



# Fuze Best Practices: Make & Receive Crystal Clear Calls on Fuze



It is important to have the right set up. *Your quality is only as good as your environment.* We've provided a checklist below to help you achieve the optimal environment for calling with Fuze.

## Consider How You are Calling.

Are you wired in or on your office Wifi, using your mobile data, or working from home?

### Calling from a Wireless Network

- Coverage**  
Make sure you have a stable connection. Calling is notoriously affected by poor coverage, low bandwidth, and can cause audio and video to seem "choppy", "robotic" or "garbled".
- Sit Down**  
Try not to walk around. Wireless access points have a limited range. The signal strength becomes weaker as you walk away from where you are connected.
- Avoid Multitasking**  
Using multiple devices and simultaneously downloading large files may affect your audio and video quality.
- Other Users**  
You can't control other people's use of the wireless network. Use the wired network wherever possible and encourage others to do so as well. There is a finite amount of bandwidth that can be sent and received by a wireless access point.

### Fuze Mobile over Data (3G/4G)

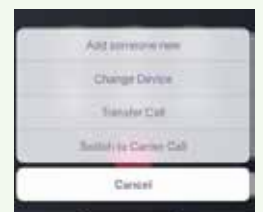
- Coverage**  
Use 3G/4G only when you are sure you have good coverage! **4 Bars is no guarantee.** This only shows the strength of your connection to the network's tower. It is no guarantee of data connectivity.
- Stay Put**  
Staying put is easier said than done with a mobile device, but for important calls, do try not to walk around, drive, or use public transport. 3G/4G coverage can be patchy at best, especially if you are moving between network towers when walking or driving. When you move, you may experience audio/video quality issues.
- Surroundings**  
Take into account your surroundings. Are you in a busy location with other people all vying for the same 3G/4G connection? Are you in a built-up area where signals can be affected? And yes, even bad weather can affect the overall signal.

### Fuze Mobile in Carrier Mode

- Coverage**  
Coverage is pretty reliable in most circumstances. However, the better the signal, the better the results. If the audio breaks up or the line cuts out, it will be down to the underlying carrier network. Also, 4 Bars is no guarantee!
- Sit Down**  
While Carrier Mode is better than 3G/4G coverage, this can still be patchy. Avoid moving around, especially if you may be moving between network towers - this will cause audio issues.

### Moving Calls from Wireless/3G/4G to Carrier

- Switch to Carrier Call**  
If you are experiencing poor audio quality when placing calls using Fuze Mobile over wireless or your carrier's 3G/4G network, you can transfer the call from Fuze Mobile to your native mobile phone number. Simply press the highlighted button in the screenshot below then choose the "Switch to Carrier Call" option when in a call. You will then receive a call, as if you were receiving an incoming call on your mobile phone.



### Working from Home

- Working from Home**  
Working from your home office, follow this link for some helpful advice.

### [Home Network Requirements](#)



## Consider the Equipment You are Using.

Are you using an unsupported device? Are you using Bluetooth?

## Check Your Settings.

Time to configure, test, and select your default settings.

### Speakerphones

- ✔ **Avoid Speakerphones**  
We all know the trials of using a speakerphone. Speakerphones allow you to use your hands and multitask. However, for the other caller, it can be very difficult to listen to your voice through the sea of inevitable background noise. To give the participants on your calls your full attention, think about avoiding use of speakerphones. While speakerphones may be necessary at times, it's always better to use a headset to remain hands-free.

### Headsets

- ✔ **Use a Supported Headset**  
Ensure you are using a Fuze Supported Headset - [Plantronics](#), [Jabra](#), [Logitech](#), [Sennheiser](#).
- ✔ **Install the Right Software**  
Make sure companion software is installed for Jabra or Plantronics.
- ✔ **Enable the USB Dongle**  
For wireless headsets, the provided USB dongle must be used.

### Audio and Video Settings

- ✔ **Configure, Test, and Set your Defaults**  
Be sure to check your audio settings within the application, click [Here](#) for information on how to configure, test, and set your default camera and audio devices for making calls and joining meetings on Fuze Desktop.

*In addition to the above, we also recommend the following tips and best practices to ensure the best experience when using your headset.*

### Interference on Bluetooth Headsets

- ✔ **Avoid Bluetooth**  
It is becoming increasingly popular to use Bluetooth headsets and earpieces with mobile devices. However, they do come with their own challenges.  
  
When using these devices, especially in a crowded environment (e.g. train station, airport etc.), they are liable to get interference from other Bluetooth devices, causing the audio to seemingly cut in and out. This does not just affect Fuze, it affects all applications that will be sending audio to your headset.

## Looking for More Information on Fuze?

### ✔ Fuze Help

**The Help Center** is a great resource to find information and how-to videos or step by step instructions. Click on the product tile desired, search for selected features or type your topic in the search field "What can we help you with?" There are also popular categories links that direct you to some of our more popular topics. For example, if you need help setting up your audio, click on the Setting Up Your Audio link for instructions.

