Guest Guide

Fuze Mobile

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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 Mobile, including 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 currently 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 Mobile as a guest, an invitation is automatically sent to you via email or SMS that includes a link that you can use to sign up, download the Fuze Mobile app, and start using Fuze.

Sign Up

When you tap *Join the Conversation*, a web browser opens, and you're brought to our 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. Tap *Create an Account*. 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.
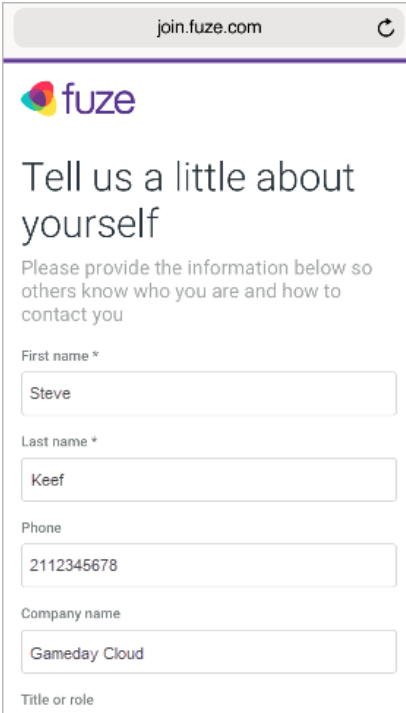
The following details are required:

- First name
- Last Name
- Company name

3. Tap *Join*. Your Fuze account is created and a confirmation screen appears.
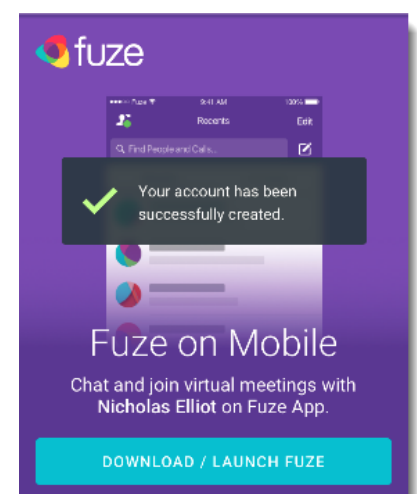
4. Tap *Download/Launch Fuze* to download and install Fuze Mobile from your device store, or open Fuze Mobile if its already installed on your device.

Note: You can also download Fuze Mobile for [iOS](#) or [Android](#) here. Our Fuze Desktop app is also available for [Windows](#) and [macOS](#).
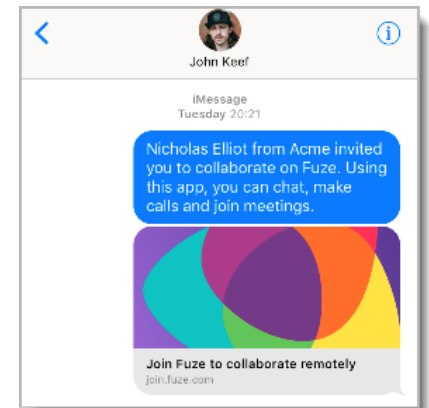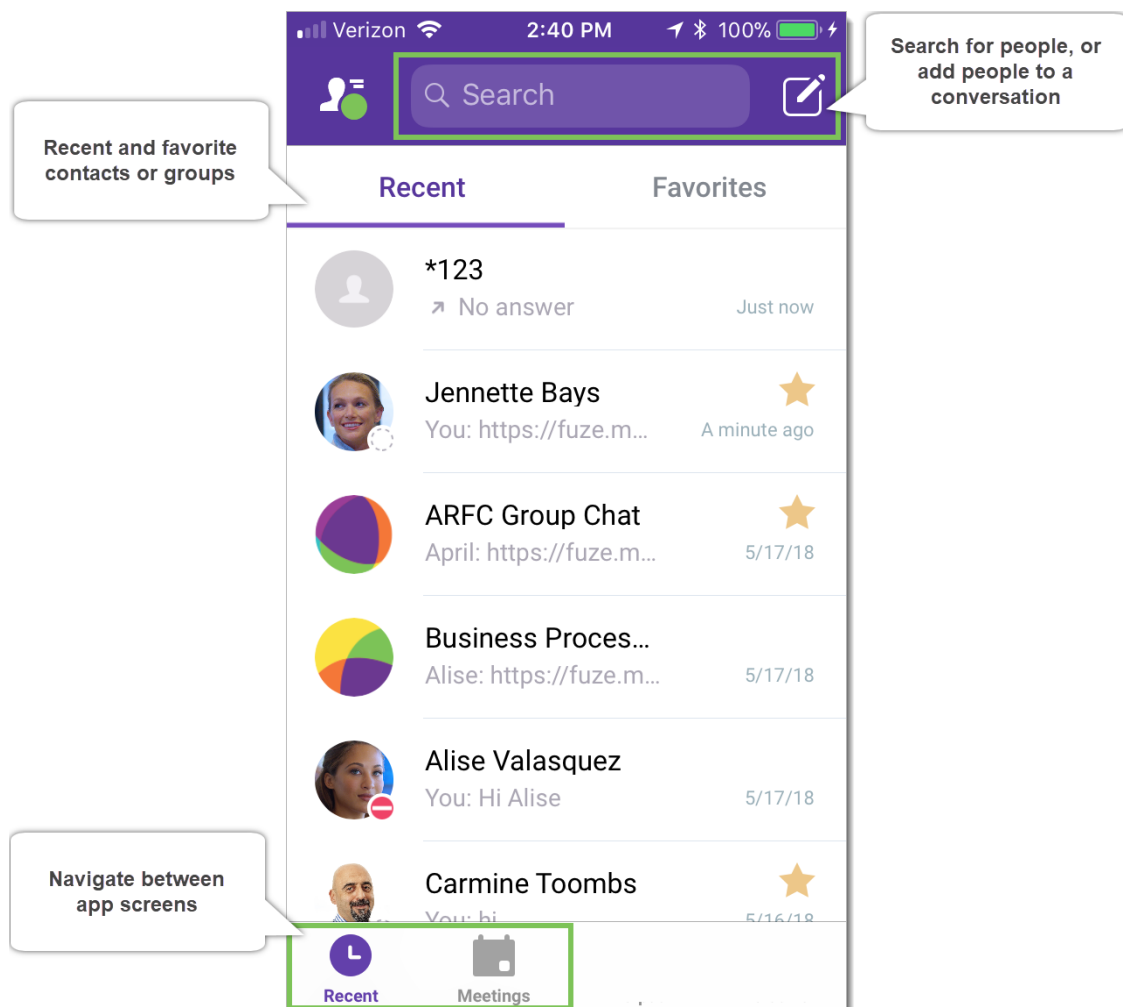
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Fuze Mobile Overview

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, but to help you get started, here's an overview of Fuze Mobile:

Chat

You can chat with groups to which you are invited, or one-on-one conversations other people start with you. You can also start a one-on-one conversation with anyone in a group you've joined.
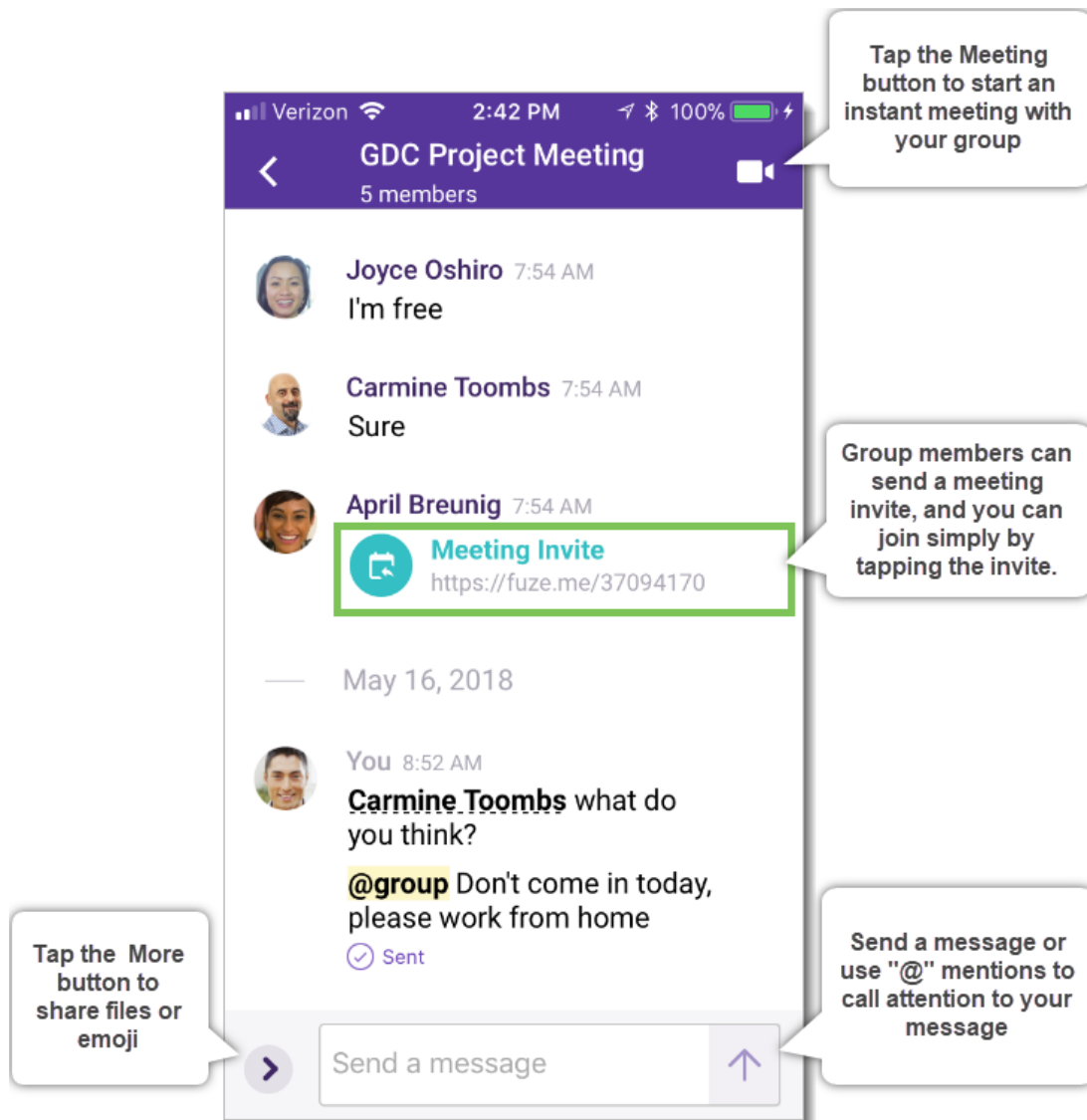
To chat with a person or group, simply open Fuze, Search for the person or group (or tap a conversation), enter a message, and tap *Send*.
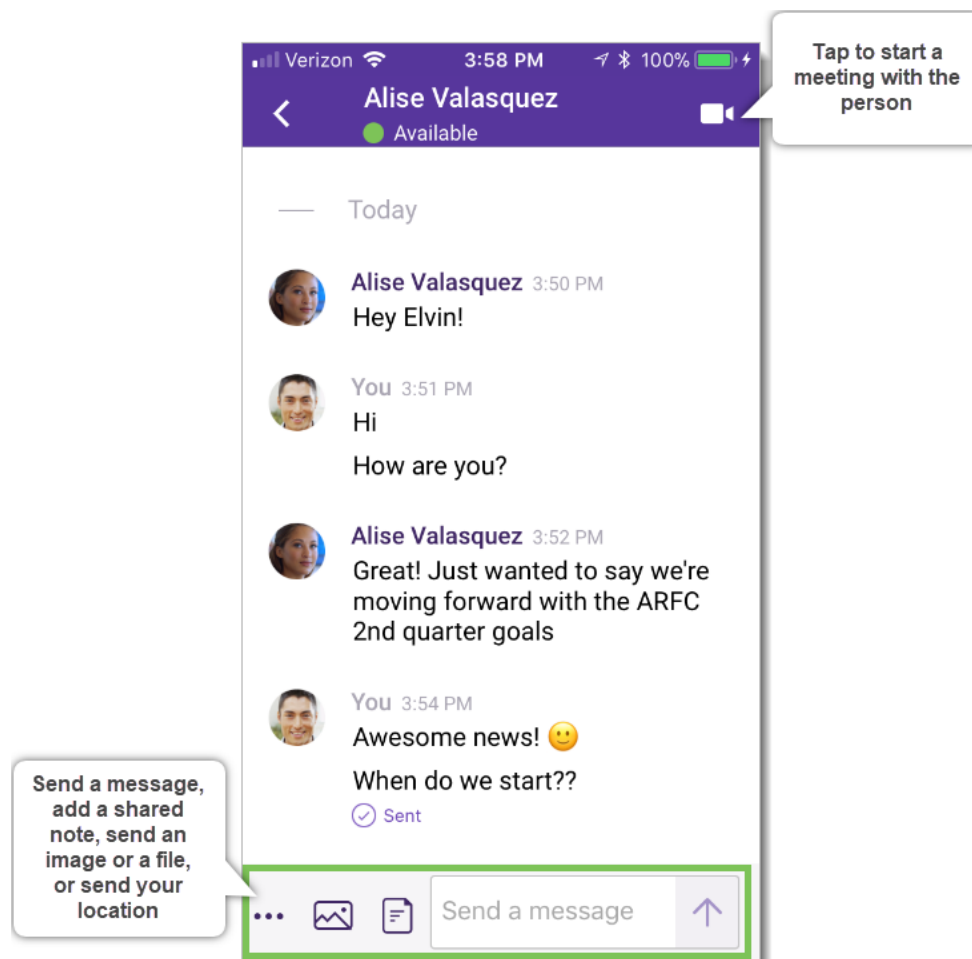
Note: At this time, Fuze apps do not generate notifications or follow up emails for messages you receive while the app is not open.

Groups

Groups are one of the primary ways you can get together and collaborate with people in Fuze. You can create groups any time, and you can name groups if you need to give them a theme. When you're part of a group, your meetings, chat conversations, and shared files are all available in one place. You can also jump from a group chat into a meeting at any time.

Tap the Meeting button to start an instant meeting with your group

Group members can send a meeting invite, and you can join simply by tapping the invite.

Tap the More button to share files or emoji

Send a message or use "@" mentions to call attention to your message

Meetings

Overview

You can join any meeting to which you're invited, or if someone provides you with a meeting ID, you can join using the ID. Additionally, you can use Fuze Mobile to view and join Upcoming or Past meetings to which you've been invited.
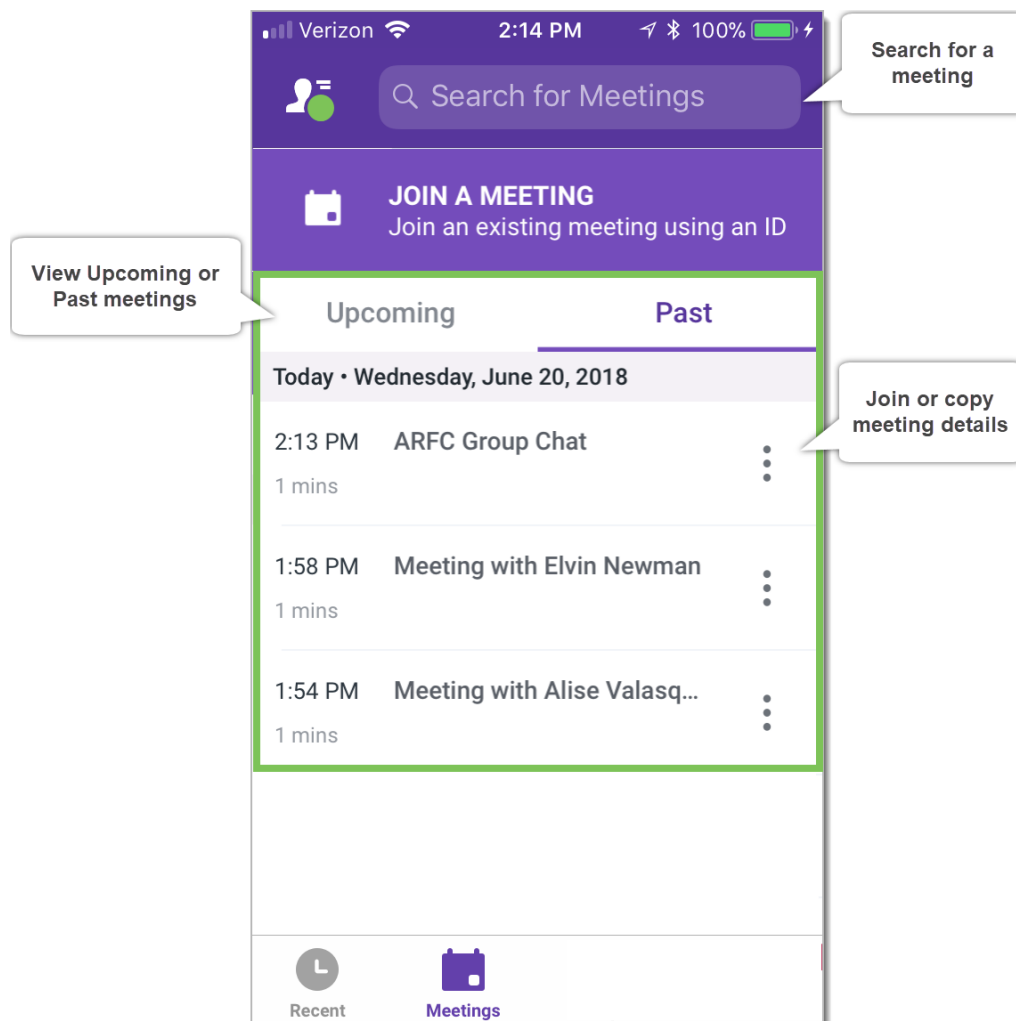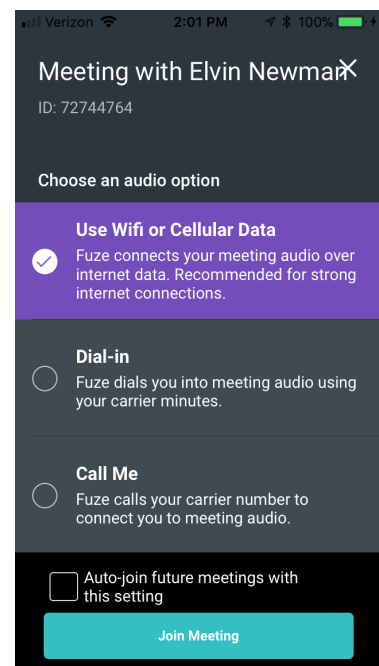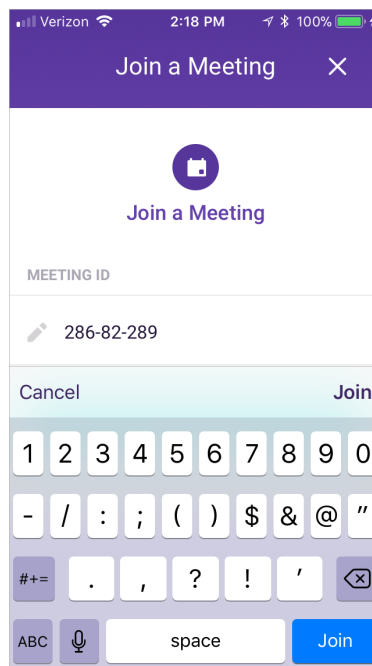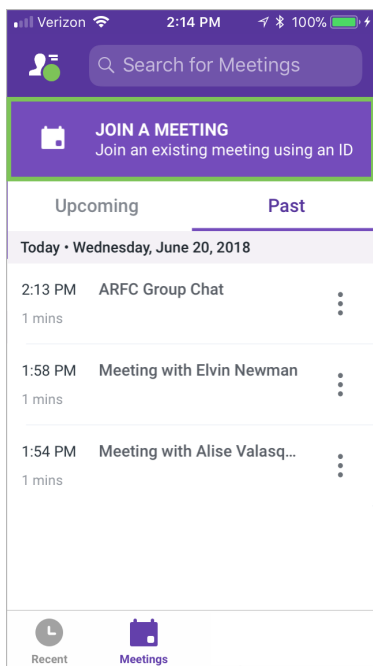
Join a Meeting

You can join a scheduled meeting by tapping Meetings , then tapping the meeting you want to join in the *Upcoming* list.
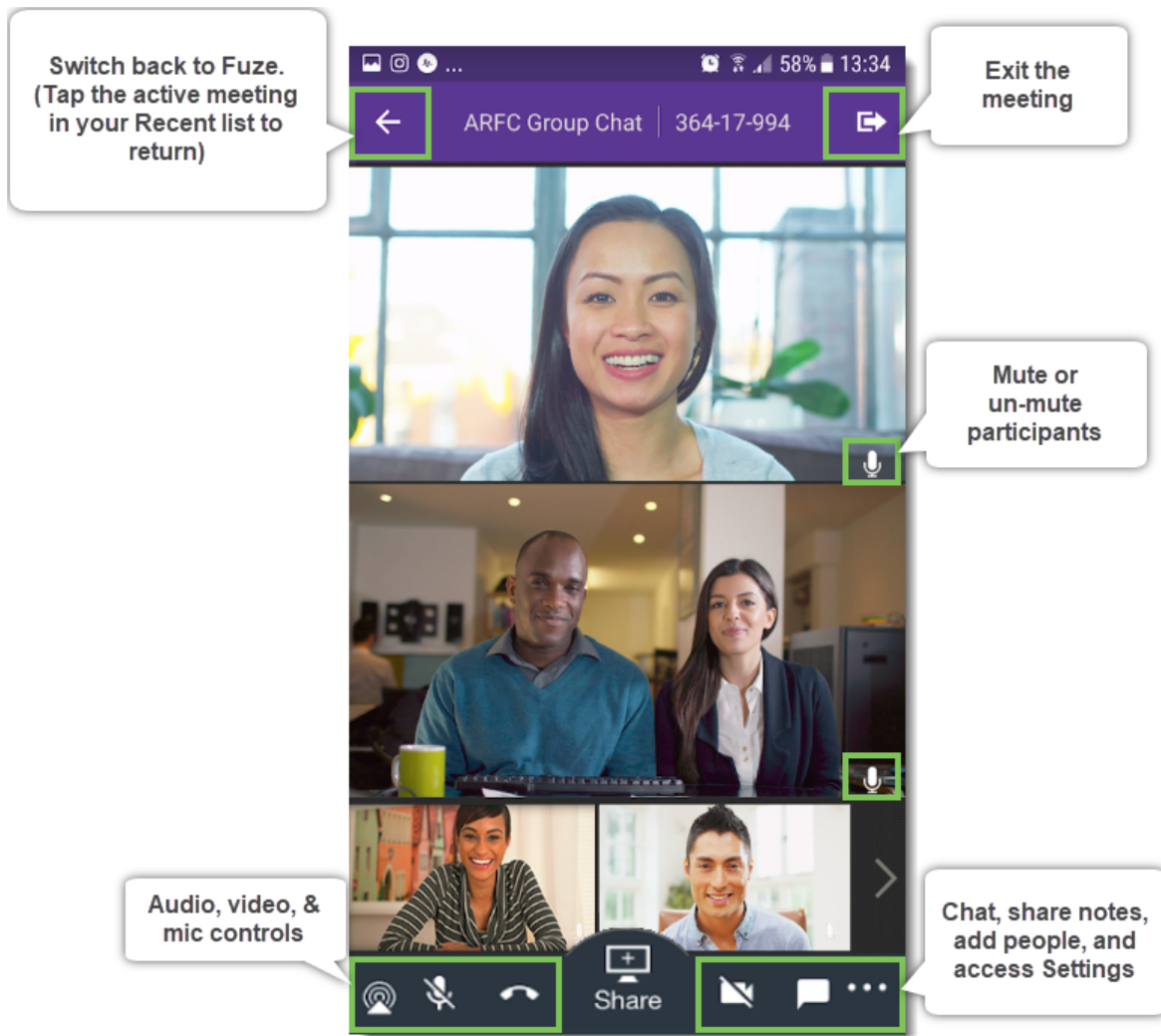
To join a meeting using the Meeting ID:

1. Tap Meetings

2. Then tap *Join a Meeting*, and enter the meeting ID number.

3. Tap Join .

4. Select an audio option, and then tap JOIN MEETING to join the meeting.

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.

Tap the *More* menu at the lower right of the meeting to access everything from meeting info, to settings, to recordings and more.
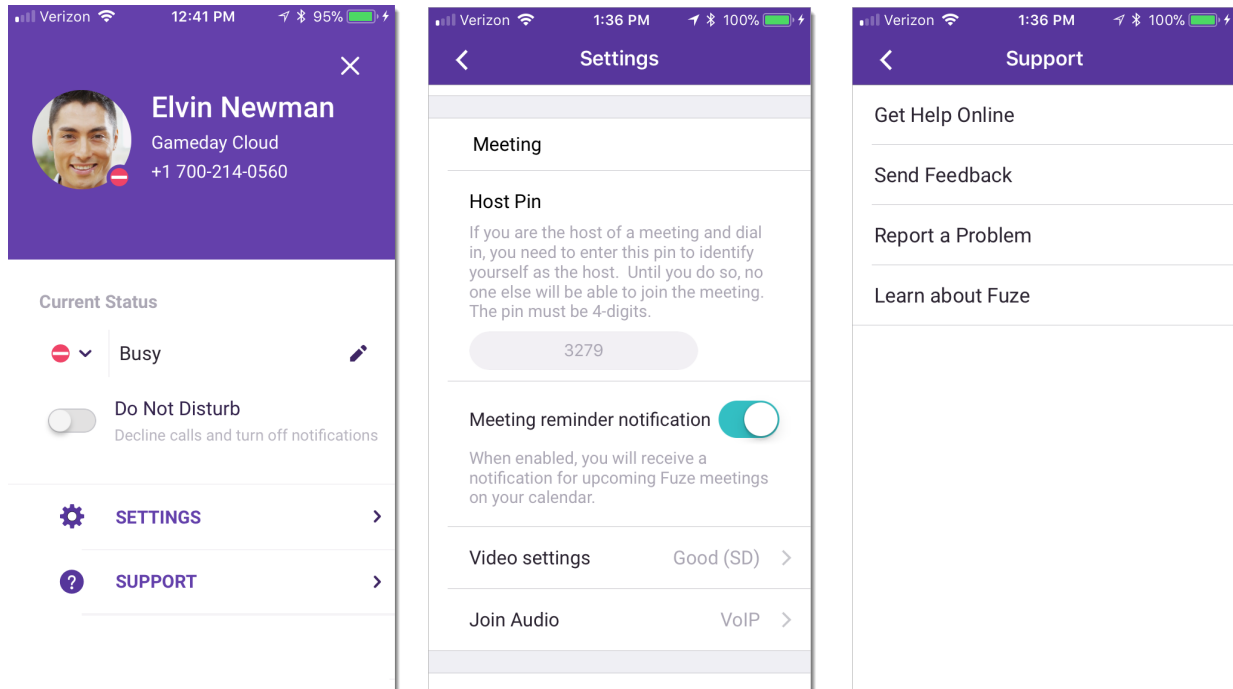
Share Content

Tap to share content from your mobile device. You can share photos and other files from your device, or, if you've previously uploaded the file, you can share content from the Fuze cloud.
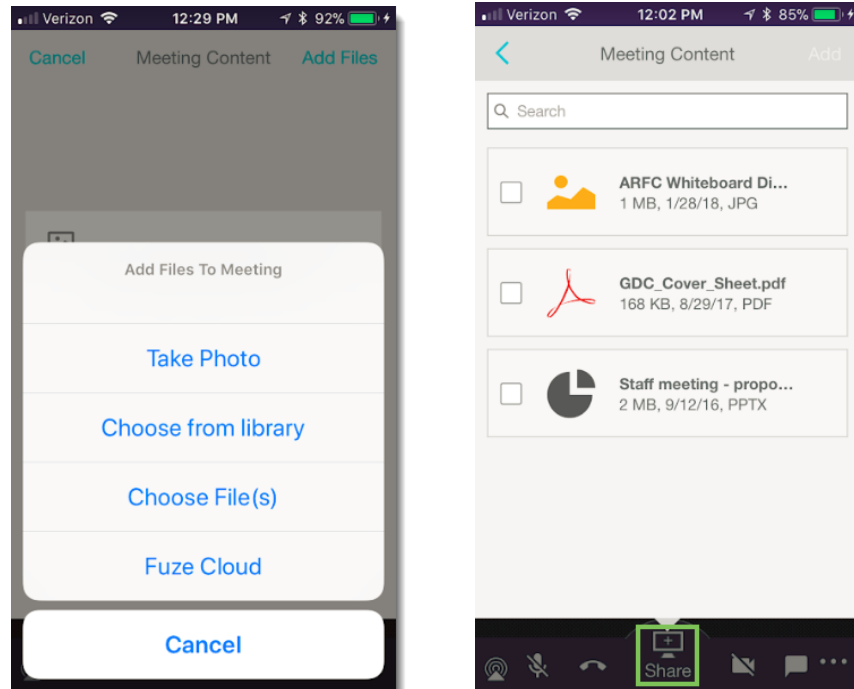
Presence and Settings

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

Presence

Your status automatically updates when you're in a meeting, busy, away, available, or unavailable.

You can also manually set your presence and add a custom status message by tapping ✏ and selecting a state.

Settings

The Settings screen includes several subsections in which you can configure your meeting, audio, video and other settings.

Support

Tap *Support* to send feedback, report a problem, and learn more about Fuze.

Additional Resources

To help support you, a [Fuze Web and Desktop](#) guide is also available for guests.

See the [System Requirements](#) section for more details about installation and requirements.

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2 Copley Place, Boston, MA | 800-890-1553 | [www.fuze.com](#)   12

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](#)

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®](#)

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](#)

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™).

Fuze, Inc

2 Copley Place, Suite 7000

Boston MA 02116

800.890.1553