



# HOW TO VIEW EQUIPMENT

**Fusion Connect Client Portal** 

## Resources

## Watch a Video:

# **How To View Equipment**

#### **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 view my Equipment?

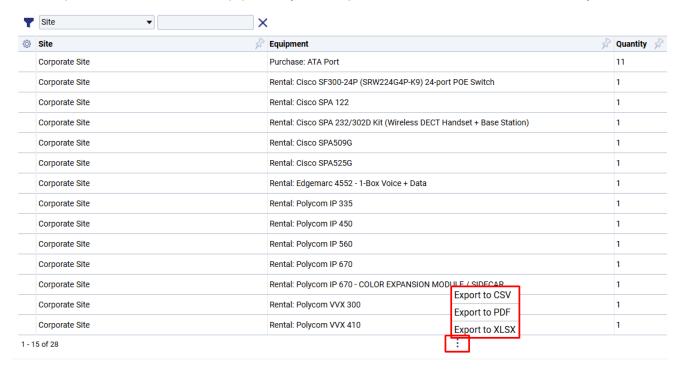
If you have Fusion Connect provided equipment the icon in the Equipment section of the Services tile will appear bold. You can click on the Equipment section to view more information about the equipment.

Note: The number of sites with Fusion Connect provided equipment appears in parentheses.

Services				
Internet (1)	Managed Network & Security (1)	Unified Communications (6)	IT Software & Services (5)	WiFi (0)
£	%		000	
Equipment (57)	Phone Lines (0)			
	000			

On the Equipment page, you can view all your sites with Fusion Connect provided equipment. You can also view the type of equipment and the quantity of that type of equipment.

You can export a list of the sites and equipment by selecting the three-dot menu and the file format you want:

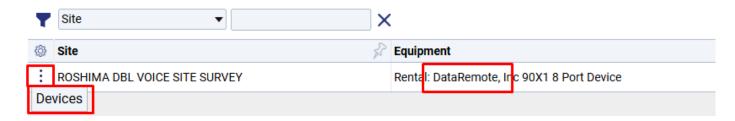


# \*\*\*For DataRemote customers\*\*\*

#### Watch a Video:

## **DataRemote Device Monitoring**

Once clicking Equipment in your Services Tile, for a particular site DataRemote will be listed in your Equipment column. To access your DataRemote devices per site, click the **three-dot menu** and click **Devices**:

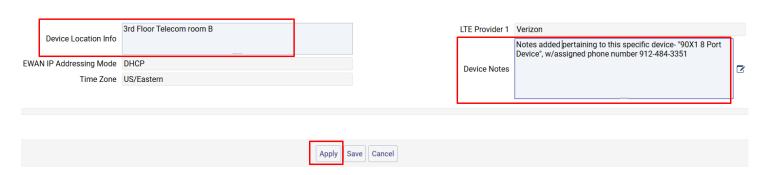


\*\*\*A list of your Devices will be listed providing the ESN (Electronic Serial Number), Model, SKU, Serial Number, MAC Address, and the number of Ports the device has and the Device "Status" (Up, Down, or Impaired). This information can be exported by clicking the **three-dot menu** at the bottom of the page.



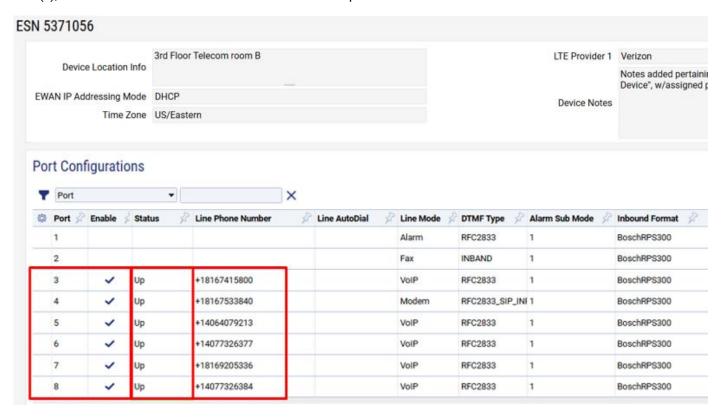
<sup>\*\*\*</sup>To access a specific device, click its **pop-out window icon**.

Once you access a specific device, in your *ESN* section you can add/edit your "Device Location Info" as well add/edit "Device Notes" specifically for the device you chose. To do this, click EDIT at the bottom of the screen, add your Device Location Info and/or Device Notes and click Apply:



Your added **Device Location Info** and/or **Device Notes** will be visible for viewing when accessing your particular device(s).

Under the *Port Configurations section*, it will list the number of **Port(s)**, whether they are **Enabled**, the **Status** of the Port(s), and the **Line Phone Number** associated with the port:



Status notifications will state: UP, DOWN, or IMPAIRED ...

UP: The device is up, and all provisioned lines are registered

**DOWN:** The device is down/offline

**IMPAIRED:** The device is up and online, however one or more ports on the device is not registered

Note: You can view the above notification(s) on your Portal Overview page once logged into your Client Portal ...under your Sites Tile. You can click each Down or Alarm button to view the specific Site(s) impacted:

