

Pure Mobile & Pure Cloud

Quick Startup Guide

Discover new cloud services available at your fingertips

2017-02-07



Discover the cloud services from Fuzer

- Pure Mobile for mobile users
- Pure Cloud for fixed and mobile users
- Connect Me web application for all users

Fuzer Pure Mobile for mobile users

Key features

- Up to 2 devices per user:
 - **Connect Me** softphone & UC client (web application)
 - A mobile phone with a **Fuzer Mobile** SIM card
- One mobile phone number shared by both devices

Fuzer Pure Cloud for fixed & mobile users

Key features

- Next gen PBX in the cloud, powered by Escaux Fusion
- Up to 3 devices per user:
 - **Connect Me** softphone & UC client (web application)
 - Fixed phone
 - Mobile phone with a **Fuzer Mobile** SIM card
- One unique phone number per user, shared by all his devices

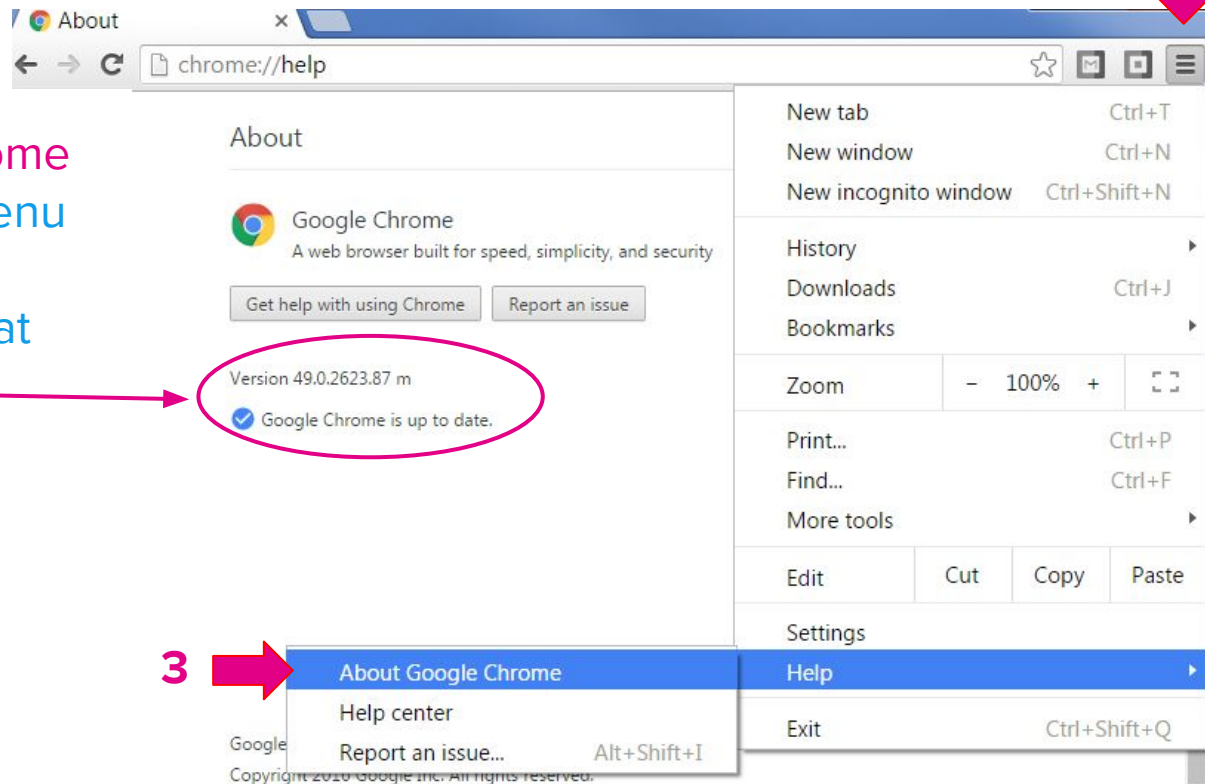
Connect Me

Discover the Web Application

fuzer

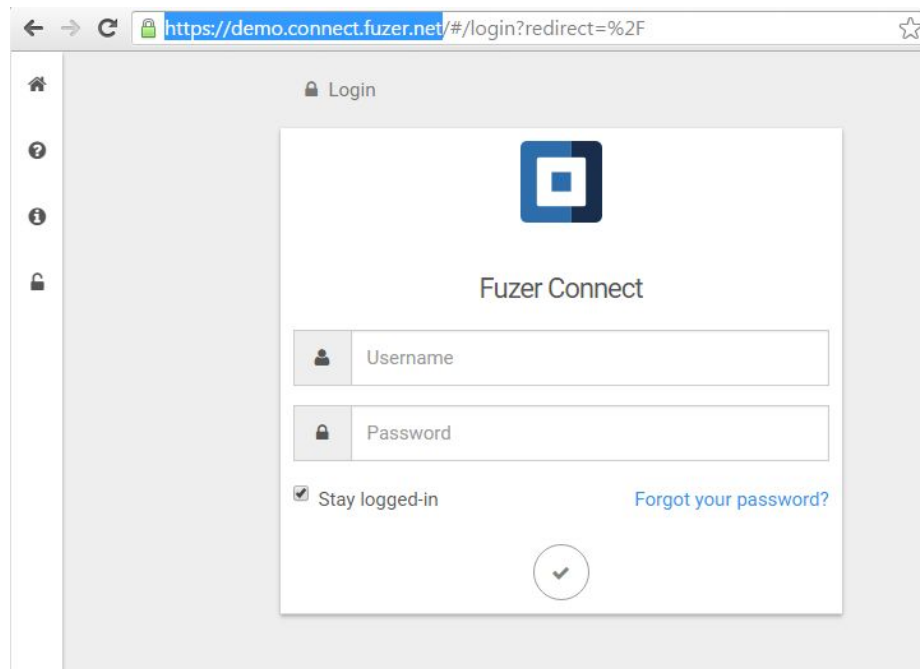
How to start-up “Connect Me” for the first time? (steps 1-4)

1. Start-up Google Chrome
2. Open the Chrome menu
3. Go to Help - About...
4. Verify the Version is at least 46



How to start-up “Connect Me” for the first time? (step 5)

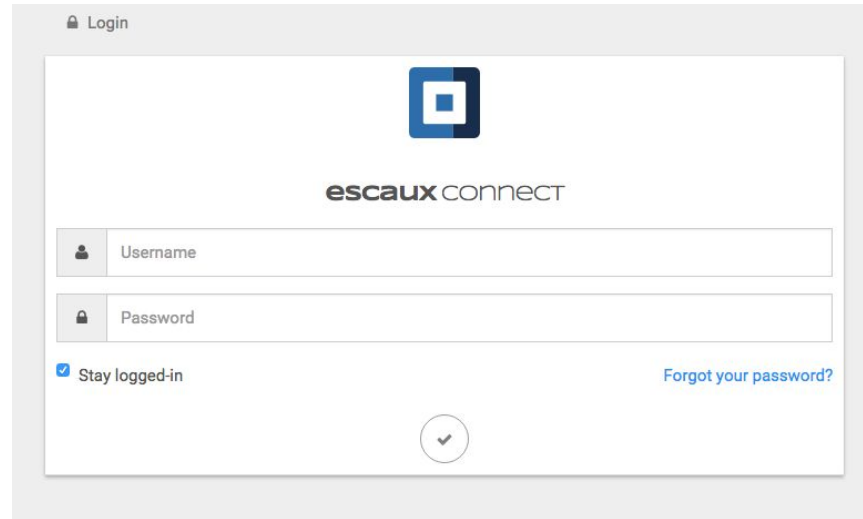
5. With Google Chrome, go to <https://purecloud1115.connect.fuzer.net>



Log in

- Enter your personal Username (email address) and
- Password

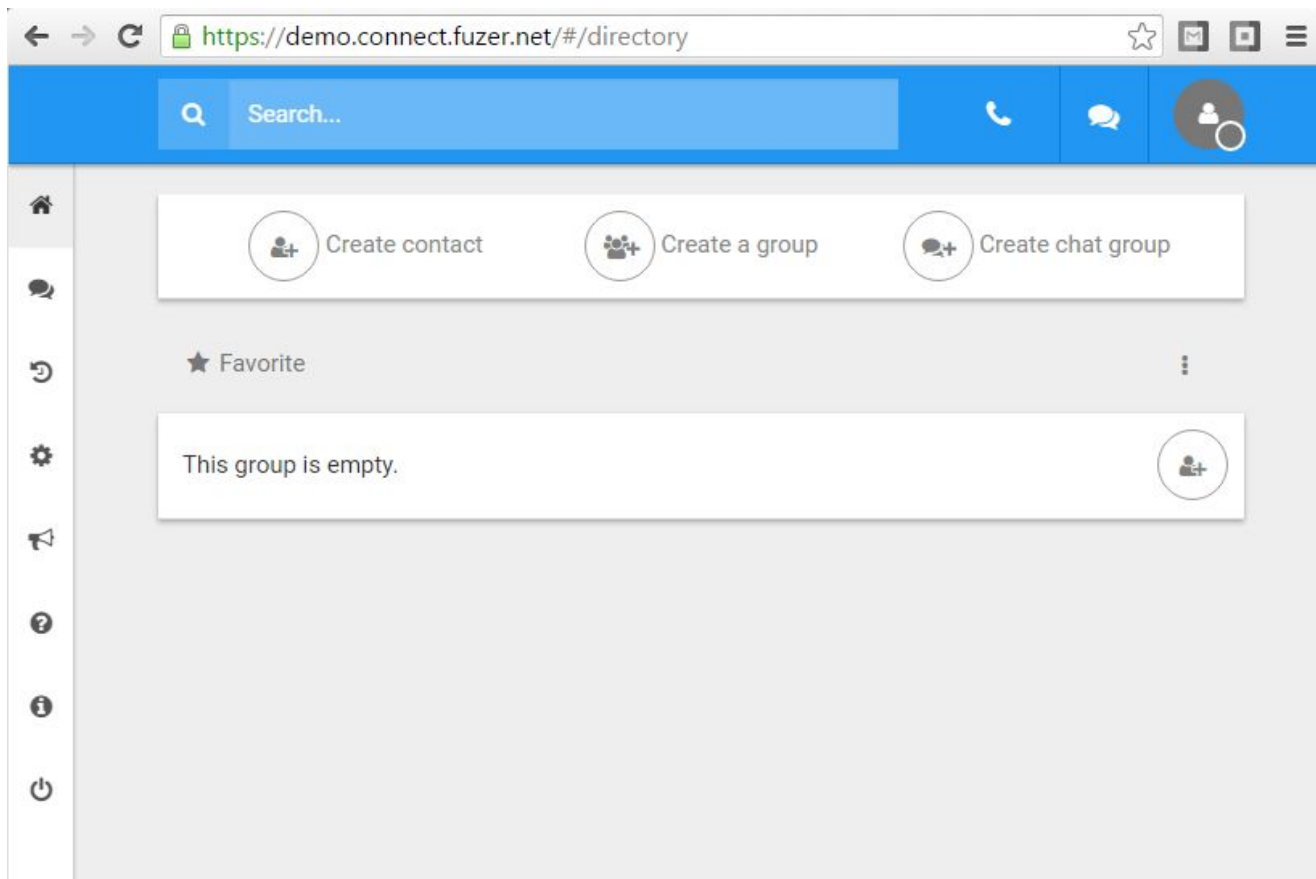
that you received by email.



The image shows a login form for 'escaux connect'. At the top, there is a lock icon and the word 'Login'. Below this is the 'escaux connect' logo, which consists of a blue square with a white square inside, and the text 'escaux connect' below it. The form contains two input fields: 'Username' with a person icon on the left, and 'Password' with a lock icon on the left. Below the 'Username' field is a checkbox labeled 'Stay logged-in' which is checked. To the right of the 'Password' field is a link that says 'Forgot your password?'. At the bottom center of the form is a circular button with a checkmark inside.

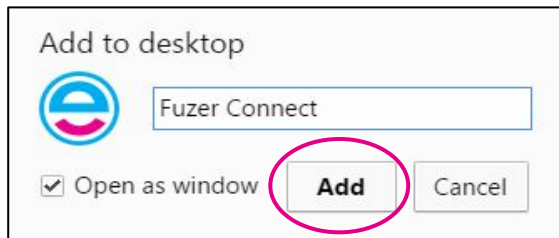
Note that “Forgot your Password?” does not reset the password, as long as you have no access to the email box of the Username.

You are connected !

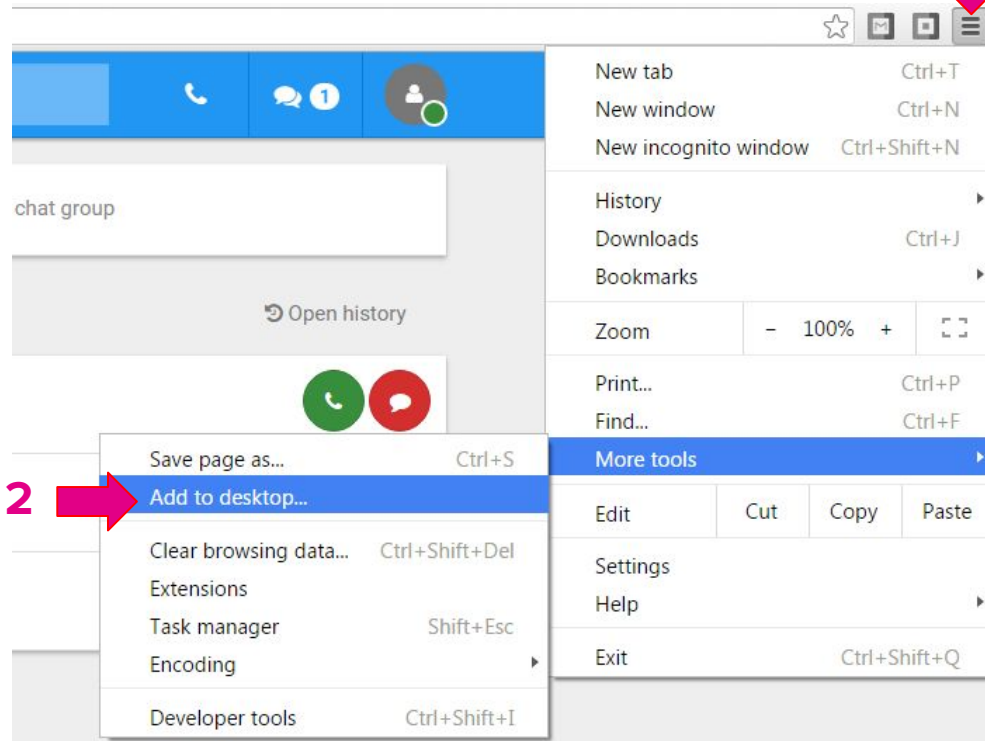


How to run your web app in a dedicated window ?

1. Open the Chrome Menu
2. Go to: **More tools - Add to desktop...**
3. Click on **Add** as below:

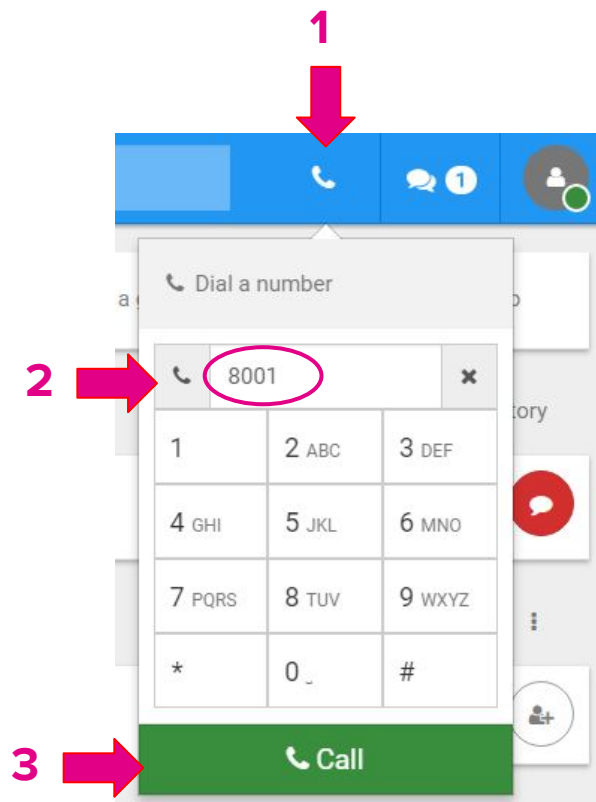


4. You will be able to restart your web app by clicking on this new shortcut:



Test a voice call with Fuzer Cloud platform

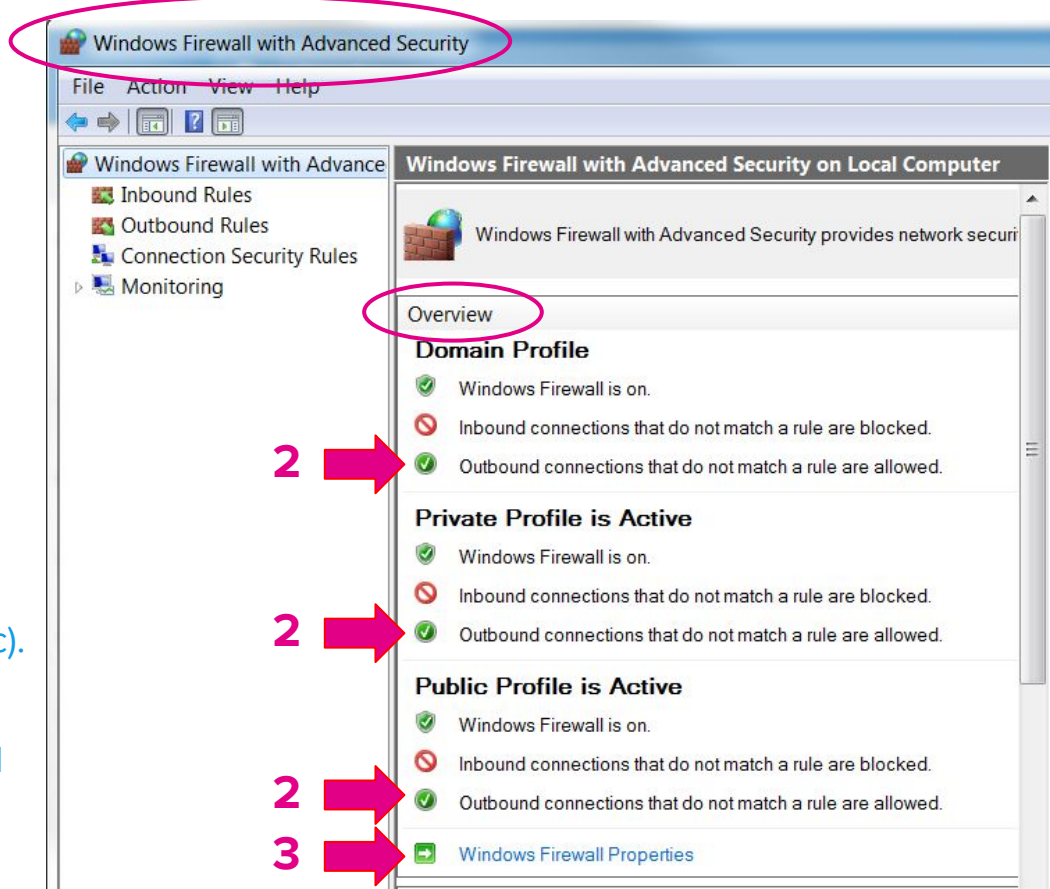
1. Click on the phone to open the dial pad
2. Enter the phone number 8001 (with your keyboard or with the soft keys)
3. Click on “Call”
 - You should first hear a voice spelling “one two three”
 - Then, you should hear your own voice through the microphone & speaker of your own device
 - If you do not hear any voice, check your firewall settings (...)
4. Hang-up the Call



How to enable Outbound connections in Windows firewall?

If the voice call to 8001 fails:

1. Type “**Firewall**” in your Windows search bar and open the **Windows Firewall with Advanced Security**. Alternatively, go to “Control Panel - System and Security - Windows Firewall - Advanced Settings”.
2. In the Overview tab, verify that “**Outbound** connections that do not match a rule are **allowed**” for every security profile (Domain/Private/Public).
3. If **Outbound** connections are **blocked** in some profiles, click on “**Windows Firewall Properties**” at the bottom of the tab.

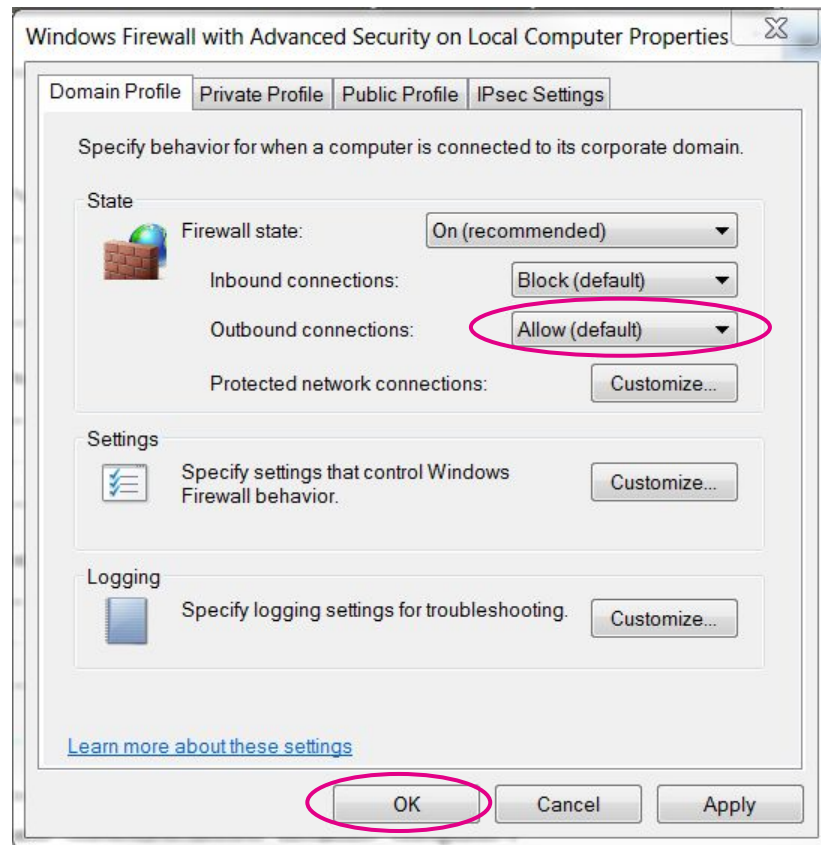


How to enable Outbound connections in Windows firewall?

4. Set **Outbound Connections** to “**Allow (default)**” for every security profile Domain/Private/Public. Click on **OK** to activate the new settings.

Note: Outbound connections can be set to “Block”, provided that following **outbound rules** are created on the firewall **to allow these connections**:

Source IP	Dest. IP	Source Port	Dest. Port
Any	Any	Any	UDP 53 (DNS)
Any	Any	Any	TCP 443 (HTTPS)
Any	Any (or IP of “demo.connec t.fuzer.net”)	Any	UDP 10000-20000



Search for your contacts

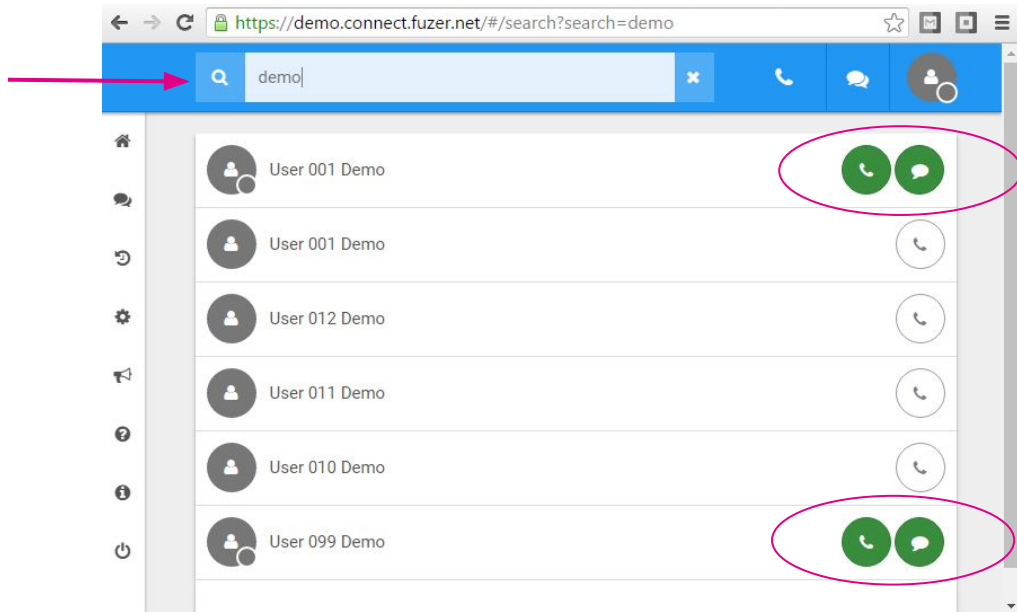
Type the Firstname and/or Lastname of your colleague in the Search field to get the list of users in the same directory:



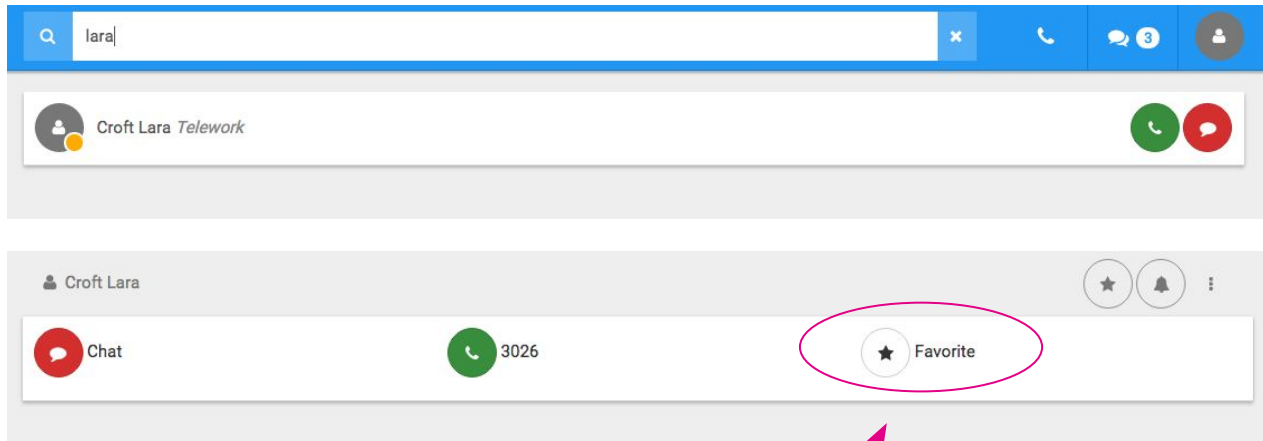
= reachable by phone



= reachable by chat



Add a contact to your list of favorites




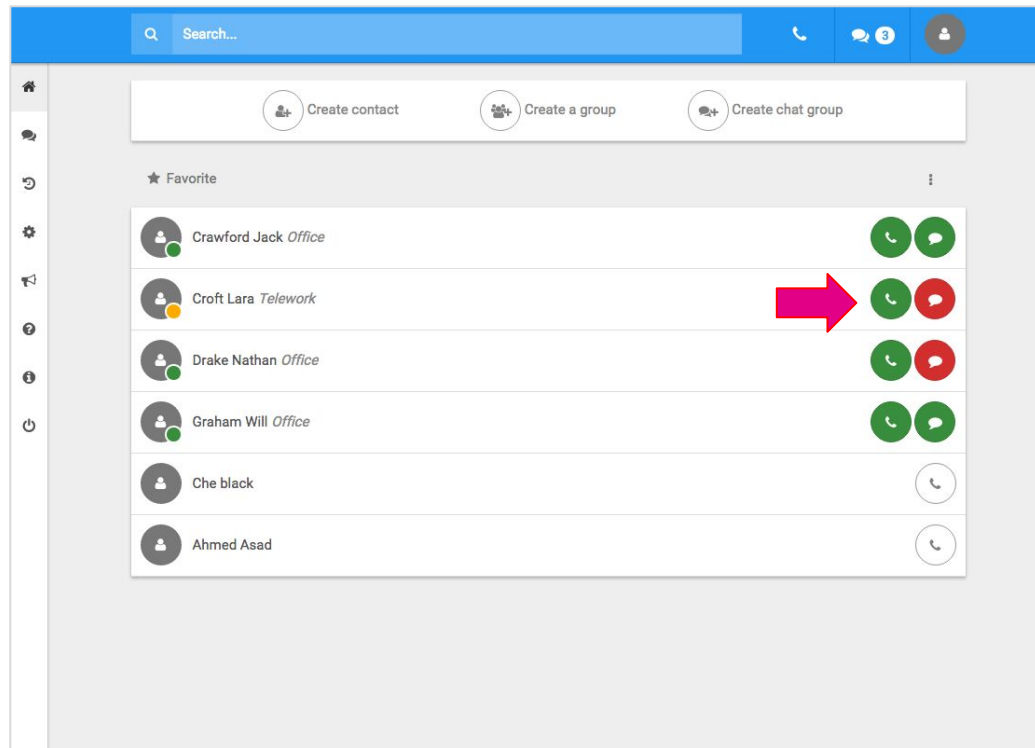
To add a contact to your favorites:

- click on the contact name
- and then press the “Favorite” button

Initiate a call to one of your favorite contacts

Upon return to the home screen, you will see your new contact in the list of favorites.

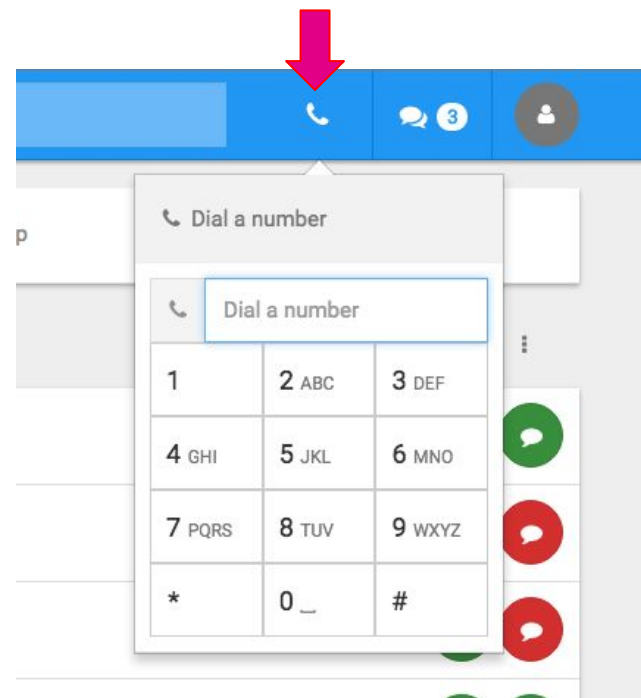
- Call your contact by pressing the green call button 



Initiate a call to an outside person

You can call any public phone number:

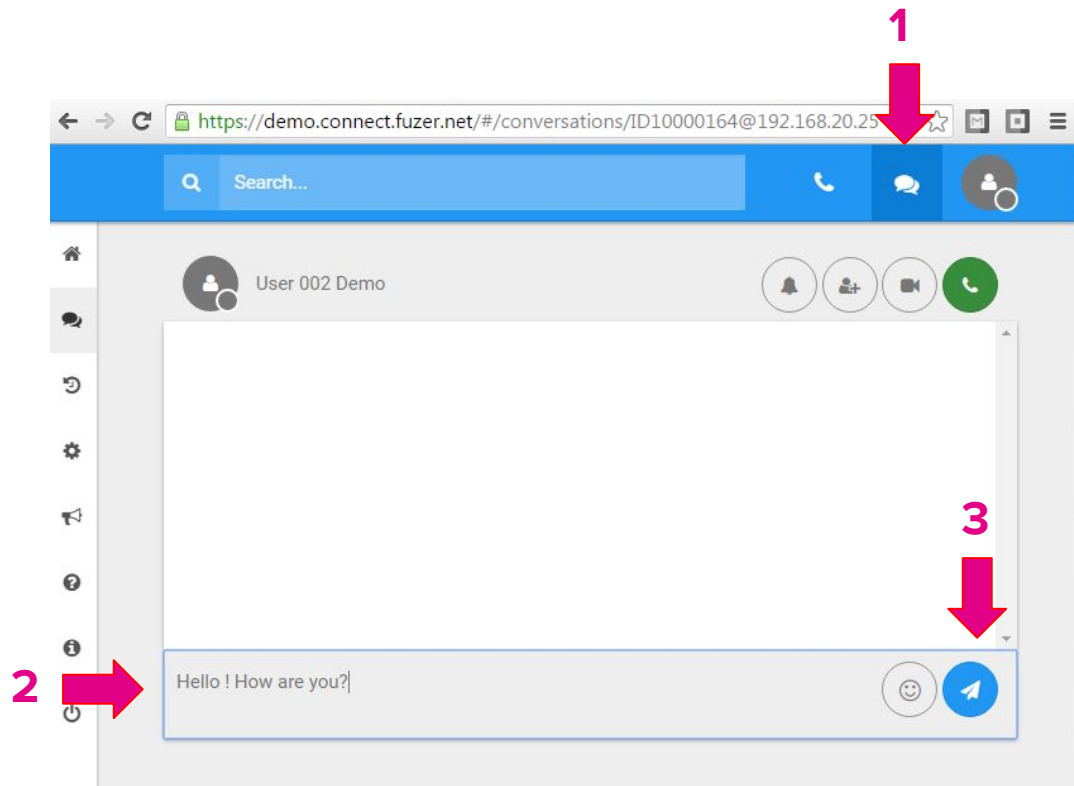
- simply open the dialpad
- and enter the number of your choice



Send a chat message

To chat:

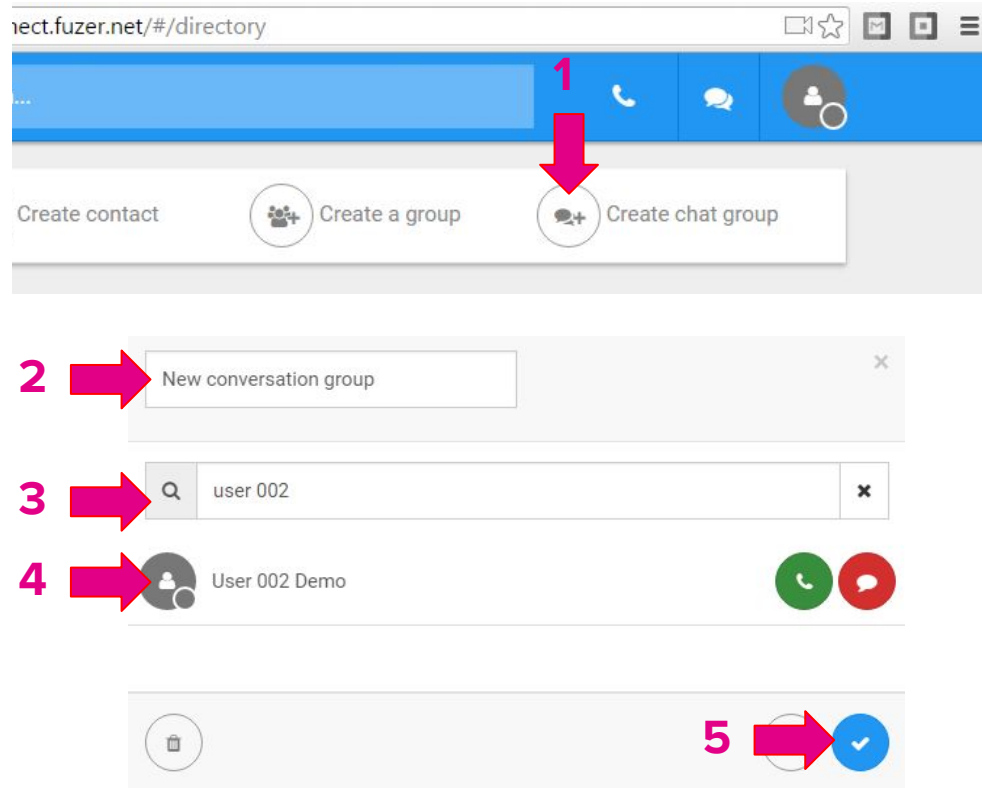
1. Open the chat window
2. Type the message
3. Hit the “Enter” key or click on “Send”



Create a chat group to collaborate with multiple people

To create a chat group:

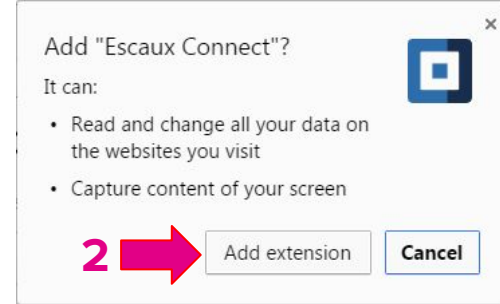
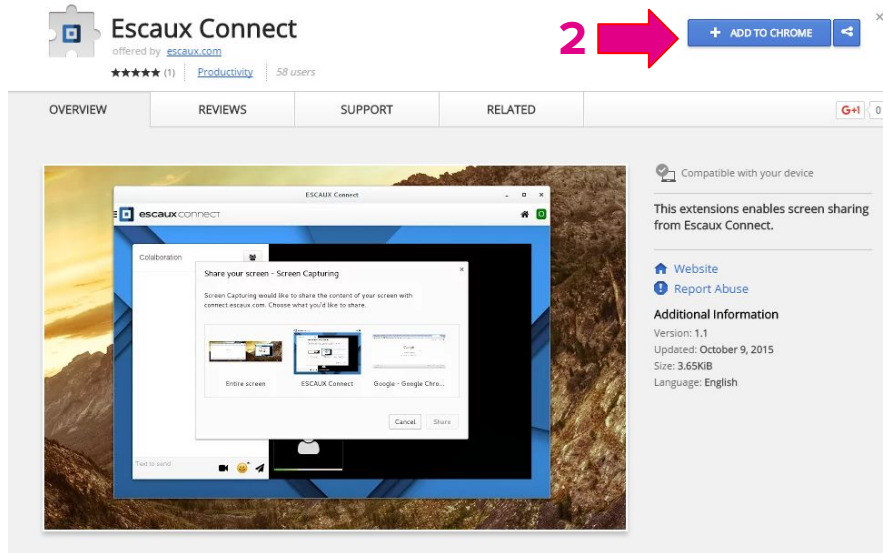
1. Click on Create chat group
 2. Enter a name for this group
 3. Enter the name of every contact to invite
 4. Click on the contact to add it in the group
- Repeat steps 3 & 4 if needed
5. Click on save to save all changes



Install the “Connect Me” Chrome Extension

This Chrome Extension is required to enable screen sharing:

1. Go to <https://chrome.google.com/webstore/detail/escaux-connect/kobdidkmegmecamhkcdbniopodfholmma?hl=en>
2. Click on “ADD TO CHROME” and confirm “Add extension”:

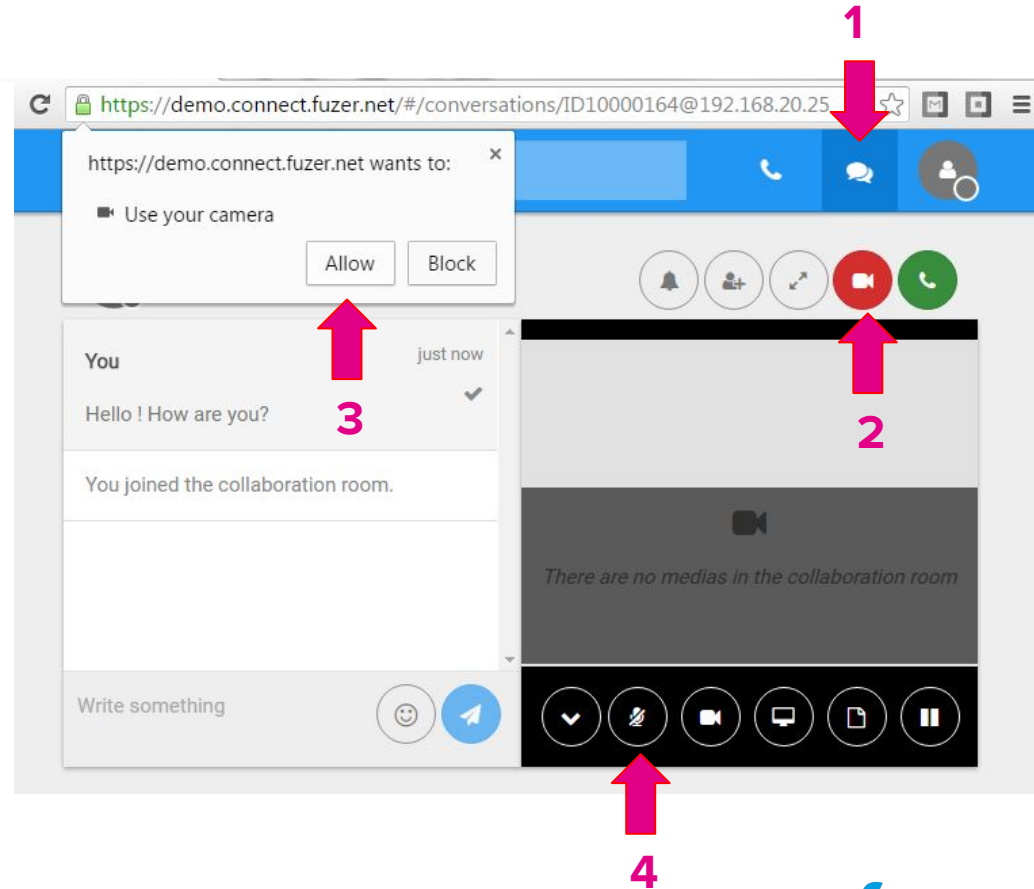


3. Press “F5” or click on  (“reload this page”)

Video conference & collaboration

To make a video call:

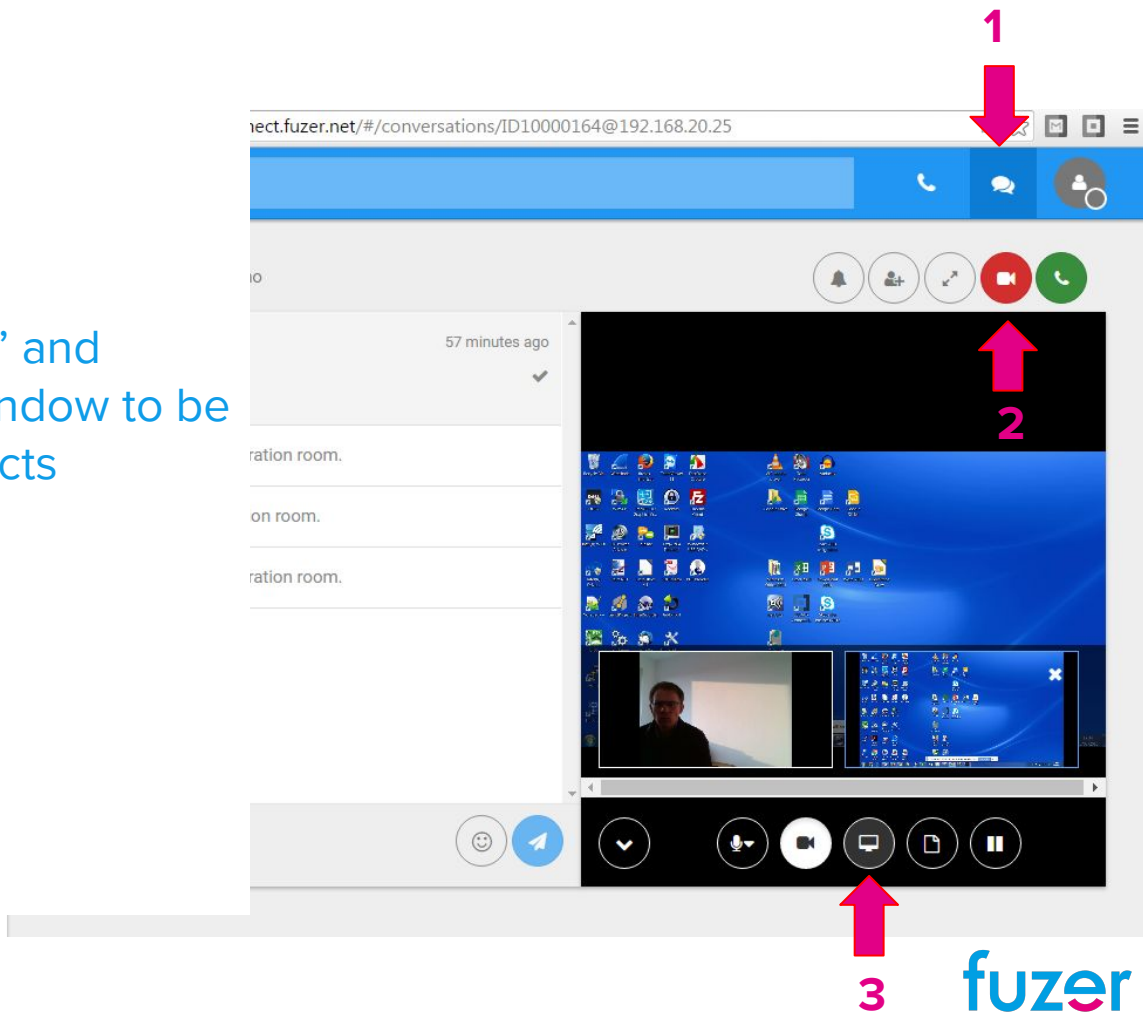
1. Open the chat window
2. Click on the camera
3. Allow Google Chrome to use your camera
4. Unmute the microphone and select your preferred device.



Screen sharing

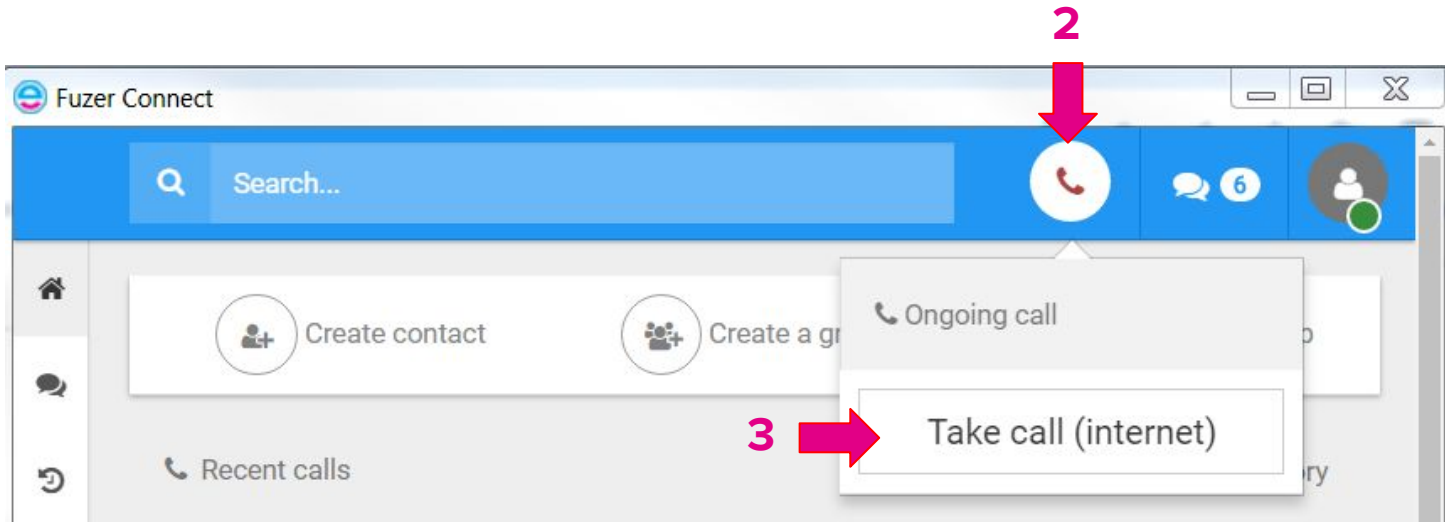
To share your screen:

1. Open the chat window
2. Click on the camera
3. Click on “share screen” and select the screen or window to be shared with your contacts



Call swapping between Connect Me & mobile device

1. Place a call from your mobile device (in business mode).
2. Once the call is established, continue the conversation on Fuzer Connect by clicking on the “handset”
3. and on “**Take call**”.
4. To take back the call on your mobile: call **8011**.



For more info:

<https://purecloud115.connect.fuzer.net/#/help>

or

<https://purecloud115.connect.fuzer.net/#/help/en/help.pdf>

