CORPORATE TELEPHONY



With Hurricane Ian approaching, we want to remind everyone that we have the ability to use the Fuze corporate phone numbers remotely.

Mobile App: Download the app for Android or iPhone, then login using your email address, including @pods.com, and password that you use to access other PODS systems. Video guides available below.

Web and Windows App: accessed via https://web.fuze.com or download the installer at https://www.8x8.com/fuze/download (may require assistance from the IT Service Desk). Login using your email and password that you use to access other PODS systems. Video guides available below.

Voicemail Remote Access: Dial (888) 955-7637 from any available phone to check your voicemail.

The Fuze Portal can be accessed via https://pods.okta.com and allows you to control different aspects of your extension, such as voicemail, click-to-call, and sending faxes. Here are video guides for the Fuze Portal:

- Portal Overview
- **Voicemail** & Extension Settings

Calling 911:

- When calling 911 from a mobile phone, it will use your mobile device's standard phone application so the location information is sent to the emergency services operator
- **When calling 911 from the Windows app or Fuze on the Web, it will automatically provide your corporate office location to the 911 operator, even if you are not calling from that location!**

Here are video guides for Mobile and Windows platforms:

Mobile App:

- Application Overview
- Utilizing the Search
- Adding a **Contact**
- Placing a Call from the People List
- Placing a Call While on Another Call
- Merging Calls
- Initiating a **Conference Call**
- Performing a **Transfer** Now
- Performing a Call First **Transfer**

- Changing an Active Call to Another Device
- Configuring Settings
- Listening to **Voicemail**
- Activating Car Mode

Web and Windows App:

- Application Overview
- Placing a Call
- Receiving a Call
- Adding a Contact
- Managing the People List
- **Transferring** a Call
- **Merging** a Call
- Audio **Conferencing**
- Viewing **Call History**
- Accessing **Voicemail**
- Configuring Settings
- Accessing Help and Signing Out