



Fuze Mobile

Fuze Enablement Team

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Training Objectives

After attending this training, users should have a basic understanding of:

- Application overview, downloading, and signing into Fuze Mobile
- Fuze Mobile layout, updating a profile picture, and setting presence status
- Messaging colleagues, notifications, SMS, and contact insights
- Softphone functions including call management, settings, and voicemail
- Meeting functions including joining, starting instant meetings, scheduling meetings, and in-meeting features
- Utilizing queues and inviting guests to Fuze
- Support options

Application Overview

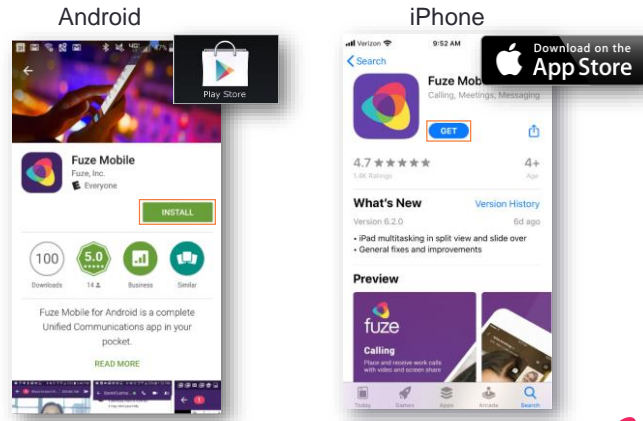
Overview

Fuze Mobile offers the ability to exchange information utilizing softphone and chat, as well as to collaborate via Fuze Meetings. Users can set and view current status and add a custom message. Fuze Mobile has unified history with calls, messages, and meetings.



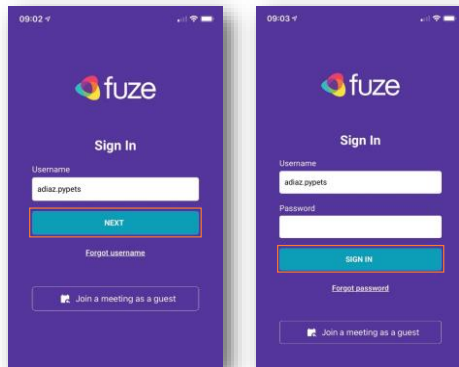
Downloading the Application

- Search for **Fuze Mobile** in the Play Store (Android) or App Store (iPhone)
- Tap **INSTALL** (Android) or **GET** (iPhone)



Signing into Fuze Mobile

- Enter username and then tap **NEXT**
- Enter password and then tap **SIGN IN**



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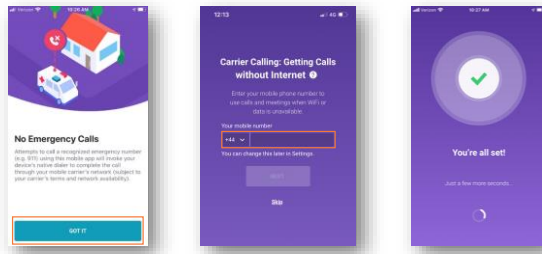
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Tapping **Forgot username** or **Forgot password** will direct the user to the Fuze Customer Portal to reset credentials.

Initial Setup Actions

- Tap **Allow** then **OK** to allow access to the phone's microphone (iPhone only)
- Tap **GOT IT** to accept the emergency services notice
- Enter **mobile number** to use the carrier network for Fuze calls when internet is unavailable



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To activate the microphone on Android devices, tap **OK** and then **Allow**.

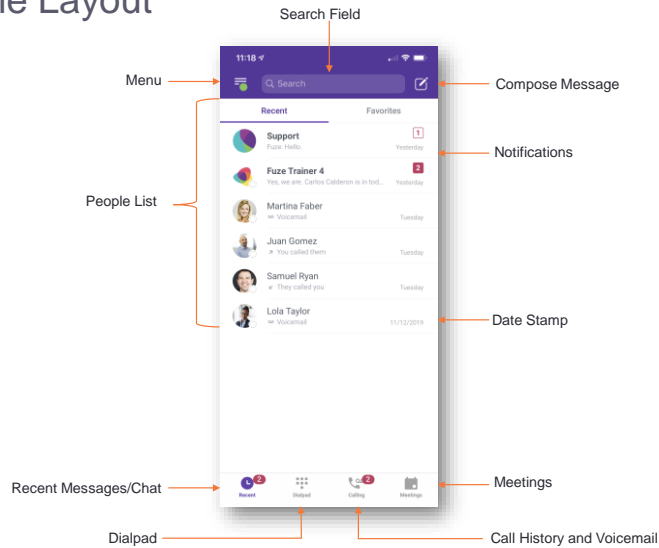
Carrier Calling can be skipped in the initial set up and configured later in the app **Settings**.

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Fuze Mobile Layout




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If signed into more than one device, a banner will appear at the top of the screen allowing the user to choose what device calls will be received on. To Favorite/Hide a contact on the **Recent** list, swipe left and then tap **Favorite** or **Hide**. To unhide a contact, search for and tap the contact's name.

Tap **Calls** to see all call history. Tap **Missed Only** (Android) or **Missed Calls** (iPhone) to view only missed calls. To redial a contact, tap a contact name, then tap the phone receiver icon (Android), or tap a contact name (iPhone).

Setting Presence Status and Uploading a Profile Picture

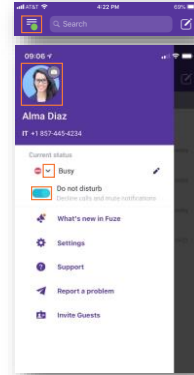
- Tap the  icon

Presence status describes the user's current availability.

- Tap the  icon and choose from **Available**, **Busy**, **Away**, or **Out of office**
- Tap the **Do not disturb** toggle to automatically decline incoming calls and mute all notifications

To upload a profile picture:

- Tap the avatar area and follow the on-screen prompts



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When selecting **TAKE PHOTO** (Android) or **Take a Photo** (iPhone), access will need to be granted to the camera. When selecting **CHOOSE FROM LIBRARY** (Android) or **Choose Existing Photo** (iPhone), access will need to be granted to the photos. A user can save the selection by tapping **CROP** (Android) or **Choose** (iPhone).

When in a meeting or on a call, the presence status will automatically change to **Busy** and update the user's custom message. When the toggle is turned on for a Google or Office 365 calendar event, Fuze Mobile will automatically set status to **Busy**. When the application is moved to the background, Fuze Mobile will change status from **Available** to **Away**.

A user can tap the **Pencil Icon** to enter a custom message and save it by tapping **SEND** (Android) or **Done** (iPhone).

When **Do Not Disturb** is enabled, users will not receive push notifications and all calls will automatically be declined. Users will continue to receive in-application notifications and be able to have outgoing communications.

Training Objectives

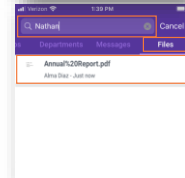
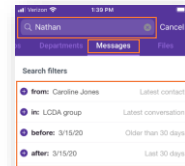
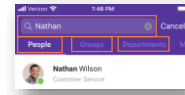
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Utilizing the Search




A user can search for a contact, an instant message, or a file.

- Tap the **Search** field
- Tap **People** then enter the contact's name, last name, or phone number to search for a contact
 - Tap **Groups** to search by member or group name
 - Tap **Departments** to search by department name
- Tap **Messages** then enter the word and tap on **Search** to search for messages
 - Select one or more **Search filters** to pick a filter
- Tap **Files** then enter the file name to search for files
 - Tap one of the results to view the file




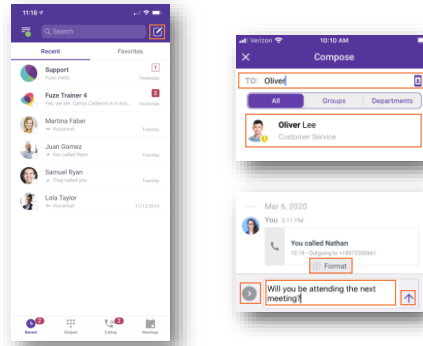
When searching for a specific message, a user may select a filter after the word or subject is entered in the search field, followed by tapping the **Search** button. All matching keywords will be shown in chat search results.

Sending an Instant Message

- Tap the  icon next to the search field or on a recent contact's name
 - If using the compose icon or search field, look up a contact and then tap the **Start Chatting** icon (Android) or tap the contact's name (iPhone)
- Enter message in the **Send a message** field
- Tap on **Format** to see a format guide for any text with a minimum of 3 characters (optional)
- Tap the  icon (Android) or  (iPhone) icon to send the message



Tap the  icon to add a picture, a file or the current location to the message.



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Tap the arrow icon to add an attachment, take and send pictures, documents, and location details. Android users select the picture icon or the folder icon. iPhone users select the photos icon, document icon, or the ellipsis icon. A thumbnail will appear for the recipient to preview the attachment. A small arrow icon will appear when viewing chat history, providing the ability to quickly scroll back to the most current message.

Tap and hold the message until the reaction emojis pop up. Tap the emoji you would like to use to add a reaction to the message.

An instant message sent by the current user can be copied, edited, or deleted.

Tap and hold the message until the edit pop-up appears:

- Tap **Copy** to add to the Clipboard.
- Tap **Edit** to make any needed changes, and then tap **SAVE CHANGES** (Android) or **Save** (iPhone). When editing an instant message, the edits will appear on both the originator's and the recipient's message. The message will indicate it has been edited.
- Tap **Delete** and then tap **Delete** to confirm. Deleted messages cannot be recovered. Once an instant message has been deleted, the message will be

removed from both the originator's and the recipient's chat thread.



- Tap **Mark Unread** to mark the message sent or received as unread.

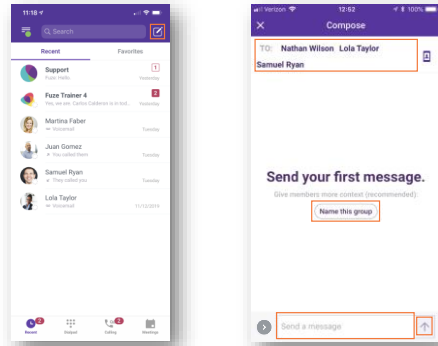
To format, enter a message, select the word or phrase, tap once and you will see the formatting options to make the text **Bold**, **Italic**, **Strikethrough**, or **Preformatted**.

Additionally, a user format the text by inserting the corresponding symbols at the beginning and at the end of the text. The format guide can be disabled in the **App Behavior** settings.

Location links, meeting notifications and meeting invites can be copied. Locations link can be edited or deleted.

Sending an Instant Message to a Group

- Tap the  icon
- Enter the name of the contact in the **TO:** field, enter the first contact's name or email, and then tap the name within the results
- Repeat the steps for each additional contact to be added to the group
- Tap the **Name this group** button to give the group a name (required if greater than 12 participants)
- Enter message in the **Send a message** field
- Tap the  icon to send the message



If inviting a member by email, Fuze Mobile will prompt the user to invite the external contact to Fuze as a guest.

If a group message is created with the same members of another group, the button **Looking For Another Conversation?** will appear and allow the user to look through all previously created group chats. Alternatively, **New Conversation** can be selected to name the group and start a new conversation with the same group members. Tap the @ to mention a specific contact. To send a notification to all users in a group, tap @ and then select group. This option will send a notification to users even if they have muted the group. This will bold the contact name in the message. Tapping on a contact name that is mentioned will show contact insights about that contact.

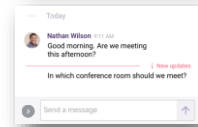
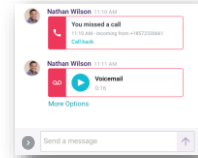
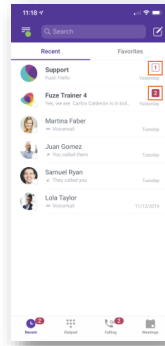
Receiving Notifications

A red rectangle will appear to the right of the contact's name with a number inside indicating the number of notifications received.

- Tap the **1** icon or the contact's name to see missed calls, play new voice messages or read new messages



Unread group messages are designated by a red indicator outline **1** which will appear to the right of the group name.




The digit inside the rounded rectangle indicates the number of notifications from the contact. When a device's screen is locked and system notifications are enabled, a user will be able to view, reply, or mute chat groups by tapping and holding on the badge notification.

Location links, meeting notifications and meeting invites can be copied.

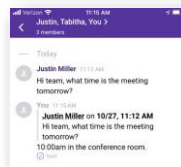
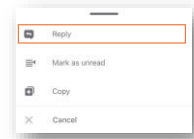
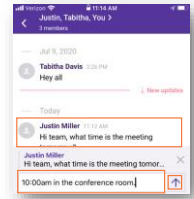
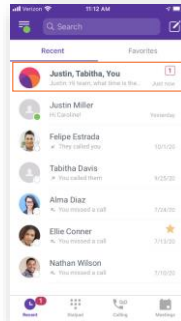
Replying to an Instant Message

Users have the option to reply directly to a previously received message

- Tap the name of the user or group
- Tap and hold the message to reply to
- Tap **Reply**
- Enter message in the **Send a message** field
- Tap the  icon to send the reply message





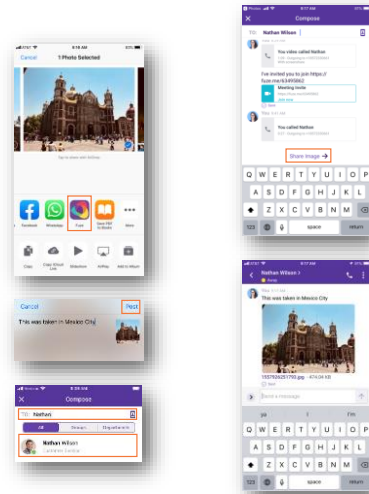
Reply includes a mention of the author of the original message, notifying the author that you are replying directly to something they had previously written.



Swipe a specific message to the right to reply directly to that message.

Sharing Files to a Fuze Conversation





- Select a file and tap the  icon (iPhone) or the  icon (Android)
- Tap the **Fuze** icon
- Enter message in the text field then tap **Post** (Optional - iPhone only)
- Search for the recipient and tap on the name
- Tap on **Share Image** to send
 - The text appears above the image once it is sent to the other party (iPhone only)




Files shared from OneDrive and Google Drive will show a preview in the chat window.

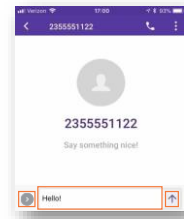
Sending a Short Message Service (SMS) – US & Canada Only

SMS allows messages to be sent to external phone numbers. To send an SMS:

- Tap the  icon
- Enter the phone number the SMS will be sent to
- Tap the **SEND AN SMS** icon (Android) or the  icon (iPhone)
- Enter the message in the **Write SMS to** field
- Tap the  icon (Android) or  icon (iPhone) to send the message







Tap  to send Multimedia Messaging Service (MMS) messages.

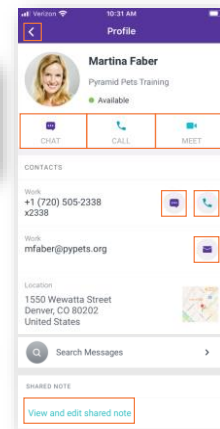
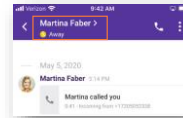


SMS and MMS are only available in the US & Canada and require an additional license.

Viewing Contact Insights

The Contact Insights screen includes business details about the contact.

- Tap the name of the contact to view contact insights
- Tap the **CHAT** button or  icon to send a message
- Tap the **CALL** button or  icon to make a call
- Tap the **MEET** button to start a meeting
- Tap the  icon to email the contact
- Tap the  icon to return to **Recent**



View and edit shared note allows contacts or chat groups to share information in a notepad that can then be accessed within Fuze Meetings.

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Contact information that may be seen includes: name, company, department, work address, work phone number, mobile number, and email address.

When the envelope icon is selected, the user will be taken to the default email application, and a pre-addressed message will be created.

A persistent meeting ID will be created when a user selects **MEET**. Shared notes can only be accessed within a meeting if the persistent meeting ID is used between the contact or group members.




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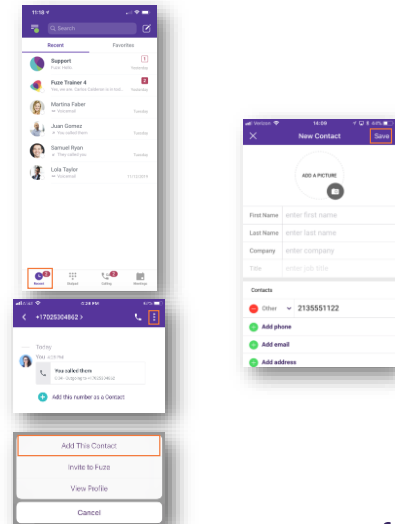
Adding a Contact

Contact Management allows users to add contact information to phone numbers that are not currently stored in the directory.

- Tap **Recent**, tap the number
- Tap the  icon (iPhone), or tap the  icon (Android) and then tap the **Add This Contact** button (iPhone)
- Fill in all applicable fields and tap the  icon (Android) or the **Save** icon (iPhone)



Fuze Mobile informs a user of duplicate names or phone numbers.



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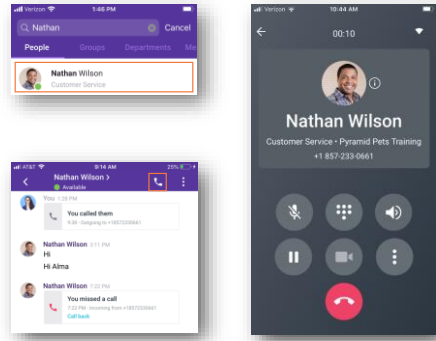
Tap **ADD TO CONTACTS** (Android) or **Add contact** (iPhone) after a user enters a phone number using the **Dialpad**. Added contacts are stored in the user's private address book and synced to Fuze Desktop. Users have the ability to search for, edit, and delete contacts that were previously added.

Placing a Call from the People List

- Tap the contact from the search results

OR

- Tap the contact's name on the **Recent** screen
- Tap the  icon to initiate a call




When on a call in Fuze Mobile, presence status will automatically show **On a call** on all other devices. The **Dialpad** within a call is not for dialing another party, but rather for entering a numeric choice on an existing call.

The Video button will allow a user to share their video. The More Options (ellipsis) button will present the user with the capability to **Add someone new** to the call, to **Switch phones**, to **Transfer Call**, and to **Switch to carrier**.

iPhone users may use Siri voice commands to start calls and join meetings using Fuze contacts, phone numbers, and scheduled meetings.

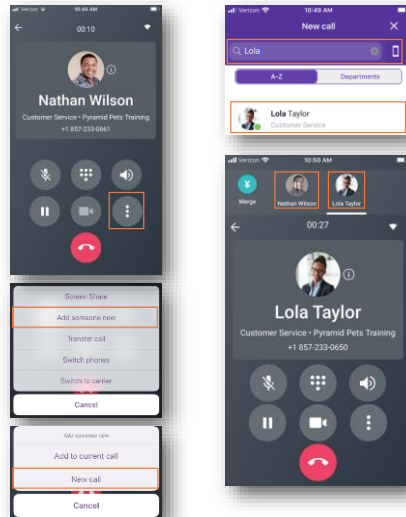
Placing a Call While on Another Call

When on a call, a new call can be placed, which will place the original caller on hold.

- Tap the  icon
- Tap the **ADD TO CALL** button (Android) or tap the **Add someone new** button (iPhone)
- Tap the **New Call** button, enter the name of person or number to call in the **Search** field, and then tap the contact




Users may toggle back and forth between the two calls.



Switch to carrier will be an option when a phone number is entered in the call settings.

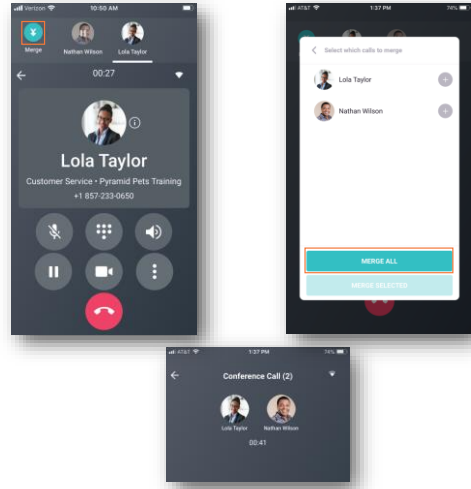
Merging Calls

Merging calls allows an active caller and a caller on hold to be merged.

- Tap the merge  icon
- Tap the **MERGE ALL** button




A total of four parties can be on a merged call.



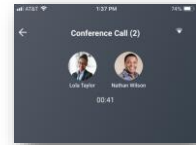
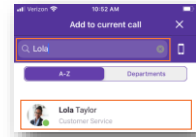
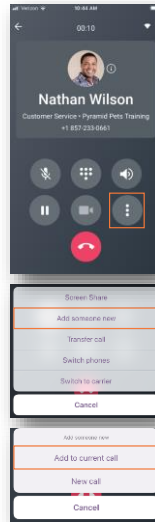
Initiating a Conference Call

When on an active call, a user can add up to three other contacts (a total of five participants, including yourself).



- Tap the  icon
- Tap the **Add someone new** button (iPhone), or tap the **Add to call** button (Android)
- Tap the **Add to current call** button
- Enter the name or number of the person to add in the search field
- Tap the contact's name or number in the search results
- Repeat steps to add the additional parties



If the maximum number of callers are exceeded, new callers will not be added to the call.

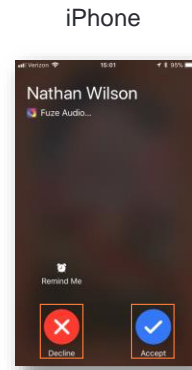


Receiving an Incoming Call

- Tap the  icon to answer an incoming call
- Tap the  icon to reject the call
 - Rejecting a call sends the caller to voicemail






iPhone devices use CallKit, which displays the same interface for inbound calling as regular cellular calling on that device.

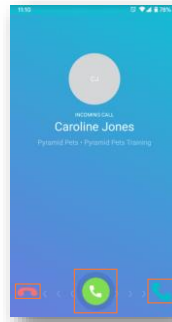


CallKit also provides the ability for a Fuze Mobile user to place calls via the Contacts and Recents screens on the native device as a Fuze call. The user will need to press and hold the contact name/number to be given an option to place the call via the iPhone or Fuze Mobile.

Receiving an Incoming Call

- Tap the  icon
- Press and slide the  icon to answer the call
- Press and slide the  icon to reject the call
 - Rejecting a call sends the caller to voicemail


Android





Initiating Screen Sharing and Video During an Active Call

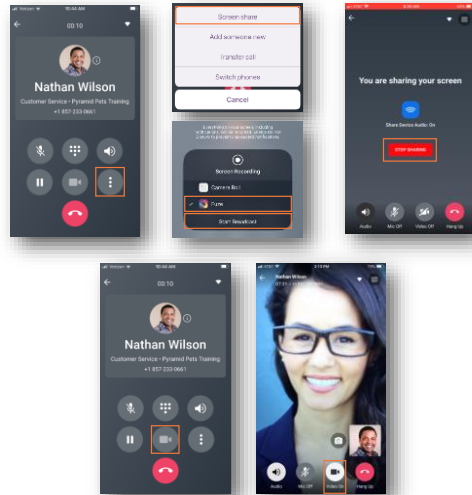
Screen Share and Video will be available to share while on a VoIP call with an internal contact.

To share screen:

- Tap the  button
- Tap **Screen Share**, tap **Fuze**, and then tap **Start Broadcast** (iPhone) OR Tap **Screen Share** and **Start now** (Android)
- Tap **STOP SHARING** to end broadcast

To share video:


- Tap the  button to enable video
- Tap the  button to stop sharing video



Tap the **Video Off** button to share video again.

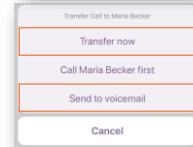
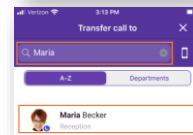
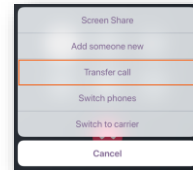
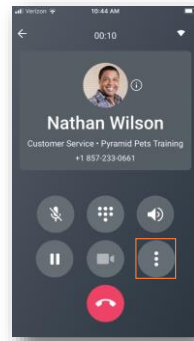
During an active call, a shared screen will appear on the mobile device display when a Fuze Desktop user shares a screen.

Performing a Transfer Now

- Tap the  icon
- Tap the **Transfer call** button
- Enter the name, extension, or number in the search field
- Tap the contact's name or phone number
- Tap the **Transfer now** button to transfer a call without talking to the party beforehand





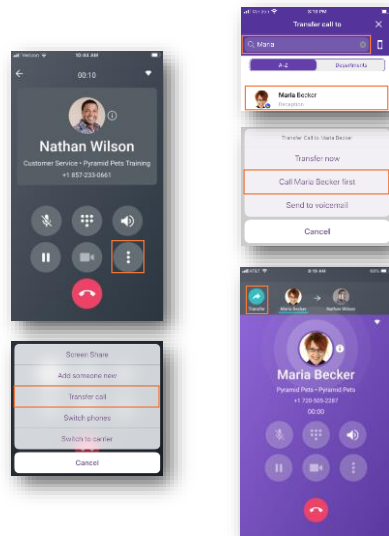
Tap the **Send to voicemail** button to send a call directly to an internal contact's voicemail.



When transferring, the person receiving the call will see the original caller's ID.

Performing a Call First Transfer

- Tap the  icon
- Tap the **Transfer call** button
 - While performing a transfer the caller will be placed on hold
- Enter the name, extension, or number in the search field
- Tap the contact name and then tap the **Call first** button to call the other party
- Tap the  icon to complete the transfer



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A user can cancel the transfer by tapping the hang up button. Tap the hold button to resume the call with the first caller.

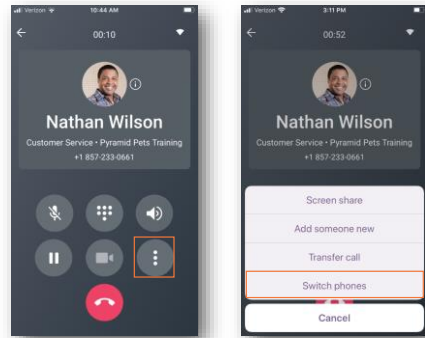
Changing an Active Call to Another Device

To transfer an active call from Fuze Mobile to another Fuze device:

- Tap the  icon
- Tap the **Switch phones** button, and a call will be placed to the user's other Fuze devices
- Answer the new device to connect the call




The call being transferred must be using the VoIP calling mode.

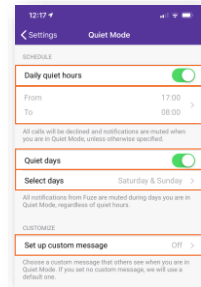
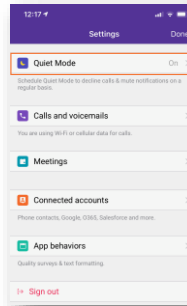


Transferring an active call must be configured by Fuze for each user. The user's Fuze Desktop Softphone and desk phone device will ring when **Switch phones** is selected. If the call on the second device is declined, a call will be placed to all devices.

The new device must be paired to the user's account.

Configuring Quiet Mode


- Tap the  icon
- Tap **SETTINGS**
- Tap **Quiet Mode**
- Tap the **Daily quiet hours** toggle to enable the quiet hours daily schedule.
- Tap **From** and **To** in order to choose the timeframe **Quiet Mode** will be enabled
- Tap the **Quiet days** to mute all notifications during days you are in **Quiet Mode** and then tap **Select Days** to choose days when **Quiet Mode** should be enabled
- Tap **Set up custom message** to choose the custom message others see when **Quiet Mode** is enabled

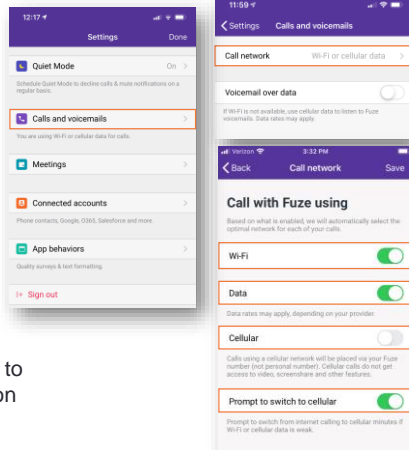


When **Quiet Mode** is enabled, **Do Not Disturb** will be turned on. While in **Quiet Mode**, all calls will be declined and notifications will be muted. When enabled a banner will appear at the top of the **Recent** page indicating **Quiet Mode** is currently turned on and there will be the ability to **Change schedule** or **Turn off**. When enabled the user's Fuze status will change to **In Quiet Mode**, this can be viewed in both Fuze Mobile and Fuze Desktop/Web. The custom message will be displayed inside 1:1 conversations and will be set to the default "[User's Name] is in Quiet Mode and may not receive calls and notifications until later", this can be personalized by tapping **Set up custom message**.

Configuring Voice Calling Modes

Call Settings determine how Fuze Mobile will place and receive calls. Based on what is enabled, Fuze will automatically select the optimal network for each call.

- Tap the  icon and then tap **SETTINGS**
- Tap **Calls and voicemails**
- Tap **Call network**
 - **Wi-Fi** will place calls using a Wi-Fi connection
 - **Data** will use network data for calls
 - **Cellular** will place calls over the carrier network
 - **Prompt to switch to cellular** will suggest switching to carrier calls from either Wi-Fi or data if the connection is weak



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When using **Cellular** the application requires a mobile number to be entered so the system recognizes the carrier to place calls through. **Cellular** uses the native dialpad for inbound and outbound calls. Any unanswered inbound calls will go to the native device's voicemail box. Outbound calls will show user's Fuze Number/Name as the Caller ID, where applicable. If user removes the application while connected to a carrier, the user will still get calls from the carrier. A user must log out and/or remove carrier mode before removing application to avoid calls.

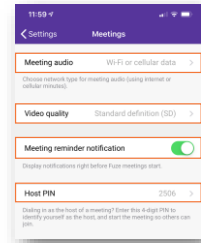
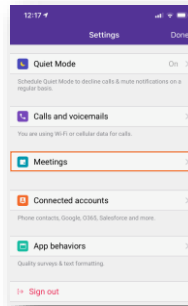
When **Prompt to switch to cellular** is enabled, a pop-up will appear on the Fuze Mobile screen to prompt the user to switch to **Cellular** mode.

Voicemail over data will allow voice messages to be listened to over network data.

Data rates may apply when using network data.

Configuring Meeting Settings

- Tap the  icon
- Tap **SETTINGS**
- Tap **Meetings**
- Tap **Meeting audio** to select a default audio mode for meetings
- Tap **Video quality** to select the video resolutions for meetings
- Tap the **Meeting reminder notification** toggle to receive notifications from a connected calendar
- Tap the 4-digit **Host PIN** to access or change it



Video quality resolution is set to **Standard definition (SD)** by default.


Meeting reminder notification will prompt a user that a meeting is about to start.

The notification will persist in the notifications area until the meeting is joined. If the meeting is not joined by the time the meeting ends the notification will disappear. By default, meeting notifications are turned on. Press and hold the meeting notification to be given an option to:

1. Join meeting
2. Dismiss meeting
3. Completely dismiss meeting notifications

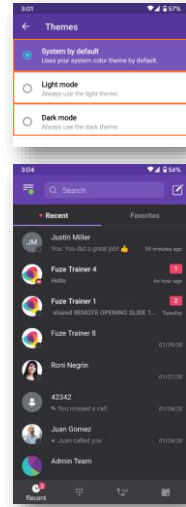
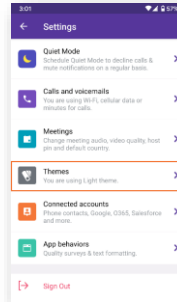
Host PIN allows the host of a meeting to dial in, enter the **Host PIN** number, and enter the meeting as a Host. If it is an open meeting, the host is not required to join first, however if it is a private meeting, the host will need to join the meeting first before other's are allowed to join the meeting.

Configuring Themes





- Tap the  icon
- Tap **SETTINGS**
- Tap **Themes** (Android only)
- Tap **System by default** to use the device's color theme by default
- Tap **Light mode** to always use the light theme
- Tap **Dark mode** to always use the dark theme

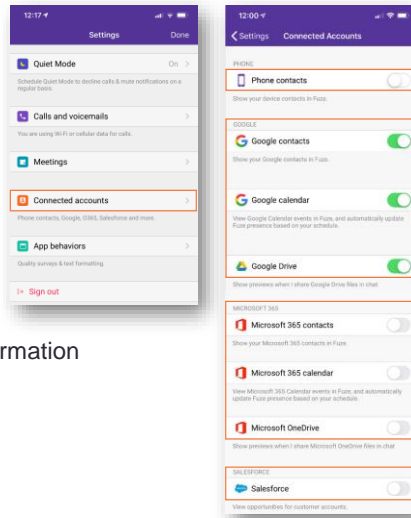


Fuze Mobile's theme will match iOS display settings.




Configuring Connected Accounts

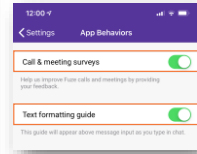
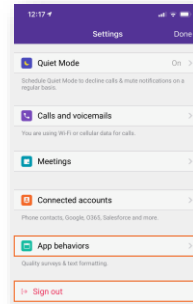
- Tap the  icon
- Tap **SETTINGS**
- Tap **Connected accounts**
- Tap the **Phone contacts** toggle to import phone contacts to Fuze
- Tap the  **Google** or the  **Microsoft 365** toggles to connect contacts, calendars, or drives
- Tap the  **Salesforce** toggle to view account information



When connecting an account, the user will be required to sign into the respective **Google**, **Microsoft 365**, or **Salesforce** account. When connecting to a **Google** or **Microsoft 365** account, a user will also be able to access an organization's full directory (Active Directory or Azure Active Directory) when searching within Fuze Desktop, with an administrator's permission. A label indicating what account a contact was imported from will appear right below the contact's name in the search field.

Configuring App Behaviors and Signing Out

- Tap the  icon
- Tap **SETTINGS**
- Tap **App behaviors**
- Tap the **Call & meeting surveys** toggle to enable on call and meeting quality surveys in Fuze
- Tap the **Text formatting guide** to enable the in-chat formatting guide
- Tap **Sign out** to sign out of the application




Listening to Voicemail

A notification will be displayed when a new voice message is received.

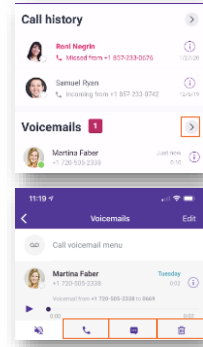
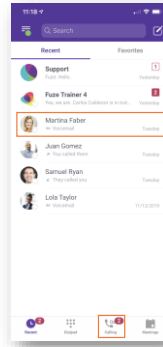
- Tap on contact's name showing **Voicemail**
- Tap the > icon to play the voice message

OR

- Tap the  icon and select a voice message



From the Voicemail menu, a user can play or delete a message, call back, or start a chat with a contact.




Pressing and holding (Android) or Tapping the **Edit** button (iPhone) within the **Voicemail** menu allows a user to select and delete voice messages all at once.

Training Objectives



After attending this training, users should have a basic understanding of:

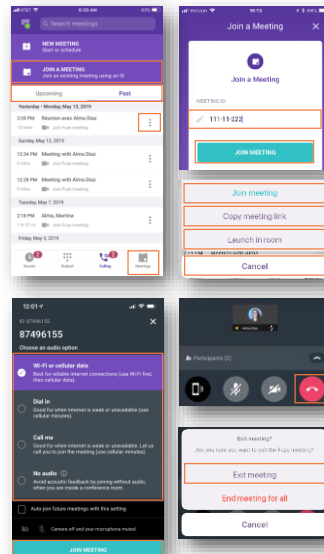
- Application overview, downloading, and signing into Fuze Mobile
- Fuze Mobile layout, updating a profile picture, and setting presence status
- Messaging colleagues, notifications, SMS, and contact insights
- Softphone functions including call management, settings, and voicemail
- Meeting functions including joining, starting instant meetings, scheduling meetings, and in-meeting features
- Utilizing queues and inviting guests to Fuze
- Support options

Joining and Exiting a Fuze Meeting

- Tap the  icon
- Tap **JOIN A MEETING**, enter a **MEETING ID** or Meeting Link, then tap **JOIN MEETING**

OR

- Tap **Upcoming** or **Past**, search for meeting, and then tap on desired meeting
- Tap the  button to **Join meeting**, **Copy meeting link**, **Launch in room** or **Cancel**
- Select **Wifi or cellular data**, **Dial-in**, **Call me**, or **No audio** then tap **JOIN MEETING**
- Tap the  icon, and then tap **Exit meeting**



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The Meeting List will contain all events from a user's connected account calendar, in addition to Fuze Meeting events. A user may also search for a meeting by title only, via the search field. A Meeting Link or Vanity Link may be used in place of a Meeting ID.



If meeting invite has been sent via instant message, join meeting by tapping the Meeting Invite in the chat window.

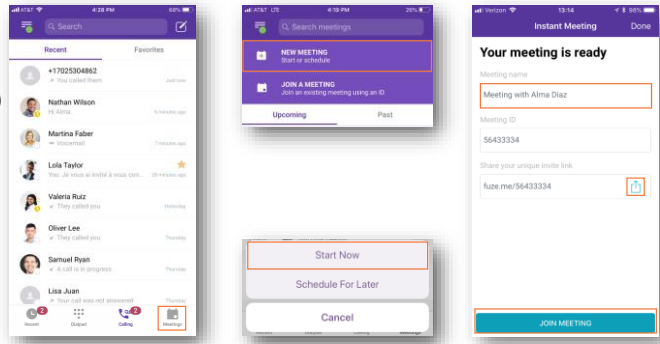
If an organization has Fuze Rooms established, a user can launch a meeting directly into a Fuze Room. Tap on **Launch in room** and a menu will appear with all available rooms. Tap the desired room, tap on **SELECT**, and then tap on **LAUNCH**.

As a host, tap **End Meeting For All** to close the meeting for all participants.

A meeting can be joined from a Fuze Room on a tablet. A user can log in with a Fuze Room account and password. Once logged in, enter a meeting ID or **Start an Instant Meeting**. If the room is connected to a calendar the user will see a list of upcoming events.

Setting Up an Instant Meeting

- Tap the  icon
- Tap **NEW MEETING**
- Tap the **Start Now** button
- Edit the **Meeting name** (optional)
- Tap the meeting URL or tap the share  icon to forward the meeting invite
- Tap the **JOIN MEETING** button to join the meeting




An instant meeting can be set up for one or multiple participants. The meeting title will be created with a default name, but can be changed by entering a name.

Initiating a Video Call with a Colleague

Video call will allow a call to be placed to an internal contact and when answered it will initiate an ad-hoc Fuze Meeting.

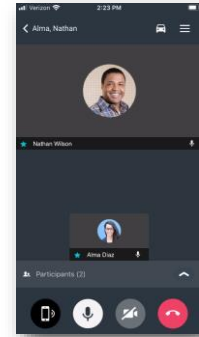
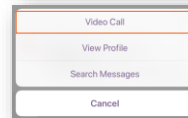
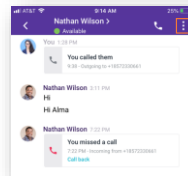
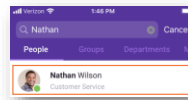
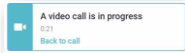
- Tap the contact from the search results

OR

- Tap the contact's name on **Recent**
- Tap the  icon and then tap on **Video Call** to create a meeting






A meeting link will appear within the chat conversation.



The colleague receiving the video call will have the ability to answer, decline, or answer without video. When the video call is answered, participants will be placed into a Fuze Meeting. Video calls can be placed to groups via the group chat window.

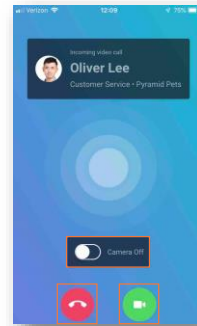
Receiving a Video Call from a Colleague

When receiving an incoming video call, a user can:

- Tap the  toggle to turn phone camera on or off
- Tap the  button to answer the call
 - A Fuze Meeting will immediately initiate
- Tap the  button to decline the call




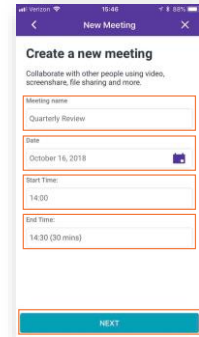
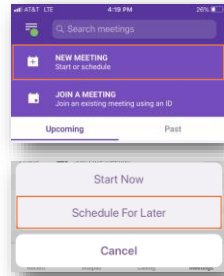
A preview of the video the user wishes to share will appear on the screen.



Receiving a video call while a mobile device is locked will ring like a standard call. The user can then tap the video icon to join the full meeting within Fuze Mobile. A notification for a missed video call will be shown on the users device.

Scheduling a Meeting

- Tap the  icon
- Tap **NEW MEETING**
- Tap the **Schedule For Later** button
- Enter a **Meeting name** (optional)
- Select the **Date**, **Start Time**, and **End Time** for the meeting
- Tap the **NEXT** button



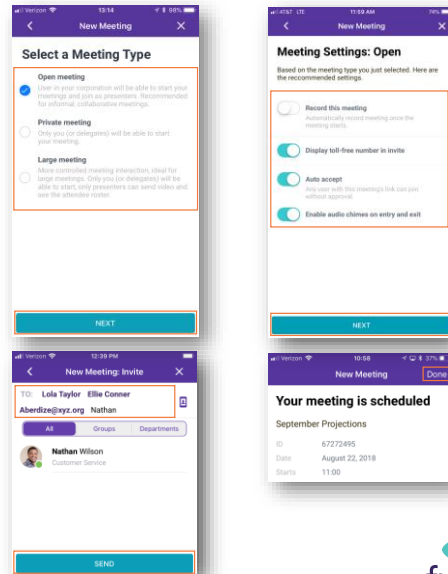
The meeting title will be created with a default name, but can be changed by entering a name.

Scheduling a Meeting

- Select a **Meeting Type** and tap **NEXT**
- Choose **Meeting Settings** and tap **NEXT**
- Tap **FINISH**

OR

- Enter in the participants name or email addresses
- Tap **SEND** to send invites
- Tap **Done**



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Available meeting types:

- **Open** meetings allow anyone to join without having to be accepted into the meeting; only internal people will be a presenter by default (up to 250 participants)
- **Private** meetings require the host to accept each attendee; all attendees will be participants by default (up to 250 participants)
- **Large** meetings will allow anyone to join without having to be accepted into the meeting; all attendees will be participants by default (up to 1000 participants)

Available meeting settings:

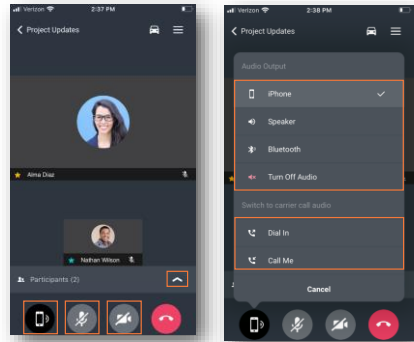
- **Record this meeting** will begin recording the meeting once the host/presenter joins the meeting
- **Display toll-free number in invite** allows participants to dial in using a national toll-free number for their region
- **Auto accept** allows participants into the meeting without requiring the host/presenter to manually accept that participant
- **Enable audio chimes on entry and exit** will enable the audio chimes alert upon the arrival of all participants

Using Participant Options

- Tap the  icon to select **Audio Output** by using the Android/**iPhone** audio, **Speaker**, **Bluetooth**, **Turn Off Audio** options
- Tap the  icon to switch the audio source to a carrier call by using the **Dial In** or **Call Me** options
- Tap the  icon to mute and unmute the microphone
- Tap the  icon to toggle either the back camera or the front camera off and on



A host can tap on the **Participants** icon to mute/unmute, chat, promote/demote, and remove a participant.






The icon of the person speaking will be outlined in gold. A user may chat with the Host or an individual that is attending the meeting. Demoting a presenter will make that attendee a “participant” only.

Turn On Audio – joins the meeting audio using the participants mobile audio

Dial In – provides dial in numbers, meeting ID, and host pin if applicable

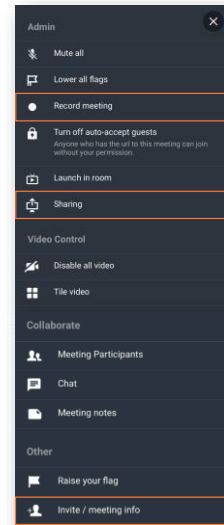
Call Me – allows meeting participant to choose the audio device used

Managing an Active Meeting

- Tap the  icon to access the meeting menu
- Tap **Record meeting** to start the recording and tap again to end the recording
 - A  icon will appear on the top left portion of the screen along with an audio notification indicating the meeting is being recorded
- Tap  icon then tap **Share content** or **Share screen**
 - To share content, choose from **Take a Photo**, **Choose from library**, **Choose file(s)** (iPhone), or **Fuze Cloud**
 - To share screen, choose **Fuze**, then select **Start Broadcast**
- Tap **Invite Participants** (Android) **Invite/meeting info** (iPhone) to send invites to contacts via email and gain access to the Meeting ID



Only hosts and presenters may share content.



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The following additional settings are also available on the iPhone:

- **Mute All** – mutes all participants' microphones
- **Raise Your Flag** – both the Host and Presenter will be able to see when a flag has been raised via the Fuze Mobile application
- **Lower All Flags** – lowers all participants' flags
- **Turn Off Auto-Accept Guests** – when auto-accept is enabled, any participants joining the meeting will automatically be accepted into the meeting; when auto-accept is disabled, participants attempting to join the meeting will have to be accepted into the meeting by the host or the presenter
 - A message will be displayed at the top of the host's Fuze window showing that the participant is attempting to join the meeting. The host must tap **Accept** or **Decline** (declined participants will see a message stating that the attempt to join the meeting was declined).
- **Launch in room** – allows the user to launch the meeting into a Fuze Room enabled conference room
- **Disable All Video** – turns the user's video stream off for all participants in the meeting
- **Promote Speaker** – allows the tile of the person speaking to be placed at the top and become larger. The setting name will also change from **Promote Speaker** to

Tile Video



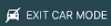
- **Tile Video** – will place the user back into the original meeting setting
- **Meeting Participants** – allows a meeting host to mute/unmute, chat, promote/demote, and remove a participant
- **Chat** – allows the user to communicate within the meeting
- **Meeting Notes** – allows the host and presenters to annotate in a shared note
- **Invite Participants** – allows the user to invite additional participants
- **Copy meeting ID** – copies the unique eight-digit meeting ID to the clipboard
- **Copy Meeting Link** – copies the URL for the meeting which can be pasted into an email or IM text
- **Take Photo** – allows a user to take a photo with the mobile device and upload to the meeting using Fuze Cloud
- **Choose from library** – allows a user to select a photo already stored in the mobile device and upload to the meeting
- **Choose File(s)** – allows a user to browse the mobile device and select a document to share in the meeting
- **Fuze Cloud** – will open a user's content locker containing documents that were uploaded within the Fuze Desktop application allowing the user to share in the meeting

Screen sharing will **broadcast** everything on the device screen, including notifications. A message will display before the **broadcast** advising **Do Not Disturb** is enabled to avoid notifications being shown.


When sharing content on a tablet, a **Whiteboard** feature will be available.

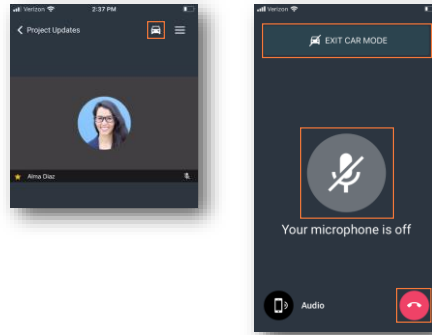
Activating Car Mode

Car mode will prohibit shared content from appearing on the screen while still providing a user the ability to contribute to a meeting.

- Tap the  icon to change the display and limit available options
- Tap  to mute/unmute quickly
- Tap  to revert back to the standard meeting view





Tap  to exit the meeting from car mode.





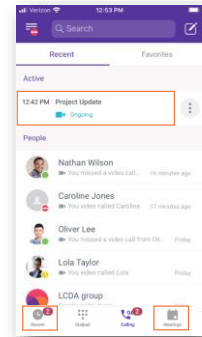
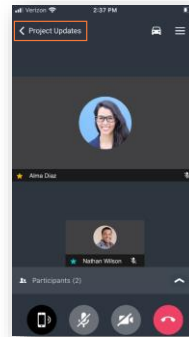
Enabling Car Mode will enlarge the microphone icon so the user can mute/unmute quickly. There is no ability to see shared content in this mode. **EXIT CAR MODE** will turn Car Mode off and participant will be able to see meeting content that is shared by the host or presenter.

Returning to the Home Screen During a Meeting

- Tap the  icon (Android) or  icon (iPhone)
- Tap the active meeting to return to the meeting



The meeting can be found by tapping either the  or the  icon.






Training Objectives

After attending this training, users should have a basic understanding of:



- Application overview, downloading, and signing into Fuze Mobile
- Fuze Mobile layout, updating a profile picture, and setting presence status
- Messaging colleagues, notifications, SMS, and contact insights
- Softphone functions including call management, settings, and voicemail
- Meeting functions including joining, starting instant meetings, scheduling meetings, and in-meeting features
- Utilizing queues and inviting guests to Fuze
- Support options

Signing Into Queues

To sign into a queue:

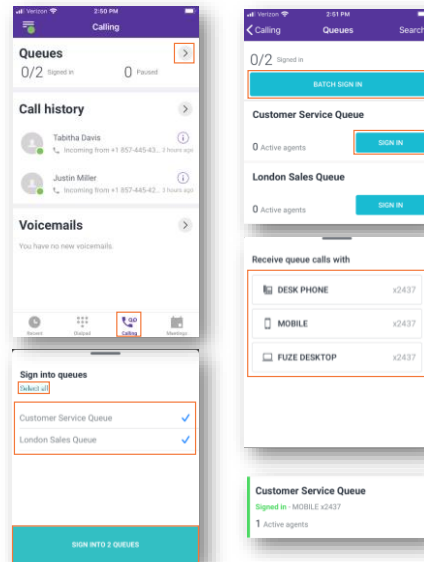
- Tap the  icon
- Tap the  icon to view available queues
- Tap  to sign into a single queue

OR

- Tap , tap **Select all** or select from the available queues, then tap  to sign into multiple queues
- Select the device to **Receive queue calls with**



Once signed into the queue, the selected device will be displayed along with the number of **Active agents** in the queue.



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Tapping the **Search** button on the queues screen will allow users to search through all queues they are assigned to.

Pausing Queues


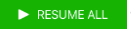
To pause a queue:

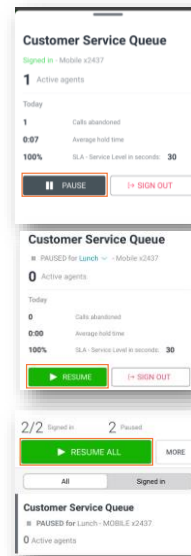
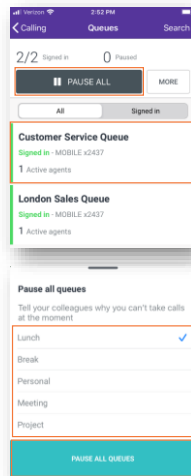
- Tap the individual queue
- Tap 

OR

- Tap  to pause all queues
- Select a pause reason
- Tap 



To resume a queue, tap on the individual queue name and tap , or tap  to resume all queues




Users can change the pause reason for their paused queues without needing to resume the queues first.


While signed into at least one queue, users can use the toggle on the top of the queues screen to view either **All** queues, or just those which the user has **Signed in**.

Signing Out of Queues

To sign out of a queue:

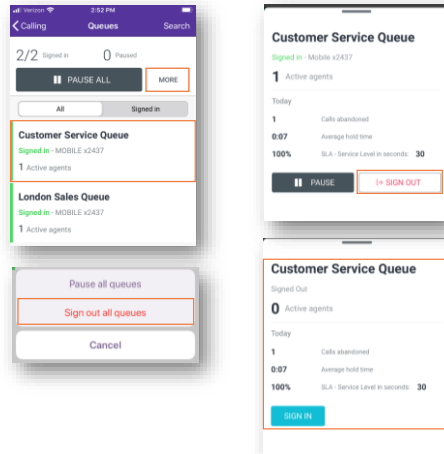
- Tap the individual queue name
- Tap 

OR

- Tap 
- Tap  to sign out of all queues



Queue information will be displayed even when signed out.




Calls abandoned – the number of calls when the caller reaches the queue but hangs up before connecting to an agent

Average hold time – the average time it takes for agents to answer a call or the time a caller waits in the queue before being answered

SLA – the threshold set by an organization that specifies the target time (in seconds) that an agent has to answer a queue call.

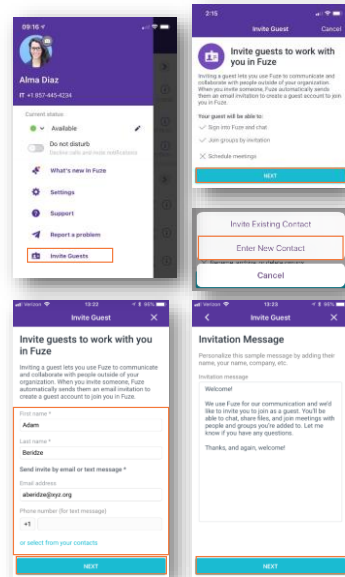
Inviting Guests to Fuze

Inviting a guest provides the ability to communicate with an external contact through chat and meetings within the Fuze Mobile application. To invite a guest:

- Tap the  icon and then tap **Invite Guests**
- Tap the **NEXT** button and then **Enter New Contact**
- Fill in all applicable fields and then tap the **NEXT** button
- Edit the standard invitation note (optional) and tap the **SEND INVITE** (Android) or the **NEXT** button (iPhone)
- Tap a **Group name** to invite the guest to any current chat groups and then tap **ADD & FINISH** (optional)

OR

- Tap **SKIP & FINISH** to send invite



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It is also possible to invite guests from a group chat by entering the guest's email when adding members. Guests will appear at the top of a user's Recent List, once the invitation has been accepted.

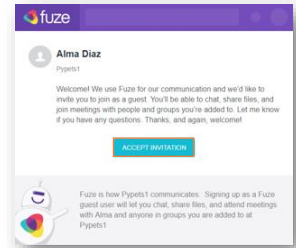
Guests will have the following capabilities in Fuze:

- Chat one-on-one and in groups by invitation
- Visibility to see all members in a group
- Create one-on-one chats and additional groups with other group members
- Join Fuze Meetings

Accepting a Fuze Guest Invitation

When an external contact is invited to Fuze, they will receive an email or link within a text message. To accept an invite as a Fuze guest:

- Click **ACCEPT INVITATION**
- Enter **Email**, create a **Password**, then click **JOIN**
- Create a profile by filling in all applicable fields and then click **DONE**

A screenshot of the 'Welcome to Fuze!' screen. The title is 'Welcome to Fuze!' and the subtitle is 'Please create a password below to start collaborating with Tabitha Davis using Fuze'. There is a link for 'Already have a Fuze account? Sign in'. Below that, it says 'Create a password below to start collaborating with Alma Diaz using Fuze'. There is a form with an 'Email' field containing 'almeidaz@xyz.org' and a 'Create a password' section with two password input fields. A red box highlights the email and password fields. At the bottom, there is a blue 'JOIN' button. A small note at the bottom says: 'You have been invited as a Fuze Guest by a Fuze customer. Your access and use of the Fuze platform is subject to the Fuze Guest User Privacy Statement.'A screenshot of the 'Tell us a little about yourself' screen. The title is 'Tell us a little about yourself' and the subtitle is 'Please enter your information below so others know who you are and how to contact you.' There are several input fields: 'First name *' with 'Adam', 'Last name *' with 'Berlize', 'Phone' (empty), 'Company name *' with 'XYZ', and 'Title or role' (empty). There is a green checkmark next to the first name and last name fields. There is a profile picture icon with the text 'Add a profile picture' and a note 'An image of the person whose they're talking to'. At the bottom, there is a blue 'DONE' button.

Profile information includes **First name**, **Last name**, **Phone number** (optional), **Profile picture** (optional), **Company Name**, and **Title or role** (optional). If a guest has already been invited and is utilizing Fuze, an error will appear indicating the invite has already been used and will allow the guest to sign in under the already existing profile. If the guest is already a Fuze user (the guest's company also uses Fuze), the invite will prompt the guest to sign in rather than create a profile.

Training Objectives

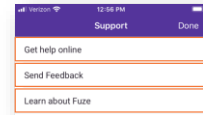
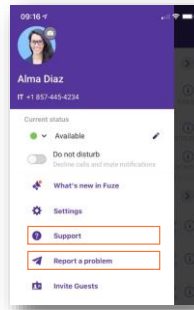
After attending this training, users should have a basic understanding of:

- Application overview, downloading, and signing into Fuze Mobile
- Fuze Mobile layout, updating a profile picture, and setting presence status
- Messaging colleagues, notifications, SMS, and contact insights
- Softphone functions including call management, settings, and voicemail
- Meeting functions including joining, starting instant meetings, scheduling meetings, and in-meeting features
- Utilizing queues and inviting guests to Fuze
- Support options

Understanding Support Options

The settings menu allows a user to interact with Fuze or view application information.

- To access technical support, tap **SUPPORT** or **REPORT A PROBLEM**
 - **Get help online**
 - **Send Feedback**
 - **Learn about Fuze**



Get help online – directs a user to the Fuze Help Center page (<https://help.fuze.com>) for the most recent product resources

Send Feedback – allows a user to submit feature suggestions for upcoming releases

Learn about Fuze – allows a user to view what version of Fuze Mobile is installed


REPORT A PROBLEM – allows an authorized administrator to report a Fuze Desktop problem

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Knowledge Check

1. Fuze Mobile offers the ability to access and/or change the Host Pin. True or False? **True**
2. Call history is automatically updated when making or receiving a call. True or False? **True**
3. Fuze Mobile Chat is synchronized with Fuze Desktop Chat. True or False? **True**
4. Which color shows a user has a status of "Out of Office?" **Green / Red / Orange / Grey**
5. Which icon (on the call screen) is used to start an additional call? 
6. Mobile contacts can be added to the Fuze Contact List. True or False? **True**
7. Which call using method utilizes only an internet connection? **WiFi or Cellular Data**
8. By default, meeting notifications are turned on. True or False? **True**
9. A meeting can only be joined by Meeting ID. True or False? **False**
10. A Fuze guest can only be invited from the Invite Guests Setting. True or False? **False**

