How to
Fusion Anywhere

How to Set Up and Use Fusion Anywhere

Fusion Anywhere is a business productivity tool that allows you to have a single number for use with any device, for example: your fixed phone, mobile or similar phone device. Calls you make from any of your specified Fusion Anywhere devices look and act as if it were your primary device. Your device's Caller ID will be displayed as that of your primary device; therefore when you are on the road, it will appear as though you are in your office.

Make a Call Directly from your Mobile

Step 1   Dial your Fusion Anywhere portal number Enter

Step 2   your PIN (the same PIN as your voicemail)

Step 3   Enter the destination phone number

Note: The called party sees your Fusion Connect phone number (not your mobile number) as the Calling Line ID.

There are times when you may not want to be reached – perhaps you are several time zones away or on the other side of the world, and you do not want your daily flurry   of business calls alerting your mobile. In this case, you are able to deactivate your mobile phone. When you are ready to receive calls again, you may reactivate your mobile phone (or any of your Fusion Anywhere phone devices).

Deactivate a Fusion Anywhere Phone:

First dial your Fusion Anywhere portal number from the phone to be deactivated. Then enter the voice portal passcode when prompted. You will then be prompted to "please enter the destination digits". Dial *13 to deactivate the phone.

Activate a Fusion Anywhere Phone:

First dial your Fusion Anywhere portal number from the phone to be activated. Then enter the voice portal passcode when prompted. You will then be prompted to "please enter the destination digits". Dial *12 to activate the phone.

Moving Calls between Devices

Another feature of Fusion Anywhere is the ability to move calls from one Fusion Anywhere device to another seamlessly. For example, you may take a business call on your mobile while you out of the office, and upon returning to the office, you may choose to move the call to your fixed phone.

Move Active Call from your Mobile to your Fixed Phone

While engaged in a call on your mobile, from your fixed phone, press *11. The call is seamlessly moved to your office phone, and the mobile call leg is dropped.

Move Active Call from your Fixed Phone to your Mobile

Dial the Fusion Anywhere portal number from your mobile and enter your PIN. Once you hear dial tone, press *11 on your mobile. The call will be moved seamlessly from your desk phone to your mobile. Note: The mobile number must be set up as a Fusion Anywhere location.
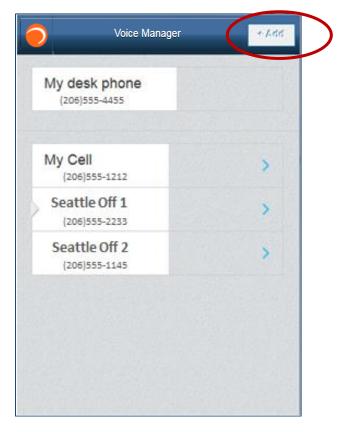
Fusion Anywhere Location Numbers

You may add or edit Fusion Anywhere locations using the Voice Manager. You must first login to the Voice Manager using this URL: https://my.fusionconnect.com.

To login to the Voice Manager enter your Fusion Voice Number and Voice Manager password.

Adding Fusion Anywhere Locations

Once logged into the Voice Manager perform the following:

Step 1   From the Voice Manager Menu page click Settings

Step 2   From the Settings page click Location Numbers

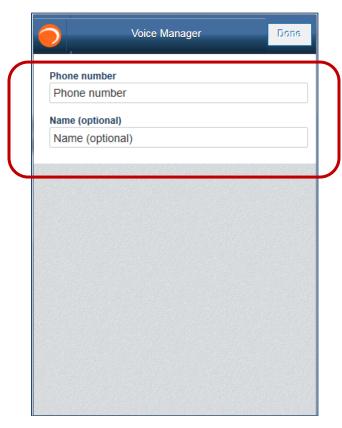**Step 3**   From the Location Numbers page click the Add button

Locations numbers page

Note: The location number with the gray arrow is the active location. To change it click the location number that you wish to be activated.

Step 4   On the Add location page, enter the 10-digit Phone number and Name (optional). When finished click Done. The new location number is added.
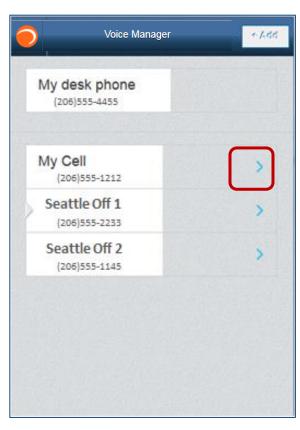

Add location page

Editing Fusion Anywhere Locations

Once a location has been added, you can edit or delete it.

Step 1   From the **Location numbers** page click on the arrow button ⟩ next to the number you wish to edit.
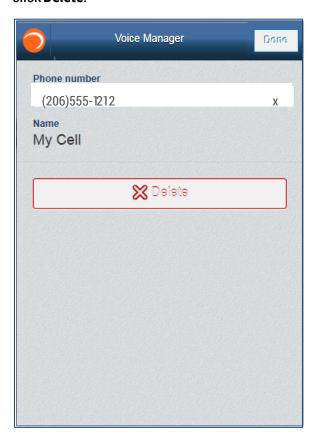

Locations numbers page

Step 2   From the **Edit location** page, make your edits, and click **Done**. Your edits will be saved.

If you wish to delete the location number, click **Delete**.

Edit location page