



## Notice to Customers: Hurricane Florence Preparation & Call Routing

Dear Fusion Customer,

We want our customers to know we're with you as you prepare for Hurricane Florence. Fusion is committed to providing the highest reliability possible to our customers. In adverse weather conditions, such as hurricanes, factors outside of Fusion's control may result in service issues in impacted areas. We want to assure you that we fully understand the importance of your business communications services and we will work diligently with our partners to repair impacted services resulting from Hurricane Florence.

In an effort to minimize impact, we remind you that Fusion's cloud-based voice services include forwarding and mobility features that enable you to redirect your business lines to help you remain operational should the hurricane compromise the power or Internet service at your business location.

If you are in Hurricane Florence's predicted path, we advise you to set up call forwarding to help keep communication lines open. Please see the instructions below to guide you through that process.

### FusionWorks:

#### To Forward a Number:

1. Go to <http://voiceadmin.fusionconnect.com>
2. Enter User ID and Password
3. Go to Incoming Calls
4. Go to Call Forwarding Always
5. Enter the number you want to forward the calls to
6. Enable the call forward

Note: You can also forward calls to your direct line by dialing \*72 from your personal phone.

#### To Change your Call Flow:

Instructions on changing your call flow are available in the Fusion360 Portal User Guides. Please reference the appropriate user guide below:

**For Administrators:** [Fusion360 Administrative Portal User Guide](#) (See page 22)

**End Users:** [FusionWorks End User Guide](#) (See page 16)

### Fusion360:

#### To Forward a Number:

1. Go to <http://portal.thevoicemanager.com>
2. Enter Username and Password
3. Go to Call Forwarding
4. Select All
5. Enter the number you want to forward the calls to
6. Click on Save

Note: You can also forward calls to your direct line by dialing \*72 from your personal phone.

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For further assistance, please contact Fusion Customer Support at 888.301.1721 (Opt 1).