

Fuze Desktop 5.3

These release notes provide information about Fuze Desktop for Windows® and Fuze Desktop for Mac.

Note: Always remember to visit our [Fuze Community site](#) for the latest release notes and other information.

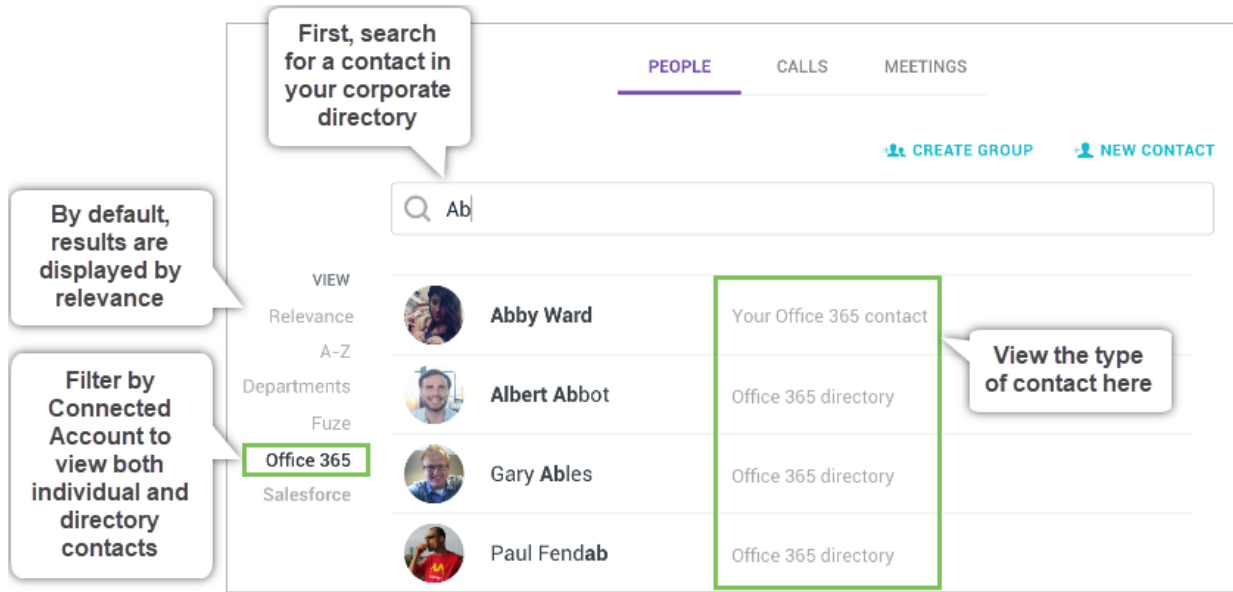
What's New?

Search all contacts in Google or O365 directories

In previous versions of Fuze Desktop, if you connect a Google and Office 365 account to Fuze, your personal or saved contacts are automatically imported so that you can easily find and communicate with them directly from Fuze.

Beginning in this release, you can access your organization's full directory when you connect a Google or Office 365 (Active Directory or Azure Active Directory) account to Fuze.

When you search for someone in a connected account, Fuze can now return your personal contacts, as well as results from an on-demand search of your corporate directory, and you can view the type of contact directly in the search results.



The screenshot shows the Fuze Desktop interface with a search bar containing 'Ab'. The results are displayed in a list with columns for 'VIEW', 'Name', and 'Type'. The 'VIEW' column has options: Relevance, A-Z, Departments, Fuze, Office 365 (highlighted with a green box), and Salesforce. The results list includes Abby Ward, Albert Abbot, Gary Ables, and Paul Fendab. The 'Type' column shows 'Your Office 365 contact' for Abby Ward and 'Office 365 directory' for the others. Callouts provide additional information:

- First, search for a contact in your corporate directory**: Points to the search bar.
- By default, results are displayed by relevance**: Points to the 'Relevance' view option.
- Filter by Connected Account to view both individual and directory contacts**: Points to the 'Office 365' filter option.
- View the type of contact here**: Points to the 'Type' column.

VIEW	Name	Type
Relevance	Abby Ward	Your Office 365 contact
A-Z	Albert Abbot	Office 365 directory
Departments	Gary Ables	Office 365 directory
Fuze	Paul Fendab	Office 365 directory
Office 365		
Salesforce		

A few notes about searching...

Because corporate directories can include a large number of people, Fuze automatically loads contacts as you scroll through search results. If for some reason results cannot be loaded from a connected account, a timeout message appears at the bottom of the search results list, and you click **Retry** to search again.

Timeout message:

Office 365 contact directory search timed out. [Retry](#)

If you sort search results alphabetically (**A-Z**), a subset of results are displayed that include all contact types, and you can click the *show more* link at the top of the results to load more results from both Fuze and any connected accounts.

Show more link:

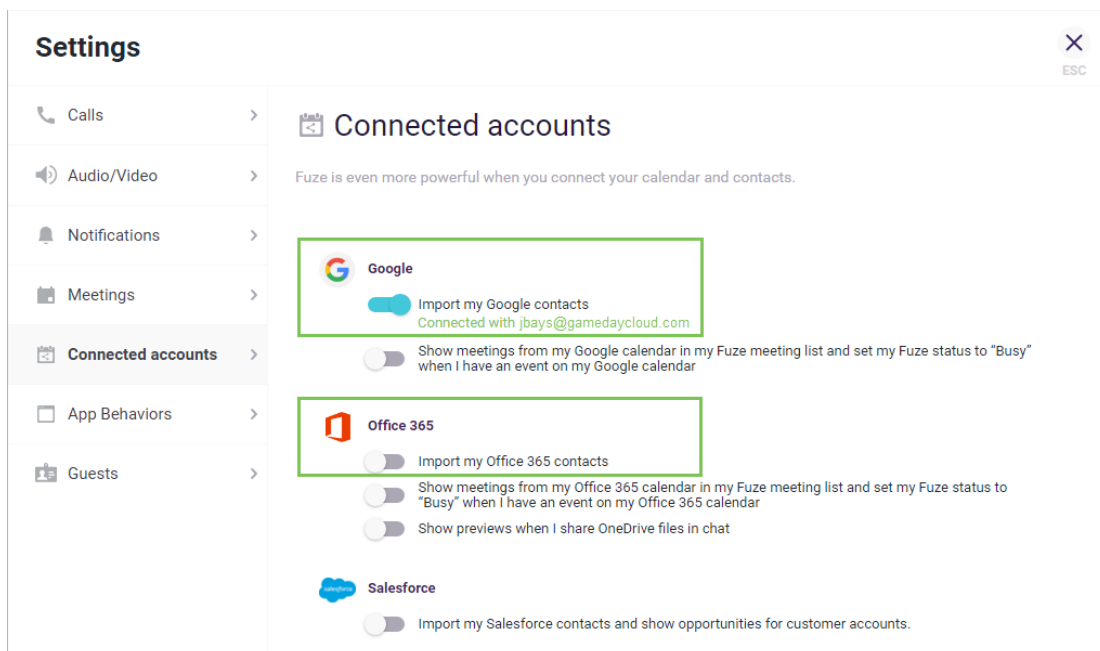
Searching contacts - [show 13 more](#)

Resource contacts (like conference rooms), and contacts without a phone number are not included in search results retrieved from connected accounts.

How do I connect my Google or Office 365 account?

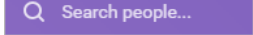
Connecting Fuze to your Google or Office 365 account is easy! Just open the **Profile** menu and click **Settings** to open the Settings screen.

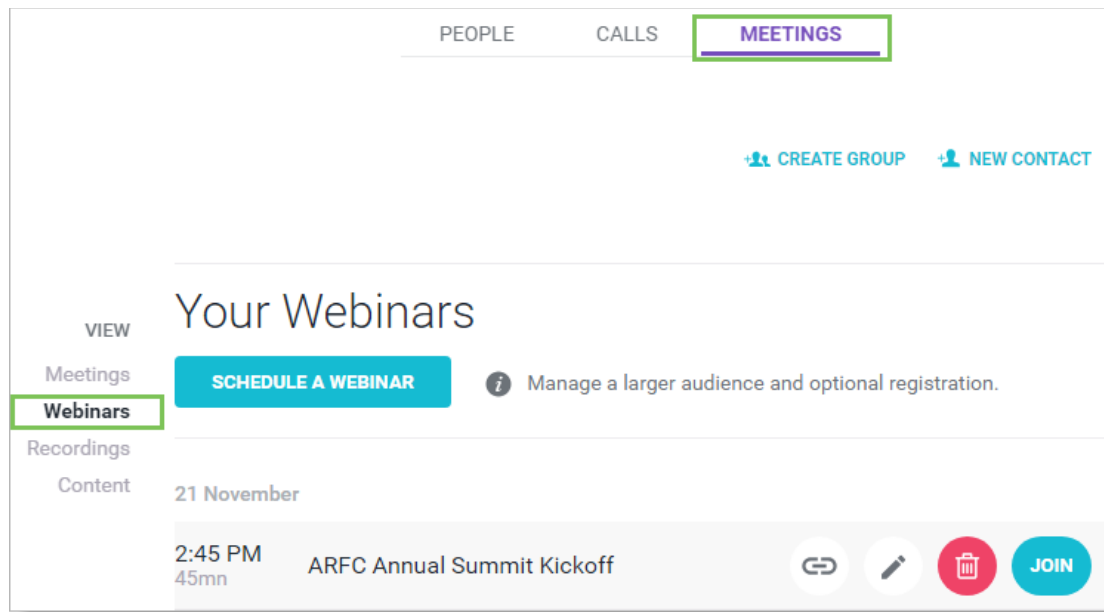
Then, navigate to the **Connected Accounts** section, switch on the *Import my Google contacts* or *Import my Office 365 contacts* setting(s), as show below, and log in to Google or Office 365 when prompted.



Webinar scheduling relocated to Fuze Desktop

We've moved our webinar tools to a new home, right in Fuze Desktop! You can now create and schedule webinars directly from the **Meetings** tab of the **Search** screen in Fuze, instead of on the Fuze website.

To view, create, or edit webinars in Fuze Desktop, click in the Search field  to open the **Search** screen, and navigate to the **Meetings** tab, and then click **Webinars** to access the Webinars screen, shown below..




What's the difference between a Large Meeting and a Webinar?

That's a good question, let's take a closer look...

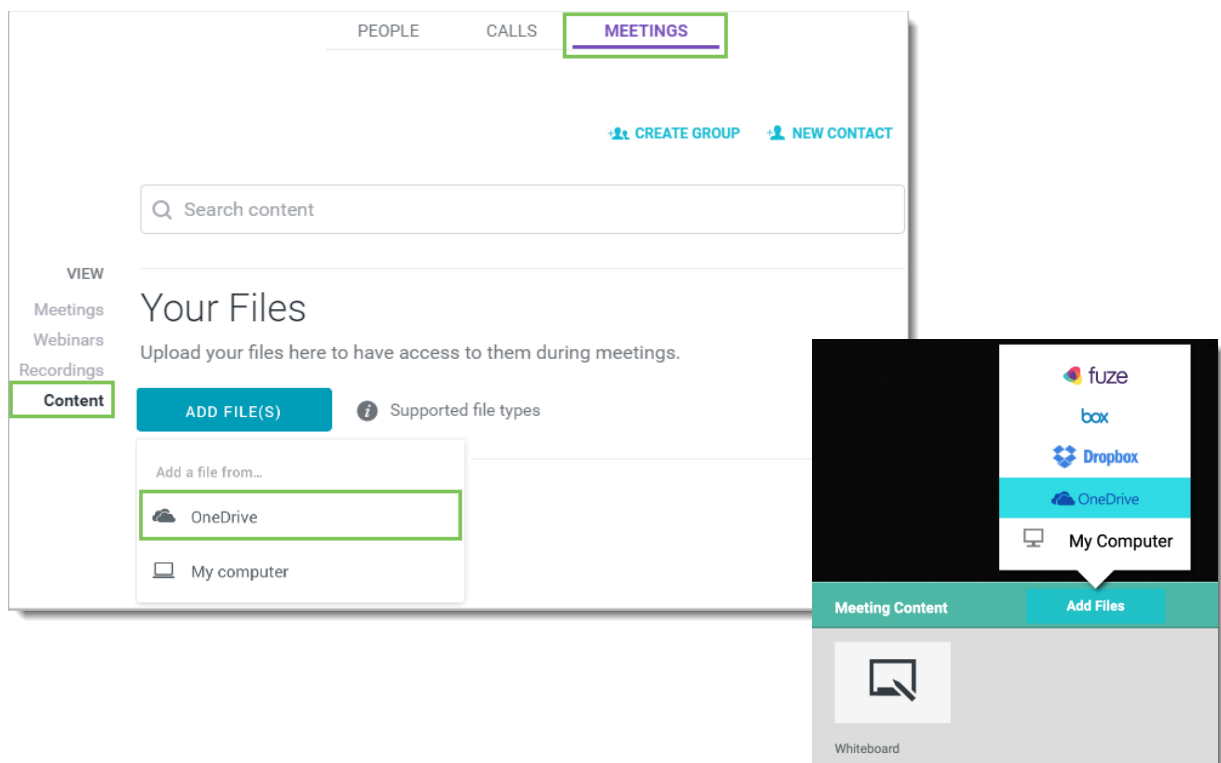
Large Meeting	Webinar
<ul style="list-style-type: none"> • Invitations can be sent via Fuze, or the meeting link can be sent via email • Attendees can join via toll-free numbers or international dial-in numbers • Attendees are automatically accepted into the meeting • No registration is required. Anyone with the Meeting ID can join 	<ul style="list-style-type: none"> • An invite email is automatically generated that can then be emailed to invitees • Hosts can require and define specific attendee information for registration (e.g., name and email address) • Attendees can be required to validate their email addresses upon registration • Up to 1000 attendees can join

OneDrive for Business files in Chat and Meetings

If your Office 365 account is configured as a Connected Account in Fuze, we've made it easier to add files from Microsoft™ OneDrive to your Files list so that you can share them in Meetings.

If you click in the Search field  Search people... to open the **Search** screen, and navigate to the **Meetings** tab, and then click **Content**, the Files list appears.

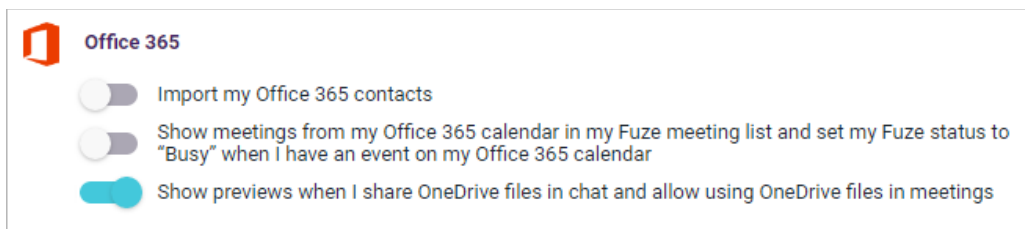
Click **Add File(s)** > **OneDrive** to upload OneDrive files that you can access via the Share menu in meetings.



Note: Due to a Microsoft-specific issue, if you switch between Microsoft accounts and then upload files, some files that belong to other users may temporarily appear in your OneDrive file list.

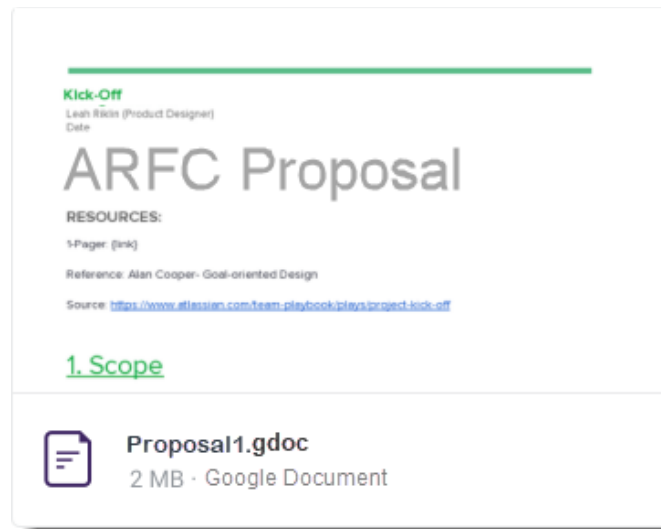
To connect your Office 365 account to Fuze

Open the **Profile** menu and click **Settings** to open the Settings screen. Then, navigate to the **Connected Accounts** section, switch on the *Show previews* setting, as shown below, and then log in to Office 365 when prompted.

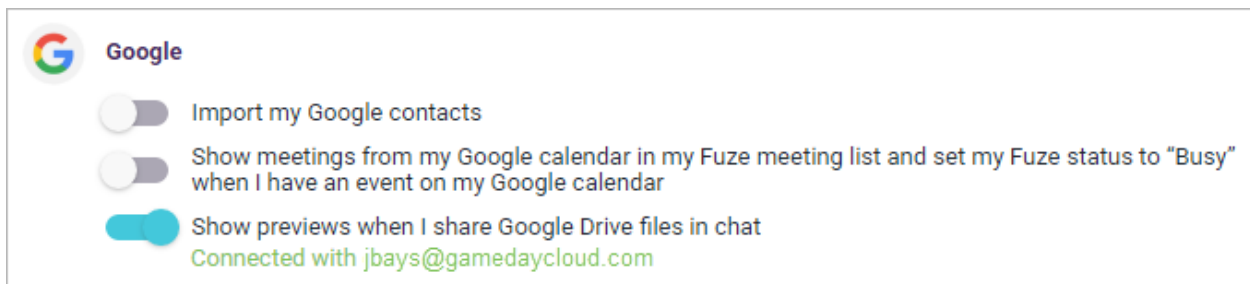


Support for sending Google Drive™ File Links

Beginning in this release, you can connect Fuze Desktop to your Google account so that when you send a link to a file in Google Drive within a chat conversation, Fuze Desktop displays a preview of the file. The recipient can click on the preview to open the link in Google Drive.



You can enable this feature via the import setting that is now available on the **Connected Accounts** section of the **Settings** screen (**Profile** menu > **Settings**).



When you switch on this setting, a series of prompts appear that you can use to sign in to your Google account to allow Fuze to access and display previews for files you send from Google Drive.

Note: Connecting personal Google accounts is not supported at this time.

Additional In-App Troubleshooting Notifications

To help keep you informed and to enhance your call, chat, and meeting experience, we've introduced several new in-app quality notifications in this release.

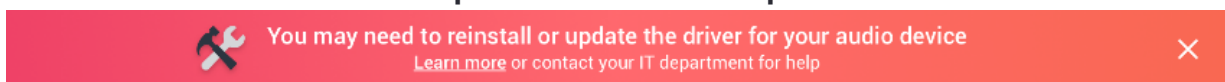
Whether you're on a call, in a meeting, or chatting with someone, you'll see a notification if Fuze detects sub-optimal conditions for any of the following:

- The Fuze Voice Server cannot be reached through the current network, which may prevent calling features.
- The computer's operating system (Windows or macOS) is not supported.
- Fuze is being used via a remote desktop or virtual machine and audio is not supported.
- An unsupported HDMI-based audio source is being used.
- A bluetooth device is in use that must be connected via manufacturer-specific dongle instead of the computer's built-in bluetooth.
- Fuze is being blocked by the current network security configuration (blocked UDP).
- The computer's antivirus software may interrupt calls or meetings.
- Audio may be muted outside of Fuze (e.g., via your computer's audio settings).
- Fuze detects that the call is connected, but that audio is not being received from the other party.

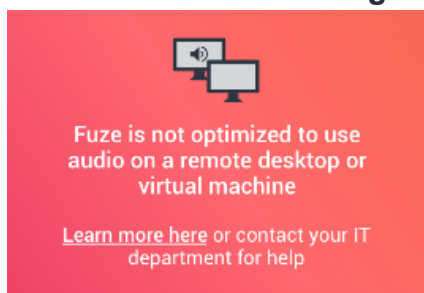
Typical locations for in-app quality notifications

Depending on the type of notification, and what you're doing when the quality condition is detected, Fuze can generate notifications in the following ways:

At the top of the Fuze Desktop screen



On calls or in meetings



On calls



System Requirements

Download: [Mac](#)

Size: 95 MB

Operating System: macOS® 10.11, 10.12, 10.13 or later

Memory: 2 GB RAM (4 GB RAM recommended)

Graphics: 128 MB of video memory

Processor: Intel® Core Duo 2.66 GHz or faster

Download: [Windows](#)

Size: 106 MB

Operating System: Windows® 7 SP1, 8, 10 or later and Microsoft® .NET Framework 4.5.2 or later

Memory: 2 GB RAM (4 GB recommended)

Graphics: 64 MB of video memory

Processor: Intel® Core Duo 1.87 GHz, AMD Athlon™ 64 x2 4200+ or faster

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