













Signing in and Out of the Portal	Managing Voicemails	Managing Extension Settings
<ol style="list-style-type: none"> 1. Go to www.fuze.com 2. Click the Log In button 3. Select Customer Portal Login 4. Enter a valid username 5. Click the Next button 6. Enter a valid password 7. Click the Sign in button 8. Click Log out menu option to log out of the portal 	<ol style="list-style-type: none"> 1. Click on Home and select Home from the drop-down menu 2. Under the My Voicemail tab unread messages will be marked by the New designation 3. Click the ▶ button to listen to messages OR 4. Click the ↓ button to save a message as a WAV. file 5. Click the <input type="checkbox"/> next to a message and select either the Delete Selected or Move Selected button 6. To manage another extension, click the extension drop-down menu and select the Extension to manage 	<ol style="list-style-type: none"> 1. Click on Home and select Extension Settings tab 2. Set Ring Device for the number of seconds a call will ring before being sent to voicemail 3. Set Out of Service # for calls to be sent to when Fuze cannot locate an online device 4. Click <input type="checkbox"/> Simul-ring to ring both your Fuze device and your out of service number at the same time 5. Click <input type="checkbox"/> Enable Forwarding to forward all calls to the designated number 6. Set Timeout (in seconds) to determine the number of rings before the call is returned to the user's Fuze voicemail
Managing Voicemail Settings	Accessing Fuze Community	Fuze for Chrome Extension
<ol style="list-style-type: none"> 1. Click on Home and select the Voicemail Settings tab 2. Enter the address in the Email for Voicemail Notification box 3. Check the <input type="checkbox"/> to select: <ol style="list-style-type: none"> a. Send Messages as Attachment b. Delete Message Once Emailed c. Review Message Before Saving d. Envelope to provide date and time stamp 4. Select time zone from drop down list 5. Enter email for pager notifications 6. Click Change PIN to reset voicemail PIN 7. Click Apply Changes once finished 	<ol style="list-style-type: none"> 1. Click on Support and select Support Home from the drop-down menu 2. Click the Fuze Community link 3. Click Sign Up to register 4. Sign in to Community using the Username and Password provided in the email sent from Fuze 5. Click on All Topics and Discussions to view training courses and videos 	<ol style="list-style-type: none"> 1. Search "Fuze for Chrome" in the Chrome Web Store 2. Click the Add to Chrome button 3. Click the Add Extension button 4. Click on the Fuze  extension 5. Sign in with Fuze credentials

Selecting a Preferred Device	Using the Chrome Browser Extension	Using Click to Call
<ol style="list-style-type: none"> 1. Click on Home 2. Select Click-to-Call from the dropdown 3. Select a preferred device from This Handset dropdown 4. Click the Update button 	<ol style="list-style-type: none"> 1. Click the Fuze  extension icon 2. Select Make A Call 3. Enter the number to be dialed 4. Click the  button to initiate the call 	<ol style="list-style-type: none"> 1. Click the Fuze logo  next to a phone number directly from a web page 2. Answer the preferred device once the phone rings and wait for the call to connect
Sending an eFax	Listening to Call Recordings	Annotating Call Recordings
<ol style="list-style-type: none"> 1. Click on Home 2. Select Send Fax from the dropdown 3. Click the Add File button to upload a PDF file 4. Check the Use Cover Page and complete the fields (optional) 5. Click the Send button to send the fax 	<ol style="list-style-type: none"> 1. Click on Home and select Call Recordings from the drop-down menu 2. Search for and locate the recording using the search criteria options 3. Click the  button to listen to the recording 4. Click the  button, then the  and finally the  button to download as a .wav file 5. Click the  button to email a download link 	<ol style="list-style-type: none"> 1. Click the desired point in the waveform during playback 2. Enter text in the Comments field 3. Click the Add Comment button 4. Select the  button or the  button to edit or delete a comment 5. Click the  in upper right corner close the recording