



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)
				
Equipment (57) 	Phone Lines (0) 			

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:

Site

X

Site	Equipment	Quantity
Corporate Site	Purchase: ATA Port	11
Corporate Site	Rental: Cisco SF300-24P (SRW224G4P-K9) 24-port POE Switch	1
Corporate Site	Rental: Cisco SPA 122	1
Corporate Site	Rental: Cisco SPA 232/302D Kit (Wireless DECT Handset + Base Station)	1
Corporate Site	Rental: Cisco SPA509G	1
Corporate Site	Rental: Cisco SPA525G	1
Corporate Site	Rental: Edgemarc 4552 - 1-Box Voice + Data	1
Corporate Site	Rental: Polycom IP 335	1
Corporate Site	Rental: Polycom IP 450	1
Corporate Site	Rental: Polycom IP 560	1
Corporate Site	Rental: Polycom IP 670	1
Corporate Site	Rental: Polycom IP 670 - COLOR EXPANSION MODULE / SIDECAR	1
Corporate Site	Rental: Polycom VVX 300	1
Corporate Site	Rental: Polycom VVX 410	1

1 - 15 of 28

Export to CSV

Export to PDF

Export to XLSX

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**:

Site	Equipment
ROSHIMA DBL VOICE SITE SURVEY	Rental: DataRemote, Inc 90X1 8 Port Device

***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.

ESN	Model	SKU	Serial Number	MAC Address	Ports	Status
5371056	90X1 8 Port Device	DAR-90X1-8P	90X1000000491	CC:DB:04:38:8A:7C	8	Up

***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**:

Device Location Info

3rd Floor Telecom room B

Device Notes

Notes added pertaining to this specific device- "90X1 8 Port Device", w/assigned phone number 912-484-3351

Apply

Save

Cancel

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:

ESN 5371056

Device Location Info

3rd Floor Telecom room B

EWAN IP Addressing Mode

DHCP

Time Zone

US/Eastern

LTE Provider 1

Verizon

Device Notes

Notes added pertaining to "Device", w/assigned p

Port

X

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:

UP:

Sites

Down ↓

Alarm ⚠

0

0

View All >

DOWN:

Sites

Down ↓

Alarm ⚠

1

0

View All >

ALARM (IMPAIRED):

Sites

Down ↓

Alarm ⚠

0

1

View All >