Fuze Mobile iPhone Quick Reference Guide

Download/Install Application

1. Launch **App Store**

2. Search **Fuze Mobile**
3. Tap **GET** and then tap **INSTALL**

Login to Fuze Mobile

1. Open the application
2. Enter Fuze account credentials
3. Tap **Allow** then **OK** to allow access to phone's microphone
4. Tap

to agree to the Emergency Service message
5. Enter device phone number (optional)
6. Tap

or

to use carrier data for internet calls

Set Presence Status

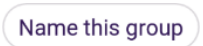
1. Tap
2. Choose the applicable status option
3. Tap enter a custom message, then tap

4. Tap the **Do not disturb** toggle to decline all calls and mute all notifications

Send an Instant Message

1. Tap , located next to the search field
2. Enter a contact's name
3. Tap on a contact's name to open a message thread
4. Enter the message in the **Send a message** field
5. Tap to send a message
6. Tap to add an attachment

Send a Group Message

1. Tap
2. Enter the first contact and tap the contact's name to enter them in the **TO:** field
3. Repeat steps 1 & 2 for each additional contact
4. Tap 

to give the group a name (required if 12 or more participants)
5. Enter the message in the **Send a message** field
6. Tap to send a message

Place a Call

People List

1. Tap in the **Search** field
2. Search for the contact
3. Tap the desired name
4. Tap to initiate a call

Dialpad

1. Tap

2. Enter the number to call
3. Tap

Place a Call While on a Call

1. Tap while on a call
2. Tap

3. Tap

4. Enter the name of person to call in the search field
5. Tap the contact
6. When the second party answers the call, click their usernames to toggle between the two calls

Receive an Incoming Call

1. Tap

to answer an incoming call
2. Tap

to reject the call and send the caller to voicemail

fuze

Copyright Fuze, 2021

Fuze Mobile iPhone Quick Reference Guide

Access Voicemail

1. Tap on the name of contact with a voicemail and press ▶

   OR

2. Tap and select a voicemail to listen to

Perform a Transfer

1. Tap ⋮
2. Tap Transfer call
3. Enter name, extension, or number in the search field
4. Tap the contact's name or phone number
5. Tap Transfer now to transfer without talking to the party
6. Tap Send to voicemail send a call directly to an internal contact's voicemail
7. Tap Call contact first contact first before transferring the call to the intended contact

Set Voice Calling Mode

1. Tap
2. Tap SETTINGS
3. Tap **Calls and voicemails**
4. Tap **Call network**
5. Tap to enable the appropriate preference
   a. **Wi-Fi**
   b. **Data**
   c. **Cellular**

Note: Enabling **Prompt to switch to cellular** will prompt to switch from internet calling to cellular minutes if Wi-Fi or cellular data is weak.

Invite a Guest

1. Tap
2. Tap INVITE GUESTS
3. Tap NEXT
4. Tap Enter New Contact
5. Fill in fields and tap NEXT
6. Edit the invitation (optional) and tap SEND INVITE

   OR

7. If available, tap NEXT
8. Choose to invite the guest to any current chat groups and then tap ADD & FINISH

Join a Fuze Meeting

1. Tap
2. Tap **JOIN A MEETING**
3. Enter meeting ID and then tap JOIN MEETING

Set up an Instant Meeting

1. Tap
2. Tap **NEW MEETING**
3. Tap Start Now
4. Tap the meeting URL or tap to share the unique invite URL
5. Tap JOIN MEETING

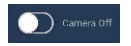
Initiate an Internal Video Call

1. Tap the **Search** button and then enter the contact's name
2. Tap the contact and then tap ⋮
3. Tap Video Call

   OR

4. Tap the contact's name on the **Recent** list and then tap the contact's name again
5. Tap

Receive an Internal Video Call

1. Tap to answer the call
2. Tap to decline the call
3. Tap  to turn the camera on or off

fuze

Copyright Fuze, 2021