

USER GUIDE

# FusionWorks Pro End-User Portal

**Contents:**

Login ..... 3

Dashboard ..... 4

Voicemail ..... 5

Voicemail Settings ..... 6

Call Logs ..... 7

Click to Dial ..... 8

Call Forwarding ..... 8

Personal Auto Attendant ..... 9

Settings ..... 10

System Admin Settings ..... 10

## LOGIN

The FusionWorks Pro End User Portal gives access to a number of different features used to manage your new Polycom Phone. From call forwarding to voicemail box access and setup, you will be able to modify and make changes to a wide range of settings on your hosted VoIP Phone.

1. Open your Internet browser, go to: <https://portal.thevoicemanager.com/Login.aspx>
2. Enter your assigned username and password.

The screenshot shows the login interface for 'VoICE Manager'. The page has a blue header and a grey footer. The main content area is white and contains a login form. The form has the following elements:

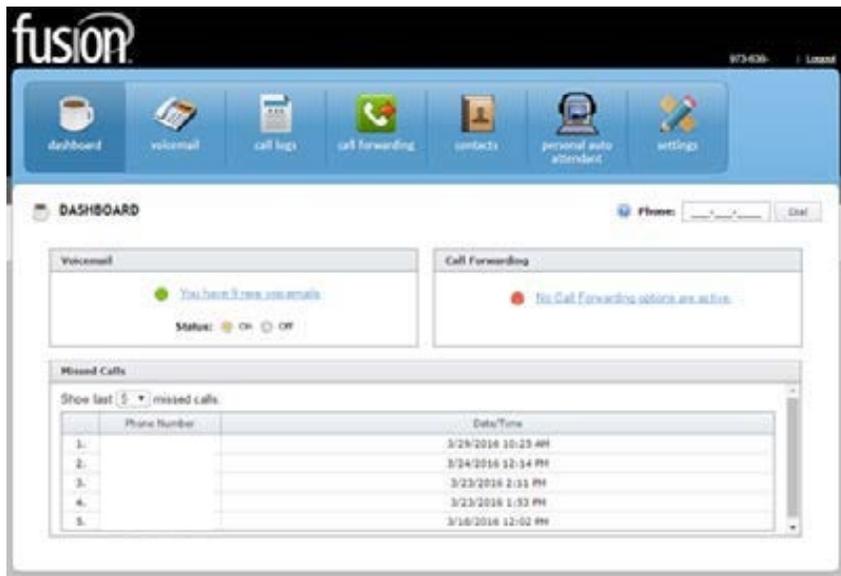
- VoICE Manager**: The title of the application.
- Username**: A label above a text input field.
- Password**: A label above a text input field.
- LOGIN**: A blue button with white text.
- RESET**: A blue button with white text.
- [Forgot Password?](#)**: A link below the buttons.

At the bottom of the page, the text 'VoiceManager r.23' is visible.

### 3. Login

## DASHBOARD

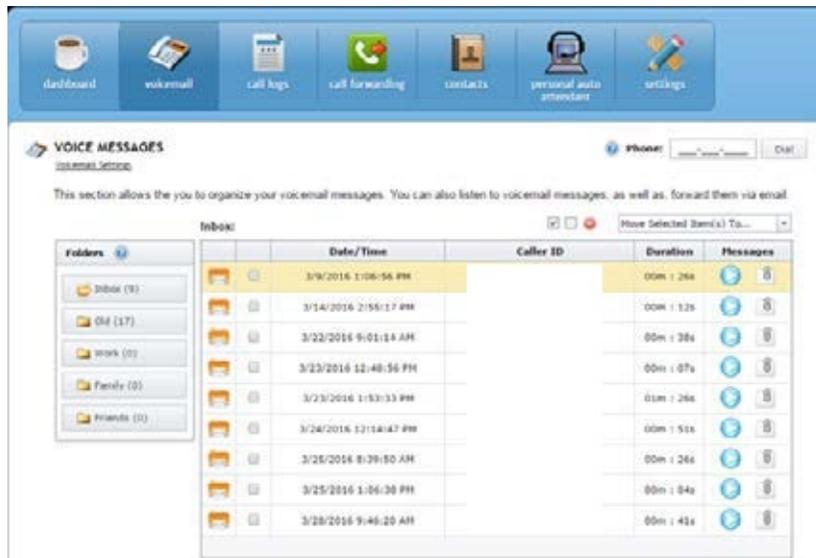
When you first login, you will see the following screen:



The Dashboard is the page you start on when you first log on. This page gives you a quick summary of the most frequently used features.

- **Voicemail Box Status:** How many new messages you have, and if your voicemail box is enabled or disabled.
- **Call Forwarding:** A quick look at if your call forwarding is enabled or disabled.
- **Missed Calls:** A quick look at your missed call list.

## VOICEMAIL



The Voicemail tab gives you a full list of all the voicemails you have in your voicemail box. From here, you can see the time and date you received the message, the caller ID, and the duration of the message. You will also have the option to download and listen to the message, as well as forward it to your email.

What's also great about this feature is it is synced up with your phone. For example, if you delete a message from your phone, it is deleted from here, and vice versa. You have the option to select all, and delete all voicemails selected, to easily clean up your voicemail box. Select and delete voicemails of lesser importance and listen to the important ones in any order you would like. You can also move them to the old folder to save for a later date.

## VOICEMAIL SETTINGS

Right below Voicemails, there will be a voicemail settings link. This link opens up the voicemail settings for this user.

**VOICEMAIL SETTINGS**

Phone:  Dial

This section lets you maintain your standard voicemail settings.

**Voicemail:**  On  Off

**Voicemail Pickup Delay:**  seconds  
1 ring is approximately 2 seconds

**Speak Caller ID:**  On  Off

**Operator Extension:**   
10 digits or less

[Change Voicemail Password](#)

**Email Notification**

Send Email Notification:

Email Address:

Attach To Email:

Yes  No

Delete After Sending:  Yes  No

**SMS Notification**

Send SMS Notification:

Carrier:

Cell Number:

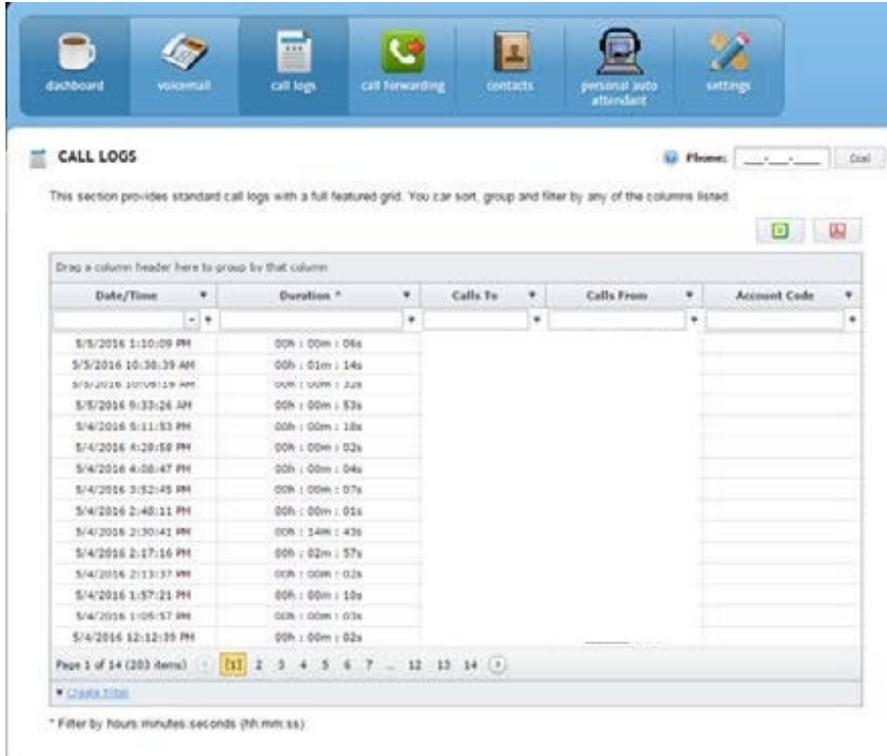
Save Cancel

From this settings page, you will have access to change and setup multiple options which include:

- Turning your voicemail box on and off.
- Setup the voicemail pickup delay.
- Enable or disable the caller id being announced in front of each message.
- Enable the operator extension. This will enable calls to get forwarded to a number when someone presses 0 while listening to the voicemail greeting. Note: if someone presses 0, the call will by default forward to the main number of the company.
- Change the voicemail password.
- Enable and Disable voicemail to email notifications.
- Attach the voicemail to the notification email.
- Delete the message from the mailbox after sending the notification email.
- Enable and diable a text message notification to a cell phone.

With these features, many of the voicemail options can be modified simply whenever changes are needed.

CALL LOGS



From the call log tab, a user will see a detailed list of all the calls that have taken place on their phone. From here, the list can be sorted by time date, duration, and calls to and from.

These lists can be then exported to Excel or Adobe for additional modification and storage.

Clicking on any of these numbers will activate the built-in Click to Dial option.

### CLICK TO DIAL

The Click to dial option will be in the top right of the portal screen at all times. Clicking on a number in the call lists or putting a number in this field and clicking Dial will bring up the window below.



From this Click to Dial window, you can choose to have the number you selected dial out using your Fusion360 phone, or a different phone, like your cell phone as an example. Once dial is pressed, the selected phone will start to ring. Once the call is answered, the call will get directed to the number you are trying to call.

### CALL FORWARDING

The Call Forwarding Tab will give access to the basic forwarding options on the phone. Activate call forwarding to implement a call forwarding option.



- Call Forwarding All will forward all calls to your number or extension to the number specified. This feature is synced up with the phones forwarding option of \*71. So if you forward your phone through the phone, the forwarding can be disabled from the portal.
- Conditional is setup through the portal only and has the following option.
  - Busy: If the incoming call gets a busy signal
  - No answer: Example: ring your desk, no answer, ring your cell, no answer, goes to your desk phones voicemail.
  - Failover: If the phone is ever unplugged, disconnected, or unreachable.

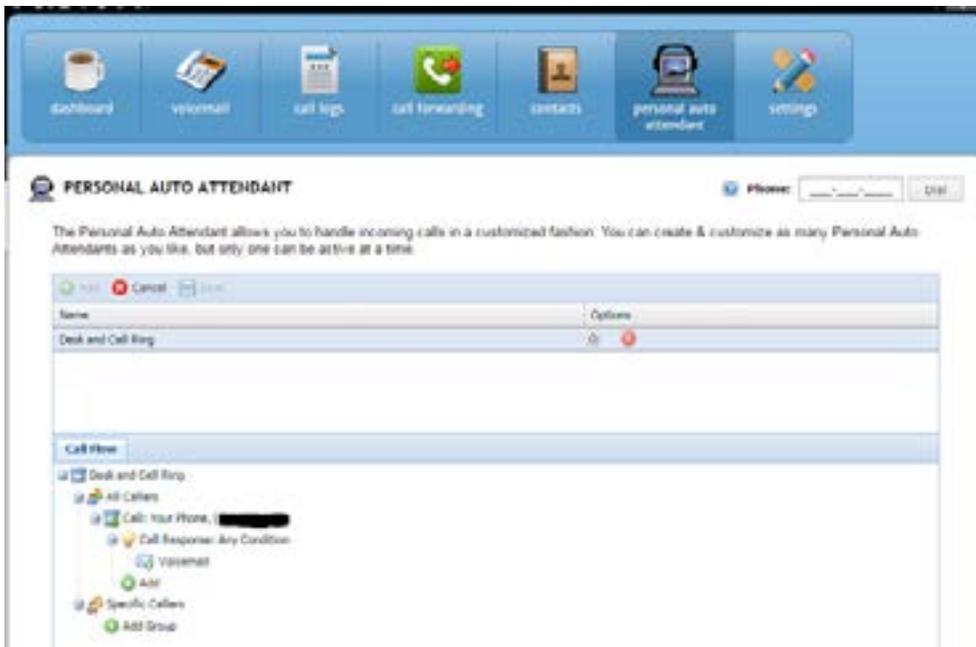
A contact from the contact list can also be selected rather than typing in the number.



The contact list will give you the ability to import contacts from outlook as well as add contacts in manually. These contacts are only for use within the portal. There is not synced up with the phone physically.

## PERSONAL AUTO ATTENDANT

The Personal Auto Attendant give the ability to setup a more advanced call forwarding option. Examples of this would be setting up a simultaneous ring for your desk and cell phone. Or even more advanced forwarding configs. Speak to your system administrator if you want to implement this feature.



**SETTINGS**



The settings tab gives a user the ability to reset their portal password and change the email address associated with the account.



**SYSTEM ADMINISTRATOR**

In the screenshot above, there is also a Change Seat info option. This is only available to a system administrator who wants to change the name associated with this seat, for caller ID and directory options. A system administrator will be able to access any users personal portal. Once they log in as an administrator, the admin will see Manage Seats in the top left of the screen, right next to Logout. From the Manage Seats screen, an administrator will be able to manage any of the users seats in the company.

From the manage seat screen, simply select the DID/User you want to manage, and then press “Manage Seat of Selected DID”. This will bring you into the selected users portal. From here, an admin can reset passwords, delete old voicemails, setup voicemail to email notifications, modify call forwarding options, and change the name associated with the seat. The administrator can also reset the user password so he can give this portal to users who previously didn't have access to it. The username is always the 10 digit number, even if they are an extension only. The password will be whatever the admin changes the password to be in the portal.