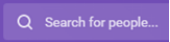


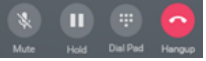






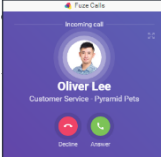
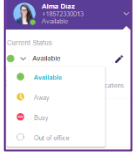













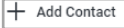







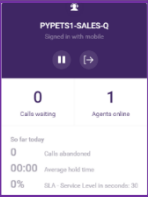





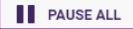
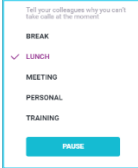



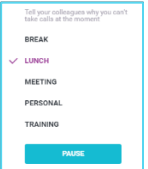





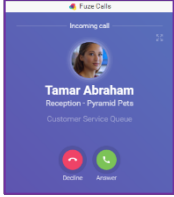




Place an Internal Call	Receive an Incoming Call	Set Presence Status
<ol style="list-style-type: none"> 1. Click the  button 2. Enter the name or number in the Search for people field 3. Hover over the contact and click the  icon OR 4. Click the  icon 5. Enter the number with mouse or keyboard 6. Available basic actions during an active call: <div data-bbox="218 597 422 656" style="border: 1px solid gray; padding: 2px; margin: 5px 0;">  </div> <ol style="list-style-type: none"> a. Mute microphone b. Place caller on hold c. Dial pad d. Hang up 	<ol style="list-style-type: none"> 1. Click the  icon to answer the call OR 2. Click the  icon to send the call to voicemail OR 3. Click  or  to answer or decline the call from the Active Calls area <div data-bbox="814 456 1031 496" style="border: 1px solid gray; padding: 2px; margin: 5px 0;">  </div> <p>Note: While Fuze Desktop is inactive, a call control window will appear; hover over window and click the  icon to expand to full screen.</p> <div data-bbox="1136 607 1297 764" style="border: 1px solid gray; padding: 2px; margin: 5px 0;">  </div>	<ol style="list-style-type: none"> 1. Click the profile dropdown menu and then click the Current Status dropdown to expand. <div data-bbox="1444 305 1577 456" style="border: 1px solid gray; padding: 2px; margin: 5px 0;">  </div> 2. Select the applicable status option 3. Click the  icon to enter a custom message. Click the  button to confirm (optional) 4. Click the Do not disturb toggle to decline incoming calls and mute notifications
Transfer Now or Transfer to Voicemail	Transfer Call First	Merge Active and Held Call
<p>To transfer a call immediately:</p> <ol style="list-style-type: none"> 1. Click the  icon on an active call 2. Enter the name or number to transfer the call to 3. Hover over the contact and click the  icon to transfer immediately <p>To transfer directly to voicemail:</p> <ol style="list-style-type: none"> 1. Click the  icon on an active call 2. Enter the name or number to transfer the call to 3. Hover over the contact and click the  icon to transfer directly to voicemail 	<ol style="list-style-type: none"> 1. Click the  icon on an active call 2. Enter the name or number to transfer the call to 3. Hover over the contact and click the  icon to speak with the receiving party 4. Click the  icon to complete transfer 	<ol style="list-style-type: none"> 1. Place active call on hold by selecting the  icon 2. Answer the incoming call 3. Click the  icon 4. Click the name on hold 5. Click the MERGE button

Create an Audio Conference	Add a New Contact	View the Voicemail List
<ol style="list-style-type: none"> 1. Call the first participant 2. Click the  icon 3. Enter the name or phone number of additional participants (maximum of five participants) 4. Select the name or number 5. Click the  button 	<ol style="list-style-type: none"> 1. Hover over number and click Settings on the RECENT list, then click  button OR 2. Click the unknown number on the RECENT list and click  button OR 3. Click the  button on the Search for people page 4. Fill in all applicable fields and click the  button 	<ol style="list-style-type: none"> 1. Click the  icon 2. Click the  button 3. Hover over the voicemail 4. Click the  button to listen to the voicemail 5. Click the ESC icon to exit the voicemail list
Viewing Information in a Queue	Sign into Queues	Pausing all Queues
<ol style="list-style-type: none"> 1. Click the Queues  icon 2. Queue information will be displayed 	<ol style="list-style-type: none"> 1. Click the Queues  icon 2. Click the  button to login to all queues OR 3. Click the  button to login into individual queues 4. Select preferred device 5. Click the  button 	<ol style="list-style-type: none"> 1. Click the Queues  icon 2. Click the  button 3. Select Pause Reason  <ol style="list-style-type: none"> 4. Click the  button 5. Click the  button to resume
Pause a Single Queue	Signing Out of Queues	Receiving Queue Calls
<ol style="list-style-type: none"> 1. Click the desired queue 2. Click the  icon 3. Select Pause Reason  <ol style="list-style-type: none"> 4. Click the  button 5. Click the  icon to resume 	<p style="text-align: center;">Signing out of a Single Queue</p> <ol style="list-style-type: none"> 1. Click the queue name 2. Click the  icon <p style="text-align: center;">Signing out of all Queues</p> <ol style="list-style-type: none"> 1. Click the Queues  icon 2. Click the  button 	<ol style="list-style-type: none"> 1. Queue calls will be presented with the Caller ID and the name of the queue:  <ol style="list-style-type: none"> 2. Click the  icon to answer the call 3. Click the  icon to decline the call