



Fuze Desktop/Web Meetings

Fuze Enablement Team

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Meetings Training Objectives

After attending this training, users should have a basic understanding of:

- Application overview, signing into, and desktop layout
- Setting presence status, signing out, and accessing help
- Joining and starting meetings
- Scheduling meetings and webinars
- In-meeting features
- Accessing and sharing meeting recording
- Settings and additional features
- Inviting and Managing Guests

Meetings Application Overview

Overview

Fuze Desktop and Fuze Web offers the ability to initiate video calls with colleagues, collaborate via video meetings and manage larger audiences through webinars.



Signing into Fuze Desktop and Fuze Web

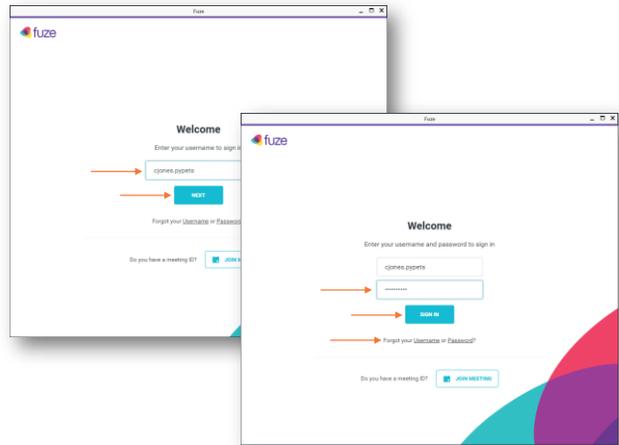
- Launch the Fuze application

OR

- Browse to web.fuze.com
- Enter username and then click the **NEXT** button
- Enter password and then click the **SIGN IN** button



If username or password have been forgotten, use the provided links.

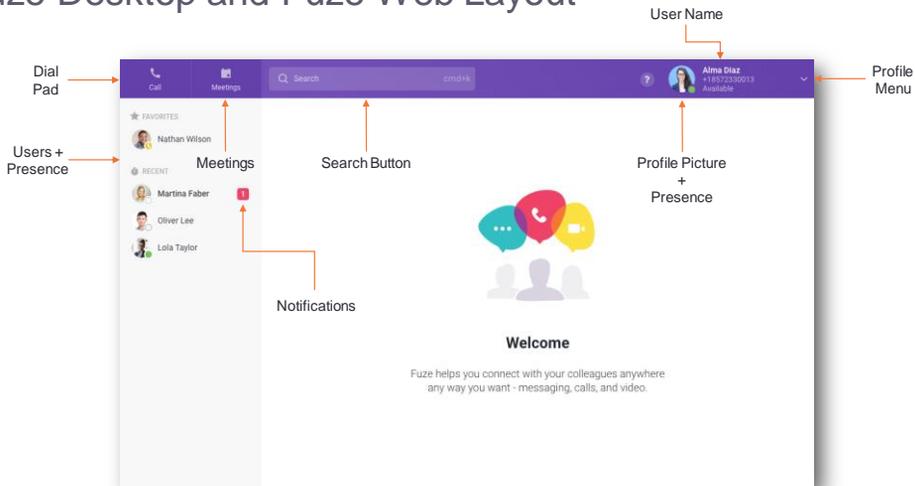


New user's will receive a **Get Started** message upon signing into Desktop. A **Setup Checklist** will appear in Fuze Desktop allowing the user to make a test call, choose the preferred device for making calls, the ability to add a picture, connect Google or Office 365 accounts to import contacts and calendars, and the option of setting up voicemail.

In Fuze Web, the **Setup Checklist** will include options to choose a preferred device for making calls, adding a profile picture, and connecting a Google and/or Office 365 account to import contacts and calendars.

If the username has been forgotten, the work email address will be used for retrieval. If the password has been forgotten, a magic link will be sent to the users registered email address, in order to reset it.

Fuze Desktop and Fuze Web Layout



Fuze Desktop offers the ability to re-size the screen and make it smaller by clicking on the Restore button in the upper-right of the screen. Once made smaller, a user may drag and move Fuze Desktop anywhere on the screen. Fuze Desktop will automatically collapse the sidebar to showcase more of the content on the screen.

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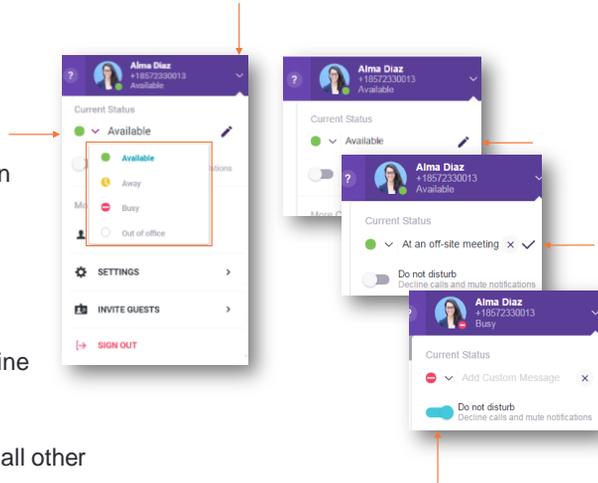
Setting Presence Status

Status describes current availability.

- Click the profile dropdown menu and then click the **Current Status** dropdown
- Select the applicable status option
- Optionally, click the ✎ icon, enter custom message details, and then click the ✓ icon
- Click the **Do not disturb** toggle to decline incoming calls and mute notifications



Manually setting presence will override all other presence options.



When on a phone call, the status indicator will change to **Busy** with a message of **On a call**. When in a Fuze Meeting, the status will change to **In a Meeting**. When the toggle is turned on for a Google or Office 365 calendar event, the status will be set to **Busy**. After 20 minutes of inactivity, Fuze Desktop will automatically change the status from **Available** to **Away**.

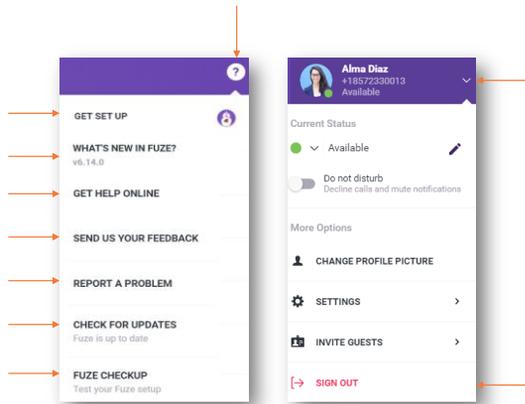
Accessing Help and Signing Out

The help feature allows a user to interact with Fuze or view application information.

- Click the  icon
 - **GET SET UP**
 - **WHAT'S NEW IN FUZE?**
 - **GET HELP ONLINE**
 - **SEND US YOUR FEEDBACK**
 - **REPORT A PROBLEM**
 - **CHECK FOR UPDATES**
 - **FUZE CHECKUP**

Signing out will set the user's status to offline.

- Click the profile dropdown menu
- Select **SIGN OUT**



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GET SET UP - allows the user to make a test call, choose which device will be used to initiate calls from Fuze Desktop, add a picture, set-up voicemail, or connect accounts
WHAT'S NEW IN FUZE? - provides a list of new features or bug fixes
GET HELP ONLINE - directs a user to the Fuze Help Center page (<https://help.fuze.com>) for the most recent product resources
SEND US YOUR FEEDBACK - allows a user to submit feature suggestions for upcoming releases
REPORT A PROBLEM - allows a user to report a Fuze Desktop problem
CHECK FOR UPDATES - allows a user to upgrade to the latest version of Fuze Desktop
DOWNLOAD FUZE DESKTOP (Fuze Web Only) – directs a user to <https://www.fuze.com/download>, where there is the ability to download the desktop application for Windows or Mac
FUZE CHECKUP – confirms a users account and network conditions will reliably support placing calls and participating in meetings

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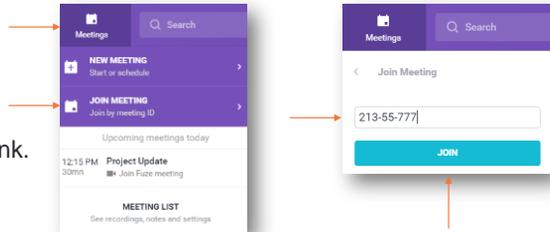
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Joining by Meeting ID

- Click the  icon
- Select the  option
- Enter the meeting ID
- Click the  button



Users can copy and paste the meeting link.



Joining an Upcoming Meeting

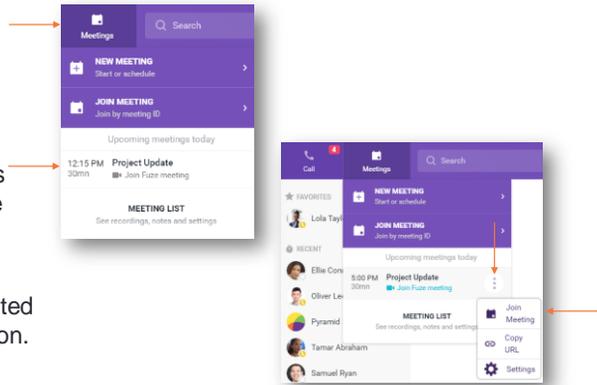
- Click the  icon
- Select the meeting to join from the **Upcoming meetings today** list

OR

- Hover over the meeting, click the ellipsis next to the meeting name and select the  button



Meetings in the list that have an associated Fuze Meeting are displayed with a  icon.



The meetings dropdown will load all the meetings available in the user's connected calendars. Clicking on a non-Fuze meeting in the list automatically opens and brings the user to the meeting in the calendar app in which the meeting was created.

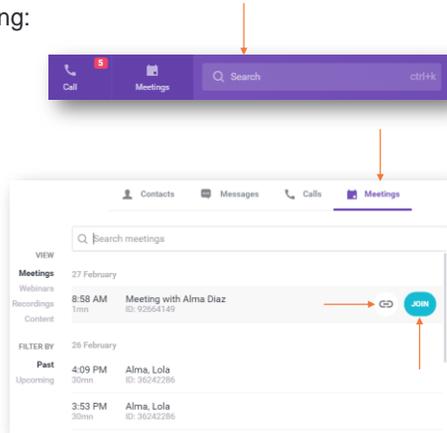
Clicking on the ellipsis next to a meeting name will also give users the option to click **Copy URL** or edit the meeting **Settings** if the user is the meeting host.

Searching for and Joining a Meeting by Meeting List

To view a list of existing meetings and join a meeting:

- Click the **Search** button
- Click the **Meetings** button
- Hover over the meeting list name and then click the **JOIN** button

 The meeting link can be copied to the clipboard by clicking the  icon.



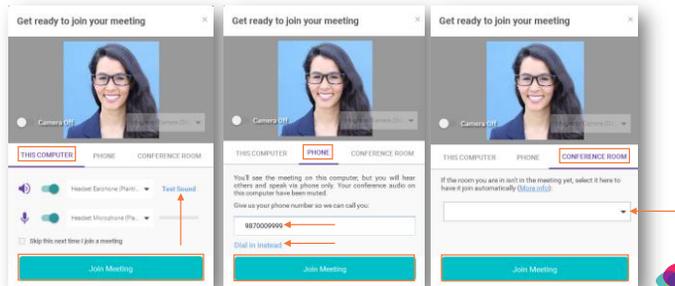
If a meeting participant does not have an account with Fuze, there is the ability to join a meeting as a viewer and interact with participants using the web browser. Navigate to <https://www.fuze.com>, select **Join Meeting**, enter the meeting ID Number, and then select **Join**. There is also the ability to download the Fuze Desktop client for either PC or Mac, by navigating to: <https://www.fuze.com/download>.

Joining a Meeting

- Adjust settings for camera, speakers, and microphone for **THIS COMPUTER** (optional)
- Select **PHONE** to enter a phone number for Fuze to call or click **Dial in instead** (optional)
- Select **CONFERENCE ROOM** and select a room from the dropdown list (optional)
- Click the  button when ready to start



Click **Test Sound** to hear an audio sample.



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THIS COMPUTER – default selection, which only applies to Windows PCs
CONFERENCE ROOM – only available on Fuze Desktop

Initiating a Video Call with a Colleague

The video call button will allow a call to be placed to an internal contact and when answered, will initiate an ad-hoc Fuze Meeting.

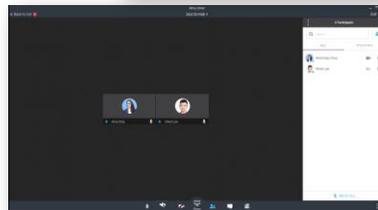
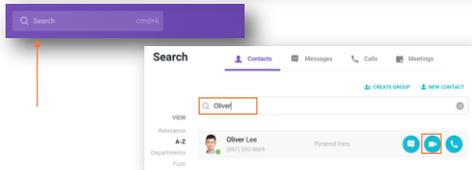
- Click the contact's name on the Recent list and then click the  icon

OR

- Click the **Search** button and then enter a contact name in the search field
- Hover over the contact and then click the  icon



A meeting link will appear within the chat conversation.



The colleague receiving the video call will have the ability to **answer**, **decline**, or **answer without video**. When the video call is answered, participants will be placed into a Fuze Meeting. Video calls can be placed to groups via the group chat window.

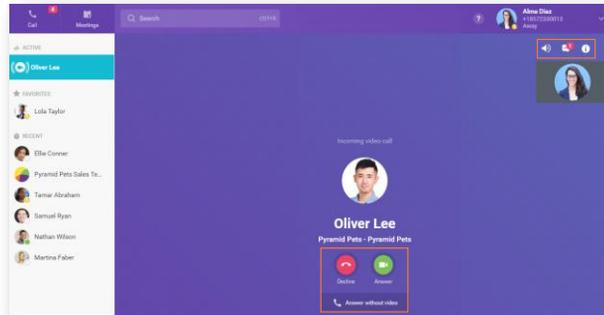
Receiving a Video Call from a Colleague

When receiving an incoming video call, a user can:

- Click either the  or  button to answer the call
 - A Fuze Meeting will immediately initiate
- Click the  button to decline the call
- Click the , , or  icons to adjust audio settings, chat, or view profile information about the caller



A preview of the video the user wishes to share will appear in the top right corner.



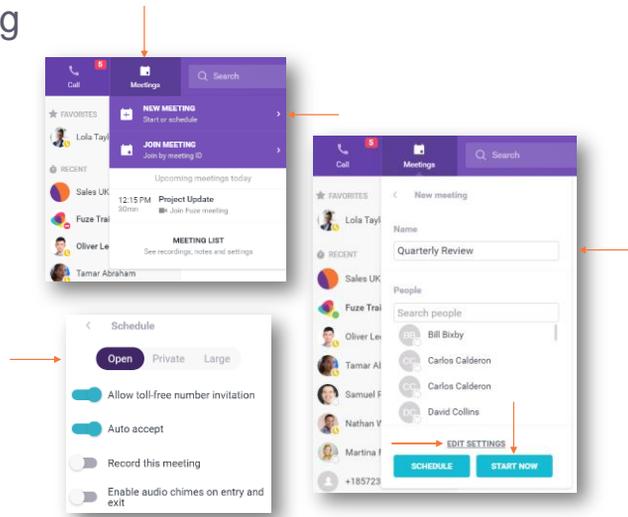
If a video call is declined it will not be diverted to voicemail.

Starting an Instant Meeting

- Click the  icon
- Select the  option
- Provide a meeting **Name** (optional)
- Click the  button prior to joining the meeting to configure settings (optional)
- Click the  button



The default meeting type is **Open**.



An instant meeting can be set up for one or multiple participants. Meeting lists can now be connected to a calendar (Google Calendar or Microsoft Outlook) for a more comprehensive meeting list by selecting **Connect to a calendar** from the **Meetings** dropdown.

Available meeting types:

- **Open** meetings allow anyone to join without having to be accepted into the meeting; all attendees internal to the Host's organization will be a presenter; all attendees external to the user's organization will be participants (up to 250 participants)
- **Private** meetings require the host to accept each attendee; all attendees will be participants (up to 250 participants)
- **Large** meetings will allow anyone to join without having to be accepted into the meeting; all attendees will be participants (between 250 and 1000 participants)

Available meeting settings:

- **Allow toll-free number invitation** allows participants to dial in using a national toll-free number for the region
- **Auto accept** allows participants into the meeting without requiring the

host/presenter to manually accept each meeting attendee

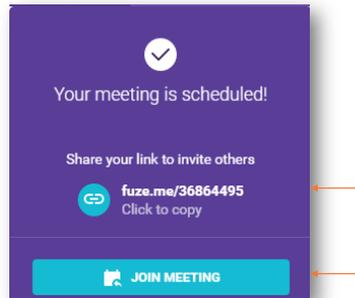
- **Record this meeting** will begin recording the meeting once the host/presenter joins the meeting
- **Enable audio chimes on entry and exit** allows participants to hear an audio chime alert upon the arrival and exit of all participants (not available for Large meetings)

Sharing an Instant Meeting

- Click the  `fuze.me/36864495` Click to copy option to copy the meeting link to the clipboard to invite attendees via email or social media



Click the  button to immediately join the meeting.



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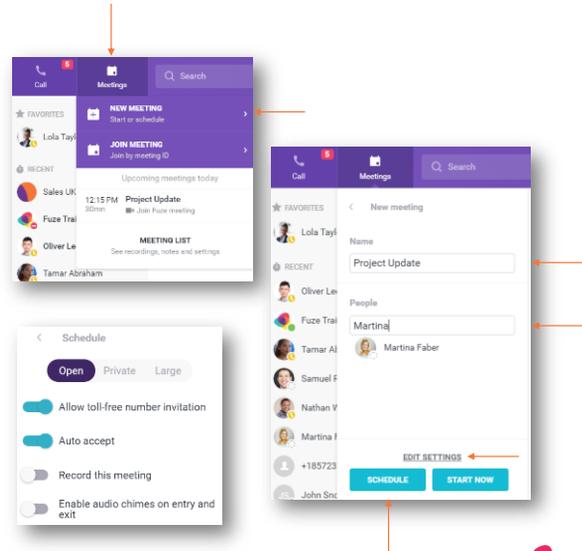
Scheduling a Meeting

To schedule meetings for a future date and time:

- Click the  icon
- Select the  option
- Provide a meeting **Name** and then select **People** or enter an email address (optional)
- Click the  button



Click the  button prior to joining the meeting to configure settings (optional).



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Available meeting types:

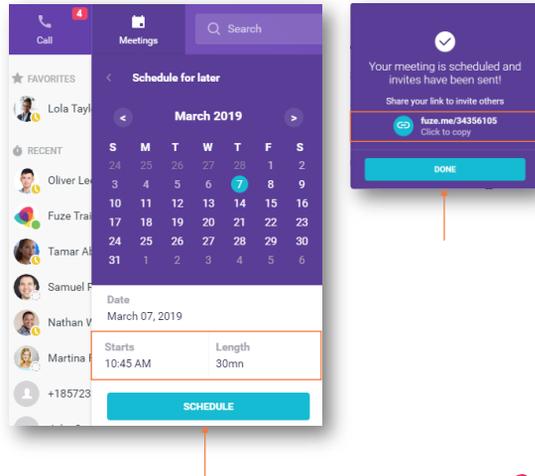
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Available meeting settings:

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- **Record this meeting** will begin recording the meeting once the host/presenter joins the meeting
- **Enable audio chimes on entry and exit** allows participants to hear an audio chime alert upon the arrival and exit of all participants (not available for Large meetings)

Scheduling Options

- Select a date on the calendar and then choose the **Starts** time and **Length**
- Click the **SCHEDULE** button
- Click the **fuze.me/72813993** option to copy the meeting link to the clipboard to invite attendees via email or social media
- Click the **DONE** button when finished

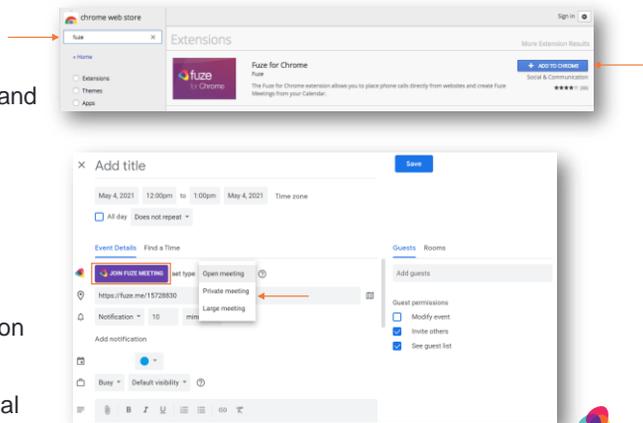


Visit the **Fuze Help Center** for additional options for scheduling meetings. Meeting invitations will automatically be sent to participants via email.

Utilizing the Fuze for Chrome Extension

To add a Fuze meeting to a Google Calendar within the Chrome browser:

- Search “Fuze for Chrome” in the Chrome Web Store
- Click the **ADD TO CHROME** button and then the **Add extension** button
- Click on the Fuze  icon
- Sign in with Fuze credentials
- Create a new calendar invite
- Click the **ADD FUZE MEETING** button and select a Fuze meeting type
- Complete and save the invite as usual



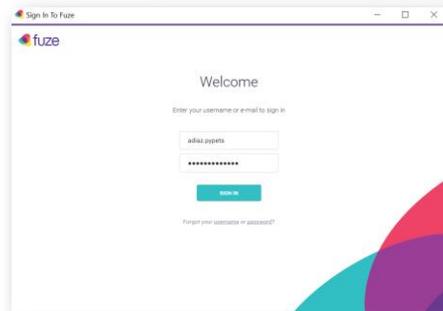
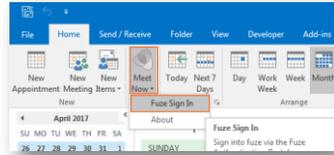
Signing into the Microsoft Outlook Calendar Add-in

The Outlook add-in is installed automatically with the Fuze Desktop installation.

- Click the **Meet Now** button and then choose **Fuze Sign In**
 - First-time users must login using Fuze credentials



Fuze meetings may be scheduled directly from the Microsoft Outlook Calendar once the add-in has been installed.



Install Microsoft Visual Studio Tools for Office Runtime prior to installing Fuze Desktop

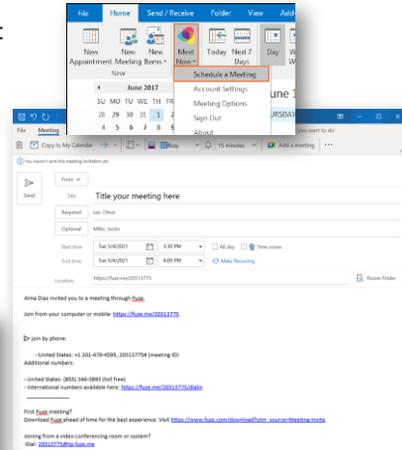
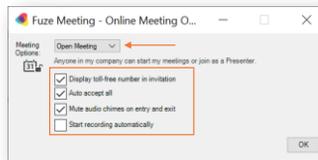
To install the Fuze add-in for Microsoft Outlook Calendar:

1. If Fuze Desktop is already installed, uninstall it
2. Download Microsoft VisualStudio Tools for Office Runtime (VSTO)
3. Run the VSTO installation file and follow the on-screen prompts
4. Download and install the latest Fuze for Windows application Run the Fuze Desktop installation file and follow the on-screen prompts

Utilizing the Microsoft Outlook Calendar Add-in

To add a Fuze meeting to a Microsoft Outlook Calendar invite:

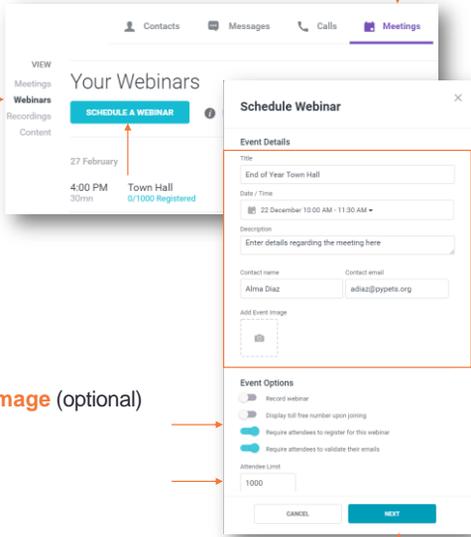
- Click the **Meet Now** button and then choose **Schedule a Meeting**
- Select a Fuze meeting type
- Select additional meeting options
- Click **OK**
- Complete and send the invite



Scheduling a Webinar

Webinars allow an organizer to require attendees register for a Large meeting, as well as designate attendees as presenters.

- Click the **Search** field and then click the  button
- Click **Webinars**
- Click the  button
- Enter applicable webinar information
 - Include **Date/Time**, **Description**, and **Event Image** (optional)
- Choose **Event Options**
- Set **Attendee Limit** (max 1000)
- Click the  button to continue



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Event Options include:

Record Webinar – starts recording of the webinar automatically

Display toll free number upon joining – dial-in number will display for attendees to utilize as an audio connection

Require attendees to register for this webinar – attendees must sign-up for the webinar prior to the start of the webinar

Require attendees to validate their emails – attendees will receive a verification email to confirm and verify the email address used during registration

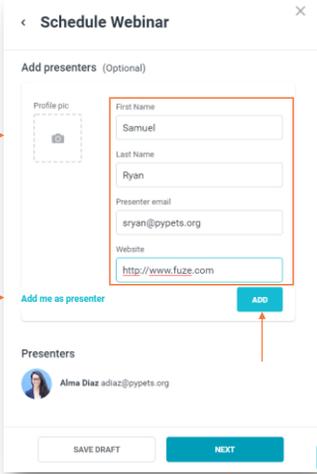
Adding Presenters to a Webinar

Presenters are able to share content during the Webinar.
To add presenters, from the **Schedule Webinar** window:

- Enter the **First Name**, **Last Name**, **Presenter email**, and **Website** (optional)
- Click the  button to add a profile picture (optional)
- Click the **ADD** button
- Click the **NEXT** button to customize registration



Click **Add me as presenter** to make an organizer a presenter in the webinar.



Schedule Webinar

Add presenters (Optional)

Profile pic

First Name
Samuel

Last Name
Ryan

Presenter email
sryan@pypets.org

Website
http://www.fuze.com

Add me as presenter **ADD**

Presenters

Alma Diaz adiaz@pypets.org

SAVE DRAFT **NEXT**

Presenters will have the ability to promote other users during the meeting.
Participants must wait until a presenter or host joins the meeting before being accepted.

Selecting Registration Information for a Webinar

When requiring attendees to register for a webinar, an organizer can choose what information is required upon registration.

- Select **Phone**, **Company**, **Company URL**, or **Add another field**
- Check off all fields that will be required for registration
- Click the **NEXT** button to complete scheduling



Click the **SAVE DRAFT** button to save the current webinar settings and return later.

The screenshot shows the 'Schedule Webinar' interface. At the top, there is a back arrow and the title 'Schedule Webinar'. Below that is the 'Registration' section. It starts with a header 'Ask attendees for...' and a sub-header 'First Name, Last Name and Email required'. There is a list of fields with checkboxes for 'All Fields', 'Phone', 'Company', and 'Company Url'. To the right of each field is a 'Required?' checkbox, all of which are checked. At the bottom of the list is a link 'Add another field'. At the bottom of the interface are two buttons: 'SAVE DRAFT' and 'NEXT'. The 'NEXT' button is highlighted in blue. Orange arrows point from the text instructions to the 'NEXT' button and the 'SAVE DRAFT' button.

Reviewing Webinar Details

To finalize the scheduling of a webinar:

- Review all **Event Details**
- Click **Preview registration** to view a sample of the registration form (optional)
- Click **Preview Webinar Invitation** to view a sample of the webinar invite (optional)
- Click the **SCHEDULE** button



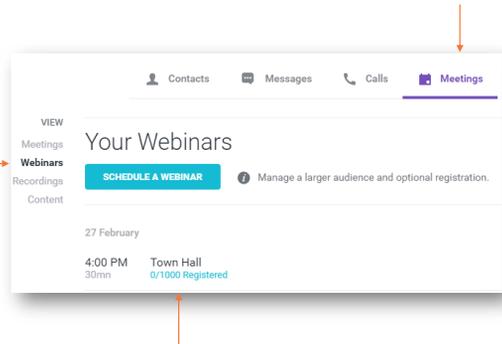
Registrations and webinar settings can be managed from the **Webinars** page.



Webinar Reports

It is possible to view a report of registered attendees and attendance details for a webinar.

- Click the search field and then click the  button
- Click **Webinars**
- Select the registration link on the webinar
 - A .CSV file will be automatically downloaded
- Open the .CSV file to view registrant details including **Name**, **Role**, **Join Time**, and **Leave Time**



	A	B	C	D	E	F	G	H	I
1	Email	First Name	Last Name	Role	Registration	Registratic Company	Join Time	Leave Time	
2	adiaz@creakey.com	Alma	Diaz	Host	Confirmed	2018-11-2 Creative Key	2018-11-29 14:49	2018-11-29 15:00:22 [+00:00] UTC	
3	slee@pyzets.com	Oliver	Lee	Attendee	Confirmed	2018-11-2 Pyramid Pets	2018-11-29 14:51	2018-11-29 15:09:54 [+00:00] UTC	
4	nwilson@pyzets.com	Nathan	Wilson	Attendee	Confirmed	2018-11-2 Pyramid Pets	2018-11-29 14:51	2018-11-29 15:09:20 [+00:00] UTC	
5	ltaylor@pyzets.com	Lola	Taylor	Attendee	Confirmed	2018-11-2 Pyramid Pets	2018-11-29 14:51	2018-11-29 15:05:37 [+00:00] UTC	
6	mbecker@creakey.com	Maria	Becker	Attendee	Confirmed	2018-11-2 Pyramid Pets	2018-11-29 14:52	2018-11-29 15:07:13 [+00:00] UTC	
7									
8									



Host information will also be shown within the webinar report. A report can be run before or after a webinar has taken place. If an attendee repeatedly joins and leaves the webinar, only the first join time and the last leave time will be recorded.

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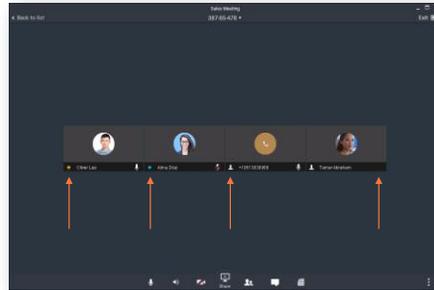
Viewing Meeting Participants

Each participant will have a rectangle which displays name, initials or picture, and participant level.

- The host will have a 🌟 icon
- Presenters will have a ⭐ icon
- Users without presenter privileges will have a 👤 icon



Attendees without a microphone shown may not be connected to an audio source.



Non-presenters must wait until a presenter or host joins the meeting before being accepted. Attendees' initials will be displayed when a profile picture has not been set. Attendees who choose to dial in to the meeting will display a phone number instead of a name in their rectangle.

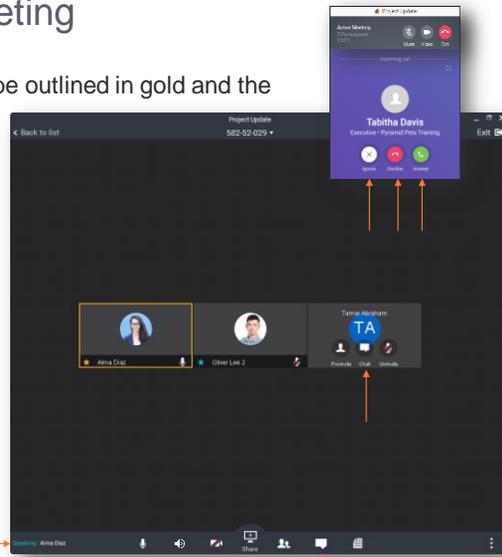
Communicating Inside a Meeting

While in a meeting, the person speaking will be outlined in gold and the attendee's name will appear in the left corner.

- Hover over the participant rectangle and then click the  icon to chat privately
- Click the  icon in the control panel to chat with all participants
- Click the  icon to answer the call, the  icon to reject the call, and the  icon to ignore an incoming call received during an active meeting



Fuze Desktop becomes inactive once a user clicks outside the application window, whereupon a comms control window will appear.



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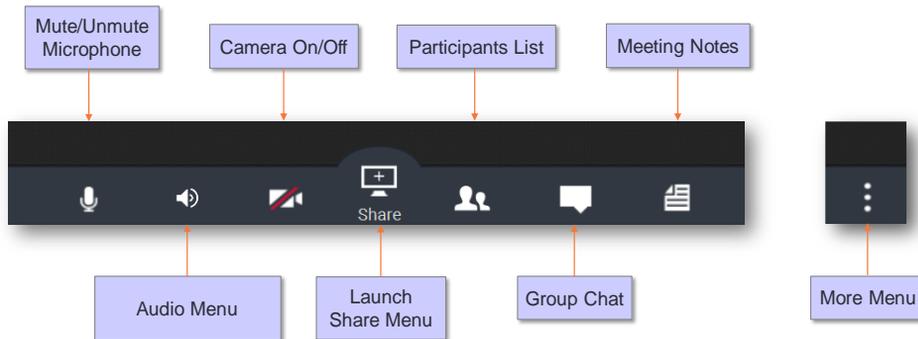
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The host can **promote** or **demote** an attendee by hovering over the participant's rectangle and clicking the corresponding icon.

When receiving an incoming call within a Fuze meeting, a comms control window will appear, minimizing disruption for a user to answer a call. When the call is answered, the audio for the meeting will be disconnected. Within Fuze Web, a pop-up notification appears on the right-hand side of the screen with the option to answer the call.

Understanding the Meeting Control Panel



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The Meeting Control Panel consists of the following icons:

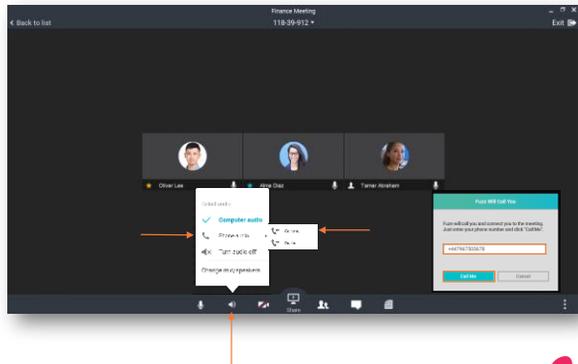
- **Mute/Unmute Microphone**: this toggle will mute or unmute the microphone
- **Audio Menu**: this will launch a menu allowing the participant to select audio for the meeting.
 - **Computer Audio** (*which utilizes the computer audio source*)
 - **Phone Audio** will include: **Call Me** (*which will invoke the **Call Me** controls*), **Dial In** (*which will permit a user to dial in to the audio bridge*) and **Turn Audio Off**
 - **Change mic and speakers** (*which will permit a user to adjust computer speaker and audio*)
- **Camera On/Off**: this toggle option will turn the camera on or off, so that the video will be displayed (*or not*) in the meeting
- **Share Menu**: this will launch a share menu
- **Participants List**: this will launch another pane in which a user can see a list of all meeting participants
- **Group Chat**: this toggle option will launch (or close) a Chat window which can be used to exchange messages to be viewed by all meeting participants
- **Meeting Notes**: this will launch a Notes window in which hosts and presenters

can type. This permits all meeting participants to exchange information (in written form). Notes are saved with the meeting and will be displayed again if the meeting ID is re-used.

Using the Call Me Feature

A user can choose to switch to a new audio source by having Fuze call another device.

- Join the Fuze meeting
- Click the  icon to access audio options
- Select the **Phone Audio** option
- Select the **Call Me** option
- Enter the number to be dialed on
- Click the  button



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Once the user selects the **Call Me** button the phone will ring, and the user will be prompted to Press 1 to join the meeting. Participant will be in the meeting with the audio device connected, as indicated by a red handset icon. The number entered in the **Call Me** dialog box must be entered in e164 format (+ country code number). The incoming call will be displayed from a US number, no additional charges will be applied for receiving this call.

The following star codes are supported in meetings for users who choose the **Call me** or **Dial in** audio options:

- *1 Mute/Unmute your line
- *2 Mute All/Unmute All (Presenter Only)
- *5 Mute Lock/Mute Unlock conference (Presenter Only)

Sharing Content

Hosts and Presenters of a meeting have multiple options available to share and collaborate within a meeting.

- Click the  icon to access the share menu
 - **Whiteboard** initiates a tool palette to present ad-hoc designs and graphics
 - **Share Screen** shows what is on the user's computer screen to the meeting participants
 - **Share App** allows an open application to be shared with meeting participants
 - **Add files** allows files to be uploaded into a meeting or drag and drop a file from a user's computer



Whiteboard is an application that mimics a classroom whiteboard, allowing presenters to draw diagrams, sketches, and more.

Share Screen will share the entire computer screen. If more than one display screen exists, the option to choose which screen to share will be available.

Share App will allow any open application to be shared.

Add files permits the meeting presenters to upload a file or access files from a cloud account to display in a meeting. To upload files or access files that have been uploaded during a meeting, navigate to the **Meetings** tab under the search field and click **Content**.

When screen sharing in Fuze Desktop is enabled, participants will be able to request remote control of the shared screen by selecting the mouse icon in the bottom right-hand corner of the screen. The **Presenter** screen sharing can then accept or decline the request. This option can be accessed by any meeting attendee (internal or external) providing the Fuze Desktop application is being utilized. Screen sharing will need to be initialized before this option will appear and can be accessed in both Fuze Meetings and when screen sharing is enabled on a Video Call.

Fuze Web Only:

Share Screen – will open a pop-up window, with options to share a screen,

application window or chrome tab.

Add Files – will open a pop-up window to select files saved on an user's computer.

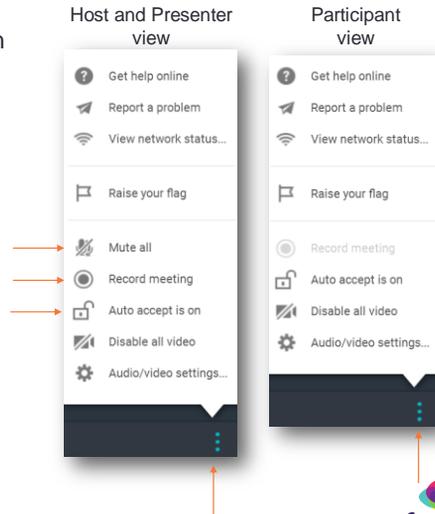
Utilizing the More Options Menu

Participants, presenters, and hosts will have a collection of options available to interact within the meeting.

- Click the  icon to access additional options
 - Hosts and presenters have the options to **Mute all**, **Record meeting** and enable **Auto accept**



When sharing, the more options menu will appear as a floating window on computers running the Windows operating system.



The **More Menu** ellipsis (which will vary based on the participant type and sharing status) contains a list of additional options that could be useful in a meeting.

- **Get Help Online** – opens the Fuze Help Center website where the most recent product resources are found (Fuze Desktop Only)
- **Report a Problem** – offers the ability to report a Fuze Desktop problem (Fuze Desktop Only)
- **View Network Status** – launches a window in which the connection details of the current meeting are shown; this is useful if a user is experiencing issues with the audio/visual quality of the meeting (technical details will be shown in green if there are no network problems or amber/red if there are networking issues) (Fuze Desktop Only)
- **Raise Your Flag** – raise a flag to draw the attention of the meeting host
- **Mute All** – places the audio microphone for all meeting attendees on mute and prevents un-muting
- **Record Meeting** – starts the recording of the meeting, which will be saved in the Fuze cloud environment and linked to the meeting host's ID; once the recording has started, this menu option will then change to **Stop Recording**. The host or any presenter can start and stop the recording, however only the host will be able to

access the recording. If a recording is stopped and re-started, a new recording file will be created.

- **Auto Accept is On** – when **Auto Accept** is **On**, any participants joining the meeting will automatically be accepted into the meeting; when **Auto Accept** is **Off**, participants attempting to join the meeting will have to be accepted into the meeting by the meeting host. A message will be displayed at the top of the host's Fuze window showing that the participant is attempting to join the meeting, where the host must click **Accept** to permit the attendee to join or **Decline** to prevent the attendee from joining (declined participants will see a message stating that the attempt to join the meeting was declined)
- **Disable All Video** – turns off all video feeds from participants, which is useful when there may be reduced network bandwidth
- **Audio/Video Settings** – allows users to configure audio and video preferences for the meeting

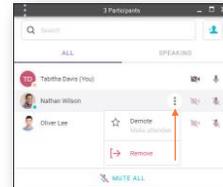
The meeting link and meeting info can also be accessed by clicking on the conference ID number at the top of the meeting.

The control window will not appear to an attendee when a Windows (8 or later) user shares the screen inside a Fuze Meeting.

Accessing the Participants List

The Participants List gives meeting attendees the ability to view a list of all meeting participants.

- Click the  icon to access/hide the Participants List
- Click **SPEAKING** to view a list of those attendees speaking
- Click the  icon to **Promote/Demote** or **Remove** a participant
- Hover over a participant name in the Participants List to view video information and to mute the participant
- Enter a name in the **Search** field to view a participant, invite a new participant, or remind an invited participant about the meeting



There is the ability to unlock the Participants List by clicking on the  icon.

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There is also the ability to **MUTE ALL** from the **Participants List**. Those attending the meeting as a participant only, will not have the ability to **mute all**, instead will have the option to **Raise Flag**.

When an attendee is speaking, the microphone next to the person speaking on the **Participants List** turns green.

Only hosts and presenters will have the option to **Promote/Demote** or **Remove** a participant from the meeting.

The **Search** field offers the ability to search through the **Participants List** by first name, last name, or partial name. From the search field, hosts and presenters will have the ability to invite attendees or remind invited attendees about the meeting. Invitations will be sent via email to external contacts. Invitations will be sent via email, in an instant message, and in a meeting pop-up notification to internal contacts.

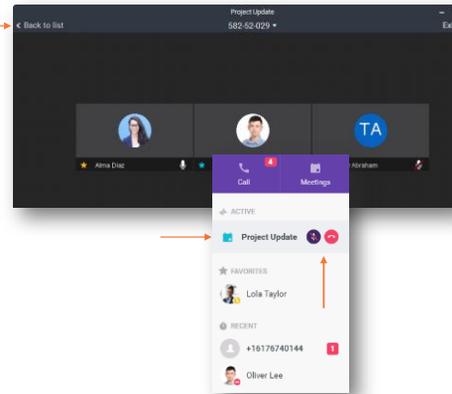
Returning to the Home Screen During an Active Meeting

To return to the Home screen while in an active meeting:

- Click **Back to list**
- Click the  icon to return to the meeting



From the Home screen click the  icon to mute the microphone or the  icon to exit the meeting.

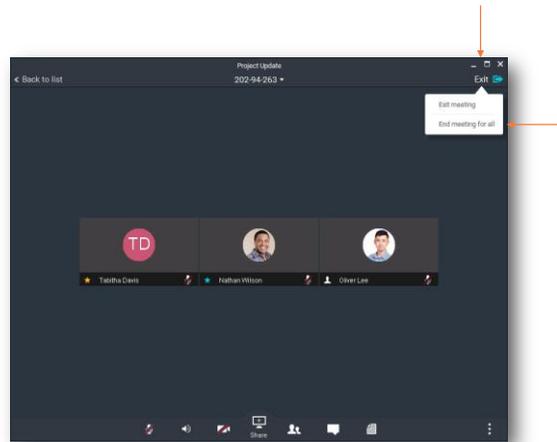


Exiting a Meeting

- Click the **Exit** button to exit an active meeting



The meeting host and any host delegates will also have an option to **End meeting for all**.



Meetings can take place without a host present. The host must promote a participant to a presenter before exiting the meeting. When a host or host delegate selects **End meeting for all**, they will be asked to confirm their decision before ending the meeting for all participants.

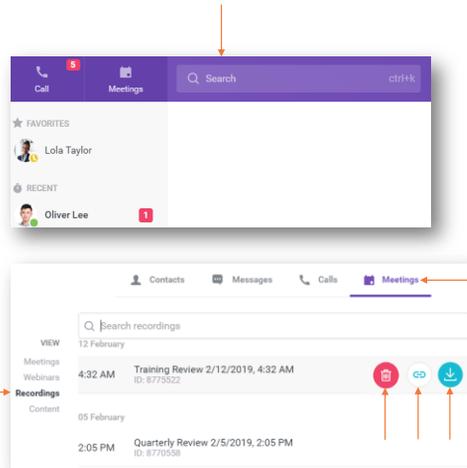
Meetings Training Objectives

After attending this training, users should have a basic understanding of:

- Application overview, signing into, and desktop layout
- Setting presence status, signing out, and accessing help
- Joining and starting meetings
- Scheduling meetings and webinars
- In-meeting features
- Accessing and sharing meeting recording
- Settings and additional features
- Inviting and Managing Guests

Accessing Meeting Recordings

- Click the **Search** button
- Select the **Meetings** option
- Click **Recordings**
- Hover over a meeting name
- Click the  icon to download a meeting recording as an .MP4 file
- Click the meeting name or the  icon to access the sharing options and configurations. for the recording
- Click the  icon to delete the recording

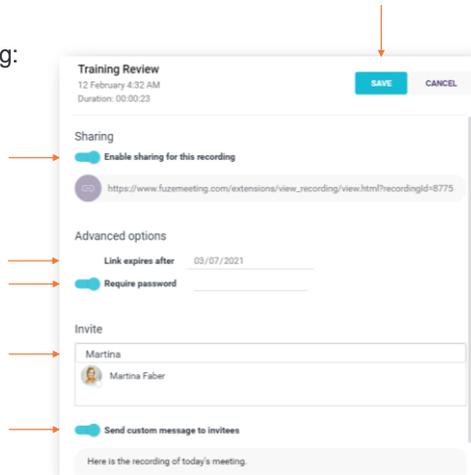


Only the meeting host can access meeting recordings, regardless of whom started or stopped the recording.

Sharing Meeting Recordings

To enable and share a link to a meeting recording:

- Click the meeting name to access the recording for sharing
- Click the icon to enable sharing
- Enter the **Link expires after** date
- Enter a password to restrict access to the recording (optional)
- Enter the name or email address of the recipients (optional)
- Click the toggle icon to create a custom message to the invitees (optional)
- Click the **SAVE** button



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- **Inviting and Managing Guests**

Creating Vanity Links

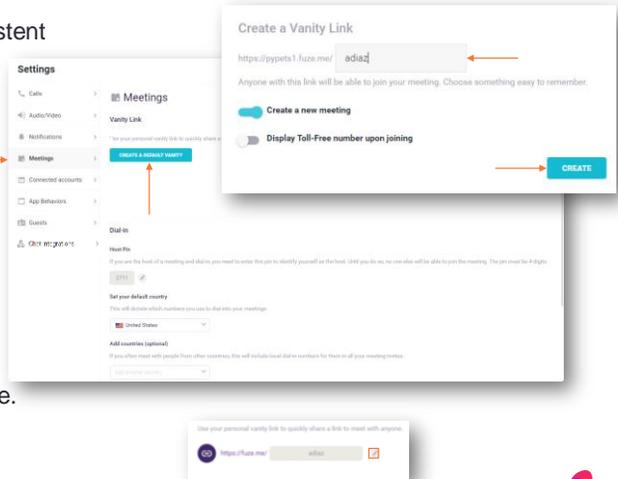
Vanity Links offer an easy to identify persistent meeting that is easy to share.

From the **Settings** options:

- Click **Meetings**
- Click the **CREATE A DEFAULT VANITY** button to create one or multiple vanity links
- Enter the **Vanity Link**
- Click the **CREATE** button



Click the  icon at any time to rename.



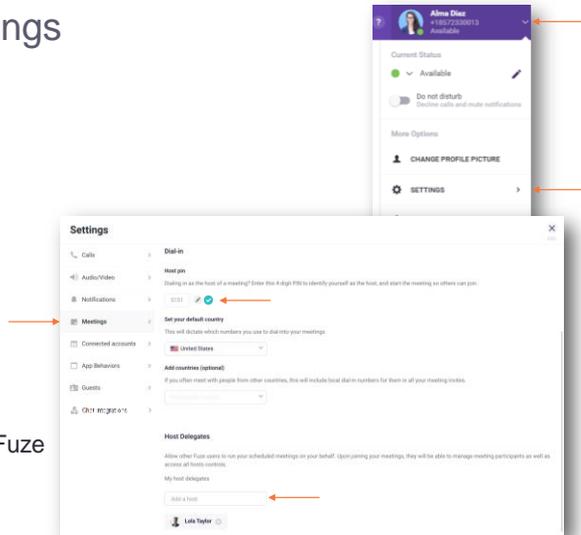
Vanity Links must be unique to the organization.

Configuring Meeting Settings

- Click the profile dropdown menu
- Select **SETTINGS**
- Click **Meetings**
- Click the  icon to change the **Host Pin** and then click the  icon to accept
- Type a delegate name and select to enable **Host Delegates**



Enable host delegates allows other Fuze users to run a scheduled meetings as a host.



Host Delegates are other individuals within the organization which will have the ability to join and manage a scheduled meeting on behalf of the host. This individual will also have access to all of the host controls. The meeting can still be accessed by attendees if the **Host Delegate** is not in the meeting as long as there is a Host present in the meeting. There is the ability to enter a **Host Pin** upon dialing into a meeting, by disconnecting audio, and then selecting **Dial In**. To remove a delegate from the list, click the small “x” to the right of the host delegate name.

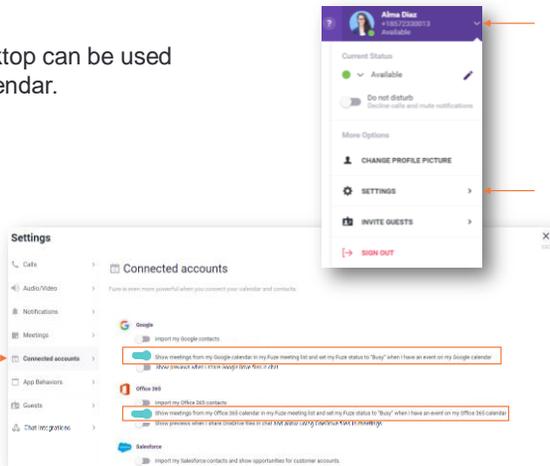
Connecting to an External Calendar

Connecting additional accounts in Fuze Desktop can be used to sync the user's status with an external calendar.

- Click the profile dropdown menu
- Select **SETTINGS** and then click **Connected accounts**
- Click the  toggle to sync to  and  calendar events



Status will be set to **Busy** when there is an event on the user's calendar.



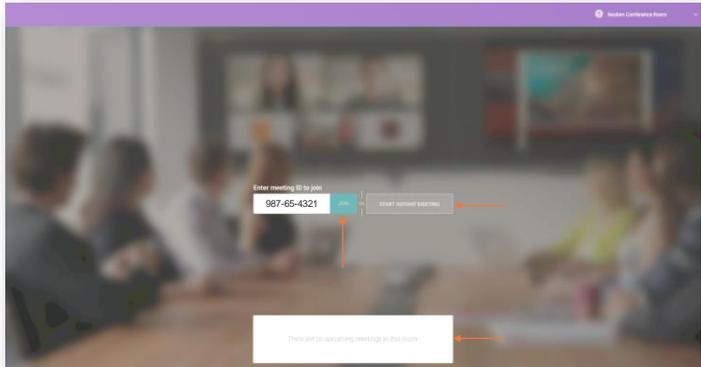
Utilizing Fuze Rooms

To join a Fuze meeting within a physical conference room:

- Enter the Meeting ID
- Click **JOIN**
- Click **START INSTANT MEETING** to create a new meeting



The Meetings list will display any upcoming meetings, which will allow users to join with a single click.



Fuze Rooms can be configured to work with conference rooms that are equipped with MiMO touch screen remote control devices. When enabled, a user may start or join meetings, access Fuze Rooms settings, and view or join upcoming meetings using the MiMO device. While in a meeting, there is the ability to toggle the microphone, audio, video, as well as exit the meeting from the touch screen device (these features are only available for MiMO devices that are directly connected to the conference room's dedicated computer).

To enable the MiMO touch screen controller in a Fuze Room from Fuze Desktop, use a keyboard or mouse and open the Profile menu and then navigate to Settings > Touch Controller. Toggle the **Enable Use a touch controller** and then select the touch screen remote control device from the drop-down menu.

There is also the ability to configure Fuze Rooms to use connected Microsoft Office 365 or Google Calendar accounts, which will allow users to view and join meetings that have been booked with Fuze Rooms. To connect an account to a Fuze Room:

1. Navigate to the Profile dropdown, select Settings, and Connected Accounts
2. Enable Google and/or Microsoft Office 365
3. Select the room resource to be displayed in the room

Installations of Fuze Rooms will update automatically when a new version is available and the room is not in use.

When signed into a Fuze Meeting within a Fuze Room, the participant's name will be that of the conference room. If the conference room is named Room A, the participant in the Fuze meeting will show as Room A.

Fuze Rooms will be set-up by an organization's local Fuze Administrator. This includes audio/video sources, as well as any passwords that may be needed.

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- **Inviting and Managing Guests**

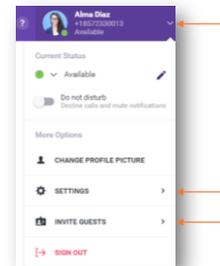
Inviting Guests to Fuze

Inviting a guest provides the ability to communicate with an external contact through chat and meetings within the Fuze Desktop application. To invite a guest:

- Click the profile dropdown menu
- Click **Invite Guests** or **Settings** and then select **Guests**
- Click the **INVITE A GUEST TO FUZE** button
- Fill in all applicable fields and then click the **SEND INVITATION** button
 - An email will be sent to the guest



It is also possible to invite guests from a group chat.



Guests will appear at the top of a user's **Recent List**, once the invitation has been accepted.

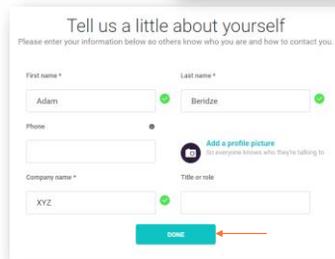
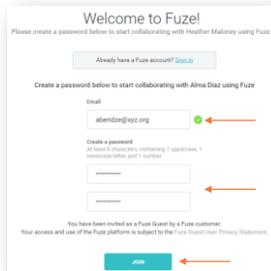
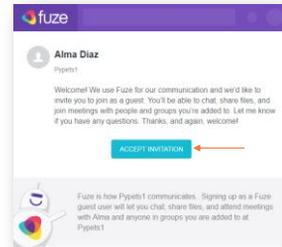
Guests will have the following capabilities in Fuze:

- Chat one-on-one and in groups by invitation
- Visibility to see all members in a group
- Create one-on-one chats and additional groups with other group members
- Join Fuze Meetings

Accepting a Fuze Guest Invitation

To accept an invite as a Fuze guest:

- Click **ACCEPT INVITATION**
- Enter **Email**, create a **Password**, then click **JOIN**
- Create a profile by filling in all applicable fields and then click **DONE**

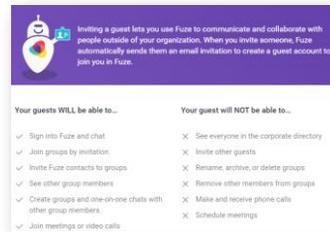
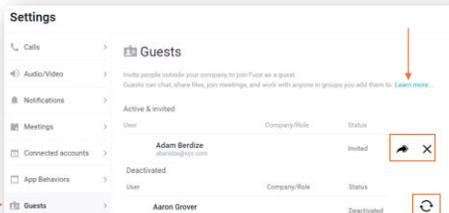
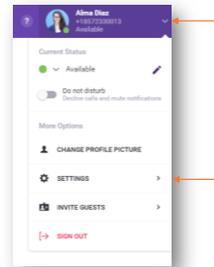


The **Fuze Guest User Privacy Statement** is available to view on the Fuze guest sign in page. Profile information includes **First name**, **Last name**, **Phone** number (optional), **Profile picture** (optional), **Company Name**, and **Title or role** (optional). If a guest has already been invited and is utilizing Fuze, an error will appear indicating the invite has already been used and will allow the guest to sign in under the already existing profile. If the guest is already a Fuze user (the guest's company also uses Fuze), the invite will prompt the guest to sign in rather than create a profile.

Managing Guests

To view the status or deactivate a guest:

- Click the profile dropdown menu
- Click **SETTINGS** and then select **Guests**
- Click ↶ to resend an invite or ✕ to deactivate a guest
- Click ↻ to activate a deactivated guest
- Click **Learn more...** to view a complete list of guest capabilities



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Status will show either **Invited**, **Active**, **Expired**, or **Deactivated**. The Fuze user that invited the guest or a Fuze administrator can deactivate a guest within the Fuze Hub. Once deactivated, a guest will no longer be able to utilize Fuze. A deactivated guest, may be re-activated at any time and the invite email will be re-sent.



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Meetings Knowledge Check

1. Scheduled meetings can be set for a maximum of 30 days in advance of the meeting. True or False? **False**
2. The video call button will initiate a Fuze Meeting when the call is answered. **True**
3. Meetings can be joined from the **Search > Meetings** page. True or False? **True**
4. An open meeting requires the host to accept each attendee. True or False? **False**
5. Which color star represents a presenter in a meeting **Blue / Red / Gold / Gray**
6. Which icon is used to access the Participants List? 
7. All participants can control the meeting. True or False? **False**
8. If a user clicks outside the application window during a meeting, a meeting control window will appear. True or False? **True**
9. Recordings of meetings can be shared. True or False? **True**



Thank You!