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What is Fuze Meeting?

Fuze Meeting is an advanced online conferencing and real-time collaboration tool that can be accessed via any web browser or supported smart phone. It provides powerful features to display and share the following with others:

- Rich media content such as HD videos and high-resolution images
- Documents such as PowerPoint presentations and PDF files
- Your computer's entire screen/desktop

Integrated conference calling is available using the Fuze Integrated HD Audio, including options for:

- Toll-free dial-in phone numbers
- Toll-free dial-in using Skype
- International dial-in phone numbers
Start a Meeting Now

As Host, you can start a meeting right now, then invite Attendees and add content as you go.

Start a Meeting Now
You can either:

1. Go to Home tab:

   ![Home tab](image)

2. Select Start Meeting button:

   ![Start Meeting](image)

OR

1. Go to Meetings tab.
2. Select Start New Meeting button:

   ![Start New Meeting](image)

Once the meeting is started, there are many things you can do:

- [invite attendees to the meeting](#) via email
- [Fetch callers into the conference call](#) by phone
- [Add content](#) (documents, images, video, audio) on-the-fly
- [Mark up content](#) for visual cues
- [Use a virtual whiteboard](#) to take meeting notes
- [Share your screen](#) to show content or applications outside of your meeting
- [Chat with other attendees](#) in the meeting
- [IM with any of your contacts](#) not in the meeting
- [Let an attendee be the presenter or help annotate content](#)
- [Record your meeting](#) for later review
- [End your meeting](#)
Meetings

Scheduling

Schedule a Meeting

[Hosts only]

You can start a meeting immediately or you can schedule a meeting for a future date.

To Schedule a Meeting (for a future date)

1. Go to Meetings tab:
2. Click the Schedule Meeting button:
3. From Schedule Meeting popup, enter:
   1. To: Enter the names or email addresses of the people or groups you want to invite.
   2. Subject: Enter a title for the meeting
   3. When: Enter the meeting date and times. Click the calendar icon to use a visual calendar.
4. Enter additional information about the meeting for your attendees, if needed.
5. Check the Display toll-free number in email invitation checkbox if you would like to give your attendees that option. This will override your settings in Audio Meeting Options.
6. Check the Display international dial-in number in email invitation checkbox if you would like to give your attendees that option. This will override your settings in Audio Meeting Options.
7. Check the Record this meeting checkbox if you would like to make a recording of the meeting to review or share with others later.
8. Click Invite. The email invite to your attendees will include the following information:
   1. Meeting name, date and time
   2. Link to online meeting
   3. Conference call information

NOTE: The ability to display an international dial-in phone number requires your subscription to include the International Dial Number Add On option.

Did You Know...

You are not required to invite attendees when scheduling a new meeting. You can leave the To field blank and then add attendees later.

See Also:
Add Content
Change a Meeting
Repeating Meetings
Record a Meeting

Change a Meeting

[Hosts only]

You can change the date, time, subject or Attendees for any upcoming or past meetings.

To Change a Meeting
1. Go to Meetings tab:
2. Click the **Meetings** sub-tab:

3. In the list, find the meeting you want to change.
4. Click **Edit** to the right of the meeting name.
5. In the **Edit Meeting** popup, change any of the meeting information:
   - the number of attendees who are invited
   - the title of the meeting
   - the date or time of the meeting
   - if a *toll-free dial-in phone number for the conference call* should be displayed
   - if an *international dial-in phone number for the conference call* should be displayed
   - if recording of the meeting should start automatically
6. Select the **Replace Meeting** option:
7. Click **Save** to save changes.
8. From **Meeting Information Changed** popup, you can choose to notify all Attendees, only new Attendees or not send out any notifications.

**Content Tip**
Content (or markup) associated with a meeting is not changed when you change the meeting.

**See Also:**
*Cancel (Delete) a Meeting*

### Repeating Meetings

[Hosts only]

You can use a meeting more than once without re-creating it. For example, at any moment you can reuse a past meeting or use an upcoming meeting before it's scheduled, as many times as you need, simply by starting the original meeting when you need it. However, you should create repeating meetings if you want to schedule multiple instances of similar meetings in advance.

**To Schedule Repeating Meetings**

1. Go to **Meetings** tab:

2. Click the **Meetings** sub-tab:

3. In the list, find the meeting you want to repeat.
4. Click **Edit** to the right of the meeting name.
5. From **Edit Meeting** popup, click **Duplicate Meeting**. If needed, change the Attendees, meeting date/time or meeting subject.
6. Click **Save**.

**Content Tip**
Any content or markup associated with the original meeting will be duplicated and attached to the new meeting.

**See Also:**
*Change a Meeting*

### Cancel (Delete) a Meeting

[Hosts only]

You can cancel (delete) any upcoming or past meetings.

**To Cancel (Delete) a Meeting**

1. Go to **Meetings** tab:
2. Click the Meetings sub-tab:

3. In the list, find the meeting you want to cancel (delete).
4. Click Delete to the right of the meeting name. If it is a future meeting, an email notification of the deleted meeting can be sent to the Attendees.

See Also:
Change a Meeting

Hosting

Start or Restart a Meeting

[Hosts only]
The Host can start an instant meeting, start any upcoming or past meetings, and restart a meeting a meeting that ended by mistake or error.

To Start a Scheduled Meeting

1. Go to Meetings tab:

2. Click the Meetings sub-tab:

3. Find the meeting you want to start.
4. Click Start This Meeting to the right of the meeting name:

NOTE: Attendees need you to accept them into the meeting after you start it.

To Restart a Scheduled Meeting

1. Go to Meetings tab.
2. Click the Meetings sub-tab.
3. Find the meeting you want to restart.
4. Click Start This Meeting. Attendees will need to rejoin the meeting.

See Also:
Start a Meeting Now
Schedule a Meeting
Change a Meeting
Repeating Meetings

Fetch Attendees into a Meeting's Conference Call

[Hosts only]

When using the Fuze Integrated HD Audio for the conference call during a meeting, the Host can proactively call the Attendees to connect them to the conference call, without having to dial a phone or leave the online meeting session. This is called "fetching" the Attendees and it can be done when the meeting starts or during the meeting. As the Host, you can also fetch yourself into the conference call.

To Fetch Attendees into a Meeting's Conference Call

1. Go to Meetings tab:

2. In the Call Attendees panel, click the Fetch button.
3. From the Fetch popup, choose either Fetch Attendees or Fetch Me (Host).
4. To Fetch Attendees, enter the names or phone numbers of people or groups you want to be called. As you type, Fuze Meeting will display possible matches from your Fuze Meeting contacts.
5. To Fetch Host, enter the phone number you want to be called at.
6. Click Fetch. The names and/or numbers will be listed under Call Attendees.

NOTE: When a caller joins or leaves the conference call, a tone is played to notify the other callers. To disable this tone, go to the Call Attendees panel and in the Call Controls, select Entry/Exit Tones: Off. To re-enable the tone, select Entry/Exit Tones: On.

See Also:
Audio Meeting Options
Import Contacts
Invite Attendees to a Meeting

Invite Attendees to a Meeting

[Hosts only]
The Host invites attendees to a meeting with a Fuze Meeting email invite, either while the meeting is being scheduled, or during the meeting.

To Invite Attendees During a Meeting
1. Go to Meetings tab:
   ![Meetings tab]
2. In the Web Attendees panel, click the Invite button.
3. In the Invited Attendees popup, enter the names or email addresses of the people or groups you want to invite.
4. Click Invite. The email invite to your attendees will include the following information:
   1. Meeting name, date and time
   2. Link to online meeting
   3. Conference call information

NOTE: You can also invite attendees by copying the meeting info and conference call info to Fuze Messenger and sending an IM.

Did You Know...
You can use either your default email client or the Fuze Email Server to send meeting invitations. Email invitations sent using the Fuze Email Server can be entered into MS Outlook, but the invitations might be flagged as spam. Also, you will not be notified of rejected invitations. Be sure to alert attendees to check their spam or trash folders if they have not received invitations.

See Also:
Accept Attendees into a Meeting
Fetch Attendees into a Meeting's Conference Call
Audio Meeting Options
Change Email Client
Auto Add Attendees

Invite Mobile Users via IM using Fuze Messenger

[Hosts only]
Mobile versions of Fuze Meeting, such as for iPhone and BlackBerry, are available for free so Attendees can join a meeting using their supported mobile device. Any of the Fuze Messenger contacts of a Host, who are Fuze Meeting mobile users and are logged into their account, can be invited into an active meeting. As always, Fuze Meeting mobile users can also join a meeting by clicking the Meeting URL in the email invite they receive.

See the Fuze Meeting website for the current list of supported mobile devices.

To Invite Mobile Users via IM
1. Click the IM Contacts section of the Fuze Messenger taskbar:
   ![IM Contacts section]
2. Click the contact's name you want to invite.
3. Click Invite.

Having Problems Inviting Mobile Users via IM?
The mobile user must:
Meetings

- Be using a supported mobile device
- Have the free Fuze Meeting mobile app installed on their mobile device
- Have registered their account
- Be logged into their account

TIP: Add mobile users you meet with often to your Fuze Messenger contact list so you can quickly invite them via IM.

See Also:
About Fuze Messenger
Auto Add Attendees

Accept Attendees into a Meeting

[Hosts only]

When invited attendees try to connect to your meeting, you can accept or deny their request to join the meeting.

During your meeting, each attendee’s Meeting Request will appear on top of all other content, regardless of what navigation tab you are viewing:

Meeting Request

An Attendee would like to enter the meeting.

Accept  Decline
Auto Accept

- Click Accept to let the attendee join the meeting
- Click Deny to prevent the attendee from joining the meeting
- Click Auto Accept to let the attendee join the meeting, as well as any other attendees that attempt to join the meeting after this one

NOTE: Once you start your meeting, but before you have received any attendee requests to join your meeting, you can set Fuze Meeting to auto accept all attendee requests to join the meeting by right-clicking anywhere in the Web Attendees panel and selecting Auto Accept Meeting Requests:

Auto Accept Meeting Requests
Make Selected Presenter(s)
Make Selected Annotator(s)
Make Selected Attendee(s)
Remove All (Kick-out)
Remove Selected (Kick-out)
Settings...
About Adobe Flash Player 10...

Call on Attendees with Raised Flags

[Hosts only]

Attendees can raise a flag to get the Host’s attention during a meeting without interrupting the conference call. After the Host has called on the Attendee, the Attendee can lower their flag or the Host can lower it for them.
TIP: The Host can also use raising flags as a quick way to poll the attendees or take a vote on something. For example, "Please raise your flag if you do not see slide #2".

To Assist Attendees With Raised Flags
As a Host, there are multiple ways to find out what the Attendee needs without interrupting the conference call:
- Meeting Chat to chat with them directly
- Fuze Messenger to IM with them directly if they are one of your IM contacts
- Wait until there is a break in the discussion of the conference call and ask them

To Lower A Raised Flag
1. Click the flag icon next to the Attendee name:

2. The flag icon disappears.

If there are multiple flags raised and the Host as assisted each Attendee, the Host can lower all the raised flags at once.

To Lower All Raised Flags
1. Click the flag icon in the title bar of the Web Attendees panel:

2. The flag icon disappears and all flag icons next to all Attendees disappear also.

Change View to Full Screen

During a meeting it is sometimes useful to increase the screen's viewing area or the size of the content. Each person in a meeting can control the size of their own viewer panel. Only the Host, Presenters or Annotators can interact with the content itself to make it larger.

To Change the Size of the Main Viewer Panel
In the upper-right corner of the main viewer panel, use the following buttons to:

<table>
<thead>
<tr>
<th>Entry</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Full Screen</td>
<td>Changes layout so viewer panel fills entire screen. The Web Attendees panel and Call Attendees panel are still visible but minimized.</td>
</tr>
<tr>
<td>Exit Full Screen</td>
<td>Layout returns to normal so viewer panel only fills part of screen and menus, toolbars, Web Attendees panel, Call Attendees panel and Meeting Chat panel are visible and normal sized.</td>
</tr>
</tbody>
</table>

To Control Audio or Video
An audio/video control bar is available when viewing video content:

**NOTE:** The dots in the control bar timeline are called bookmarks. When a movie is paused and a frame is marked up, a bookmark is created in order to be able to quickly return to the frames with markup.

The audio/video control bar has the following controls:

<table>
<thead>
<tr>
<th>Control</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play / Pause</td>
<td>toggle between play or pause video</td>
</tr>
<tr>
<td>0:58 / 1:53</td>
<td>elapsed time / total length of video</td>
</tr>
<tr>
<td>Marker</td>
<td>a placeholder in timeline to show frame has markup on it</td>
</tr>
<tr>
<td>Next Marker</td>
<td>skip forward or back to next bookmark in video</td>
</tr>
<tr>
<td>Sound On / Sound Off</td>
<td>toggle between sound and silence</td>
</tr>
<tr>
<td>Volume</td>
<td>adjust sound level</td>
</tr>
</tbody>
</table>

To Control Documents (MS Word, MS PowerPoint, and more)
Meetings

Move through a multi-paged file or presentation quickly with the document slider:

1/38

See Also:
Add and Share Content
Annotate Content
Delete or Remove Content

Share Your Screen

[Hosts or Presenters only]

Attendees are normally only able to view the content of a meeting in Fuze Meeting's content panel. But Hosts and any Attendee with Presenter status can also share their entire screen (desktop) during any meeting so the Attendees can view content or applications outside of Fuze Meeting. The Host or Presenter who shares their screen must be Mac or Windows users. Attendees who are viewing the shared screen can be iPhone, Mac or Windows users.

The first time you share your screen, a small plugin must be installed. After that, the sharing process is automatic.

To Start Screen Sharing (for the first time on Mac)
1. Go to the Quick Start tab.
2. Click Share Desktop.
3. Click Download Fuze Meeting plugin.
4. When the installer launches, click Continue.
5. Click Install.
6. When the installation is complete, click Close and return to your browser.
7. Click Share Desktop again to launch the Screen Share tab.

TIP: You will see an orange F in your menu bar when Sharing is enabled:

To Start Screen Sharing (for the first time on Windows)
1. Go to the Quick Start tab.
2. Click Share Desktop.
3. Click Download Fuze Meeting plugin.
4. When the download is complete, double-click it to launch the installer.
5. Click Next to move through the installation process.
6. Click Finish to close the installer and return to your browser.

TIP: You will see a Fuze Meeting icon in the Notification Area of Windows when you are sharing your desktop:

NOTE: Once Screen Sharing is started, there will be a Screen Share tab along with the other content tabs. So the Host or Presenter can switch between their shared desktop and the content in a meeting. When you move away from the Screen Share tab, Screen Share is paused. It is reactivated when you return to the tab.

Which is better: Uploading Content or Screen Sharing?
It is always best to upload content if you can, especially content that you use often or that requires a very fast Internet connection to share (for example: PowerPoints, large video files, etc.) because Fuze Meeting’s advanced technology facilitates the sharing of your content. Only something that is not uploadable needs to be shared via Screen Sharing (for example: the view of the output of a software program on your computer).

TIP: For a better presentation when screen sharing, minimize all windows except the window or app you wish to share, but do not close the browser window or the meeting will end which will stop screen sharing also.

NOTE: If someone tries to join your meeting while you are sharing your screen, a popup will appear in the lower-right corner of your screen.

To Stop Screen Sharing
1. Go to Screen Share tab.
2. Click Stop Sharing button.

NOTE: Ending a meeting also automatically stops Screen Sharing.
Record a Meeting

[Hosts only]

Fuze Meeting has the ability to record a meeting for later playback and review by anyone with access to a web browser, including people who did not attend the original meeting. The recorded meeting includes all interaction with the content during the meeting. If the Fuze Integrated HD Audio is used for the meeting's conference call, the audio of the meeting can also be included in the meeting recording.

To Record a Meeting (that is already started)
1. Go to Meetings tab:
2. Click the Record button:
3. In the Record Meeting popup, an optional description of the meeting can be entered.
4. In the Record Meeting popup, if the Fuze Integrated HD Audio is being used for the meeting's conference call, you can choose to record the audio of the meeting by checking the Record Fuze Meeting Audio Bridge checkbox.
5. Click OK
6. A red light icon will appear in the upper right to indicate recording is on:

NOTE: If the conference call is being recorded, the Attendees on the call will hear a short beep once every 30 seconds to let them know they're being recorded.

Did You Know...
When you schedule a meeting in advance, you can set Fuze Meeting to automatically start recording when the meeting starts by checking the Record this meeting checkbox:

To Stop Recording a Meeting
1. Go to Meetings tab.
2. Click the Stop Rec button:

The list of recorded meetings is displayed in the Recorded Meetings sub-tab under the Meetings tab where the Host can view the recorded meetings directly within Fuze Meeting or publish an email link to a recorded meeting.

See Also:
Attending a Meeting being Recorded

View or Share a Recorded Meeting

[Hosts only]

The Host has the ability to view recorded meetings at any time and to share those recorded meetings with anyone with access to a web browser, including people who did not attend the original meeting.

To View a Recorded Meeting
1. Go to Meetings tab:
   ![Home Meetings Content Contacts Preferences]

2. Click the Recorded Meetings sub-tab:
   ![Recorded Meetings]

3. Find the recorded meeting you want to view in the list.
4. Click the Play button to the right of the meeting name:
   ![Play]

5. A new browser window will appear and replay of the recorded meeting will be started automatically.

   **NOTE:** The replay controls for the meeting recording let you pause the playback, as well as mute the conference call audio:

<table>
<thead>
<tr>
<th>Video Controls</th>
<th>Sound Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replaying:</td>
<td>On:</td>
</tr>
<tr>
<td>Paused:</td>
<td>Muted:</td>
</tr>
</tbody>
</table>

Fuze Meeting shares a recorded meeting by sending out an email to all recipients with a reply link to the recorded meeting. To ensure the security of recorded meetings, access to the replay link is time-limited and password protected.

**To Share a Recorded Meeting**
1. Go to Meetings tab.
2. Click the Recorded Meetings sub-tab.
3. Find the recorded meeting you want to share in the list.
4. Check the Publish a Fuze Meeting Replay Link for this Recording checkbox below the meeting name:
   ![Publish a Fuze Meeting Replay Link for this recording]
5. In the Share a Fuze Meeting Replay Link popup that appears, enter the following:
   1. Email addresses of anyone you want to share the recorded meeting with (they do not have to be Attendees of the original meeting)
   2. A message to the recipients of the replay link
   3. Expiration time of the replay link
   4. Password to access the replay link
6. Click Share:
   ![Share]

   **NOTE:** When the recipient of the replay link clicks on it, they will see a new window appear and replay of the recorded meeting will start automatically. They will be able to pause the playback, as well as mute the conference call audio, same as the Host as described above.

**Did You Know...**
You can also share only the content from a meeting.

As the Host who shared a recorded meeting with others, you can also stop sharing a replay link before the limited-time expiration occurs.

**To Stop Sharing a Recorded Meeting**
1. Go to Meetings tab.
2. Click the Recorded Meetings sub-tab.
3. Find the recorded meeting you want to stop sharing in the list.
4. Uncheck the Publish a Fuze Meeting Replay Link for this Recording checkbox below the meeting name:
   ![Publish a Fuze Meeting Replay Link for this recording]
5. In the Revoke a Fuze Meeting Replay Link popup that appears, click Revoke:
   ![Revoke]

**See Also:**
Record a Meeting

End a Meeting

[Hosts only]

Ending a meeting disconnects all attendees from the meeting. Only the Host can end the meeting.

To End a Meeting
1. Go to Meetings tab:
2. Click the End Meeting button:

NOTE: When the Host logs out, the meeting automatically ends also. When an Attendee logs out, the meeting does not end.

See Also:
Leave a Meeting Early

Attending

Join or Rejoin a Meeting

The Host invites people to meetings by sending email invites which include a web link to the meeting, as well as the conference call info. Once you join the online meeting, your name appears in the Web Attendees panel. If the Host is using the Fuze Meeting Integrated HD Audio for the meeting's conference call, then after you dial in or are fetched into the conference call, your name appears in the Call Attendees panel.

To Join a Meeting
1. Open the Fuze Meeting email invite you received.
2. Click the web link to the meeting.
3. Enter your name to identify yourself to the Host.
4. Enter your email address.
5. Click Join.

NOTE: After submitting your info to join the meeting, the Host must accept your info before you are connected. Sometimes you won't be accepted right away because the Host hasn't started the meeting yet or is busy so can't respond immediately. Because these situations are usually resolved in a few minutes, your request to join the meeting will stay open during this time and a timer will countdown on your screen. If the Host has not responded once the time expires, try to join the meeting again.

To Rejoin a Meeting
1. Follow the same steps as joining the meeting the first time.

See Also:
Raise or Lower a Red Flag
Become a Presenter or Annotator

Attending a Meeting being Recorded

The Host can record a meeting you are attending. If the meeting is being recorded, you will see an icon next to the Exit Meeting button indicating that meeting recording is in progress:

<table>
<thead>
<tr>
<th>Things that are recorded during a meeting:</th>
<th>Things that are not recorded during a meeting:</th>
</tr>
</thead>
<tbody>
<tr>
<td>❖ All display of content</td>
<td>❖ Chats sent to one Attendee using Meeting Chat</td>
</tr>
<tr>
<td>❖ All annotation and manipulation of content</td>
<td>❖ IMs sent using Fuze Messenger</td>
</tr>
<tr>
<td>❖ Anything displayed during Screen Sharing</td>
<td></td>
</tr>
</tbody>
</table>
Meetings

- Meeting Chats sent to all Attendees
- Conference call audio (if Host chooses to do so)

NOTE: If the meeting's conference call is being recorded by Fuze Meeting, you will hear a short beep every 30 seconds.

See Also:
Record a Meeting

Raise or Lower Your Flag

Attendees can raise a flag to get the Host's attention without interrupting the conference call. Once the Host has called on the Attendee, the Attendee can lower their flag or the Host can lower it for them.

To Raise Your Flag
1. In the Web Attendees panel, click the Raise Flag button.
2. A flag icon will appear next to your name:
3. A flag icon will appear in the title bar of the Web Attendees panel:

To Lower Your Flag
1. In the Web Attendees panel, click the Lower Flag button.
2. The flag icon next to your name disappears.
3. The flag icon in the title bar of the Web Attendees panel will remain if there are other Attendees with raised flags.

Become a Presenter or Annotator

During a meeting you can be given the role of Presenter or Annotator by the Host so you can interact with the content in different ways:

A Presenter can:
- Annotate content
- Resize content
- Pan content
- Add content
- Select which content item to view
- Control movie playback

An Annotator can:
- Annotate content
- Resize content
- Pan content

NOTE: Content added by a Presenter is added to the Host's Content Library.

Each Attendee has a role icon next to their name to indicate their role. The possible roles are:

- Attendee
- Annotator
- Presenter
- Host

NOTE: There is only one Host of a meeting. The Host cannot give that role to anyone else.

If the Host changes your role, you will receive the appropriate notification in Fuze Meeting. For example, if your role was changed to Presenter you would see:
Leave a Meeting Early

An attendee can leave a meeting at any time by clicking the Exit Meeting button. Attendees can always rejoin the meeting later, as long as the meeting has not ended.

Only the Host can end a meeting. When the Host leaves a meeting early, by hanging up the phone or closing the browser, the meeting ends.

Web Attendees Panel

About the Web Attendees Panel

The Web Attendees panel provides the following information and tools during a meeting:

- who the host is
- who else is attending
- how each attendee is connected (by computer or mobile device)
- the link to the meeting to send to others
- the ability for attendees to get the Host's attention without interrupting the conference call
- the ability for the Host to invite more attendees to the meeting
- the ability for the Host to assign different roles to attendees
- the ability for the Host to remove uninvited attendees

View Meeting Info
Any meeting participant can view the current meeting info at any time. Only the Host can reschedule, change Attendees or change the meeting subject for an upcoming meeting.

To View Meeting Info (in an active meeting)
1. Go to Meetings tab:
2. In the Web Attendees panel, click the Web Info link:
3. The Meeting URL (example: https://fuzemeeting.com/fuze/acmewidgets/123456) is displayed in a popup and can be shared in the following ways:
   - Click Copy URL and paste into:
     - Fuze Messenger to send an IM.
     - Email program to send an email.
   - Click the Twitter icon to post as a new tweet.
   - Click the Facebook icon to post as a new status update.

See Also:
Invite Attendees to a Meeting
View Conference Call Info

Make Attendees a Presenter or Annotator

[Hosts only]

During a meeting, the Host can change the roles of Attendees to be Presenters or Annotators so they can interact with the content in different ways.

<table>
<thead>
<tr>
<th>A Presenter can:</th>
<th>An Annotator can:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Annotate content</td>
<td>Annotate content</td>
</tr>
<tr>
<td>Resize content</td>
<td>Resize content</td>
</tr>
<tr>
<td>Pan content</td>
<td>Pan content</td>
</tr>
<tr>
<td>Add content</td>
<td></td>
</tr>
<tr>
<td>Select which content item to view</td>
<td></td>
</tr>
<tr>
<td>Control movie playback</td>
<td></td>
</tr>
</tbody>
</table>

NOTE: Content added by a Presenter is added to the Host's Content Library.

Each Attendee has a icon next to their name to indicate their role. The possible roles are:

<table>
<thead>
<tr>
<th>Attende</th>
<th>Annotator</th>
<th>Presenter</th>
<th>Host</th>
</tr>
</thead>
</table>

NOTE: There is only one Host of a meeting. The Host cannot give that role to anyone else.

To Change the Role of an Attendee
1. Go to Meetings tab:
2. In the Web Attendees panel, select the Attendee and either:
   1. Click Online Controls and select a role for the Attendee:
      - Make Presenter
      - Make Annotator
Meetings

- Make Attendee

OR

1. Right-click anywhere in the panel.
2. Select a role for the Attendee:
   - Make Selected Presenter(s)
   - Make Selected Annotator(s)
   - Make Selected Attendee(s)

Keystroke Tip
When changing Attendee roles, select multiple Attendees using these keys.

<table>
<thead>
<tr>
<th>SHIFT key</th>
<th>Select/deselect a block of Attendees that are adjacent to each other in the list. Select the first one, press and hold SHIFT key, then select the last one.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTRL key (PC)</td>
<td>Command key (Mac) Select/deselect multiple Attendees, one at a time. They do not have to be adjacent to each other. Select the first one, press and hold the CTRL or Command key, then select the rest by clicking on each.</td>
</tr>
</tbody>
</table>

To Change the Role of All Attendees
1. Right click anywhere in the Web Attendees panel.
2. Select the role for all Attendees:
   - Make All Presenters
   - Make All Annotators
   - Make All Attendees

See Also:
Add and Share Content
Annotate Content

Remove Attendees

The Host can remove one or all attendees during a meeting. An attendee is not permanently blocked from the meeting and can request to rejoin the meeting at any time.

To Remove ONE Attendee
1. Go to Meetings tab:
2. In the Web Attendees panel, select the attendee name and either:
   1. Click Online Controls.
   2. Select Remove Attendee.
   OR
   1. Right-click anywhere in the panel.
   2. Select Remove Selected (Kick-out).

To Remove All Attendees
1. Go to Meetings tab.
2. Right-click anywhere in Web Attendees panel.
3. Select Remove All (Kick-out).

See Also:
Remove Callers from Conference Call
Mute or Unmute Callers
End a Meeting

Call Attendees Panel

About the Call Attendees Panel

[Only when using Fuze Integrated HD Audio]

The Call Attendees panel provides the following information and tools during a conference call:
- who the host is
Meetings

- who else is on the call
- the call dial-in information to send to others
- the Host can fetch callers into the call
- the Host can mute one or all callers
- the Host can remove uninvited callers
- the Host can record the conference call for later review

Host view: Attendee view:

View Conference Call Info

Any meeting participant can view the current conference call info at any time. Only the Host can view the conference call info for an upcoming meeting.

View Conference Call Info (in an active meeting)

1. Go to Meetings tab:

2. In the Call Attendees panel, click the Call Info link:

3. The following information is displayed:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll Dial-In Number (U.S. or International)</td>
<td>Use this number to dial in to the conference call. Example: +14151234567</td>
</tr>
<tr>
<td>Toll-Free Dial-In Number (U.S. only)</td>
<td>Use this number to dial in to the conference call for free, <strong>if the Host provides this option.</strong> Example: +18001234567</td>
</tr>
<tr>
<td>Toll-Free Dial-In Skype (U.S. or International)</td>
<td>Use this option to dial in to the conference call for free. Important: Must have Skype installed.</td>
</tr>
<tr>
<td>Room Number</td>
<td>Enter this number when requested after calling the dial-in number. Example: 123456</td>
</tr>
<tr>
<td>Moderator PIN (only displayed to Host)</td>
<td>The Host enters this number when requested after entering the room number. Example: 54321</td>
</tr>
</tbody>
</table>

**NOTE:** The Host will also see the option to fetch attendees into the call:
Mute or Unmute Callers

[Only when using Fuze Integrated HD Audio]

The Host can mute or unmute one or all callers in a conference call. For example, if a caller puts their line on hold during the conference call and the entire meeting can hear the hold music, the Host can mute the line and then send the caller a message using Meeting Chat or Fuze Messenger to let the caller know they should unmute themselves when they return.

In the Call Attendees panel, a sound icon next to each caller's name indicates their status:

- Unmuted (heard)
- Muted (silenced)

To Mute/Unmute ONE Attendee
1. Go to Meetings tab:
2. In the Call Attendees panel, either:
   1. Right-click the attendee name.
   2. Select Mute Selected OR Unmute Selected.
   OR
   1. Select the attendee name.
   2. Click Call Controls.
   3. Select Mute OR Unmute.

To Mute/Unmute All Attendees
1. Go to Meetings tab.
2. In the Call Attendees panel, either:
   1. Right-click anywhere.
   OR
   1. Select the attendee name.
   2. Click Call Controls.
   3. Select Mute All OR Unmute All.

See Also:
Call on Attendees with Red Flags
Remove Attendees
Fetch Attendees into a Meeting's Conference Call

Remove Callers

[Only when using Fuze Integrated HD Audio]

The Host can remove one or all callers from a conference call that has started. An attendee is not permanently blocked from the call and can call back into the call at any time.

To Remove ONE Caller
1. Go to Meetings tab:
2. In the Call Attendees panel, select the caller's name or phone number and either:
   1. Click Call Controls.
   2. Select Remove.
   OR
   1. Right-click anywhere in panel.
   2. Select Remove Selected (Hang-up).

To Remove All Callers
1. Go to Meetings tab.
2. Right-click anywhere in the Call Attendees panel.
3. Select **Remove All (Hang-up)**.

See Also:
- [Remove Attendees from Meeting](#)
- [Mute or Unmute Callers](#)
- [End a Meeting](#)
About Fuze Meeting Content

[Hosts only]

Fuze Meeting provides online storage space for content that is part of your meeting, as well as tools to manipulate and annotate that content.

The list of file types that can be added and shared in Fuze Meeting can be found in the FAQ on the Fuze Meeting website.

Content Library

[Hosts only]

The Content Library holds all the content from every meeting associated with your Fuze Meeting account. Attendees do not have access to your Content Library.

To Add (upload) Content to Content Library

1. Go to Content tab:

2. Click the Add Content button:

3. Select the content to add.
4. Click Add. A progress bar will display while uploading the new file.

To View All Your Available Content

1. Go to Content tab.
2. Content is listed in Content Library panel.

Don't see content you recently added?

DO NOT use the Reload or Refresh buttons on your browser, as this will log you out of Fuze Meeting. Instead, use the refresh button in the upper right corner of the Content Library window:

Add Content

The Host or Presenters can add content to an active meeting. Only the Host can add or delete content from an upcoming or past meeting. Content cannot be added to a recorded meeting.

To Add (Upload) Content (to an active meeting)

1. Go to Meetings tab:
2. Click the **Add Content** button:

3. Select the content to add. Source and sort filters are provided to help you find the file you need.

4. Click **Add**. A progress bar will display while uploading the new file.

**To Add (Upload) Content** (to an upcoming meeting)

1. Go to **Meetings** tab.
2. Find the upcoming meeting in the list.
3. Click the **Add Content** button below the meeting name.
4. Select the content to add. Source and sort filters are provided to help you find the file you need.
5. Click **Add**. A progress bar will display while uploading the new file.

**NOTE:** All new content added to any meeting is automatically added to your Content Library. Or you can add content directly to your **Content Library** and then add it to a meeting later.

**See Also:**
- Annotate Content
- Delete or Remove Content
- Content Library
- Screen Sharing

## Annotate Content

The Host, **Presenters or Annotators** can annotate and manipulate content during a meeting in various ways.

**To Annotate and Manipulate Documents, Images and Video**

1. Go to **Meetings** tab:

2. Select a tab for a particular content item.

3. Use the various tools provided in the content viewer panel:

### Move:

- **Pointer** - select and move markup
- **Hand** - pan content around in viewer

### Resize:

- **Magnify** - zoom in/out by clicking
- **Zoom** - zoom in/out using slider bar
- **Presets** - fit viewer, fit width, actual size

### Draw:

- Click Draw Shapes menu for:
  - **Rectangle** - add a rectangular shape to content
  - **Triangle** - add a triangular shape
  - **Circle** - add a circular shape
  - **Pen** - mark freehand with pen
- Click Draw Lines menu for:
  - **Line** - add straight lines and callouts
  - **Arrow** - add an arrow
  - **Double Arrow** - add a double-sided arrow
  - **Freehand** - draw non-straight lines
Delete or Remove Content

[Hosts only]

The Host can remove content from any Fuze Meeting and delete it permanently from the Content Library.

**To Remove Content From A Meeting** (the content will remain in the Content Library for future use)

You can either:
1. Go to Meetings tab:
2. Click the Meetings sub-tab:
3. In the list, find the meeting from which you want to remove content.
4. Click Remove to the right of the content filename.

OR
1. Go to Content tab:
2. In the list of content in the Content Library panel, find the content file.
3. In the list of meetings under the content file, find the meeting.
4. Click Remove to the right of the meeting.

**To Permanently Delete Content From All Meetings And Content Library**

1. Go to Content tab.
2. In the list of content in the Content Library panel, find the content file you want to permanently delete.
3. Click Delete to the right of the content filename. You will be prompted to make sure you want to permanently delete this file from the Content Library and from All meetings which include this content.

**NOTE:** Deleting content that was used in a recorded meeting will actually delete the recorded meeting also, not just the content from the recorded meeting. A warning message will appear if you attempt to delete any content used in recorded meetings, to confirm you are aware that you are about to delete the recorded meeting also:
Did You Know...
If you only want to delete the markup from a content file, you should open the meeting and view the content and use the Erase All tool.

See Also:
Add Content
Content Library

Share Content

[Hosts only]

The Host has the ability to create a time-limited, password-protected link to the content from a meeting and then use Fuze Meeting to share this link with others. Recipients of the link are only allowed to view the content and do not need to be previous or upcoming meeting attendees.

To Publish a Link to Content By Email

1. Go to Meetings tab:

2. Click the Meetings sub-tab:

3. In the list of meetings, find the meeting which contains the content you want to share.

4. Check the checkbox:

5. In the Share a Fuze Meeting Content Link popup, enter:
   1. Email addresses of recipients
   2. Message to recipients
   3. Time expiration
   4. Password

6. If you want the recipients to be able to download the content you share with them, check the checkbox:

7. Click Share.

NOTE: A link to a meeting's content has been created when you see this:

To Publish a Link to Content by Twitter or Facebook
1. Go to **Meetings** tab.
2. Click the **Meetings** sub-tab.
3. In the list, find the meeting which contains the content you want to share.
4. Click the icon of the social network where you want to post the content link:

   ![Share](image)

5. In the **Share Via Twitter** or **Share Via Facebook** popup that appears, select **Content link (view only meeting)**.
6. Click **Share**.

**NOTE:** The link to the content is not a recording of the meeting so there is no conference call audio to listen to, no screen sharing views to see, nor other events like this that are part of meetings. It is only to view the content.

**Did You Know...**
You can also record a meeting as it happens, including the conference call and any manipulation of content, and then share the recorded meeting with others.

As the Host who shared a content link with others, you can also stop sharing a content link before the limited-time expiration occurs.

**To Remove a Link to Content**
1. Go to **Meetings** tab.
2. Click the **Meetings** sub-tab.
3. In the list, find the meeting which contains the content you want to stop sharing.
4. Uncheck the checkbox:

   ![Publish a Fuze Meeting Content Link](image)

5. In the **Revoke a Fuze Meeting Content Link** popup, click **Share**.
Contacts

About Fuze Meeting Contacts

[Hosts only]

It is useful to create an address book within Fuze Meeting to facilitate various tasks, such as:
- Quickly inviting people to meetings without having to enter each email.
- Fetching people into conference calls without having to enter each phone number.
- Instant messaging your contacts without having to leave Fuze Meeting.

To do this, Fuze Meeting can sign into your online networks and import your existing address books. Fuze Meeting can also import contact information from any address book application that can export a compatible file. Or you can add contacts manually.

Contact groups keep your contacts organized.

Import or Add Contacts

[Hosts only]

Fuze Meeting can sign into your online services which have address books and automatically import your contacts from:
- AOL Mail
- Google Gmail
- Microsoft Hotmail
- Yahoo Mail
- Linked-In

Fuze Meeting can also import contact information from a Comma Separated Values (CSV) file. Or you can add contacts manually.

Did You Know...
If you use the IM service of any of the online services from which you are importing your address book (for example: you use Yahoo Messenger as well as Yahoo Mail), Fuze Meeting can import those IM contacts during the process of importing the online service's address book (see below) or you can import IM contacts separately later.

To Import Contacts From AOL, Google, Microsoft, Yahoo or Linked-In
Contacts > Import Contacts
1. Go to Contacts tab:
2. Click the Import Contacts button:
3. Select the network.
4. Enter username and password for the network.
5. Check the Import my buddies so I can view their status and send text messages from within Fuze Meeting checkbox if you would like to be able to easily instant message your contacts without having to leave Fuze Meeting.
6. Click Import.

NOTE: If you imported IM contacts at the same time, you can view them by clicking the IM Contacts section of the Fuze Messenger toolbar.

To Import Contacts From a CSV File (from Microsoft Outlook or any other application with an address book which can export the contact information to a CSV file)
Contacts > Import Contacts
1. Go to Contacts tab.
2. Click the Import Contacts button.
4. From Import Contacts popup, click Browse to search for the CSV file you exported from your email service.
5. Click Import Contacts.

**NOTE:** In order to import the CSV file into Fuze Meeting, the names and order of the fields in the CSV file must exactly match the names and order of the columns in the example at [www.fuzemeeting.com/files/contact.csv](http://www.fuzemeeting.com/files/contact.csv), even if your application's address book does not contact any data for a particular field.

**To Add a Single New Contact**
1. Go to Contacts tab and either:
   1. Click the New Contact button.
   OR
   1. Right-click any existing contact in contact list.
   2. Select Add New Contact.
2. Fill in the Contact Info.
3. Click Save Contact.

**NOTE:** There can only be one email address field per contact. You can add new phone number fields by clicking Add. Enter US phone numbers as 10 digits without spacing or hyphens. For international numbers, enter "+" and the country code and phone number with any formatting you want. EXAMPLE: 1234567890 is a valid US number and +54123567890 is a valid international number for country code "54."

See Also:
- Auto Add Attendees
- Invite Attendees to Meeting
- Fetch Attendees into a Meeting's Conference Call
- Send or Receive an Instant Message (IM)
- Add or Edit IM Contacts

### Edit or Delete Contacts

**[Hosts only]**

**To Edit a Contact**
1. Go to Contacts tab:
2. Click All Contacts in Folders panel and either:
   1. Select a contact in the list.
   2. Click the Edit Contact button.
   OR
   1. Right-click contact in the list.
   2. Select Edit Contact.
3. Edit the fields in the Contact Information panel, as needed.
4. Click Save Contact.

**To Delete a Contact**
1. Go to Contacts tab.
2. Click All Contacts in Folders panel and either:
   1. Select a contact in the list.
   2. Click the Delete Contact button.
   OR
   1. Right-click contact in the list.
   2. Select Delete Contact.

**To Undelete a Contact**
1. Go to Contacts tab.
2. Click Trash in Folders panel and either:
   1. Select a contact in the list.
   2. Click the Undelete Contact button.
   OR
   1. Right-click a contact in the list.
   2. Select Undelete.

**Keystroke Tip**
When deleting or undeleting contacts, select multiple contacts using these keys. You cannot edit multiple contacts.
### Contacts

<table>
<thead>
<tr>
<th>SHIFT key</th>
<th>Select/deselect a block of contacts that are adjacent to each other in the list. Select the first one, press and hold SHIFT key, then select the last one.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTRL key (PC)</td>
<td>Select/deselect multiple contacts, one at a time. They do not have to be adjacent to each other. Select one, press and hold the CTRL or Command key, then select the rest by clicking on each.</td>
</tr>
<tr>
<td>Command key (Mac)</td>
<td></td>
</tr>
</tbody>
</table>

**See Also:**
- Import or Add Contacts
- Using Groups of Contacts

## Search Your Contacts

[Hosts only]

Search quickly through your Fuze Meeting contacts by entering a contact name in the Search field at the top of the contact list panel. You can type all or part of a name or email and Fuze Meeting will provide any contacts that match.

**Search Tip**

The search filter remains until you click the "X" in the Search field.

**See Also:**
- Edit or Delete Contacts

## Groups of Contacts

[Hosts only]

Creating groups of contacts helps keep your Fuze Meeting contacts organized and allows you to easily invite the same group of Attendees to meetings more than once without having to enter them individually each time.

**To Create a New Group**

You can either:
1. Go to Contacts tab and either:
   1. Click the New Group button.
   OR
   1. Right-click any existing group in the Folders panel.
   2. Select Add New Group.
   3. Enter a name for the new group.

**To Add Contacts to a Group**

1. Go to Contacts tab and either:
   1. Right-click a contact in the list.
   2. Select Add Contact to a Group.
   3. Choose the group name.
   4. Click Save.
   OR
   1. Drag and drop a contact from the contact list into a group in the Folders panel.

**To Edit a Group Name**

1. Go to Contacts tab.
2. Right-click any existing group in the Folders panel.
4. Enter a new name for the group.

**To Delete a Group**

1. Go to Contacts tab and either:
   1. Select a group in the Folders panel.
   2. Click the Delete Group button.
   OR
   1. Right-click a group in the Folders panel.
   2. Select Delete Group.
To Undelete a Group
1. Go to Contacts tab.
2. Select Trash in the Folders panel and either:
   1. Select a group in the Trash folder
   2. Click the Undelete button.
   OR
   1. Right-click a group in the Trash folder.
   2. Select Undelete.

Keystroke Tip
When deleting or undeleting groups, select multiple groups using these keys. You cannot edit multiple groups.

<table>
<thead>
<tr>
<th>SHIFT key</th>
<th>Select/deselect a block of groups that are adjacent to each other in the list. Select the first one, press and hold SHIFT key, then select the last one.</th>
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</tr>
<tr>
<td>Command key (Mac)</td>
<td></td>
</tr>
</tbody>
</table>

Did You Know...
FUZE Messenger maintains a separate list of your IM contacts.

See Also:
Import or Add Contacts
Add or Edit Instant Message (IM) Contacts
Communication Tools

Meeting Chat

Chat with Others in a Meeting

Meeting Chat is available to everyone in a meeting.

To Send Chat To ONE Attendee
1. Go to Meetings tab:
2. Enter a message in the Meeting Chat input text box.
3. Select the attendee.
4. Click the Send button.

To Send Chat To All Attendees
1. Go to Meetings tab.
2. Enter a message in the Meeting Chat input text box.
3. Select To Everyone.
4. Click the Send button.

Did You Know...
Fuze Messenger allows you to easily IM your existing IM contacts, without leaving Fuze Meeting.

Fuze Messenger

About Fuze Messenger

[Hosts only]

Fuze Messenger is a component of Fuze Meeting which allows you to Instant Message (IM) your existing contacts from various IM networks without leaving Fuze Meeting.

The Fuze Messenger toolbar resides in the lower-left corner of the Fuze Meeting screen and consists of (from left to right):
- An icon indicating your current availability to IM with someone
- An icon indicating if you have received any invites to join someone’s IM network
- A display of the number of your IM contacts that are currently online, as well as the total number of IM contacts.
Send or Receive an IM

[Hosts only]

You can send an instant message (IM) at any time, in or out of meetings.

To Send An IM
1. Click the IM Contacts section of the Fuze Messenger taskbar:
2. Click IM Contacts name to open an IM window.
3. Enter your message in the IM text area.
4. Click Send.

NOTE: If your contact has the Fuze Meeting iPhone app, you will see a phone icon next to their name. If they are using a computer that is capable of receiving Screen Sharing, you will see a monitor icon next to their name.

To Receive And Read An IM
1. You will hear a small sound notification and see one of your IM contacts displayed with a "new IM" icon in a separate bar to the right of the Fuze Messenger taskbar:
2. Click the IM contact's name and read their message. Their icon will return to normal:

Can't see any IM Contacts? First, verify that you have imported your contacts in My Account > IM Networks. You can also individually invite IM Contacts.

Did You Know...
Meeting Chat is for easily chatting with others already in a meeting.

See Also:
Import or Add Contacts to Fuze Messenger
View or Change IM Status
Add or Edit IM Contacts
Add or Delete IM Networks

View or Change Fuze Messenger Status

[Hosts only]

The status of you and your online IM contacts ("buddies") is visible at any time, in or out of meetings, as long as you are logged into your IM networks.

The possible status options you can display to your IM contacts are:

<table>
<thead>
<tr>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online</td>
</tr>
<tr>
<td>Busy</td>
</tr>
<tr>
<td>Away</td>
</tr>
<tr>
<td>Do Not Disturb</td>
</tr>
<tr>
<td>In a Meeting</td>
</tr>
<tr>
<td>Not Available</td>
</tr>
</tbody>
</table>

NOTE: In your IM Contacts list, the icon for each of your IM contacts will be the same as the IM Network which they belong to and use the same symbols to indicate status as your icon does.

If you have a pending invitation to join someone's IM network, the middle of the Fuze Messenger toolbar will indicate this:
To Change Your IM Status
1. You can either:
   1. Click your status icon in the Fuze Messenger taskbar.
   2. Select a new status from the dropdown menu.
   OR
   1. Right-click anywhere in the Fuze Messenger taskbar.
   2. Select *Show My Presence*.
2. Select new status from the dropdown menu.

To Add A Custom Message To Your IM Status
1. You can either:
   1. Click your status icon in the Fuze Messenger taskbar.
   OR
   1. Right-click anywhere in the Fuze Messenger taskbar.
   2. Select *Show My Presence*.
2. Click *Set custom message here*.
3. Enter your custom message.

See Also:
- Send or Receive an Instant Message (IM)
- Add or Delete IM Networks

*Import or Add Contacts to Fuze Messenger*

[Hosts only]

To Import IM Contacts
1. Go to *Preferences* tab:
2. Select *IM Networks* in the *My Account* panel.
3. Enter username and password of the network to import.
4. Click *Login*. If this is your first time logging into the IM network from Fuze Meeting, your IM contacts will automatically be shown in the Fuze Messenger contact list.

To Add (Invite) a New IM Contact
1. You can either:
   1. Click the *IM Contacts* section of the Fuze Messenger taskbar:
   2. Select *Add Fuze Messenger Contacts*.
   OR
   1. Right-click anywhere in Fuze Messenger taskbar.
   2. Select *Add IM Contact*.
2. Select IM network.
3. Enter the contact username.
4. Enter a nickname, if you want (optional).
5. Click *Invite* to send an invite to the contact or *Clear* to start over.

*NOTE:* When others have invited you to join their IM network, the middle icon of the Fuze Messenger taskbar will change to:

To Accept an Invite
1. Click the *Incoming Contact Requests* icon:
2. Click the name of the person who sent the invitation.
3. Click *Accept* or *Decline.*
To Edit Details for a Fuze Messenger Contact ("Buddy")
1. Click the IM Contacts section of the Fuze Messenger taskbar.
2. Right-click on a contact.
4. Enter nickname and select Submit Name.

Did You Know...
When you import contacts into Fuze Meeting there is an option to include your IM contacts from the same network.

See Also:
Add or Delete IM Networks

**Fuze Meeting Conference Call System**

**Fuze Integrated HD Audio**

Fuze Meeting provides an advanced conference call system called Fuze Integrated HD Audio to use during your meetings.

The system provides:
- A U.S dial-in phone number for your attendees to call
- A Skype dial-in account for your attendees to call for free
- The option to offer a U.S. toll-free dial-in phone number for your attendees to call for free
- The option to offer an International dial-in phone number for your attendees to call
- The ability to record the conference call
- The ability to fetch attendees into the conference call
- The ability to mute any or all callers
- The ability to remove any or all callers from the call

**NOTE:** The ability to offer an International dial-in phone number is available as an add-on during the upgrade process.

See Also:
Audio Meeting Options
Account Configuration

Upgrade Subscription

Fuze Meeting offers multiple subscription plans to meet the needs of all users. Detailed information about the options can be found on the Fuze Meeting website or by contacting Customer Care. Add-ons are also available for increasing the number of attendees allowed in a meeting, increasing the amount of online storage space for content, and the ability to offer your attendees an International dial-in phone number to call.

To Upgrade Subscription
1. Click the My Account link.
2. Click Upgrade.
3. In the Upgrade Your Account page that appears, your current subscription status will be displayed. Select the new subscription you want from the list, as well as any Add On options for Attendees, Storage or Dial Plan. Click Continue.
4. Enter your billing info. Click Continue.

Downgrade Subscription
Contact Fuze Meeting Customer Care.

See Also:
Audio Meeting Options
Fuze Integrated HD Audio

Change Name or Email

[Hosts only]

To Change Your Name As It Appears To Attendees
1. Go to Preferences tab:

2. Select Contact Information in the My Account panel.
3. Edit name.
4. Click Save.

To Change Your Email
Contact Fuze Meeting Customer Care.

See Also:
Change Password

Change Password

To Change Your Password
1. Go to Preferences tab:

2. Select Change Password from the My Account panel.
3. Enter your old password, your new password, and confirm your new password.
4. Click Submit.

Forgot Your Password? You can reset it from the Fuze Meeting login page.

To Reset Your Password
1. At the Fuze Meeting login, click the Forgot your password? link.
2. Enter your email address to receive an email with a temporary password.

Change Email Server
You can change the email server you use for emailing invitations for current or upcoming meetings.

**To Change The Email Server**

1. Go to Preferences tab:

   ![Preferences Tab](image)

2. Select Email Notification / Time Zone Options from the My Account panel.

3. Select one of the options:
   - **My default email client**: meeting invitations will be sent as an email message using your email client. You must configure your own ISP or email server.
   - **FUZE email server**: your attendees will be able to use Outlook or Gmail to track their meetings.

**NOTE**: Email invitations sent using the Fuze server might be flagged as spam and you will not be notified of rejected invitations. Be sure to notify Attendees to check their spam or trash folders if they have not received invitations.

### Change Time Zone

Fuze Meeting's time zone should be the same as the Host of the meeting so that date and time information for the meetings in email invitations is accurate. By default the time zone is set to: (GMT-08:00) Pacific Time (US & Canada).

**To Change The Time Zone**

1. Go to Preferences tab:

   ![Preferences Tab](image)

2. Select Email Notification / Time Zone Options from the My Account panel.

3. Select the desired time zone.

### Audio Meeting Options

[Hosts only]

Fuze Meeting provides an advanced conference call system called **Fuze Integrated HD Audio** to use during your meetings, or you can use your own conference call system. Whichever option you choose, the meeting's conference call information will automatically be included in **the email invites** that are sent out for your meeting.

**To Select A Conference Call System**

1. Go to Preferences tab:

   ![Preferences Tab](image)

2. Select Audio Meeting Options from the My Account panel.

3. Select one of the options:
   - **Fuze Integrated HD Audio**: This option will provide multiple Fuze Meeting dial-in phone numbers for your attendees to call, multiple Fuze Meeting tools which help the Host to easily moderate the conference call without interrupting the speaker, and advanced Fuze Meeting features such as the ability to record the conference call for later review.
   - **Other**: This option requires the Host to enter their own conference call information and they will not be able to moderate the conference call using Fuze Meeting.

4. Check the **Display Toll-Free Number** checkbox if you would like to give your attendees that option.
5. Check the **Display International Numbers** checkbox if you would like to give your attendees that option.
6. Click **Submit**.

Whichever option you choose, **the conference call information is easy to view during a meeting** by either the Host or attendees.

**NOTE**: The ability to display an international dial-in phone number requires **your subscription** to include the **International Dial Number Add On** option.

**See Also:**
- [Fuze Integrated HD Audio](#)
- [Upgrade Subscription](#)
Add or Delete IM Networks

[Hosts only]

You can connect to popular personal and business instant messaging (IM) networks from Fuze Meeting.

To Add An IM Network
1. Go to Preferences tab:

2. Select IM Networks from the My Account panel.
3. Enter your username and password for the network you are adding.
4. Click Login to log in to this network every time you log into Fuze Meeting.
5. The first time you log into an IM network, your IM contacts will be imported automatically.

Can't see an IM Contact in Fuze Messenger that you recently added to your IM network?
Make sure you are logged into the IM network in Fuze Messenger and click Import to re-import all your IM contacts. No duplicates of IM contacts will be created.

NOTE: If you click Logout, you will not be connected to the network the next time you log into Fuze Meeting. It is recommended you remained logged in.

To Delete An IM Network
1. Go to Preferences tab.
2. Select IM Networks from the My Account panel.
3. Click the X icon next to the network you want to delete:

NOTE: You can also add IM contacts to Fuze Meeting individually.

Available IM Networks
These IM Networks can be added to FUZE:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="aol.png" alt="AOL Instant Messenger (AIM)" /></td>
<td>AOL Instant Messenger (AIM)</td>
</tr>
<tr>
<td><img src="google.png" alt="Google Talk" /></td>
<td>Google Talk</td>
</tr>
<tr>
<td><img src="icq.png" alt="ICQ" /></td>
<td>ICQ</td>
</tr>
<tr>
<td><img src="microsoft.png" alt="Microsoft Messenger" /></td>
<td>Microsoft Messenger</td>
</tr>
<tr>
<td><img src="yahoo.png" alt="Yahoo Messenger" /></td>
<td>Yahoo Messenger</td>
</tr>
<tr>
<td><img src="ocs.png" alt="OCS*" /></td>
<td>OCS*</td>
</tr>
</tbody>
</table>

* Contact Sales for OCS integration.

See Also:
About Fuze Messenger
Send an IM
Add or Edit IM Contacts

Applications

Fuze Meeting has three companion applications:

- **Fuze Meeting for Outlook**: A plugin which extends core aspects of Fuze Meeting's scheduling functionality to Outlook, such as scheduling online meetings, recurring meetings, and inviting attendees to meetings.
- **Fuze Meeting for BlackBerry**: Get more information at: [http://www.fuzemeeting.com/fuzemeeting/mobile/blackberry](http://www.fuzemeeting.com/fuzemeeting/mobile/blackberry).
Fuze Meeting for iPhone: Get more information at http://www.fuzemeeting.com/fuzemeeting/mobile/iphone.

To Download The Outlook Plugin
1. Go to Preferences tab:

![Preferences tab](image)

2. Select Applications from the My Account panel.
3. Select Download next to FUZE Outlook Plugin.
4. From Opening FUZEOutlookPlugin.exe popup, click Save File.
5. Open the FUZEOutlookPlugin.exe file.
6. Click Run.
7. You will be asked if you want to install the components. Click Yes to install or Cancel to exit the installation.
8. If you chose Yes, the FUZE Outlook Plugin Setup will run.

To Download The BlackBerry Mobile Application (over-the-air installation)
You can either:
1. Go to Preferences tab.
2. Select Applications from the My Account panel.
3. Select Download next to FUZE BlackBerry.
4. From the fuzemeeting.com page, enter your BlackBerry phone number (above the BlackBerry image at the bottom the web page).
5. Select Send link to my phone.

OR

To Download The iPhone Mobile Application
Go to http://www.fuzemeeting.com/fuzemeeting/mobile/iphone.

Auto Add Attendees

[Hosts only]
Sometimes your meeting might include Attendees who you did not invite directly. For example, if you invited the leader of a group and asked that person to pass along the meeting information to their group. When those indirectly invited attendees join your meeting, they must enter their name and have the option of entering their email address. As Host, you have the ability to automatically add those new names and email addresses to your Fuze Meeting contact list, so it is easy to directly invite them next time if you have a follow-up meeting.

To Auto Add Attendees To Fuze Meeting Contact List
1. Go to Preferences tab:

![Preferences tab](image)

2. Select Auto Add Attendees from the My Account panel.

NOTE: All new names and emails saved by this feature are placed in the Auto Added Attendees folder of the Contacts tab:
Support

Support Options

Fuze Meeting offers multiple forms of Support:

- Help Topics within the Fuze Meeting application
- User Guide to download from the Fuze Meeting website
- Frequently Asked Questions (FAQ) on the Fuze Meeting website
- Video Tutorials on the Fuze Meeting website
- Quick Start Guides to download from the Fuze Meeting website
- Customer Care representatives to assist you
- Feedback Form within the Fuze Meeting application

NOTE: If you are currently reading the User Guide, you can access the FAQ, Feedback Form and these Help Topics from within the application by using the links that are always available in the title bar:

Contact Us

<table>
<thead>
<tr>
<th>Customer Care</th>
<th>Sales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:care-fuze@fuzebox.com">care-fuze@fuzebox.com</a></td>
<td>Email: <a href="mailto:sales@fuzebox.com">sales@fuzebox.com</a></td>
</tr>
<tr>
<td>Web: <a href="http://www.fuzemeeting.com/support">www.fuzemeeting.com/support</a></td>
<td>Web: <a href="http://www.fuzemeeting.com/pricing">www.fuzemeeting.com/pricing</a></td>
</tr>
<tr>
<td>Phone:</td>
<td>Phone:</td>
</tr>
<tr>
<td>- U.S. Toll-Free: (800) 844-4118</td>
<td>- U.S. Toll-Free: (866) 470-1901</td>
</tr>
<tr>
<td>- International: +1 (415) 692-4800</td>
<td>- International: +1 (415) 367-4566</td>
</tr>
</tbody>
</table>

Glossary

app: application

buddy: a contact in one of your IM networks

IM: instant message
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