



fuze

GET STARTED GUIDE



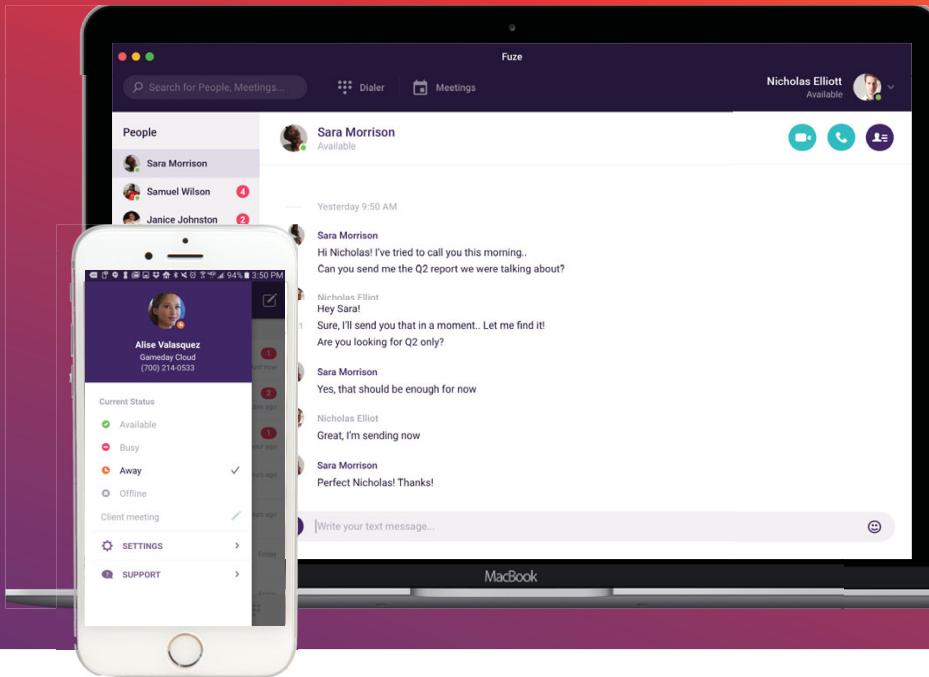
Voice



Video




Messaging





CALL

Place an internal Call

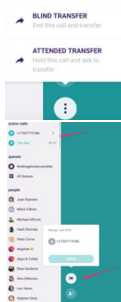
1. Click **Search button**  Search for People, Meetings
2. Enter name or number in **Search for People**
3. Hover over contact
4. Click **Call** icon

Receive an Incoming Call


1. Click the **Answer** icon 
2. Click the **Reject** icon 
3. Or click Accept or Decline from the popup

Blind Transfer and Attended Transfer

1. Click the **Transfer** button
2. Select **Blind Transfer** (end the call and transfer) or **Attended Transfer** (hold the call and ask for transfer)
3. Enter the name or number
4. Click the **Transfer** icon
5. Click Transfer when ready if you chose Attended transfer




Place a Call Using the Dial Pad

1. Click the **Dial Pad icon** 
2. Enter number with mouse or numbers (area code + number)
3. Available actions during active call:



Start a Video Call



1. Following the same process as the voice call, click 
2. Wait for the other participant to accept

Start a Group Call


1. Call the first participant
2. Click the Add Caller icon
3. Enter and select the names or phone numbers of the additional participants (5 maximum)

VIDEO CALLS AND WEB MEETING


Start an Instant Meeting

1. Click the **Meeting icon** 
 2. Click **New Meeting**
-  **NEW MEETING**
Start or schedule
3. Choose the name, enter participants and click **Start Now**


 **START NOW**

4. You can still invite someone by clicking 


Schedule a Meeting

1. Follow the same process as above but click
-  **SCHEDULE FOR LATER**
2. The participants will receive an invitation via email with a link to join the meeting
 3. Even if a participant doesn't have a Fuze desktop application, he/she can join the meeting via a web browser.

Share Content during a Meeting

1. During a meeting, click the **Share icon** 
2. You can then choose to share:
 - A file
 - A white board (and draw on it)
 - Your entire screen or a specific app

Lead a Meeting

1. The leader can mute participants by clicking the **Mute button**  when hovering their names
2. Participants can click on **More Actions** and **Raise your flag** to let the leader know they want to speak 