Pure Mobile & Pure Cloud

Quick Startup Guide

Discover new cloud services available at your fingertips
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
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
1. Start-up Google Chrome
2. Open the Chrome menu
3. Go to Help - About...
4. Verify the Version is at least 46
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.

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!

https://demo.connect.fuzer.net/#/directory

- Create contact
- Create a group
- Create chat group

Favorite

This group is empty.
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:
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:


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.
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**:

<table>
<thead>
<tr>
<th>Source IP</th>
<th>Dest. IP</th>
<th>Source Port</th>
<th>Dest. Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any</td>
<td>Any</td>
<td>Any</td>
<td>UDP 53 (DNS)</td>
</tr>
<tr>
<td>Any</td>
<td>Any</td>
<td>Any</td>
<td>TCP 443 (HTTPS)</td>
</tr>
<tr>
<td>Any</td>
<td>Any (or IP of “demo.connect.fuzer.net”)</td>
<td>Any</td>
<td>UDP 10000-20000</td>
</tr>
</tbody>
</table>
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
To add a contact to your favorites:

- click on the contact name
- and then press the “Favorite” button
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/kobdidkmegmecahkcdnbniopodfhomma?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” and on “Take call”.
3. To take back the call on your mobile: call 8011.
For more info:

https://purecloud1115.connect.fuzer.net/#/help

or