

Portal for End Users

Sign into the Fuze portal	My Voicemail	Extension Settings
<ol style="list-style-type: none"> 1. In web browser, go to https://www.fuze.com 2. Click Login 3. Click Customer Portal Login 4. Type your Username 5. Click Next <input type="button" value="Next"/> 6. Type your password 7. Click Login <input type="button" value="Login"/> 	<ol style="list-style-type: none"> 1. Click Play Audio ▶ to listen to a message 2. Click Download to download a message 3. To delete a voicemail, click the check box next to the message, then click Delete Selected <input type="button" value="Delete Selected"/> 4. To move a voicemail, click the check box next to the message, select the location from the dropdown list, then click Move Selected <input type="button" value="Move Selected"/> 	<ol style="list-style-type: none"> 1. Enter the number of seconds the phone will ring before going to voicemail 2. Enter a number to be dialed if handset is off-lie 3. Click the check box <input type="checkbox"/> to simul-ring handset(s) and out of service # 4. Click the check box <input type="checkbox"/> to enable call forwarding 5. Type the number to which calls are forwarded to 6. Enter the number of seconds that phone will ring to forwarded line before going to voicemail 7. Click the Apply Changes <input type="button" value="Apply Changes"/> button to save
Voicemail Settings	Support	Click to Call
<ol style="list-style-type: none"> 1. Enter email address for voicemail notification 2. Click the check box to send messages as attachment 3. Click the check box <input type="checkbox"/> to delete message once emailed 4. Click the check box <input type="checkbox"/> to allow caller to review message before saving 5. Click the check box <input type="checkbox"/> to give you information about a message (date and time) 6. Select time zone from drop down list 7. Enter email address for an alternate email 8. Click Change PIN <input type="button" value="Change PIN"/> to change voicemail PIN 	<ol style="list-style-type: none"> 1. Click Support 2. Click Support Home to open a support case or call technical support 3. Click User Guides, then the applicable folder to open Reference Manuals and User Guides 4. Click the PDF for the User Guide 	<ol style="list-style-type: none"> 1. Click Support 2. Select Connector Plugins 3. Click the folder related to the browser to be used 4. Download the User Guide 5. Follow the instructions to install the plugin 6. Click Home 7. Select Click-to-Call 8. Select a preferred device from the dropdown list 9. Click the Update <input type="button" value="Update"/> button
Calling from Chrome Browser	eFax	Log Out
<ol style="list-style-type: none"> 1. Download the extension at: https://chrome.google.com/webstore/detail/fuze-click-to-call/oapaaimokfhhbbegcgllmabdfgndcjpil 2. Click Add to Chrome 3. Click Add Extension 4. The Fuze logo will now be displayed next to the URL field 	<ol style="list-style-type: none"> 1. Click Home 2. Select Send Fax 3. Click the Add File <input type="button" value="Add File"/> button 4. Enter fax number 5. Click the check box <input type="checkbox"/> if cover page is needed 6. Type needed information in all fields <p>Click the Send <input type="button" value="Send"/> button</p>	<ol style="list-style-type: none"> 1. To log out of the Customer Portal, click Log Out