

USER GUIDE

Administrator Guide to Service Configuration

Administrator Guide to Service Configuration (Alphabetized List)

This document is designed as a quick guide to help the Customer Administrator find service configurations using an alphabetized list.

Assigned Customer Administrator(s) has/have access to the Fusion Connect Customer Portal to manage Voice Services and Users. Follow these steps to gain access to your Users and Group services. Group Services include Auto Attendants, Hunt Groups, Call Centers, Instant Group Call, etc.

1. Go to <https://my.fusionconnect.com>
2. Click **Voice** under Services
3. Click **Manage Now** (Voice Administration)
4. In the Groups dropdown, select the (**grp_**) group to manage **Group Services** OR (**ste_**) group to manage Users at the site level and time and holiday schedules.

To manage an individual user, you may select the User from the **Users** dropdown at the Enterprise level.

Note: Users have access to some feature configurations through the Voice Manager. To log into the Voice Manager:

1. Go to <https://my.fusionconnect.com>
2. Login with 10-digit phone number + password
3. Click **Settings**
4. Click **Advanced Configuration**

Once logged in, the User is on the **Calling Features** page.

Key:

User = Individual User with User access to Voice Administration

Admin User = Account Admin configuring features on behalf of

User **Group** = Account Admin configuring Group Services

| Feature | User or Group | User or Admin | Where Configured |
|---------------------------------|---------------|---------------|--|
| Account Codes | Group | Admin | Admin User: (grp_) Group Services Tab>Calling Plans>Account/Auth Codes |
| Alternate Numbers | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User>Calling Features>Calling Plans>Incoming Calls |
| Anonymous Call Rejection | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User>Calling Features>Calling Plans>Incoming Calls |
| Anywhere, FusionWorks | Both | Both | User: Voice Manager>Settings>Advanced Configuration>Call Control Admin User: (ste_)>Calling Features>Call Control Group: (grp_)>Group Services Tab>Anywhere FusionWorks |
| Audio Conferencing | Group | Admin | User: Voice Manager>Settings>Advanced Configuration>Meet-Me Conferencing Admin User: (ste_)>Calling Features>Calling Plans>Outgoing Plan (On/Off) Group: (grp_)>Group Services Tab>Meet-Me Conferencing |
| Authorization Codes | Both | Admin | Admin User: (ste_)>Calling Features>Calling Plans>Outgoing Plan Group: (grp_)>Group Services Tab>Calling Plans>Account/Auth Codes |
| Auto Attendant | Group | Admin | (grp_) <ul style="list-style-type: none"> • Dashboard <i>OR</i> • Group Services Tab |
| Barge-in Exempt | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control Admin User: (ste_)>User> Calling Features>Call Control |
| Busy Lamp Field | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Client Applications Admin User: (ste_)>User> Calling Features>Calling Plans>Client Applications |

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|--------------------------------------|-------|-------|--|
| Call Forwarding Always | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> (ste_) Calling Features>Calling Plans>Incoming Calls <i>OR</i> Dashboard |
| Call Forwarding Busy | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Calling Plans>Incoming Calls <i>OR</i> Dashboard |
| Call Forwarding No Answer | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Calling Plans>Incoming Calls <i>OR</i> Dashboard |
| Call Forwarding Not Reachable | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Calling Plans>Incoming Calls |
| Call Forwarding Selective | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Calling Plans>Incoming Calls |
| Call Notify | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Calling Plans>Incoming Calls |
| Call Park | Group | Admin | Group: (grp_)Group Services>Call Park |
| Call Pickup | Group | Admin | Group: (grp_)Group Services>Call Pickup |
| Call Recording | Both | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control (Turn On/Off) Admin User: (ste_)>User> Calling Features> Call Control (Turn On/Off) Group: (grp_)> Group Services>Call Recording |
| Call Transfer | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control Admin User: (ste_)>User> Calling Features> Call Control |

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| Call Waiting | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control Admin User: (ste_)>User> Calling Features> Call Control |
| Calling Line ID Blocking (Line ID Blocking) | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Outgoing Calls Admin User: (ste_)>User> Calling Features> Outgoing Calls |
| CommPilot Call Manager | Both | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Client Applications Admin User: (ste_)>User> Calling Features>Client Applications Group: (grp_)>Group Services>CommPilot Call Manager |
| CommPilot Express | User | User | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Incoming Calls |
| Directed Call Pickup with Barge-in | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control Admin User: (ste_)>User> Calling Features> Call Control |
| Do Not Disturb | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User>Calling Features> Incoming Calls <i>OR</i> Dashboard |
| Feature Access Codes (FAC) | Group | Both | User: Voice Manager>Settings>Advanced Configuration>Utilities Tab Admin User: (grp_)>Group Services |
| Holiday Schedule | Group | Admin | Group: (ste_)Group Profile>Holiday Schedules |
| Hoteling Guest | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control Admin User: (ste_)>User> Calling Features> Call Control |
| Hoteling Host | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control Admin User: (ste_)>User> Calling Features> Call Control |
| Hunt Group | Group | Admin | Group: (grp_) › Dashboard <i>OR</i> › Group Services Tab |
| Instant Call Group | Group | Admin | Group: (grp_)>Group Services>Instant Call Group |

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| Meet-Me Conferencing | Both | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Meet-Me Conferencing Admin User: (grp_) Group Services Group: (grp_)Group Services>Meet-Me Conferencing |
| Music On Hold | Both | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control Admin User: (ste_)>User>Calling Features>Call Control Group: (grp_)>Group Services Tab>Music On Hold |
| Personal Phone List | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Outgoing Calls Admin User: (ste_)>User> Calling Features>Outgoing Calls |
| Priority Alert | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Calling Plans>Incoming Calls |
| Push To Talk | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control Admin User: (ste_)>User> Calling Features>Call Control |
| Receptionist | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Client Applications Admin User: (ste_)>User> Calling Features>Client Applications |
| Remote Office | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control Admin User: (ste_)>User> Calling Features>Call Control |
| Selective Call Acceptance | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Incoming Calls |
| Selective Call Rejection | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Incoming Calls |

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| Sequential Ring | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Incoming Calls |
| Shared Call Appearance | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Call Control Admin User: (ste_)>User> Calling Features>Call Control |
| Simultaneous Ring | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Incoming Calls Admin User: (ste_)>User> Calling Features>Incoming Calls |
| Speed Dial 100 | User | Both | User: Voice Manager>Settings>Advanced Configuration>Calling Features>Outgoing Calls Admin User: (ste_)>User> Calling Features>Outgoing Calls |
| Time Schedule | Group | Admin | Group: (ste_)Group Profile>Time Schedules |