## Download/Install Application
1. Launch **Play Store** on phone
2. Search “Fuze Mobile”
3. Tap **INSTALL**
4. Enter Fuze account credentials
5. Enter device phone number (optional)
6. Tap **NO** or **YES** to use carrier data for internet calls
7. Tap the **GOT IT** button to agree to the Emergency Service message
8. Tap the **IMPORT CONTACTS** button (optional) for phonebook contacts
9. Tap the **CONNECT** button (optional) to link to the Salesforce account

## Set Presence Status
1. Tap the **️** icon
2. Choose the applicable status option
3. Tap the **️** icon, enter a custom message, then tap the **Send** button
4. Tap the **Do Not Disturb** toggle to decline all calls and mute all notifications

## Send an Instant Message
1. Tap the **️** icon, inside the search field, or on a contact’s name
2. Tap the **Start Chatting** icon
3. Enter the message in the **Send a message** field
4. Tap the **️** icon to send the message
5. Tap the **️** icon to add an attachment

## Creating a Group Chat
1. Tap the **️** icon
2. Enter the first contact and tap name in the **TO**: field
3. Repeat steps for each additional contact
4. Tap the **Name this group** button to give the group a name (required if more than 12 participants)
5. Enter the message in the **Send a message** field
6. Tap the **️** icon to send the message

## Place a Call from People List
1. Tap the **Search** field or recent contact’s name
2. Search for the contact
3. Tap the desired name
4. Tap the **️** icon to initiate a call

## Place a Call from the Dialpad
1. Tap the **️** icon
2. Enter the number to call
3. Tap the **️** icon

## Place a Call While on a Call
1. Tap the **️** icon while on a call
2. Tap the **New Call** button
3. Enter the name or number of person to call in the search field
4. When second party answers the call, user may toggle between two calls

## Receive an Incoming Call
1. Tap the **️** icon
2. Press and slide the **️** icon to the right to answer an incoming call
3. Press and slide the **️** icon to the left to reject the call and send the caller to voicemail
<table>
<thead>
<tr>
<th>Access Voicemail</th>
<th>Perform a Transfer</th>
<th>Set Voice Calling Mode</th>
<th>Invite a Guest</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Tap on the name of contact with voicemail and press the icon OR</td>
<td>1. Tap the icon</td>
<td>1. Tap the icon</td>
<td>1. Tap the icon</td>
</tr>
<tr>
<td>2. Tap the icon and select a voicemail to listen to</td>
<td>2. Tap the icon</td>
<td>2. Tap the icon button</td>
<td>2. Tap the icon button</td>
</tr>
<tr>
<td></td>
<td>3. Enter name, extension, or number in the search field</td>
<td>3. Tap Call Settings</td>
<td>3. Tap the icon button</td>
</tr>
<tr>
<td></td>
<td>4. Tap the contact name or phone number to transfer call</td>
<td>4. Tap appropriate preference</td>
<td>4. Tap the icon button</td>
</tr>
<tr>
<td></td>
<td>5. Tap the Transfer Now button to transfer without talking to the party OR</td>
<td>a. VoIP only</td>
<td>5. Tap the icon button</td>
</tr>
<tr>
<td></td>
<td>6. Tap the Send to Voicemail button to send a call directly to an internal contact’s voicemail</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>b. Carrier only</td>
<td>6. Edit the invitation (optional) and tap the Send Invite or Next button to invite to group chat</td>
</tr>
<tr>
<td></td>
<td></td>
<td>c. VoIP + Carrier</td>
<td>7. Choose to invite to any current chat groups and then tap the Add &amp; Finish button</td>
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<td></td>
<td>Note: Enabling VoIP over Data will place calls over the cellular data network when no internet is available.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Join a Fuze Meeting</th>
<th>Set Up an Instant Meeting</th>
<th>Initiate a Video Call with a Colleague</th>
<th>Receive a Video Call from a Colleague</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Tap the icon</td>
<td>1. Tap the icon</td>
<td>1. Tap the Search button and then enter the contact name</td>
<td>1. Tap the button to answer the call</td>
</tr>
<tr>
<td>2. Tap JOIN A MEETING</td>
<td>2. Tap NEW MEETING</td>
<td>2. Tap the contact and then tap the icon OR</td>
<td>2. Tap the button to decline the call</td>
</tr>
<tr>
<td>3. Enter meeting ID and then tap the JOIN MEETING button</td>
<td>3. Tap the Start Now button</td>
<td>3. Tap the contact’s name on the Recent list and then click the icon</td>
<td>3. Tap the button toggle to turn the camera on or off</td>
</tr>
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<td></td>
<td>4. Tap the meeting URL or tap the icon</td>
<td></td>
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<tr>
<td></td>
<td>5. Tap the JOIN MEETING button</td>
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</tbody>
</table>

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