Guest Guide

Fuze Web and Desktop

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Introduction

Welcome to Fuze! If you're reading this guide then you've probably been invited to sign up to use Fuze as a guest. This guide will help you understand everything you can do as a guest in Fuze, and how to use Fuze to chat, meet with people, share files, and collaborate.

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Welcome

What is Fuze? Fuze is a unified communications platform that is designed for the way people work. Fuze powers business conversations through a secure and reliable global platform that unifies voice, video, and messaging into a single application.

As a Fuze guest user, you can chat with people and groups, share files, and attend meetings with anyone at the organization that invites you to join.

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

Note: Depending on preference and policies, some companies who use Fuze may not allow guest users. Additionally, guest features are not available for companies that require HIPAA compliance..

Read on to learn more about Fuze features, and how to get started.

Getting Started

When someone invites you to use Fuze as a guest, an email is automatically sent to you that includes a link that you can use to sign up and start using Fuze.
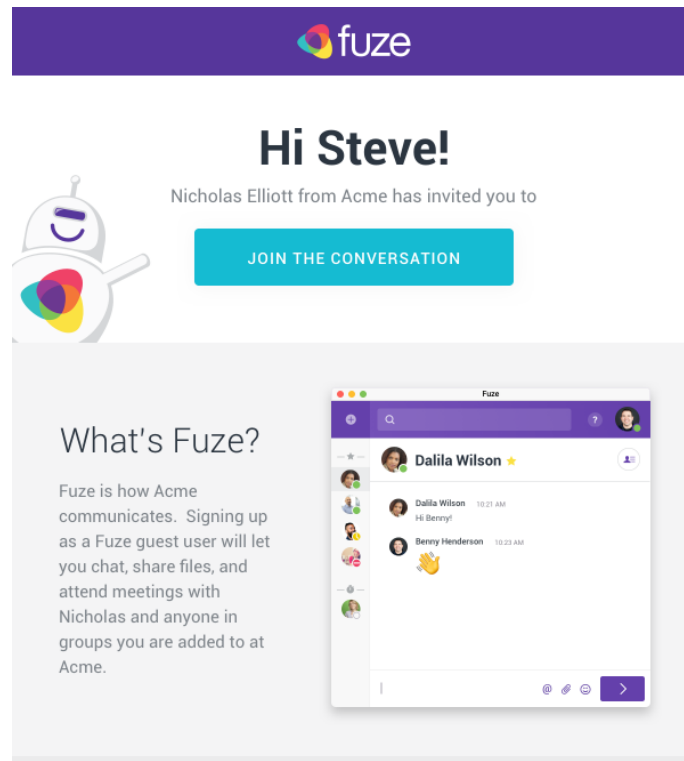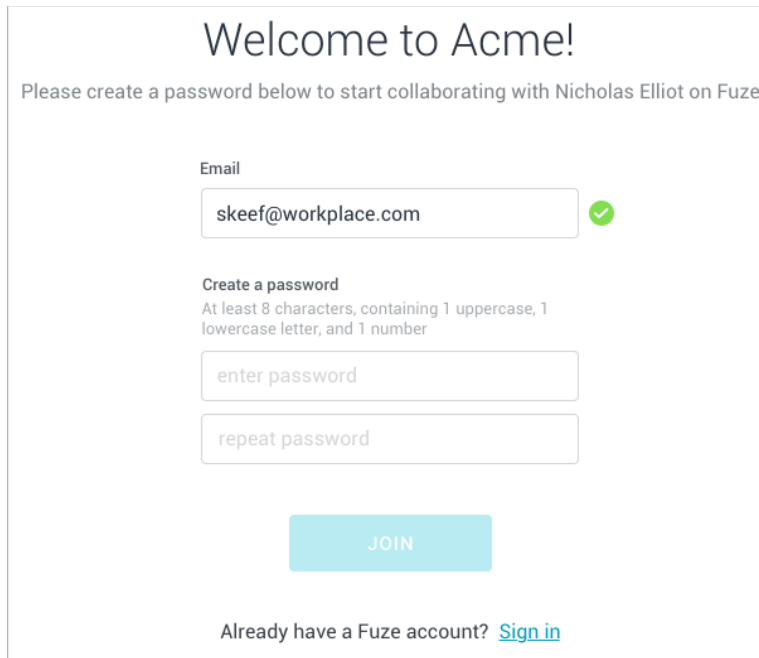
Sign Up

When you click *Join the Conversation*, a web browser opens, and you're brought to the Fuze website where you can set up your Fuze account.
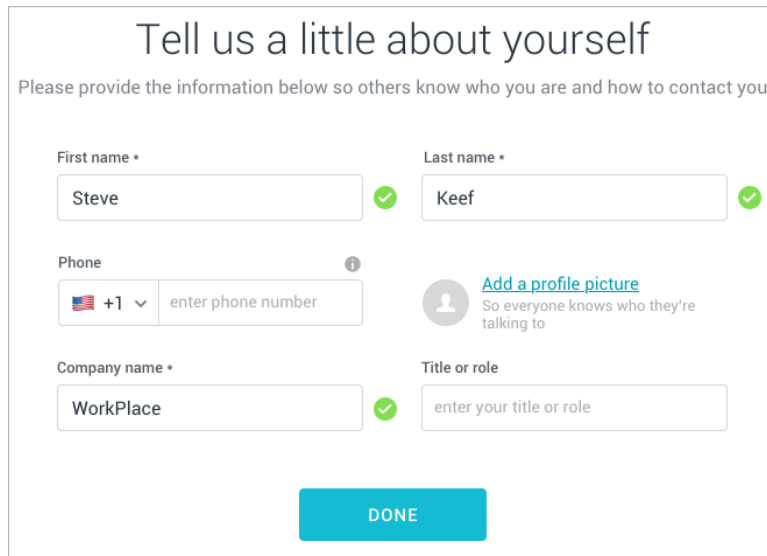
To create your account:

1. Enter your email and create a password that you can use to access Fuze.

2. Click *Join*. A contact information screen appears where you can enter some basic details about yourself so that people in the organization can understand a little more about you.


The following details are required:

- First name
- Last Name
- Company name

3. Click *Done*. Your Fuze account is created and Fuze Web opens.

Note: You can also download Fuze Desktop for Windows or Mac here. Fuze Mobile is also available for iOS and Android.

Fuze Overview

Fuze products are designed to be consistent and intuitive so that you can let work flow. Whether you're using Fuze Desktop, Fuze Web, or Fuze Mobile, you'll likely find it easy to chat or meet without assistance. To help you get started though, here's an overview of the layout and some key areas of Fuze:
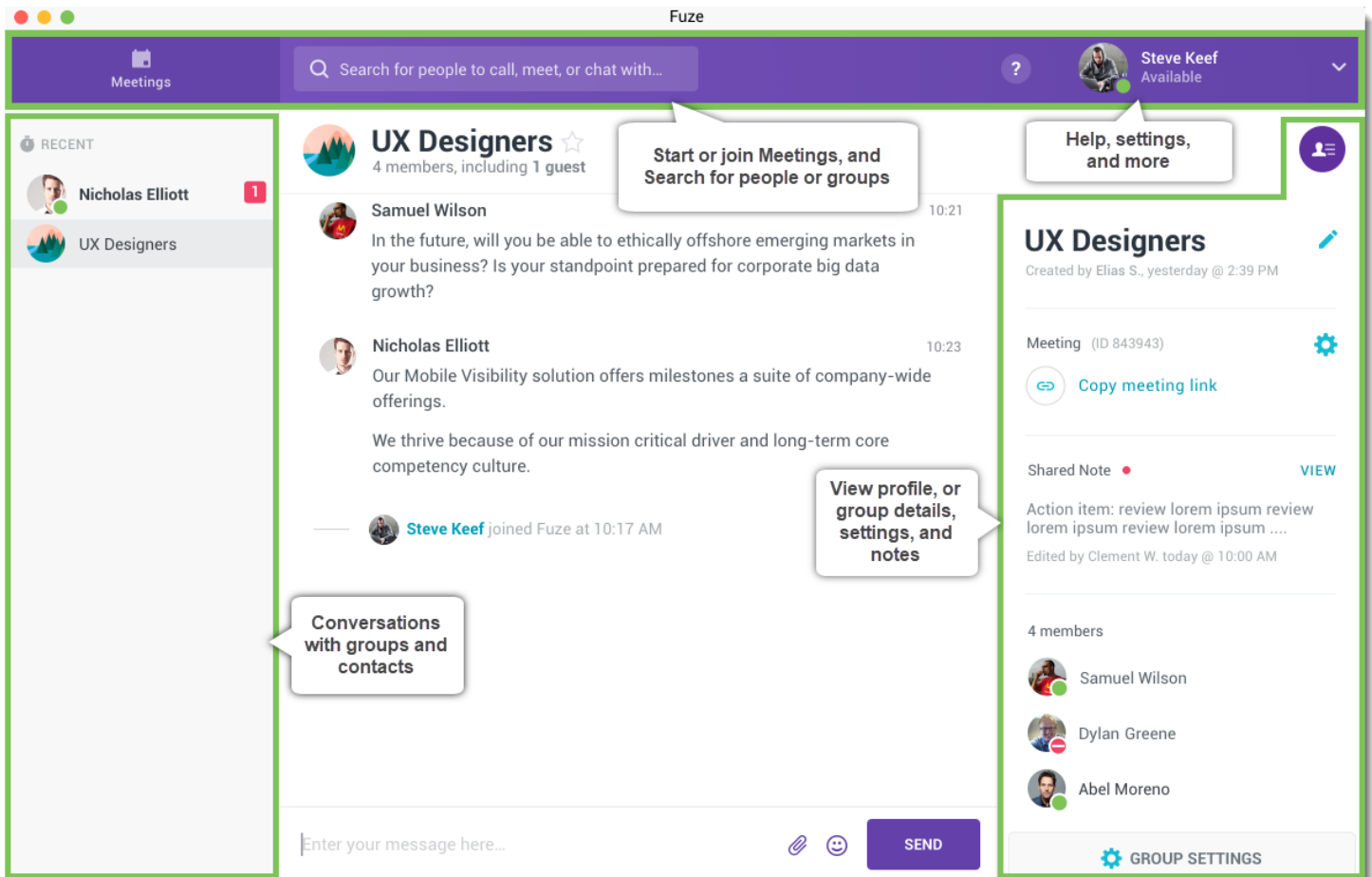

Note: At this time, Fuze apps do not generate notifications or follow up emails for messages you receive while the app is not open.

Chat

As a Fuze guest, you can chat with groups to which you are invited, or one-on-one conversations people start with you. You can also start a one-on-one conversation with anyone in a group you've joined.

To chat with a person or group, simply open Fuze, Search for a person or group (or click a conversation), enter a message, and click *Send*.
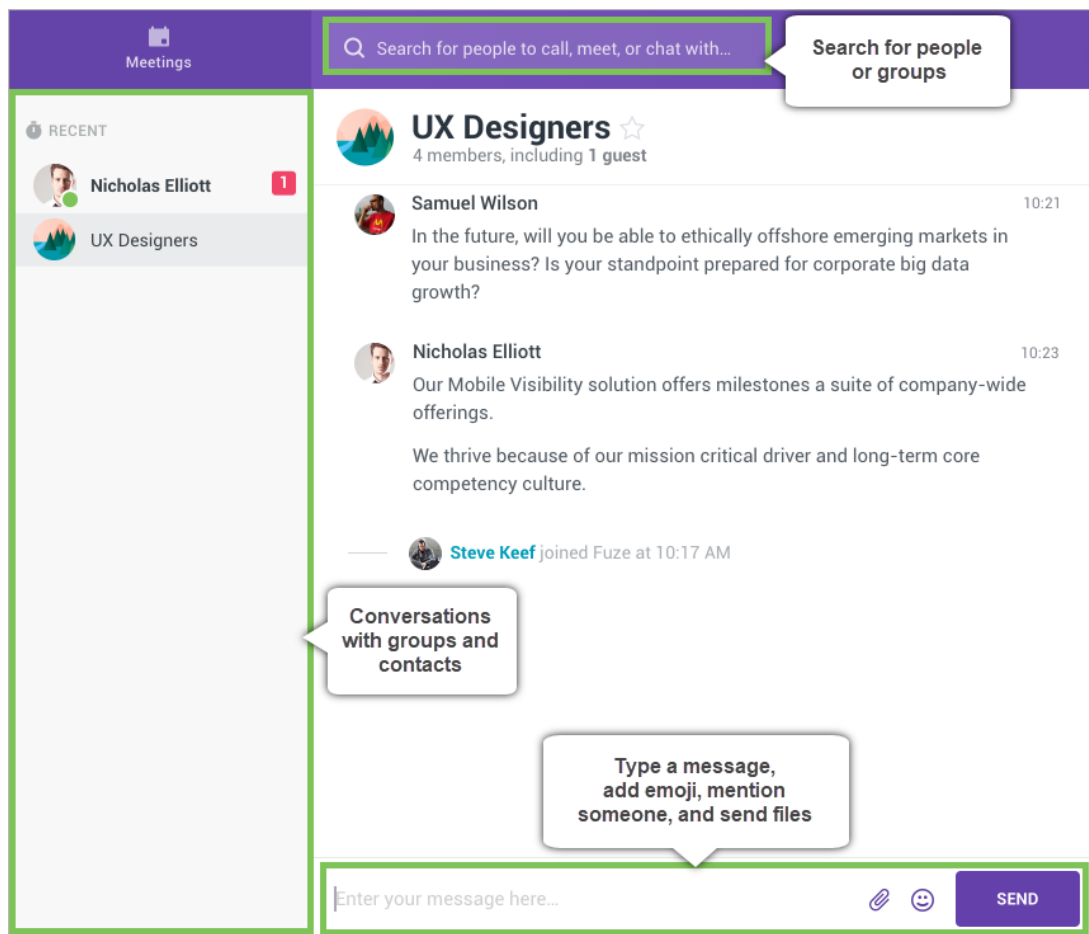

You can also add the following to your message:

@   Add '@' to a person or group's name to alert people to your message ("@groupname").

📎   Share content with a person or group.

☺   Add some expression from our emoji library.

Join Meetings

To join a meeting with another person, they can send you an invitation via Fuze Chat, or, if the meeting is scheduled, you can open the *Meetings* menu and click the meeting you want to join.

If you have a Meeting ID, you can also join a meeting by opening the Meetings menu, clicking *Join Meeting*, enter the meeting ID number, and then click *Join*.
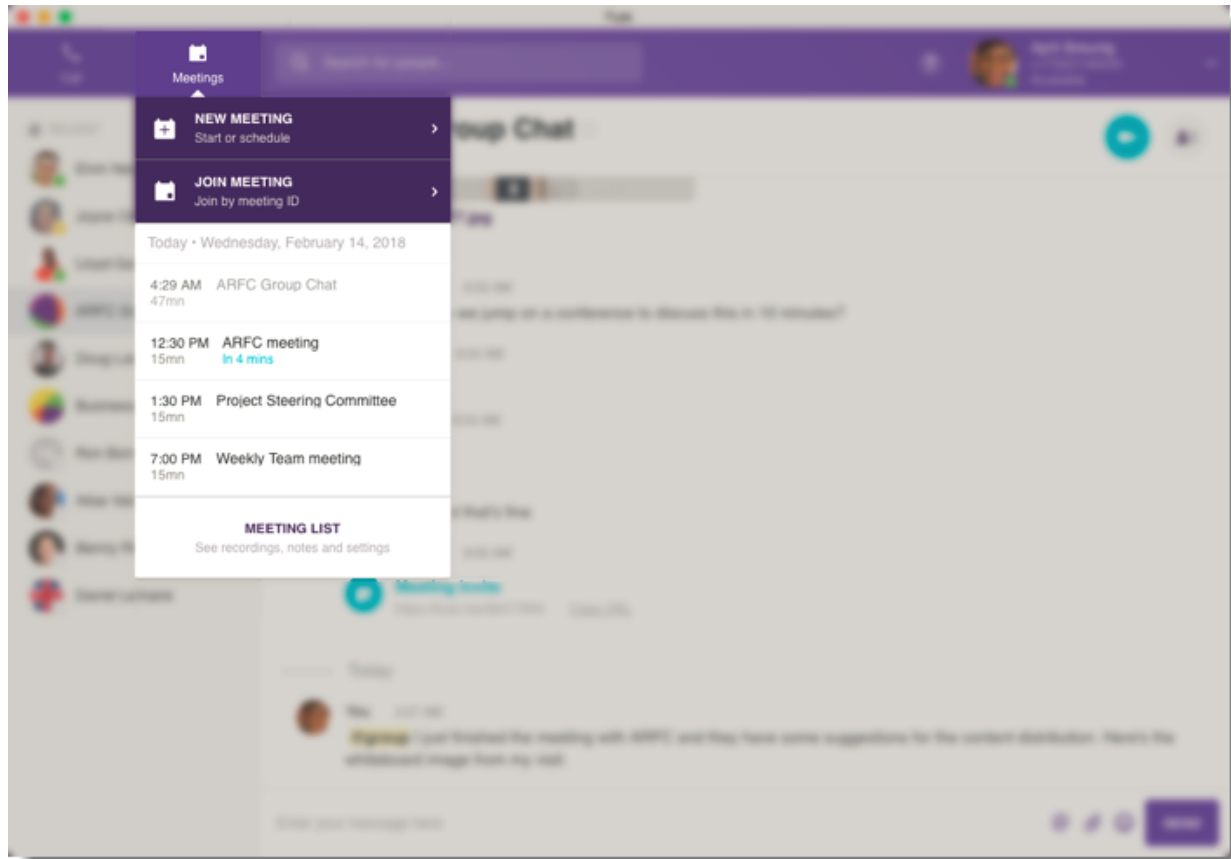
Audio and Video setup

Before you join each meeting, a window appears that allows you to configure audio and video settings.

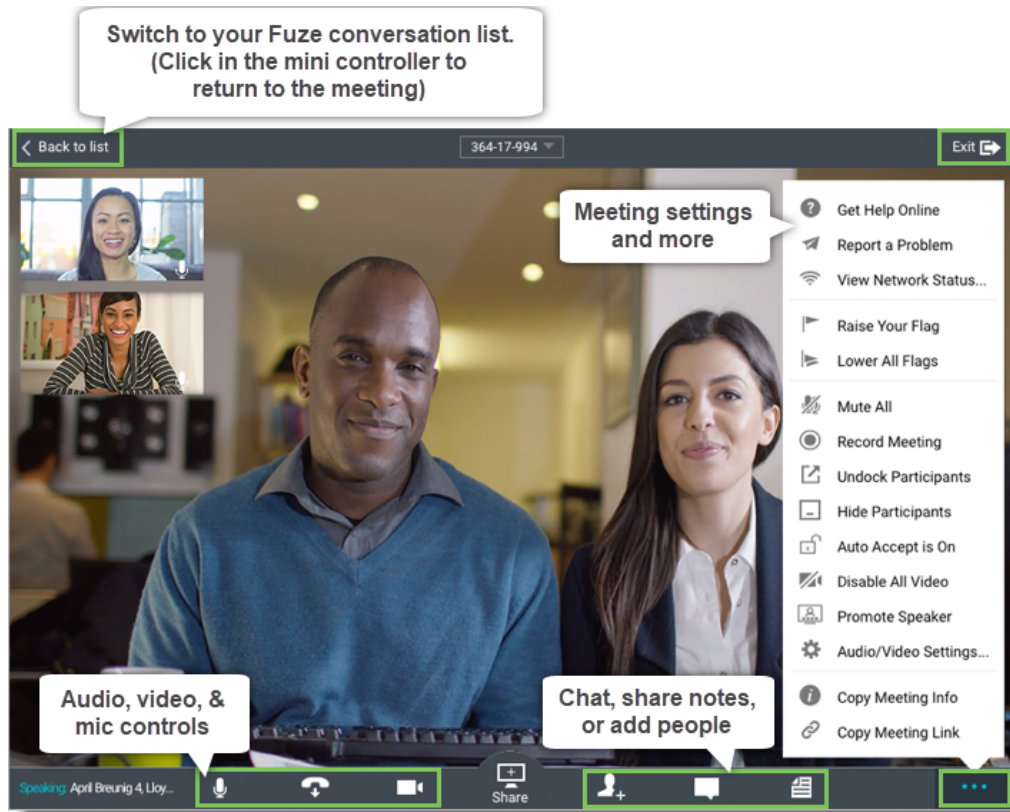Fuze User Guide for Guests
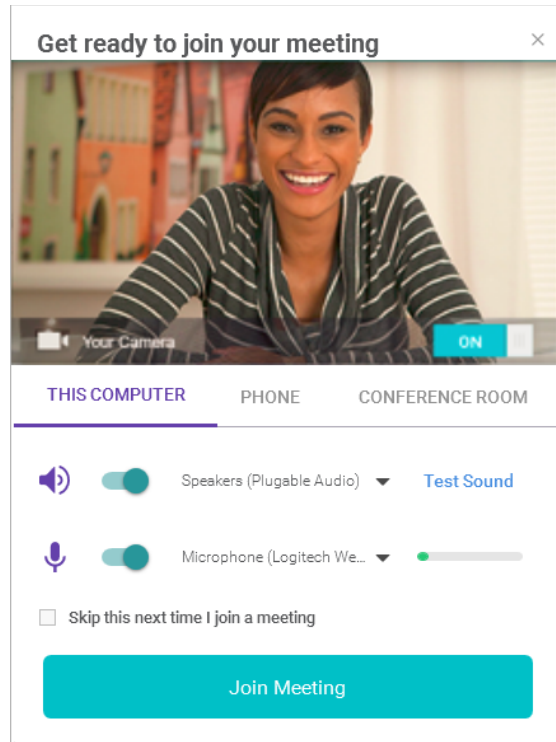
In Meetings

When you're in a meeting, you'll see tiles for other participants whether they're on video, voice-only, or they're dialed in.

From the meeting toolbar at the bottom of a meeting, you can control your mic, audio, and video, and you can add people, chat, or create a shared note with everyone in the meeting.

Click [...] at the lower right of the meeting to access everything from meeting info, to settings, help, recordings, and more.

Click *Share* to open features to share your screen, files, or collaborate with a whiteboard.
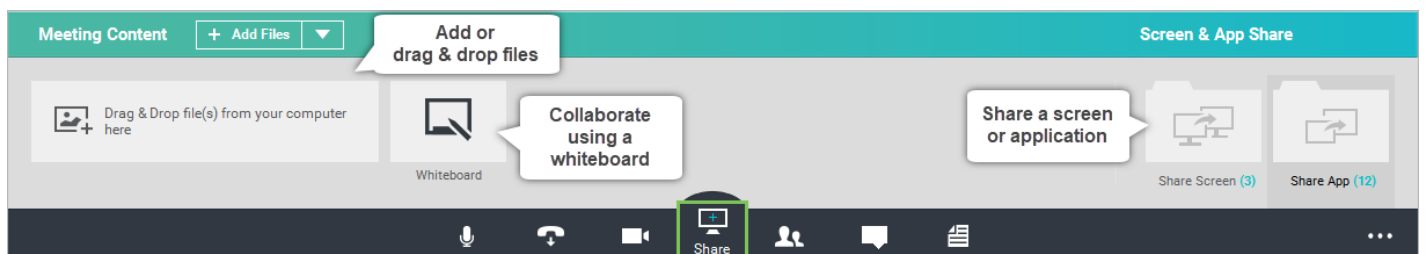
Presence and Settings

Presence

The primary location where you can configure and manage Fuze Web, Desktop, and Mobile settings is the Profile menu.

You can set your presence, update your avatar, sign out, and access the settings screen via the Profile menu.
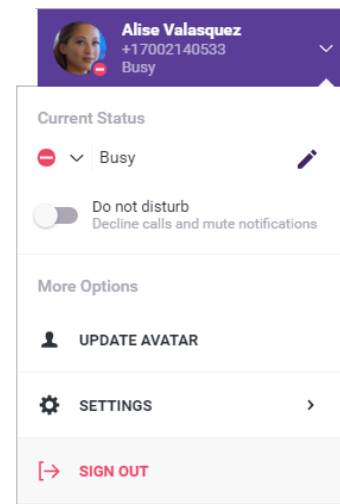
Settings

The Settings screen, shown below, includes several sections in which you can configure your Profile, Audio/Video settings, Notifications, Connected accounts, and App Behaviors.
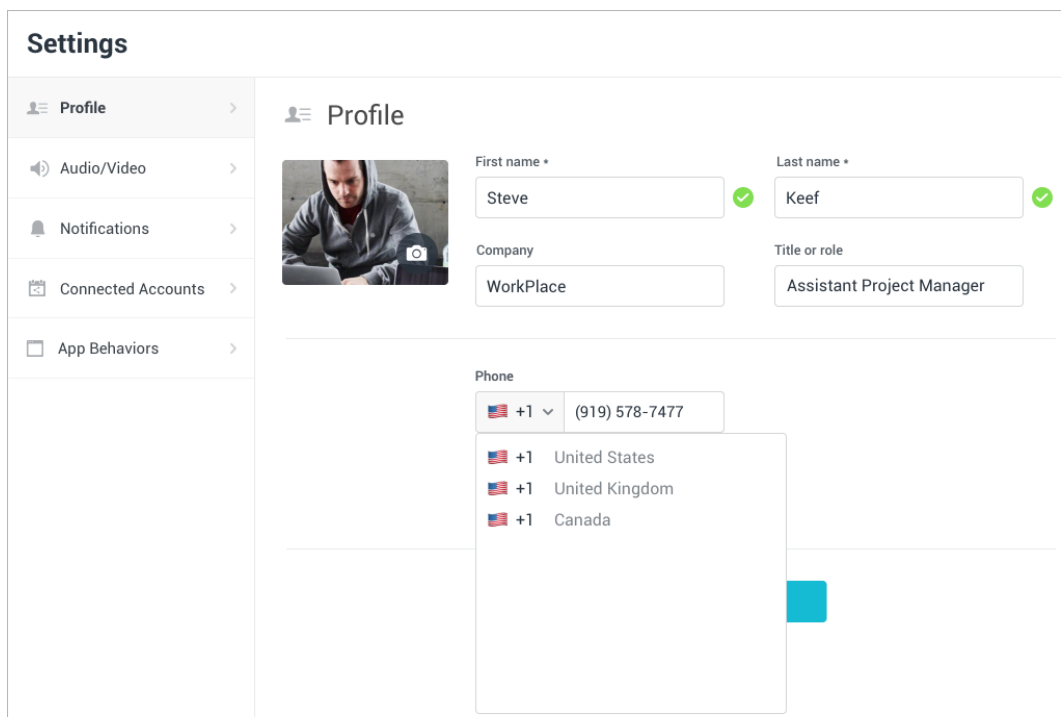
Additional Resources

To help support you, a Fuze Mobile guide is also available for guests.

See the System Requirements section for more details about Fuze installation requirements.

Appendix: System Requirements

Guest systems must meet or exceed the following requirements in order to use Fuze as a guest.

Desktop

Mac

Download Desktop: [Mac](Mac)

Size: 95 MB
Operating System: macOS® 10.11, 10.12 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

Windows

Download Desktop: 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

Web

Browser

Fuze Web works with the current version and 1 previous major release of Google Chrome: Download

Operating System: Windows, macOS, Chrome OS, or Ubuntu and other Debian-based Linux distributions
Processor: Any quad core processor
Camera: USB web camera or computer camera. Other devices, like virtual cameras, may not work.
Cookies: ensure that the Google Chrome setting "Block third-party cookies" is disabled as it interferes with cross iframe communication required by our meeting experience.

NOTE: Firefox Mozilla, Microsoft Edge and Apple Safari are not currently supported.

Video Meetings Bandwidth

Fuze automatically adjusts how much bandwidth is used based on your network.

Minimum bandwidth required:
- Outbound: 1.0 mbps
- Inbound: 1.0 mbps

Ideal bandwidth for two-person video calls:
- Outbound: 3.2 mbps
- Inbound: 2.6 mbps

Ideal bandwidth for group video calls:
- Outbound: 3.2 mbps
- Inbound (with 5 participants): 3.2 mbps
- Inbound (with 10+ participants): 4.0 mbps

Mobile

iOS

Download: [App Store®](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](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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