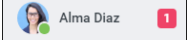

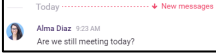


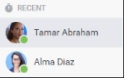



















Fuze Desktop Chat

View Unread Chat Messages	Search for Contact and Send a Chat	Send a Chat from the People List
<ol style="list-style-type: none"> Click on the name in the RECENT or FAVORITES list where a red circle with a number indicates an unread message  Click on a group message where a red outline with a number indicates an unread message  Review the unread message that appears beneath the New message indicator  	<ol style="list-style-type: none"> Click the Search  Search for people... button Enter the name or phone number in the Search for people... field Hover over contact Click the Chat  icon Enter text for message Press the Enter key or click the SEND button 	<ol style="list-style-type: none"> Click on the name in the RECENT or FAVORITES list  Enter text for message Press the Enter key or click the SEND button Use the  icon to mention someone or the  icon to send an emoji
Send a Chat While on a Call	Send a File While on a Call	Send a File via Chat
<ol style="list-style-type: none"> Call or answer call from the contact Click the Chat  icon, located at the bottom right of call screen Enter text, URL or Fuze video conference ID Press the Enter key or click the SEND button 	<ol style="list-style-type: none"> Call or answer call from contact Click the Chat  icon, located at the bottom right of call screen Click the Send file  icon Select file from computer Click Open Click the SEND  button 	<ol style="list-style-type: none"> Click on the contact's name in the People list Click the Send file  icon Select file from computer Click Open Click the SEND  button
View Contact Insights	Create a Group Chat	Send an SMS
<ol style="list-style-type: none"> Click the Search  Search for people... button Enter the name or phone number in the Search for people... field Hover over contact and click the name Click the Profile  icon Scroll down to view contact information Click the icon to call or email contact Click the Profile  icon to collapse the contact insights view 	<ol style="list-style-type: none"> Click the Search  Search for people... button Click the Create group  button Search and select all names to add to group (groups of 12 or more must be named) Click the GO TO GROUP  button Enter text for message Press the Enter key or click the SEND button 	<ol style="list-style-type: none"> Click the Search  Search for people... button Enter the name or phone number in the Search for people field Hover over a contact Click the Chat  icon Enter text for message <div style="text-align: right; font-size: small;">Send as: IM </div> Press the Enter key or click the SEND button