



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.

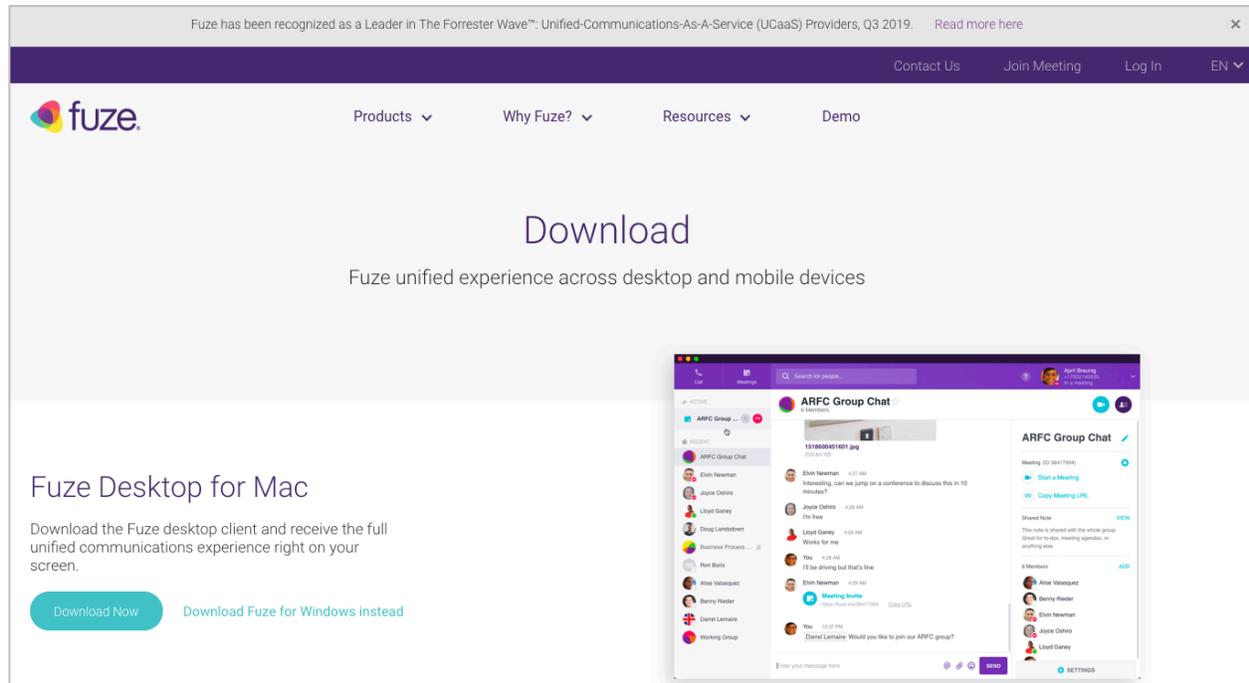
We hope you enjoy your enablement journey. If you need additional information, please visit help.fuze.com.

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.



Fuze has been recognized as a Leader in The Forrester Wave™: Unified-Communications-As-A-Service (UCaaS) Providers, Q3 2019. [Read more here](#)

Contact Us Join Meeting Log In EN

fuze. Products Why Fuze? Resources Demo

Download

Fuze unified experience across desktop and mobile devices

Fuze Desktop for Mac

Download the Fuze desktop client and receive the full unified communications experience right on your screen.

[Download Now](#) [Download Fuze for Windows instead](#)

ARFC Group Chat

Meeting ID: 36417394

[Start a Meeting](#) [Copy Meeting URL](#)

Shared Note

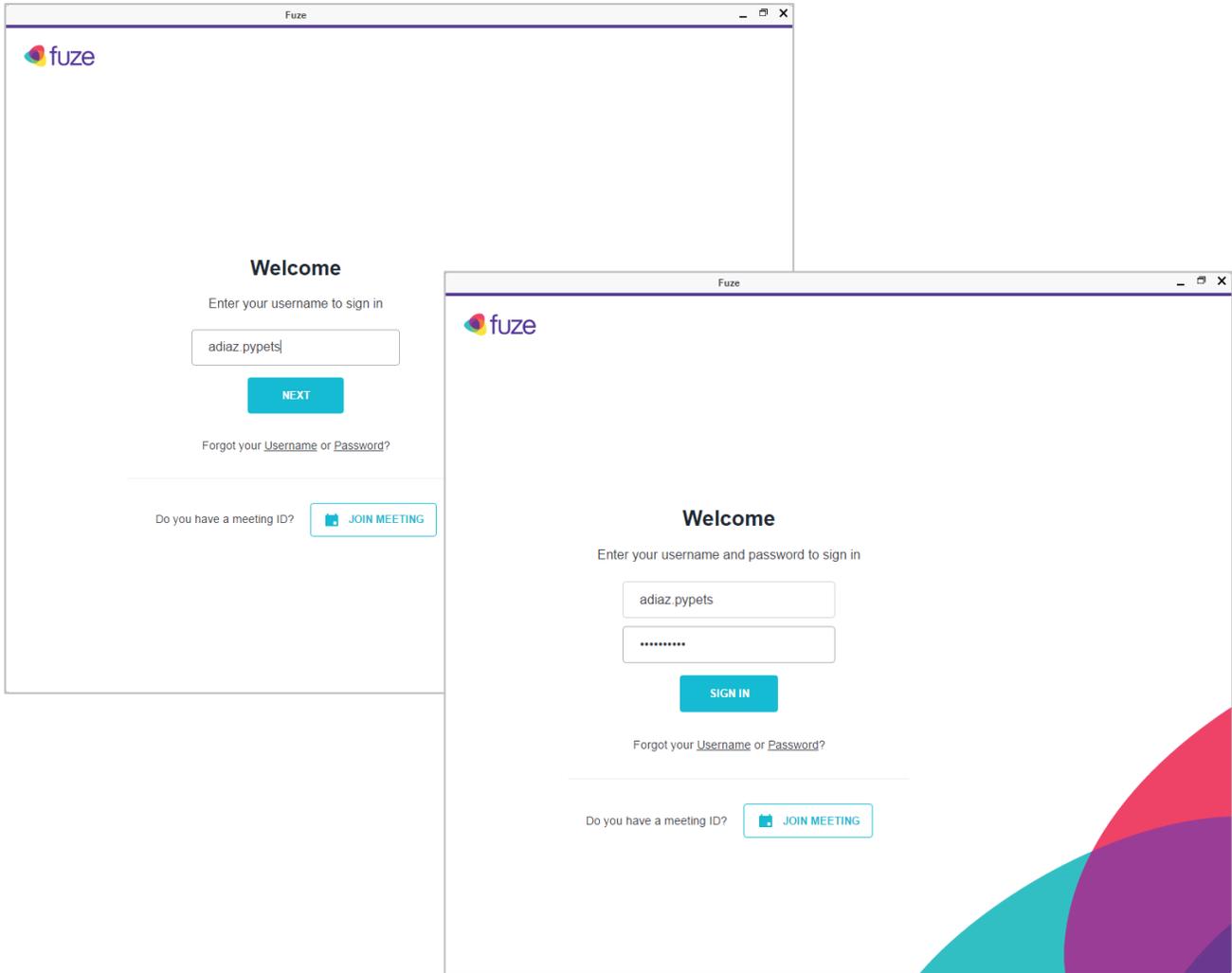
This note is shared with the whole group. Click for more meeting agendas, or anything else.

6 Members

Alta Velasquez
Benny Reader
Elin Newman
Ayra Othman
Lloyd Ganey

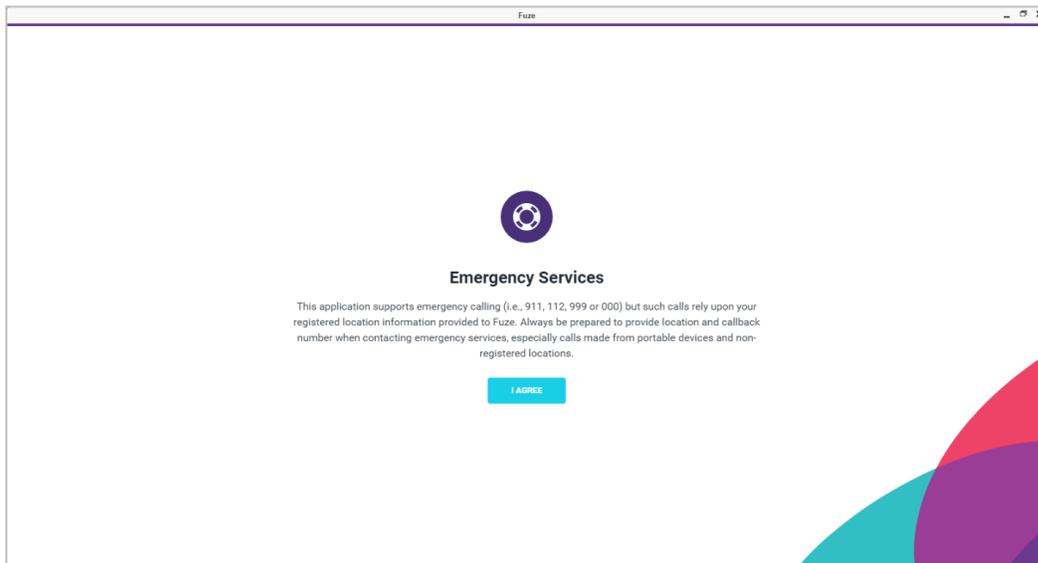
Signing into the Fuze Desktop Application

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**.

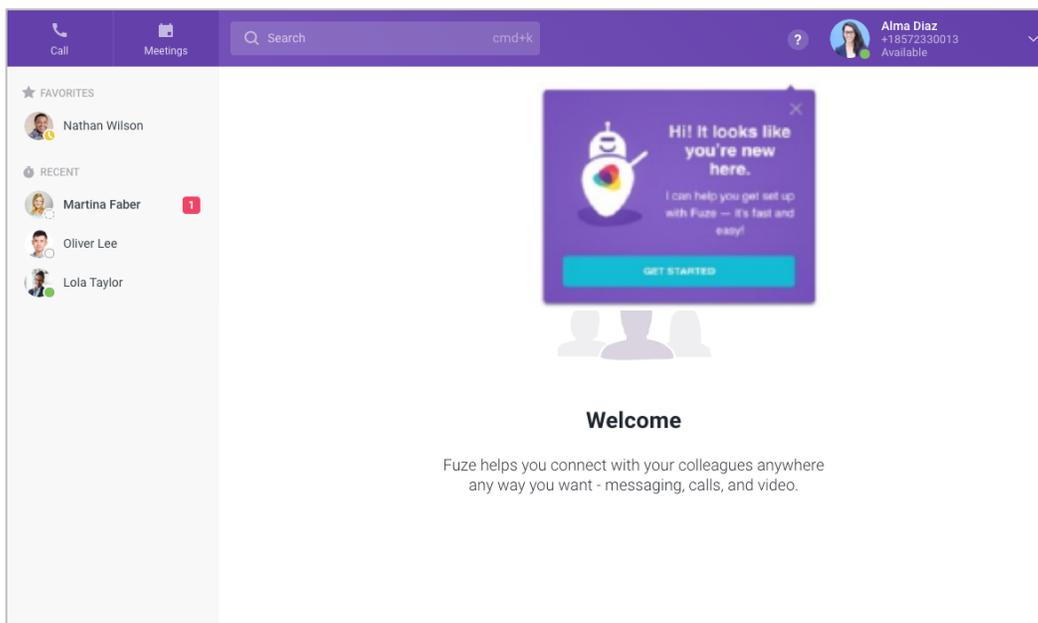


Getting Started in the Fuze Desktop Application

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

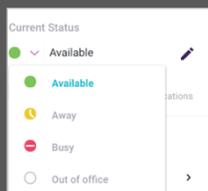
1. Click  Search
2. Enter the name, extension or number in the **Search** field
3. Hover over the contact and click 
- OR
4. Click 
5. Enter the extension or number using the mouse or keyboard
6. Click 

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

Quick Start Guide

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 

Voicemail List

1. Click  Call
2. Click  VOICEMAIL LIST
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 Screen

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

Add Contact

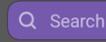
1. Hover over number in the **Recent** list and click 
2. Click  **Add Contact**
OR
3. Click the unknown number on the **Recent** list and click 
- OR
4. Click 
5. Click  **ADD THIS CONTACT**
OR
6. Click  **NEW CONTACT** on the **Search** page
7. Fill in all applicable fields and click 

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.

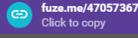
Call History

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

Quick Start Guide

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 

Quick Start Guide

Fuze Desktop Meetings

Exit/End Meeting

Hosts

1. Click  Exit
2. Select 

Participants

1. Click  Exit

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**

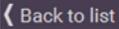
Stop Share

1. Click  on the control panel
2. Click 

Quick Start Guide

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

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  Enable sharing for this recording
3. Click 
4. Click  to copy a link of the recording for distribution

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.

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.

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 

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