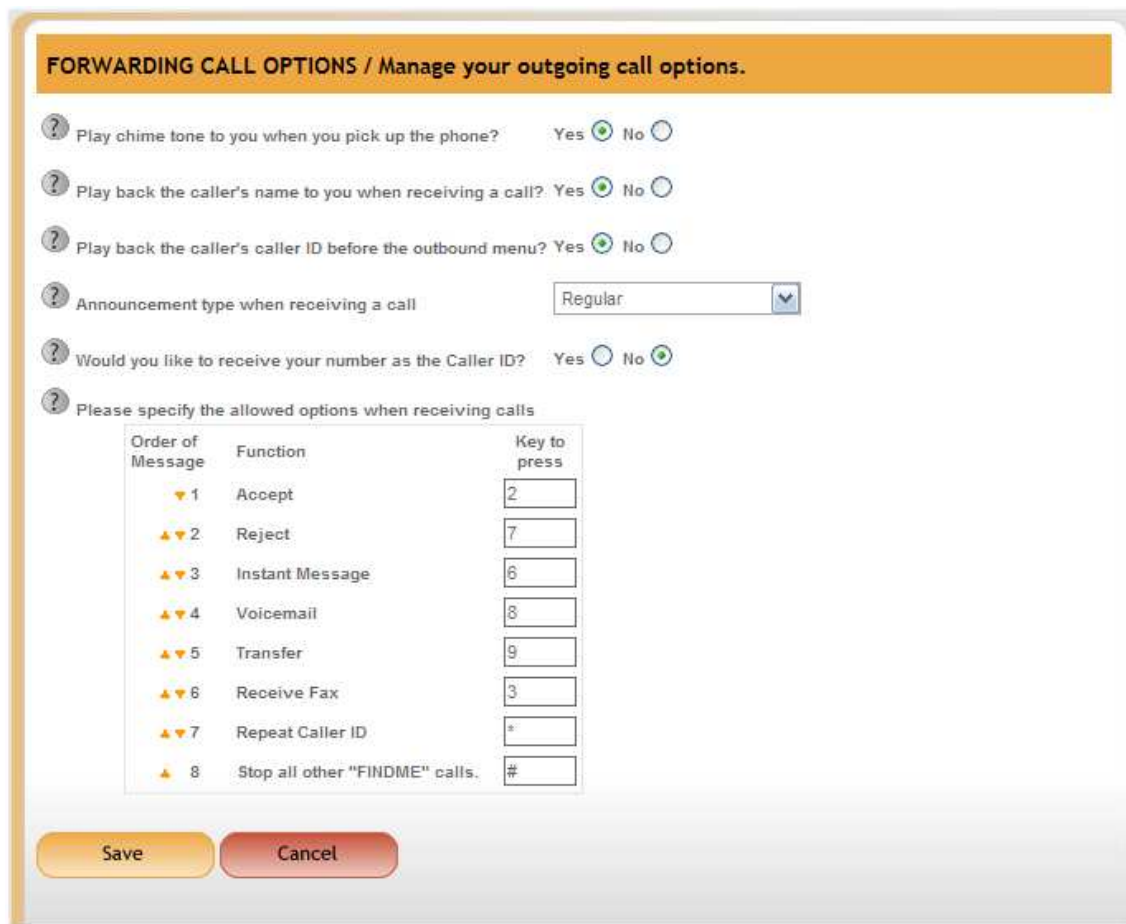
Send ICN (SMS) message for missed calls - Do you want to receive an email message from PhoneFusion One telling you that you have missed a call? This is not the same notification as when someone sends you a fax or voicemail. Choose yes or no.



Send ICN (SMS) for missed calls? Yes No

Forwarding Call Options

This section allows you to manage features that apply to all your forwarding destinations.



FORWARDING CALL OPTIONS / Manage your outgoing call options.

Play chime tone to you when you pick up the phone? Yes No

Play back the caller's name to you when receiving a call? Yes No

Play back the caller's caller ID before the outbound menu? Yes No

Announcement type when receiving a call Regular

Would you like to receive your number as the Caller ID? Yes No

Please specify the allowed options when receiving calls

Order of Message	Function	Key to press
1	Accept	2
2	Reject	7
3	Instant Message	6
4	Voicemail	8
5	Transfer	9
6	Receive Fax	3
7	Repeat Caller ID	*
8	Stop all other "FINDME" calls.	#

Save Cancel

Play the chime tone to you when you pick up a call? - This setting allows you to choose whether you will hear the PhoneFusion One chime tone

when you answer a call that is being forwarded from PhoneFusion One. Choose yes or no.

? Play chime tone to you when you pick up the phone? Yes ☒ No ☐

Play back the caller's name to you when receiving a call? - This setting allows you to choose whether you want to hear the caller's name played back (from the "Who may I say is calling" option) when you receive the call, before you choose to accept. Choose yes or no.

? Play back the caller's name to you when receiving a call? Yes ☒ No ☐

Play back the caller's caller ID before the outbound menu? - This setting allows you to choose if you would like the caller's phone number played back to you before giving you other calling options (like pressing 2 to accept a call). Choose yes or no.

? Play back the caller's caller ID before the outbound menu? Yes ☒ No ☐

Announcement type when receiving a call - Do you want to receive full or abbreviated options? Regular example: to accept this call press 2, to reject this call press 7. Quick example: accept 2, reject 7. Choose Quick or Regular from the dropdown menu.

? Announcement type when receiving a call

Regular	▼
Quick	
Regular	

Would you like to receive your number as the Caller ID? - PhoneFusion One can send your PhoneFusion One phone number as Caller ID when receiving calls on your forwarding destinations. This helps you identify where the call originates.

? Would you like to receive your number as the Caller ID? Yes ☐ No ☒

Allowed options when receiving calls - This setting allows you to rearrange the options you will have when you receive calls. If you click on the yellow arrows on the left you will change the order in which you will hear the list of options. On the right hand side you can choose the number you will press for the options listed. PhoneFusion One has default settings already in place, and you can feel free to leave them as they are.

? Please specify the allowed options when receiving calls

Order of Message	Function	Key to press
▼ 1	Accept	2
▲ ▼ 2	Reject	7
▲ ▼ 3	Instant Message	6
▲ ▼ 4	Voicemail	8
▲ ▼ 5	Transfer	9
▲ ▼ 6	Receive Fax	3
▲ ▼ 7	Repeat Caller ID	*
▲ 8	Stop all other "FINDME" calls.	#

Forwarding Destinations

This is one of the first things you should do when you are setting up your PhoneFusion One options. This section allows you to enter the phone number(s) where you would like PhoneFusion One to find you. A Forwarding Destination is the phone number that you want dialed.

FORWARDING DESTINATIONS / Manage your phone destinations.

There is currently no forwarding destination.

[+ Add](#)



Click "Add" to add a forwarding destination phone number.

FORWARDING DESTINATIONS / Manage your phone destinations.

Back

Save

Description:

Status:

☒ On
 ☐ Off

Number of Destination:

Destination Type:

Finder Only

Pin Code:

Post Dial Digits:

Time Zone:

Eastern

Delay Time:

Wait Time:

30

Accept time:

45

Call Guard:

☐ On
 ☒ Off

Answering Machine Detection:

☐ On
 ☒ Off

Auto Accept:

☐ On
 ☒ Off

Pre-defined Schedule

--Please select a pattern--

Day	12a	1a	2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p
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Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To add a forwarding destination:

Description of phone number - Enter the brief description of the phone number you are adding (home, cell, office).

Status - Choose if this number is "on" or "off." If you choose "off" calls will not be forwarded to that phone number.

Number of Destination - For domestic phone numbers, enter a 10-digit number without the '1' in front of the number. For international phone numbers, enter the complete number including 011 before the country code and area code.

Destination Type - Choose the type of calls you will receive on this phone number from the dropdown menu. 'Finder Only' calls give you the ability to accept the call you are receiving. 'Notification Only' calls are when PhoneFusion One calls you only to notify you that a Voicemail or Fax

Destination Type:

Finder Only

Finder Only

Notification Only

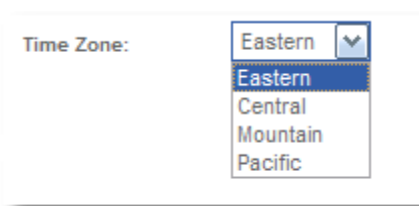
Finder and Notification

message has been received. You can also select both types, Finder and Notification.

Pin Code - You can add a Pin Code on this forwarding destination. This protects your call from being accepted by someone else. When PhoneFusion One calls this phone number, the recipient will need to provide the Pin Code before we allow the call to be handled in any way. Provide us with a numeric Pin Code here (maximum of 4 digits).

Post Dial Digits - Post dial digits are DTMF tones entered to bypass an automated phone system. If you have an extension number that needs to be entered when we call this destination, enter that extension number here.

Time Zone - Choose the correct time for the phone number you are providing (Eastern Time, Central Time, Mountain or Pacific Time). If your destination does apply to these time zones, make sure hours for destination are marked with GMT hour difference.

A screenshot of a web form showing a 'Time Zone:' label followed by a dropdown menu. The dropdown menu is open, displaying a list of time zones: Eastern, Central, Mountain, and Pacific. The 'Eastern' option is currently selected and highlighted in blue.

zone
Time
not
your
the

Delay Time - Provide the number of seconds you want PhoneFusion One to wait before sending calls to this phone number. You might want to have calls routed to your office phone immediately (don't add a delay), but might want to wait 10-20 seconds before dialing your mobile phone number.

Wait Time - Provide the number of seconds that PhoneFusion One will wait for you to answer the phone. NEVER set this to 0 (zero).

Accept Time - Provide the number of seconds that PhoneFusion One should wait for you to decide what to do with the call you have answered (Send the caller to Voicemail, accept the call). NEVER set this to 0 (zero).

Call Guard - Set Call Guard "on" or "off." This feature can be used for wireless devices. If you lose signal on your wireless device while you are in the middle of a conversation, the caller is not disconnected. Instead, the caller is told 'the connection was lost' and if they would like to reconnect the call, they can press 1.

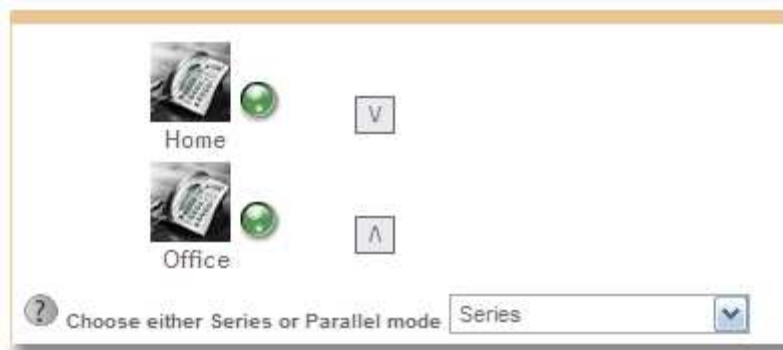
Answering Machine Detection - This feature tells PhoneFusion One either to continue processing a call when an answering machine is detected at a phone number, or to hang up.

Series Mode or Parallel Mode

The Parallel setting indicates that all phones will ring at the same time.



The Series setting indicates that phones will ring in a specific order as shown online.



Pre-defined Schedule - Select from the drop down box or click on the boxes (a green check will appear) to mark the hours when you want your number to be called.

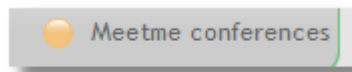
Pre-defined Schedule

Standard Business Hours

Day	12a	1a	2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Meet Me Conferencing

Using your PhoneFusion One number, 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.



Creating a Conference

Click on the Meet Me Conference icon. A new window page will open. Follow the 5 steps below.

A screenshot of a web interface titled "Meetme Conferencing" with a blue background. At the top left is a logo of three people. At the top right is a button that says "Click for existing conferences". The main area contains five steps: Step 1: "Select date" with a calendar showing "13 Oct 2008"; Step 2: "Select time" with a dropdown menu showing times from 12:15 PM to 1:15 PM; Step 3: "Select duration" with a dropdown menu showing 15 minutes, 30 minutes, 45 minutes, and 1 hour; Step 4: "Description (optional)" with a text input field; and Step 5: "Create" with a button. A "Step 5: Create" button is also visible at the bottom right.

Step 1 - Click on the calendar to select a date

Step 2 - Highlight the time you would like to start the conference

Step 3 - Select the duration of the conference

Step 4 - Enter a description (this is optional)

Step 5 - Click on Create

Once you are done, you will receive an email confirmation that the conference has been scheduled and the pin codes have been assigned.

Meetme Conferencing [Click for existing conferences](#)

Step 1: Select date: 13 Oct 2006

Step 2: Select time: 12:30 PM, 12:45 PM, 1:00 PM, 1:15 PM, 1:30 PM

Step 3: Select duration: 15 minutes, 30 minutes, 45 minutes, 1 hour

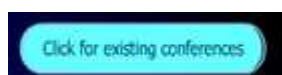
Step 4: Description (optional):

Step 5: Create

Conference has been scheduled!

YOUR code is 460957
The code for regular participants is 286678
The listen-only code is 358119

View/Edit or Delete Conferences



Click on the 'Click for existing conferences' button and the system will list all of your active conferences. Click on the conference you want to edit or delete. Once it's highlighted a new box will appear. The system will list the conference ID number and 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 Changes.'

You can also change ALL the conference pin codes. Highlight the pin code you want to change and then click on something else on the same Web page. The system will prompt you and ask 'Do want to change the pin code? Yes or No.'

If you want to delete the conference, click on 'Delete Conference' located towards the bottom right hand side of this Web page.

Meetme Conferencing [Create Conference](#)

1 conference found. To edit, click on a conference, below

Conference_ID	Description	Active_Date	Duration	Status
109	Sample Conference	10/13/2008 1:15:00 PM	60 min	Active

Conference ID 109

Active Date: 13 Oct 2008
Active Time: 1:15 PM
Duration: 1 hour
Codes:

Code	Code_Type
358118	Listen Only
200878	Regular
400957	Administrator

Conference Description: Sample Conference

[Save Changes](#) [Delete 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:

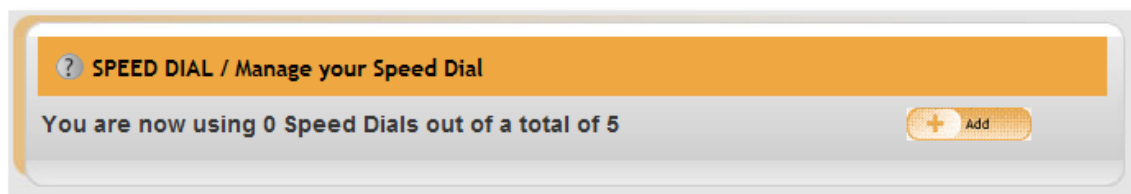
Once your Meet Me Conference has been set up, provide your callers with either the 'Listen only' pin code or 'Regular' pin code. Ask the conference attendee to call your personal PhoneFusion One phone number. When the system answers, the caller should press 9. PhoneFusion One will ask the caller to enter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

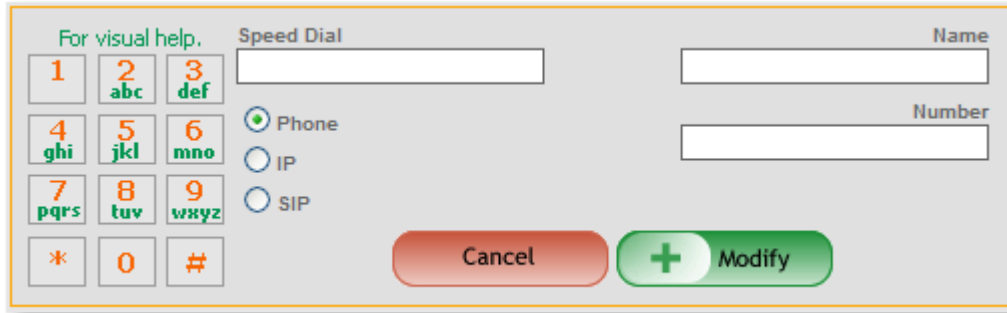
Speed Dial



This section allows you to enter Speed Dial entries for those phone numbers you call most often. Speed Dial entries are used when using your PhoneFusion One number to MAKE calls. You can assign a frequently dialed phone number a shortcut number. Dial the shortcut number followed by the # sign and PhoneFusion One will know which phone number you want to call. If you want to increase the amount of Speed Dial entries you have available, contact Customer Service to upgrade your services.



Click the "Add" button. A new window will appear.



For visual help.

1	2 abc	3 def
4 ghi	5 jkl	6 mno
7 pqrs	8 tuv	9 wxyz
* 0	#	

Speed Dial

Name

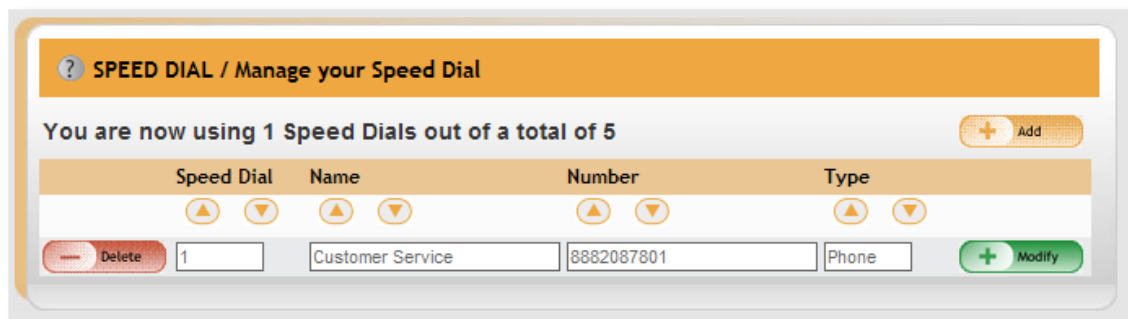
Number

☒ Phone
☐ IP
☐ SIP

Cancel Modify

- 1 - Enter the Speed Dial number you are assigning this entry.
- 2 - Enter a brief description (name) of the entry you are adding.
- 3 - Enter the complete phone number for this entry.
(Domestic phone numbers: Enter a 10-digit number without the '1.' International phone numbers: Enter the complete number including 011.)
- 4 - Choose whether the number entered is a phone number, a VoIP IP address or an SIP IP address.
- 5 - When you are finished, click the "Modify" button.

You can modify or delete Speed Dial entries at any time by selecting Delete or Modify on the Speed Dial list.

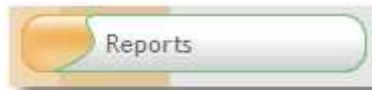


SPEED DIAL / Manage your Speed Dial

You are now using 1 Speed Dials out of a total of 5 + Add

Speed Dial	Name	Number	Type
▲ ▼ Delete 1	▲ ▼ Customer Service	▲ ▼ 8882087801	▲ ▼ Phone + Modify

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.

A screenshot of a web application interface. At the top is an orange header bar with a question mark icon and the text "REPORTS / Usage summary, call details and billing." Below this is a form with a "Credit Card" dropdown menu and a green "GO" button. The dropdown menu is open, showing options: "Credit Card", "Today", "Yesterday", "Month", "Last Month", and "Custom Data Range". The "Credit Card" option is highlighted. To the right of the dropdown, the text "No data for that period, sorry." is displayed in red.

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 888-208-7701.

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.

Date / Time	From	To	Type	Duration
2005-12-23 13:40 PM	9547451699	8882087701	INBOUNDCALL	0:30
2005-12-23 13:40 PM	9547451699	8882087701	INCOMINGFAX	0:00
2005-12-23 13:40 PM	9547451699	8882087701	ICNSENT	0:00
2005-12-23 13:41 PM	9547451699	8882087701	INBOUNDCALL	0:30
2005-12-23 13:41 PM	9547451699	8882087701	INCOMINGFAX	0:00
2005-12-23 13:42 PM	9547451699	8882087701	INBOUNDCALL	0:36
2005-12-23 13:42 PM	9547451699	8882087701	INCOMINGFAX	0:00
2005-12-23 13:43 PM	9547451699	8882087701	ICNSENT	0:00
2005-12-23 13:45 PM	9547451699	8882087701	INBOUNDCALL	0:36
2005-12-23 13:45 PM	9547451699	8882087701	INCOMINGFAX	0:00
2005-12-23 13:45 PM	9547451699	8882087701	ICNSENT	0:00

Administrative

This section allows you to change your administrative options. Click on the administrative icon and you will be presented with a list of submenus.

Click on the icons to change specific features related to these sections.



Voicemail



This section allows you to change all settings related to your PhoneFusion One voicemail feature.

? VOICEMAIL / Manage your voicemail options.

- ? Play new message counts before admin menu? Yes ☒ No ☐
- ? Seconds to skip ahead on voicemail playback?
- ? Touchtone for forwarding on voicemail playback
- ? Touchtone for rewinding on voicemail playback
- ? Touchtone for pausing voicemail playback
- ? Please specify the allowed options for voicemail playback
- | Order of Message | Function | Key to press |
|------------------|------------------------------|--------------------------------|
| ▼ 1 | Replay | <input type="text" value="1"/> |
| ▲▼ 2 | Delete/Undelete | <input type="text" value="2"/> |
| ▲▼ 3 | Save | <input type="text" value="3"/> |
| ▲▼ 4 | Call back sender | <input type="text" value="9"/> |
| ▲▼ 5 | Reply to message | <input type="text" value="4"/> |
| ▲▼ 6 | Play back sender's caller ID | <input type="text" value="5"/> |
| ▲▼ 7 | Forward to another user | <input type="text"/> |
| ▲▼ 8 | Repeat current menu | <input type="text" value="*"/> |
| ▲▼ 9 | Main Menu | <input type="text" value="#"/> |
| ▲ 10 | NONE | <input type="text"/> |
- ? Should we send you an ICN (SMS) when a new voicemail is left? Yes ☒ No ☐
- ? E-mail address(es) to which your voicemail will be sent - more than one is allowed. (Separate them by commas)
- ? PERMANENTLY delete all messages marked for deletion when exiting the Phone Admin program? Yes ☒ No ☐
- ? How many times should we call you to tell you that you have new messages?
- ? How long after a new message should we wait until trying to notify you the first time?
- ? How many minutes between notification attempts?
- ? Should the system send all voicemails to your external e-mail address ONLY? Yes ☐ No ☒
- ? Touchtone for stopping voicemail playback.
- ? Do you want the system to call you when you get a new voicemail or fax? Yes ☐ No ☒
- ? Telephone number to dial when user presses 0 (operator) during voicemail greeting (if enabled)

Save

Cancel

Play new message counts before admin menu? - Choose whether you would like the system to tell you the number of new messages you have before playing the administrative phone options menu. This will be the first thing you hear when you call your PhoneFusion One number. You can then press the * key to enter into the phone administration of PhoneFusion One. Choose yes or no.

?

Play new message counts before admin menu?

Yes ☒ No ☐

Seconds to skip ahead on voicemail playback - Choose the number of seconds you would like to skip ahead when listening to your voicemail messages. Note: You will still have to press the 'forwarding' touchtone key. This setting is specific to the amount of seconds PhoneFusion One will skip when this touchtone key is pressed.

?

Seconds to skip ahead on voicemail playback?

Touchtone for forwarding on voicemail playback - Choose the key on the phone that you would like to press to fast-forward when listening to a voicemail message.

Touchtone for rewinding on voicemail playback - Choose the key on the phone that you would like to press to rewind when listening to a voicemail message.

Touchtone for pausing voicemail playback - Choose the key on the phone that you would like to press to pause the voicemail message you are playing. To un-pause the voicemail messages, press the same key again. This will allow you to listen to the rest of the message.

?

Touchtone for forwarding on voicemail playback

?

Touchtone for rewinding on voicemail playback


?

Touchtone for pausing voicemail playback

PhoneFusion One has default settings already in place and you can feel free to leave them as they are.

To change the touchtone key, click on the box and a phone keypad will appear. Select one of the options.

Options for voicemail playback - This menu allows you to choose which touchtone keys you will press on the phone keypad in order to carry out different functions when listening to voicemail messages. If you click on the yellow arrows, you can change the order in which you will hear the list of options. Click on the box and you can choose the touchtone number you will press for the options listed. PhoneFusion One has default settings already in place, and you can feel free to leave them as they are.

 Please specify the allowed options for voicemail playback

Order of Message	Function	Key to press
▼ 1	Replay	<input type="text" value="1"/>
▲▼ 2	Delete/Undelete	<input type="text" value="2"/>
▲▼ 3	Save	<input type="text" value="3"/>
▲▼ 4	Call back sender	<input type="text" value="9"/>
▲▼ 5	Reply to message	<input type="text" value="4"/>
▲▼ 6	Play back sender's caller ID	<input type="text" value="5"/>
▲▼ 7	Forward to another user	<input type="text"/>
▲▼ 8	Repeat current menu	<input type="text" value="*"/>
▲▼ 9	Main Menu	<input type="text" value="#"/>
▲ 10	NONE	<input type="text"/>

Should we send you an ICN (SMS) when a new voicemail is left? - Choose whether you would like to receive ICN Incoming Call Notification SMS message that you have new voicemail.

This SMS message will be sent to the email address provided in the 'Incoming Phone Options' section. Choose yes or no.

 Should we send you an ICN (SMS) when a new voicemail is left? Yes ☒ No ☐

E-mail address(es) to which your voicemail will be sent - PhoneFusion One will send a copy of the voicemail message your caller has left for you. This voicemail message will be sent as a .WAV file. Enter the

email address or addresses where you would like your voicemail messages sent. You can enter more than one email address by separating them with a comma.

? E-mail address(es) to which your voicemail will be sent - more than one is allowed. (Separate them by commas)

PERMANENTLY delete all messages marked for deletion when exiting the Phone Admin program? - When you call your PhoneFusion One phone number, you have the option of marking a message to be deleted. If you want PhoneFusion One to PERMANENTLY delete your voicemail message after you hang up, select yes. If you select to NOT have your messages deleted when listening to them on the phone, you still have the option to go online and delete your voicemail messages. Then the next time you call your PhoneFusion One phone number, the message will be deleted. This setting allows you to choose whether you want all messages marked for deletion to be deleted when you hang up. IMPORTANT NOTE: The master voicemail inbox is your online inbox. Once the message is not online, it is PERMANENTLY deleted. This feature allows you to mark them PERMANENTLY deleted without having to go online. Choose yes or no.

? PERMANENTLY delete all messages marked for deletion when exiting the Phone Admin program? Yes ☒ No ☐

How many times should we call you to tell you that you have new messages? - Each time a new voicemail message is recorded, you can ask PhoneFusion One to call you on your 'Forwarding Destinations,' giving you the opportunity to listen to the voicemail message. You can ask PhoneFusion One to call you from one time up to 20 times. Provide how many times we should call you.

? How many times should we call you to tell you that you have new messages?


How long after a new message should we wait until trying to notify you the first time? - This setting allows you to decide how long PhoneFusion One will wait (in seconds) to call you when a new voicemail message is received. If you want PhoneFusion One to wait 5 minutes enter 300 seconds.

? How long after a new message should we wait until trying to notify you the first time?

How many minutes between notification attempts? - This setting allows you to decide how much time (in minutes) you would like PhoneFusion One to wait between phone call notifications (following the first notification) that you have a voicemail message.

 How many minutes between notification attempts?

Should the system send all voicemails to your external e-mail address ONLY? - This setting allows you to decide if you want the PhoneFusion One to automatically delete voicemail messages from your PhoneFusion One online inbox once it has been emailed to you, conserving storage space. Choose yes or no.

 Should the system send all voicemails to your external e-mail address ONLY? Yes ☐ No ☒

Touchtone for stopping voicemail playback - This setting allows you to choose the touchtone key on the phone keypad that you will press to stop a voicemail message playback once you have started playing the message.

 Touchtone for stopping voicemail playback.

Do you want the system to call you when you get a new voicemail or fax? - This is the PhoneFusion One Message Phone Call Notification feature. PhoneFusion One can call you each time you receive a NEW voicemail or fax message. This feature has additional components that can be configured here in the voicemail section or in the fax section on this website. These additional components include how many times PhoneFusion One will call you. Choose yes or no.

 Do you want the system to call you when you get a new voicemail or fax? Yes ☐ No ☒

Telephone number to dial when user presses 0 (operator) during voicemail greeting (if enabled)? - Enter the phone number you want calls transferred to when someone reaches your voicemail box - if the feature is turned on. Remember to record your voicemail greeting giving your caller instructions to press 0 to be routed to the representative on call.

Example Greeting: "Hello, you have reached John Doe's voicemail. He is on vacation returning next Monday. If you need immediate attention, press 0 to be routed to the operator."

? Telephone number to dial when user presses 0 (operator) during voicemail greeting (if enabled)

Fax

 Fax

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

? **FAX / Manage your fax options.**

? Specify the allowed options for fax administration (via telephone interface)

Order of Message	Function	Key to press
▼ 1	Send all new	<input type="text" value="1"/>
▲▼ 2	Send all saved	<input type="text" value="2"/>
▲▼ 3	Send all	<input type="text" value="3"/>
▲▼ 4	Scan through faxes	<input type="text" value="4"/>
▲ 5	Main Menu	<input type="text" value="#"/>

? Number of times to attempt to resend a fax

? Minutes between fax resend attempts

? Minutes (from now) to attempt initial fax resend

? Send ICN for Faxes received? Yes ☐ No ☒

? E-mail address(es) to which your faxes will be sent - more than one is allowed. (Separate them by commas)

? Enter the phone number of a paper fax machine to forward your incoming faxes

? Should the system send all faxes to your external e-mail address ONLY? Yes ☐ No ☒

Specify the allowed options for fax administration (via telephone interface) - This menu allows you to choose which keys you will press in order to manage your faxes. If you click on the yellow 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 of Message	Function	Key to press
▼ 1	Send all new	1
▲▼ 2	Send all saved	2
▲▼ 3	Send all	3
▲▼ 4	Scan through faxes	4
▲ 5	Main Menu	#

Number of times to 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.

 Number of times to attempt to resend a fax

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

 Minutes between fax resend attempts


Minutes (from now) to attempt 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.

 Minutes (from now) to attempt initial fax resend


Send ICN for faxes received? - Choose whether you would like to receive an ICN (Incoming Call Notification) SMS message that you have a new fax. This SMS message will be sent to the email address provided in the 'Incoming Phone Options' section. Choose yes or no.

 Send ICN for Faxes received? Yes ☐ No ☒


E-mail address(es) to which your faxes will be sent - 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.

 E-mail address(es) to which your faxes will be sent - more than one is allowed. (Separate them by commas)

Enter the phone number of a paper fax machine to 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.

 Enter the phone number of a paper fax machine to forward your incoming faxes

Should the system delete all faxes to your external e-mail address ONLY? - 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. Choose yes or no.

 Should the system send all faxes to your external e-mail address ONLY? Yes ☐ No ☒

Security

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.

The screenshot shows a web-based security configuration window titled "SECURITY / Manage your security options." It contains several input fields for passwords and phone numbers, each preceded by a question mark icon. The fields are: "Please specify your Web password" (6 dots), "Please confirm your password" (6 dots), "Please specify your phone password" (6 dots), "Please confirm your password" (6 dots), and four "Enter your Preferred Phone Number here" fields. The first phone number field contains "954xxxxxxx". At the bottom are "Save" and "Cancel" buttons.

Please specify your Web password - 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 specify your phone password - 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. The phone password is NOT required if the phone number you are calling from is one of your "Preferred Phone Numbers."

Enter your Preferred Phone Number here - When calling from a Preferred Phone Number, you will not need to enter your phone password to gain access to your phone administration settings. You can enter up to 4 phone numbers. Please be careful of what phone numbers you enter. If you enter your home phone number, anyone calling from that phone number will be able to gain access to your phone administration options (like listening to voicemail messages or use the 'Calling Card' feature).

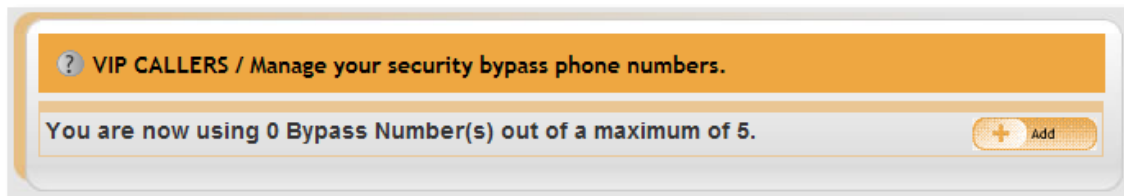


A screenshot of a web form containing four identical input fields. Each field is preceded by a question mark icon and the text "Enter your Preferred Phone Number here". The first field contains the text "954xxxxxxx", while the other three are empty.

VIP Callers

VIP Callers

This section allows you to enter VIP callers. A VIP caller is someone you know will call your PhoneFusion One number often. When that person calls, PhoneFusion One can be set to behave a certain way. If you want to increase the amount of VIP entries you have available, contact Customer Service to upgrade your services.



A screenshot of a web interface for managing VIP callers. It features an orange header bar with the text "? VIP CALLERS / Manage your security bypass phone numbers." Below this, a white box displays the status: "You are now using 0 Bypass Number(s) out of a maximum of 5." To the right of this status is an orange button with a plus sign and the word "Add".

If you add a phone number as a VIP entry, you can have PhoneFusion One do one of the following:

- ☒ Bypass all introductory audio
- ☐ Send directly to voicemail
- ☐ Send directly to Phone Admin
- ☐ Reject the call

To add a VIP caller's phone number to this list. Click the "Add" button. A new window will appear.

Number:

☒ Bypass all introductory audio
☐ Send directly to voicemail
☐ Send directly to Phone Admin
☐ Reject the call

1 - Enter the complete phone number for this VIP caller entry.

(Domestic phone numbers: Enter a 10-digit number without the '1.' International phone numbers: Enter the complete number including 011.)

2 - Choose one of the following VIP options.

Bypass all introductory audio – This means the caller will be placed on hold and PhoneFusion One will begin to call your active 'Forwarding Destinations.'

Send directly to voicemail – This means the caller will have no option but to hang up or leave you a voicemail message.

Send directly to Phone Admin – This means the caller will have no options except to go directly the phone administration options.

3 - When you are done click the "Add" button.

You can delete or modify this VIP setting at any time.

? VIP CALLERS / Manage your security bypass phone numbers.

You are now using 1 Bypass Number(s) out of a maximum of 5.

<input type="button" value="Delete"/>	<input type="text" value="9545551212"/>	<input type="text" value="Bypass all introductory audio"/>	<input type="button" value="+ Add"/>	<input type="button" value="+ Modify"/>
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My Account Settings

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.

? ADMINISTRATIVE / Manage your administrative settings.

Account information

Account Number:	2000000875
Account Name:	PhoneFusion Demo Account
Password:	*****
Security Question:	What is your mother's maiden name?
Security Question Answer:	<input type="text" value="maiden name answer"/>
Account Status:	Active
Date Created:	2007-11-26 16:39:08
Your Click to Call URL HyperLink	http://ctc.phonefusion.com/php/ctcb.phtml?val=47fc666dbc93c6e5a520bcbfecf73cea

Subscriber Information

Company Name:

Address 1: *

Address 2:

City: *

State: *

ZIP Code: *

E-mail Address: *

Mobile Phone:

Telephone Number: *

Fax:

Credit Card Information

Card Type: **Unknown**

Credit Card Number:

Expiration Date Month:

Year:

Verification Code:

Credit Card ZIP code / Post Code:

Issuer Phone:

CTC - 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.



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



This Web page will ask the customer to: 'Enter the telephone number where you wish to be called'. Then 'When should the call be placed?' 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:



Help



This menu 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.

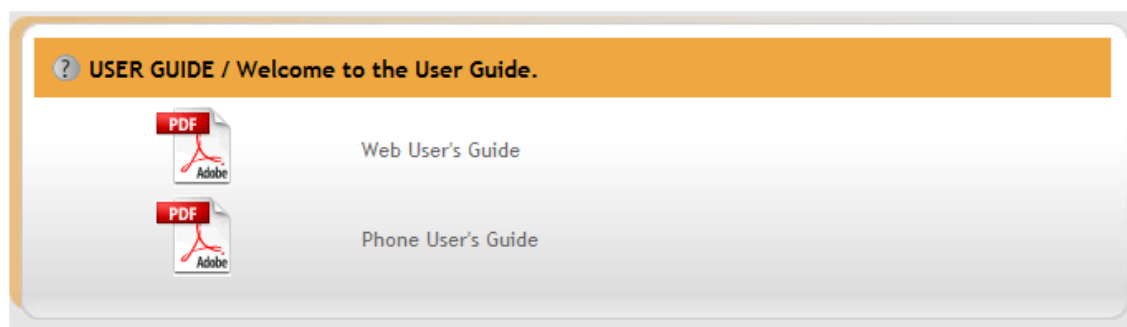
CONTACT US / Feel free to contact us. Any feedback is welcome.

PhoneFusion.com

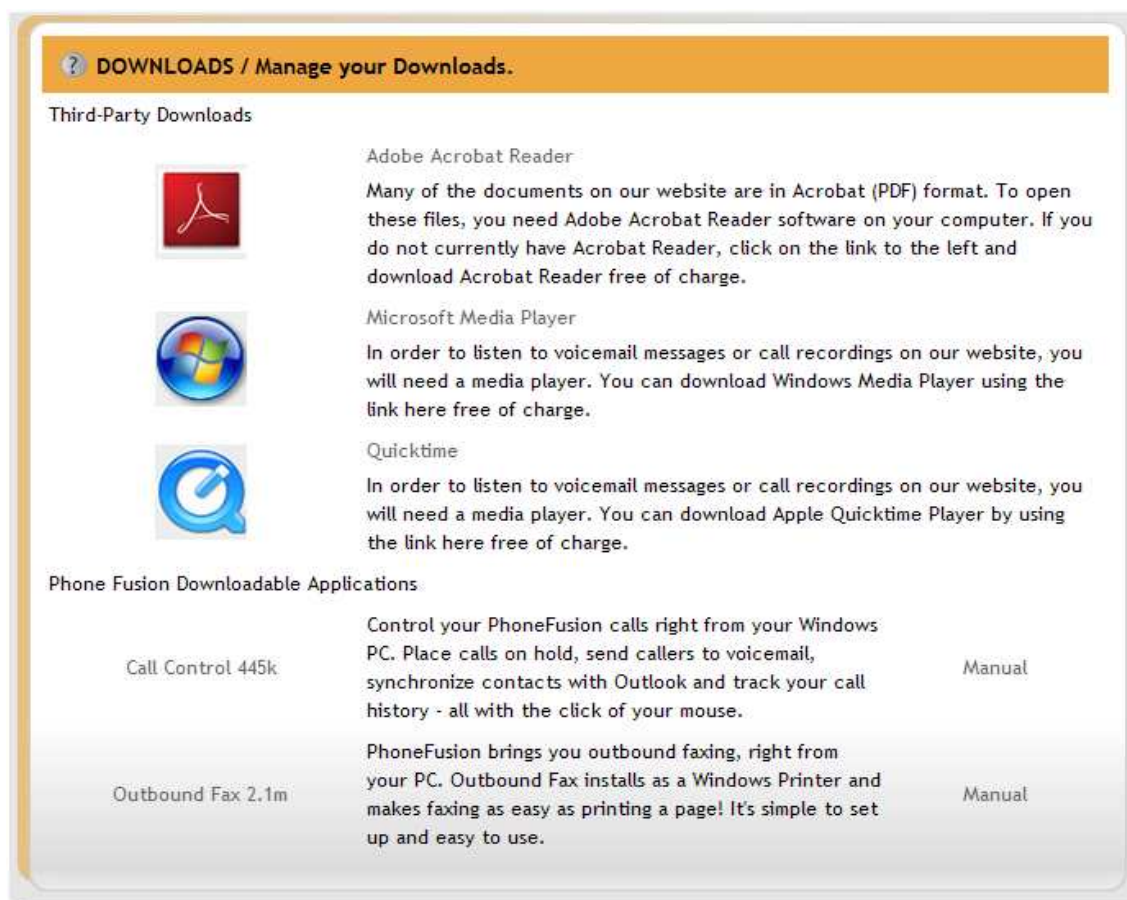
On the Web:	http://www.phonefusion.com
Support Website:	http://support.phonefusion.com
Customer Service Phone:	1-888-208-7801
Customer Service Email:	cservice@phonefusion.com
Customer Service Hours:	9.30 AM to 5.00PM EST, Monday - Thursday and 9.30AM - 3.00PM on Fridays

Please have your Phone Fusion telephone number available when calling to ensure proper processing.

User Guide - Click on one of the icons to read our Web or Phone user guide.



Downloads - 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. You also have access to PhoneFusion One's downloadable applications.



Call Me Now

The Call Me Now feature is great for the person on the go; it gives you the ability to use the calling card or any phone feature by sending an email to PhoneFusion One.

Send an email to callmenow@phonefusion.com and the system will call you back at the phone number provided.

When the system calls you back, it will ask you for your phone pass code. After entering a valid pass code, you have access to the phone administration of PhoneFusion One.

In the email you send to PhoneFusion One you will need to provide 3 things:

- Your PhoneFusion One phone number
- Your phone pass code
- The phone number you want PhoneFusion One to call

Please make sure your message is formatted as follows:

<your number>/<your phone password>/<the number where you wish to be called>

For example:

8001233333/1234/7181235555

You may also put each value on a separate line.

For example:

8002223333
1234
7184445555

If any of this information is invalid, PhoneFusion One will reply to the email sent with an error message like one of the following:

Your Call Me Now attempt has failed with the following message:
This feature is disabled for your account. Please contact PhoneFusion One Customer Support at 1-888-208-7801.

Missing or invalid phone number

Please make sure your message is formatted as follows:

<your number>/<your phone password>/<the number at which you wish to be called>

QUICK REFERENCE GUIDE

How do I record my voicemail and announcement greetings?

1. Dial your PhoneFusion One number.
2. Press the star * key.
3. Enter your phone password followed by the # sign.
4. Press 3 to get to your Account Options.
5. Press 2 to record your Voicemail Greeting, or 1 to record your Announcement Greeting.

How do I change my password?

1. Log on to your Web account at <http://login.phonefusion.com>.
2. Click on Administrative Options.
3. Click on Security and then change your passwords as you like.

How do I set up forwarding destinations?

1. Log on to your Web account at <http://login.phonefusion.com>.
2. Click on Phone Options.
3. Click on Forwarding Destinations.
4. Click "Add" to set up a forwarding destination and enter the appropriate information.

Where do I go for help?

1. Log on to your Web account at <http://login.phonefusion.com>.
2. Click on Help.
3. Click on Contact Us and you can find the Customer Service phone number or the link to our Support pages at <http://support.phonefusion.com> to answer many of your questions.

Or, call 1-888-208-7801 to speak to Customer Service directly.

How do I send voicemail messages to my email address?

1. Log on to your Web account at <http://login.phonefusion.com>.
2. Click on Administrative Options.
3. Click on Voicemail.
4. Type your email address where it says: Email address(es) to which your voicemail will be sent - more than one is allowed.

How do I record a call?

To record outgoing calls:

1. Dial your PhoneFusion One Personal Phone Number.
2. When the system answers, **PRESS ***.
3. Enter your Phone Pass Code, **PRESS #**.
4. **PRESS 9**.
5. Enter the phone number you are calling and **PRESS #**.
6. **PRESS # # 7**.
7. Reminder Memo is now turned on. You will hear a tone indicating that recording is enabled.

To record incoming calls:

1. Anytime after you connect with your caller, **PRESS # # 7**.
2. Call Record is now turned on. You will hear a tone indicating that recording is enabled.

Stop recording during a call:

1. **PRESS # # 7**.
2. Call Record is now turned off. You will hear a tone indicating that recording has been disabled.

Recordings made during calls will show up as voicemail messages in your Web account and emailed to you if the Voicemail to Email feature is enabled.

How do I accept a call?

If you are using the default settings, once PhoneFusion One has read the name of the caller and their phone number, simply press **2** to accept the call. When you are finished, simply hang up.

How do I send my caller a live instant message?

1. PRESS 6.
2. Speak your short message.
3. Wait for the system to say "Good Bye" or **PRESS #** to immediately send your message.
4. Hang up.

How do I send a caller directly to voicemail?

1. **PRESS 8.**
2. Your caller will hear your Voicemail Greeting.
3. Hang up or listen to your caller leave a message.

Can I interrupt someone while they leave me a message?

To connect with a caller that is in the process of leaving you a voicemail message:

1. **PRESS 2** at any time.
2. You will then be connected to your caller.
3. Begin speaking.

Can I transfer a call to another phone while I'm in the middle of a call?

To transfer a call in-progress:

1. Anytime after you have received a call, **PRESS # # 8.**
2. Dial the phone number where you would like to transfer the call, then **PRESS #.**
3. PRESS 1 to confirm the number you have entered - your call has now been transferred.

How do I make a conference call?

TO INITIATE A CONFERENCE CALL

1. Dial your PhoneFusion One number.
2. When the system answers, **PRESS *.**
3. Enter your Phone Pass Code 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 #.**

To add additional attendees

PRESS # # 3.

Repeat step 6 until all of your attendees have been added.

TO REMOVE AN ATTENDEE FROM A CONFERENCE CALL

1. PRESS # # 2.

Attendees are removed in the following order: Last added to the conference is the first one removed from the call.

1. To join the current conference **PRESS 1.**
2. You have now initiated a conference call.