

Fuze Desktop 4.8.2

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?

Call Origination Detail

With this release, users who are part of queues or ring groups will now see to what entity the call was made, queue or ring group. It will be included in the caller detail displayed in the minicontrol window or main call screen.

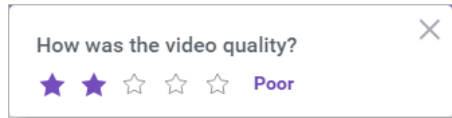
Headset improvements

This release offers enhanced compatibility with Plantronics and Jabra headsets, including stability improvements, headset behavior improvements for certain hardware configurations, and bug fixes.

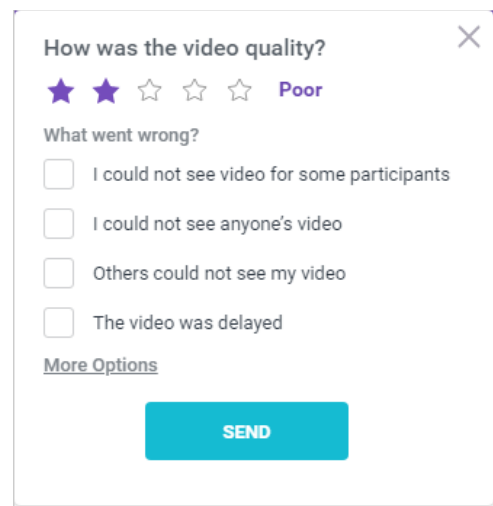
Call and Video Quality Surveys

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

After a call or meeting, a quality rating pop-up will appear, allowing users an additional opportunity to rate the quality, as well as provide feedback.



If a user rates the call or meeting quality at anything less than three stars, a second window appears in which the user can provide more detail.


 A larger rectangular pop-up window with a close button (X) in the top right corner. The title is "How was the video quality?". Below the title is a row of five stars. The first two stars are filled with a purple color, and the last three are empty. To the right of the stars, the word "Poor" is written in purple. Below the stars is the text "What went wrong?". Underneath this text are four checkboxes, each followed by a description:

- ☐ I could not see video for some participants
- ☐ I could not see anyone's video
- ☐ Others could not see my video
- ☐ The video was delayed

 Below the checkboxes is a link that says "More Options". At the bottom of the window is a large blue button with the word "SEND" in white capital letters.

Fixed Bugs and other improvements

Fuze Desktop 4.8.2 introduces the following bug fixes and improvements.

General Fuze Desktop

- As with every new release of Fuze Desktop, this version includes performance and stability improvements.
- The Fuze Desktop app and mini controller are now more responsive to screen zoom and always available despite resolution changes when on a calls or in meetings.

Meetings

- Contacts without phone numbers would not appear when searching the directory to invite users to a new meeting, this has been resolved.
- Resolved an issue that prevented users from joining meetings until the host joined or hosts from joining meetings they created that was caused by expired authentication tokens.
- When attending a Fuze Meeting, users can now share documents via content sharing features that are in *edit-mode*.

System Requirements

Download: [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

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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