



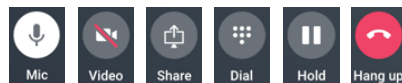







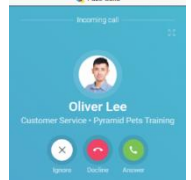
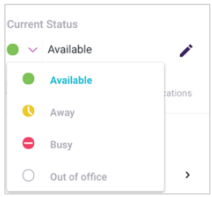




































## Fuze Desktop/Web Softphone Quick Reference Guide

Place a Call	Receive an Incoming Call	Set Presence Status
<ol style="list-style-type: none"> <li>Click </li> <li>Enter the name, extension or number in the <b>Search</b> field</li> <li>Hover over the contact and click </li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>Click </li> <li>Enter the extension or number using the mouse or keyboard</li> <li>Click </li> </ol> <p><b>Note:</b> Available actions during an active call.</p> 	<ol style="list-style-type: none"> <li>Click  to answer the call</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>Click  to send the call to voicemail</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>Click  to answer,  to decline, or  to ignore the call from <b>Active Calls</b> area</li> </ol>  <p><b>Note:</b> While Fuze Desktop is inactive, a call control window will appear; hover over the window and click  to expand to full screen.</p> 	<ol style="list-style-type: none"> <li>Click the profile dropdown arrow, then click the <b>Current Status</b> dropdown to expand the menu</li> <li>Select the applicable status option</li> </ol>  <p><b>OR</b></p> <ol style="list-style-type: none"> <li>Click  to enter a custom message and then click  to save</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>Click the <b>Do not disturb</b> toggle to decline incoming calls and mute notifications</li> </ol>
Transfer Now or Transfer to Voicemail	Transfer Call First	Merge Active and Held Call
<ol style="list-style-type: none"> <li>Click  on an active call</li> <li>Enter the name, extension, or number in the pop-up window</li> <li>Hover over the contact and click  to transfer now</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>Hover over the contact and click  to transfer directly to voicemail</li> </ol> <p><b>Note:</b> Transfer to voicemail is for internal calls only.</p>	<ol style="list-style-type: none"> <li>Click  on an active call</li> <li>Enter the name, extension, or number in the pop-up window</li> <li>Hover over the contact and click  to speak with the receiving party</li> <li>Click  to complete the transfer</li> </ol>	<ol style="list-style-type: none"> <li>Answer the incoming call and the current call will be placed on hold automatically</li> <li>Click  from the caller on hold's screen to begin merging the two calls</li> <li>Click </li> </ol>

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Create an Audio Conference	Add a New Contact	View the Voicemail List
<ol style="list-style-type: none"> <li>1. Click  while on an active call</li> <li>2. Enter the name, extension, or phone number</li> <li>3. Select the name or number</li> <li>4. Click </li> </ol>	<ol style="list-style-type: none"> <li>1. Hover over number in the Recent list and click </li> <li>2. Click </li> <li><b>OR</b></li> <li>3. Click the unknown number on the <b>Recent</b> list and click </li> <li><b>OR</b></li> <li>4. Click </li> <li>5. Click </li> <li><b>OR</b></li> <li>6. Click  on the <b>Search</b> page</li> <li>7. Fill in all applicable fields and click </li> </ol>	<ol style="list-style-type: none"> <li>1. Click </li> <li>2. Click </li> <li>3. Hover over the voicemail and click </li> <li>4. Click  to download as a .wav file</li> <li>5. Click </li> <li>6. Click </li> </ol>
Share Video on a Call	Share Screen on a Call	View Call History
<ol style="list-style-type: none"> <li>1. Click  on an active call to share video</li> <li>2. Click </li> </ol> <p><b>Note:</b> A preview of the shared video will appear on the top right corner of the screen. Sharing video will only be available while on a call with another Fuze Desktop user.</p>	<ol style="list-style-type: none"> <li>1. Click  on an active call</li> <li>2. Select the screen to share and then click </li> <li>3. Click  to stop sharing the current screen</li> </ol>	<ol style="list-style-type: none"> <li>1. Click </li> <li>2. Click </li> <li><b>OR</b></li> <li>3. Click  and then click </li> <li>4. View a list of <b>All Calls</b> or <b>Missed Calls</b></li> </ol>