Fuze Mobile 5.0

These release notes provide information about Fuze Mobile for iOS® and Android™.

Note: Always remember to visit our Fuze Community site for the latest release notes and other information.

What's New?

Introducing Guest Experiences

We're excited to announce the ability to invite guests to join you in using Fuze!

If you frequently communicate with customers, contractors, or other people outside of your organization, you can now unify your conversations and invite anyone to join Fuze as a guest so that you can chat, meet, and collaborate, all in one place.

Here are some more details about actions that Fuze guests can and cannot perform:

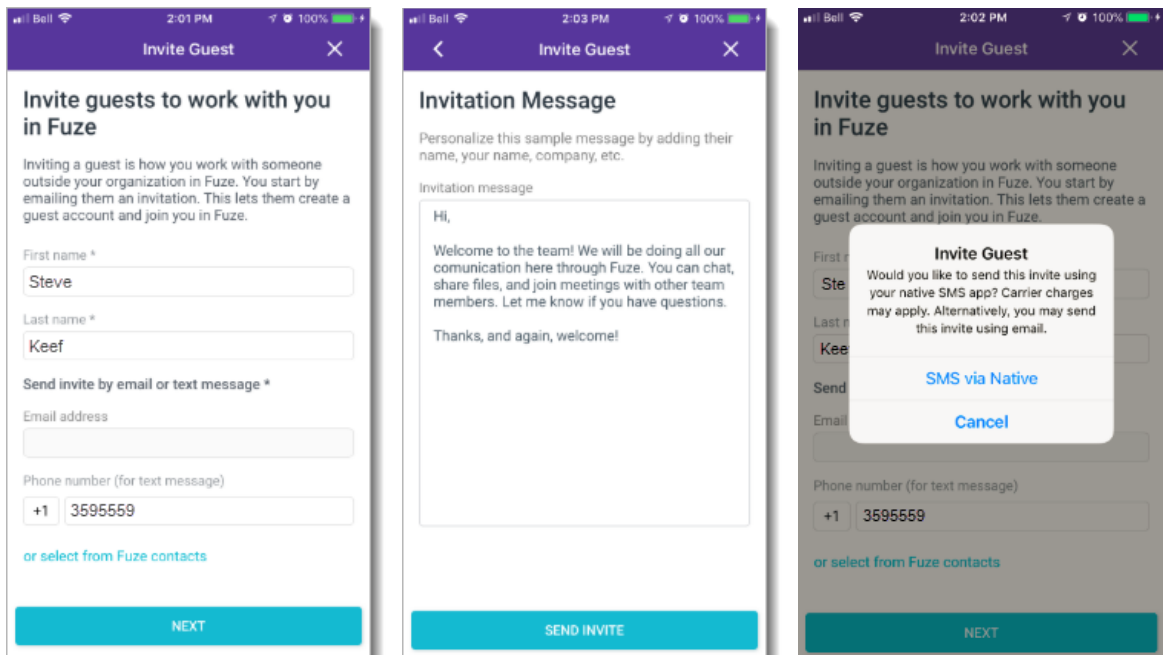| Guests Can	Guests Cannot
- Sign in to Fuze Web, Desktop, and Mobile - Join groups by invitation - Join meetings and video calls - Chat with users who: - You invite to one-on-one conversations - Are members of groups they've been invited to join - Create groups and invite their Fuze contacts (i.e., users who have invited the guest to chat, or members of groups the guest has joined) - Access a limited set of guest-specific settings	- See everyone in the corporate directory - Invite other guests - Rename, archive, or delete groups - Remove other members from groups - Make and receive phone calls - Start or schedule Meetings

A Friendly Reminder

When interacting with guests, remember that they're not a member of your organization. As with any other communication method, always make sure that you're in compliance with your organization's information sharing policies when chatting, calling, meeting, or sharing files with guests.

HIPAA Compliant Customers

Guest features are not available for customers that require HIPAA compliance.

Note: Guest experiences are activated via Fuze Hub. See IT Administrator Information for more details.

Invite guests to collaborate with your team using Fuze chat.

Mobile-specific Guest Features

Inviting Guests

You can invite guests using Fuze Mobile in the following ways:

- Create and invite a new contact
- Invite an existing contact
- Invite using an SMS message (only on Mobile)

Invitations you send from Fuze Mobile will direct the recipient of the invite to download and install Fuze Mobile from their app store. If Fuze Mobile is already installed on their device, Fuze Mobile automatically launches upon accepting the invite.

Note: As of Fuze Mobile 5.0, Guest invite emails are only available in English.
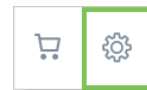
Managing Guests

Currently, you need to use Fuze Desktop or Fuze Web to access the following guest-related features:

- View the status of invites
- Manage guests you've invited
- Deactivate guests

IT Administrator Information

IT Administrators must use Fuze Hub to manage Fuze guest features.

To enable, disable, and manage guests at your company, log into Fuze Hub, and click *Settings*, then navigate to the *Guest policy* section of the *Company Settings* screen.

For more information about managing guests, an Administrator guide is available.

Note: Fuze Guest experiences are *Disabled* by default, and can only be enabled via the Hub.

Additional Guest Resources

To help support you, we've created a few resources that cover everything you need to know about Fuze guest experiences:

- [Admin Guide - Fuze Guests](#)
- [User Guide - Fuze Guests](#)
- [Guest Guide - Fuze Web and Desktop](#)
- [Guest Guide - Fuze Mobile](#)

Temporarily Mute Chat and Group Conversations

If Fuze Mobile is configured so that you receive notifications for a Chat or Group conversation, you can now easily mute notifications from the conversation for one hour.

This helps when you're part of a discussion that becomes especially active, but you don't want to permanently mute the conversation, or you want to avoid forgetting to unmute later.

Simply tap and hold the notification until the notification menu appears.

Tap *Mute (1 hour)* to temporarily mute the conversation.
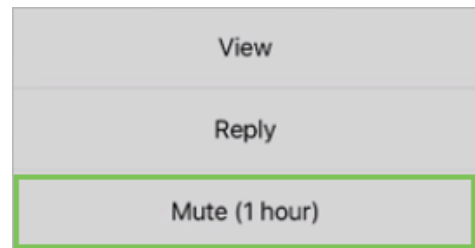
Jump to New Messages

When you leave Chat or Group conversations, Fuze keeps you right where you were so that you don't miss anything when you return.

Beginning in this release, you can jump to the latest message in any conversation simply by tapping the button that appears at the right of any conversation.

This helps you get to the latest information quickly, or jump back to current messages if you've been scrolling through the history of a conversation.

Voice

Switch to carrier call

If Fuze Mobile is configured so that you can make calls via Fuze using your carrier data, Fuze Mobile now automatically displays a notification that prompts you to switch to calling via your carrier if your network or network connection quality decreases while you're on a call.

To switch, tap *Switch to Carrier Call*, then when it appears, tap *Answer* to reconnect to the call. This is especially useful if you're in a bad network area.

If you prefer not to receive this notification, you can simply disable it by switching off the *Recommend carrier call* setting in the *Call* section of the app settings.
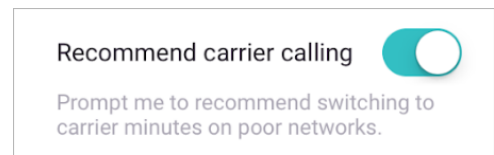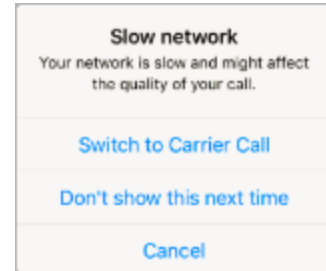
Call Quality Ratings

We're always happy to receive feedback to make your Fuze experience even better. As a result, this release introduces call quality surveys that let you share feedback about each call, good or bad.

When a call ends, a quality rating pop-up appears. If you rate the call quality at anything less than three stars, you can select one or more of the following options to describe the quality issues:

- I could not hear the other person
- The other person could not hear me
- The audio was cutting out
- I heard an echo
- I heard noise
- The volume was low
- The audio was delayed
- The call dropped

You can also enter details about the call in the field at the bottom of the list. When you're done, simply tap *Submit* to send your feedback.
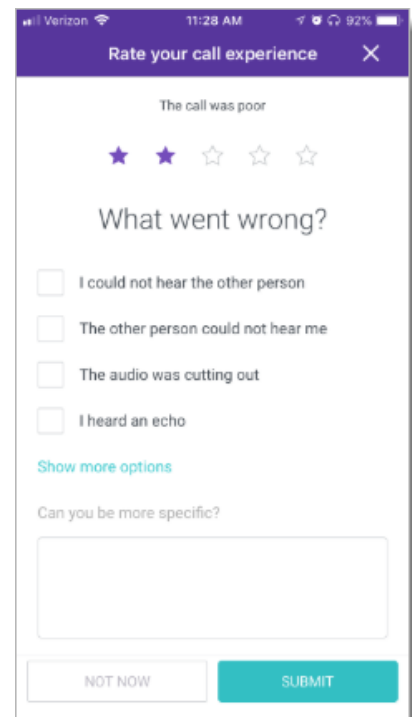
Call Transfer Enhancements

This release includes the following enhancements for transferring calls:

- To make call transfer terminology more universal within Fuze apps, the *Blind Transfer* option is renamed *Transfer Now*.
- You can now transfer incoming calls directly to the voicemail of any of your contacts. If you receive a call you want to transfer to voicemail, just tap *Transfer to Voicemail*, search, and tap the contact's name to transfer.
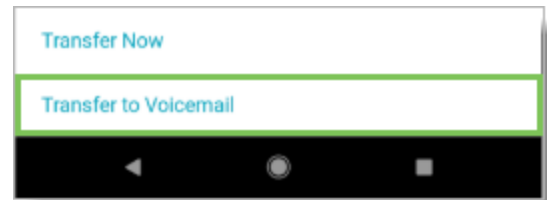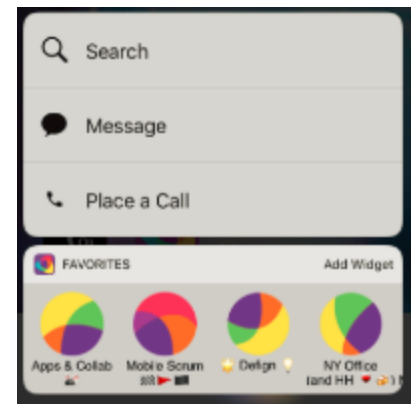

3D Touch actions

This release introduces 3D Touch (iOS) actions for the Fuze Mobile iOS app.

You can now 3D Touch on the Fuze app badge to perform any of the following from your home screen:

- Search for a contact
- Compose and send a message to someone
- Open the Dial Pad to place a call
- Jump to your most recent Favorite conversations

On-Demand Salesforce Search

This release introduces on-demand contact searching for Salesforce accounts to help improve performance and searchability at the same time.

If your organization has a large number of Salesforce contacts and Fuze Mobile is configured so that your Salesforce account is a connected account, Fuze mobile now displays search results from your Salesforce account on demand.

When you search for a contact, Fuze Mobile displays:

- Results from your Fuze contacts on your local device.

- Results retrieved from contacts you are authorized to view in your organization's salesforce.com contact library.
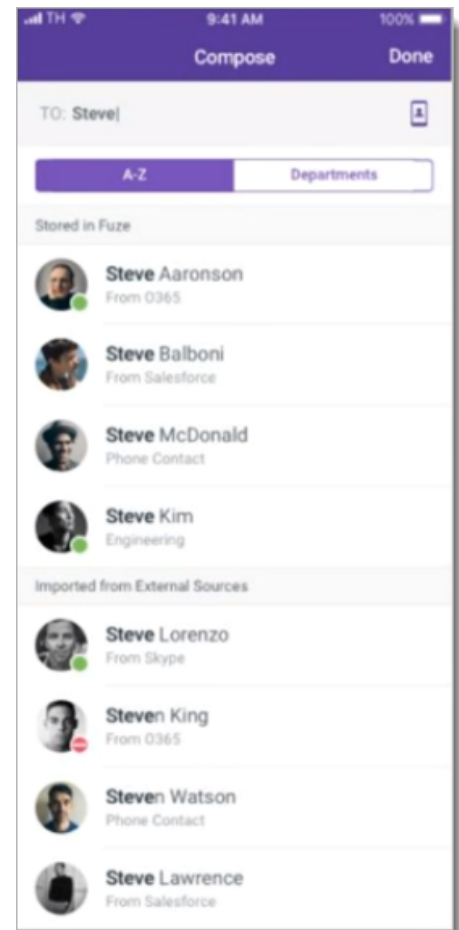
Support Updates

Fuze apps are currently unavailable in the App Store in China. We are currently reviewing our service offerings and will provide more detail in future releases.

Known Issues

For information about known issues in Fuze Mobile 5.0, please see our Known Issues article on Fuze Community.

System Requirements

iOS

Download: [App Store](#)
Size: 103 MB
Operating System: iOS 10, iOS 11
Compatible Devices: Apple® iPhone® 5, 5s, SE, 6, 6 Plus, 7, 7 Plus, 8, 8 Plus, X

> Fuze supports the last two (2) major versions of iOS, including the in-market version. As of the current date, the last two major versions are iOS 10 and iOS 11.

Android

Download: [Google Play™ Store](#)
Size: 31 MB
Operating System: Android™ 6.0 (Marshmallow™)
Google Play Services: 11.4.0 or later

> Fuze supports the last three (3) major versions of the Android OS, including the in-market version. As of the current date, the last three major versions are 6.x (**M**arshmallow), 7.x (**N**ougat™) and 8.x (**O**reo™).

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