

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

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

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

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

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