

## Fuze Web 1.0

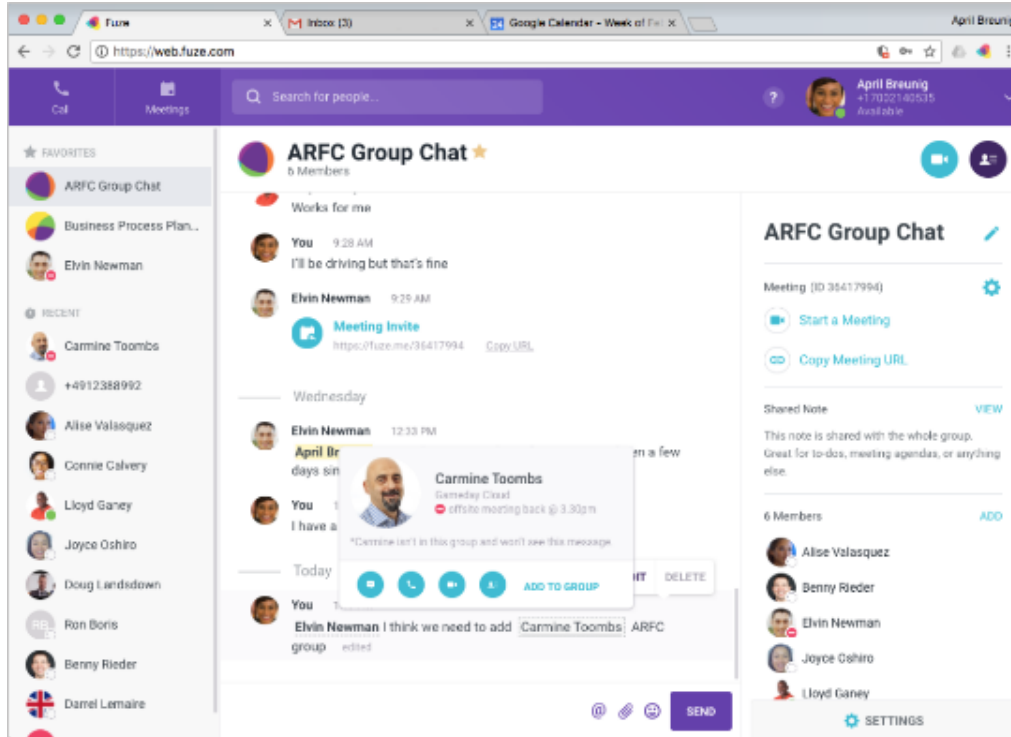
These release notes provide details about some of the key features Fuze Web provides. For more detailed information about using Fuze apps, please visit our [Fuze Community site](https://www.fuze.com/community).

### Overview

We are excited to introduce Fuze Web, a web-based version of Fuze that runs directly in your Google Chrome™ browser!

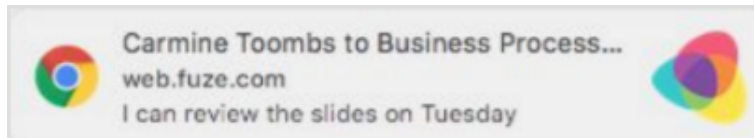
If you have a Fuze account and your company is already using Fuze Desktop or Mobile today, getting started with Fuze Web is as simple as visiting <https://web.fuze.com/> and logging in with your Fuze Username and Password.

Fuze Web offers many of the features that you are familiar with in Fuze Desktop, including messaging, video meetings, contact management, and presence, shown below.

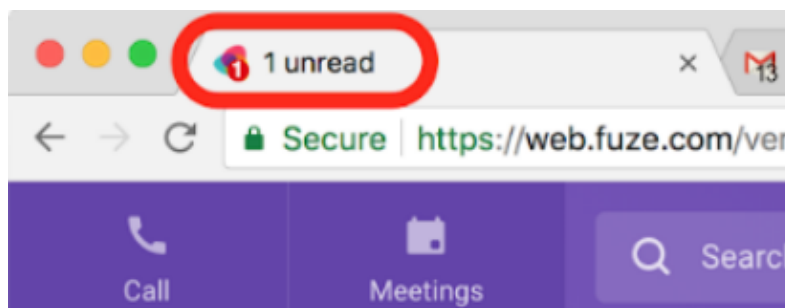


## Notifications

Similar to Fuze Desktop, if you receive a message in Fuze Web while your browser is minimized or in the background, notifications with details about the message are displayed.



A badge is also displayed in the browser tab that shows the current number of unread messages.



## Messaging

Messaging in Fuze Web works just like Fuze Desktop, and is seamlessly integrated with voice and meeting features.

### Sending Messages

To send a message to someone, *Search* for them, click the *Chat* button next to their name, type your message, and click *Send*. Your messages, shared content, and details about calls and meetings are saved in your conversation for whenever you need them.

### Emojis & File Sharing

Express yourself by adding an emoji to your message from the emoji menu, or add content to your conversation by sharing files.

### Group Chats

Need to chat with three or more people? Groups are a great way to communicate together in a named, topical discussion. You can call, host a meeting, collaborate, and share files with other members of the group too. Groups can be organized around different teams, departments, office locations, or projects. Everything group members contribute to is saved in the thread for reference later.

### Mentions

Get the attention of contacts in your chat conversations by using mentions. To mention someone, enter an ‘at’ symbol in the text field, immediately followed by the name of the contact (e.g., “@Lily Johnson”), or select them from the list that appears. When you mention someone, Fuze alerts the person to your message.

If you are part of a chat group, you can also alert everyone in the group by typing “@group”.

### Profile window

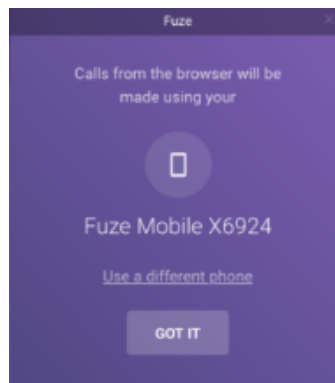
To view basic details about contacts like phone numbers, email addresses, and location, open a chat conversation with them and click the *Profile* button. You can also start a meeting from there or edit shared notes.

## Voice Calls

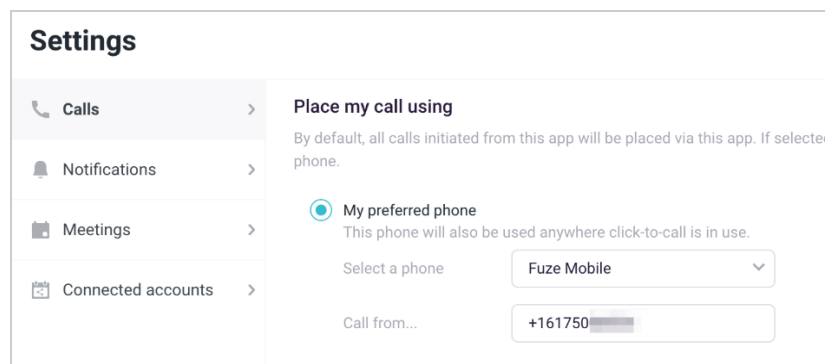
With Fuze Web 1.0, you can initiate calls via Fuze Web that will be made using your preferred device (desk phone or smartphone with Fuze Mobile).

### Configuring your preferred device

The first time you log in to Fuze Web, a message appears that notifies you of your preferred device.



If you want to change your preferred device or other settings, you can simply click *Use a Different Phone* in the notification, or navigate to your Fuze menu and click *Settings*. In the Settings window, navigate to the *Calls* section and select a device in the *Select a Phone* menu, shown below.

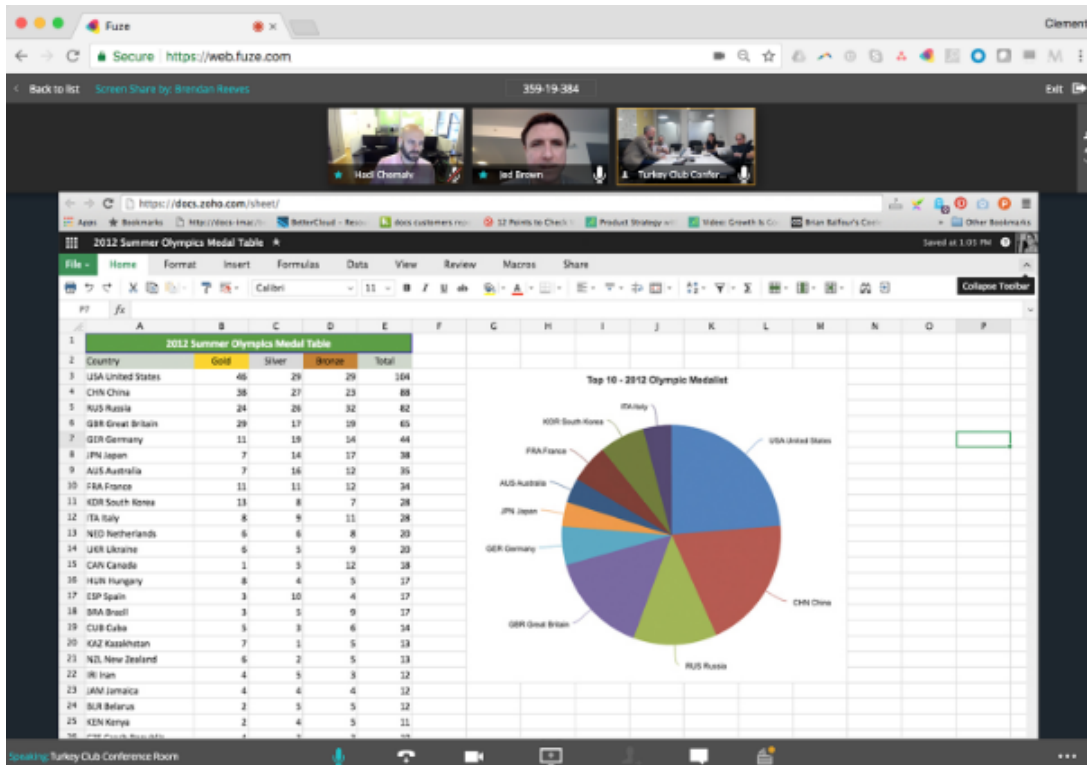


**Tip:** Did you know you can use Fuze Mobile as your preferred device to place calls from Fuze Web?

## Meetings

Meetings are a great way to get together and collaborate with people, whether they are located in another office or across the globe. With Fuze Web, you can use video, whiteboards, watch other people's screen sharing, edit notes, and share files.

You can also invite guests, schedule meetings, configure custom meeting settings, and save recordings of meetings and content to be accessed and shared later.



The screenshot shows a Fuze Web meeting interface. At the top, there are three video thumbnails of participants: 'Had Chemistry', 'Ted Brown', and 'Turkey Club Confer...'. Below the thumbnails is a screen share of a Google Sheet titled '2012 Summer Olympics Medal Table'. The sheet displays a table of medal counts for various countries and a pie chart titled 'Top 10 - 2012 Olympic Medalist'.

Country	Gold	Silver	bronze	Total
USA United States	46	29	29	104
CHN China	38	27	23	88
RUS Russia	24	26	32	82
GBR Great Britain	29	17	19	65
GER Germany	11	19	14	44
JPN Japan	7	14	17	38
AUS Australia	7	16	12	35
FRA France	11	11	12	34
KOR South Korea	13	8	7	28
ITA Italy	8	9	11	28
NED Netherlands	6	6	8	20
UKR Ukraine	6	5	9	20
CAN Canada	1	5	12	18
HUN Hungary	8	4	5	17
ESP Spain	3	10	4	17
BRA Brazil	3	5	9	17
CUB Cuba	5	3	6	14
KAZ Kazakhstan	7	1	5	13
NZL New Zealand	6	2	5	13
IRI Iran	4	5	3	12
JAM Jamaica	4	4	4	12
BLR Belarus	2	5	5	12
KEN Kenya	2	4	5	11

The pie chart shows the distribution of medals for the top 10 countries. The USA United States is the largest segment, followed by CHN China, RUS Russia, GBR Great Britain, and GER Germany.

## Key Considerations for Meetings

We are working hard to bring you a seamless feature set across all of our products. Because this is the first version of Fuze Web, there are some considerations to make note of.

## Video in Meetings

Fuze Web uses the latest in video technology. As of Fuze Web 1.0, in order to share your camera video or see other participants within meetings in Fuze Web, all non-web attendees must have Fuze Desktop 4.8 or Fuze Mobile 4.8 installed. Fuze Web users are able to see screen share in all meetings.

Fuze Web video support for meeting participants is **rolling out gradually**. You may request access by **opening a case in Fuze Community and choosing “Fuze Web Video Request” from the “What challenge are you facing?” dropdown**. Fuze will enable customers on Fuze Web Video as they determine eligibility. You will be notified once Fuze Web Video has been enabled for your organization.

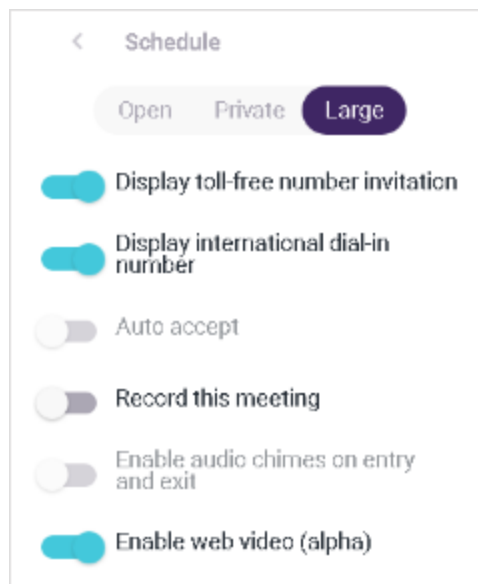
## Screen Sharing

When joining meetings from the web, all web participants can see screens shared by presenters using Fuze Desktop.

Meeting presenters joining from the web cannot share their screens, windows, or apps today. This feature will be available later this year.

## Large Meetings

If you are scheduling a meeting with more than 50 participants expected, remember to select the *Large* option for the meeting on the Meetings menu (also available in your calendar using our add-ins).



# System Requirements

## Operating Systems

- Windows
- macOS
- Chrome OS
- Ubuntu and other Debian-based Linux distributions

## Web Browsers

Fuze works with the current version and 1 previous major release of the browsers listed below:

- Google Chrome: [Download](#)

## Video Meetings

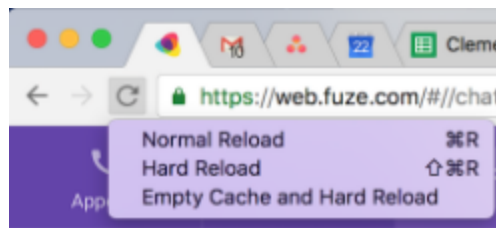
- Hardware:
  - Any quad core processor
  - USB web camera or computer camera. Other devices, like virtual cameras, may not work.
- Bandwidth:
  - Fuze changes how much bandwidth is used based on your network.
  - Minimum bandwidth required
    - Outbound: 1.0 mbps
    - Inbound: 1.0 mbps
  - Ideal bandwidth 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
- Cookies:
  - Do not turn on the Google Chrome setting “[Block third-party cookies](#)”, which interferes with cross iframe communication required by our meeting experience.

## Additional Notes

### Important information for early adopters of Fuze Web

Users who accessed to early versions of Fuze Web need to clear their browser cache before initial use. To clear your cache:

1. Open Dev Tools by pressing: **F12** or **Ctrl+Shift+I** (or on Mac: **Opt+Cmd+I**)
2. Now, while leaving dev tools open, right-click or click and hold the reload button next to the address bar. A 'hidden menu' opens.
3. Choose **Empty Cache and Hard Reload**.





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