



HOW TO CHANGE A FUSIONWORKS USER'S VOICEMAIL PIN

Fusion Connect Client Portal

Resources

Watch a Video:

[How To Change A FusionWorks User's Voicemail PIN](#)

More Resources:

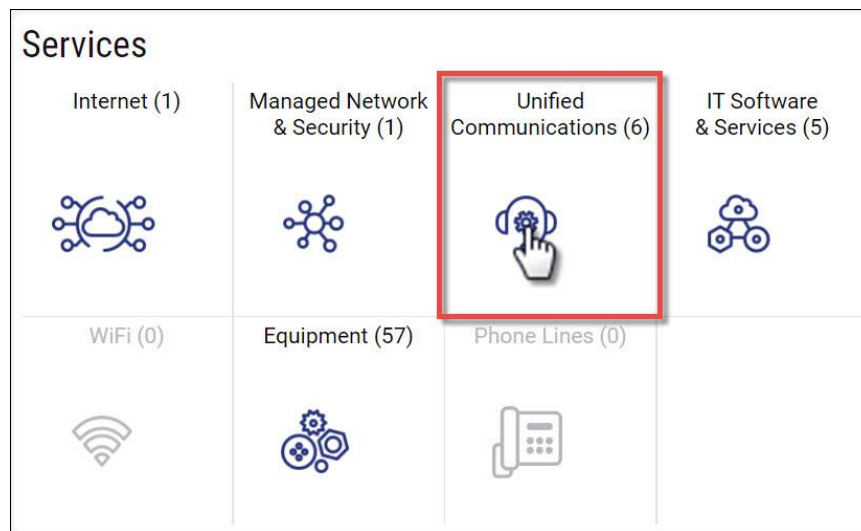
See a complete list of Fusion Connect Client Portal self-support documents here:

<https://www.fusionconnect.com/support/portal-support>



How do I change my FusionWorks Voicemail PIN?

If you have FusionWorks Hosted Voice service, you can change your voicemail PIN by selecting the Unified Communications section of the Services tile.



The Unified Communications page will display all your locations with hosted voice service. The Service column will display the platform the hosted voice service is on.

Note: These instructions are only for locations on the FusionWorks platform.

Corporate Account For Cloud Ser Customer Services

Internet Managed Network & Security Unified Communications IT Software & Services WiFi Equipme

Sites States 6 sites

Site	Service	Line Id
Ashley Palacol	FusionWorks (M)	559400
Billy Fisher	FusionWorks (M)	591868
Billy Fisher LITTLE RIVER 1	FusionWorks (M)	618758
Corporate Account For Cloud Ser	FusionWorks (M)	547497
Pleasanton Office	FusionWorks (M)	515703
Wallingford Office	FusionWorks (M)	515704

To view the user profiles for a specific site, select the **three-dot menu** next to the site and then select **Manage Voice**.

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In the Fusion Works Links section, selecting the **Users** link will display the users for the location you selected in the previous step. Selecting the **All Users** link will display the users for all locations.

Corporate Account For Cloud Ser Fusion Works

Settings

Caribbean Dial Plan ⓘ

Edit ↻




Fusion Works Links

Users All Users Group Service Advanced Voice Configuration Voicemail Auto Attendants Phone Numbers Phones Soft Phones Call Recordings Manage E911 Notification Groups Default Phone Settings Device Bulk Service Configuration Trunks

Voice Directory Utilities

The Fusion Works All Users page displays a list of users, their Directory First and Last Name, Extension, phone Number, Email address, Calling Plan, and the Site Name for the site the user is located at.

You can edit a user's profile by selecting the **icon** next to the user's name to open the User Details page.

Name	Directory First Name	Directory Last Name	Ext	Number	Email	Calling Plan	Site Name
 2nd trainer 2nd line	2nd trainer	2nd line	2981	+12066022981	noreply@megapath.com	Hosted Voice Employee National with UC (M)	Seattle Office
 Aqua-Man	Aqua	Man	1804	+17039351804	noreply@megapath.com	Call Center Pro Agent National (M)	Billy Lab
 Batma	Bat	man	1802	+17039351802	noreply@megapath.com	Call Center Pro Agent National with UC One (M)	Billy Lab
 Billy CCAP1	Billy	CCAP1	2796	+17034292796	noreply@megapath.com	Call Center Premium Agent National (M)	Herndon Office

You can change a user's Voicemail PIN by selecting the **Change Voicemail PIN** link.

Fusion Works Users

Justin's Lab Phone User

Users Details

User: Justin's Lab Phone

Directory First Name: Justin's

Directory Last Name: Lab Phone

Select Time Zone: (GMT-04:00) US/Eastern

Phone Number: +17034292791

Extension: 2791

Email: justin.kim@fusionconnect.com

E911 Address

If your employee dials 911 from their Fusion VoIP phone, the respective Public Safety Answering Point will use the Following location address for dispatching emergency Services.

2300 CORPORATE PARK DR,
STE 300,
HERNDON,VA,US,20171-4847

[Change E911 Address](#)

E911 Location:

E911 Notification Group:

[Change Voicemail PIN](#)

Change Voice Manager/WebEx Password

Once you have entered the new PIN click the **Save** button.

Note: The PIN must be 4-8 characters in length.

Change Voicemail PIN

Enter a new Initial PIN that is between 4-8 characters.

New PIN *

Confirm PIN *