

FusionWorks: End User Guide

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Welcome to FusionWorks

You now have access to some of the most advanced voice and collaboration features available. This User Guide is intended to help you make the most of your Fusion service. It includes essential information on how to use your telephone and the features of your service. If you have additional questions, please contact your administrator.

End User Portal

xsp4.fusionuc.net

Downloads and Reference Information

www.fusionconnect.com/support/product/cloud-uc

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Getting Started

Identify Your Service

Identify your feature set to determine if you are a Voice Seat user or a Collaboration Seat user, as not all features described in this guide may be available to you.

Get to Know Your Telephone

The Your IP Phone section of this document will introduce you to your new phone.

Setup Your Voicemail

The Unified Messaging section of this document will guide you through setting up and accessing your voicemail.

Update Your Password

To reduce the risk of unwanted access, it is important that you update your password to something personal and secure. To do so:

- Browse to your [End User Portal](#) and login with your 10-digit phone number and default password provided by your administrator
- Select Profile under Options and then Passwords
- Select the Set web access password radio button, enter your current password and your new password
- Press OK

Install the Fusion Communicator

If you are a Collaboration Seat user, visit www.fusionconnect.com/support/product/cloud-uc to download the Communicator software for your computer. Then go to The Fusion Communicator section to learn how to use your software.

Personalize Your Service

The Using Your Calling Features section will introduce you to key features of your service. Tip: Plan ahead for unforeseen circumstances by setting up Call Forwarding Unreachable.



Your IP Phone

Identify Your Phone

From the list below, identify the model of phone you were provided.



Polycom VVX 600

16 line business media phone with a 4.3 in color touchscreen, HD Voice and a pass-thru Gigabit Ethernet switch port. An optional USB Camera can be attached for video calling.



Polycom VVX 500

12 line business media phone with a 3.5 in color touchscreen, HD Voice and a pass-thru Gigabit Ethernet switchport. An optional USB Camera can be attached for video calling.



Polycom VVX 400/410

12 line business phone with a 3.5 in color screen, HD Voice and a pass-thru Ethernet switch port (Gigabit on VVX 410).



Polycom VVX 300/310

6 line business phone with a grayscale backlit LCD, HD Voice and a pass-thru Ethernet switch port (Gigabit on VVX 310).



Polycom SoundPoint IP 335

2 line entry-level phone with HD voice and a pass-thru Ethernet switch port.

Place a Call

- For calls to a coworker, dial their extension
- For external domestic calls, dial the 7-digit number (if within the same area code) or the 10-digit number you wish to call
- For international calls (outside of North America), dial 011 first
- Dial 911 to contact local emergency services

Place a Video Call (VVX 500 or 600 only)

Please note: A VVX USB camera must be attached to your phone. The remote party must be able to accept video calls.

1. Dial the number you wish to call
2. Press the Video button
3. Press the Start Video button

Put a Call on Hold

- To place a call on hold, press the Hold button
- To resume a call, press the line that the held call is on and then press the Resume button

Transfer a Call

1. Press the Transfer (or Trnsfr) button
2. For unsupervised transfer, press the Blind button
3. Dial the number to which you are transferring the call
4. For supervised transfer, press Transfer (or Trnsfr) again to release the call

Transfer a Call Directly to Voicemail

1. Press the Transfer (or Trnsfr) button
2. Dial *55
3. Enter the extension and press #

Create an Instant Conference

1. On an active call, press the Conference (or Conf) button
2. Dial the number to be conferenced into the call
3. When someone answers, press Conference (or Conf) again
4. Repeat for a total of 15 participants

Access the Directory

On the Polycom SoundPoint IP 335:

1. Press the Menu button
2. Select Features
3. Select Contact Directory

On the Polycom VVX 300/310 or 400/410:

1. Press the Home button
2. Select Directories
3. Select Contact Directory
4. To add a contact to the directory, press the Add button

On the Polycom VVX 500 or 600:

1. Press the Home button
2. Press the Directories button
3. To add a contact to the directory, press +

View Call Logs

On the Polycom SoundPoint IP 335:

1. Press the Menu button
2. Select Features
3. Select Call Lists
4. Select which list you would like to view: Missed, Received, Placed

On the Polycom VVX 300/310 or 400/410:

1. Press the Home button
2. Select Directories
3. Select Recent Calls
4. To filter the list, select Type then Missed, Received, or Placed

On the Polycom VVX 500 or 600:

1. Press the Clock button
2. Swipe UP to scroll down the list
3. Press the Sort button (looks like a N with two arrows) to change whether calls are sorted by time or name and in ascending or descending order
4. Press the Filter button (looks like a funnel) to filter calls by type: All, Missed, Received, or Placed calls and by line
5. Press the Trashcan to delete calls by type: All, Missed, Received, Placed, or displayed calls
6. To return a call, select the entry in the list

Set up Exchange Calendar (VVX 500 or 600 only)

Please note: This feature must be enabled by Fusion. Please contact your administrator to do so.

1. To add login credentials press the Home button then Settings > Basic > Login Credentials and add your domain, username, and password. Press Submit.
2. To connect to your calendar press the Home button then Settings > Features > Calendar > Connect to server
3. To access your calendar press the home key then calendar
4. When a meeting is 15 minutes from starting, an alert will appear with the selections, details, snooze, and dial
 - Details: View meeting details
 - Snooze: Pause the alert for 5 minutes
 - Dial: Call the number on the invite

Record Calls (VVX 500 or 600 only)

1. Insert a USB flash drive into either of the USB ports on the phone
2. While on a call, press the Record button then press the Start button to start recording the call
3. Press the Stop button to stop the recording
4. Press the Pause button to temporarily stop recording
 - The recording will automatically end at the end of the call
 - Recordings will be stored on the flash drive in a folder labeled Call Recordings
5. To access recorded calls press the Home button then Settings > Features > Removable Storage Media... > Browse Recordings
6. Select the recording you wish to hear and press Open then Play

Pair a Bluetooth Headset (VVX 600 only)

1. To pair a Bluetooth headset with your phone, press the Home button then Settings > Basic > Bluetooth and press Scan
2. After scanning, select the device you want to use and press Add
3. Enter your PIN for the device
4. Press OK to complete the setup
5. To turn Bluetooth on/off press the Home button then Settings > Basic > Bluetooth and press On or Off

Unified Messaging

Set Up Your Mailbox

Record Your Outgoing Greeting

1. Pick up your phone handset and dial your extension
2. Enter the default passcode provided by your administrator
3. Follow the prompts to change your passcode and record a personalized name
4. Press 1 to access your voice mailbox
5. Press 2 to record your Busy Greeting or 3 to for you No Answer Greeting

Receive Messages in Your Email*

If you are Collaboration Seat user and wish to enable transcription of your messages, please see the Voice-to-Text section. For all other users:

1. Browse to your End User Portal and login with your 10-digit phone number and password
2. Select Messaging under Options and then Voice Management
3. Check the box next to Email a carbon copy of the message to and enter your email address
4. Press OK

Voice-to-Text (Collaboration Seat users only)*

If you are a Collaboration Seat user, you can receive a transcription of your voice messages in your email. This must be set up by Fusion. If you wish to enable this service, please contact your administrator.

** Please note: When a mailbox is set to receive messages to your email, messages must be read or deleted from the voicemail system in order to remove the message waiting indicator from your phone.*

Identify If You Have a New Message

- On your Polycom phone, you will see a red flashing light
- From your Fusion Communicator (Collaboration Seat users only), the Communications History icon will display a badge with the number of all unread notifications. Select Communications History and the number of new voicemails will display at the top of the application.

Access Your Voicemail Messages

On the Polycom SoundPoint IP 335:

1. Press the Menu button
2. Select Features
3. Select Messages then Message Center

On the Polycom VVX 500 or 600:

1. Press the Envelope button

From another phone:

1. Dial your 10-digit number
2. During the greeting, press *

From your Fusion Communicator (Collaboration Seat users only)

1. Select the Communications History icon
2. Click the Voice Mail box at the top of the Communications History

Once connected to the voicemail system,

1. Enter your passcode followed by #
2. To access your voice mailbox, press 1
3. To play new messages, press 1
4. To delete the message, press 7
5. To save the message, press #

Video Messaging

If the remote caller has a video-enabled device, they can leave you a video message. If you've enabled voicemail-to-email or voice-to-text services, the video file will be attached to the email message received.

The Fusion Communicator

The Fusion Communicator is a simple-to-use software application that enables a unified communications experience across mobile and desktop platforms seamlessly, enabling voice and video calling, instant and group messaging, presence and desktop sharing.

Please note: The Fusion Communicator is only available to Collaboration Seat users. Please contact your administrator if you have questions.

Getting Started

Download the Client

Download and install the appropriate client based on your operating system from www.fusionconnect.com/support/product/cloud-uc. Mobile versions of the clients are also available for iOS and Android and user guides are available for those versions at the link above.

To Login, visit: <http://xsp4.fusionuc.net>

- Type your FusionWorks username and password. If you do not know this, please contact your administrator
- Optionally, you may choose to save your password and sign in automatically
- You will be required to accept the licensing agreement
- You will be required to set your location

Update Your Profile Photo

Right-click on your presence flag and select Change Profile Photo in order to personalize the image others see for you.

Add Your First Contact

Add your coworkers to your contact list by typing their name in the Search and Dial Bar. Once their name appears, right-click and select Add Contact.

Familiarize Yourself with the Interface

On next page.



1. Your Presence Flag - Your flag indicates whether you are available, away, busy or offline. This will automatically update if you're on a call or in a meeting (if Outlook integration is enabled). Alternately, you can manually change this by right-clicking on the flag.

2. Your Contacts - This option returns you to your active communications and contact list view.

3. My Room - Your My Room is your personal collaboration room where your coworkers can join you for a group chat, a conference call or to view your desktop.

4. Communications History - Your contact history displays any unread voicemail messages, as well as your chats, missed, place and received call history.

5. Dialer - The Dialer is a keypad for placing voice and video calls.

6. Directory - The Directory option displays your entire corporate directory.

7. Communications Pane - A quick toolbar for initiating a chat, placing a voice or video call or sharing your desktop with one of your contacts.

8. Call Settings Toolbar - A quick toolbar for enabling and disabling your key calling features, such as call forwarding, remote office, and do not disturb.

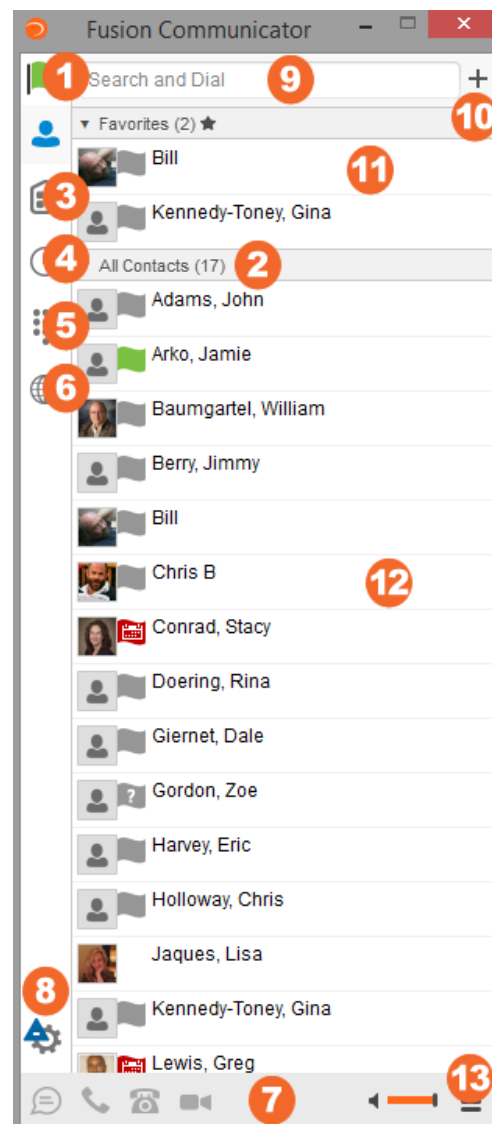
9. Search and Dial Bar - Search for contacts in your contact list or in your directory or type a number to dial.








10. Add Contact, Conference or Group - Add a contact or conference manually. You can also create groups for your contacts.

11. Active Communications Pane - A list of all of your active chats.

12. Contacts Pane - The main window that displays all of your contacts and their presence.

13. Settings - Access Call Settings and Preferences.



-  User is online and ready
-  User is online but idle or away
-  User is busy
-  User is offline
-  Subscription is pending
-  User is busy due to a call
-  User is busy due to a meeting

Instant Messaging

Initiate a chat session with a contact by double-clicking on their name in Contacts Pane, right-clicking on their name in the Contacts Pane and selecting Chat or by selecting their name in the Contacts Pane and pressing the Chat option in the Communications Pane.

In an active chat session, simply type the message you would like to send and press enter on your keyboard. The chat window will inform you when your contact is typing. Additionally, you can send add emoticons to your message or send your contact a file.

Your My Room allows for group chats. To invite someone to your My Room simply drag their contact from the Contacts Pane into the My Room window. The contact will receive an invite. To join someone else's My Room, right-click on their name in the Contacts Pane and select Join Room.

Audio Conferencing

Your My Room also allows for group conversations via your personal audio bridge. Pressing one of the call options from the Communications Pane of a My Room session will dial the personal audio bridge of the host.

Additionally, calling in this manner automatically enters the Conference ID of the bridge. If the host uses this method to dial into their own bridge the Moderator Pin will be dialed instead.

Desktop Sharing

You can quickly and easily share your desktop with your contacts allowing for on-the-fly collaboration. To do so, right-click your contact's name in the Contacts Pane and select Share Desktop or select their name in the Contacts Pane and press the Share Desktop option in the Communications Pane. Once your share is ready, press the Start button. Your contact will receive an invitation via the Communicator client to view your desktop. Selecting the Share Desktop option from your My Room allows you to share your desktop with up to 15 contacts at the same time. Additionally, once the Share Desktop option is selected, you can generate a link to send to individuals external to your company so they can also view your desktop through their web browser.

Placing Audio and Video Calls

Calls can be placed from from the Communicator in many ways.

If the number you wish to dial is not in your contact list, the number can be dialed directly by typing the number into the Search and Dial Bar or the Dialer.

If you wish to call a contact you can right click on their name in the Contacts Pane, select their name in the Contacts Pane and press one of the call buttons in the Communications Pane, or selecting a call option from an active chat session with that contact.

The following calling options are present in the Communications Pane of the main window, the dialer and active chat sessions.

Call

The Call button places an audio call to the contact using the phone built into the Communicator.

Call from Phone

The Call from Phone button places the call using your desktop phone. When pressed, the desktop phone will ring. Answering the call on the desktop phone will then connect you to the dialed number.

Video Call

The Video Call button will place a video call to the contact using the phone built into the Communicator. The camera specified in the Preferences will be used.



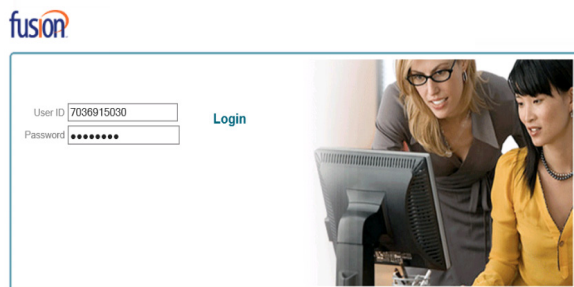
Outlook Integration (Windows only)

Outlook Integration enables searching and returning results for your Microsoft Outlook contacts via the Search and Dial Bar. This allows for quick dialing or to add commonly called contacts to your Contacts Pane. Additionally, Outlook Integration will automatically update your presence icon if you are in a meeting.

If you are using the Communicator client from a Microsoft Windows PC, you should be prompted to enable Outlook Integration the first time you log in. If you mistakenly disabled this, the service can be enabled from your Preferences.

End User Portal

The [End User Portal](#) provides configuration access to all of your voice calling features. For Collaboration Seat users, some features may be configured directly from the Fusion Communicator.



Remote Office

The Remote Office service allows you to use another phone such as your home phone or your cell phone as your business phone.

When enabled, VoIP calls placed from the Fusion Communicator (Collaboration Seat users only), third party softphones or software applications will first ring to defined Remote Office phone before connecting to the dialed party. This service also directs all calls coming to your business phone number to ring the Remote Office phone.

From your End User Portal:

1. Browse to your End User Portal and login with your 10-digit phone number and password
2. Select Call Control under Options and then Remote Office
3. Enter the number you wish to use in the Remote Phone Number
4. To enable the service set the radio button to On. To disable set the the button to Off
5. Press OK.

From your Fusion Communicator (Collaboration Seat users only):

To configure:

1. Select the Call Settings icon from the Call Settings Toolbar
2. Select Fusion Remote Office
3. Enable or disable the service and enter the remote phone number by selecting the Edit icon
4. Press Save

To quickly enable or disable the configuration, select the Remote Office icon on the Call Settings Toolbar.



Call Forwarding

Call Forwarding services allows you to specify when your calls should be forwarded to another number based on your availability.

The following forwarding options are available.

- Always - All incoming calls will be redirected to the defined number
- Busy - Calls will be forwarded when you are on a current call
- Unanswered - Calls will be forwarded if you do not answer
- Unreachable - Calls will be forwarded if Fusion cannot reach one of your phones. This is an important service to preconfigure should a disaster or unforeseen outage occur to ensure you continue to receive your calls.

From your End User Portal:

1. Browse to your End User Portal and login with your 10-digit phone number and password
2. Select Incoming Calls under Options
3. Select the service you wish to configure, either Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer or Call Forwarding Unreachable
4. Enter the number you wish to forward to in the Calls Forward to phone number field and set the Number of rings being forwarding value, if appropriate
5. To enable: the service set the radio button to On. To disable: set the the button to Off
6. Press OK.

From your Fusion Communicator (Collaboration Seat users only):

To configure,

1. Select the Call Settings icon from the Call Settings Toolbar
2. Select Forward Calls
3. Enable or disable each forwarding option and enter the forward to number by selecting the Edit icon
4. Press Save

To quickly enable or disable the configuration, select the Call Forwarding icon on the Call Settings Toolbar.

Flexible Seating

The flexible seating feature enhancement allows a designated seat to be associated with an IP phone that is intended for guest logins, for example in a corporate visitor/hoteling cubical area. This seat and phone will not consume a license and when not associated with a guest profile may only be used to place emergency and voice portal calls. When associated with a guest, the guest's user identity and call processing policies are used except for emergency calls, in which case the Hotel Host Seat's identity and call processing policies are used.

The flexible seating features may be further enhanced by enabling the Polycom hoteling feature on select Polycom IP phone models with an appropriate level of Polycom UC software.



Do Not Disturb

When Do Not Disturb is activated, calls will not ring to your phone. Unless Call Forwarding Always is enabled, incoming calls will be sent directly to your voicemail and hear your busy greeting.

From your End User Portal:

1. Browse to your End User Portal and login with your 10-digit phone number and password
2. Select Incoming Calls under Options and then Do Not Disturb
3. To enable the service set the radio button to On. To disable set the the button to Off
4. Press OK.

On the Polycom SoundPoint IP 335:

1. Press the Menu button
2. Select Features
3. Select Do Not Disturb. "Do Not Disturb" will display when enabled
4. Press left Navigation button to exit Menu
5. Follow this same process to turn Do Not Disturb off.

On the Polycom VVX 500 or 600:

1. Press the DND button. A picture of a phone with a red dash will appear when enabled
2. To disable, press the DND button again.

From your Fusion Communicator (Collaboration Seat users only), quickly enable or disable this setting by selecting the Do Not Disturb icon on the Call Settings Toolbar.

Find-Me Follow-Me

To ensure that you never miss a call, the Simultaneous Ring Personal feature enables you to ring up to 10 different phone numbers in addition to your primary number.

From your End User Portal:

1. Browse to your End User Portal and login with your 10-digit phone number and password
2. Select Incoming Calls under Options and then Simultaneous Ring Personal
3. Enter each phone number you wish to ring
4. Specify the Answer Confirmation required value or each number. If enabled, you will prompted to press any key when answering a call before the call is connected. Enabling this service will avoid calls being viewed as answered by voicemail if your mobile phone is powered off.
5. If you do not want each phone to ring when you are on a call, check the Do not ring my Simultaneous Ring Numbers if I'm already on a call option
6. To enable the service set the radio button to On. To disable set the the button to Off.
7. Press OK.



From your Fusion Communicator (Collaboration Seat users only):

1. Select the Call Settings icon from the Call Settings Toolbar
2. Select Simultaneous Ring Personal
3. Enter each phone number you wish to ring
4. Specify the Answer Confirmation required value or each number. If enabled, you will be prompted to press any key when answering a call before the call is connected. Enabling this service will avoid calls being viewed as answered by voicemail if your mobile phone is powered off.
5. If you do not want each phone to ring when you are on a call, check the Do not ring my Simultaneous Ring Numbers if I'm already on a call option
6. To enable the service check the box next to Enabled. To disable, uncheck the box
7. Press Save.

Executive and Executive Assistant

Executive and Executive Assistant are two interrelated services that enable Executive users to have a pool of assistants who can answer and initiate calls on their behalf. A user with the Executive service can define a group of assistants from within their organization who have Executive Assistant assigned to help manage their calls. Both the executive and their assistants can specify which calls should be forwarded to the assistants, how assistants should be alerted about incoming calls, and which of the calls forwarded to the assistants should be presented to the executive for screening.

Your implementation team will assign features as appropriate during install.

Executives, from your FusionWorks User Portal:

1. Select Call Control
2. In the Advanced column, select Executive
3. In the Assistants tab, you can define users who can answer calls on your behalf
4. In the Filtering, Screening and Alerting tabs, you can define call treatments
5. Please contact the Help desk if more assistance is needed.

Assistants, from your FusionWorks User Portal:

1. Select Call Control
2. In the Advanced column, select Executive Assistant
3. From this screen you will see which Executive pools you are assigned to
4. You can also view and configure the Executive's settings
5. Please contact the Help desk if more assistance is needed.

Mobile Phone Integration

The Fusion Communicator for Android or iOS (iPhone or iPad) allows you to place calls from your mobile devices using your business number. You can also chat with and view your coworker's presence and configure your call settings. These clients are only available for Collaboration Seat users.

Additionally, the Fusion Anywhere feature, available for both Voice Seat and Collaboration Seat users, enables you to move calls seamlessly from your desk phone to your mobile when you need to take an important call home with you or move a call from your mobile to your fixed phone when you are back in the office.

Getting Started

In order to use the Fusion Anywhere service, you must know your Fusion Anywhere portal access number. To find it:

1. Browse to your End User Portal and login with your 10-digit phone number and password
2. Select Call Control under Options and then BroadWorks Anywhere
3. Select View Available Portal List
4. You can use any listed portal for access to this service

Additionally, you must add your mobile device to the your Fusion Anywhere service. From your End User Portal,

1. Browse to your End User Portal and login with your 10-digit phone number and password
2. Select Call Control under Options and then BroadWorks Anywhere
3. Select Add to add a device
 - Enter the Phone Number
 - Enter a Description
 - Check the Enable this Location option to enable
 - Leave Enable Diversion Inhibitor unchecked
 - Check Require Answer Confirmation to you wish to enable this feature. If enabled, you will prompted to press any key when answering a call before the call is connected. Enabling this service will avoid calls being viewed as answered by voicemail if your mobile phone is powered off.
 - Leave Use BroadWorks-based Call Control unchecked
 - Press OK.
4. Select Edit to change a device's configuration
5. Check Alert all locations for Click-to-Dial calls if you wish to enable this service. If enabled, call back services the Fusion Communicator or 3rd Party Applications will additionally ring these devices.
6. Press OK.



From your Fusion Communicator (Collaboration Seat users only):

1. Select the Call Settings icon from the Call Settings Toolbar
2. Select Fusion Anywhere
3. Check Alert all locations for Click-to-Dial calls if you wish to enable this service. If enabled, call back services the Fusion Communicator or 3rd Party Applications will additionally ring these devices.
4. Select Add New Location to add a new device. Enter the phone number and press Save
5. Check the Enabled box next to the location number to enable the service. Uncheck to disable
6. Select Edit to update the configuration or delete the location
 - Leave Diversion Inhibitor unchecked
 - Check Answer Confirmation to you wish to enable this feature. If enabled, you will prompted to press any key when answering a call before the call is connected. Enabling this service will avoid calls being viewed as answered by voicemail if your mobile phone is powered off.
 - Leave Call Control unchecked
 - Press Save to commit changes or Delete Location to the remove the location.

Make Business Calls from Your Mobile

From your mobile device:

1. Dial your Fusion Anywhere Portal access number
2. Wait for the dial tone and dial the number or extension you wish to call
3. The called party will see your Fusion business number (not your mobile number) as the Calling Line ID.

From your Fusion Communicator on your mobile device:

1. Enter the number you wish to dial from the dial pad
2. Press the orange Call button
3. Select the VoIP Call option.

Move Call from Your Mobile Phone to Your Desk

From your mobile phone that placed either a VoIP call from the Fusion Communicator (Collaboration Seat users only) or via the Fusion Anywhere Portal access number, simply pick up your desk phone and dial *11. The call will seamlessly be moved and the mobile call leg is dropped.

Move Call from Your Desk Phone to your Mobile

From your mobile device:

1. Dial your Fusion Anywhere Portal access number
2. Wait for the dial tone and dial *11
3. The call will seamlessly be moved and the desk phone call leg is dropped.

From your Fusion Communicator on your mobile device:

1. Dial *11 from the dial pad or press and hold the * button
2. Press the orange Call button
3. Select the VoIP Call option.

