



Fuze Mobile

Frequently Asked Questions

This document provides answers to some frequently asked questions about the Fuze Mobile application. For more information about Fuze Mobile as well as other Fuze services, visit the Fuze Community at <https://fuzecommunity.force.com/support>.

What devices and operating systems are supported?

Apple (iOS)

Operating System	iOS 10, iOS 11
Devices	5/5s/SE, 6/6 Plus/6s/6s Plus, 7/7 Plus, 8/8 Plus
App file size	103 MB

Android

Operating System	Android 6.0 (Marshmallow) or newer
Google Play Services	11.4.0 or newer
App file size	33 MB

Where can I download Fuze Mobile?

To download Fuze Mobile, visit fuze.com/download, or search 'Fuze Mobile' on your phone's app store.



What languages are supported?

Fuze Mobile supports the following languages:

- English (default)
- French
- German
- Spanish

The app will automatically switch to the appropriate language based on the language set in your device settings.

Does Fuze Mobile use my phone's data plan?

Fuze Mobile gives you the flexibility to choose the best options suited for your phone's data plan using the following settings:

VoIP only: Calls are only placed and received if internet is available over connected WiFi, or (optionally) over carrier 3G/4G/LTE service.

Carrier only: Calls are always placed and delivered over carrier voice service (i.e. minutes portion of your plan).

VoIP + Carrier: Calls are placed and received using VoIP if internet is available, otherwise Fuze falls back on carrier to deliver calls. *This is the default setting.*

Allow VoIP on cellular data: You can turn this setting on or off to dictate whether Fuze mobile should use carrier data for VoIP calls when internet is unavailable. *This setting is OFF by default.*

If this setting is OFF and the app is set to VoIP only, VoIP calls will only work when connected to WiFi.

More information about using your phone's data plan with Fuze Mobile can be found on the Fuze Community by clicking [here](#) (login required).

