



Fixed Mobile Unification

Number Management via My Proximus
Fleet management administrator guide

Date	21/06/2023
Our reference	FMU_Admin_Guide
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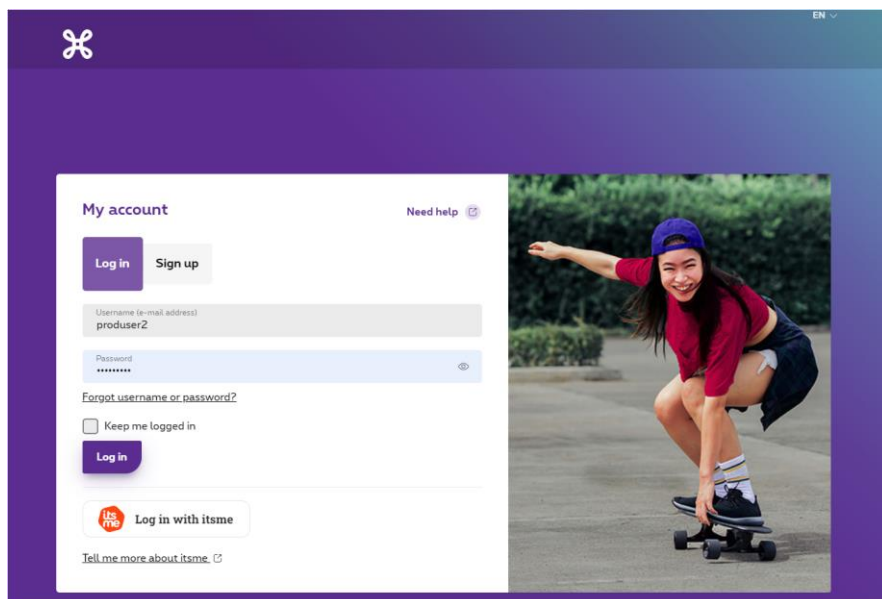
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Access to the Fixed Mobile Unification (FMU) numbers

Fixed-Mobile Unification (FMU) is a mobile service which can be managed via the “MyProximus Enterprise” web portal

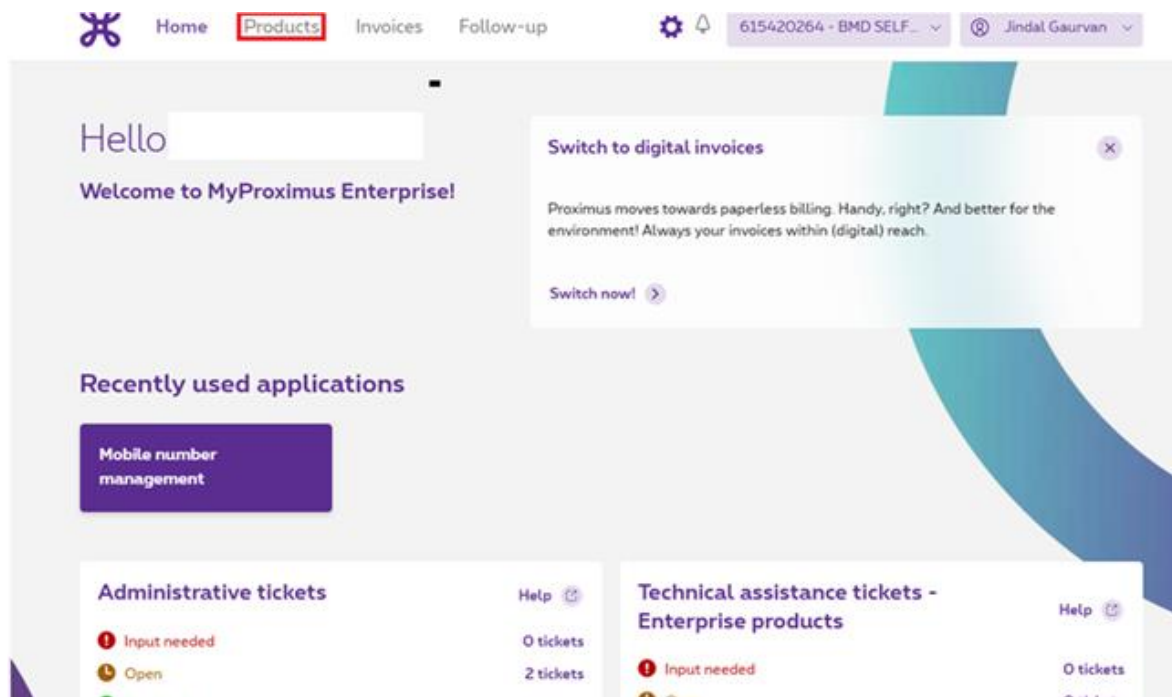
1. Login

Login to MyProximus Enterprise

The screenshot shows the login interface of the MyProximus Enterprise web portal. The page has a purple header with the Proximus logo and a language selector set to 'EN'. The main content area is divided into two sections. On the left, under the heading 'My account', there are 'Log in' and 'Sign up' buttons. Below these are input fields for 'Username (e-mail address)' (containing 'produser2') and 'Password' (masked with dots). A link for 'Forgot username or password?' is present. There is a checkbox for 'Keep me logged in' and another 'Log in' button. At the bottom of this section is a 'Log in with itsme' button and a link to 'Tell me more about itsme'. On the right side of the login form is a large image of a young woman in a red shirt and blue cap, crouching on a skateboard on a paved path.

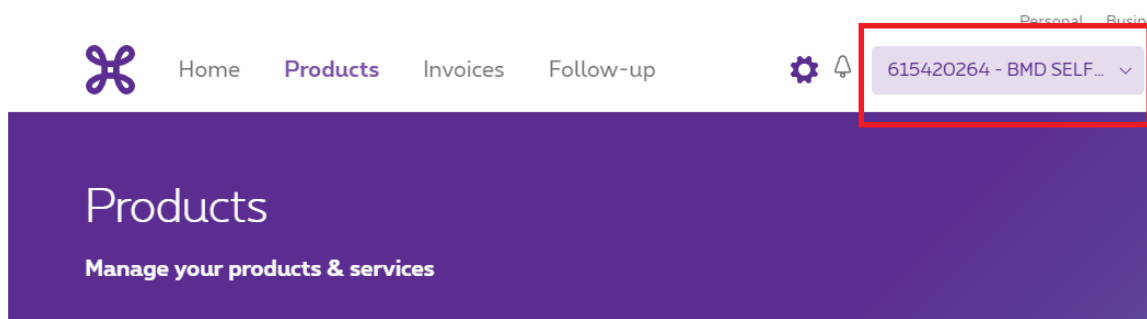
2. Access to product

Select the option 'Product'



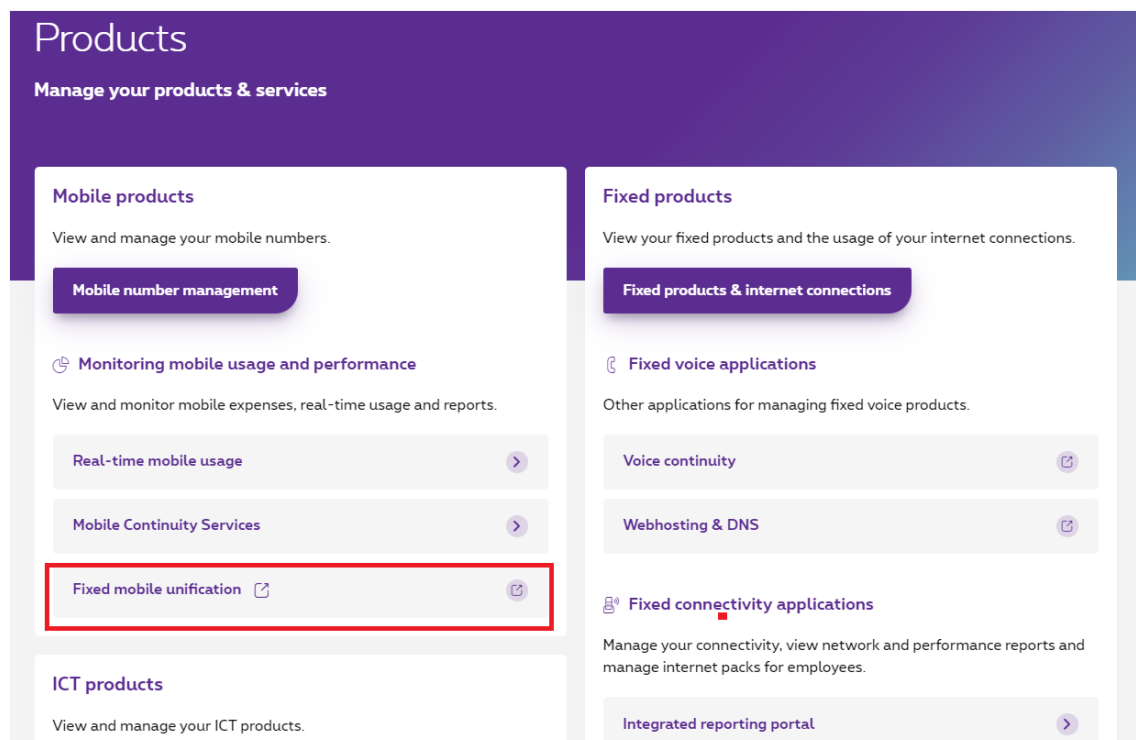
3. Select the proper account

Select the account ID of the FMU numbers you want to manage.



4. Access the FMU product

Go to Fixed Mobile unification page



Products
Manage your products & services

Mobile products
View and manage your mobile numbers.

Mobile number management

Monitoring mobile usage and performance
View and monitor mobile expenses, real-time usage and reports.

- Real-time mobile usage
- Mobile Continuity Services
- Fixed mobile unification**

ICT products
View and manage your ICT products.

Fixed products
View your fixed products and the usage of your internet connections.

Fixed products & internet connections

Fixed voice applications
Other applications for managing fixed voice products.

- Voice continuity
- Webhosting & DNS

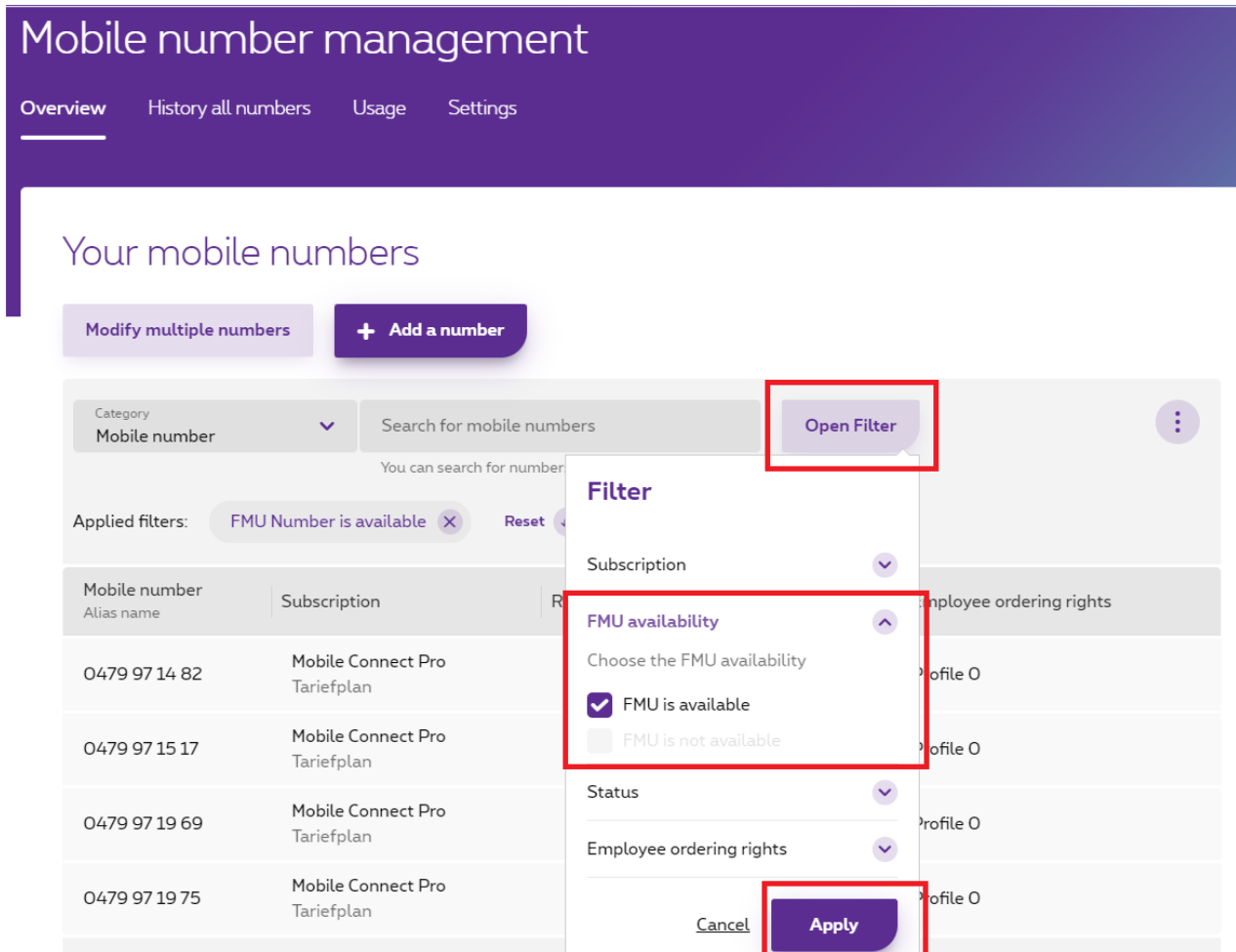
Fixed connectivity applications
Manage your connectivity, view network and performance reports and manage internet packs for employees.

- Integrated reporting portal

5. List FMU numbers

Mobile numbers on this account will appear. To access to FMU numbers, select “Open Filter” and then

Select the option “FMU available”



The screenshot shows the 'Mobile number management' interface. At the top, there are tabs for 'Overview', 'History all numbers', 'Usage', and 'Settings'. Below the tabs, the heading 'Your mobile numbers' is followed by two buttons: 'Modify multiple numbers' and '+ Add a number'. A search bar labeled 'Search for mobile numbers' is present, with a hint 'You can search for number'. To the right of the search bar is an 'Open Filter' button, which is highlighted with a red box. Below the search bar, a table lists mobile numbers with columns for 'Mobile number', 'Alias name', and 'Subscription'. The table contains four rows of data. Above the table, there is a filter section labeled 'Applied filters:' with a button 'FMU Number is available' and a 'Reset' button. A 'Filter' modal is open, showing options for 'Subscription', 'FMU availability', 'Status', and 'Employee ordering rights'. The 'FMU availability' section is highlighted with a red box and contains the text 'Choose the FMU availability' with two options: 'FMU is available' (checked) and 'FMU is not available'. At the bottom of the modal, there are 'Cancel' and 'Apply' buttons, with the 'Apply' button highlighted by a red box.

The FMU numbers on this account will appear.

6. Go to FMU management pages

- ✓ Select the number you want to manage
- ✓ Details for that number will appear and then select "Modifications"
- ✓ Choose for "FMU"

Your mobile numbers

Modify multiple numbers + Add a number

Category: Mobile number Search for mobile numbers Open Filter

You can search for numbers across all companies.

Applied filters: FMU Number is available X Reset

Mobile number Alias name	Subscription	References	Account number	Employee ord
0479 97 14 82	Mobile Connect Pro Tariefplan		7044 426	Profile O
0479 97 15 17	Mobile Connect Pro Tariefplan		7044 426	Profile O
0479 97 19 69	Mobile Connect Pro Tariefplan		7044 426	Profile O
0479 97 19 75	Mobile Connect Pro Tariefplan		7044 426	Profile O

0479 97 14 82

Subscription: Mobile Connect Pro Tariefplan

Account number: 7044 426

Invoice type: Full cost

Member account: 7044426

Details Modifications History

Manage subscription and options

Automated actions

- Manage data options
- Manage barrings
- Manage surfing limits (capping & throttling)
- Manage extra data

Actions executed by your contact

- Manage subscription
- Manage other options
- Manage invoice account and Split Billing
- Transfer to a Proximus private account
- Other actions or questions

Manage number

Automated actions

- Swap SIM
- Deactivate number
- Transfer to Pay&Go+
- Manage alias & references
- Assign employee ordering rights
- FMU

Actions executed by your contact

- Manage lost or stolen phone
- Other actions or questions

Mobile number management

Overview History all numbers Usage Settings

0479 97 14 82

Subscription: Mobile Connect Pro Tariefplan

Account number: 7044 426

Invoice type: Full cost

Member account: 7044426

Details Modifications History

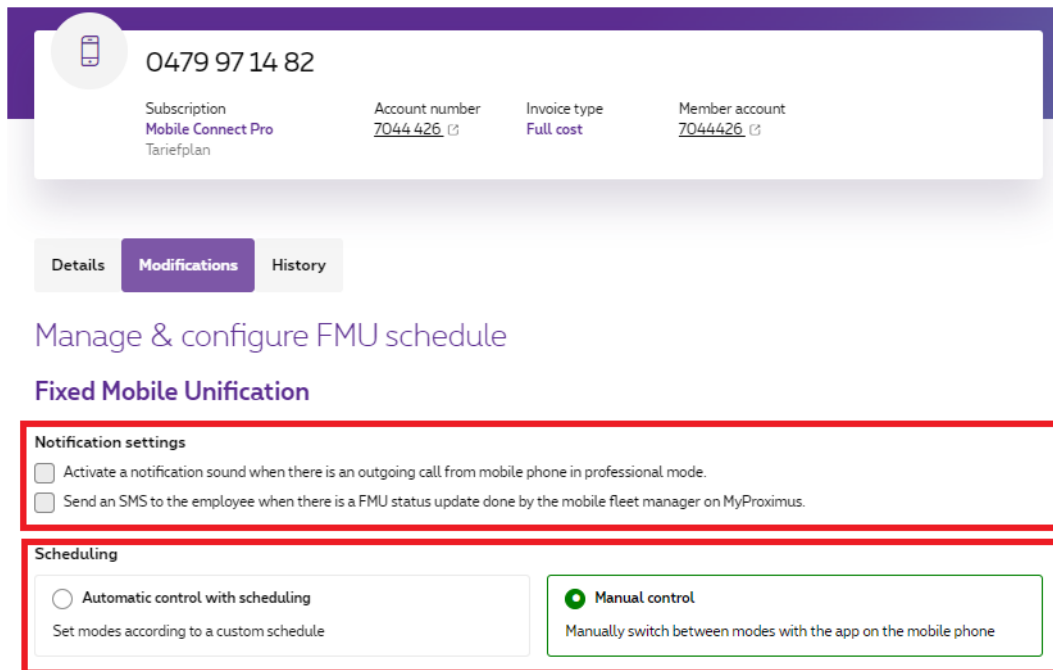
Options

Currently activated

- Intra Group: Calls between colleagues
- ProxiComfort: Easily manage two calls at once
- Mobile Voice Mail: Voice mail

7. Start configuration

You reached the configuration panel for that number.



0479 97 14 82

Subscription Mobile Connect Pro Tariefplan	Account number <u>7044 426</u> ?	Invoice type Full cost	Member account <u>7044426</u> ?
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Details Modifications History

Manage & configure FMU schedule

Fixed Mobile Unification

Notification settings

- ☐ Activate a notification sound when there is an outgoing call from mobile phone in professional mode.
- ☐ Send an SMS to the employee when there is a FMU status update done by the mobile fleet manager on MyProximus.

Scheduling

☐ Automatic control with scheduling
Set modes according to a custom schedule

☒ **Manual control**
Manually switch between modes with the app on the mobile phone

- ✓ Notification settings: FMU configuration notification
- ✓ Scheduling:
 - ▶ Automatic mode: status will be automatically adapted following a predefined planning
 - ▶ Manual* mode: profile can be set-up without planning. This profile will remain active until a new change is made.

*This last option only applies to end users who have the "User self-management" option.

7.1 Manual mode

Rem: This last option only applies to end users who have the “User self-management”

Scheduling

☐ Automatic control with scheduling

Set modes according to a custom schedule

☒ **Manual control**

Manually switch between modes with the app on the mobile phone

Manual control

Select the applicable FMU mode

The end user is able to change this mode in their app or by dialing #135#.

☒ **Professional Mode**

Outgoing calls with mobile phone: Fixed phone number is displayed to contacts

Incoming calls on fixed number: Calls are connected to mobile phone

☐ On Duty Mode

Outgoing calls with mobile phone: Mobile phone number is displayed to contacts

Incoming calls on fixed number: Calls are connected to mobile phone

☐ Private Mode

Outgoing calls with mobile phone: Mobile phone number is displayed to contacts

Incoming calls on fixed number: Calls are not connected to mobile phone

[Back](#)

Save

option.

Select the status to apply for the selected number. This status will be activated immediately after clicking on the Save Button

☒ Your modifications have been saved.

[Go back to overview](#)

This profile will remain active until a new change is made.

7.2 Automatic mode

Details
Modifications
History

Manage & configure FMU schedule

Fixed Mobile Unification

Notification settings

☐ Activate a notification sound when there is an outgoing call from mobile phone in professional mode.

☐ Send an SMS to the employee when there is a FMU status update done by the mobile fleet manager on MyProximus.

Scheduling

☒ **Automatic control with scheduling**
Set modes according to a custom schedule

☐ **Manual control**
Manually switch between modes with the app on the mobile phone

By selecting automatic control with scheduling, the scheduling management panel appears

Automatic control with scheduling

Apply a scheduling template
Select template ▼ [Manage scheduling templates](#)

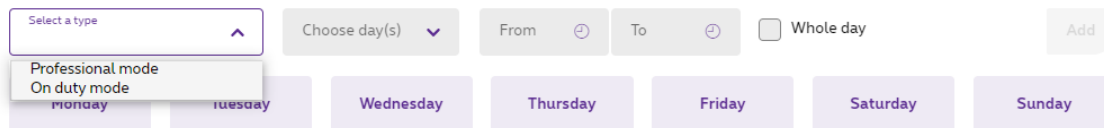
Select a type ▼ Choose day(s) ▼ From ⌚ To ⌚ ☐ Whole day [Add](#)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

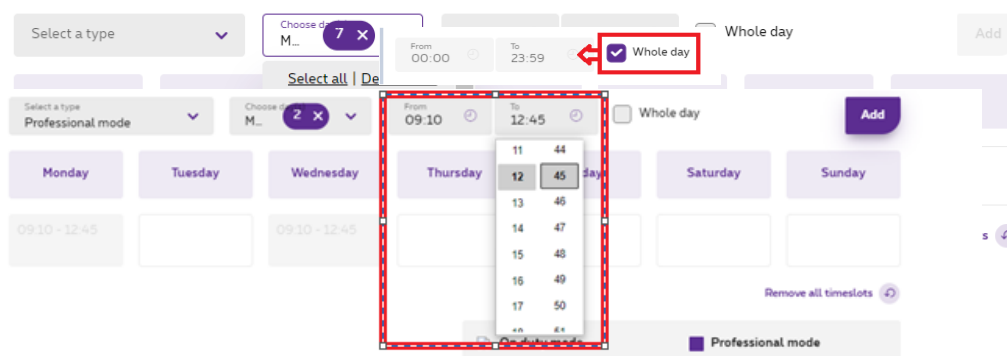
There are 2 options: reuse an existing template or create a specific scheduling.

7.3 Specific scheduling

7.3.1 Select the Status you want to configure

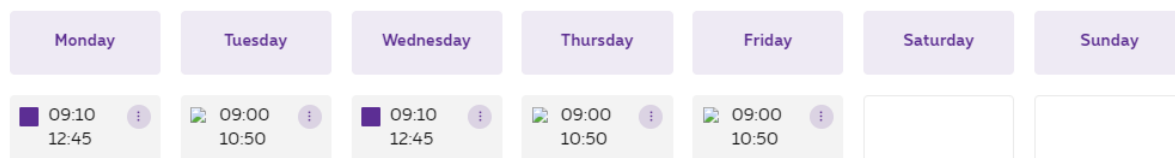


7.3.2 Select the day(s) – it is possible to select several days

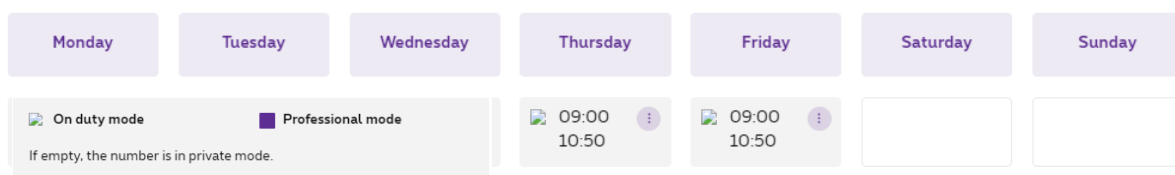


7.3.3 Period: either a slot or it is possible to select the “whole day “option

Click on “Add” and see that the 2 slots have been created.

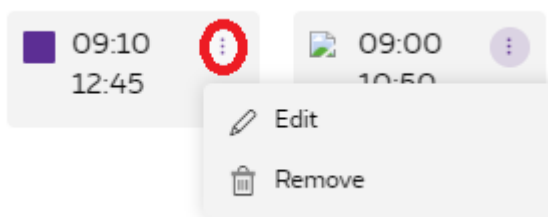


To add other slots follow the same steps.



7.3.4 Slot modification

click on the 3 dots



7.3.4.1 Edit

Modify Slot

Type of slot

Select a type

On duty mode

Select a day and time

Select day

Monday

From

09:05

To

11:05

☐ Whole day

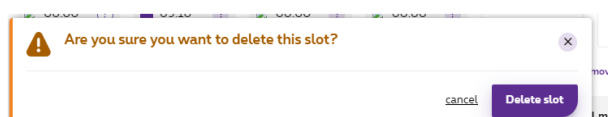
What are On duty mode and Professional mode?

On duty mode: When this mode is activated on your mobile your private mobile number is displayed to your contacts when you call them. Incoming calls from the fixed professional number can be received on your private mobile phone.

Professional mode: When this mode is activated on your mobile your fixed professional number is displayed to your callers when you call them instead of your private mobile number. Incoming calls can be received on both your mobile and fixed business number.

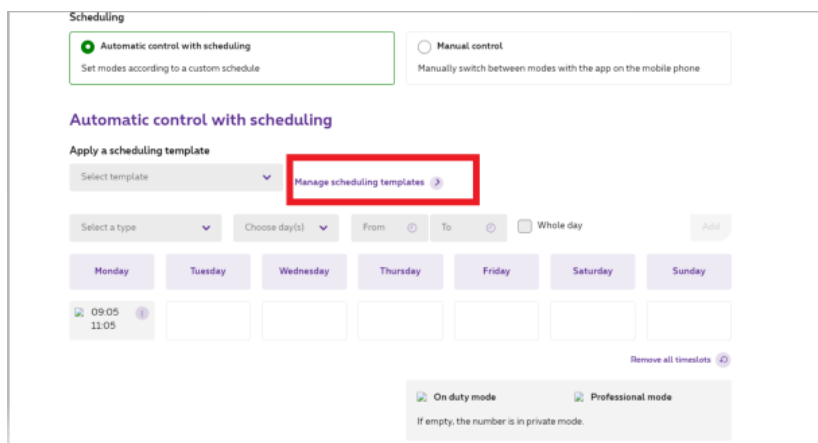
Cancel Save

7.3.4.2 Remove



7.4 Scheduling Template

7.4.1 Access the template management



Scheduling

☒ Automatic control with scheduling
Set modes according to a custom schedule

☐ Manual control
Manually switch between modes with the app on the mobile phone

Automatic control with scheduling

Apply a scheduling template

Select template ▼ **Manage scheduling templates** [➔](#)

Select a type ▼ Choose day(s) ▼ From 🕒 To 🕒 ☐ Whole day Add

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

09:05 11:05

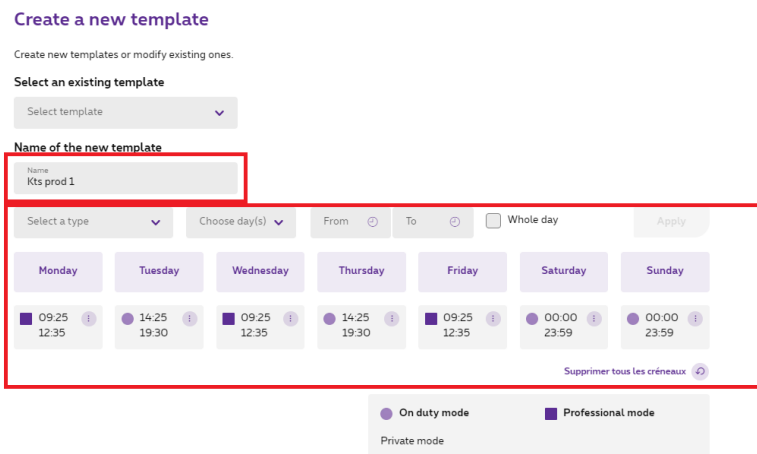
Remove all timeslots [⚙️](#)

☒ On duty mode ☒ Professional mode

If empty, the number is in private mode.

7.4.2 Configuration

You will create your template the same way you did in section 7.3 but you will assign a name to be able to retrieve it later from the library



Create a new template

Create new templates or modify existing ones.

Select an existing template

Select template ▼

Name of the new template

Name
Kts prod 1

Select a type ▼ Choose day(s) ▼ From 🕒 To 🕒 ☐ Whole day Apply

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

09:25 12:35 14:25 19:30 09:25 12:35 14:25 19:30 09:25 12:35 00:00 23:59 00:00 23:59

Supprimer tous les créneaux [⚙️](#)

☒ On duty mode ☒ Professional mode

Private mode

7.4.3 Assign a template

Go back to the configuration page.

By selecting the automatic control scheduling and choosing “apply a scheduling template”, the list of existing templates will appear.

You can then select the one you want to assign to the FMU mobile number and then click on “save” -

The schedule is active

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Automatic control with scheduling

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Manual control

Manually switch between modes with the app on the mobile phone

Automatic control with scheduling

Apply a scheduling template

Select template
Kts prod 1

Manage scheduling templates

KTS Tst1

Zeena1

14:25-19:30

Kts prod 1

Kts prod 2

Day(s)

From

To

Whole day

Add

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09:25 12:35	14:25 19:30	09:25 12:35	14:25 19:30	09:25 12:35		

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