



Fuze Voice & Collaboration

Quick Start Guide



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Welcome

Welcome to the Quick Start Guide for Fuze Voice and Collaboration.

This document is designed to walk you through how to rapidly set up and successfully use Fuze Desktop Softphone and Fuze Desktop Meetings. This Quick Start guide will also help you to onboard your users and deploy the features contained in our Voice and Collaboration tools.

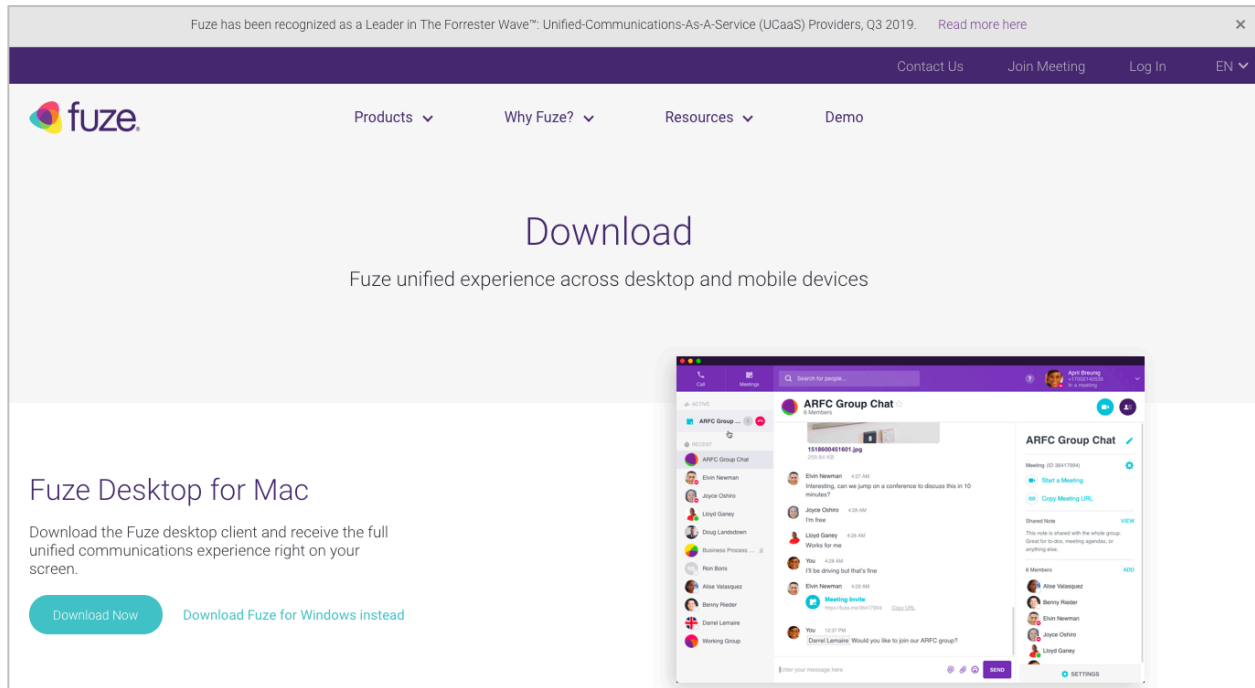
We hope you enjoy your enablement journey. If you need additional information, please visit help.fuze.com.

Good luck, from your UC Partners at Fuze!

Getting Started

Downloading the Fuze Desktop Application

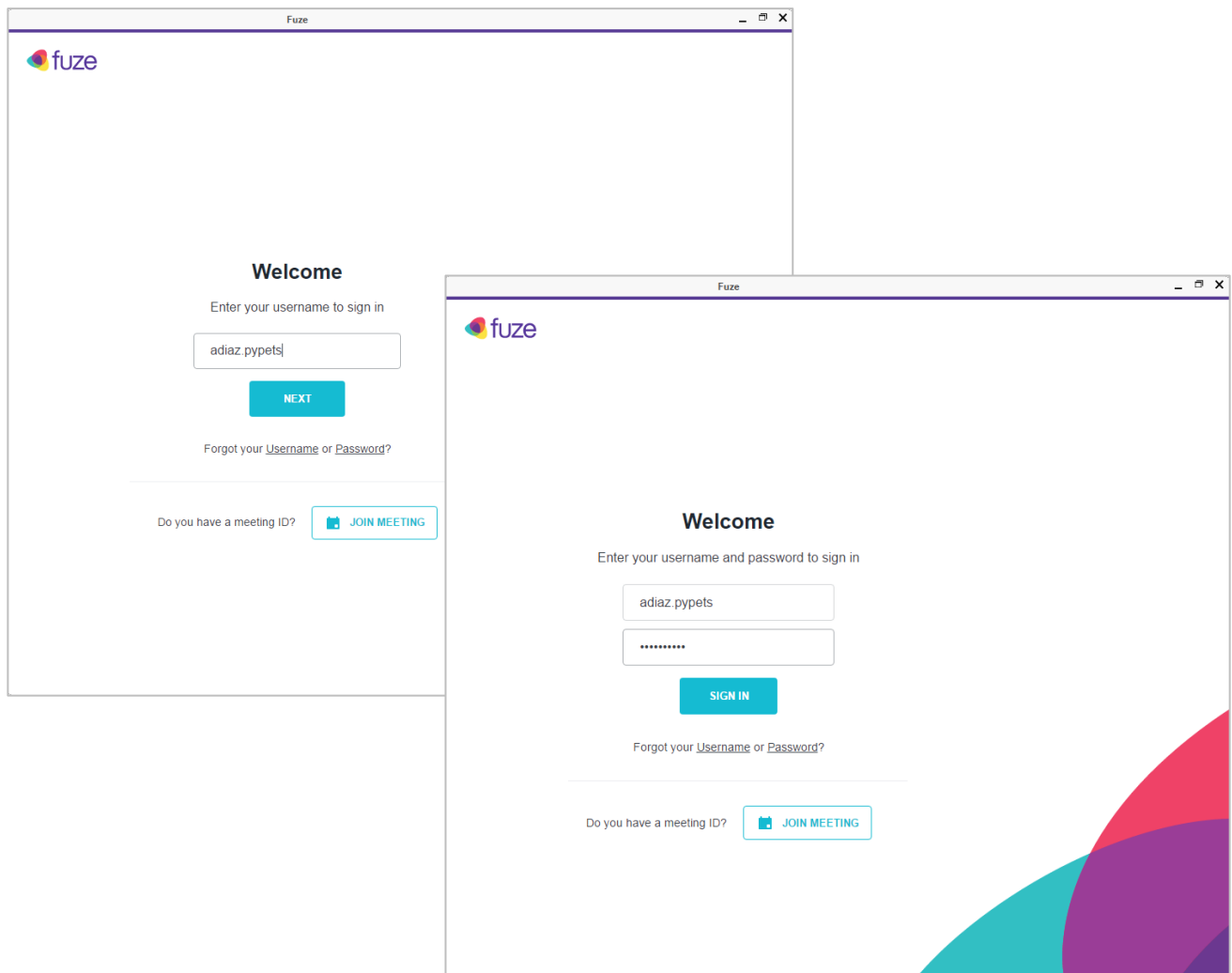
Download the Fuze application from www.fuze.com/download. Once it is installed, open the application.



The screenshot shows the Fuze website's download page. At the top, there is a navigation bar with links for 'Contact Us', 'Join Meeting', 'Log In', and 'EN'. Below the navigation bar, the Fuze logo is on the left, and a menu with 'Products', 'Why Fuze?', 'Resources', and 'Demo' is on the right. The main heading is 'Download', followed by the subtext 'Fuze unified experience across desktop and mobile devices'. On the left side, there is a section titled 'Fuze Desktop for Mac' with a description: 'Download the Fuze desktop client and receive the full unified communications experience right on your screen.' Below this text are two buttons: 'Download Now' (highlighted in teal) and 'Download Fuze for Windows instead'. On the right side, there is a large image of the Fuze desktop application interface, showing a chat window titled 'ARFC Group Chat' with a list of participants and a message history.

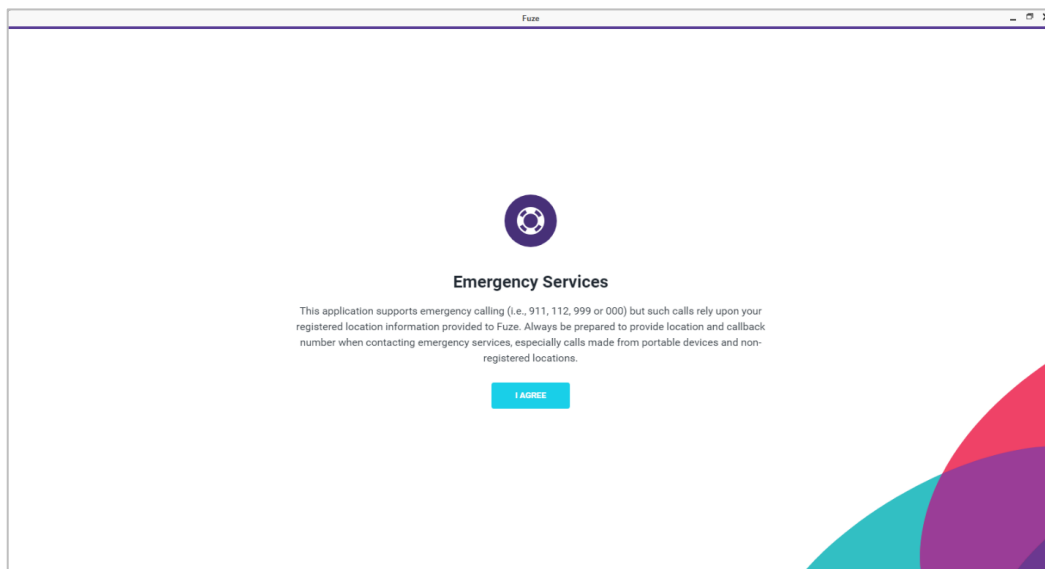
Signing into the Fuze Desktop Application

If you have received a welcome email from us, your username and password can be found there. If you did not receive a welcome email, we recommend contacting your system administrator. From the Welcome screen, enter your **Username** and **Password** and click **Sign In**.

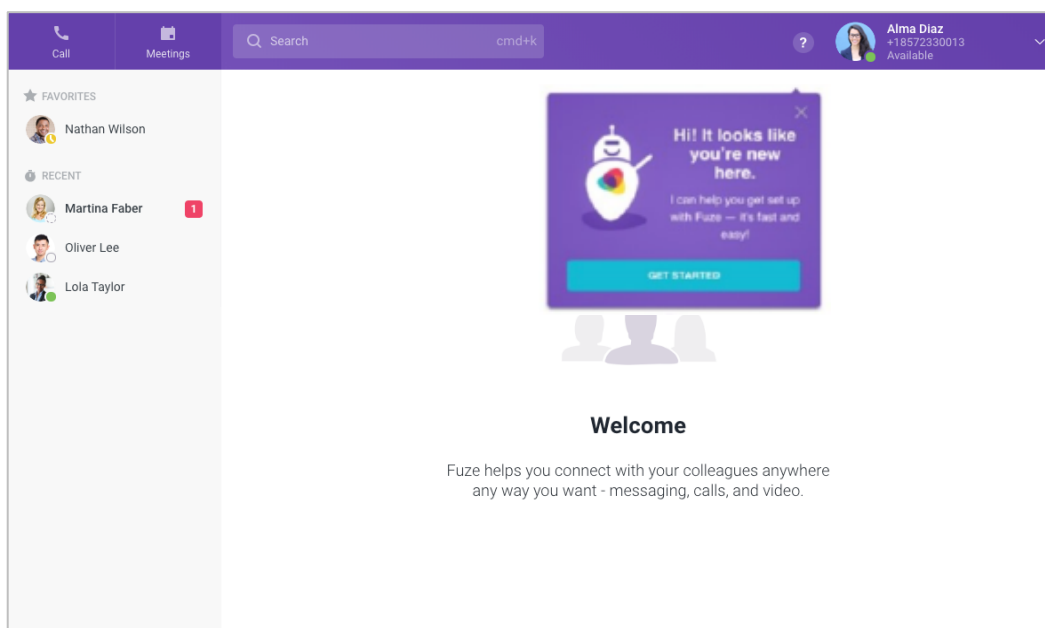


Getting Started in the Fuze Desktop Application

Emergency Services are supported, however, it is important to understand what each user's registered location is, as that is where emergency personnel will be dispatched to unless otherwise directed. Any questions regarding your location details should be directed to your system administrator. Click the **I Agree** button to acknowledge Emergency Services.







When you open Fuze for the first time, look for our assisted steps to help you easily get up and running quickly.



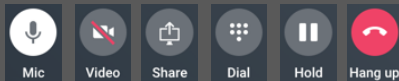
Quick Start Guide

Fuze Desktop Softphone

Place a Call

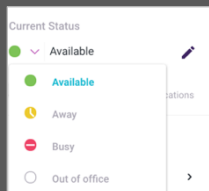
1. Click  Search
2. Enter the name, extension or number in the **Search** field
3. Hover over the contact and click 
- OR
4. Click 
5. Enter the extension or number using the mouse or keyboard
6. Click 

Note: Available actions during an active call.





Presence Status




1. Click the profile dropdown arrow, then click **Current Status** dropdown to expand the menu
2. Select the applicable status option







OR

3. Click  to enter a custom message and click  to save
4. Click the **Do not Disturb** toggle to decline incoming calls and mute notifications


Transfer First

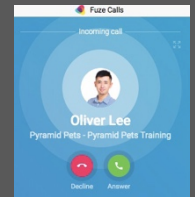
1. Click  Transfer on an active call
2. Enter the name, extension, or number in the pop-up window
3. Hover over the contact and click  to speak with the receiving party
4. Click  to complete the transfer

Receive a Call




1. Click  to answer the call
2. Click  to send the call to voicemail
- OR
3. Click  to answer or  to decline the call from **Active Calls** area



Note: While Fuze Desktop is inactive, a call control window will appear; hover over the window and click  to expand to full screen.





Transfer Now

1. Click  Transfer on an active call
2. Enter the name, extension, or number in the pop-up window
3. Hover over the contact and click  to transfer now
- OR
4. Hover over the contact and click  to transfer directly to voicemail

Note: Transfer to voicemail is for internal calls only.



Merge Calls

1. Answer the incoming call and the current call will be placed on hold automatically
2. Click  Merge from the caller on hold's screen to begin merging the two calls
3. Click  Merge








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Fuze Desktop Softphone







Conference

1. Click  while on an active call
2. Enter the name, extension or phone number
3. Select the name or number
4. Click 



Add Contact

1. Hover over number in the **Recent** list and click 
2. Click 
OR
3. Click the unknown number on the **Recent** list and click 
OR
4. Click 
5. Click 
OR
6. Click  on the **Search** page
7. Fill in all applicable fields and click 

Voicemail List




1. Click 
2. Click 
3. Hover over the voicemail and click  to playback
4. Click  to download as a .wav
5. Click  to delete the file
6. Click  to exit the voicemail list

Share Video





1. Click  on an active call to share video
2. Click  to stop sharing video

Note: A preview of the shared video will appear on the top right corner of the screen. Sharing video will only be available while on a call with another Fuze Desktop user.

Share Screen

1. Click  on an active call
2. Select the screen to share and then click 
3. Click  to stop sharing the current screen


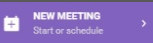


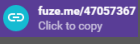

Call History

1. Click 
2. Click 
OR
3. Click  and then click 
4. View a list of **All Calls** or **Missed Calls**


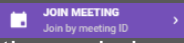
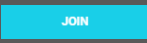
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Fuze Desktop Meetings

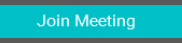
New Meeting

1. Click 
2. Click 
3. Name the meeting (optional)
4. Click  (optional)
5. Click 
6. Click  to copy meeting link
7. Click  to begin the meeting



Join Meeting by ID

1. Click the URL hyperlink provided by the host OR
2. Copy the **meeting ID** provided
3. Click 
4. Click 
5. Paste the copied meeting ID into the **Enter meeting ID** to join field
6. Click 


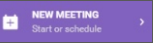



Join Scheduled Meeting

1. Click 
2. Select the meeting you wish to join from the **Meeting List**
3. Click 




Initiate Video Meeting

1. Click 
2. Enter the name or number in the **Search People** field
3. Hover over a name from the list
4. Click  to initiate the meeting

Schedule a Meeting

1. Click 
2. Click 
3. Name the meeting (optional)
4. Enter the name or email address of invitees in the **People** field
5. Click  (optional)
6. Click 
7. Enter the **Date**, **Starts**, and **Length** of the meeting
8. Click 

Invite Participants



1. Click 
2. Click 
3. Enter name, number, email or IP address
4. Click 

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Fuze Desktop Meetings

Exit/End Meeting






Hosts

1. Click 
2. Select 


Participants

1. Click 



Meeting Participants

1. Hover over a participant's icon to see options for each attendee:
 - a. Host 
 - b. Presenter 
 - c. Participant 
 - d. Chat 
 - e. Mute 




OR

2. Click  to view participants, demote/promote, and remove from meeting






Mute Participants

1. Click  on the control panel
2. Select 



Chat in Meeting

1. Click  on the control panel
2. Click  to chat with all participants
- OR
3. Hover over a participant's icon and click  to chat with the selected individual
4. Enter text message
5. Press **Enter**

Share Screen

1. Click  on the control panel
2. Select  or 
- OR
3. Click 
- OR
4. Click  to access the **Whiteboard**

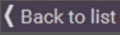


Stop Share

1. Click  on the control panel
2. Click 




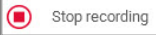
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Fuze Desktop Meetings

Back to Fuze Desktop

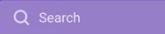






1. Click 
2. Click  to return to the active meeting
OR
3. Click  to expand the comms control window to full size

Record a Meeting




1. Click the more menu  on the control panel
2. Click 
3. Click the more menu  on the control panel
4. Click 

Note: An announcement will be made to all existing and future attendees that the meeting is being recorded.




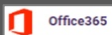
Access Recordings

1. Click 
2. Click 
3. Click the **Recordings** menu option
4. Hover over the meeting name and click  to download the recording
OR
1. Click 
2. Click 
3. Click 
4. Click  to copy a link of the recording for distribution

Vanity Links




1. Click the profile dropdown  arrow to expand the menu
2. Select **Settings**, then click **Meetings**
3. Click 
4. Enter the Vanity Link name
5. Click 

External Calendar

1. Click the profile dropdown arrow to expand the menu 
2. Select **Settings**, then click **Connected Accounts**
3. Click  to sync to  and  calendar events

Note: Status will automatically be set to **Busy** when there is a calendar event.

Content Locker

1. Click 
2. Click 
3. Click **Content**
4. Click  or select the file from the list
5. Select the file and click **Open** to upload content and use in one or multiple meetings