

Place a Call

Using your Handset:

1. Dial the number (10 digit or ext.)
2. Pick up the handset

Using Speakerphone:

1. Dial the number (10 digit or ext.)
2. Press the DIAL key.

Using a Headset:

1. Press the NEWCALL softkey.
2. Press the Headset key.
3. Dial the number (10 digits or ext.)

Transfer a Call

1. When call is active, press the TRANSFER key.
2. Dial the number you wish to receive the transfer (ext. or 10 digit number).
3. Press SEND to complete transfer.

Create a Conference Call:

1. Call the first party.
2. Press CONFERENCE key or the CONFRNC soft key to create the new call. The Active call is now on hold.
3. Place a call to the second party.
4. When the second party answers, press the CONFERENCE key or the CONFRNC soft key again to join all parties in the conference.

Answer a Call

Using your Handset:

1. Pick up the handset.

Using Speakerphone:

1. Press the Speakers key, the LINE key or the ANSWER soft key.

Using a Headset:

1. Press the Headset key.

Transfer to Voicemail

1. Add *55 before ext. #.

Set Up Voicemail

1. Place a call to 5001.
2. Enter the default pass code (8675309).
3. To change your pass code, dial option 5, then 1.
4. To record your greeting dial option 6 then 1. For the greeting number select 1 and record your new greeting

- "No Answer" greeting knows to pick up when you are away from desk.

- "Busy" greeting knows to pick up when you are on the other line.

End a Call

Using your Handset:

Place handset on hook or press the ENDCALL soft key.

Using Speakerphone:

Press the Speakerphone key or the ENDCALL soft key.

Forward Calls

1. Dial *72 followed by the full number you'd like to forward to
Example: (*726019266000)
2. The system will read back the number to confirm.
3. Dial *73 to disable.

Access Voicemail

1. Place a call to 5001.
2. Enter your passcode.
3. Listen to messages.



For Support:

If you have any questions, our support team is happy to help. You can reach us by using the contact information below.

☎ 844.926.6000

✉ support@fuse.cloud

Training:

To schedule additional training for new employees or your office, email us at: support@fuse.cloud