

ORCA

User Guide

Logging In

Every time you log in, you will be sent a Magic Link. Magic Links are a passwordless login method which is proven to be more secure as it reduces the risk of weak / re-used passwords.

KYC Integration:

When you first log into your ORCA account, you will be asked to complete a KYC security check.

This allows us validate your identity so that your account is as secure as possible.

This check involves uploading a valid identification document (such as a passport or driving license) and then it will ask you to take a picture of your face. The KYC application will then perform a biometric face match check.

Once you have completed this step, you will not be asked to do this again

Dashboard:

Once logged in you will be immediately re-directed to your personal dashboard. Here you can view recent orders (SIP Trunks, DID's) and you will also be able to download full comprehensive reports of your activity in ORCA which can be personalised to specific time periods.

In the top right corner of your screen you will see your name. When clicked on, you will be able to see invoices, reports and notifications. When you click on the profile button, you will be able to access your spend limits – these are automatically set when your profile is created however, they can be amended whenever you wish.

Your dashboard will show an overview of all activities in the current month however, if you wish to change this date range you can easily do-so next to your 'Welcome Back!' message.

Emergency Address Management:

Within the drop down beneath your name in the top right corner there is a tab named 'Emergency Addresses'. Please ensure that you have filled out this section when you create your account.

This is an Ofcom legal requirement for all telephony users within the UK.

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sales@fuse2.net



Purchasing 3CX Licenses:

In the 3CX License tab, you will see your previously purchased licenses, licenses pending for approval and you will also be able to purchase new licenses. This includes your own licenses and also your customers.

When purchasing a new license you will be given the option of Professional or Enterprise (Pro = core features and functionality, Ent = advanced features and flexible scalability). Then you will be asked to input your amount of simultaneous calls (how many calls your team actually make at one time)

Please note when purchasing a 3CX license, we suggest you accompany this with the correct amount of SIP Trunks. This can be done in the Voice Services tab. If you have any questions regarding the amount of SIP Channels you require, please do reach out to an ORCA sales representative. If no SIP Trunks are allocated to your 3CX license you will only be able to make internal calls.

Number Porting:

In the 'Others' tab you will find Number Port-in, here you can request to port your existing numbers from other providers into the Fuse 2 network.

Once you have submitted all the details for your ports, this will then be picked up by our porting team and will be processed immediately. Please note, although processed immediately by Fuse 2, port dates and timings are subject to your current provider.

Number Purchasing:

You can easily purchase UK or International numbers via the ORCA portal in the DID tab. Here you can filter down into specific countries and area codes – or simply type the destination you require into the search bar at the top. Once you have selected the DID you would like, it gets added into your basket.

UK national numbers will be processed immediately and will be ready for use however, international numbers may be subject to regulatory requirements which can slightly delay activation.

Any Questions?
Feel free to reach out!

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