



Getting Started Guide

Fuze Desktop

Last updated: 3/27/18

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Introduction

This guide provides an overview of the basic features and workflows of Fuze Desktop.

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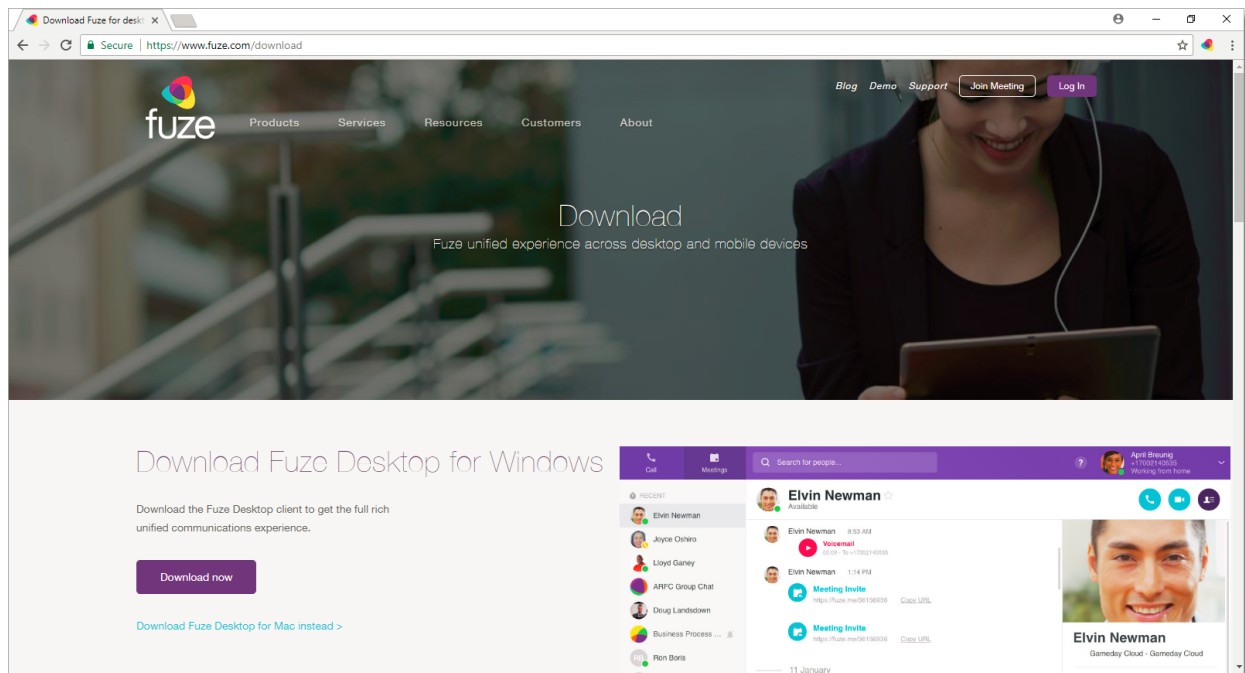
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Welcome to Fuze

Thanks for using Fuze. Depending on your company's configuration, you may have some or all of the features described in this guide, including voice, video, and messaging. We'll take a closer look at these features later on, but let's cover some basics first.

Get the Fuze app

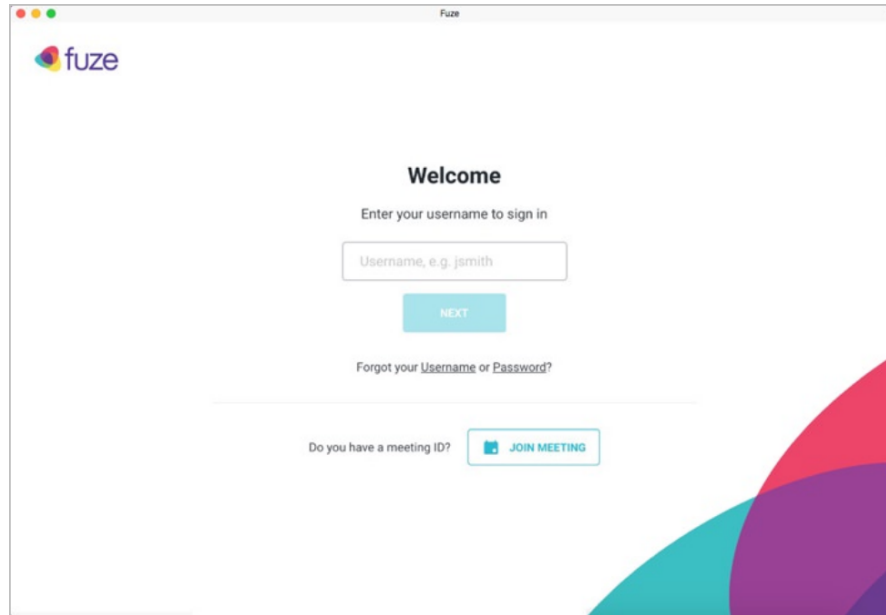
You can download and install Fuze from our [website](https://www.fuze.com/download). Once you have it installed, open it up.



Signing in

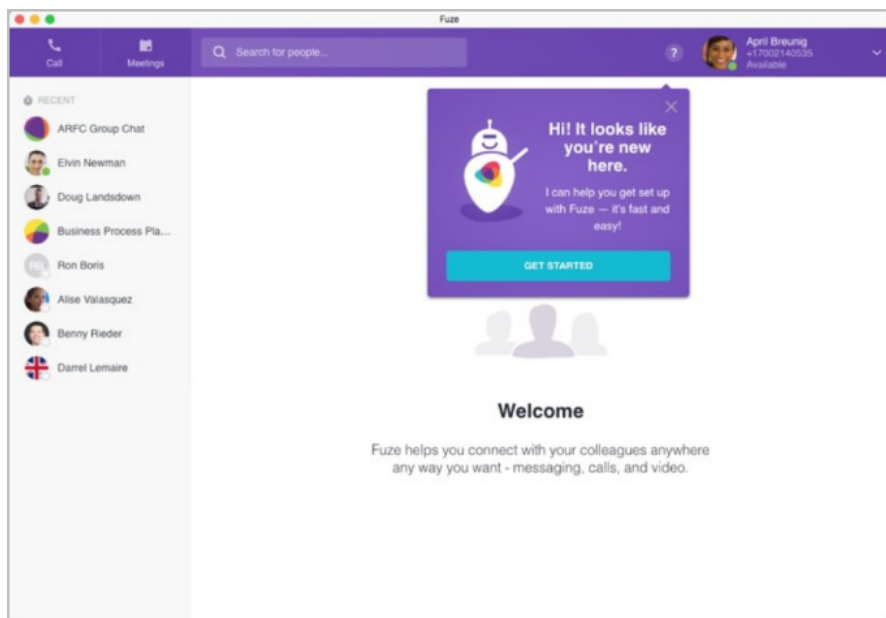
If you received a welcome email from us, your username and password can be found there. If you didn't receive a welcome email, we recommend contacting your system administrator.

Simply enter your Username and Password, then click *Sign In*.



Get started

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

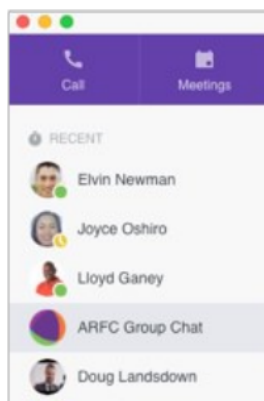


Overview: Fuze Basics

Three useful features you'll find relevant to everything you do in Fuze are presence, recent contacts, and profiles.

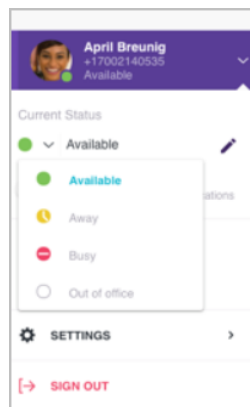
Recent list

Whether you chat, call, or meet with someone, all of your communications are retained for you to access later in the Recent list.



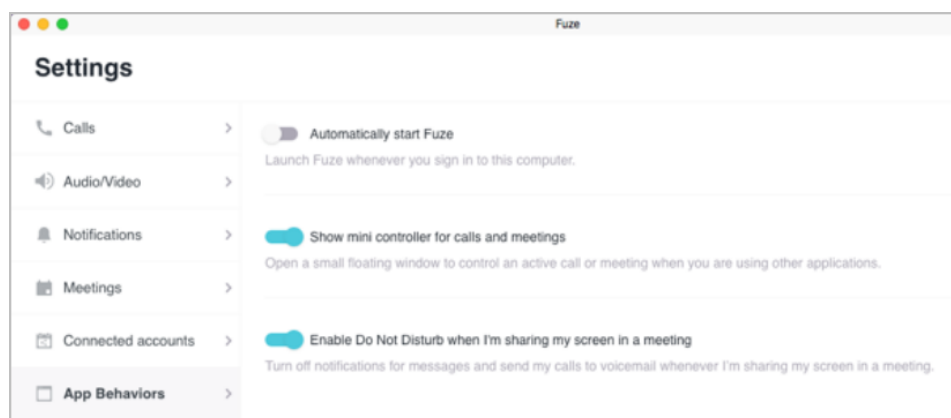
Presence

Your presence shows other people your current availability, and it automatically updates when you join or leave calls and meetings. You can also manually set your presence, or add a custom message.



Profile & settings

The profile menu allows you to set your status, update your avatar, sign out, or access a wide variety of settings for calls, audio/video, notifications, meetings, connected accounts, and app behaviors.

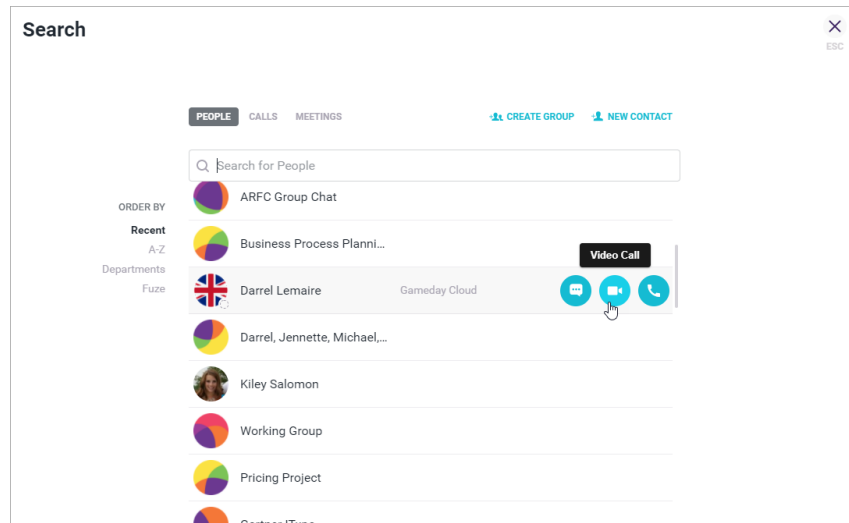


Overview: People

No matter how you want to connect, people are at the center of the Fuze experience.

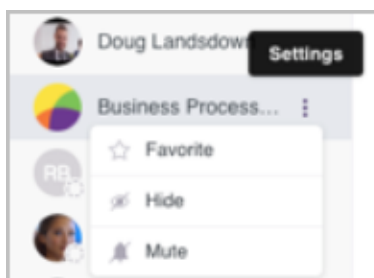
Search

Simply search for a contact and click *Message*, *Video Call*, or *Call* to start communicating. You can also easily find previous or upcoming calls and meetings.



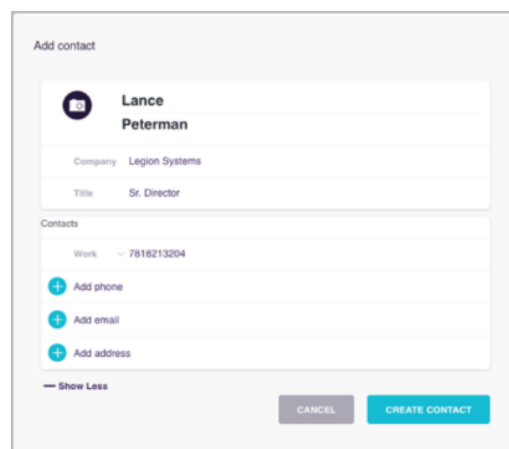
Favorites

Have a few contacts you need to keep at your fingertips? Keep frequent conversations at the top of your conversation list. Simply right-click a person or group in your Recent list and select Favorite to add them to your favorites list.



Contacts

You can easily add new contacts by clicking *Add Contact* on the conversation screen for any contact you communicate with regularly that has an external phone number. Alternately, you can click in the *Search* field, then click *New Contact*.

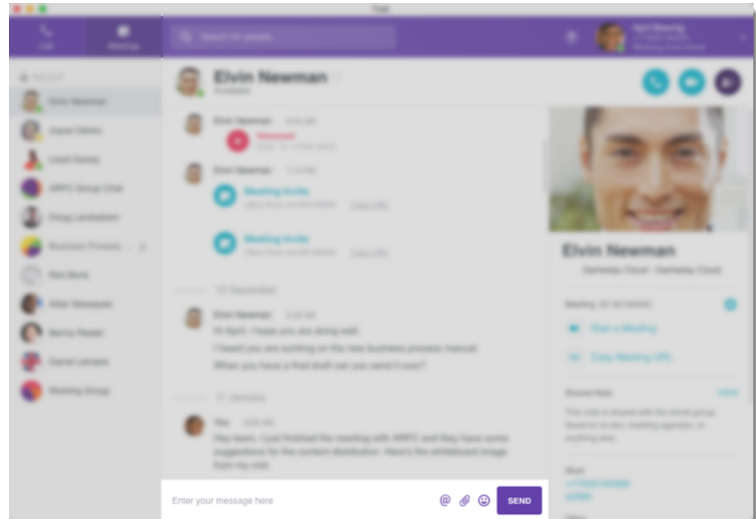


Messaging: Chat with people

Messaging in Fuze is easy to use, but also powerful and seamlessly integrated with voice and meeting features.

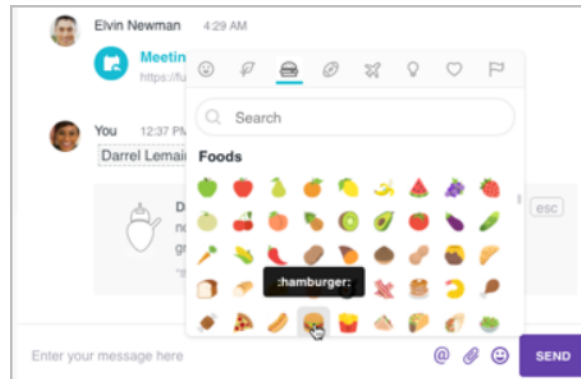
Send a message

To send a message to someone just Search for them, click the *Message* button next to their name, type your message, and click *Send*. Your messages, shared content, and details about calls and meetings are saved in your conversation for whenever you need them.



Emojis & File Sharing

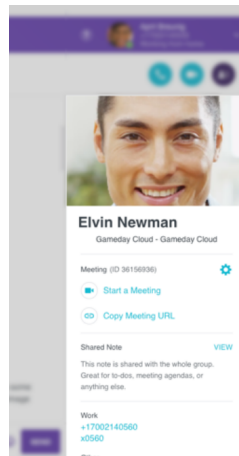
Express yourself by adding an emoji to your message, or just as easily, add content to your conversation by sending files.



Profile window

To view basic details about contacts like phone numbers, email addresses, and location, just open a chat conversation with them and click the Profile button.

You can also start a meeting, view shared notes, access settings, and recordings of calls and meetings from profiles.

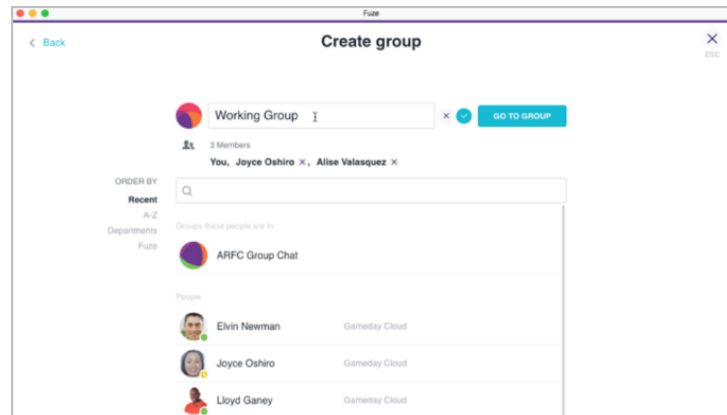


Messaging: Groups

Need to chat with three or more people? Groups are a great way to communicate together in a named, topical discussion. Groups can be created for anything from teams to departments, office locations, or even projects. You can call, host a meeting, collaborate, and share files with other members of the group too. Everything group members contribute is saved in the thread for reference later.

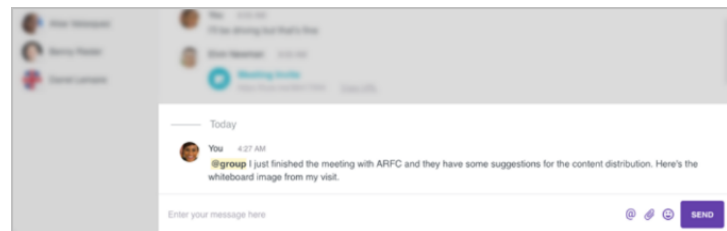
Creating a group

To create a group, click in the *Search* field, then click *Create Group*. Search for contacts and click *Add to Group* to add people you want to include. You can also click *Edit* to change the group name. Click *Go To Group* to create and go to the group conversation.



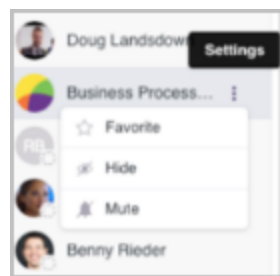
Mentions

In individual or group conversations, you can alert other people to your message by using mentions. To mention someone, enter an 'at' symbol in the text field, immediately followed by the name of the contact (e.g., "@Lily Johnson"), or select them from the list that appears. To alert all members of a group to a message, include "@group" in your message.



Mute

Sometimes group conversations can get very active. If you want to stop receiving notifications when someone adds a new message, click *Settings* to the right of the person or group name, and click *Mute*. Pop-up notifications for the group will stop, but don't worry. You can see the latest messages by opening the conversation again.



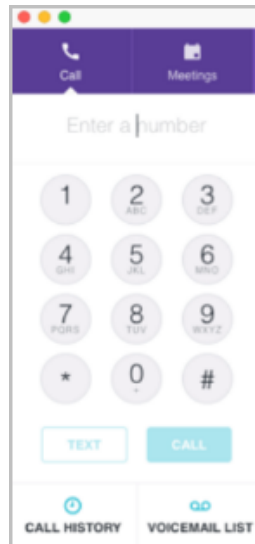
Calling: Making and receiving calls

Fuze allows you to make and receive calls from a variety of devices. You can call directly from your computer using Fuze, use a desk phone or headset, or even download our apps for Android and iOS.

Dial a number

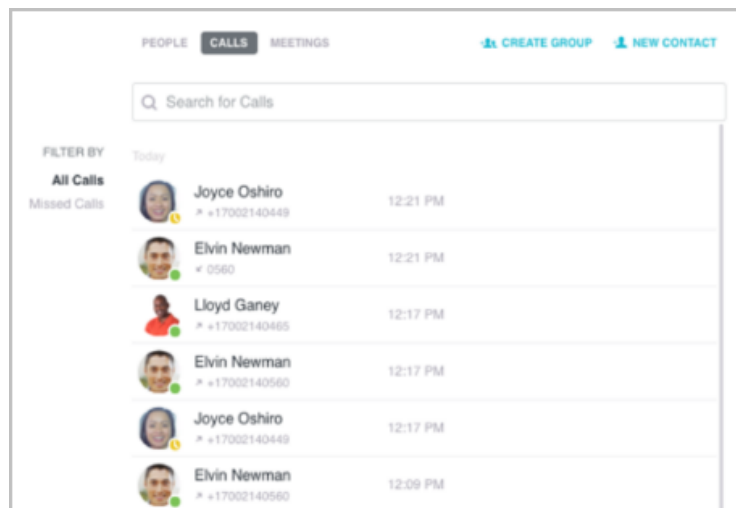
To call in Fuze, you can Search for a person and simply click *Call*. To dial a number, click the *Call* button at the top of the app, enter the number, then click *Call*.

Tip: click *Text* to send your message to the person's mobile device as SMS (text message).



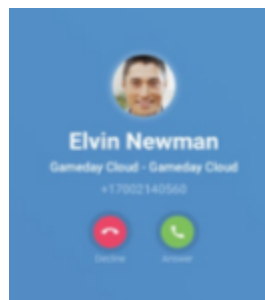
Call history & voicemail

You can search your call history by opening the Call menu, clicking *Call History*, then search for the person or group. You can listen to your voicemail by clicking *Voicemail List* from the Call menu.



Answer a call

When you receive a call, a pop-up window appears and you can answer or decline the call from Fuze Desktop. You can also answer the call from any desk phone or headset you have connected to Fuze Desktop.

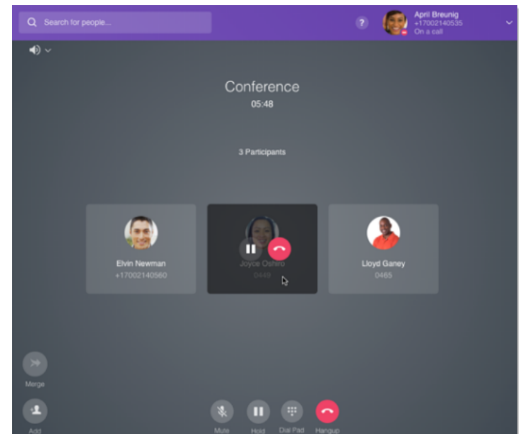


Calling: On a call

When you're on a call, you can access a variety of controls and settings, as well as other call management and collaboration features to enhance your call experience.

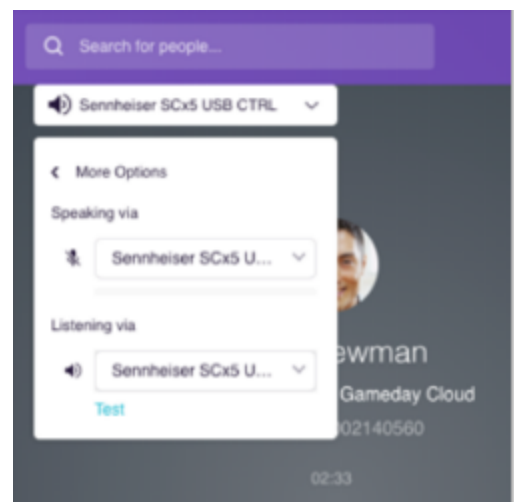
Call controls

When you're on a call, you can access the following controls: Mute, Hold, Hang up, the Dial Pad. You can also transfer calls, merge them with other calls, and add more people.



Changing audio source

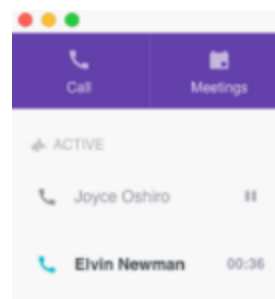
If you have multiple speaking and listening devices connected to Fuze, you can easily switch between them while on a call. Simply open the Audio drop-down menu at the upper left of your call screen, and select a device from the Speaking and Listening menus.



Multitasking

While on a call in Fuze, you can view the other person's profile, access shared notes or files, and even chat with other people. If you need to perform other actions in Fuze or on your computer while on a call, simply go ahead! Fuze will automatically open a mini control window for the call. You can mute, dial, place the call on hold, or hang up, all without needing to navigate back to the call screen in Fuze.

Even if you need to join a video meeting, Fuze automatically places your call on hold.



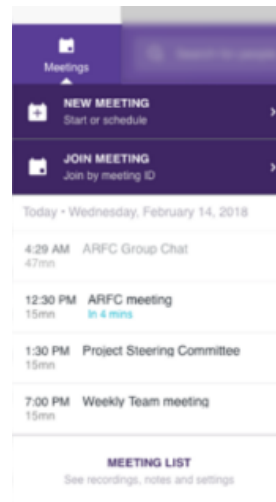
Meeting: Starting or Joining a meeting

Meetings are a great way to get together and collaborate with people, whether they are located in another office or across oceans. With Fuze, you can use video, screen share, notes, file sharing, and whiteboarding features.

You can also invite guests, schedule meetings, configure custom meeting settings, and save recordings of meetings and content to be accessed and shared later.

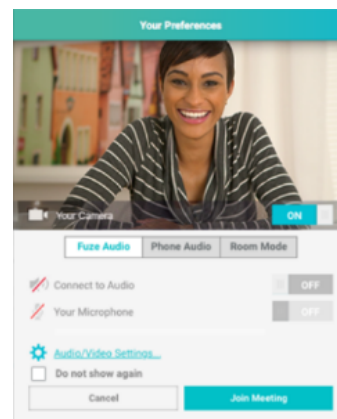
Join a meeting

To start a new meeting with another person, just Search for them and click the Meet button to the right of their name. If the meeting is already scheduled, open the Meetings menu and click the meeting you want to join. You can also join a meeting by entering the Meeting ID via the Meetings menu.



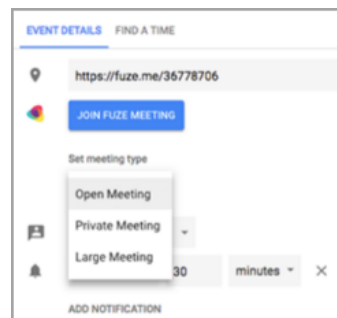
AV Setup

Before you join each meeting, a window appears that allows you to configure audio and video settings, switch to a phone, or join via a Fuze Rooms-enabled conference room.



Using your calendar

Never miss a meeting. If Fuze is connected to your Google or Outlook calendar, your meetings will appear here to join with one click.



Meeting: In a meeting

Fuze Meetings enables you to do a lot more than just video conference. Let work flow by adding files, content, sharing your screen, whiteboarding, and more right in your meeting.

What you'll see

When you're in a meeting, you'll see tiles for other participants whether they're on video, voice-only, or dialed in. When someone speaks, a yellow border is displayed on their tile. Your meeting controls are displayed at the bottom of the meeting, and if there are multiple participants, a participants area is displayed at the top, while the presenter or active speaker is displayed front and center.



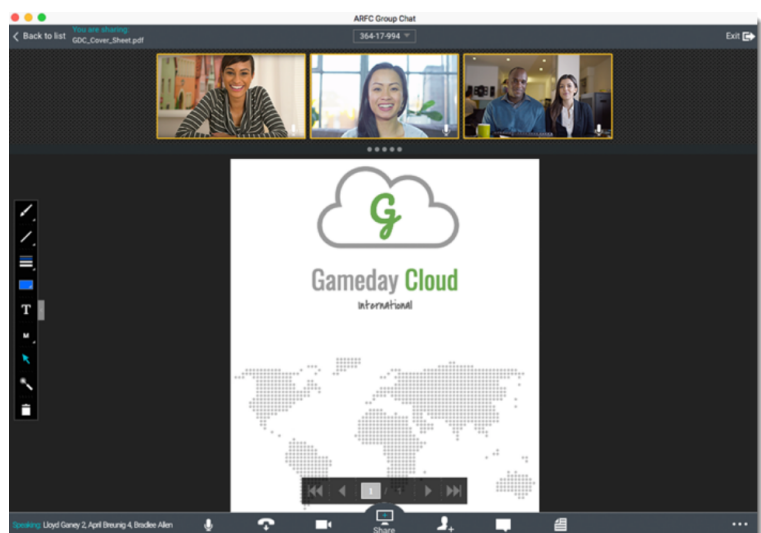
Basic controls

The primary controls that are available within a meeting are Mute, Audio connection, Video on/off, Screen share, Invite people, Chat, and Notes. There are more many more settings in the More menu too. See our Meetings guide for information about all settings and features.



Screen Sharing & Sharing in Meetings

You can share your screen in Meetings, or you can select an open app to share. You can also share files from your computer, Fuze Cloud, Dropbox, or Box, and you can share a whiteboard if you want to draw or visually brainstorm right in your meeting.

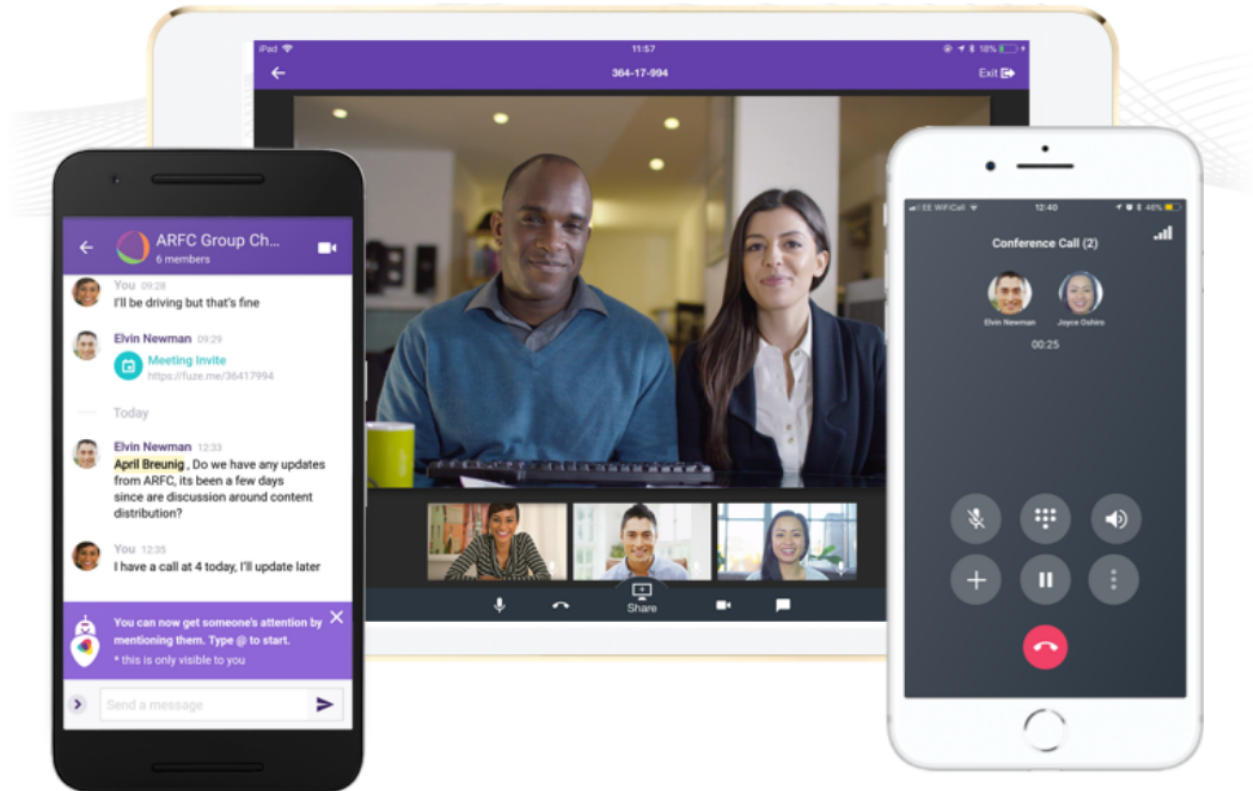


Next steps: Beyond the desktop app

Fuze has a wide variety of products, including mobile apps and integrations.

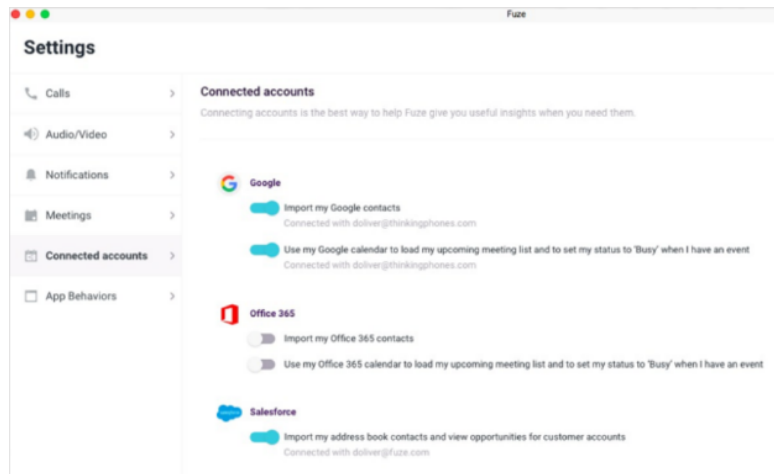
Fuze Mobile

If you have an Android or iOS device, you can take Fuze with you and work from anywhere. Seamlessly move calls or meetings from our Desktop and Web apps to your mobile phone, or access call and meeting content on the go!



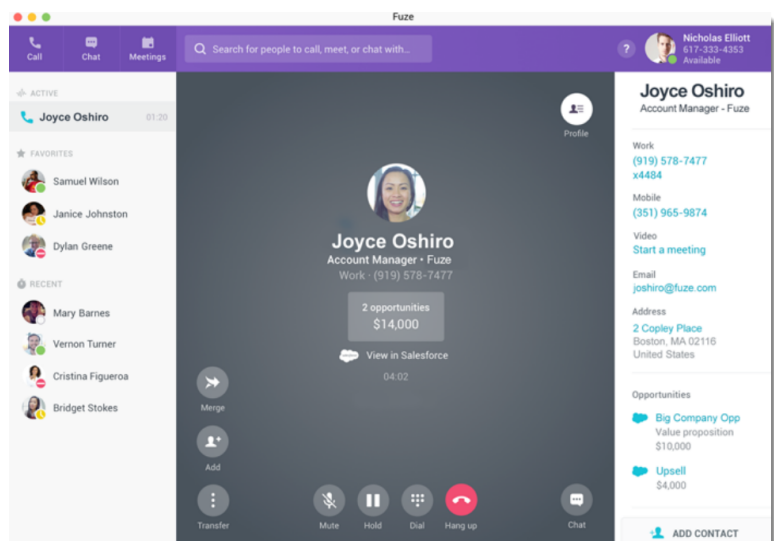
Extensions/Integrations

We also have browser-specific features available that you can use for calling phone numbers with a single click from your browser. You can also integrate Fuze with Google Calendar™ and Microsoft® Outlook™ to schedule Fuze meetings directly in your calendar.



Salesforce

Have an enterprise you need to grow? Fuze for Salesforce offers powerful tools for meeting your sales objectives too.

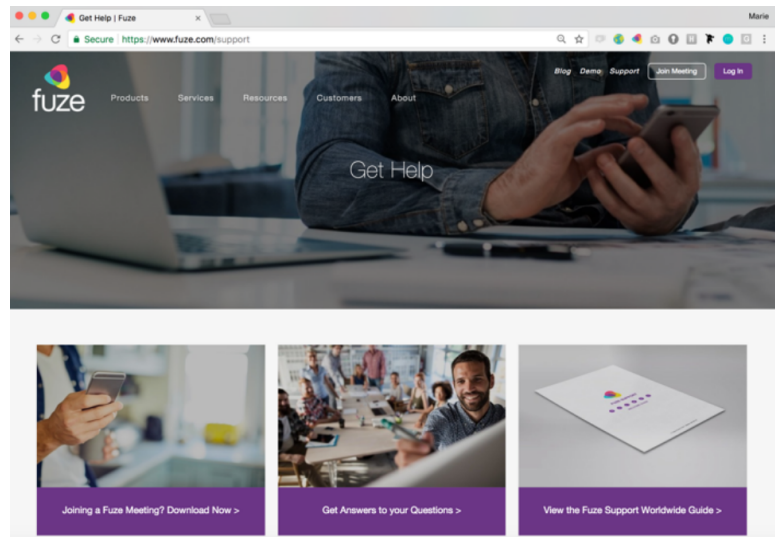


Learn more

Phew! That was a lot of information, we know. There's so much more we want to tell you about Fuze, this is just the tip of the iceberg. Here are some more resources to help you get fusing:

Read our guides

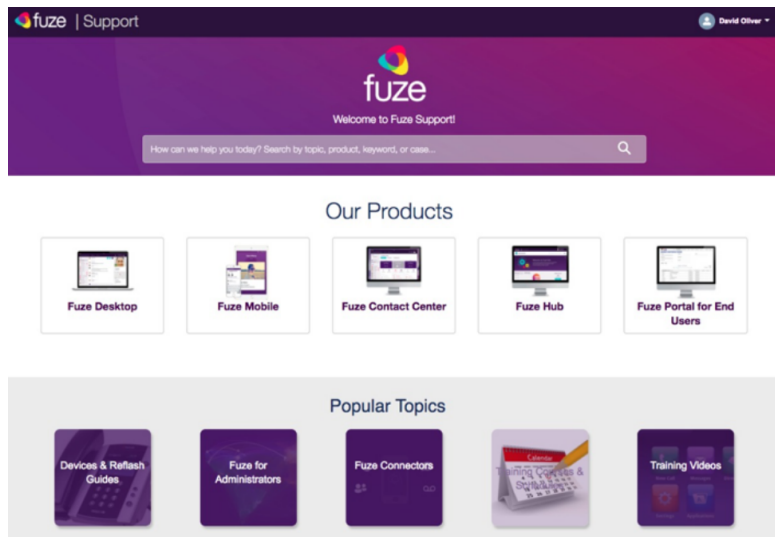
Fuze has more to offer than we could share with you here. For more FAQs, Quick Start guides, in-depth guides, and more, click the link below.



Visit the Fuze Community

Visit our [Community](#) for articles, guides, release notes, and a great community of other people that use Fuze.

Note: If you don't have a Fuze Community account, you may need to create one to access these resources.



Training

If you'd like to go deeper with the help of an expert. Visit the [Fuze Community](#) to sign up Fuze offers training courses!

Thanks!

We hope you've enjoyed this introduction to Fuze Desktop.



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