FIRSTNET
Built with AT&T

Fusion Admin

4.3

Table of contents

- ABOUT FUSION
  - Activating your account
  - Logging in
- ACCOUNT NOTIFICATIONS
- MY ORGANIZATION
  - Dashboard
  - Statistics
  - Automatic sending of statistic files
    - Statistic file content
    - Automatic sending
  - Zones
    - Viewing zones
    - Searching for zones
    - Adding a zone
    - Editing a zone
    - Deleting a zone
  - Channels
    - Viewing channels
    - Searching for channels
    - Adding a channel
    - Editing a channel
    - Deleting a channel
  - Talkgroups
    - Viewing talkgroups
    - Searching for talkgroups
    - Adding a talkgroup
    - Editing a talkgroup
    - Deleting a talkgroup
  - Users
    - Users list
    - Searching for a user
    - Adding a user
      - User details
        - User Type
        - Alias
        - Selecting Mobile, Mobile and web user, Dispatcher or 3rd party 3GPP
      - Departments
      - Options
      - Activation
    - Editing a user
    - Exporting users list
    - Deleting users
    - Pending approval
    - Define pending access
    - Creating in bulk

Assigning in bulk
New activation codes
User profile
Adding a user profile
Assigning users to a user profile
Editing a user profile
Duplicating a user profile
Deleting a user profile
Organization Chart
Managing your Organization Chart
Searching for a department
Creating a new department
Step 1
Step 2
Editing a department
Deleting a department
Users list
Scan list
Viewing scan lists
Searching for scan lists
Adding a scan list
Editing a scan list
Deleting a scan list
Mutual Aid
Sending a Mutual Aid invitation
Editing a sent Mutual Aid invitation
Editing a received Mutual Aid invitation
Emergency Settings
Emergency Message
Emergency Push-To-Talk Group Call
Admin
Adding an admin
Editing an admin
Deleting an admin
Settings
General settings
Organization settings
Fusion Dispatch
General Fusion Dispatch access status
Message Retention Period
Public Visibility
Organization
Call settings
Push-To-Talk
Live Replay
Large Group Calls
Broadcast Call Initiation Rights
Broadcast Call Delay To Start Talking
Broadcast Call Hang Time

Allow Dispatchers to Tear Down Push-To-Talk Group Calls
Message settings
Location
Store Location Points Mode
Location Status
Time-frequency Tracking
Distance Frequency Tracking
Tracking period rules
GPS Use Only
Accuracy Mode
Maximum Accuracy
User Role Icon
Traffic Layer Display
Traffic Layer Auto-Refresh
Show Pins on Map
Video
Reach Back request
Language
Two-factor authentication
Users authorization
Display Department (also called Root Department):
Display the Group "All" Containing All the Organization's Users in User's Contacts List
Allow Communication between Users that cannot See Each Other in the Organization's Contact List
Authorize Your Users to Add Info to Their Profiles
Sort Users By
Alias
Allow User to Change Alias
User status
Setting the User Status
Do Not Disturb
Operational Status
Automated Operational Status Changes List
Report
MY TOOLS
License management module
Geofencing module
LOGGING OUT

ABOUT FUSION

Welcome to the Fusion Admin guide, version 4.3. We designed this guide to empower users of the FirstNet® Fusion application, built with AT&T, to navigate its robust suite of features and maximize operational efficiency and communication. Whether you are a first responder, dispatcher, administrator, or team member, Fusion provides secure, real-time collaboration tools tailored for mission-critical environments.

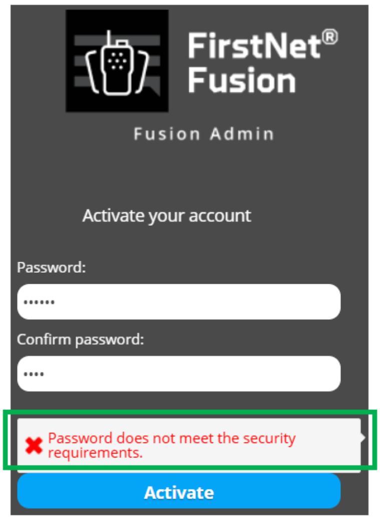
Activating your account

An admin emails you the organization ID and the activation details. Click the **Activate** button from the email. Fusion displays a new form.

Enter a password for your account, confirm it, and click the **Activate** button.

Fusion Admin > Click here to activate or reactivate your account

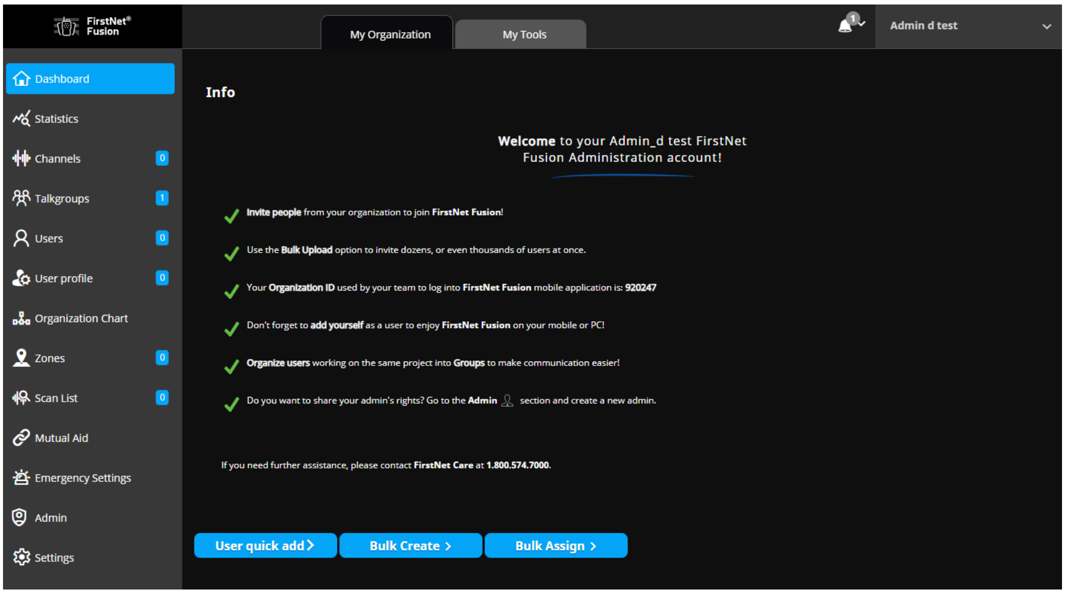
If your password does not meet the security requirements, Fusion displays an error message.



Activate your account > Password does not meet the security requirements

Following 10 unsuccessful attempts to enter the correct password, Fusion temporarily blocks your account for two minutes. After this period passes, you can proceed to reset your password.

Fusion directs you to My Organization's main page.

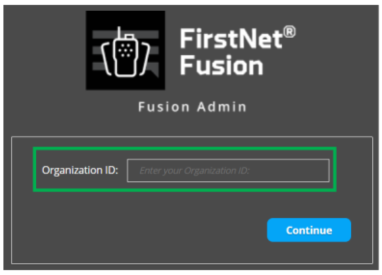


My Organization

Logging in

Fusion Admin provides privileged access through an engineered login experience that prioritizes usability.

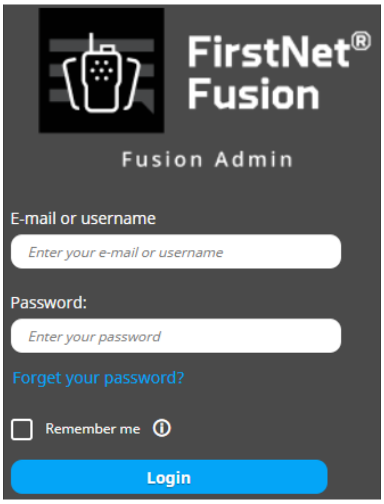
Enter your organization ID and click **Continue**.



Fusion Admin > Organization ID

Fusion displays a new form. Fill out the form with your email address and password. Fusion redirects you to the Fusion Admin home page after successful authentication.

Note: Account passwords expire after a specified number of days (180 by default). Changing or resetting your password restarts the expiry countdown. When a password expires, you must reset it to log in again.



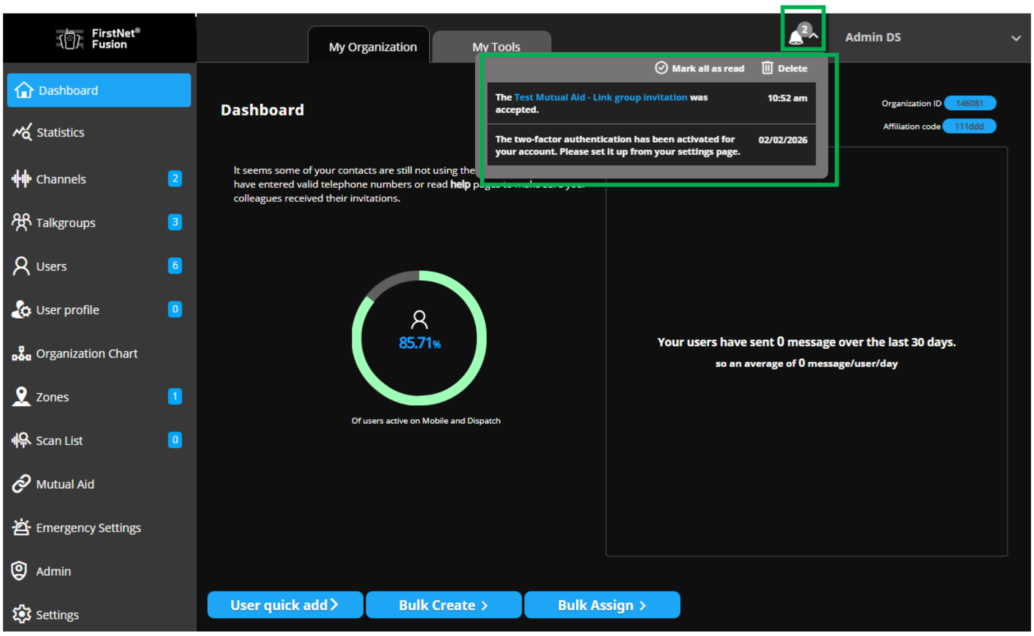
Log in

ACCOUNT NOTIFICATIONS

See notifications about:

- Expiration of the organization
- Expiration of various passwords
- Downloaded/Uploaded file during bulk operations

Note: As an organization admin, you receive the notifications for the entire organization. Department admins receive the notifications for their own department.



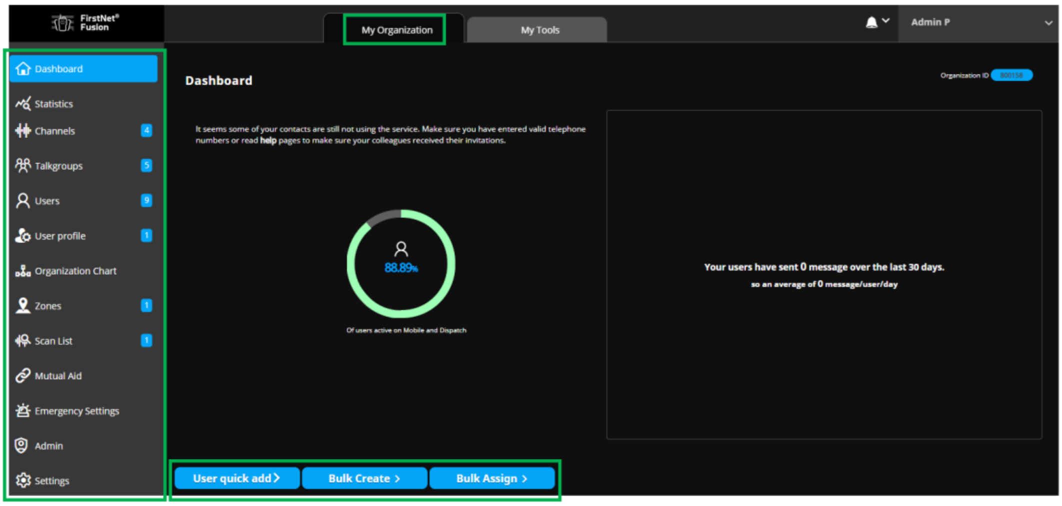
Account notifications

MY ORGANIZATION

Note: Fusion displays the **Users** section by default.

Displays:

1. **Dashboard:** Service statistics.
2. **Statistics:** View the organization statistics.
3. **Channels:** Manage channels.
4. **Talkgroups:** Manage talkgroups.
5. **Users:** Register users and choose the options that you want to activate for them (depending on your subscription).
6. **User profile:** Manage user profiles.
7. **Organization Chart:** Structure your organization by departments, and set communication rules between users in each department.
8. **Zones:** Manage zones.
9. **Scan List:** Manage scan lists.
10. **Mutual Aid:** Two organizations (or more) on two servers (different or the same) can link two channels (or more). The admin activates this feature for you.
11. **Emergency Settings:** Manage **Emergency Messages** and **Emergency PTT Group Calls**.
12. **Admin:** Manage admins.
13. **Settings:** Access the organization settings.
14. **User quick add:** Create a new user.
15. **Bulk Create:** Create multiple users at once.
16. **Bulk Assign:** Assign multiple users to talkgroups and/or departments at once.

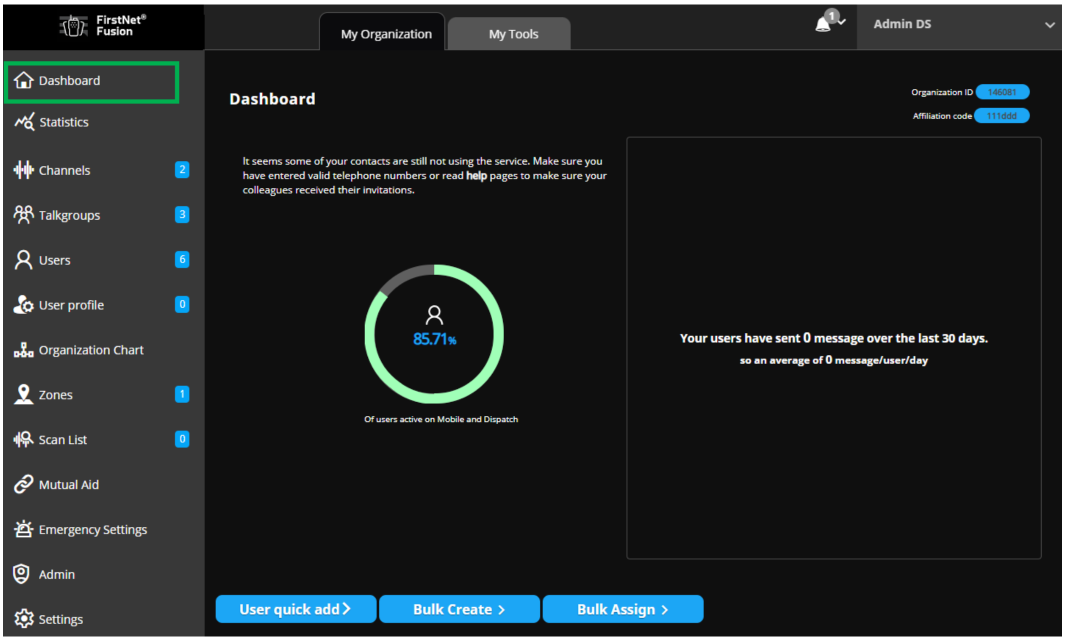


My Organization

Dashboard

As an admin, you can see the following statistics:

- The number of users you can create based on your subscription.
- The number of users created in this account
- How many users have downloaded the application or are using Fusion Dispatch
- The number of sent messages



My Organization > Dashboard statistics

Statistics

The **Statistics** page allows you to view usage statistics for each department or organization within Fusion, including how users interact with it.

To see the **Statistics** page, click the **Statistics** menu on the left side of My Organization.

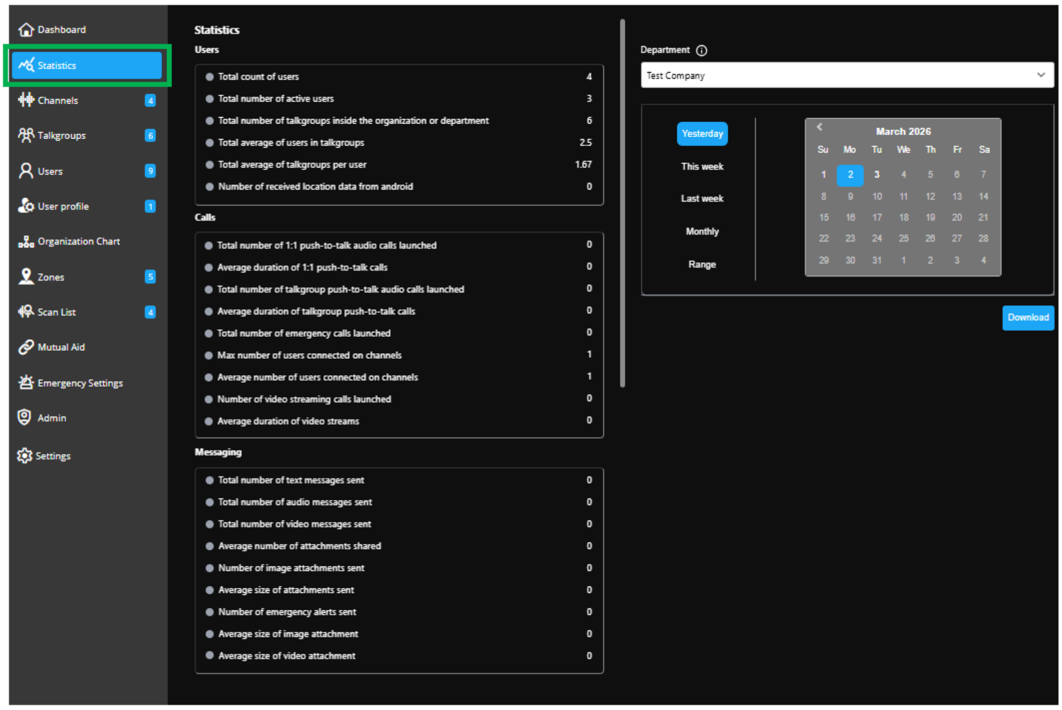
The page shows sections with details on each category of statistics, a search bar for a specific department or the entire organization, a calendar with a configurable period, and a **Download** button to save the results in a .csv file.

The **Statistics** page displays the following statistics:

- Users:
  - Total count of users
  - Total number of active users
  - Total number of talkgroups inside the organization or department
  - Total average of users in talkgroups
  - Total average of groups per user
  - Number of received location data from android
- Calls:
  - Total number of 1:1 Push-To-Talk audio calls launched

- Average duration of 1:1 Push-To-Talk calls
    - Total number of talkroup Push-To-Talk audio calls launched
    - Average duration of talkgroup Push-To-Talk calls
    - Total number of emergency calls launched
    - Max number of users connected on channels
    - Average number of users connected on channels
    - Number of video streaming calls launched
    - Average duration of video streams
- Messaging:
    - Total number of text messages sent
    - Total number of audio messages sent
    - Total number of video messages sent
    - Average number of attachments shared
    - Number of image attachments sent
    - Average size of attachments sent
    - Number of emergency alerts sent
    - Average size of image attachment
    - Average size of video attachment

Note: The system counts a message even if you remove it.

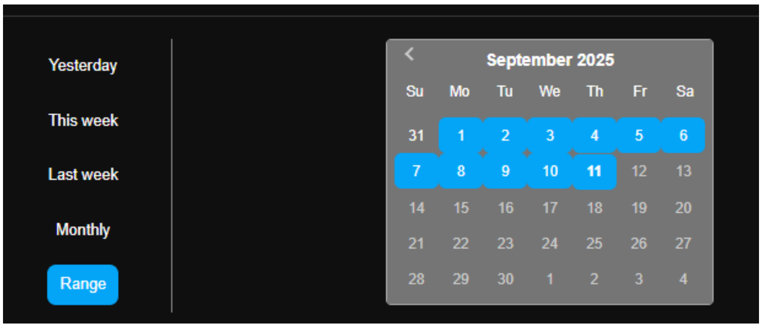


My Organization > Statistics

You can select a period for the displayed data:

- Yesterday - shows users' activity for the day before the current day.
- This Week - shows users' activity for the ongoing week, covering seven days prior to the current day.
- Monthly - the month in which you want to see the user's activity.
- Range for the statistics you want to see.

If you choose **Range**, then you must pick a start and end date to display data.

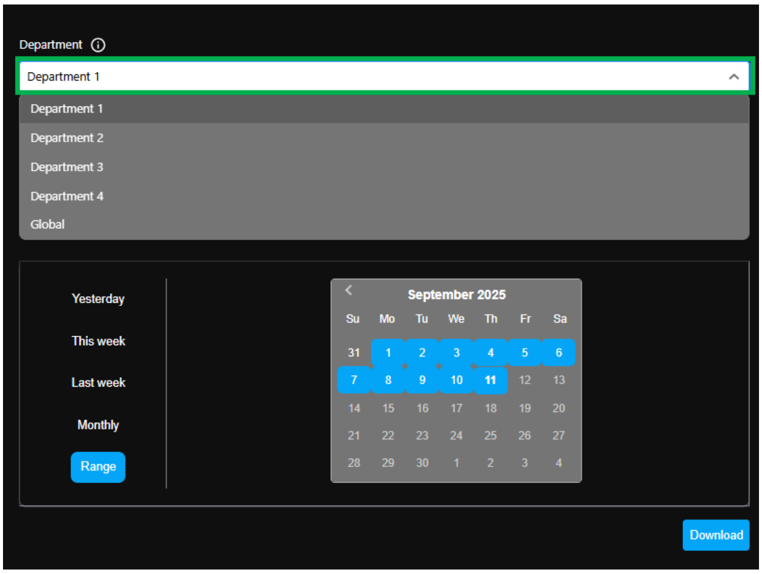


My Organization > Statistics > Calendar

Note: You cannot set the start date within the specified range to more than one year ago.

To select a department, click the drop-down menu, or enter at least two characters to search for it.

You can only select one department at a time.



My Organization > Statistics > Select Department

To see the statistics as an organization admin, you can select a specific department or the entire organization.

The system stores data from the current day overnight, so when you select your range, make sure it starts from the previous day.

If a user is part of two departments, the statistics count them once for their main department and not for the secondary one.

To download the information for the selected period and department, click the **Download** button. Fusion exports the statistics in a .csv file.

If an organization enables the **Send automatically department statistics** feature:

- Fusion calculates statistics based on members directly assigned to a department.

- Fusion excludes users who belong only to sub-departments from the statistics of the parent department unless the organization adds them to the parent department.
- A department admin receives statistics for users only if the organization adds these users as direct members of the department.
- If users within a department do not have any activity, Fusion does not generate or send any statistics reports to that department admin.

Automatic sending of statistic files

Statistic file content

Fusion enables the statistics file per platform and generates one report per organization.

The report is an Excel file that organizes its content as follows:

Sheet 1: Users Info

It includes the following information as columns:

- Number of active users
- Number of provisioned users
- Number of Fusion Dispatch users only
- Number of Mobile users only
- Number of groups
- Number of departments

Sheet 2: Statistics per User

It includes the following information as columns:

- Last Name/First Name
- Phone number
- Email address
- Authenticated on (Mobile-Fusion Dispatch/Fusion Dispatch only/Not authenticated)
- Groups (in which groups users belong to). If the user belongs to multiple groups, group names are separated by commas.
- Departments (in which departments users belong). If the user belongs to multiple departments, department names are separated by commas.
- Number of messages sent by user
- Number of Push-To-Talk calls

Sheet 3: Statistics per Group

It includes the following information as columns:

- Group Name
- Total number of messages per group
- Total number of Push-To-Talk calls per group

Sheet 4: Statistics per Department

It includes the following information as columns:

- Department Name
- Total number of messages per department
- Total number of Push-To-Talk calls per department

Automatic sending

Fusion automatically sends the statistic file report at the end of each month to the organization master.

Use the same email format as for the Activity Report email.

Zones

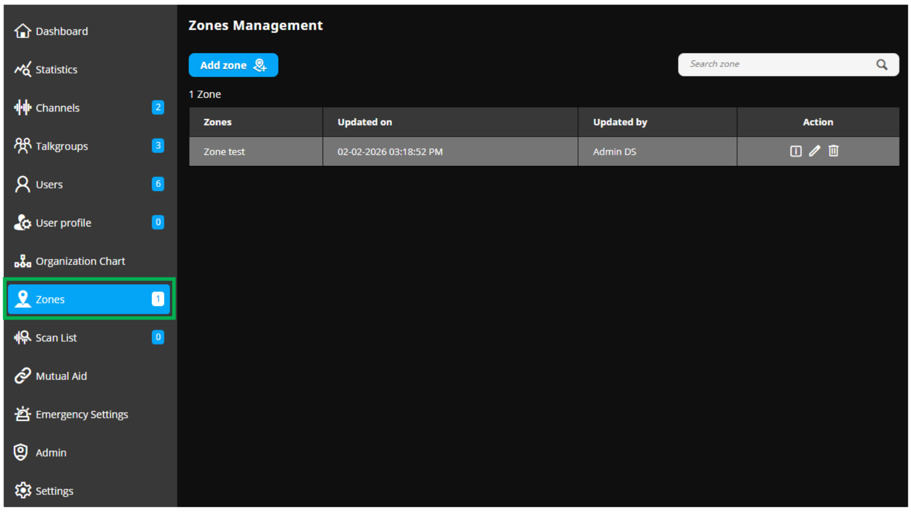
Zones are collections of channels and talkgroups grouped for an event (mission, accident, incident, etc.) or an area. Zones simplify the user's communication view to only the channels and talkgroups relevant to an event.

Note: To be able to create talkgroups and channels, you must add a zone first.

You can create and order zones and assign users to multiple ones. Users can connect to one zone at a time.

Viewing zones

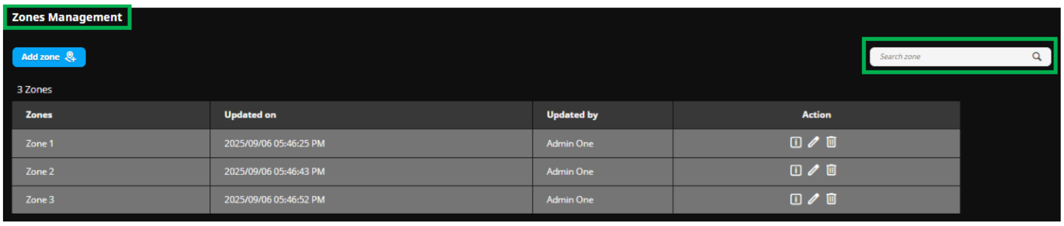
To view the zones configured for your organization, click **Zones** from the left-side menu. The **Zones management** area will appear, displaying all configured zones in a table with the following details: zone name, assigned channels and talkgroups, last update date, and the name of the admin who made the last update.



My Organization > Zones Management

Searching for zones

To search for a zone, go to the **Zones Management** area. Type at least three characters in the search bar to find a zone.

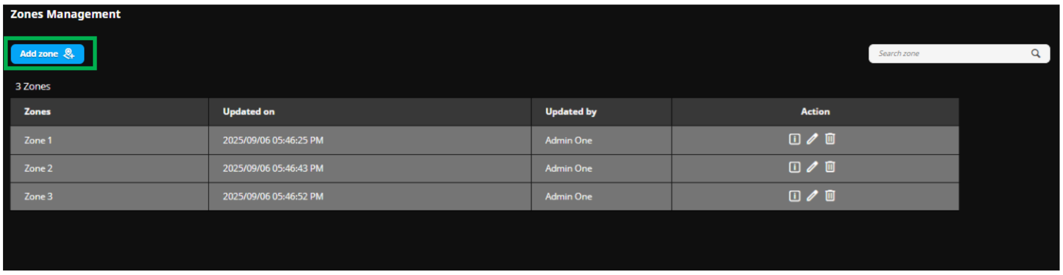


My Organization > Zones > Search

Adding a zone

To add a zone, go to the Zones Management area. Click the **Add zone** button, and follow the steps below.

Note: You must add zones to be able to add channels and talkgroups later.



My Organization > Zones Management > Add zone

Step 1

Type a name for the zone in the **Zone Name** field. The name must be unique within each department and follow these guidelines:

- Use letters, numbers, and the following special characters: [+ @ # $ & ( ) _ , . !]
- Spaces are allowed, but only in the middle of the name – not at the beginning or end
- The name must be no longer than **80 characters**

Search for the channels and talkgroups in the corresponding tab on the left or by using the search bar, select them by clicking, and add them to the zone list on the right using the right arrow.

To remove channels and talkgroups from the zone, select them by clicking and use the left arrow.

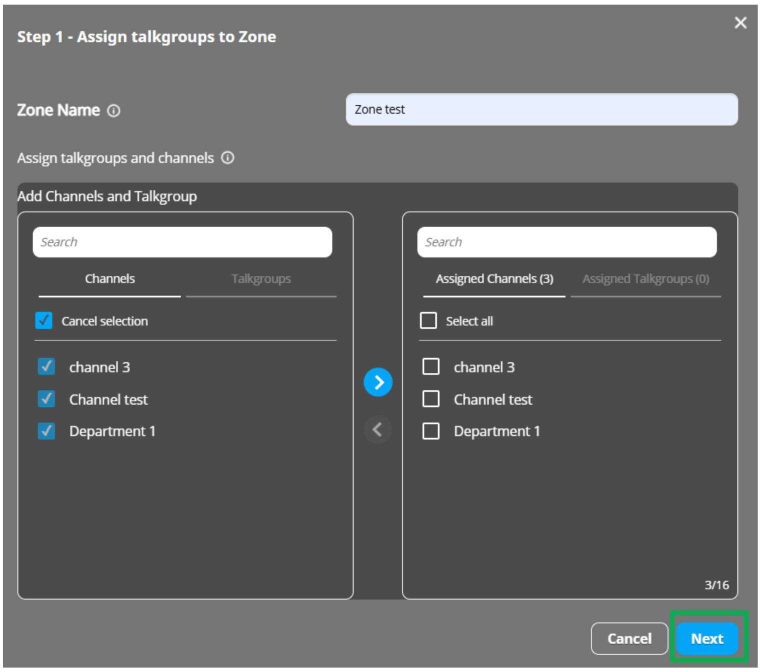
The number of channels and talkgroups that can be added to a zone is configurable at the organization level. The maximum number by default is 16.

A user can have an unlimited number of zones assigned.

By default, the user is automatically affiliated with the first talkgroup they belong to that has been added to the zone. Affiliation means the user will receive notifications only regarding the prearranged group calls they are affiliated with.

The user can manually de-affiliate from the current talkgroup and affiliate with others within the zone.

Click **Next**.

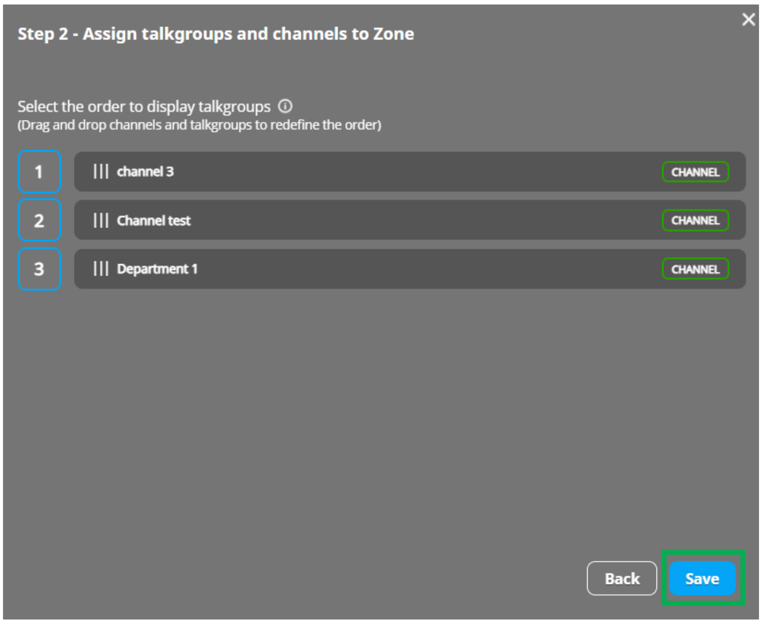


My Organization > Zones > Add zone > Step 1 - Assign talkgroups to Zone

Step 2

Assign an order to all channels and talkgroups within the zone by using the up/down arrows. This order defines how they appear in the zone list for the user.

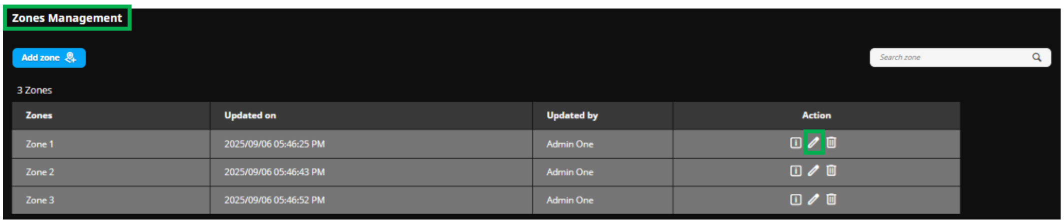
Click **Save**.



My Organization > Zones > Add zone > Step 2 - Assign talkgroups and channels to Zone

Editing a zone

To edit a zone, go to Zones Management. In the **Zones** table, select a zone and click the **Edit** button in the **Action** column.



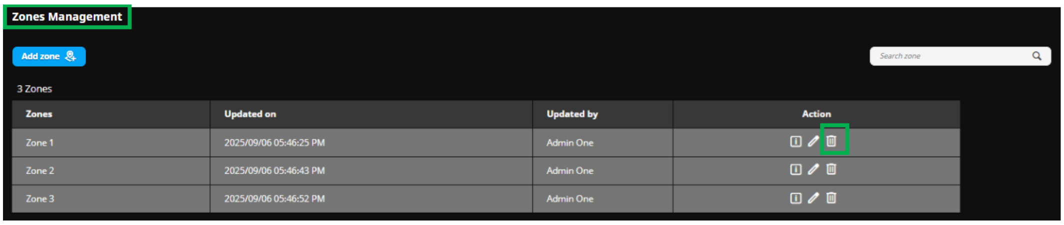
My Organization > Zones Management > Edit zone

You can then edit any information entered during the two creation steps, and you can make changes as many times as needed. After editing, click the **Save** button.

Deleting a zone

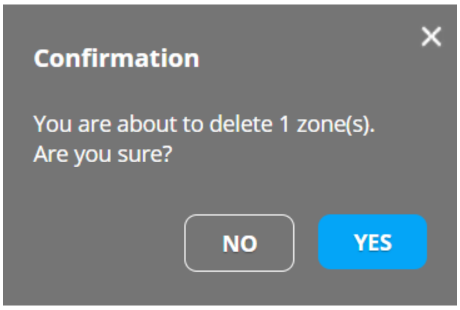
Note: To delete a zone, it must not have any assigned users. Check if Fusion removed all the users before attempting to delete the zone.

To delete a zone, select it in the **Zones** table, and click the **Delete** button in the **Action** column.



My Organization > Zones Management > Delete zone

Fusion displays a confirmation pop-up.



Delete zone > Confirmation pop-up

To remove the zone from your list, click the **YES** button.

The users who were previously assigned to the zone can no longer see it.

Channels

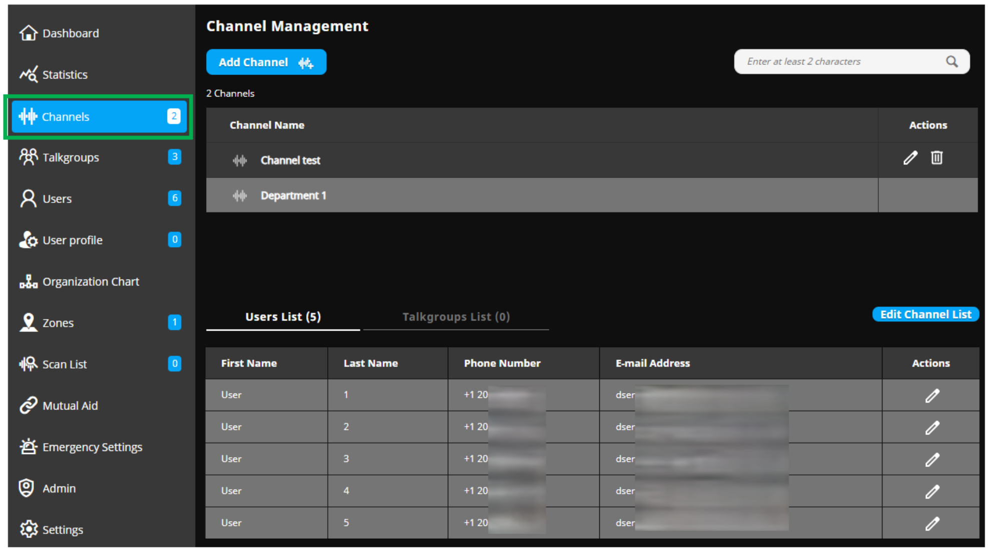
Channels are persistently connected communication groups. They allow users from different departments or talkgroups within the organization to connect and communicate in real time.

You can see the list of channels that the admin has created and add, edit, delete, or search channels.

Viewing channels

To view the channels configured for your organization, click **Channels** from the left-side menu of My Organization. Fusion displays the **Channels Management** area with all the configured channels in a table, with two main columns: **Channel Name** and **Actions**(Edit/Delete).

Channels have different icons depending on their type, as specified in the legend below the table: User-created channels and admin-created channels.



My Organization > Channels

Searching for channels

To search for a channel, click **Channels** from the left-side menu. Type at least three characters in the search bar to find a channel.

My Organization > Channels > Search for a channel

Adding a channel

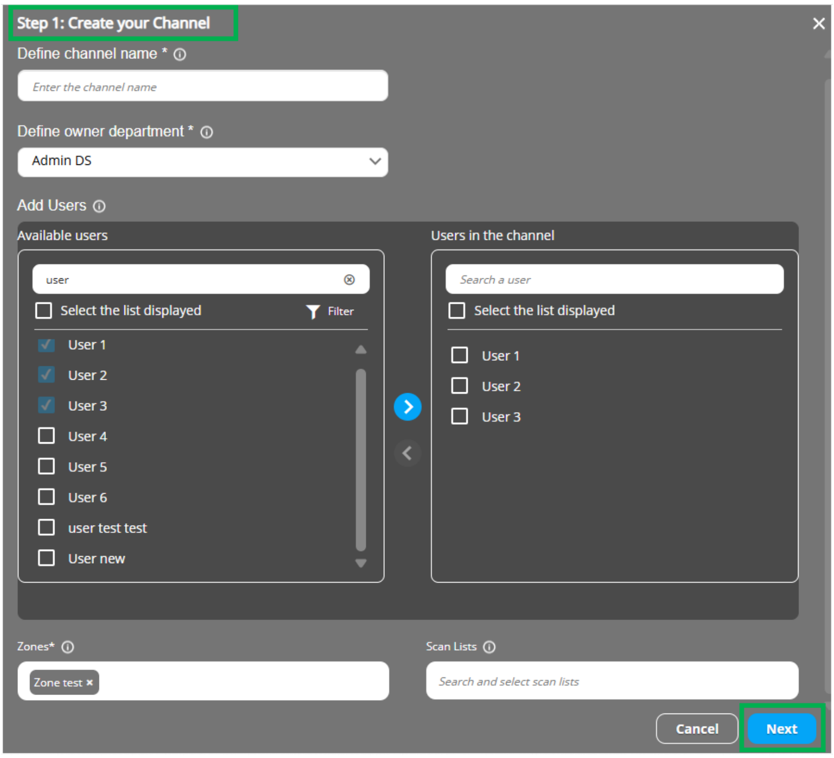
Note: To be able to create channels, you must add a zone first.

To add a channel, click the **Add Channel** button in the Channels Management area.

My Organization > Channels > Add channel

Fusion displays a form. Follow these steps to configure your new channel:

1. Create your Channel



My Organization > Channels > Add channel (Step 1: Create your Channel)

Type a name for the channel in the **Define channel name** field. The name must be unique and should not include special characters.

Select an owner department in the **Define owner department** field. To select an owner department, search for one in the search bar and click it.

Add users to the channel from the **Add Users** section. To add users, search for them in the **Available users** bar, select them, and transfer them to the list on the right with the right arrow.

To remove users from the channel, search for them in the **Users in the channel** bar, select them, and move them to the list on the left using the left arrow.

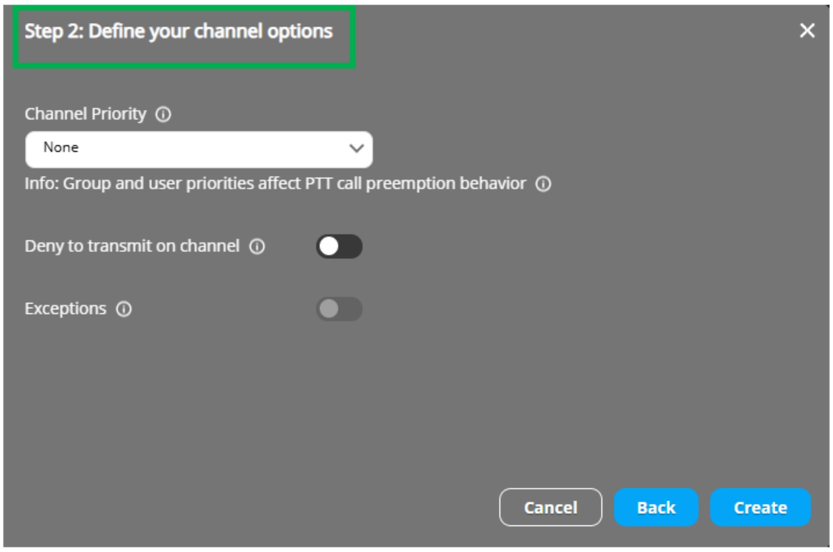
Add the channel to one or multiple zones. To select a zone, search for one in the **Zones** bar and click it. To remove the channel from a zone, click the corresponding **X** icon.

Note: Adding the channel to at least one zone is mandatory to create a channel.

Add the channel to one or multiple scan lists. To select a scan list, search for one in the **Scan Lists** bar and click it. To remove the channel from a scan list, click the corresponding **X** icon.

Click **Next**.

2. Define your channel options



My Organization > Channels > Add channel (Define your channel options)

Configure the channel's priority level and enable the **Deny to transmit on channel** feature, specifying the excepted users.

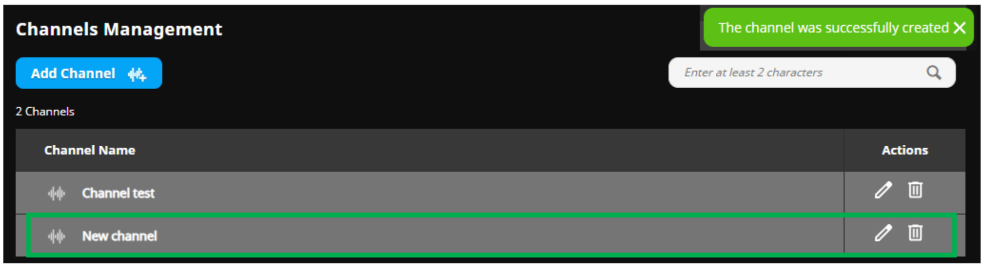
- **Channel Priority:** Define a priority level for this group. A high-priority channel always takes precedence over other channels and users within the organization.

Note: You will be able to define a priority for a channel, even if the **Multi-Channels** feature is off. Fusion still compares the channel priority against other users.

- **Deny to transmit on channel:** If you enable it, no member can take the floor on this channel. However, the members can manually connect or disconnect from this channel.
- **Exceptions:** Set one or multiple members as an exception to give them the rights to take the floor on this channel.

Click the **Create** button.

Fusion displays a confirmation message, and you can see your new channel on the **Channels** table.



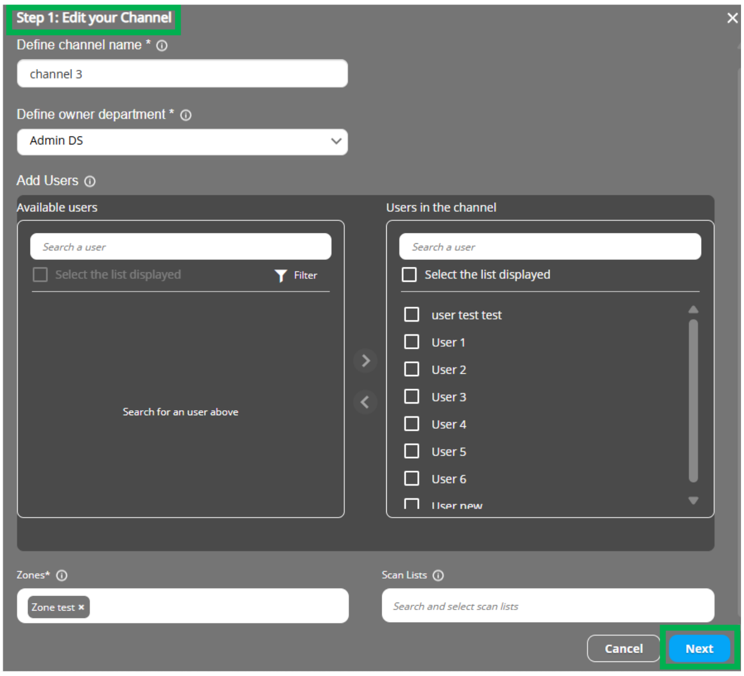
My Organization > Channels list > Your new channel

Editing a channel

To edit a channel, select it in the **Channels** table. Click the **Edit** button under the **Actions** column or click directly on the channel's name.

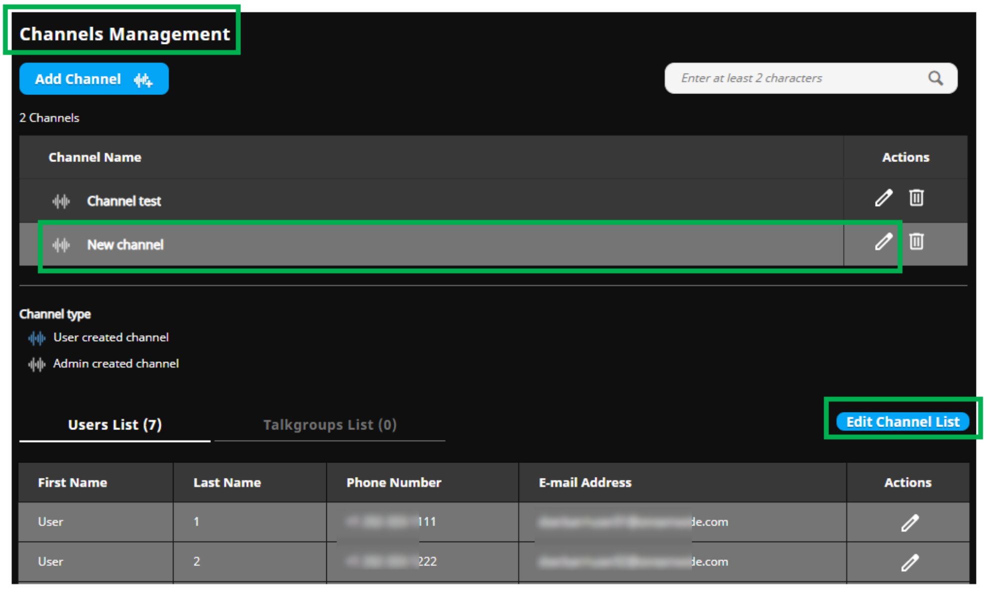
My Organization > Channels Management > Edit channel

Fusion displays a form. You can then edit any information entered during the two creation steps, and you can make as many changes as needed. To save the changes, click the **Save** button.



Channels Management > Edit channel

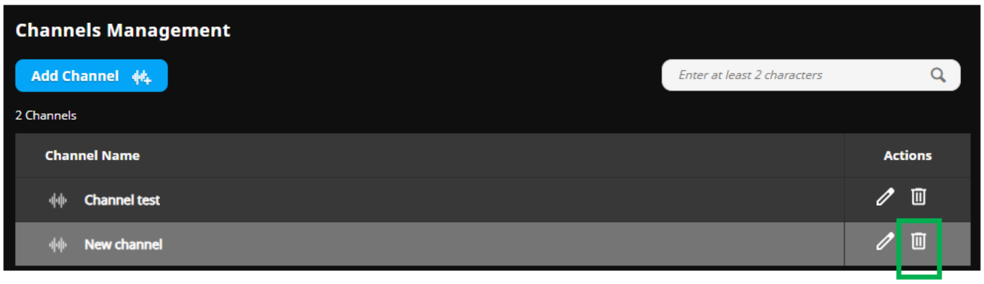
To edit the channel, you can also click on it and then the **Edit Channel List** button. Fusion displays a table listing the users and talkgroups assigned to that channel.



My Organization > Channels (selected channel) > Edit channel list

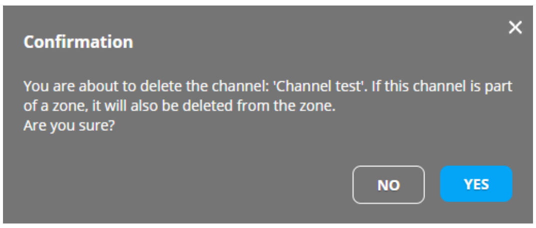
Deleting a channel

To delete a channel, go to the **Channels** table in the Channels Management area. Select a channel, and click the **Delete** button under the **Actions** column.



My Organization > Channels > Delete channel

Fusion displays a confirmation pop-up. To delete the channel, click the **YES** button.



Fusion removes the channel from your list and from any applicable zones. Users that were previously assigned to it can no longer see the channel.

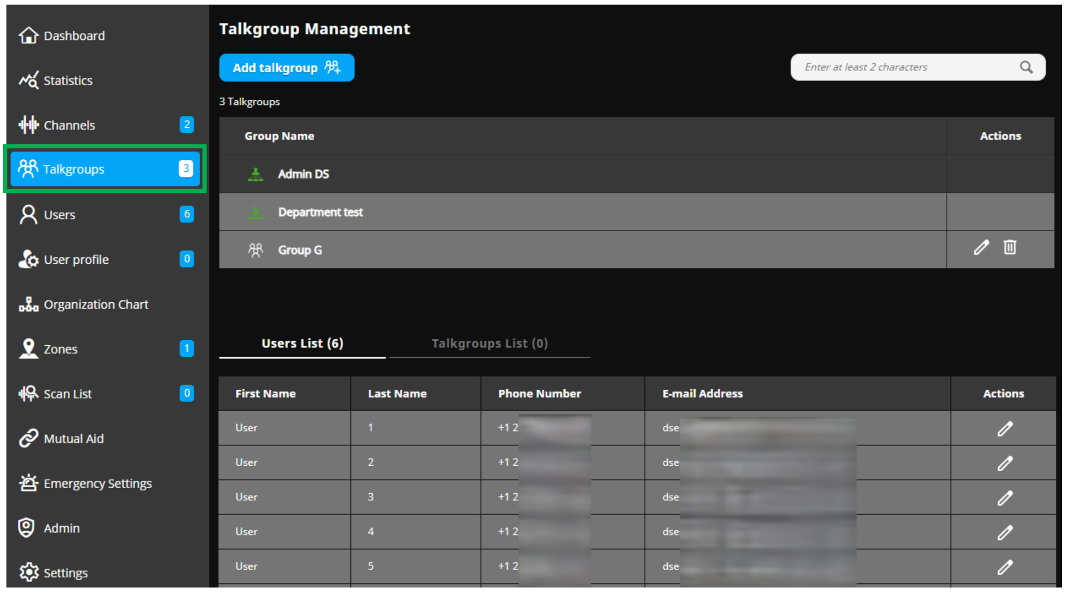
Talkgroups

Talkgroups are communications groups that support interoperability features for efficient communication. You can search, add, edit, and delete talkgroups and see the list of the talkgroups that you have added.

Viewing talkgroups

To view the talkgroups configured for your organization, click **Talkgroups** from the left-side menu.

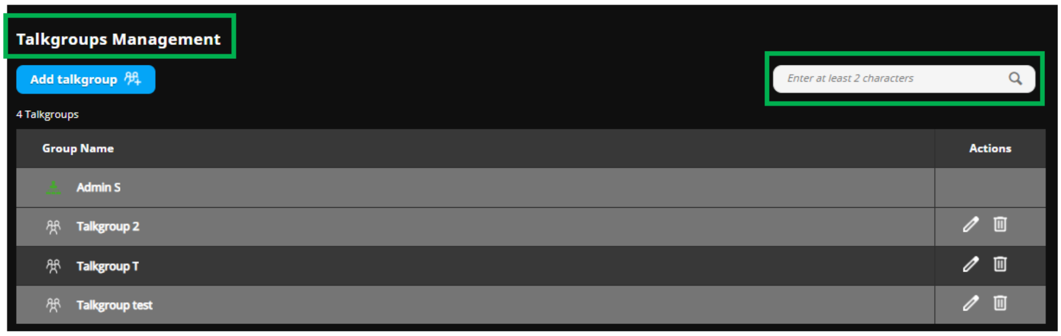
Fusion displays the **Talkgroups Management** area in a table with all the configured talkgroups. The table has two main columns: Group Name and Actions (Edit/Delete).



My Organization > Talkgroups

Searching for talkgroups

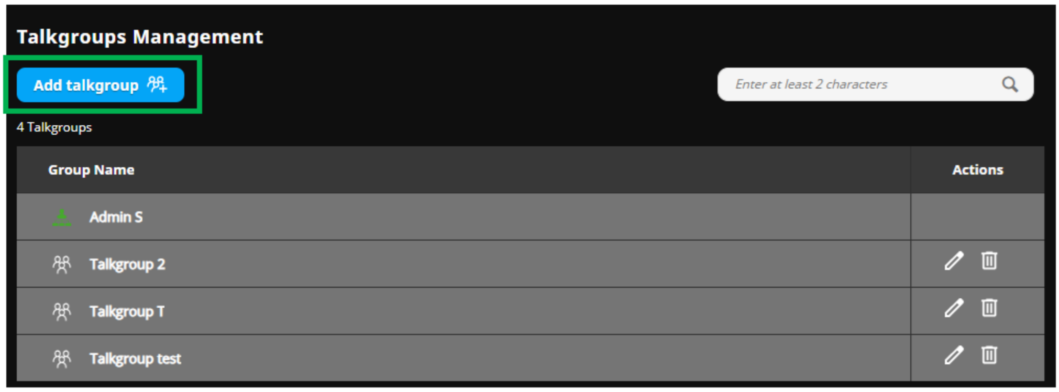
To search for a talkgroup, click **Talkgroups** from the left-side menu. Type at least three characters in the search bar to find a talkgroup.



My Organization > Talkgroups > Search bar

Adding a talkgroup

Note: To be able to create talkgroups, you must add a zone first. To add a talkgroup, click the **Add talkgroup** button in the Talkgroup Management area, then follow the steps below.



My Organization > Talkgroups > Add talkgroup

Step 1: Create your talkgroup

Type a name for the talkgroup in the **Define talkgroup name** field. The name must be unique and should not include special characters.

Select an owner department in the **Define owner department** field. To select an owner department, search for one in the search bar and click it.

Add users to the talkgroup from the **Add Users** section. To add users, search for them in the **Available users** bar, select them, and transfer them to the list on the right with the right arrow.

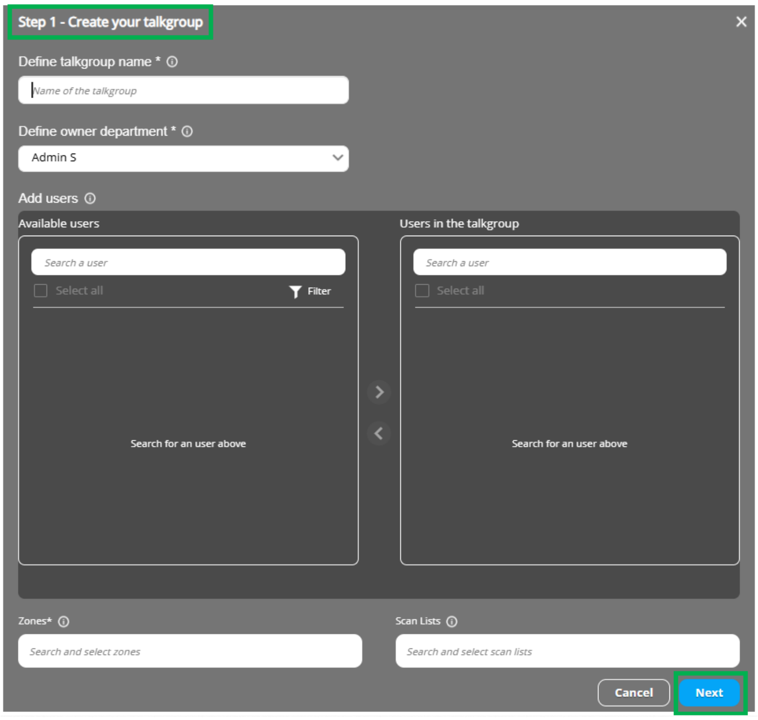
To remove users from the talkgroup, search for them in the **Users in the talkgroup** bar, select them, and move them to the list on the left using the left arrow.

Add the talkgroup to one or multiple zones. To select a zone, search for one in the **Zones** bar and click it. To remove the talkgroup from a zone, click the corresponding **X** icon.

Note: Adding the talkgroup to at least one zone is mandatory to create a talkgroup.

Add the talkgroup to one or multiple scan lists. To select a scan list, search for one in the **Scan Lists** bar and click it. To remove the talkgroup from a scan list, click the corresponding **X** icon.

Click **Next**.



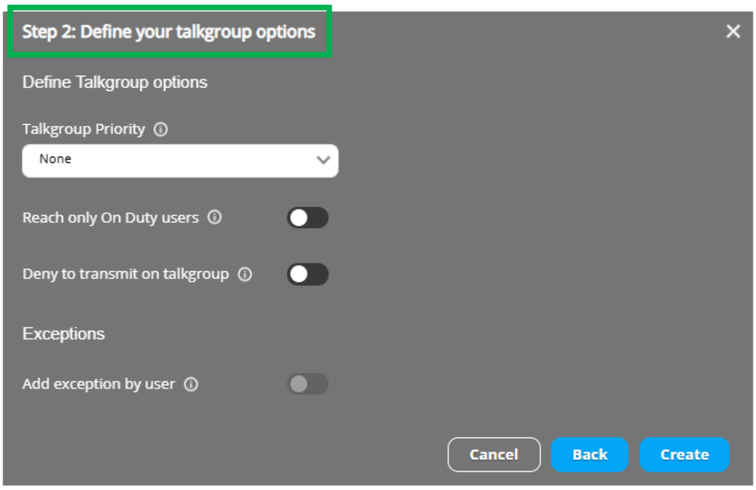
My Organization > Talkgroups > Add talkgroup (Step 1: Create your talkgroup)

Step 2: Define your talkgroup options

At this step, you can set the talkgroup's priority and enable the **Reach Only On Duty Users** feature. You can also enable the **Deny to Transmit on Group** feature, specifying any users to be excepted from this restriction.

- **Group Priority:** Define a priority level for this talkgroup. A high-priority talkgroup will always take precedence over other talkgroups and users within the organization.
- **Reach only On Duty users:** If active, when someone sends a message or initiates Push-To-Talk calls to this talkgroup, only the users having the **On Duty** status will receive the message or Push-To-Talk call. If inactive, all users, regardless of their status, will receive the message or the Push-To-Talk call.
- **Deny to transmit on group:** If enabled, no member will be able to take the floor in this talkgroup.
- **Exceptions:** Set one or multiple members as an exception to give them the rights to transmit in this talkgroup.

Click **Create**.



Talkgroups > Add talkgroup (Define your talkgroup options)

Editing a talkgroup

To edit a talkgroup, click **Talkgroups** in the left-side menu. In the **Talkgroups** table, you can either click **Edit** in the corresponding row under the **Actions** column or directly on the talkgroup you want to edit.

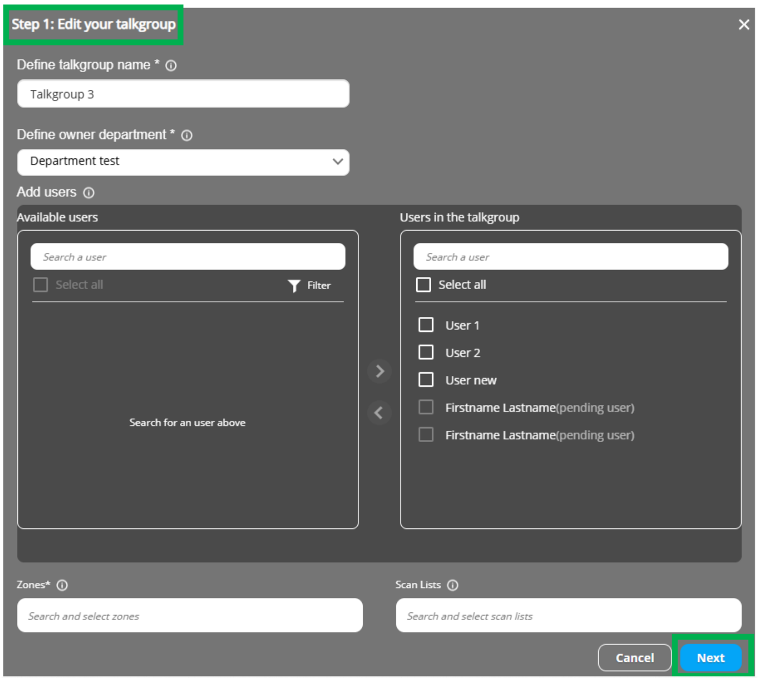
Fusion displays a new table, listing the users and talkgroups assigned to that channel.

My Organization > Talkgroups Management > Edit

You can then edit any information entered during the two creation steps, and you can make changes as many times as needed. After editing, click **Save**.

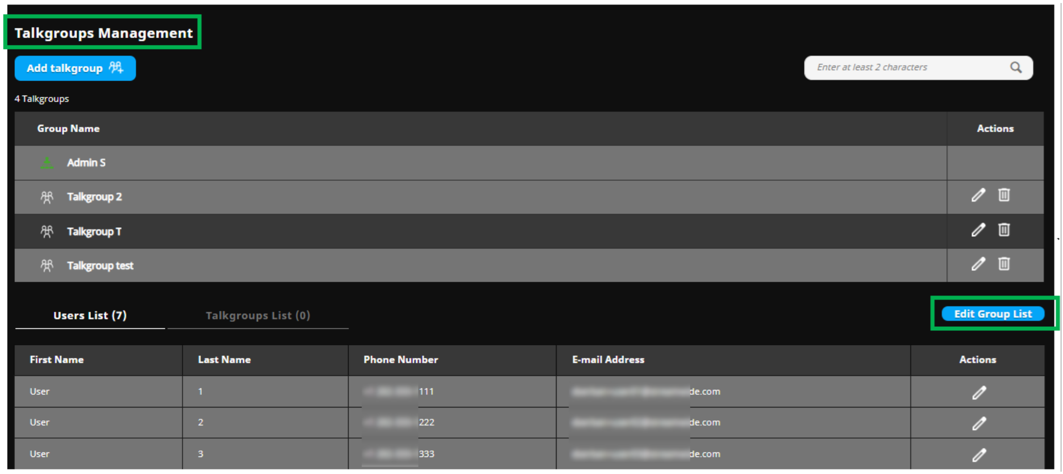
Note: Fusion does not display which users are de-affiliated from the talkgroup.

Note: You can see pending users from the talkgroup added in the pending user profile, but you cannot select them.



Talkgroups Management > Edit talkgroup

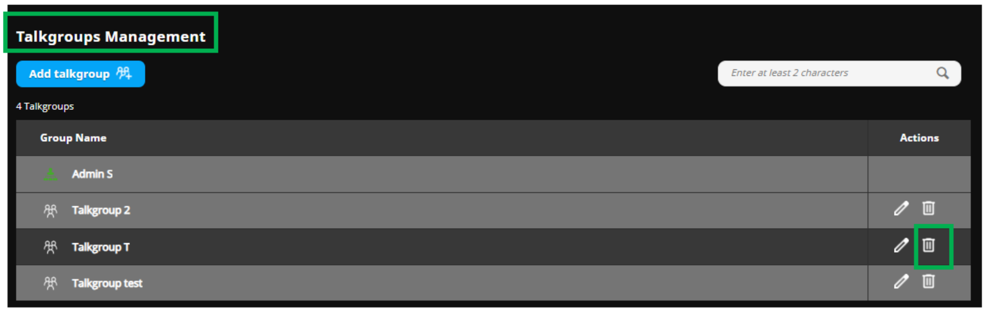
To modify the talkgroup, you can also click the **Edit Talkgroup List** button in the Talkgroup Management area.



Talkgroups Management (channel selected) > Edit talkgroup list

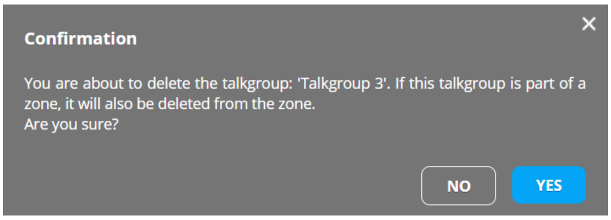
Deleting a talkgroup

To delete a channel, go to the Talkgroups table in the Talkgroups Management area, select a talkgroup and click the **Delete** button in the **Actions** column.



My Organization > Talkgroups > Delete talkgroup

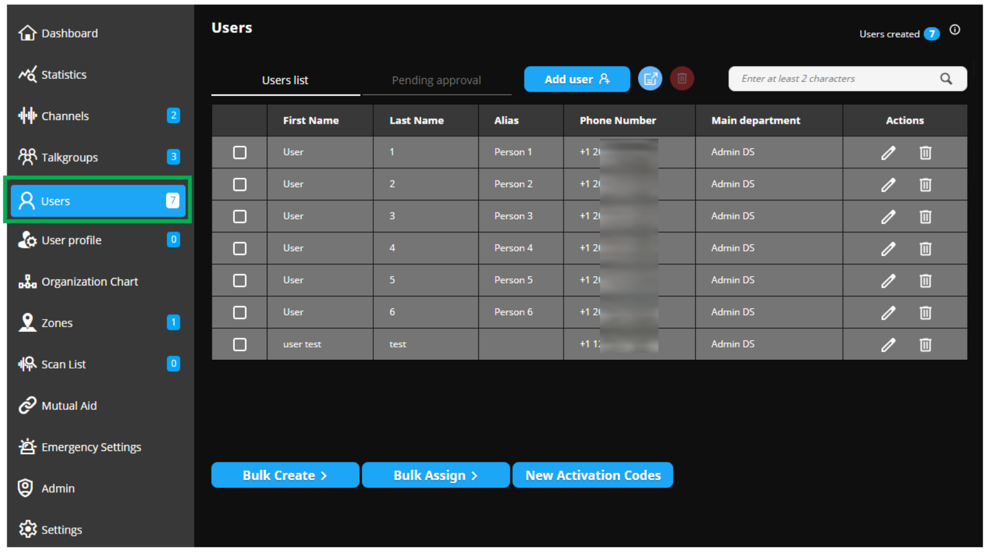
Fusion displays a confirmation pop-up. If you click the **YES** button, Fusion removes the talkgroup from your list and any applicable zones, and users who were previously assigned to it will no longer see it.



Delete talkgroup > Confirmation pop-up

Users

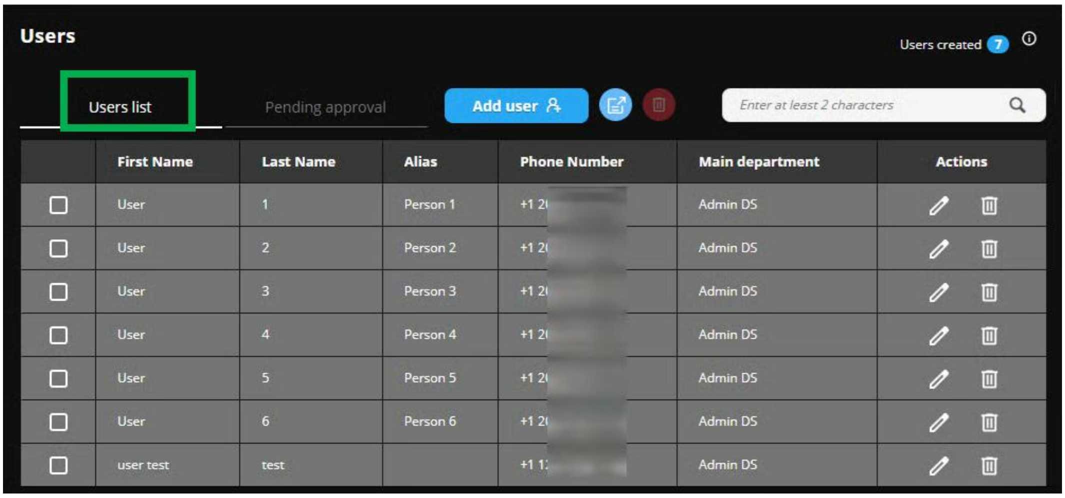
To manage users, go to My Organization and click **Users** from the left-side menu. Fusion displays the **Users** area.



My Organization > Users

Users list

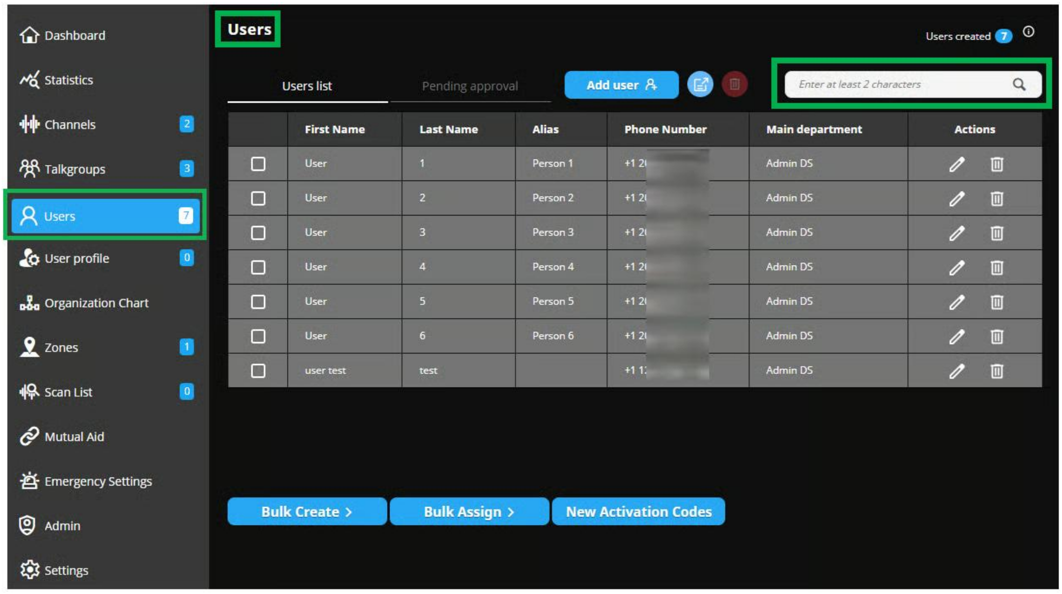
Fusion displays the **Users list** in a table with the following columns: First Name, Last Name, Alias, Phone Number, Main department, and Actions (Delete/Edit).



My Organization > Users > Users list

Searching for a user

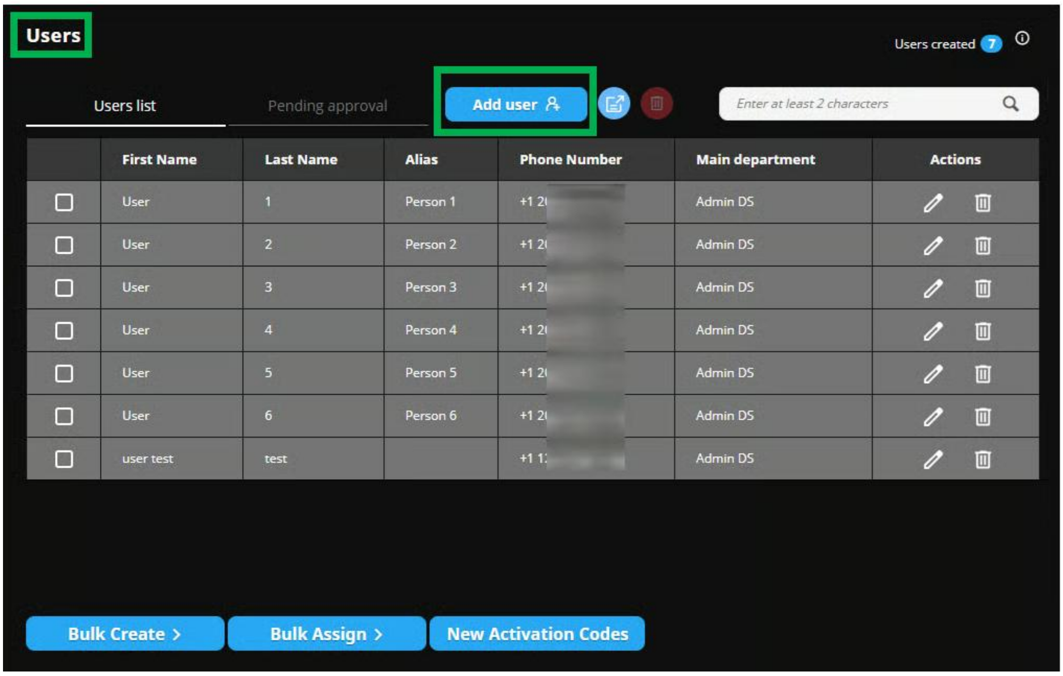
To search for a user, go to the **Users** list and type at least three characters in the search bar.



My Organization > Users > Search bar

Adding a user

To add a user, click the **Add user** button and follow the creation steps.



My Organization > Users > Add user

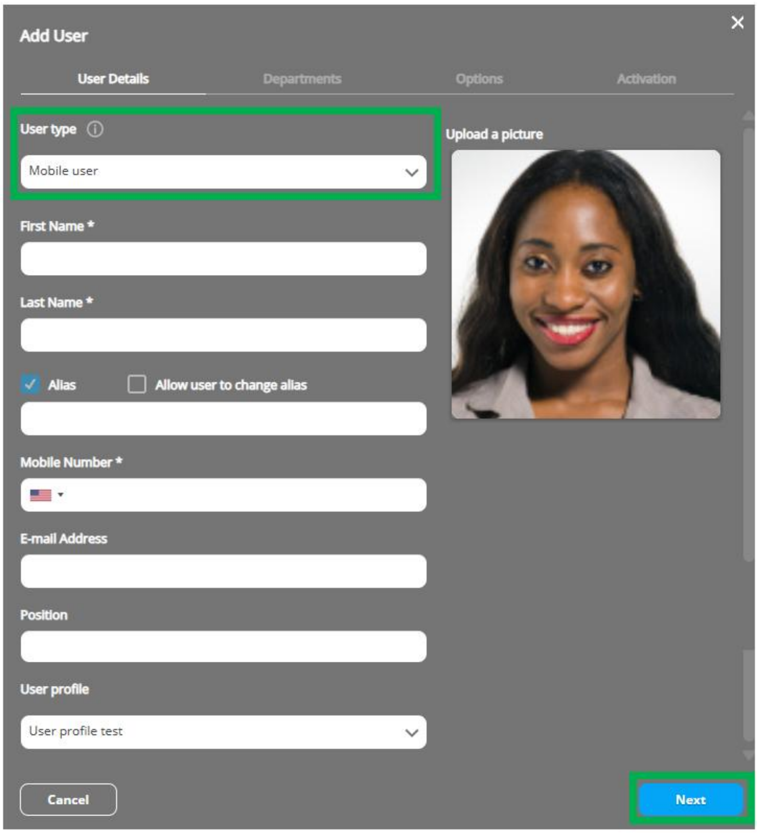
User details

User Type

You can set the type of user that you want to create. The options that you see when you create the user match the type of user that you select.

User Type:

- **Mobile user**. As a mobile user, you can only authenticate on mobile.
- **Mobile and web user**. As a mobile and web user, you can authenticate on mobile and Fusion Dispatch.
- **Dispatcher**. As a dispatcher user, you can locate the mobile and Fusion Dispatch users of your organization on the map.
- **3rd Party 3GPP**. As a 3rd Party 3GPP user, you are an MCX subscriber who connects to the MCX server via the 3GPP client-server interface, using a 3GPP-compliant MCX client supplied by another vendor.



Users > Add User > User Details > User type

Alias

If an admin enables the Alias, you can allow users in your organization to have an Alias adjacent to their name or just the Alias.

You and the users that you have authorized can add, change, and delete aliases. You can configure the **Alias**:

- When you create a user account, in the user widget from My Organization > User quick add > User Details > Alias field.
- When you create a user account, in the user widget from My Organization > Users > Add user > User Details > Alias field.
- When you edit a user account, in the user widget from My Organization > Users > User Details > Alias field.

Once you configure the users, Fusion displays them by name and alias or only by alias on all Fusion platforms, as listed below:

- **Contacts** page: Users can search by alias in the Search field.
- **Conversations** page, in conversation threads, message details, and Push-To-Talk call screens.
- In Push-To-Talk calls, the alias replaces the name on the screen when an event occurs (user is speaking, user left the Push-To-Talk call, user is trying to reconnect etc.).
- **Channels** page, in the Connected Users pop-up, and on the labels for events.
- **Location** page.
- Notifications for new messages, missed Push-To-Talk calls, and incoming Push-To-Talk calls.
- Contact Details screen.

- In reports, in exported message files, and in messages forwarded by email.

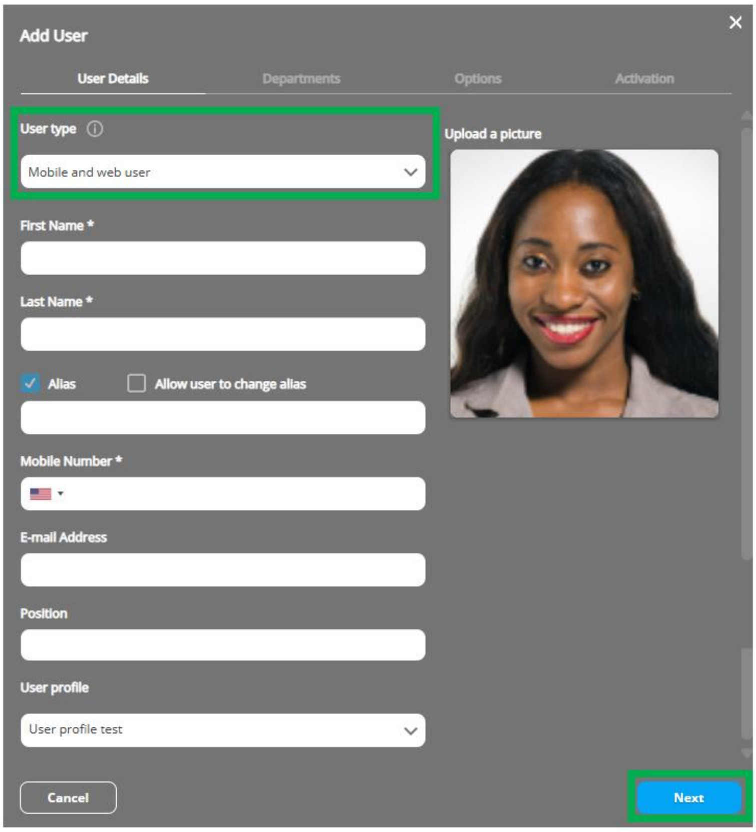
The alias that Fusion displays, as listed above, is the one that you add or change at the time of notification. If a user deletes their alias, Fusion displays their name instead.

Selecting Mobile, Mobile and web user, Dispatcher or 3rd party 3GPP

You can see the following fields:

- User Type
- First Name
- Last Name
- Alias checkbox (if available)
- Allow user to change alias checkbox (if available)
- Alias (if available)
- Mobile Number
- Email Address
- Position
- User Profile
- Upload a picture

Note: All the mandatory fields have an asterisk (*).

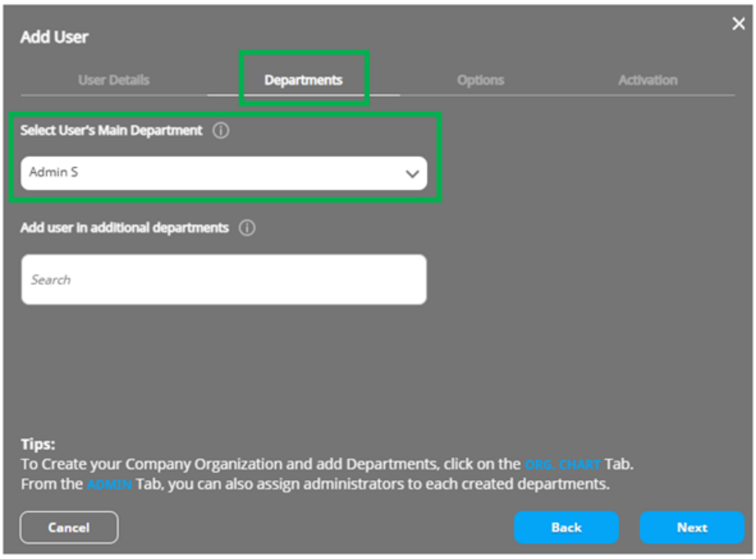


Users > Add User > User details (User type > Mobile and web user)

Departments

The available options are:

- Select User's Main Department. Enter at least two characters to search for a department. After Fusion displays the departments, you can scroll down to see more (infinite scroll).
- Add user in additional departments.



Users > Add User > Departments

Options

You can see the options below based on what the admin has activated for the organization:

- **Push-To-Talk:** If the admin has enabled it, users can make and receive Push-To-Talk Calls. Push-To-Talk calls provide half-duplex communications: while one person transmits, the other receives. This is a great advantage, especially for multiple participants, as it allows a single person to reach an active talk group with a single button press.

Note: The **Push-To-Talk** feature requires a license. You cannot create the user without an available service license.

Note: A user can share a channel they belong to only if their priority level is equal to or higher than the priority level threshold defined by an admin.

- **Broadcast Call Initiation Rights**: If you enable it, users can initiate a broadcast call.
- **Multi-Channels:** If the admin has enabled it, users can connect to multiple channels at the same time.
- **Active channel auto-selection:** If the admin has enabled it, the user can talk in the last active channel automatically by pressing the device-embedded Push-To-Talk button or using an accessory when they are connected to multiple channels. Fusion automatically selects the channel for a specified duration. When the timer expires, the user will take the floor in the channel that they have selected manually.
- **Public Visibility:** If the admin has enabled it, users can communicate with personal contacts who do not belong to the organization but who use the Fusion application too, if both users have the application installed and have each other's phone numbers in the phone contacts list. An

external contact is synchronized and displayed only if it is authenticated on the Fusion platform (no matter if on Fusion Dispatch or Mobile).

- **Operational Status:** The Operational Status comes as additional information regarding the activity/place of a user, for example: On the way, On the site, At the office, etc., describing various steps of a workflow or mission in the field. It is different and independent from On/Off duty, and both features can be active at the same time.
- **Location:** If enabled, allows the user to locate other users.
- **User Status Location on Demand:** You authorize the user to request other users' location at a specific time.
- **User Status Tracking:** You authorize the user to see other users on the map in real time.
- **Enforce Distance-Based Tracking:** If active, the user will send their location every time they move more than the configured distance. Both **Time-Frequency tracking** and **Distance Frequency tracking** will apply for this user.
- **Authorize user to deactivate the location option:** The user will be able to deactivate the **Location** feature from the **Settings** tab on their mobile application.

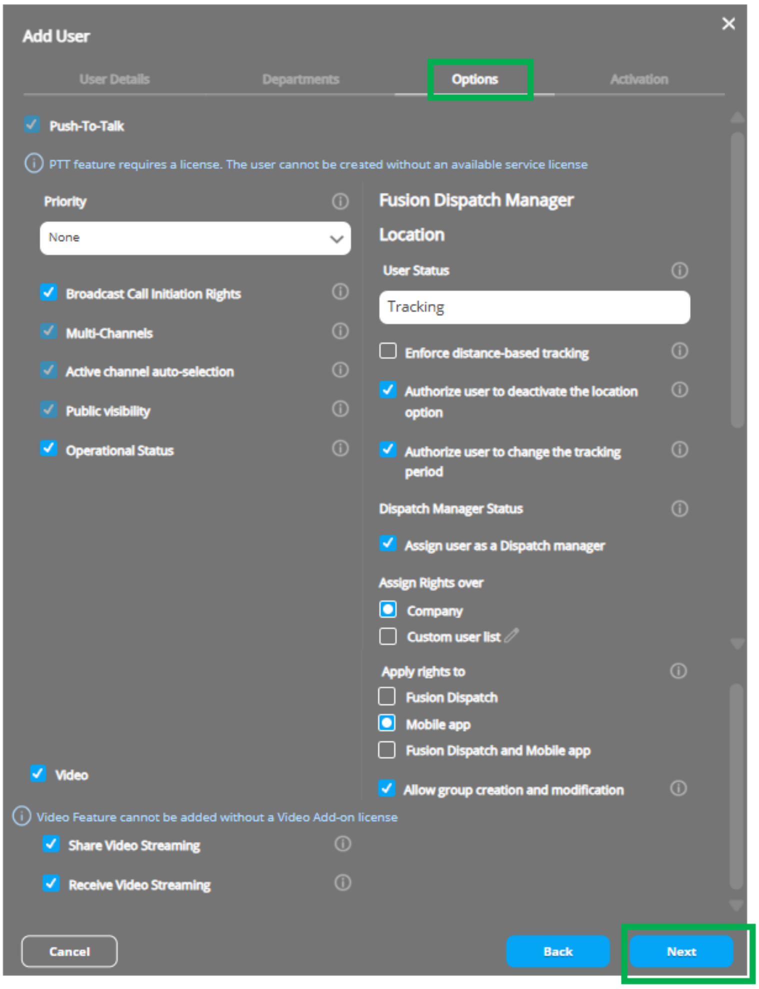
Note: If the **Authorize user to deactivate the location option** feature is disabled in the **Fusion Admin** interface, all Location-related options on the mobile application are removed, such as Wake-Up Device, Ignore Battery Optimization, Tracking Period, and Distance Based Location.

- **Authorize user to change the tracking period:** The user will be able to configure the tracking rule from the Settings tab on their mobile application.

Note: The number of users who can create a group is limited by a platform configuration setting. When this limit is reached, you will see an error message.

- **Video** allows users and dispatchers to broadcast videos.
- **Share Video Streaming:** If enabled, allows the user to share the Video Streaming with other users.
- **Receive Video Streaming:** If enabled, allows the user to receive Video Streaming from other users.

Note: The Video Feature cannot be added without a Video Add-on license.

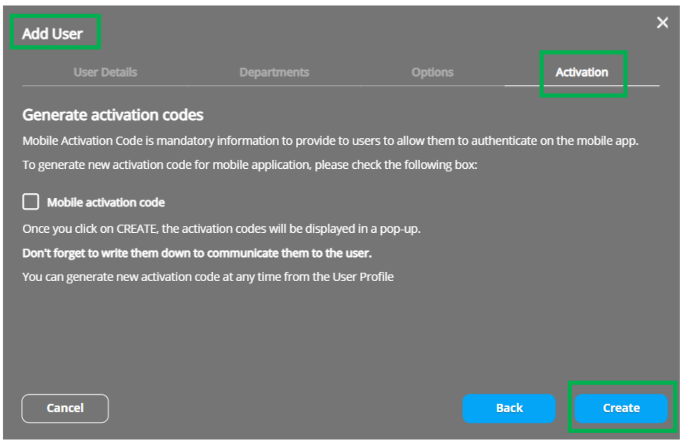


Users > Users list > Adding a user > Options

Activation

The activation step allows you to generate activation codes that the users need during the authentication process on the mobile application and/or the Fusion Dispatch.

To generate the activation codes, click the **Mobile activation code** checkbox, and click **Create**.

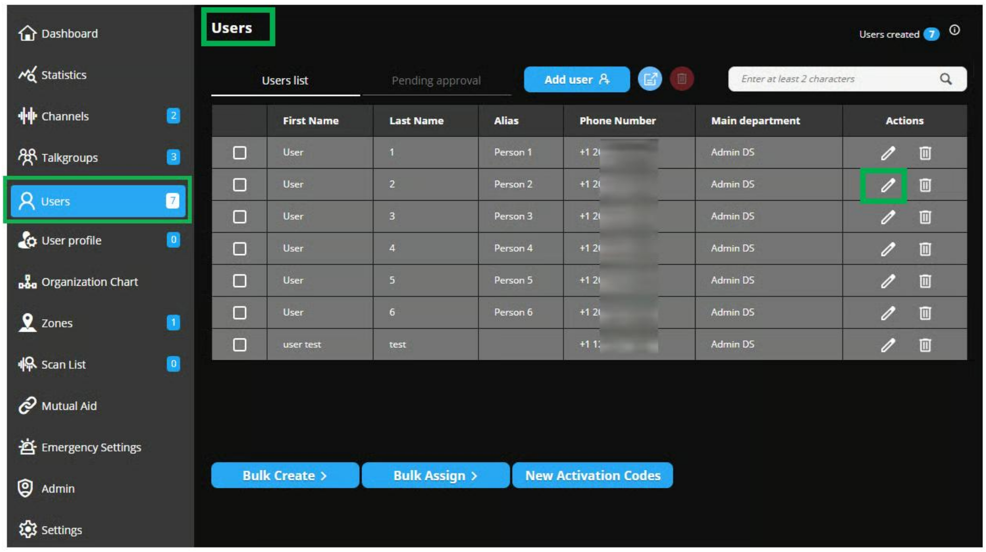


Users > Add User > Activation

Fusion displays the codes in a pop-up and sends users an activation code to their email address.

Editing a user

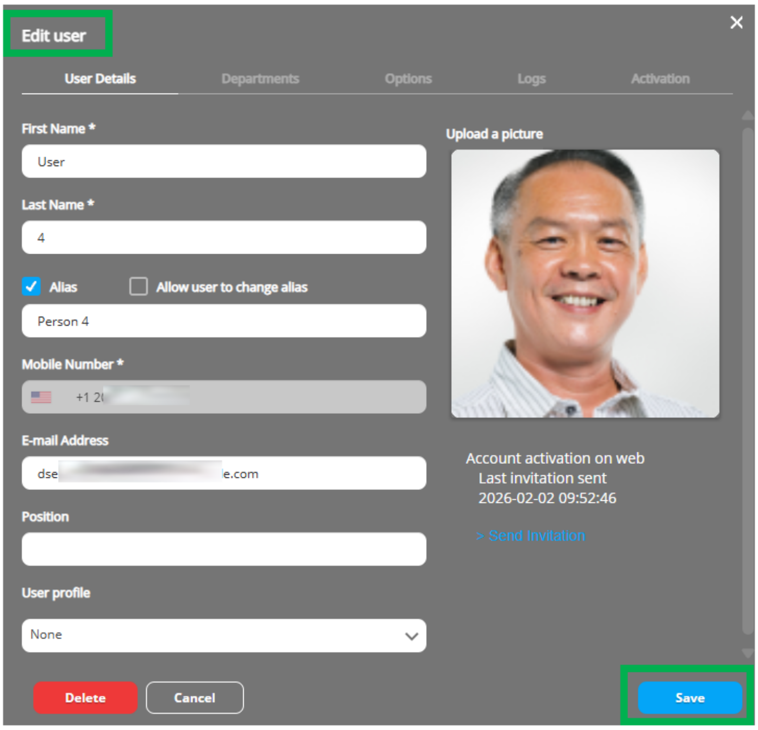
In the **Users** list, click the **Edit user** button from the Actions column.



My Organization > Users > Editing a user

Edit the information from the User Details, Departments, and Options, then click the **Save** button.

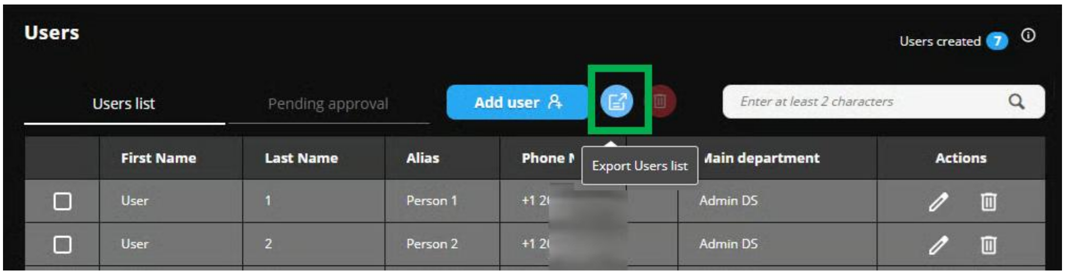
Note: Fusion displays when the user last logged in, under their profile picture.



Users > Edit user

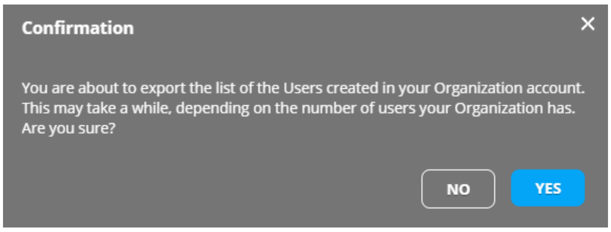
Exporting users list

To export the users list, click **Users** from the left-side menu, and then click the **Export Users list** button.



Users > Export Users list

A confirmation pop-up will appear. After confirming the action, the export will be complete. The export action will not take place if you click the **No** button.



Users > Users list > Export users list > Confirmation request

The downloaded Excel file contains information like: User's Name, Mobile Number/User ID and Email Address, Job Position and Main Department, Device OS, First and Last Authentication Date, App still Installed on Device (Yes/No), Options activated for that user (Fusion Dispatch, Push-To-Talk, Location etc.), the groups and departments the user belongs to, user type, and User Profile.

Use Case:

The value of Last Authentication Date is recorded into the database using the server time zone, but it is transformed to the organization time zone configured in the platform when the data is exported.

As a result, the following scenario applies:

- The server is in France, with the time zone set to Europe/Paris (UTC+01:00).
- In the platform, the organization's time zone is set to Central America (UTC-06:00).
- On October 02, 2023, 04:00 a.m., Romania time (UTC+02:00), subscriber X from organization A authenticates on their mobile device.

Then:

- The last connection date entered in the database for subscriber X is October 02, 2023, 03:00 a.m. (since the server is in France).
- When the admin of organization A exports the subscribers list, the last connection date field will be converted to the organization's time zone, and the admin will see it as October 01, 2023, 08:00 p.m. - "in the past" (since the organization's time zone is Central America).

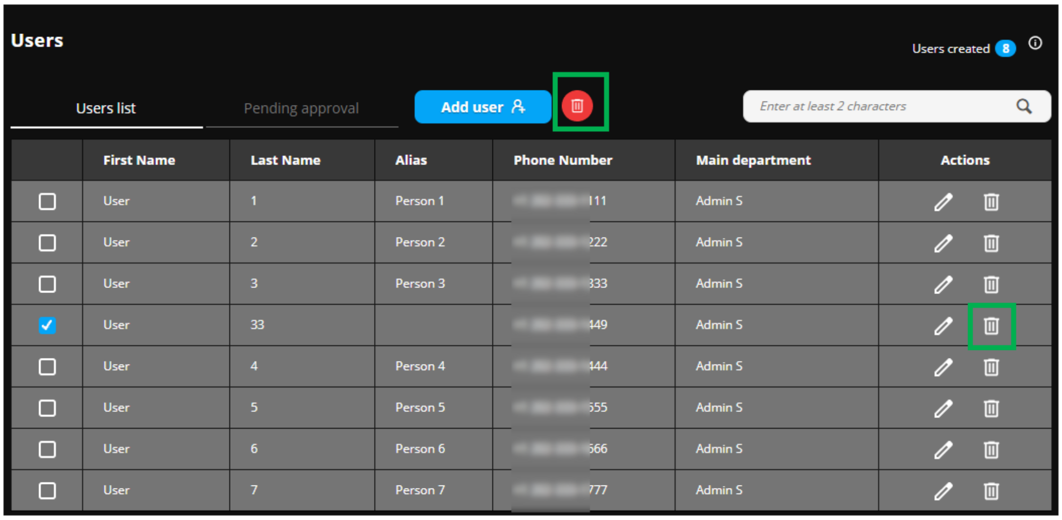
XNote: The mobile date time is not considered when calculating the last connection date.

For large organizations, a pop-up notification will show if the organization has more than 60 000 users and instruct you to filter the users by department or group before exporting the list.

When selecting a department or a group, only the users who are a part of it are exported.

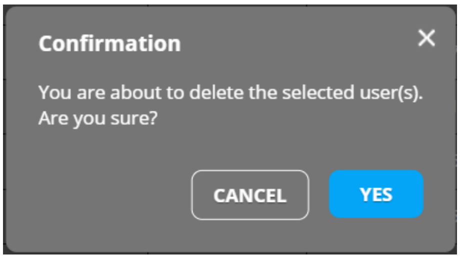
Deleting users

To remove users from the organization individually or in bulk, check the box next to each user in the first column of the Users list and click the **Delete** button.



Users > Users list > Delete users

Fusion displays a confirmation pop-up. After confirming the action, the deletion will be complete. To cancel the delete action, click the **Cancel** button.



Users > Users list > Delete users > Confirmation request

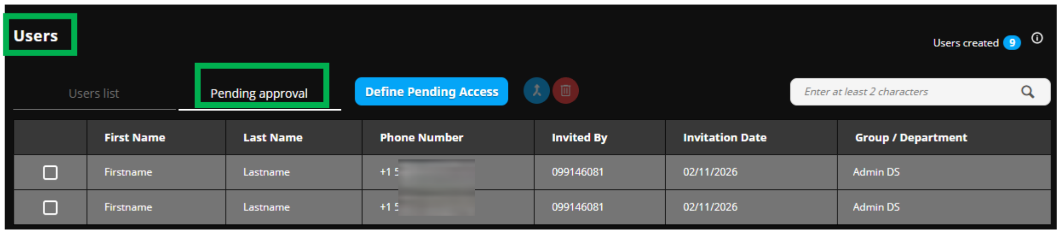
Pending approval

This section displays the table of users pending approval, showing each user's first name, last name, phone number, the user who invited them, the invitation date, and their assigned group or department.

To approve an invited user or multiple users at once, select them and click the **Incorporate pending users** button above the table.

To remove an invited user or multiple users at once, select them and click the **Delete** button above the table.

To search for an invited user, enter at least two characters in the search bar at the top right above the table and press **Enter**.



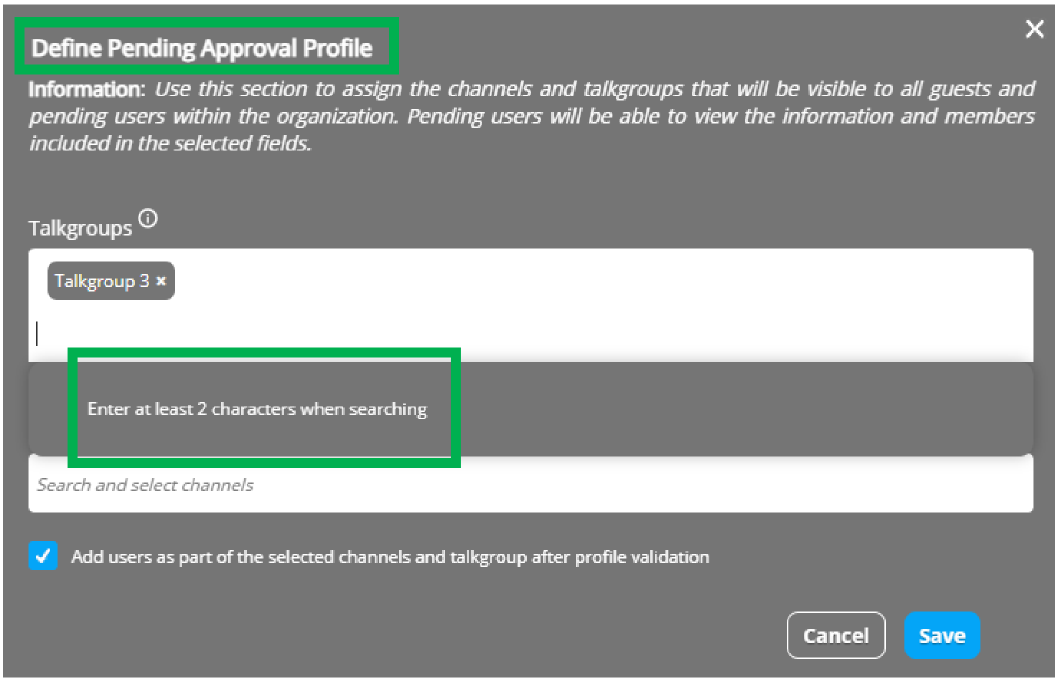
Users > Pending approval

Define pending access

To define the channels and talkgroups that all the guests and pending users will see, search for them in the **Talkgroups** box and select the desired options.

To complete your selection, click **Save**.

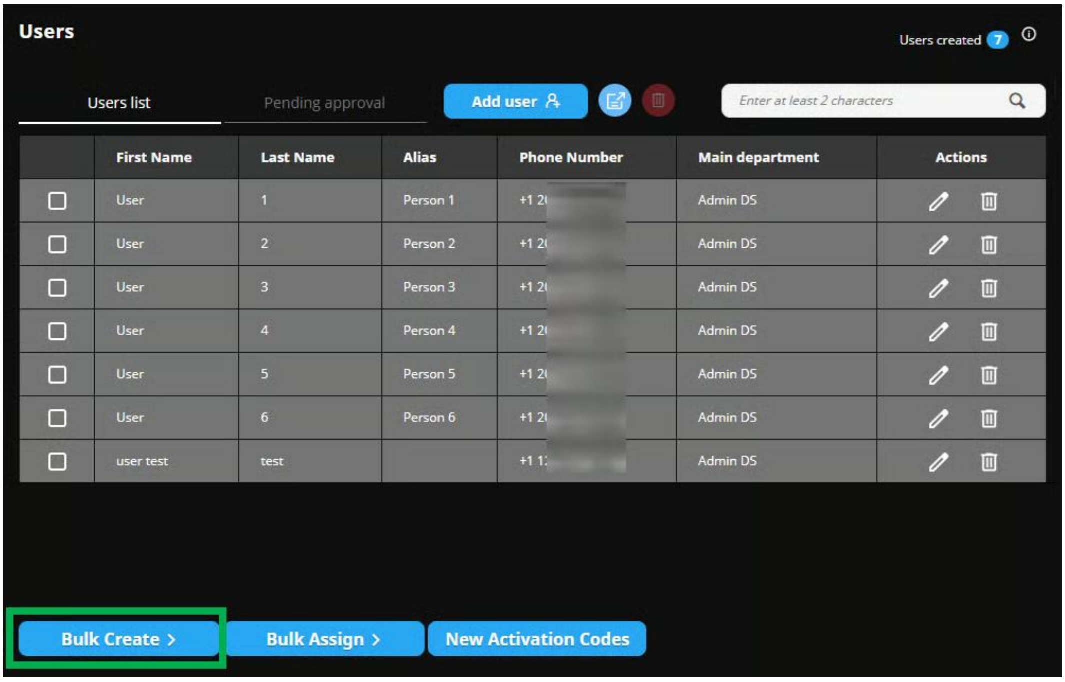
To automatically add users to the selected channels and talkgroups after profile validation, check the corresponding option.



Users > Define pending approval profile

Creating in bulk

To create multiple users at once, click **Users** from the left-side menu. Click the **Bulk Create** button and complete the steps below.



Users > Bulk create

Step 1 of 2: Upload the list of users

You must create a list of users, including all their details for upload.

There are two methods to create a list of users to be uploaded: download one of the Excel templates (recommended) or create a CSV file (use the same columns as the Excel template).

Note: The maximum number of users allowed per upload is 1000.

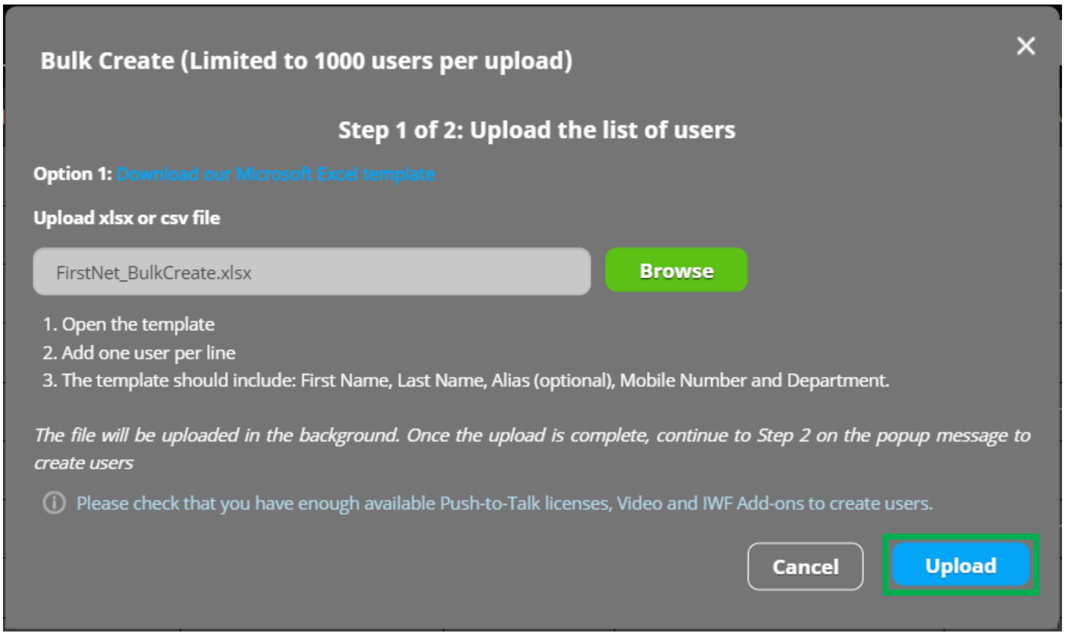
Note: You can add up to 500 users to a department. Even if you move a user from one department to another, the limit remains.

To download the template, click **Download our Microsoft Excel template**, and then open it. Add one user per line. Some fields are mandatory such as: First Name, Last Name, and Mobile Number. To activate one of the options, enter YES in the dedicated option field. If you enter NO or leave the field empty, the option will not be activated for this user. To define the Location status for a user, enter On Demand or Tracking. If you are in Regular mode, the Main Department will not be considered.

If a quota is set for a feature, and the number of users you want to import exceeds this quota, then the users are imported in the order listed in the Excel file until the quota is reached.

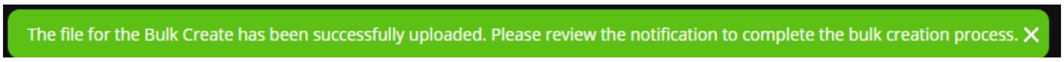
Note: Please check that you have enough available Push-to-Talk licenses, Video and IWF Add-ons to create users.

Once the users list is ready, browse to select it, and then click **Upload.**

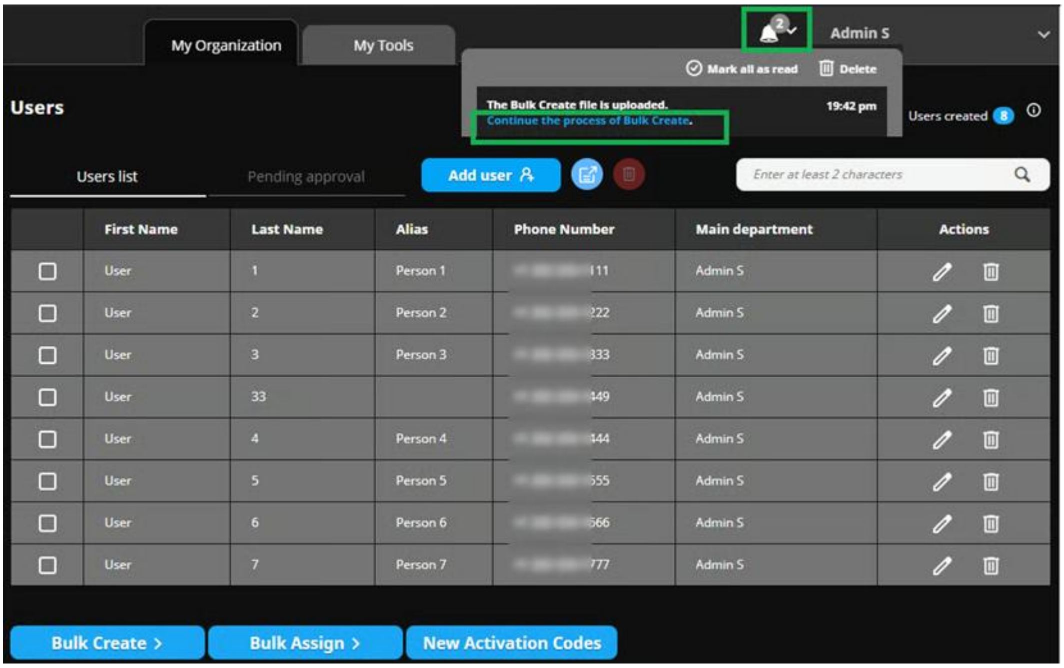


My Organization > Users > Bulk create > Upload

The file will be uploaded in the background, and you will see the following confirmation message:



Once the upload is complete, you will receive a notification. Open the notification and click **Continue the process of Bulk Create**.



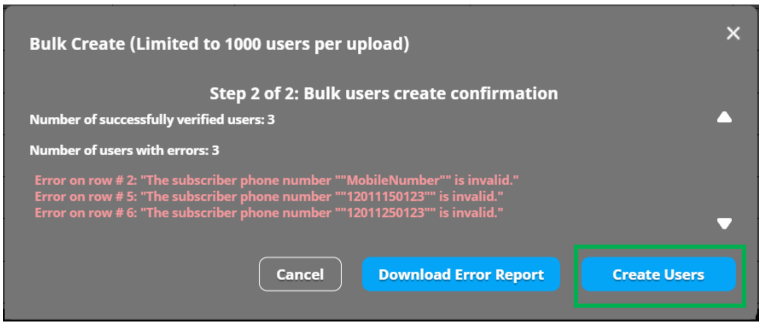
Users > Bulk create > Upload > Continue the process of Bulk Create

Step 2 of 2: Bulk users create confirmation

The number of successfully verified users, along with the number of users with errors, will be displayed.

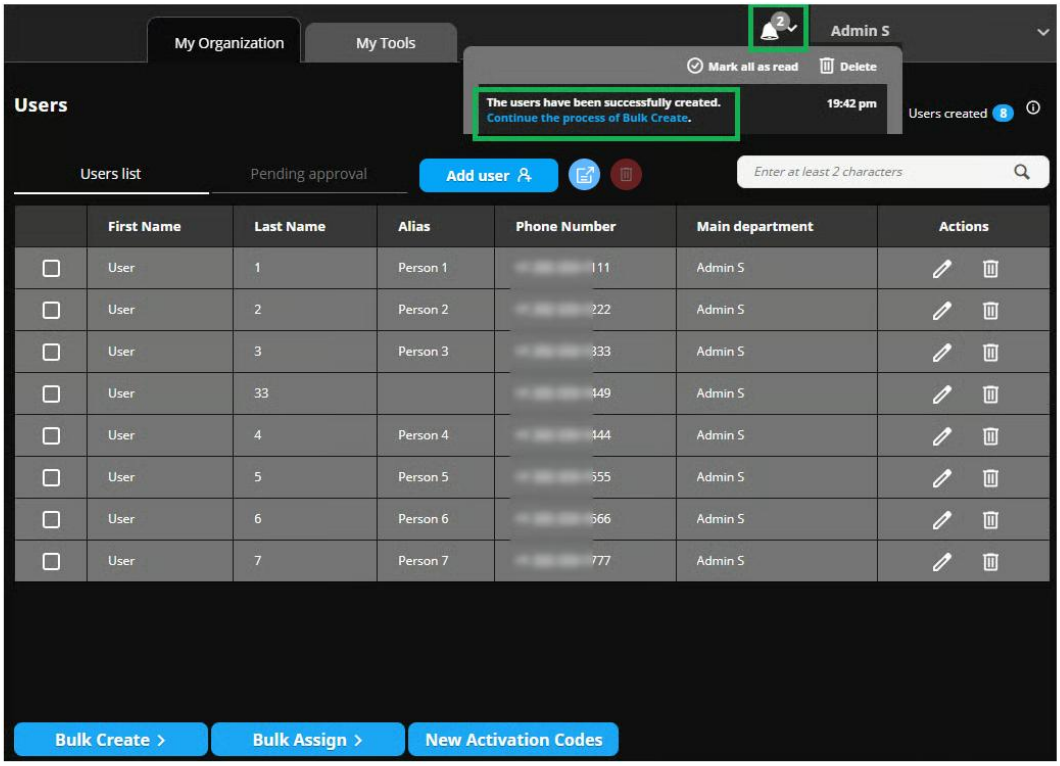
To review the errors, click **Download Error Report**.

To add the successfully verified users, click **Create Users**.



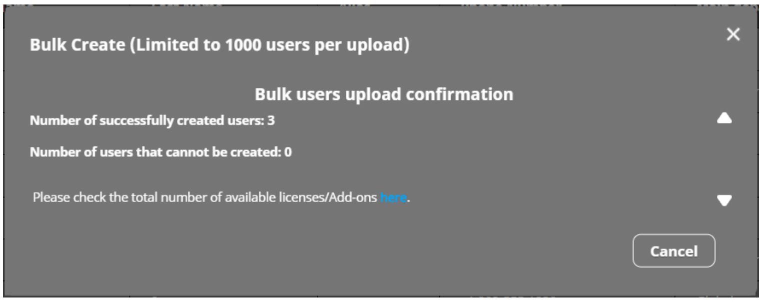
Continue the process of bulk create > Create users

Once the creation is complete, you will receive a notification. Open the notification and click **Continue the process of Bulk Create**.



Users > Bulk create > Upload > Continue the process of bulk create > Create users > Continue the process of Bulk Create

Fusion displays a confirmation and the details of the bulk creation.

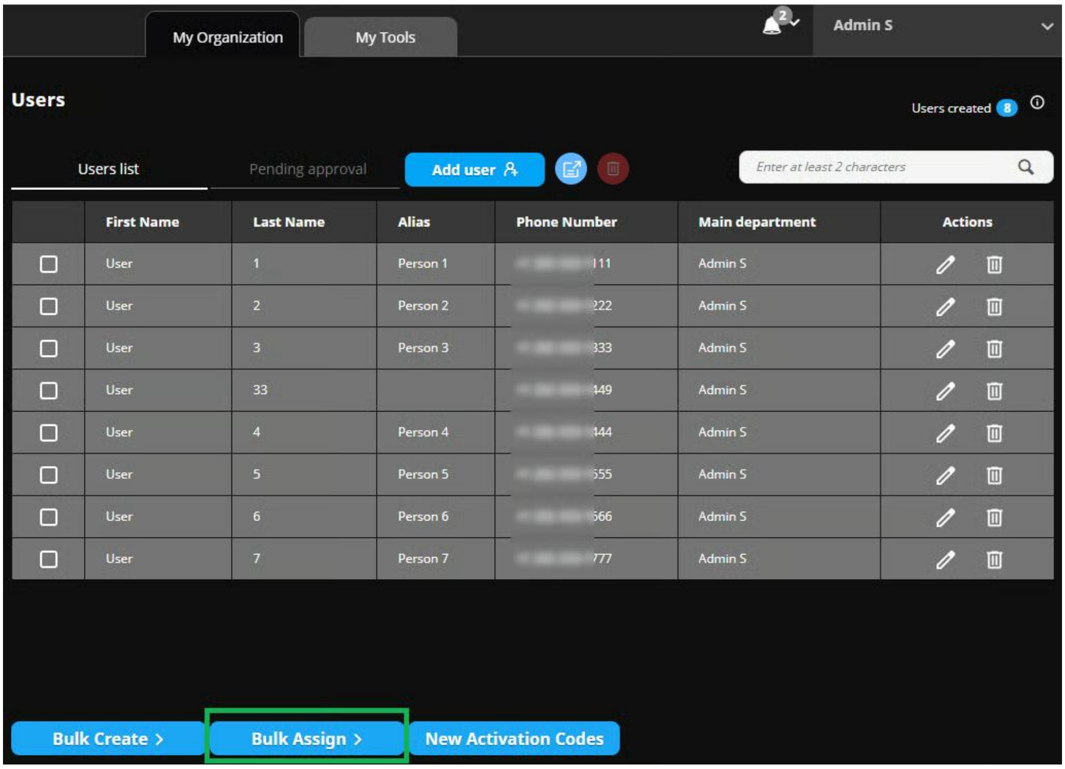


Bulk users upload confirmation

Assigning in bulk

If you are the organization admin, you can assign any users from the organization to any talkgroup or department of the organization. If you are the department admin, you can only assign users from your department to groups and sub-departments linked to your department.

To assign multiple users to one or several groups and departments at once, click **Users** from the left-side menu. Then, click the **Bulk Assign** button and follow the next two steps.



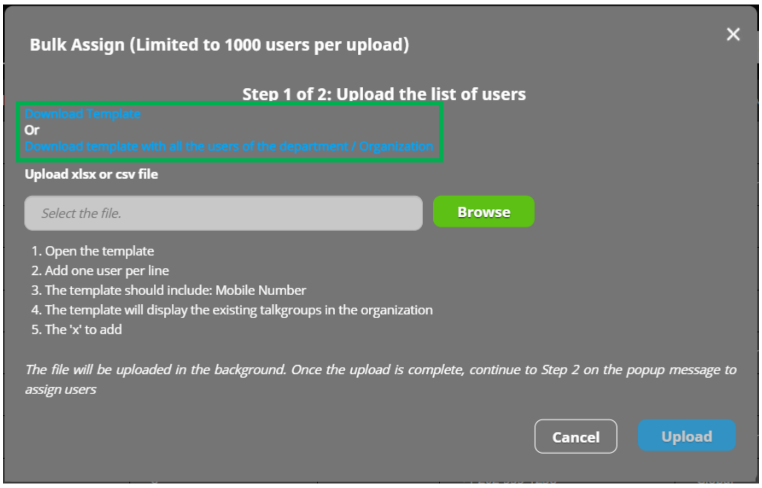
Users > Bulk assign

Step 1

You must create the list of users you want to assign.

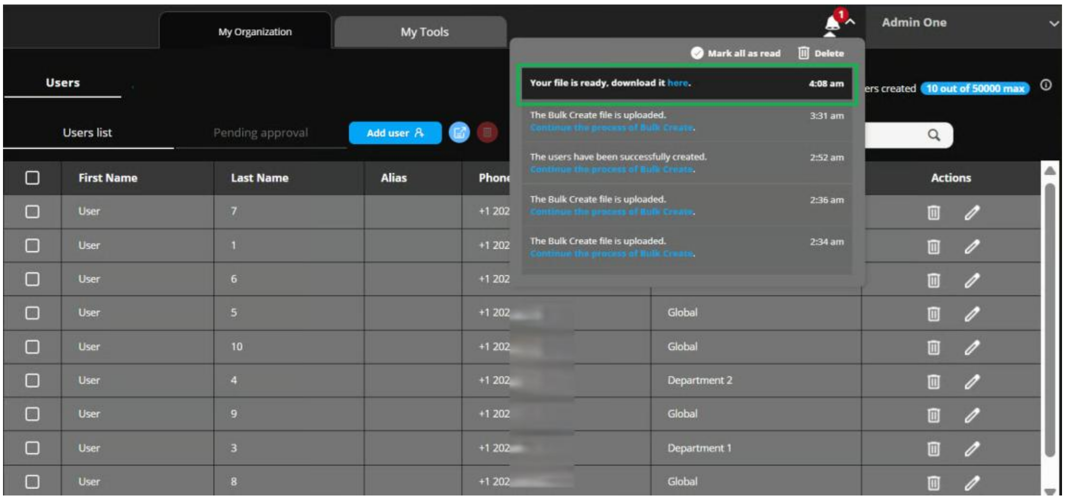
There are two methods to create the list of users to be uploaded: download an empty template (recommended) or download the template with all the users of the department/organization.

Click one of the two options.



Users > Bulk assign > Download template

Once the download is complete, you will receive a notification. Open the notification and click **here** from **Your file is ready, download it here.** The file will be downloaded.



Users > Bulk assign > Download > Notification

Open the downloaded file.

To assign a user to a talkgroup or department, add an X in the corresponding cell.

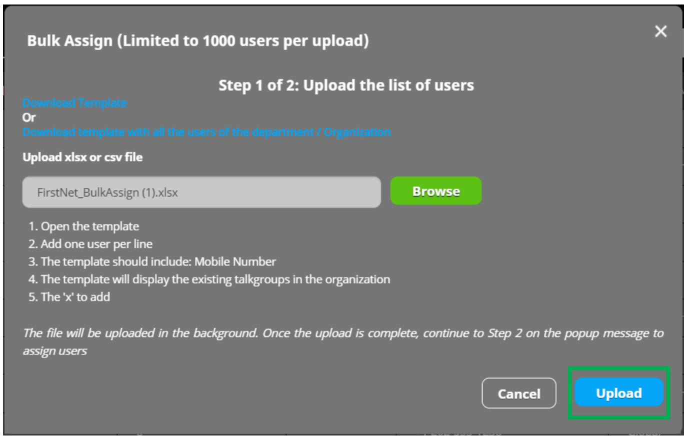
You can only use the **Bulk assignment** file to assign users, not to remove them.

To remove the users from a talkgroup or department, go to:

- Talkgroups > Edit your talkgroup
- Organization Chart > Manage your organization > Edit your department

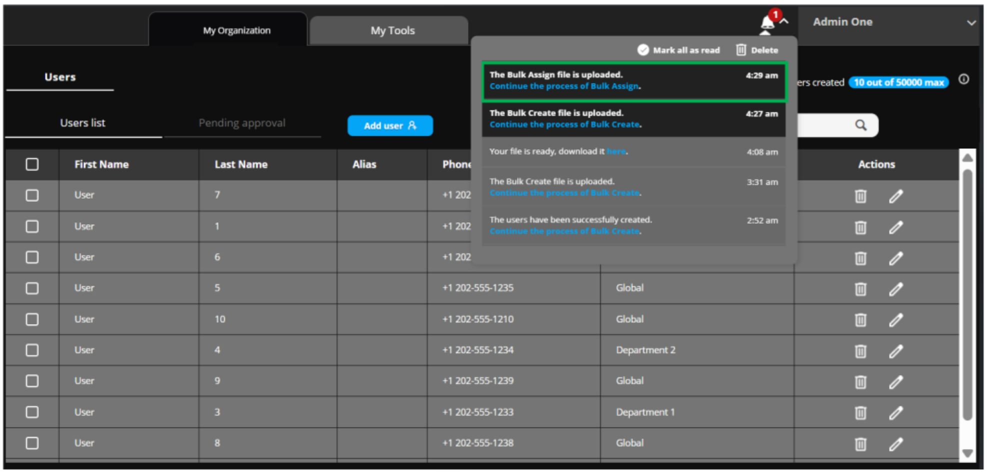
Once the users list is ready, click again the **Bulk Assign** button, and then click **Next**.

Browse to select the file and click **Upload**.



Users > Bulk assign > Browse > Upload

Once the upload is complete, you will receive a notification. Open the notification and click **Continue the process of Bulk Assign**.

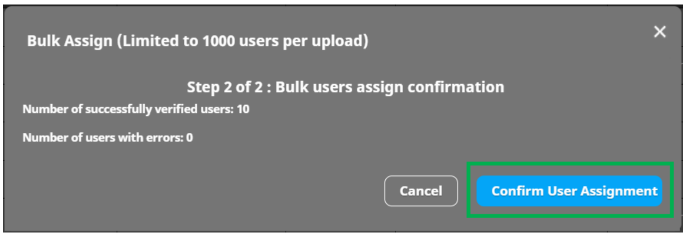


My Organization > Users > Bulk assign > Next > Upload > Notification

Step 2

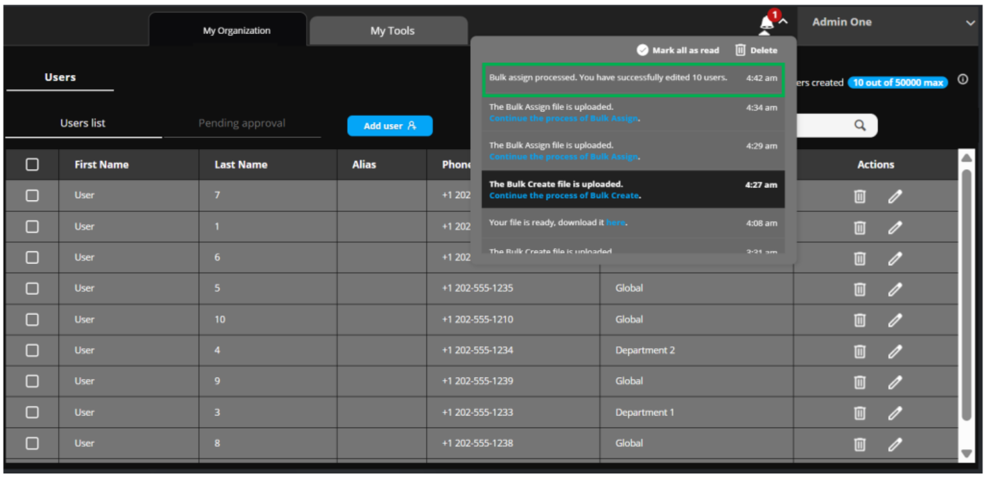
The number of successfully verified users, along with the number of users with errors, will be displayed.

To complete the bulk assignment, click **Confirm User Assignment**.



Users > Bulk assign > Next > Upload > Notification > Continue the process of bulk assign > Confirm user assignment

Once the upload is complete, you will receive a notification.



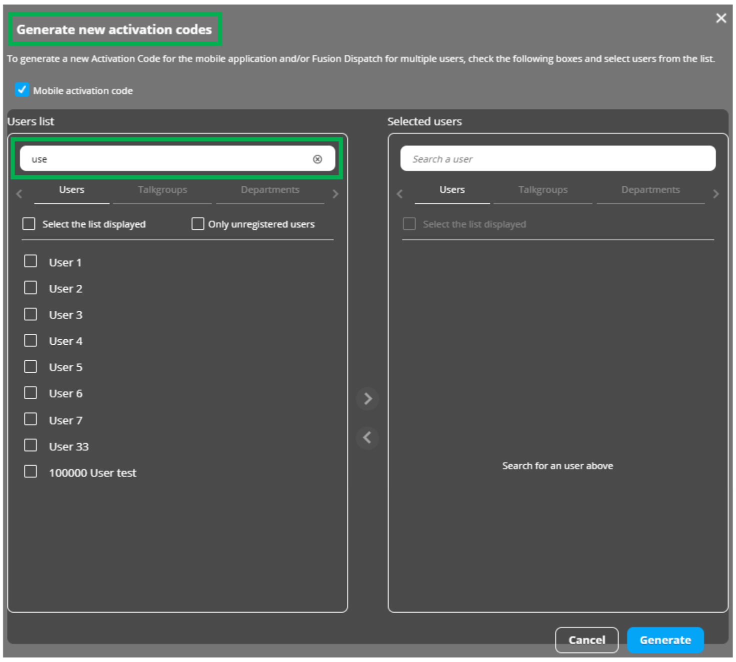
Bulk assign > Next > Upload > Notification > Continue the process of bulk assign > Confirm user assignment > Notification

New activation codes

To generate a new activation code for mobile application users, check the **Mobile Activation Code** option and select users from the Users, Talkgroups, or Departments lists. For web users, do not select the check-box.

Click the **Generate** button.

Enter at least two characters and press the **Enter** key on your keyboard to search for a user from the Users, Talkgroups, or Departments lists. If you only enter one character, a red error message appears instructing you to “Enter at least two characters when searching.”



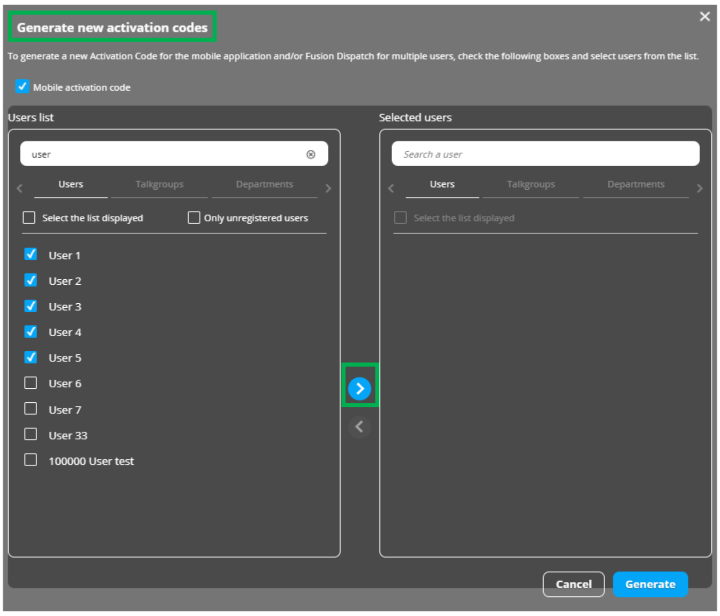
My Organization > Users > New activation codes > Search

After the users are displayed in the lists, you have the possibility to scroll down to see more (infinite scroll). To select all users shown on the screen, click the **Select the List Displayed** button.

To see only the unregistered users, click the **Only Unregistered Users** button.

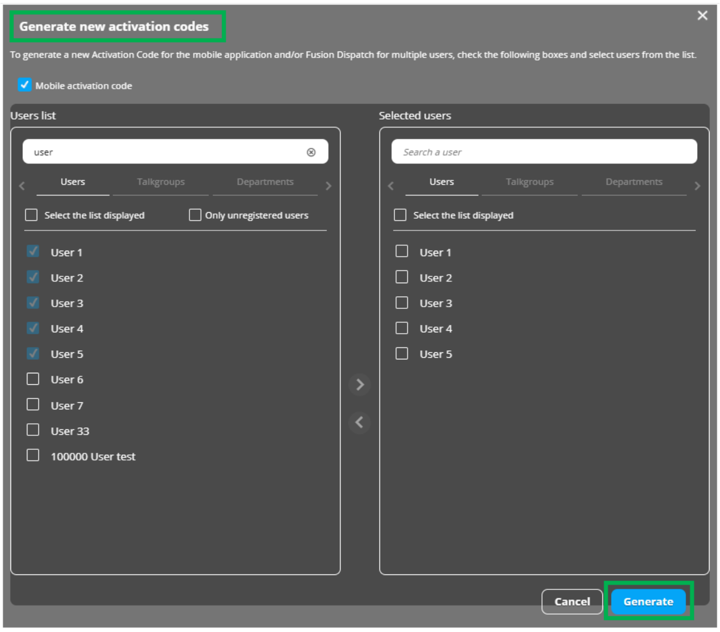
Select the type of activation code that you want to generate: Mobile activation code or leave the box unchecked for web users.

Select the users, then click the right arrow to move them to the right side.



My Organization > Users > New activation codes > Move users to the right

Click **Generate**.



My Organization > Users > New activation codes

The activation codes will be automatically downloaded into an Excel file.

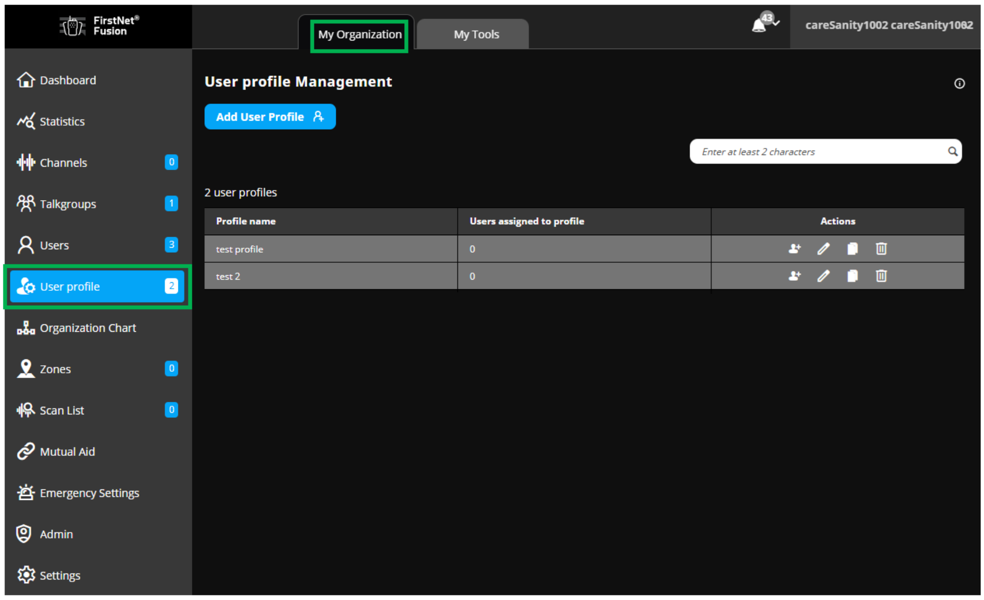
Note: When generating new activation codes, the **Only Unregistered Users** check box becomes available only if you select the **Mobile activation code** option. When you check the **Only Unregistered Users** box, only the users with expired tokens will be displayed.

User profile

Helps you to create customized user profiles. It enables you to configure multiple options and settings at the same time, then assign thousands of users to each profile, allowing them to begin using their apps with the appropriate parameters as soon as possible. At any given time, a user can only be assigned to a single user profile.

To see the users profiles, go to My Organization and click **User profile** in the left-side menu.

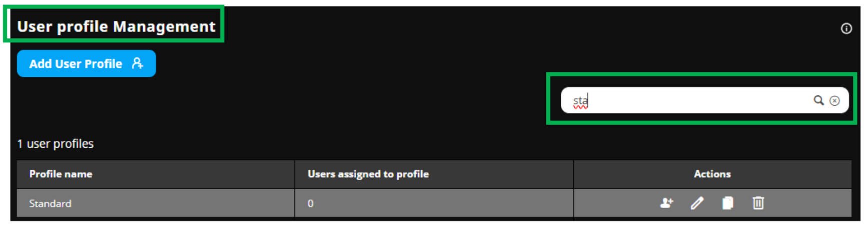
You can view and manage User Profiles in the **User profile Management** section.



My Organization > User profile > User profile management

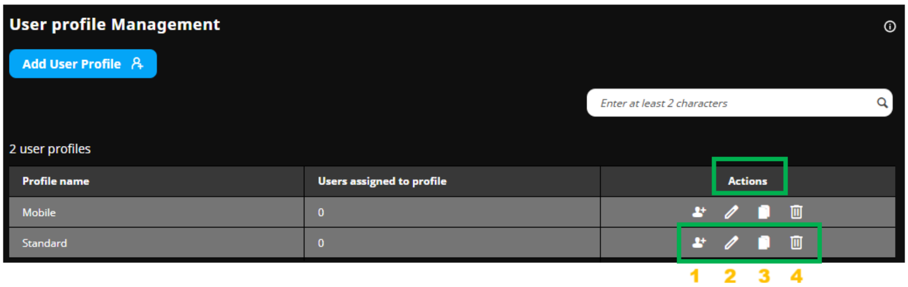
Using the Search bar, you can look for specific user profiles.

Enter at least two characters and press the **Enter** key on your keyboard to search for a user profile. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching". After the user profiles are displayed, you have the possibility to scroll down to see more (infinite scroll).



User profile Management> User profile list > List of user profiles after searching

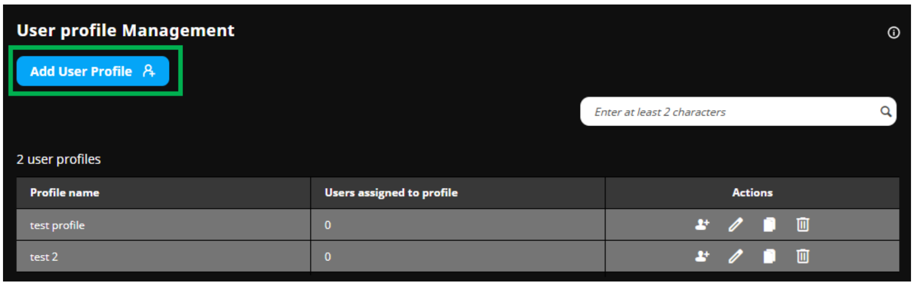
Fusion displays the user profiles in the order in which you created them. You can see the profile name, the number of users assigned to a profile, and the actions available for a user profile: Assign Users (1), Edit (2), Duplicate Profile (3), and Delete (4).



User profile Management > User Profiles List with available actions

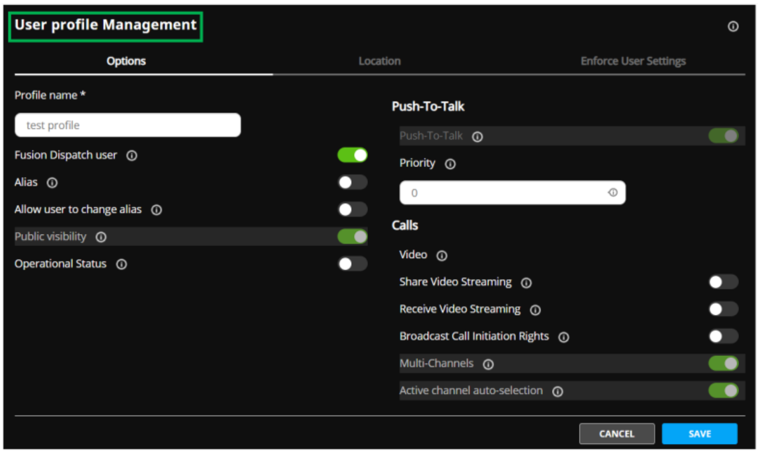
Adding a user profile

To add a new user profile, click the **Add User Profile** button in the User profile Management area.



My Organization > User profile Management

Name the profile you created. Enable and customize the properties from each section. The Fusion Admin can create or edit any user profile. A Department Admin cannot edit profiles created by the Fusion Admin.

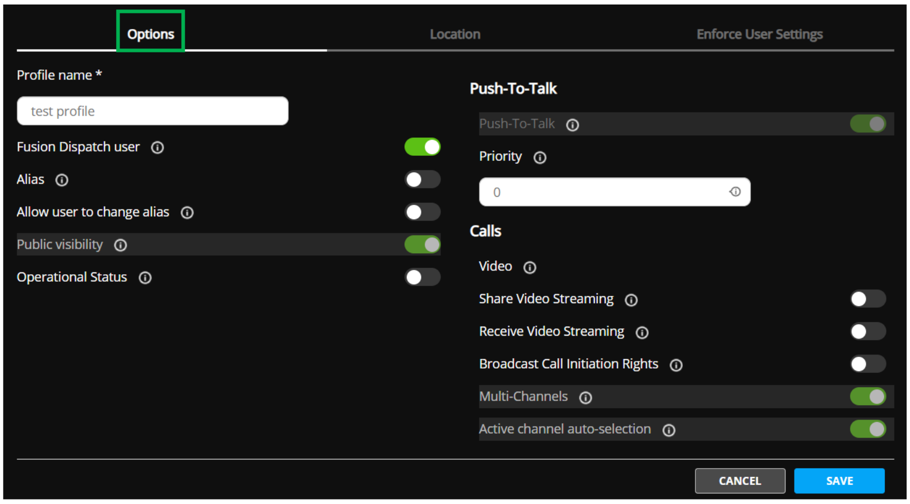


User profile Management > Add user profile

You will be able to customize the following sections for each user profile:

Options

- Profile Name: Enter a name for the new user profile you create.
- Fusion Dispatch user: Enable to allow users to connect to the **Fusion Dispatch** interface.
- Alias: Enable to allow users to configure an alias.
- Allow users to change alias: Enable to allow users to modify their alias.
- Public visibility: Enable to allow users to communicate with personal contacts who use Fusion in their own organizations.
- Operational Status: Enable to allow users to change their Operational Status.
- Push-To-Talk: Enabled by default when you create users, to allow them to make and receive Push-To-Talk calls.
- Priority: Define a Priority level for the users assigned to the user profile.
- Share Video Streaming: Enable to allow users to share Video Streaming with other users.
- Receive Video Streaming: Enable to allow users to receive Video Streaming from other users.
- Broadcast Call Initiation Rights: Enable to allow users to initiate Broadcast Calls.
- Multi-Channels: Enabled by default to allow users to connect to multiple channels at the same time.
- Active channel auto-selection: Enabled by default to allow mobile users to take the floor in the last Channel that ended the activity by pressing the embedded/Bluetooth Push-To-Talk button.

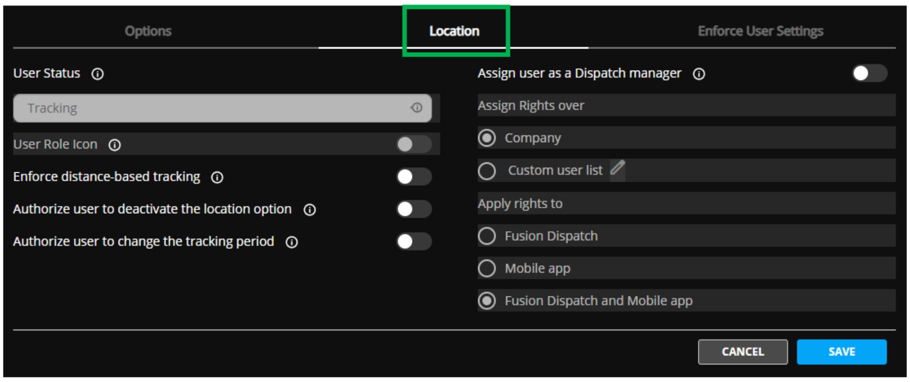


User profile Management > Add user profile > Options

Location

- User Status: Select a status from the drop-down list.
- User Role Icon: Enable to allow the User Role Icon to be displayed on the user PIN on the map.
- Enforce distance based tracking: Enable to allow the user's location to be tracked whenever they move more than the configured distance.
- Authorize user to deactivate the Location option: Enable to allow users to deactivate the Location option from the **Settings** tab on their device.
- Authorize user to change the tracking period: Enable to allow users to customize tracking rules from the **Settings** tab on their device.
- Assign User as a Dispatch Manager: Enable to assign users as Dispatch Managers, who can use the **Fusion Dispatch** and mobile interfaces to locate organizations' users on a map.

- Assign Rights over: Select if the Dispatch Manager can locate all or some organization users.
- Apply Rights to: Select if the Dispatch Manager can locate organization users only on their **Fusion Dispatch**, only on their mobile application, or on both.

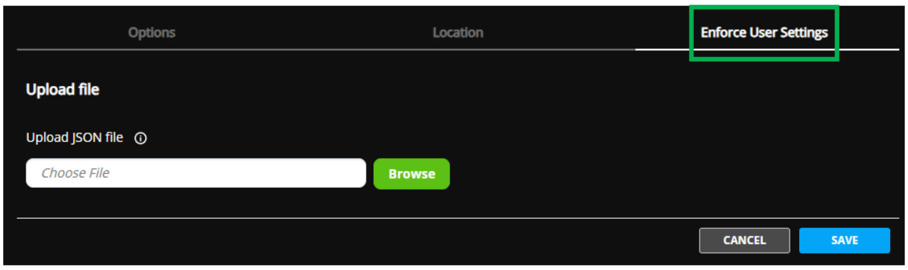


User profile Management > Add user profile > Options

Enforce User Settings

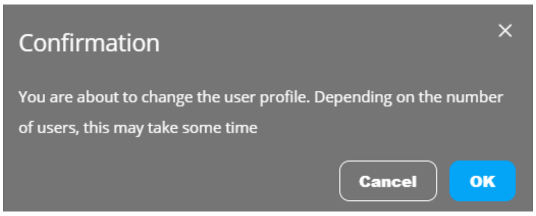
- Upload File: Allows you to upload a file with settings that will apply to all mobile users associated with the selected User Profile. Click the **Browse** button to search for the file on your computer.

Note: The settings file that you import is read-only to prevent configuration problems.



User profile management > Add user profile > Enforce user settings

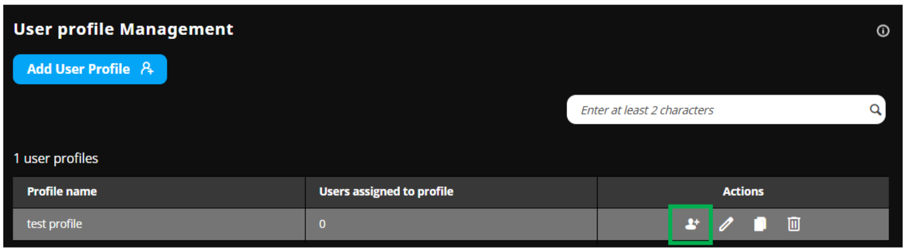
Click the **Save** button to add the new user profile to the **User Profile List**. Fusion displays a confirmation pop-up. Click **OK** to confirm.



Add user profile > Confirmation pop-up

Assigning users to a user profile

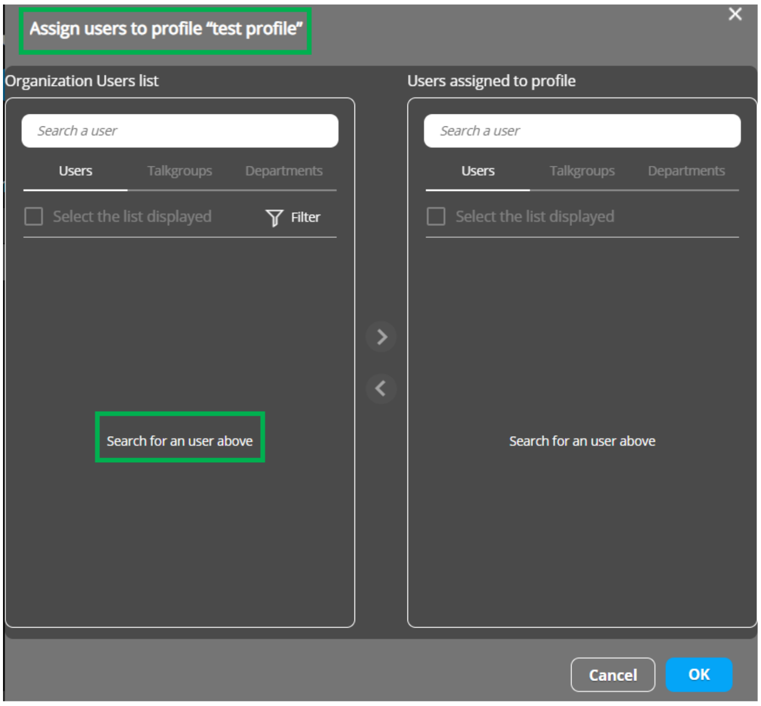
To assign existing users to a user profile, click the **Assign User** button, the first from the left in the Actions column.



User profile Management > Assign users to profile

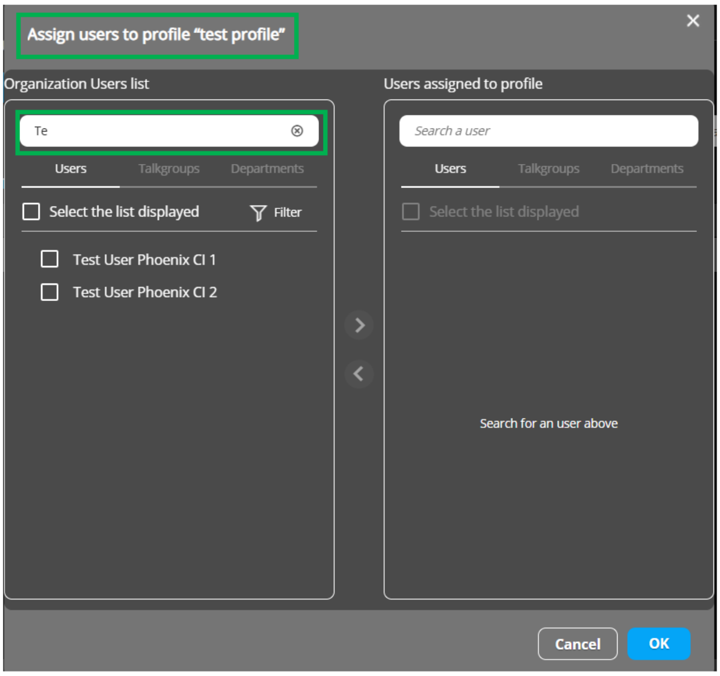
The newly assigned users will have the same options as those who have previously been added to the user profile.

Instead of a list displaying all users, an empty list with the message “Search for a user” will appear on the left in the Organization Users list.



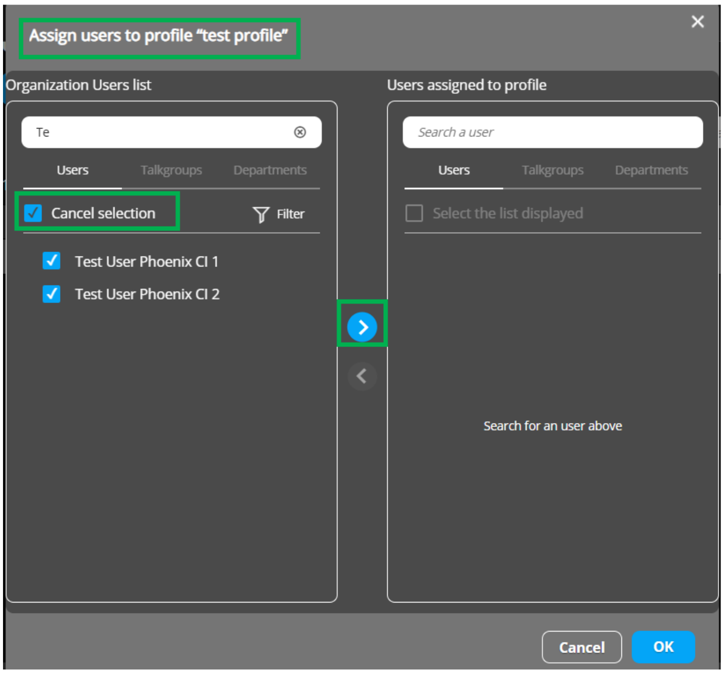
User profile Management > User Profiles List (Empty list of users)

Enter at least two characters and press the **Enter** key on your keyboard to search for a user. If you only enter one character, a red error message appears instructing you to “Enter at least two characters when searching”.



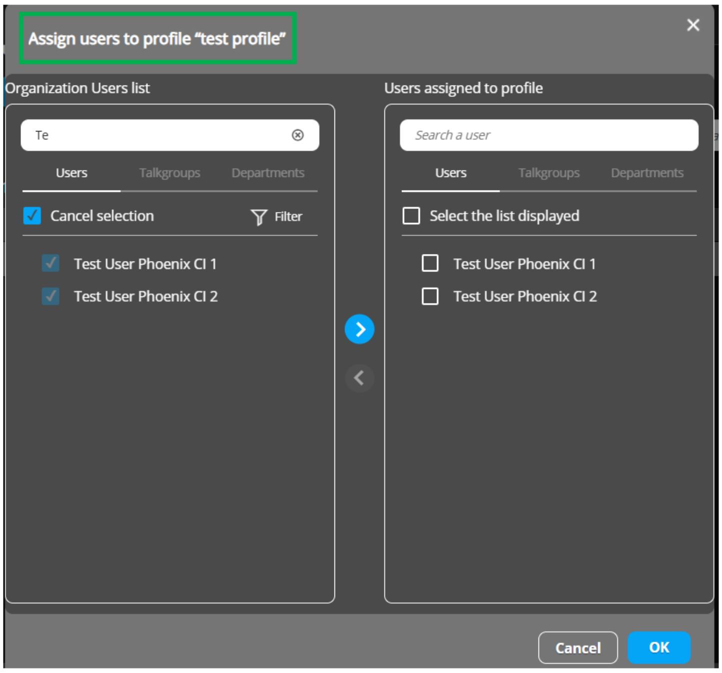
User profile Management > User Profile List > Assigning users to a user profile > List of users after searching

After the users are displayed, the results are shown in batches of 50. To select multiple users, click the **Select the list displayed** button. To see and select more (only the first 50 will be selected), click the **Load More** button.



User profile Management > User Profile List > Assigning users to a user profile > Select the list displayed

Using the arrows, add the users on the right. You have the possibility to scroll down to see more (infinite scroll).



User profile Management > User Profile List > Assigning users to a user profile > Users added to the right

If you want to add a filter by group, department, or user profile, click the Filter button. A Search bar is displayed. Enter at least two characters and press the Enter key on your keyboard to search for a group/department/user profile. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".

After the first 50 talkgroups/departments/user profiles have been displayed, click the Load More button to see more.

After you select a group/department/user profile, the list of users who are part of that talkgroup/department/user profile will appear on the left.

You may also use the User Profile field from My Organization > Dashboard > User quick add to assign a user profile to a newly added user. The User Profile field from My Organization > Users > User Details can be used to update the user profile of an existing user.

When you remove a user from a user profile that provides them access to the **Dispatch User**, **Location**, and **Role Icon** features, they keep the following:

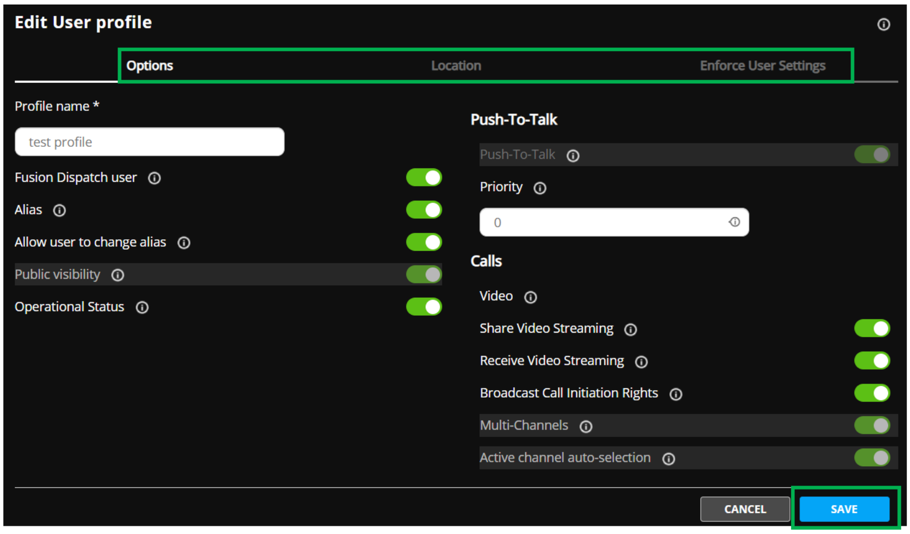
- The Fusion Dispatch access and use
- The Dispatcher status, type, and rights
- The Role Icon

Editing a user profile

To edit a user profile, click the **Edit** button in the Actions column.

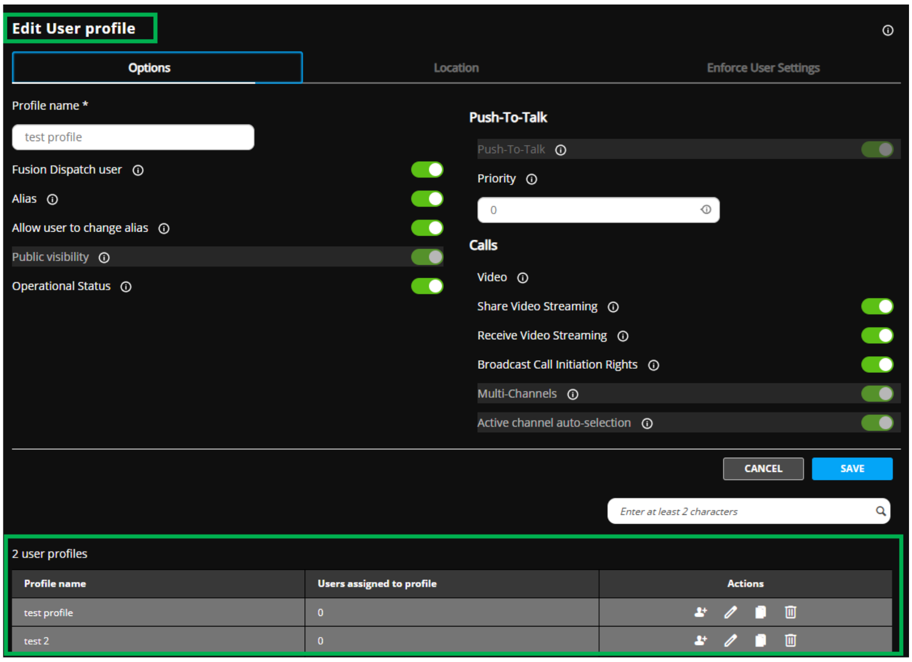
User profile Management > Edit user profile

Go to the **Options**, **Location**, or **Enforce User Settings** sections to activate or deactivate the properties of the user profile. To save the changes of the user profile, click the **Save** button.



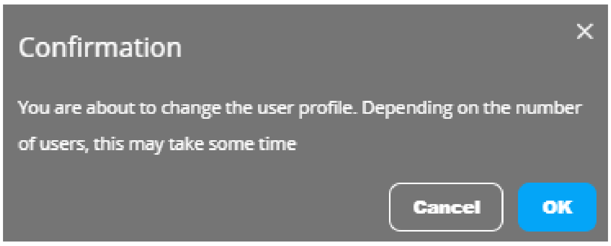
User profile Management > Edit user profile

When you edit a user profile, you can see the Users Profile list at the bottom of your screen.



User profile Management > Edit user profile > User profile list

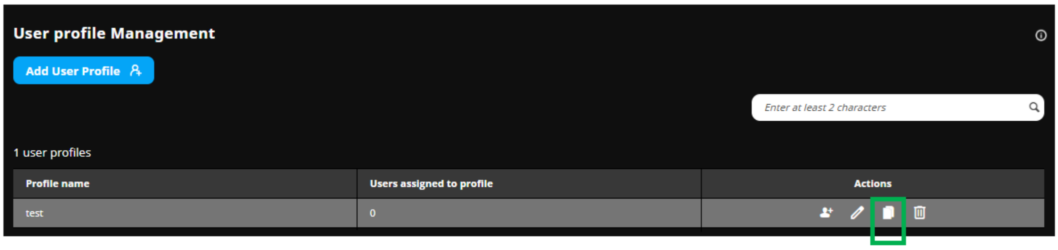
When you update a feature for the entire organization, a pop-up message informs you that the update may take some time. Click **OK** to apply the update or **Cancel** to dismiss it.



User profile Management > User profile list > Editing a user profile > Confirmation request

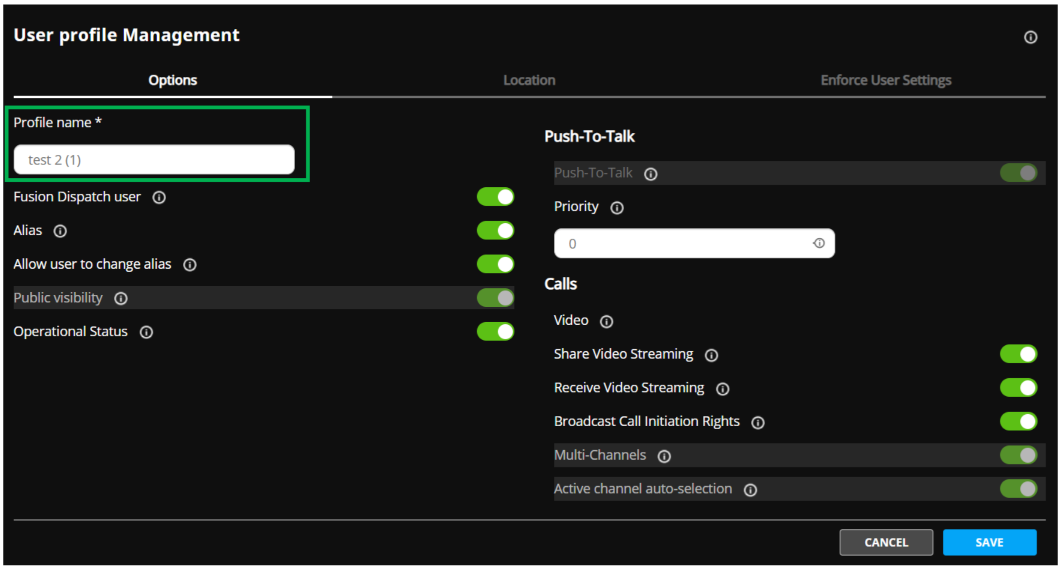
Duplicating a user profile

To duplicate a user profile, click the **Duplicate** button in the Actions column, third from the left.



User profile Management > User Profile List > Duplicate user profile

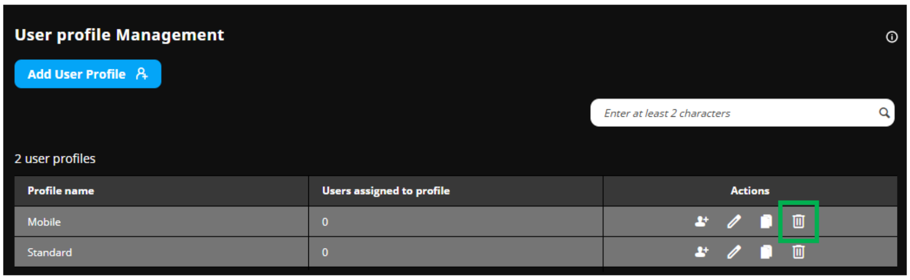
An exact copy of the duplicated user profile will be created, with the exact name followed by a number. You can change the name with another one you find appropriate. This helps you to quickly create a new user profile based on an existing one while only updating specific options.



User profile Management > User profile list > Duplicating a user profile

Deleting a user profile

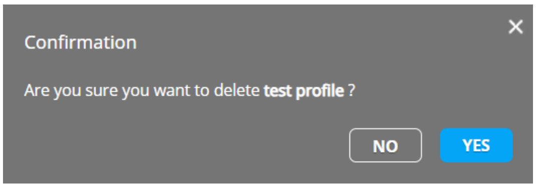
To delete a user profile, click the **Delete** button in the Actions column, last from the left.



User profile Management > User profile list > Delete user profile

A confirmation window will be displayed. Click **No** to cancel the delete action and **Yes** to validate your choice.

Note: There must be no users assigned to a user profile before it can be deleted. The **Delete** button will be unavailable if there are still users assigned (it will appear faded).



User profile Management > User profile list > Delete user profile > Confirmation message

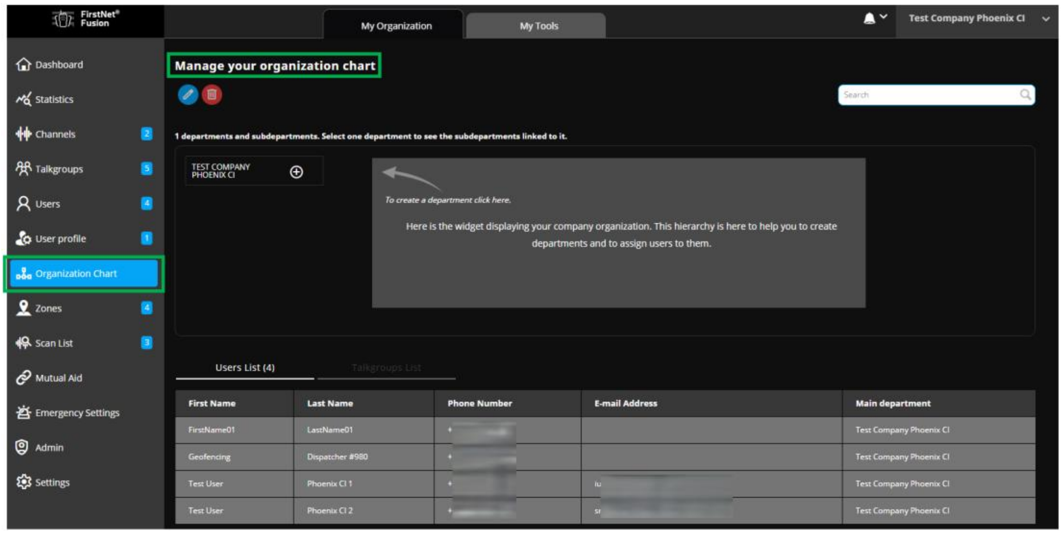
Organization Chart

Managing your Organization Chart

This section allows you to navigate through your organization chart and manage your departments (add or edit).

In this section, you have the following options:

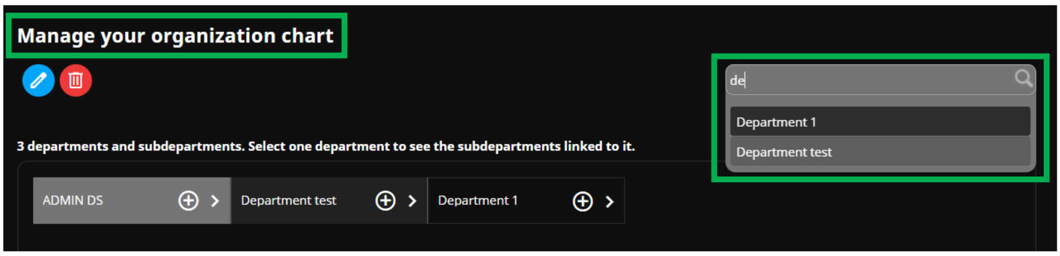
- Search for a department
- Create a new department
- Download your organization chart
- Edit a department
- Delete a department



My Organization > Organization chart

Searching for a department

The list of all departments is displayed by default, with the option to scroll down to see more (infinite scroll). Enter at least two characters to search for a department.



Organization chart > Manage your organization chart > Search for a department

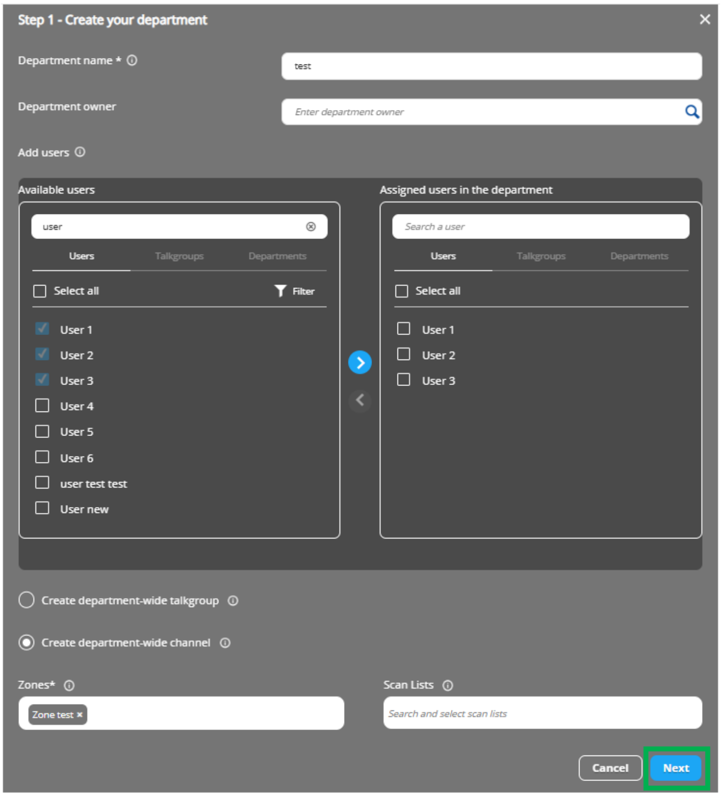
Creating a new department

Click the **Plus (+)** button next to the name of the organization or department. Follow the next two steps.

Step 1

Fusion displays a form. Define the department name and users, and assign the department to a zone. Optionally, you can also assign it to a scan list.

Click **Next**.

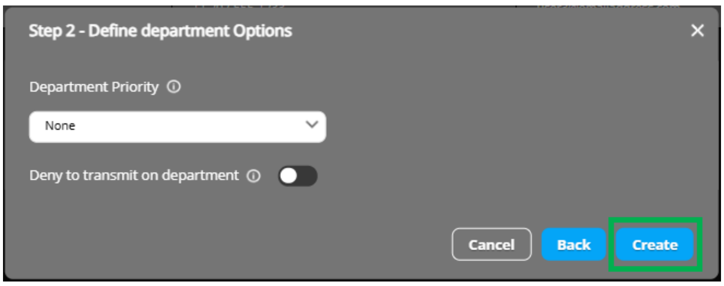


Organization chart > Plus (+) > Step 1 - Create your department

Step 2

Define department options.

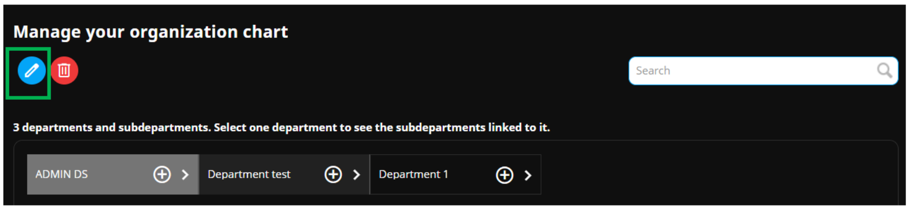
Click **Create**.



Organization chart > Plus (+) > Step 2 - Define department Options

Editing a department

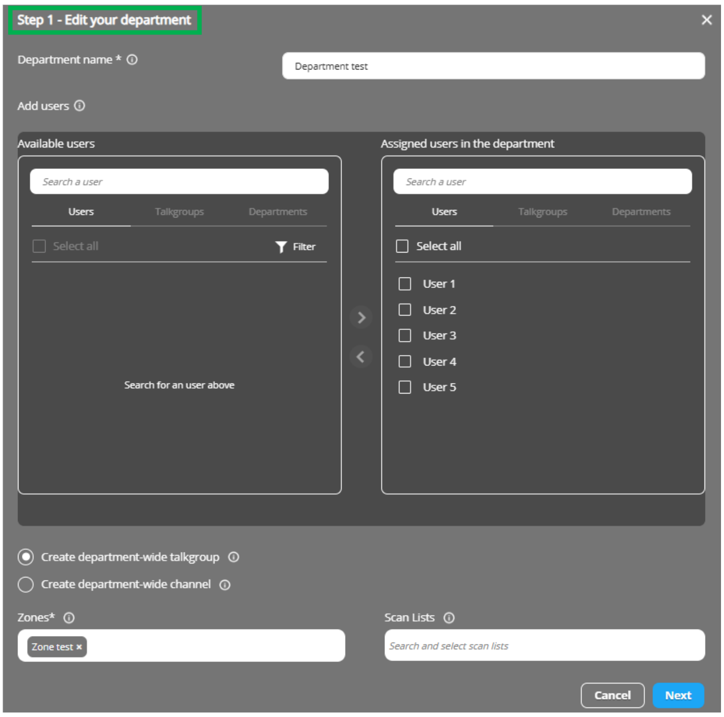
To edit a department, select it and click the **Edit** button.



Manage your organization chart > Edit department

Fusion displays a new form. Edit the department details, click the **Next** button, and then **Save**.

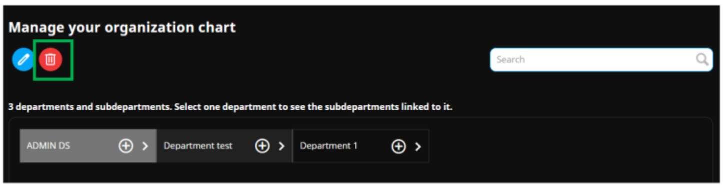
Note: Once you have selected the **Create Department-Wide Talkgroup** or **Create Department-Wide Channel** options, they will be grayed out and unavailable to edit.



Manage your organization Chart > Edit your department

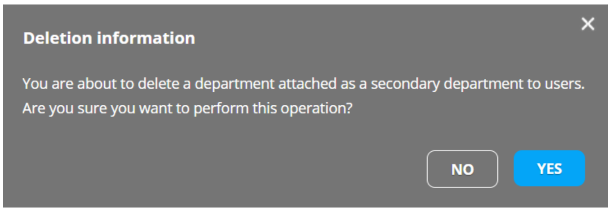
Deleting a department

To delete a department, select it and click the **Delete** button.



Manage your organization chart > Delete

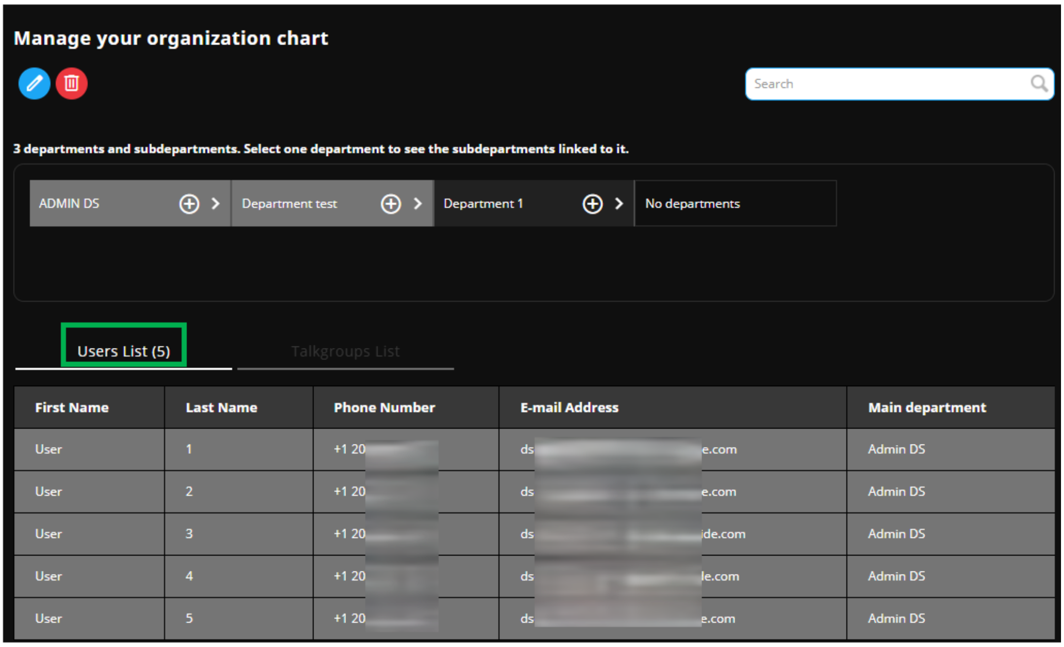
A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.



Organization chart > Delete a department > Confirmation request

Users list

The Users List is displayed under the **Manage your Organization Chart** section. If you click the organization's main department or another department, the list will appear. After the users are displayed, in batches of 100, you have the possibility to scroll down to see more.



Manage your organization chart > Users

For more information about this feature, go to the ***Users List*** *section in the guide (My Organization > Users > User list).*

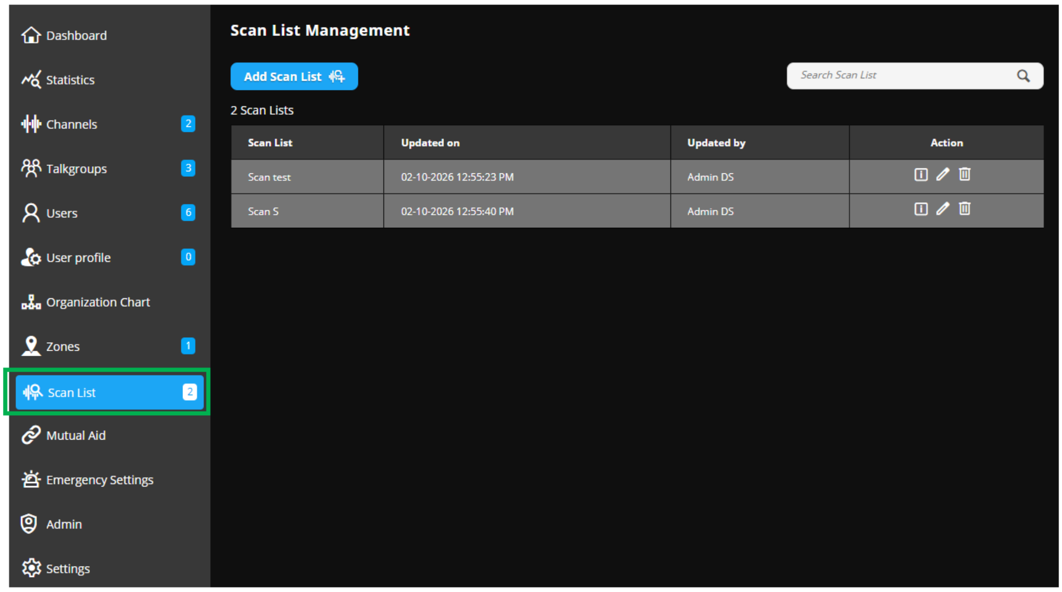
Scan list

Organize communication by geographic or operational boundaries. Scan lists allow you to monitor multiple channels and talk groups, set priorities, and manage lists for efficient group communication. You can create, edit, or delete scan lists and see the priority level of channels and talkgroups.

This feature allows the user to stay aware of communications on multiple devices without needing to switch between them manually.

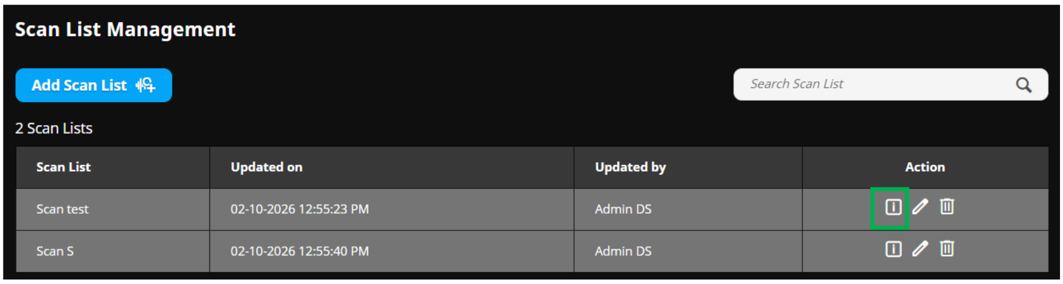
Viewing scan lists

To view the scan lists configured by the admins for your organization, click **Scan list** from the left-side menu. The **Scan list** area will appear, displaying all configured scan lists in a table with the following details: scan list name, assigned channels and talkgroups, last update, and the name of the admin who made the last update.

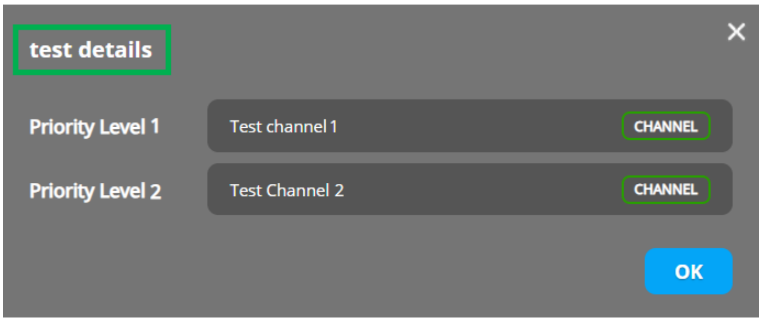


My Organization > Scan List Management

To see the priority levels of the talkgroups and channels assigned to a scan list, click the (**i**) button in the Action column.



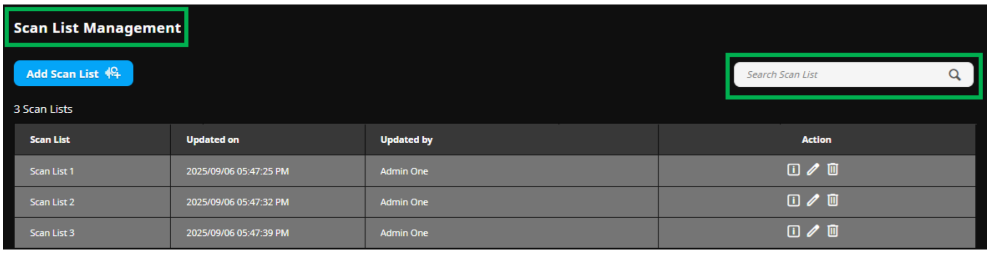
Scan List Management > Scan test details (i)



Scan list details

Searching for scan lists

To search for a scan list, go to the **Scan List Management** area. Type at least three characters in the search bar to find a scan list.

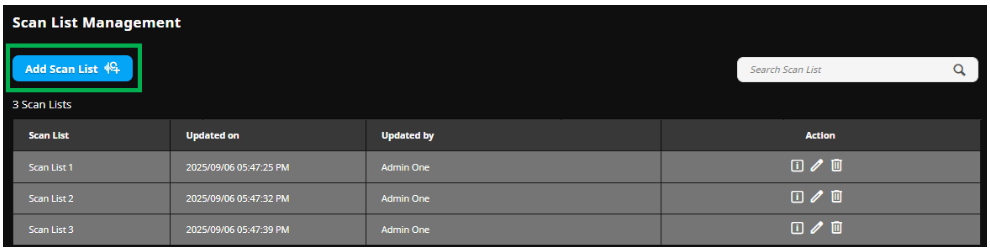


Scan List Management > Search bar

Adding a scan list

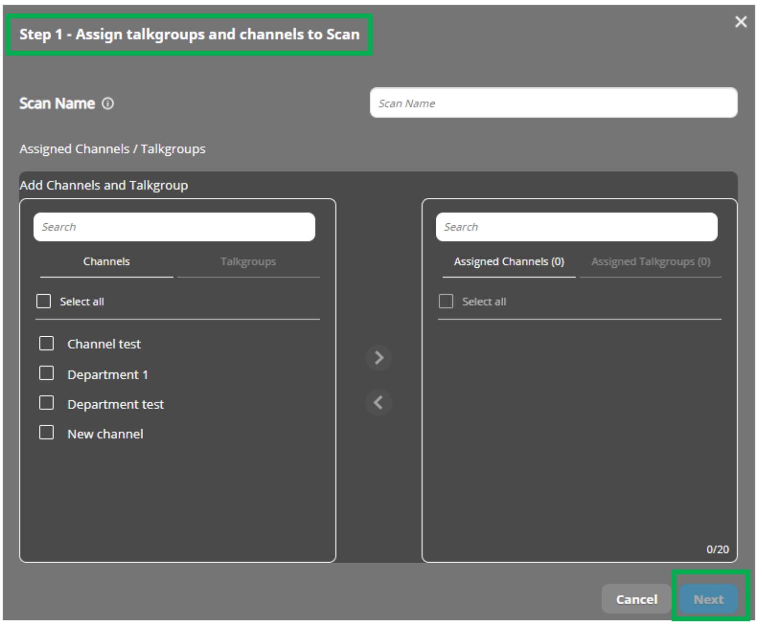
To add a scan list, click **Scan list** from the left-side menu.

Click the **Add Scan list** button in the Scan List Management area, and follow the steps below.



Scan List Management > Add scan list

Step 1



Scan List Management > Add Scan list > Step 1 - Assign talkgroups and channels to Scan

Type a name for the scan list in the **Scan Name** field. The name must be unique within each department and follow these guidelines:

- Use letters, numbers, and the following special characters: [+ @ # $ & ( ) _ , . !]
- Spaces are allowed, but only in the middle of the name—not at the beginning or end
- The name must be no longer than **80 characters**

Search for the channels and talkgroups in the corresponding tab on the left or by using the search bar, select them by clicking, and add them to the scan list on the right using the right arrow.

To remove channels and talkgroups from the scan list, select them by clicking and use the left arrow.

The number of channels and talkgroups that can be added to a scan list is configurable at the organization level. The maximum number by default is 16.

A user can have an unlimited number of scan lists assigned.

Whenever a call is active on a scanned channel, the user is automatically joined to that channel and can participate by listening or requesting the floor.

When the transmission on that channel ends, the user automatically scans for the next active channel and either rejoins or late-joins a call already in progress. If no channels have active calls, the user waits for one of the scanned channels to become active.

While scanning is enabled, activity from non-scanned channels is ignored—except for emergency calls, incoming one-to-one calls, and ad hoc group calls.

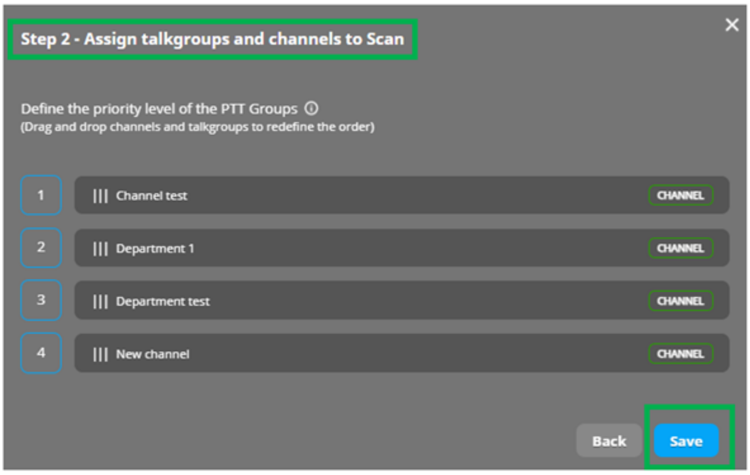
The **Scan List** feature does not prevent the user from initiating a call to any contact, ad hoc group (list of contacts), or channel/talk group - whether scanned or non-scanned.

By default, the user is automatically affiliated with all the talkgroups from the scan list. Affiliation means the user will receive notifications regarding the prearranged group calls they are affiliated with.

The user can manually de-affiliate from talkgroups and affiliate with others within the scan list.

Click **Next**.

Step 2



Scan list Management > Add scan list > Step 2 - Assign talkgroups and channels to Scan

Each channel and talkgroup in the scan list can be assigned a priority level that applies only within that specific scan list.

Use the up/down arrows to assign an order to all channels and talkgroups within the scan list. Priority levels are ranked numerically, with 1 being the highest priority. Higher numbers indicate lower priority.

Each channel and talkgroup in the scan list can be assigned a priority level that applies only within that specific scan list.

Calls on higher-priority channels and talkgroups will preempt active transmissions on lower-priority ones.

When connected to multiple channels, the user will receive transmissions only from the channel with the highest priority.

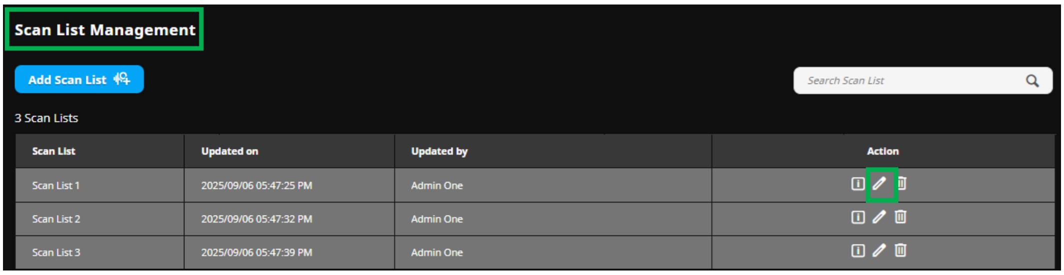
For talkgroups, the user can be active in only one at a time.

If both channels and talkgroups are in use, transmission priority is determined by the highest overall priority among them.

Click **Save**.

Editing a scan list

To edit a scan list, go to **Scan List Management**, select a scan list, and click the **Edit** button in the **Action** column.



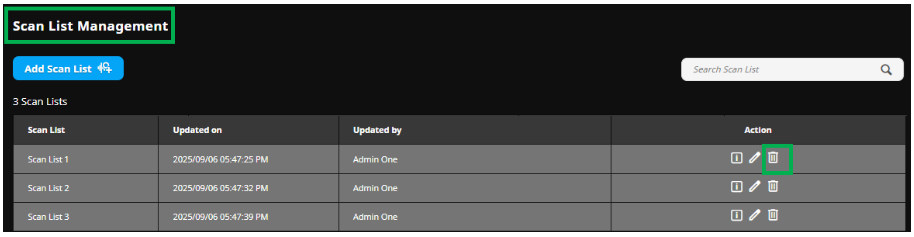
Scan List Management > Edit scan list

You can then edit any information entered during the two creation steps, and you can make changes as many times as needed. After editing, click **Save**.

Deleting a scan list

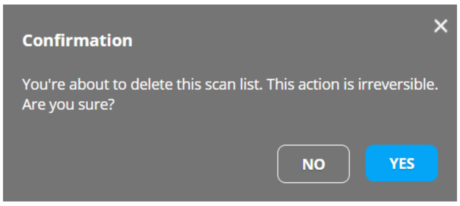
Note: To delete a scan list, it must not have any assigned users. Make sure all users are removed before attempting to delete the scan list.

To delete a scan list, go to the **Scan list Management** area. In the **Scan list** table, select a scan list, and click the **Delete** button in the **Action** column.



Scan List Management > Delete scan list

Fusion displays a confirmation pop-up. Click the **Yes** button, to remove the scan list from your list. Users who were previously assigned to the scan list, will no longer see it.



Delete scan list > Confirmation

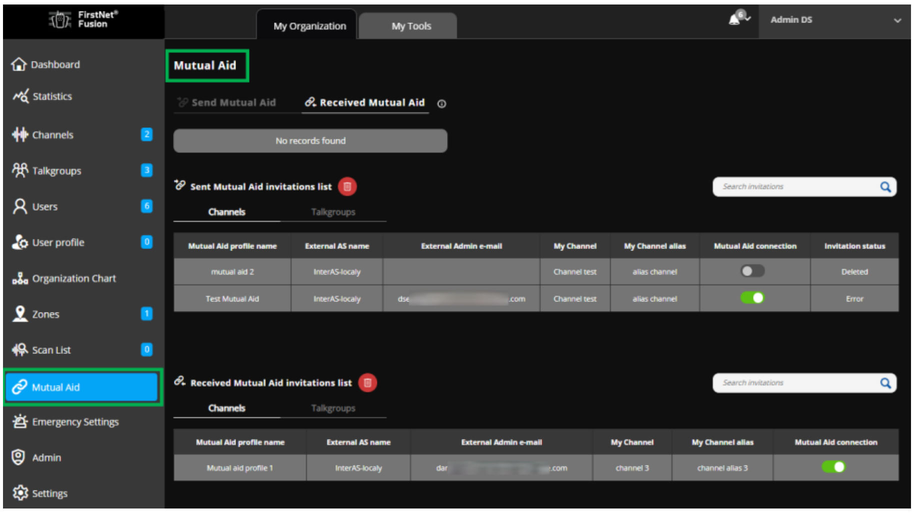
Mutual Aid

Mutual Aid allows agencies from different Fusion organizations to link channels and talkgroups between their users.

When the admin activates the **Mutual Aid** feature for you, Fusion Admin displays the Mutual Aid section.

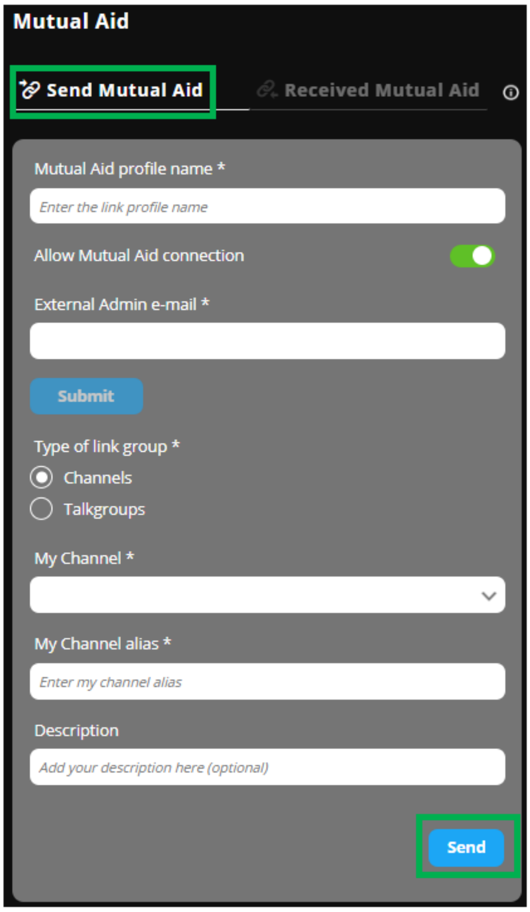
You can:

- Send a mutual aid invitation
- Receive and accept mutual aid requests
- Edit/Delete already created mutual aid profiles



My Organization > Mutual Aid

Sending a Mutual Aid invitation



Mutual Aid > Send Mutual Aid Invitation

Here is the structure for sending a mutual aid invitation:

- **Mutual Aid profile name:** The name that will be displayed in the list of profiles (for both Organization A and Organization B). The name will also be displayed for the admin that will receive the invitation.
- **Allow Mutual Aid connection:** It represents the local status of the link. If enabled on both your side and the recipient's side, the connection will be available. If disabled on at least one side, the connection will not be available.
- **External AS Name**: Fusion displays the application server (AS) that an admin has already configured.
- **External Admin e-mail:** The admin to whom the mutual aid invitation should be sent (the AS will know, based on the admin email, with which organization the link will be made).
- **Type of link group**: Choose the type of link group:
- Channels
- Talkgroups

The drop-down below shows either channels or talkgroups, based on your selection.

- **My Channel:** The channel that will be linked with other organizations. The drop-down list will display all the channels for which you have control. The real name of the channel will not be displayed for the users of the other organizations.

- **My Channel alias:** Choose the name that will be displayed for the users of the external organizations when someone from your organization takes the floor in this mutual aid. Since the alias can be changed in the future, it is not part of the admin signature.
- **Description:** You will have the option to send to the external admin any additional information in regard to the mutual aid invitation: reason, period, what other organizations you will invite, etc. (max 300 letters).

Note: If you want to link a channel with two different channels from other organizations, you must send two invitations (two profiles).

If you click the **Send** button, the link profile will be saved in the Sent Mutual Aid invitations list.

Here is the structure for the list:

- **Mutual Aid Profile Name:** The name set by Admin 1 when creating the invitation.
- **External AS Name:** The name from the AS already configured by an admin.
- **External Admin Email:** The admin to whom the mutual aid invitation should be sent.
- **My Channel:** The channel selected by Admin 1 when creating the invitation.
- **My Channel Alias:** The alias given by Admin 1 when creating the invitation.
- **Mutual Aid Connection:** Admin 1 will be able to change the status from the list of invitations.
- **Invitation Status:**
    - Pending: The mutual aid invitation does not have an answer from Admin 2
    - Accepted: The mutual aid invitation was accepted by Admin 2 (recipient)
    - Declined: The mutual aid invitation was declined by Admin 2

Note: For the organization that is the initiator, any admin can send other invitations for this related channel:

- Pending: Admin can send another mutual aid invitation for the same channel
- Accepted: Admin can send another mutual aid invitation for the same channel
- Declined: Admin can send another mutual aid invitation for the same channel

Editing a sent Mutual Aid invitation

If you click a sent mutual aid invitation from the list, you will have some options:

- **Allow Mutual Aid connection:** You can change the status for this option (Enable/Disable).
- **My Channel alias:** If you change the channel alias, the external admin will not be notified, but the new alias will be displayed instead of the old one for the users from external organizations.
- **Description:** If you hover the cursor over the **Description** section, you will see the entire text.

The following fields are read-only: Mutual Aid Profile Name, External Admin Email, My Channel, and Description.

To update the details, click the **Save** button.

If you want to delete a sent mutual aid invitation, click the **Delete** button. When a mutual aid is deleted by Admin 1, Admin 2 will be notified. The admin will be able to click the notification and they will be sent to the deleted mutual aid.

Editing a received Mutual Aid invitation

If you click a received mutual aid invitation from the list, you will have some options:

- **Allow Mutual Aid connection:** You can change the status for this option (Enable/Disable).
- **My Channel alias:** If you change the channel alias, the external admin will not be notified, but the new alias will be displayed instead of the old one for the users from external organizations.
- **Description:** If you hover the cursor over the **Info** section, you will see the entire text.

The following fields are read-only: External AS Name, External Admin Email, and My Channel.

To update the details, click the **Save** button.

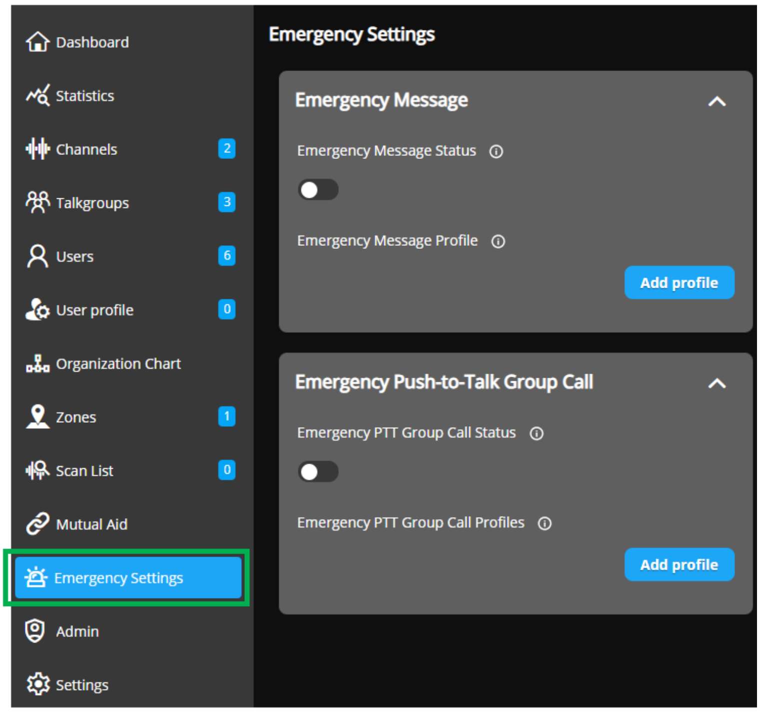
If you want to delete a received mutual aid invitation, click the **Delete** button. When a mutual aid is deleted by Admin 1, Admin 2 will be notified. The admin will be able to click the notification and they will be sent to the deleted mutual aid.

Emergency Settings

Fusion's emergency features include Emergency **Push-To-Talk Group Call** and **Emergency Message**. Emergency calls/messages override other communications, ensuring priority delivery and situational awareness.

You can activate the **Emergency Services** feature for the users by request. **Emergency services** prevent and facilitate rescue by fast and efficient communication in critical situations.

To set the **Emergency Message** and/or the **Emergency Push-To-Talk Group Call**, click the **Emergency Settings** from the left-side menu.



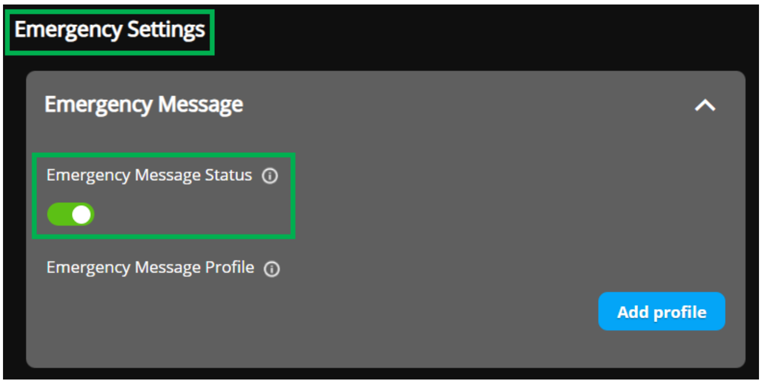
My Organization > Emergency Settings

Emergency Message

This feature allows users to send Emergency Messages to a predefined list of organization users, informing them about a critical situation. Once activated, the **Emergency Message** button will be displayed in the web and mobile application of the users in the organization.

Emergency Message status:

- *If set to Disabled*: The emergency alert message button will not be displayed on users' devices.
- *If set to Enabled*: The emergency alert message button is displayed on users' devices.



Emergency Settings > Emergency message > Emergency message status

Emergency Message profile: To set multiple Emergency Message profiles for the team, click the **Add Profile** button. Users that do not have any profile assigned can only receive alerts if are added as recipients.

Emergency settings > Emergency message > Add profile

In this section, you can choose:

- Profile name: Define a name for the profile.

My Organization > Emergency settings > Emergency message > Add profile > Profile name

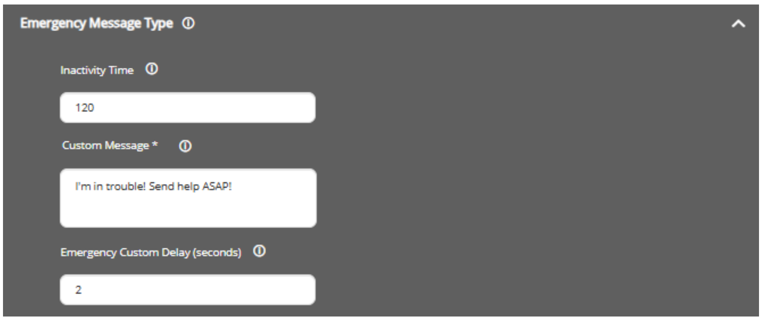
Status:

- *If set to Disabled*: The emergency alert message button will not be displayed on users' devices.
- *If set to Enabled*: The emergency alert message button is displayed on users' devices.

My Organization > Emergency settings > Emergency message > Add profile > Status

Emergency Message type:

- Standard message: CRITICAL! Life in danger; SEVERE! Property in danger; URGENT! I need help
- Inactivity time (seconds): Define after how many seconds of inactivity after the emergency message pop-up was displayed to automatically send the emergency message.
- Custom message: Select this feature to define a custom emergency message. The organization users assigned to a Profile will be able to send the custom emergency message by performing a long press on the emergency button for three seconds.
- Emergency custom delay (seconds): Define the delay (in seconds) for sending an emergency message.

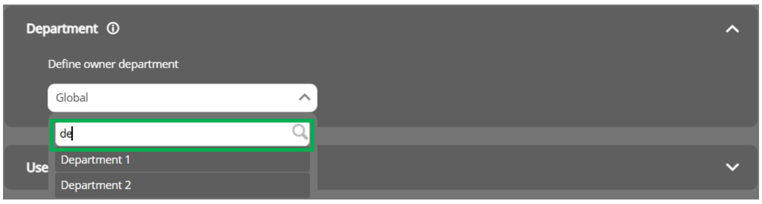


My Organization > Emergency settings > Emergency message > Add profile > Emergency Message Type

- Department: Search for a department to manage the profile

My Organization > Emergency settings > Emergency message > Add profile > Department

Enter at least two characters to search for a department. After Fusion displays the departments, you can scroll down to see more (infinite scroll).

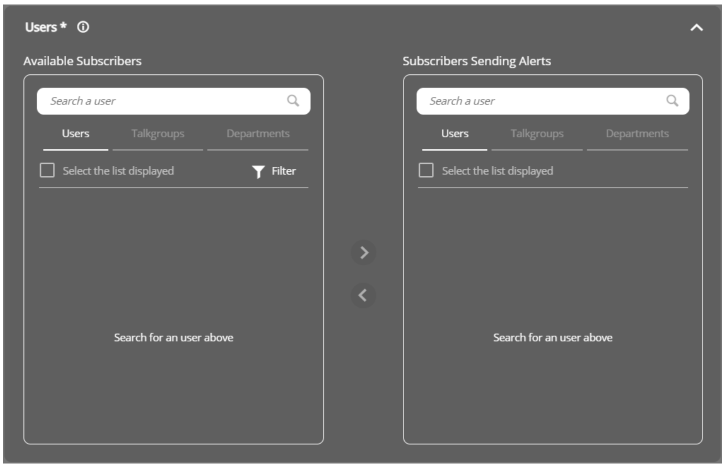


My Organization > Emergency settings > Emergency message > Add profile > Department > Define owner department > Search bar

Note: Only the organization admin and the department admin can edit the profile. Other department admins only have read-only access to the profile.

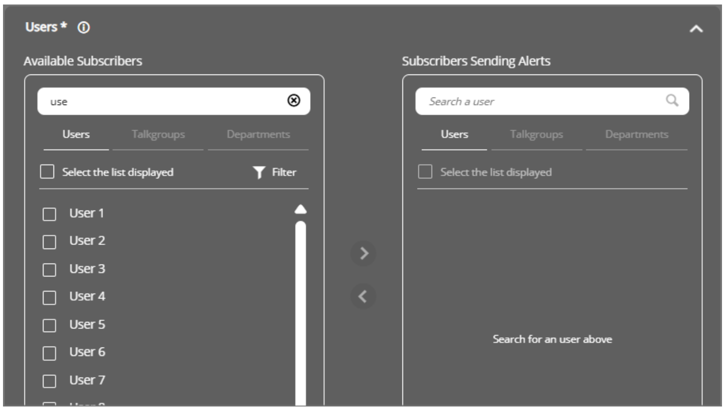
- Users: Make a list of users/talkgroups/departments to whom this configuration applies.

Instead of a list displaying all the users/groups/departments, an empty list with the message "Search for a user/talkgroup/department above" appears on the left in the Available Subscribers list.



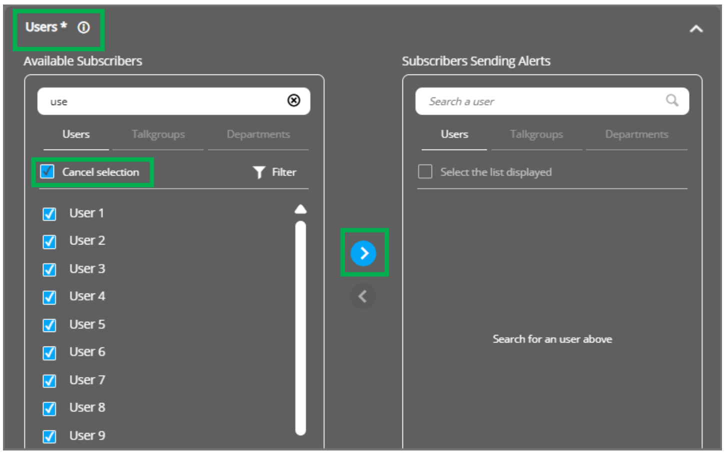
My organization > Emergency settings > Emergency message > Add profile (Empty list of users)

Type at least three characters and press **Enter** to search for a user/group/department. If you only enter one character, a red error message appears instructing you to “Enter at least two characters when searching”.



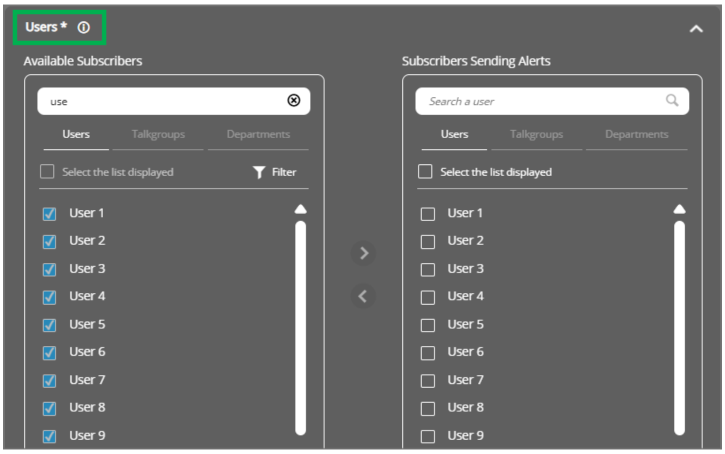
My Organization > Emergency settings > Emergency message > Add profile (List of users after searching)

After Fusion displays the users/talkgroups/departments, you can scroll down to see more (infinite scroll). To select multiple users/talkgroups/departments, click the **Select the list displayed** button.



My Organization > Emergency settings > Emergency message > Add profile > Select the list displayed

Using the arrows, add the users/groups/departments on the right. You can scroll down to see more (infinite scroll).



My Organization > Emergency settings > Emergency message > Add profile > Select the list displayed > Users added to the right

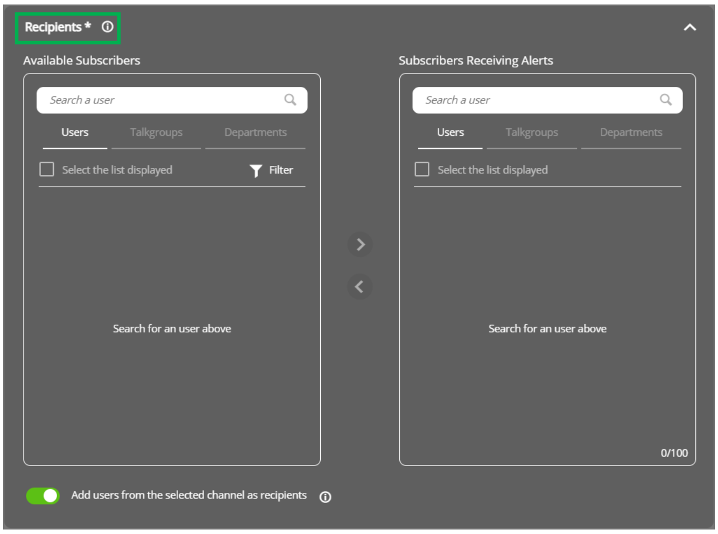
Note: The maximum limit of subscribers is 100.

If you want to add a filter by group or department, click the **Filter** button. Fusion displays a search bar. Type at least two characters and press **Enter** to search for a group/department. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".

After Fusion displays the first 50 groups/departments, click the **Load More** button to see more.

After you select a group/department, the list of users who are part of that group/department appears on the left.

- Recipients: The added recipients receive alerts from the users assigned for this configuration. You can add multiple recipients to the list to inform them in case of a critical situation. The behavior of searching for and adding users/talkgroups/departments is the same as for the **Users** section.
- Add users from the selected channels as recipients:
  - *If set to Disabled*: The initiator of the emergency message can contact only the users set as recipients.
  - *If set to Enabled*: The initiator of the emergency message can contact the users set as recipients and the users connected to the same channel as the one they had selected.



My Organization > Emergency settings > Emergency message > Add profile > Recipients

Note: The maximum limit of subscribers is 100.

After you complete all these sections, click the **Save** button.

To edit a profile, click the **Edit** button (pencil-shaped).

To delete a profile, click the **Delete** button (trash bin-shaped).

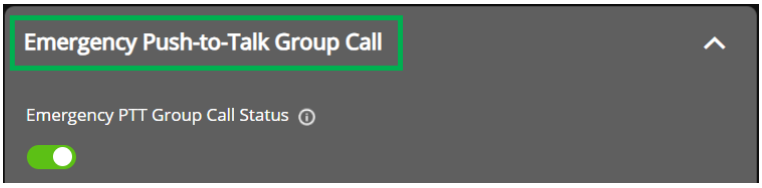
My Organization > Emergency settings > Emergency message > Emergency message profile > Edit/delete

Emergency Push-To-Talk Group Call

This feature allows users to make Emergency Push-To-Talk Groups Calls to a predefined list of organization users, informing them about a critical situation. Once you activate it, the **Emergency Call** button will be displayed on **Fusion Dispatch** and in the mobile application of the users in the organization.

Emergency Push-To-Talk group call status:

- *If set to Disabled*: Users do not see the **Emergency Alert Call** button on their devices.
- *If set to Enabled*: Users see the **Emergency Alert Call** button on their devices.



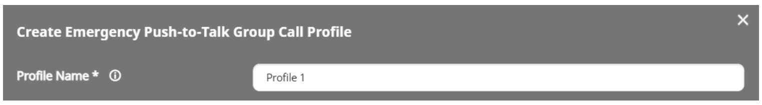
My Organization > Emergency Settings > Emergency Push-To-Talk Group Call

Emergency Push-To-Talk group call profile: To set multiple emergency Push-To-Talk Group Call profiles for the team, click the **Add Profile** button.

My Organization > Emergency Settings > Emergency Push-To-Talk Group Call > Add profile

In this section, you can configure:

- Profile name: Define a name for the profile.

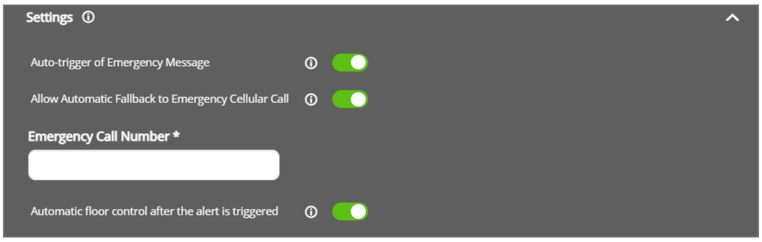


My Organization > Emergency settings > Emergency Push-To-Talk Group Call > Add profile > Profile name

- Emergency Group Type:
- MCX Standard
- Fusion Homed
- LMR Homed
- Status:
    - *If set to Disabled*: Users do not see the E**mergency alert call** button on their devices.
    - *If set to Enabled*: Users see the E**mergency alert call** button on their devices.

My Organization > Emergency settings > Emergency Push-To-Talk Group Call > Add profile > Status

- Settings:
- Auto-trigger of Emergency Message:
    - *If set to Enabled*: When a user assigned to this profile launches an emergency Push-To-Talk Group Call, they also send an emergency message alert.
- Allow automatic fallback to Emergency Cellular: If there is no data for the emergency Push-To-Talk Group Call, allow to automatically fallback to a cellular call to emergency call number.
- Automatic floor control after a user triggers the alert:
    - *If set to Enabled:* Users automatically take the floor when Fusion triggers the alert.

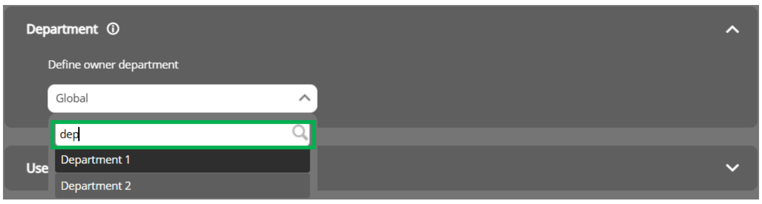


My Organization > Emergency settings > Emergency Push-To-Talk Group Call > Add profile > Settings

- Department: Search for a department to manage the profile.

My Organization > Emergency settings > Emergency Push-To-Talk Group Call > Add profile > Department

Enter at least two characters to search for a department. After Fusion displays the departments, you can scroll down to see more (infinite scroll).



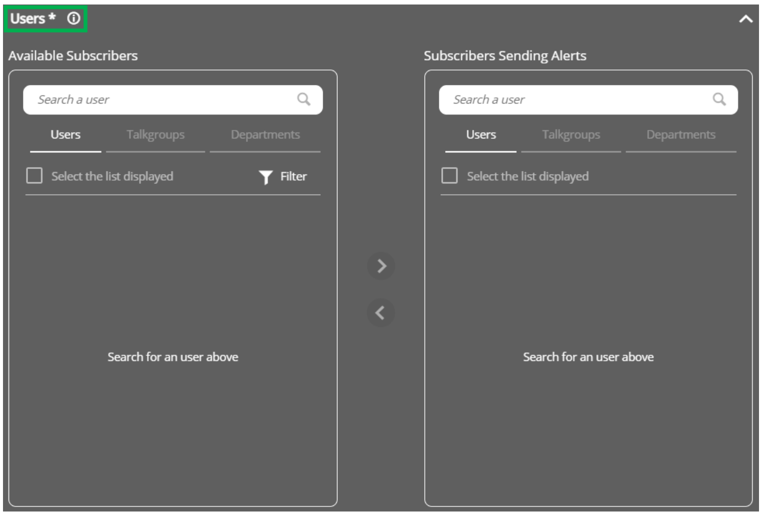
My Organization > Emergency settings > Emergency Push-To-Talk Group Call > Add profile > Department > Search bar

Note: Only the organization admin and the department admin can edit the profile. Other department admins have read-only access to the profile.

- Users: Make a list of users/groups/departments to whom this configuration applies.

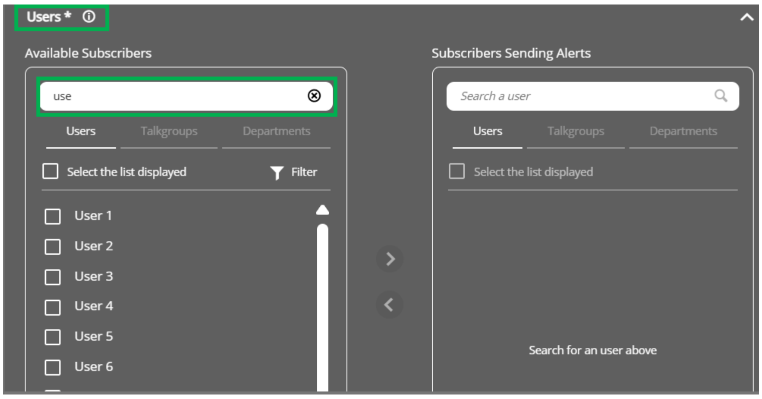
Instead of a list displaying all users/groups/departments, an empty list with the message "Search for a user/group/department above" appears on the left in the Available Subscribers list.

Note: The default limit for Emergency Call is 50 users. An admin can configure the parameter at platform-level.



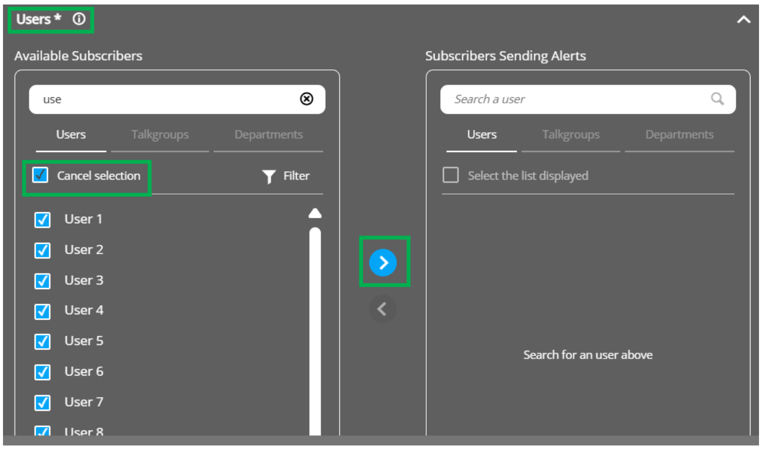
My Organization > Emergency Settings > Emergency Push-To-Talk Group Call > Add profile > Users (empty list of users)

Type at least two characters and press **Enter** to search for a user/group/department. If you enter only one character, a red error message appears instructing you to "Enter at least two characters when searching".



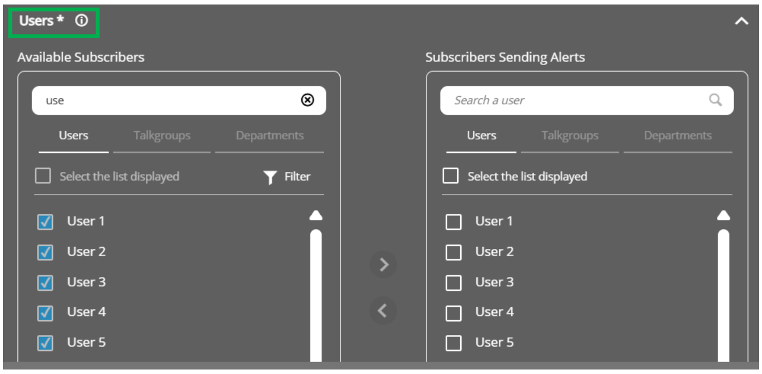
My Organization > Emergency settings > Emergency Push-To-Talk Group Call > Add profile > Users (List of users after searching)

After Fusion displays the users/groups/departments, you can scroll down to see more (infinite scroll). To select multiple users/groups/departments, click the **Select the List Displayed** button.



My Organization > Emergency settings > Emergency Push-To-Talk Group Call > Add profile > Users > Select the list displayed

Using the arrows, add the users/groups/departments on the right. You can scroll down to see more (infinite scroll).



My Organization > Emergency settings > Emergency Push-To-Talk Group Call > Add profile > Users (Users added to the right)

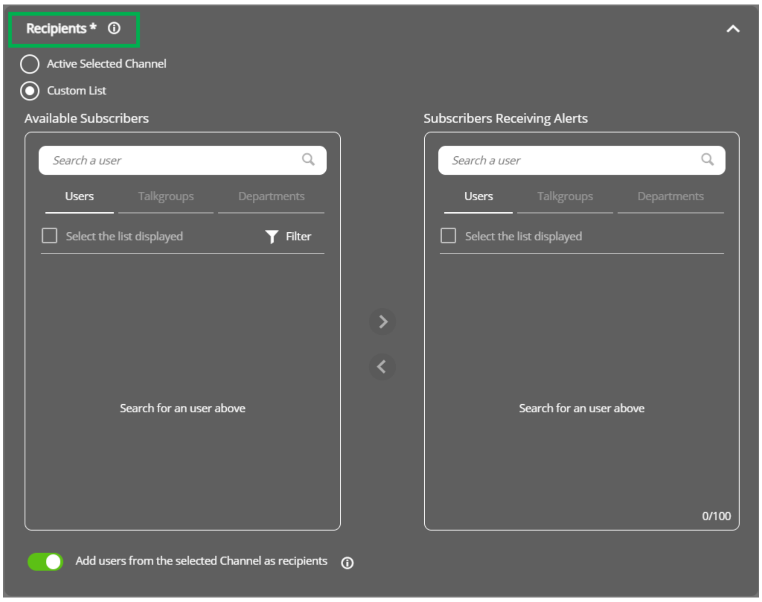
Note: The maximum limit of subscribers is 100.

- Recipients: The list of users who receive notifications when a user triggers the alert. You can add multiple recipients to the list to inform them in case of a critical situation. The behavior of searching for and adding users/groups/departments is the same as for the **Users** section.
- Active selected channel: The active channel can switch into an emergency channel. All users connected to that channel receive the emergency alert, and the channel's background turns red. Only the initiator and the connected (mobile or **Fusion Dispatch**) dispatch managers can stop the alert.
- Custom List: Select specific users as recipients.

Note: When a recipient from a custom list is in any Fusion call and receives an emergency call, then the Fusion call ends automatically.

- Add users from the selected channel as recipients:

- *If set to Disabled*: The initiator of the Emergency Push-To-Talk group call can only contact the users set as recipients.
- *If set to Enabled*: When a user initiates an alert, both users connected to the active channel and users configured as recipients receive the alert.



My Organization > Emergency Settings > Emergency Push-To-Talk Group Call > Add profile > Recipients

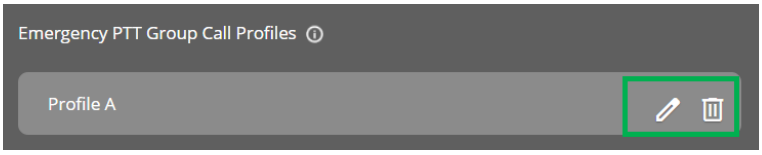
Note: The maximum limit of subscribers is 100.

After you complete all these sections, click the **Save** button.

Note: If you add a linked talkgroup as a recipient for an emergency call, all the users inside that talkgroup receive any call as an emergency call. Fusion delivers the call with the highest priority. *For more information about the Mutual Aid, go to the following section in this guide: My Organization > Mutual Aid*.

To edit a profile, click the **Edit** button (pencil-shaped).

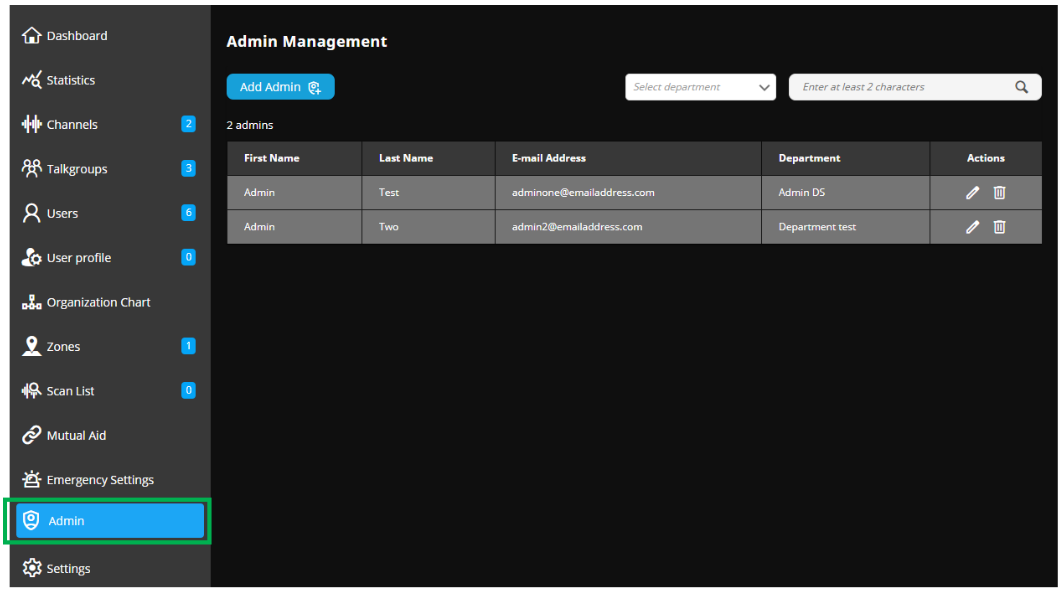
To delete a profile, click the **Delete** button (trash bin-shaped).



My Organization > Emergency settings > Emergency Push-To-Talk Group Call > Emergency Push-To-Talk Group Call Profiles (Edit/Delete)

Admin

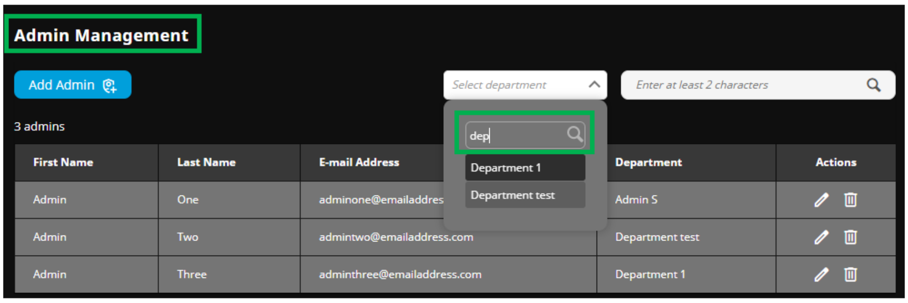
The list of all admins is displayed by default, with the option to scroll down to see more (infinite scroll). Searching for a department or typing some characters into the Search bar is an easier way to find a specific admin.



My Organization > Admin Management

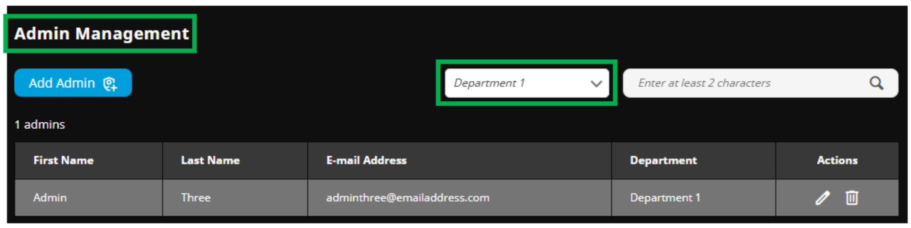
- Searching for a department

Enter at least two characters to search for a department. After the departments are displayed, you have the possibility to scroll down to see more (infinite scroll).



My Organization > Admin > Select department > List of departments after searching

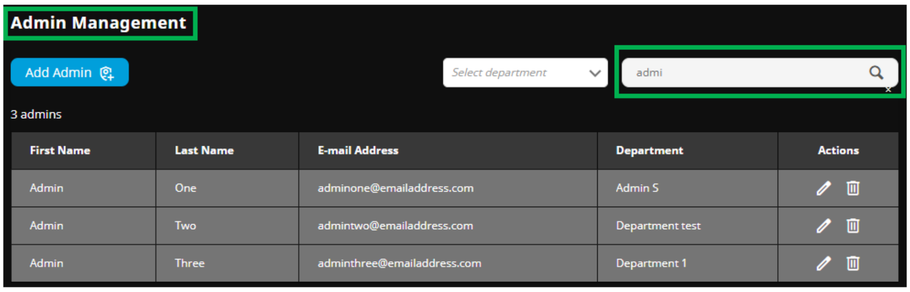
Once you have selected a department, you will see the admin who has rights to that department.



My Organization > Admin > Selected department

- Using the Search bar.

Enter at least two characters and press the **Enter** key on your keyboard to search for an admin. If you only enter one character, a red error message appears instructing you to “Enter at least two characters when searching”. After the admins are displayed, you can scroll down to see more (infinite scroll).



My Organization > Admin > Search for admin > List of admins after searching

Adding an admin

The **Admin** tab allows you to add admins to manage the organization. Both the Care Admin and you, as Organization Admin, may create three types of admins:

- Organization Admin: They have administrative rights over the entire organization.

Note: If your organization reaches its expiration date and has not been assigned to a reseller, your account will be blocked, and you will receive an email informing you of the situation.

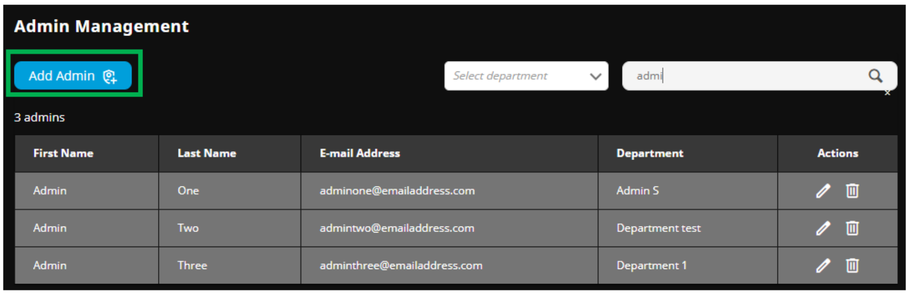
- Department Admin: They have administrative rights only over their department. They have read-only access to the settings of the organization and other departments. This type of account is created when the Organization Admin creates a department.

For more information about creating a department, go to the ***Creating a Department*** *section in the guide (My Organization > Organization chart > Managing your Organization Chart).*

- Limited Account Admin: They have read-only access to the settings of the organization and the departments. They can only make changes to their personal information.

The department admins and limited account admins will see the **View** icon instead of the **Edit** icon next to the settings to which they have read-only access. Also, the **Delete** icon will be faded and inactive.

To create an admin, click the **Add Admin** button in the **Admin Management** area and follow the steps below.



My Organization > Admin Management > Add Admin

Note: All fields marked with * are mandatory.

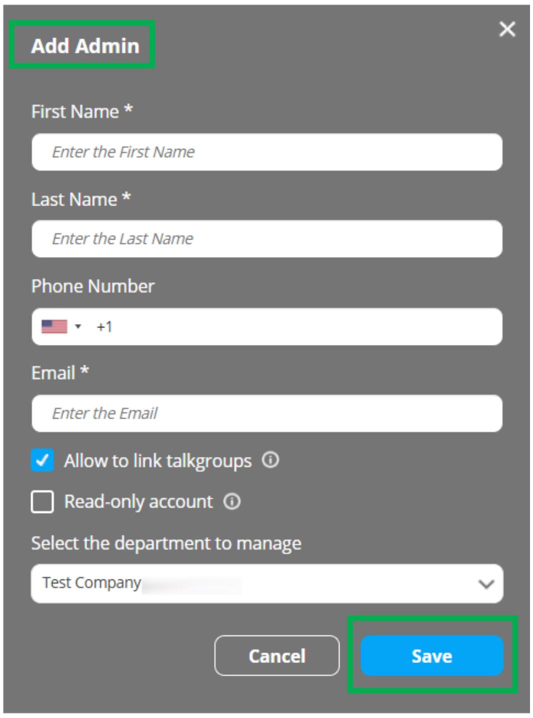
1. Enter First Name.
2. Enter Last Name.
3. Enter Mobile Number.
4. Enter E-mail Address.
5. Select the box **Allow to Link Channels** (if available) to allow the admin to send, receive and accept invitations to link channels from other organizations.

*For more information about the **Mutual Aid** feature, go to the **Mutual Aid**section in the guide (My Organization > Mutual Aid).*

6. Select the box **Read-only account** to grant the admin read-only access to the organization or the departments defined in the Organization Chart.
7. From the **Select the department to manage** drop-down menu, select the department over which the admin will have administrative rights or read-only access.

Note: Enter at least two characters to search for a department to set the rights on it. After the departments are displayed, you have the possibility to scroll down to see more (infinite scroll).

To add the admin, click the **Save** button.



Admin > Add Admin

Note: The organization admin can see all the admin accounts. The organization admin cannot edit another admin from the same level.

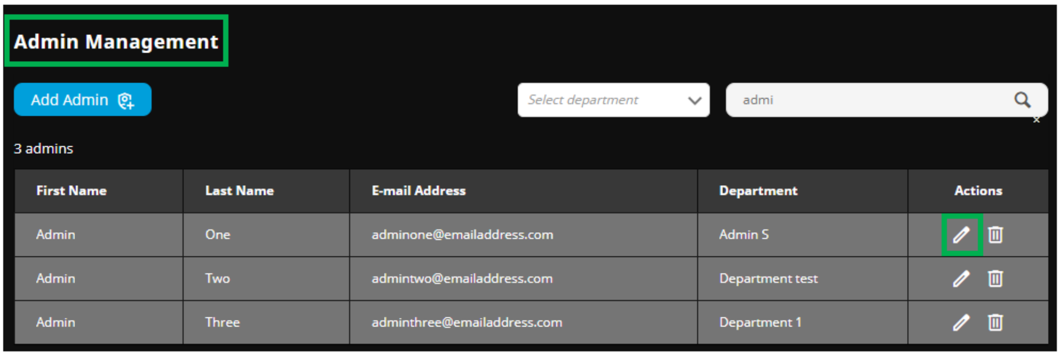
Note: A department admin can view and modify the accounts of other admins who belong to the same department or to any of its sub-departments. The department admin cannot view or edit the accounts of admins who belong to different departments, even if the departments are at the same hierarchical level.

The Admin can:

- Add new users to an organization account.
- Delete an existing user.
- Change the rights for some users, including access to new services.
- Assign users as Dispatch Managers.
- Assign users to groups or change which groups a user has access to.
- Perform a Remote Data Wipe for a user with a compromised device.
- Review organization-wide reporting on messaging usage.

Editing an admin

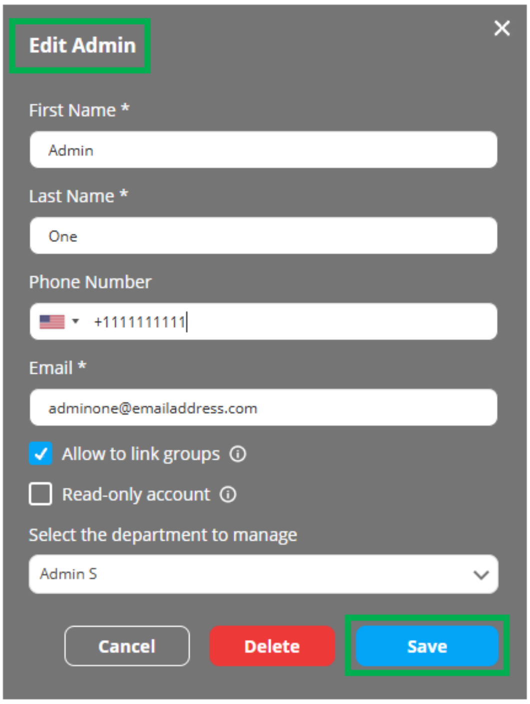
To edit an admin, go to the admins list and click the **Edit** button.



My Organization > Admin Management > Edit admin

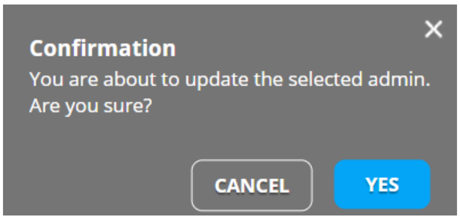
A new form will appear, containing the admin information to be edited.

To update the details, click the **Save** button.



My Organization > Admin Management > Edit Admin

A confirmation pop-up will appear. After confirming the action, the editing will be complete. The editing action will not take place if you click the **No** button.

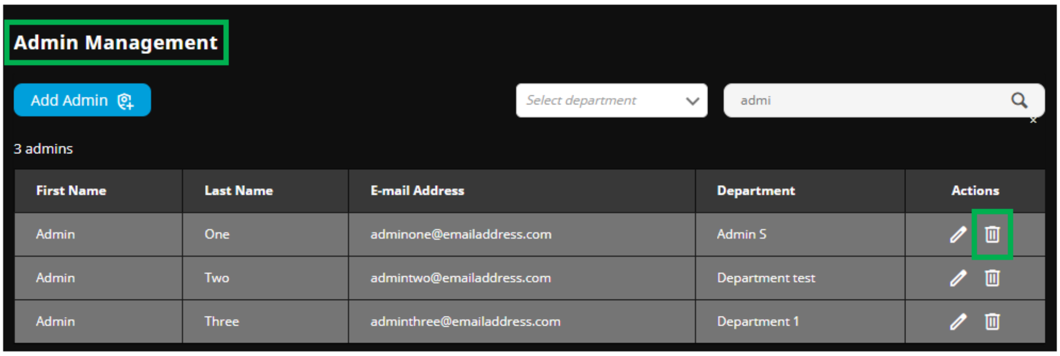


My Organization > Admin > Edit > Confirmation request

Deleting an admin

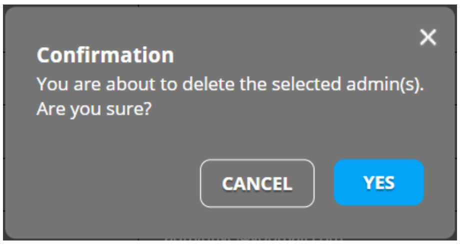
To delete an admin, go to the admins list and click the **Delete** button.

You can also delete an admin from the editing form.



My Organization > Admin Management > Delete admin

Fusion displays a confirmation pop-up. To confirm that you want to delete the admin, click the **Yes** button. If you do not want to delete the admin, click the **Cancel** button.

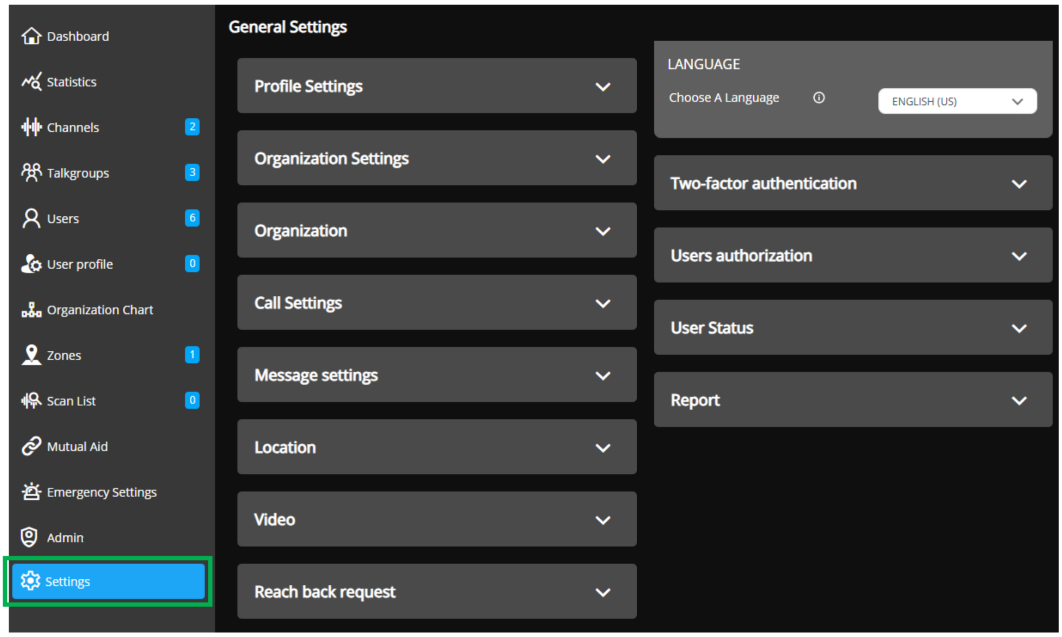


Admin > Delete > Confirmation request

Settings

General settings

To access the settings, go to My Organization and click **Settings** from the left-side menu.

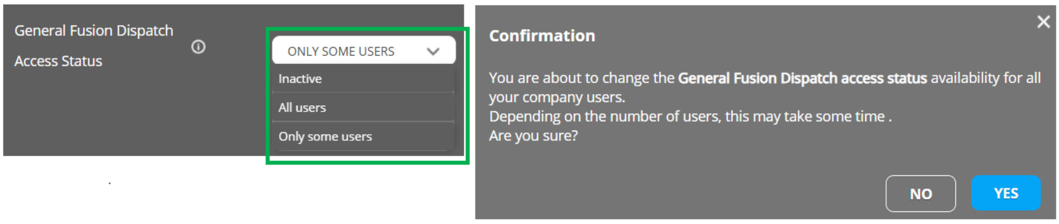


My Organization > Settings

Note: You can relocate the pop-up window to have a better visibility over the page when creating or editing a profile, a list, a group, or a department. Up to 15 entries are displayed at once during creation and editing.

Note: You can filter the users in the **Users** section by group or department when you create or edit the rules for Tracking Period. Only the users you choose will appear in the **Selected Users** section.

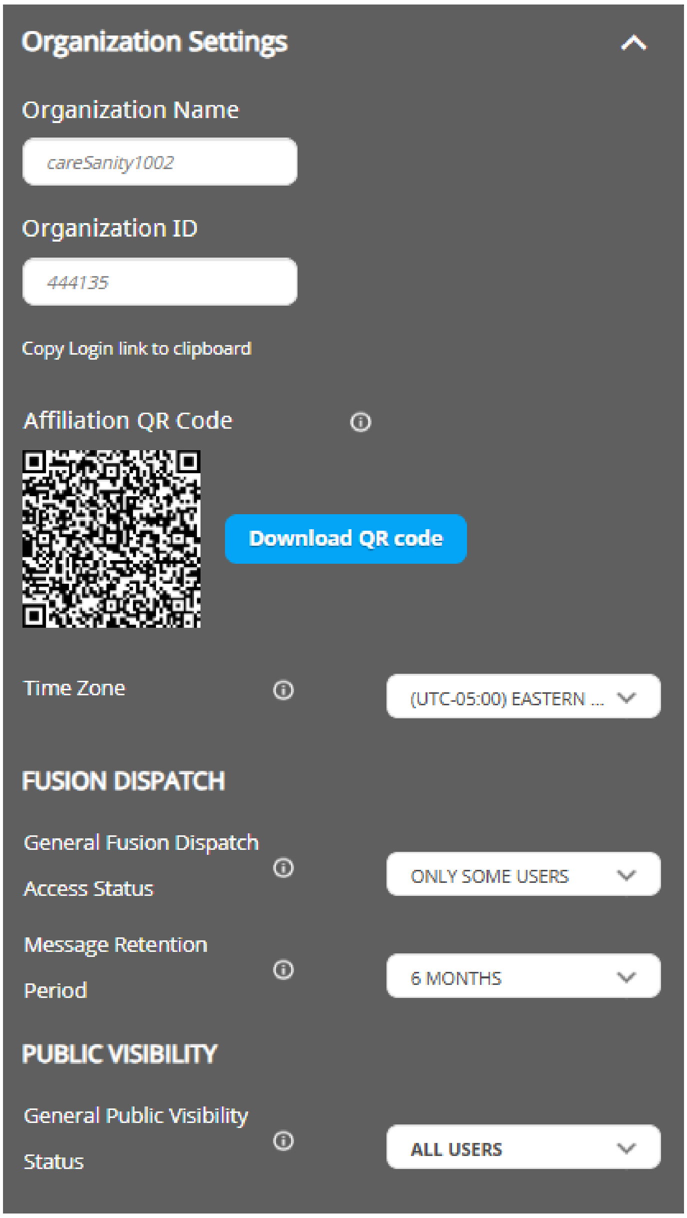
Note: When you update a feature for the whole organization where you must choose between the Inactive, All Users, or Only some users options, a pop-up will appear informing you that the update may take some time. Click **Yes** to apply the update, or **No** to cancel it.



Settings > Confirmation request

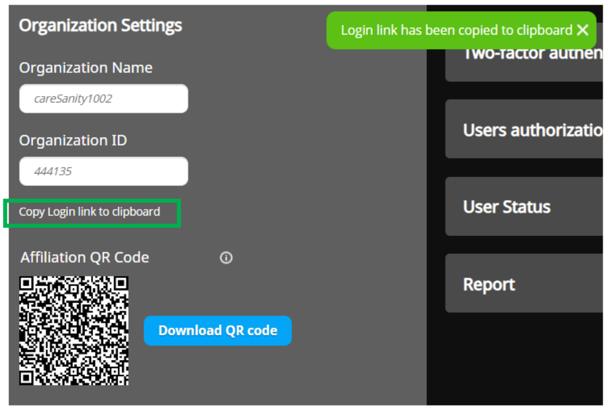
Organization settings

Set the organization's name (displayed in the application and on **Fusion Dispatch**) and remember your organization ID number because you need it to log into Fusion. The selected time zone will be used for system emails and reports.



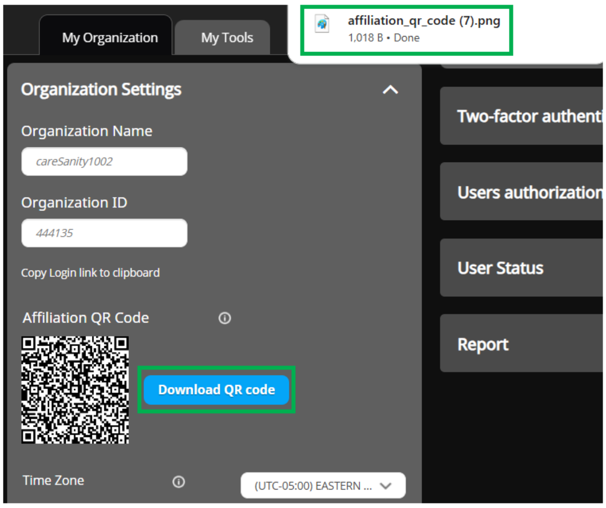
Settings > Organization settings

You currently have a login URL containing the ID of the organization. In this case, entering the Organization ID step is no longer required for logging in. The link can be copied and pasted into a browser or saved as a bookmark.



Organization settings > Copy Login link to clipboard

To download the Affiliation QR code, click the **Download QR code** button.



Organization settings > Download QR code

Fusion Dispatch

If you activate the **Fusion Dispatch** feature, you allow users to use the desktop application.

General Fusion Dispatch access status

Activate the feature for all users:

- *If set to Inactive*: Deactivate the feature for all organization users.
- *If set to All users*: Activate the feature for all organization users.
- *If set to Only some users*: Set the access user by user when creating or editing a user.

Note: To activate the feature by user, you must check the Fusion Dispatch box in Users > Edit user > Options.

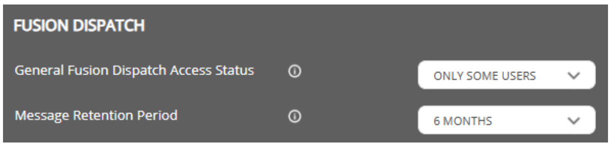
Message Retention Period

Period after which user's messages are deleted from their accounts. It can be set from one week to one year.

Note: To make sure users' messages are saved on the server, the **Fusion Dispatch** feature should be enabled for all users (even if not all will be using **Fusion Dispatch**).

This ensures that the message threads and conversation history can be restored during a change of device or login/logout.

The storage of messages depends on the selected retention period.



Organization settings > Fusion Dispatch settings

Public Visibility

If you activate it, you allow users to communicate with personal contacts who do not belong to the organization but use the Fusion application too.

Both users need to have each other's phone numbers in the phone contacts list.

Fusion only synchronizes and displays external contacts that have authenticated on the Fusion platform (no matter if on **Fusion Dispatch** or Mobile).

General Public Visibility status

Activate the feature for all users:

- *If set to Inactive*: deactivate the feature for all organization users.
- *If set to All users*: activate the feature for all organization users.
- *If set to Only some users*: Set the access user by user when creating or editing a user.

Note: To activate the feature by user, you must check the Public visibility box in Users > Edit user > Options.

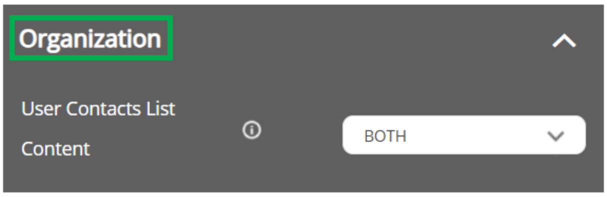
Organization

Large Organization

Enabled by default, the **Large Organization** feature allows a large number of users to be present in the same organization. Only a limited number of users will be saved in the Contacts list on Mobile or Fusion Dispatch. When the **Server-Side Contact Search** feature is activated for the organization, the Search option can be used to find all members of the organization over which a user has visibility.

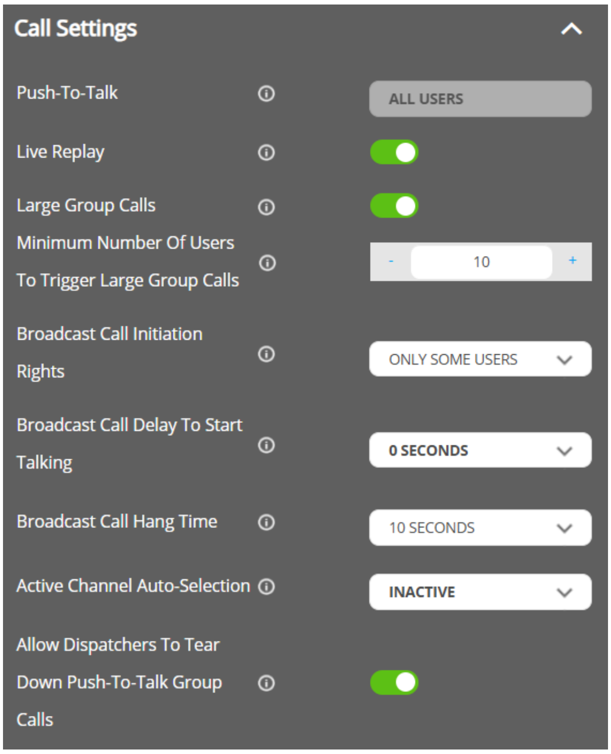
User Contacts List Content

It specifies the types of users who can be found in the **Contacts** list (choose between Department members only, Manually added only, or Both).



Settings > General Settings > Organization

Call settings

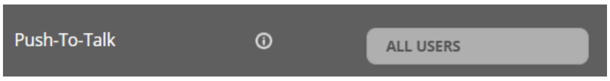


Settings > Call settings

Push-To-Talk

Fusion supports live Push-To-Talk (walkie-talkie) calls, a one-to-one and one-to-many communication method where one user talks, and the others listen.

Push-To-Talk is a half-duplex communication method that allows users to send instant audio messages that will be directly heard by recipients. The user’s status changes to transmit mode when clicking the **Push-To-Talk** button and goes back to reception mode when releasing the button.



Call Settings > Push-To-Talk

Live Replay

If you enable the Live Replay feature, the mobile and web users can replay the last Push-To-Talk bursts from a Push-To-Talk group call.

Note: The Push-To-Talk Burst is the automatic recording of the audio transmission you make between taking and releasing the floor.

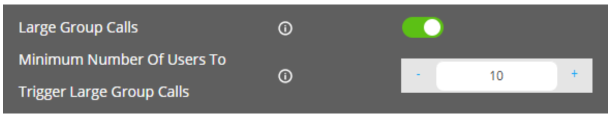
The number of recordings is not limited for Fusion Dispatch. These are only available while the user is connected to the channel; if the user disconnects, the recordings are lost. On extended connections, messages will accumulate until the RAM on the user's device is used up.

For mobile, there will be up to 30 bursts available per channel. These are only available while the user is connected to the channel; if the user disconnects, the recordings are lost.

The user is unable to move the cursor to a specific time to begin listening. The recording will be restarted when they click or tap on it.

Call Settings > Live Replay

Large Group Calls



Settings > Call settings > Large Group Calls

If enabled, the **Large Group Calls** can be triggered based on the configured minimum number of users.

When Large Group Call is active, the status of each user (i.e., connected, disconnected, on hold, etc.) will not be displayed in the call to optimize bandwidth. The minimum number that can be set for this option is 3.

Broadcast Call Initiation Rights

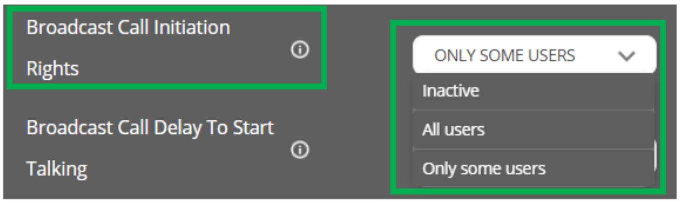
A Broadcast Call is a special group call where the initiating MCPTT user expects no response from the other MCPTT users, so that when their transmission is complete, so is the call.

The **Fusion Dispatch** user will be able to initiate a Broadcast Call with talkgroups/multiple contacts and talk. The recipients of the Broadcast Call will not be able to reply.

Note:

- The **Broadcast Call** feature will be displayed only if the **Push-To-Talk** feature is enabled for the organization.
- The **Broadcast Call** can be activated only for the **Fusion Dispatch** users.

- The default limit for **Broadcast Calls** is 50 users. The parameter is configurable at platform-level.



Call Settings > Broadcast call initiation rights

Note: To activate the feature by user, you must check the **Broadcast Call Initiation Rights** box in Users > Edit user > Options.

Broadcast Call Delay To Start Talking

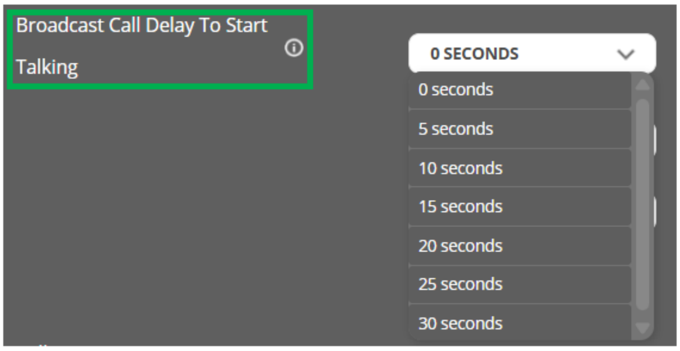
Choose how long the system should wait after a broadcast call is started before the initiator begins speaking.

The wait time can be set from **0 seconds** up to **30 seconds**, in **5-second** steps.

The broadcast call will start when:

1. All invited recipients have answered, **or**
2. At least one recipient is connected after the chosen delay.

If no recipient is connected within that delay, the broadcast call will begin when the first recipient joins.



Call Settings > Broadcast Call Delay To Start Talking

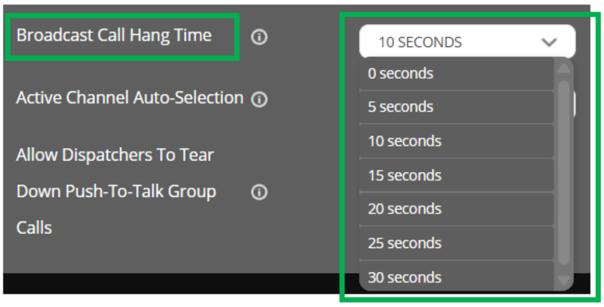
Broadcast Call Hang Time

Choose how many seconds of inactivity will end a broadcast call.

If you set the value to **0**, the call will automatically stop after a maximum of 2 minutes.

The allowed range is **0 to 30 seconds**, in 5-second steps.

Example: If the inactivity timeout is set to 5 seconds and the user releases the floor but does not take it again within that interval, the broadcast call will end.

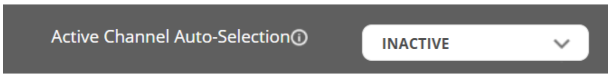


Active channel auto-selection

If activated, it allows users to talk automatically in the last active channel by pressing the device embedded Push-To-Talk button or using an accessory when they are connected to multiple channels. This channel automatic selection is valid for a specified duration. When the timer expires, the user will take the floor in the channel that they have selected manually.

Activate the feature for all users:

- *If set to Inactive*: Deactivate the feature for all organization users.
- Choose from the drop-down list a duration of 5 seconds, 10 seconds, 20 seconds, or 30 seconds.



Settings > Call Settings > Active channel auto-selection

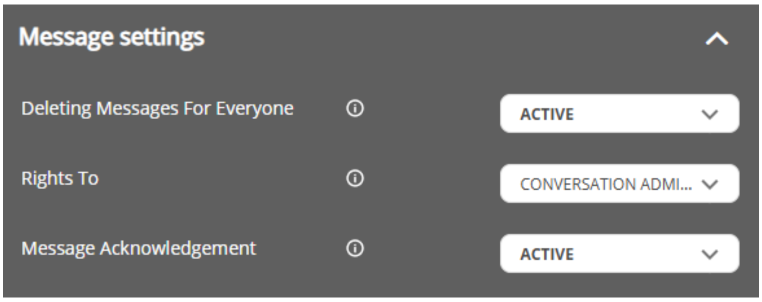
Note: To activate the feature by user, you must check the **Active channel auto-selection** box in Users > Edit user > Options.

Allow Dispatchers to Tear Down Push-To-Talk Group Calls

If you enable this feature, Dispatchers will be able to tear down Push-To-Talk group calls or Emergency Push-To-Talk group calls.

Settings > Call Settings > Allow dispatchers to tear down Push-To-Talk group calls

Message settings



Settings > Message settings

Deleting messages for everyone

If set to active, it allows users to delete sent messages so they are no longer visible for both themselves and the recipients. When deleted, both messages and attachments will disappear.

Rights to

You can control who can delete messages for everyone in their conversations. Choose between three options: conversation admins only, senders only, or both conversation admins and senders.

Message acknowledgment

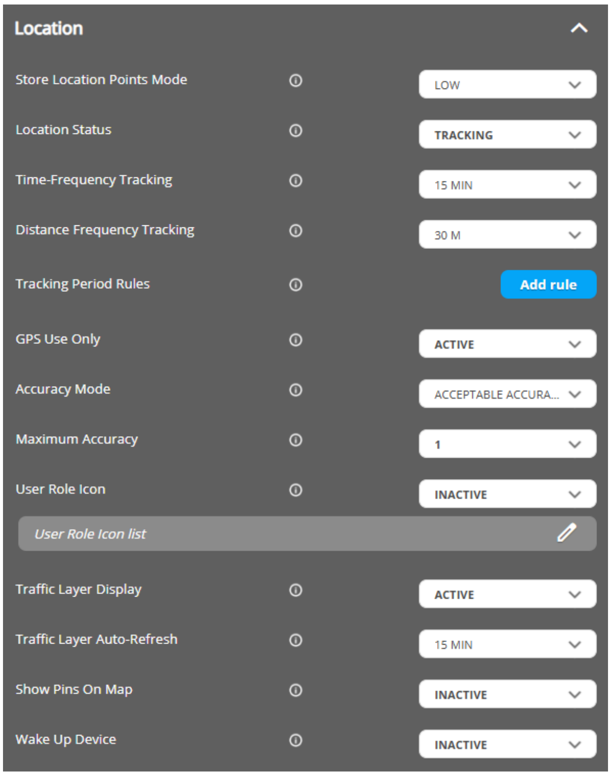
Allows users to send messages that require the recipient's validation.

Note: The maximum number of participants in a group conversation is 200.

Note: The maximum number of attachments in a group conversation is 100.

- *If set to Inactive*: Deactivate the feature for all organization users.
- *If set to Active*: Activate the feature for all organization users.

Location



Settings > Location

Store Location Points Mode

It allows you to manage the storage mode of Location points with relevant GPS coordinates.

Activate the feature for all users:

- *If set to Low*: Only valid and different GPS location points (not from the same location) are saved.
- *If set to Medium*: Only valid GPS location points are stored.
- *If set to High*: All GPS location points are stored.

Settings > Location > Store Location Points Mode

Location Status

Types of Location Status at Organization Level:

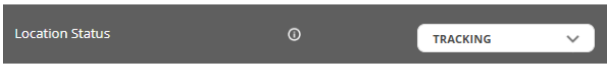
- *Inactive*: Location service will not be activated at the organization level.
- *On demand*: Allow activating location on request by default for all the users. The Dispatch Manager would not see the user's positions automatically refreshed on the map. They will need to click **Refresh Location** to get an update.
- *Tracking*: Dispatch Manager will be able to locate users with this status in real time. A tracking frequency period should be configured, after which the user's locations are refreshed automatically on the map (see below, in **Other Location Settings**).

- *Only some users*: Allow defining the location status user by user when you create or edit a user.

Differences between Location On demand and Tracking:

LOCATION ON DEMAND	TRACKING
Location at requested time	Real-time location
No automatic refreshing of location on the map	Automatic refreshing of location on the map (The time after which it is refreshed - the frequency tracking is set by the Organization Admin)
No Map itinerary	Map itinerary
No Reports	Daily/weekly reports

Activate the feature for all users:



Settings > Location > Location status

Note: To activate the feature by user, you must select an option in the User Status drop-down list in Users > Edit user > Options.

Time-frequency Tracking

The setting applies only to users whose location status is **Tracking**. It configures the duration between successive refreshes of the user's location on a Dispatcher's map. A shorter interval means the GPS location is queried more often, which can increase battery consumption.

The frequency tracking can be decreased to 30 seconds upon request.

Settings > Location > Time-frequency tracking

Note: The time may be updated more frequently than the time-frequency tracking setting specifies, to ensure greater accuracy for comprehensive location results.

Distance Frequency Tracking

The setting applies only to users whose location status is **Tracking**. When the user exceeds a set distance, their location is sent to the Dispatcher.

Activate the feature for all users:

- *If set to Inactive*: Deactivate the feature for all organization users.
- When a distance is selected, you will be able to activate the feature for each user.

Example: A tracked user has the **Location Time Update Interval** set to 1 minute and the **Enforce Location Distance Update Interval** set to 30 meters.

If the user is walking with at a speed of 100 meters per minute, they will send the following locations:

- T0: 30 meters walked, one location sent.
- T1: Another 30 meters walked, second location sent.
- T2: Another 30 meters walked, third location sent.
- T3: 1 minute since last location update has been sent (T2), fourth location sent.

My Organization > Settings > Location > Distance frequency tracking

Note:

- When Distance Frequency Tracking is set to Inactive in Settings (Company Settings), the **Enforce Distance-Based Tracking** feature will be Inactive per user (not editable).
- When Distance Frequency Tracking is set to “X distance” in Settings (Company Settings), the **Enforce Distance-Based Tracking** feature will be Inactive per user, but you will be able to edit the status (Activate/Deactivate).

When this feature is active for a user, they will send the location based on the set Time-Frequency Tracking and Distance Frequency Tracking.

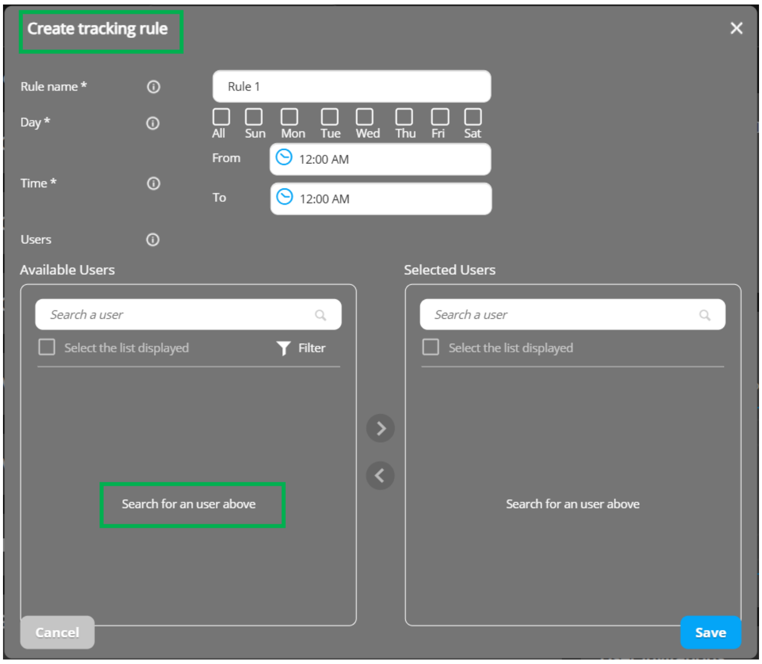
Tracking period rules

Admins can set time intervals during which users will be tracked. This is done by creating rules and assigning users to them. Admins can create multiple rules, for various groups of users.

Only users with the location status "Tracking" can be assigned to a rule. Users without any rules assigned will always be tracked.

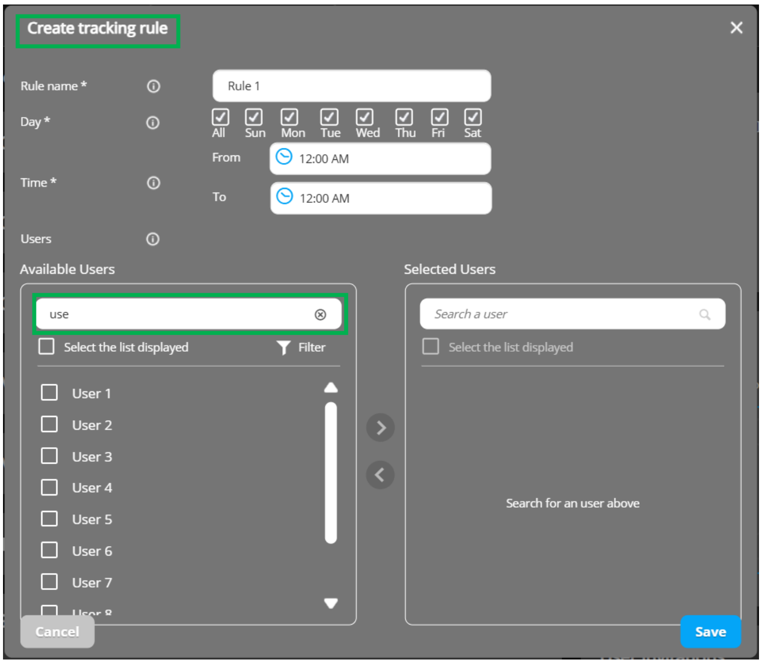
Settings > Location > Tracking period rules

1. Click **Add Rule**. A form will open.
2. Set the rule name, then the days and hours during which it applies.
3. Make a list of users who will be part of this rule. Instead of a list displaying all users, an empty list with the message “Search for a user above” will appear on the left in the Available Users list.



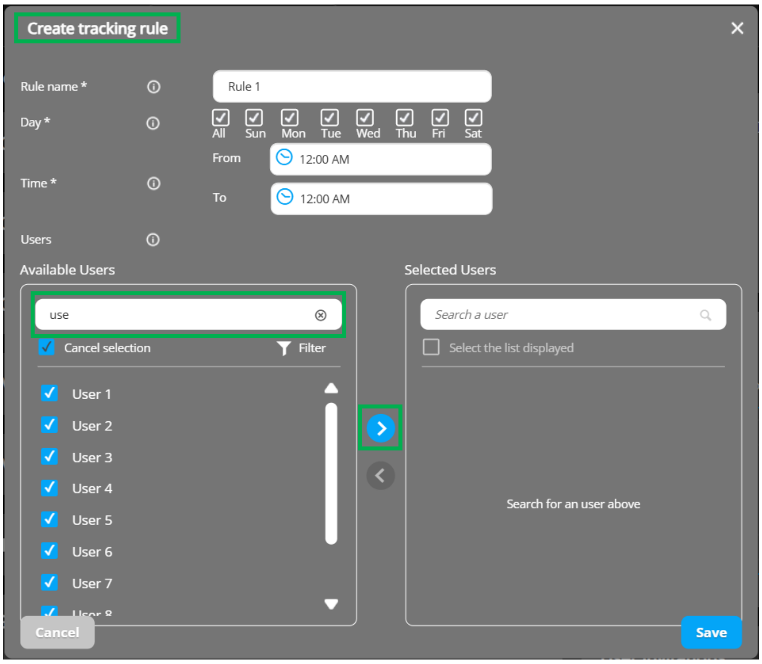
Settings > Location > Tracking period rules > Add rule (Empty list of users)

Enter at least two characters and press the **Enter** key on your keyboard to search for a user. If you only enter one character, a red error message appears instructing you to “Enter at least two characters when searching”.



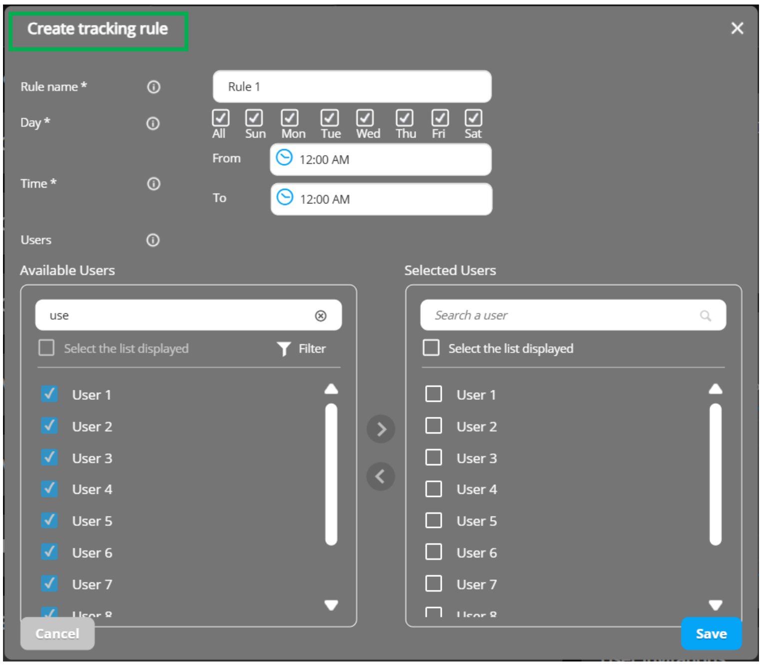
Settings > Location > Tracking period rules > Add rule (List of users after searching)

After the users are displayed, you have the possibility to scroll down to see more (infinite scroll). To select multiple users, click the **Select the List Displayed** button.



Settings > Location > Tracking period rules > Add rule > Select the list displayed

Using the arrows, add the users on the right. You have the possibility to scroll down to see more (infinite scroll).



Settings > Location > Tracking period rules > Add rule > Users added to the right

If you want to add a filter by talkgroup or department, click the **Filter** button. A Search bar is displayed. Enter at least two characters and press the **Enter** key on your keyboard to search for a group/department. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".

After the first 50 talkgroups/departments have been displayed, click the **Load More** button to see more.

After you select a talkgroup/department, the list of users who are part of that group/department will appear on the left.

Click **Save**. The rule is added.

To edit a rule, click the **Pencil** button.

To delete a rule, click the **Trash** button.

GPS Use Only

Set to active to determine users' location using only GPS. If this option is activated, the users' smartphone batteries will run out faster.

- *If set to Inactive*: Determine user location using GPS/3G, 4G and 5G Network or Wi-Fi.
- *If set to Active*: Determine user location using only GPS.

Settings > Location > GPS use only

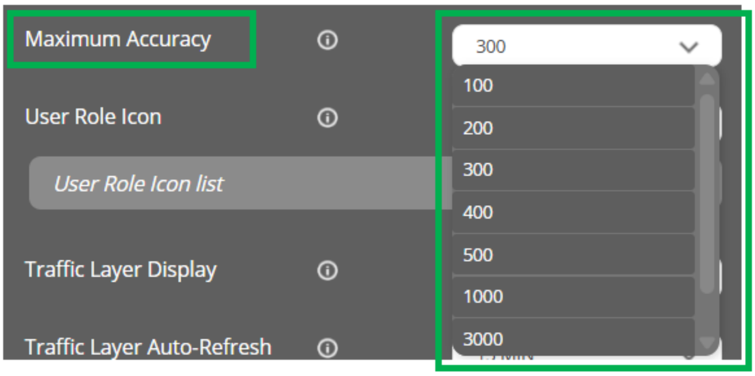
Accuracy Mode

Depending on the user's device environment (tunnel, limited GPS coverage, etc.), the accuracy may vary.

Settings > Location > Accuracy mode

Maximum Accuracy

Location accuracy is set in meters. Depending on your user's device environment (tunnel, limited indoor GPS coverage, etc.) the selected location accuracy may not be achieved.



Settings > Location > Maximum Accuracy

User Role Icon

The user role icon lets you define different user roles in your organization, such as driver, guardian, technician, and associate each with a specific icon or picture. This is useful when locating deployed users in the field as it allows you to quickly identify the different users and their roles directly on the map.

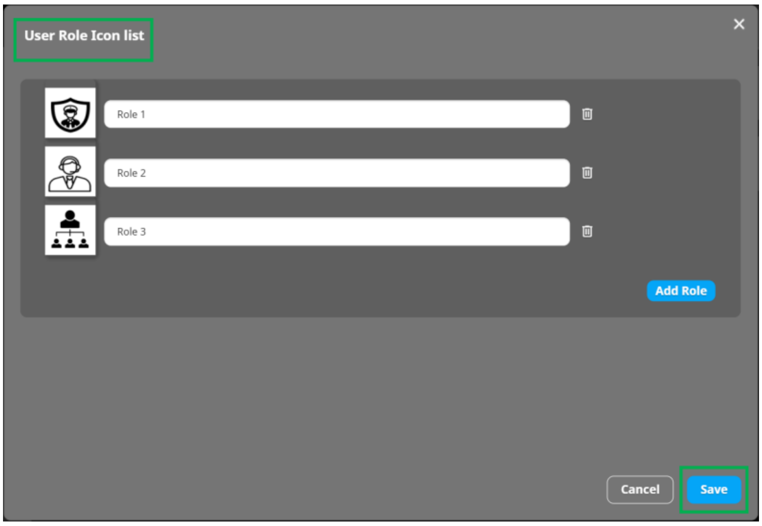
Activate the feature for all users:

- *If set to Inactive*: Deactivate the feature for all organization users.
- *If set to Active*: Activate the feature for all organization users.

To create your list of user roles, click the **Pencil** button.

Settings > Location > User role icon

A form will open. Click **Add Role** to create a new user role.



Settings > Location > User role icon > Edit > Save

Enter the name of the user role. To add a picture or an icon for the role, click the **Image** button to upload one from your computer. Make sure it is in PNG format.

Follow the same steps to add as many user roles as you like.

To delete a user role, click the **Trash** button next to it. To finalize, click the **Save** button.

Note: You can only create one user role icon list for your organization.

Note: To activate the feature by user, you must select an option in the **User Role Icon** drop-down list in Users > Edit user > Options.

Traffic Layer Display

Authorize the Dispatch Managers to display the traffic layer on their location console.

Settings > Location > Traffic layer display

Traffic Layer Auto-Refresh

The time after which the traffic layer will be automatically refreshed on the location console of your Fusion Dispatch users.

Settings > Location > Traffic layer auto-refresh

Show Pins on Map

- *If set to Inactive*: Deactivate the feature for all organization users.
- *If set to Active*: The pins will be displayed on Fusion Dispatch by default on the location page at login time.

Settings > Location > Show pins on map

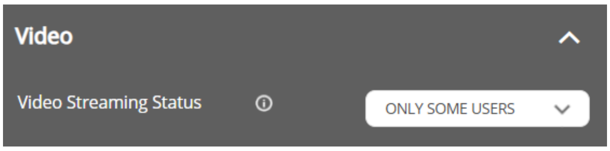
Video

If activated, allows users and dispatchers to broadcast videos.

Activate the feature for all users:

- *If set to Inactive*: Deactivate the feature for all organization users.
- *If set to All users*: Activate the feature for all organization users.
- *If set to Only some users*: Set the access user by user when creating or editing a user.

Note: The maximum limit of users is 100.

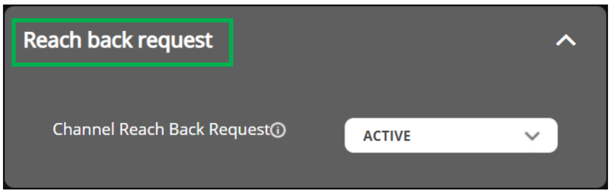


Settings > Video

Reach Back request

If enabled, mobile users with the **Push-To-Talk** feature can signal Dispatchers to join a specific channel after returning to their console. The Dispatcher uses the **Normal** and **Urgent** priorities to determine which requests to respond to first.

Select the **Active** mode in the drop-down menu to enable the option for all the mobile users who have the Push-To-Talk feature. To disable it, select the **Inactive** mode.



Settings > Reach back request

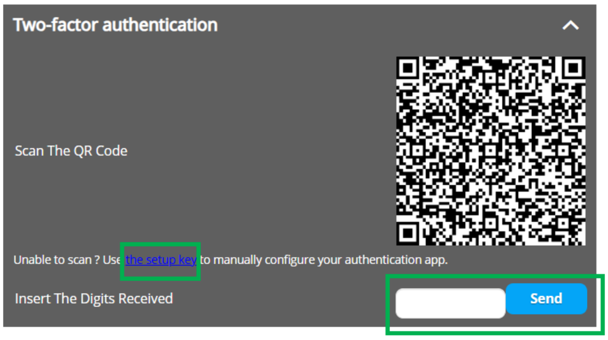
Language

The interface language is English (US) by default.

Settings > Language

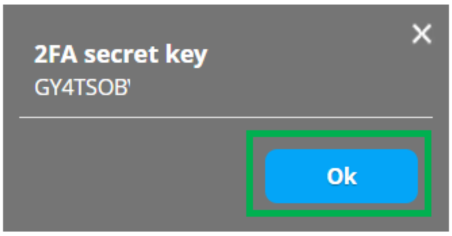
Two-factor authentication

The Two-factor authentication strengthens account security by requiring two forms of identity verification. It helps prevent unauthorized access, reduces the risk of breaches, and supports compliance across systems and users.



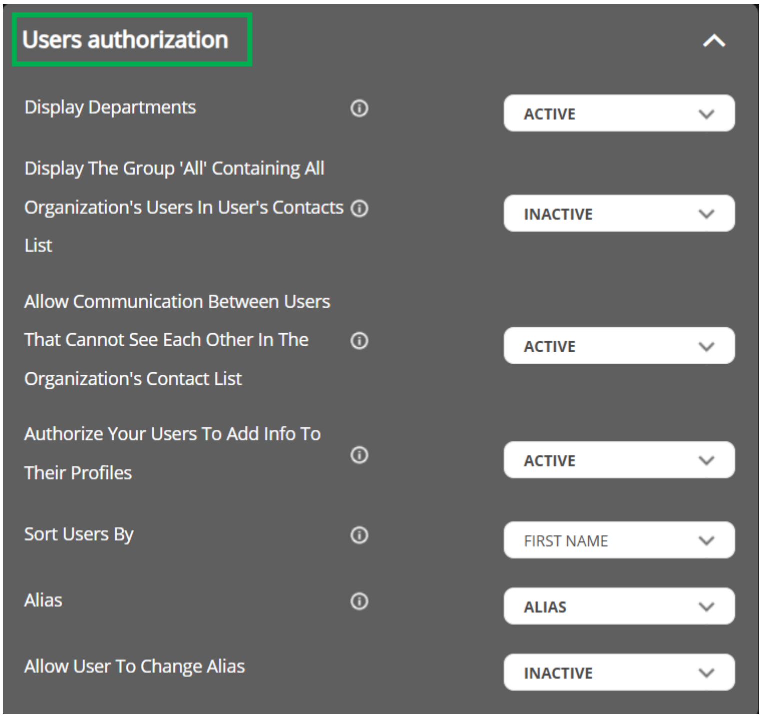
Settings > Two-factor authentication

You can either scan the QR code or use the setup key to manually configure your authentication app. Click **the setup key** link, copy the 2FA secret key and click **Ok**.



Insert the key in the **Insert The Digits Received** box, then click the **Send** button.

Users authorization



Settings > Users authorization

Display Department (also called Root Department):

The root department has the same name as the organization.

This feature will be displayed:

- In both Regular or Advanced mode.
- To all main admins and department admins.

Only a main admin can modify this setting.

- *If set to Inactive*: Deactivate the feature for all organization users.
- *If set to Active*: Activate the feature for all organization users.

Display the Group "All" Containing All the Organization's Users in User's Contacts List

Enable or disable the push of all the users to the mobile application.

- *If set to Inactive*: Mask the group "All" to all users.
- *If set to Active*: Display the group "All" containing all organization users in user's contacts list.

Only a main admin can modify this setting.

Allow Communication between Users that cannot See Each Other in the Organization's Contact List

You can define from the **Group** page the communication rules between Groups and/or Departments. If you do not authorize the communication between two groups, the users from these two groups will not see each other in their Contacts list.

- *If set to Inactive*: The users will not be able to send messages in the group conversation.

Note: If the parameter **Allow Communication Between Users that Cannot See Each Other in the Company List** is set to Inactive and the **Large Organization** parameter is set to Active, users will only be able to find and interact with the users who are in the same groups and departments as them. If you create a group with users from different departments, the group members will be unable to search for users who are in the same department as a group member but are not members of the group.

- *If set to Active*: The users will be able to send messages in the group conversation with users they cannot see in their Contacts list.

Authorize Your Users to Add Info to Their Profiles

- *If set to Active*: Authorize all organization users to add or edit their pictures from the **Settings** page of the mobile application or **Fusion Dispatch**.

Sort Users By

Order the Contacts list of your new users, in their mobile application or **Fusion Dispatch**, by first name or last name. Each user can change this display order from the settings of their mobile application or **Fusion Dispatch**.

Alias

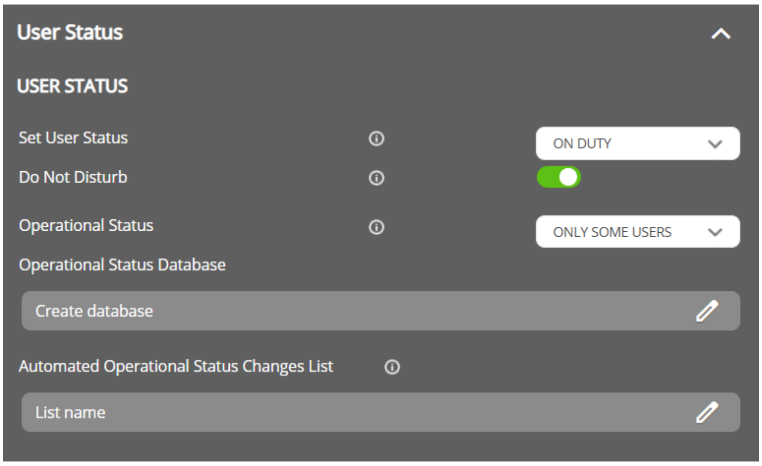
- *If set to Inactive*: Users are unable to add an alias to their profiles.
- *If set to Alias*: Users will be displayed only with their aliases.
- *If set to Name and Alias*: Users will be displayed with their name and alias.

Allow User to Change Alias

Alias or Name and Alias options are activated:

- *If set to Inactive*: Users are unable to add an alias. You are unable to edit the user's alias.
- *If set to Only some users*: You may activate or deactivate the **Alias** feature user by user.
- *If set to All*: Every user in an organization may add an alias. You are unable to edit the user's alias.

User status



Settings > User status

Setting the User Status

Indicates when a user is online or offline. To set the status online/offline for all new users by default, select On Duty/Off Duty. If you select Inactive, the users will not be able to change their status on their devices.

Settings > User status > Set user status

Do Not Disturb

The user will be able to see this status to activate or deactivate it for his profile.

Settings > User status > Do not disturb

Operational Status

The Operational Status provides additional information about a user's activity/location, such as On the way, On site, At the office and so on, describing various steps of a workflow or mission in the field. It is distinct and independent from On/Off duty, and both features can be active at the same time.

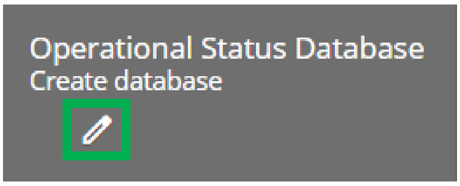
Activate the feature for all users:

- *If set to Inactive*: Deactivate the feature for all organization users.
- *If set to All users*: Activate the feature for all organization users.
- *If set to Only some users*: Set the access user by user when creating or editing a user.

Settings > User status > Operational status

Once the Operational Status is set to All users/Only some users, you, as a main or organization admin, need to create an operational status database. Department admins will be able to create custom operational status lists for their departments based on this database.

To create/edit an operational status database, click the **Edit** button. Name the database, then add statuses and assign each a color, a code (two digits), a name, and a description. If you add a description for a status that is longer than one line, the rest of the text will be hidden, and three dots will be displayed instead. The full text is displayed when you hover the mouse. Statuses can be added or removed. To save the database, click the **Save** button.



Settings > User status > Operational status database > Edit

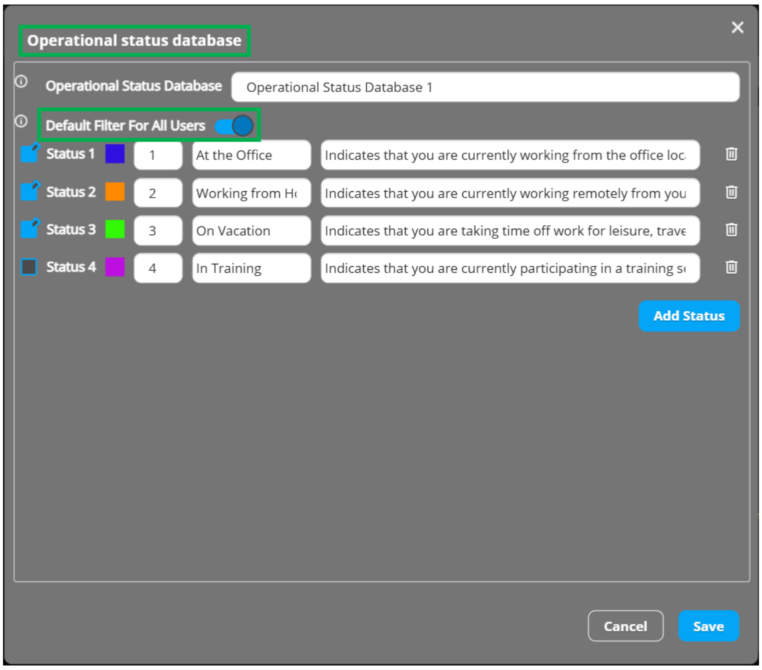
Default Filter for All Users

Activate this feature and check the box next to one or more statuses if you want to configure a default filter for users when they browse through their **Contacts** list. The **Operational Status** filter will be Active if the organization has the Operational Status set to All users/Only some users.

Note: All users of the organization should have the filter if at least one user has the Operational Status set to Active in that organization.

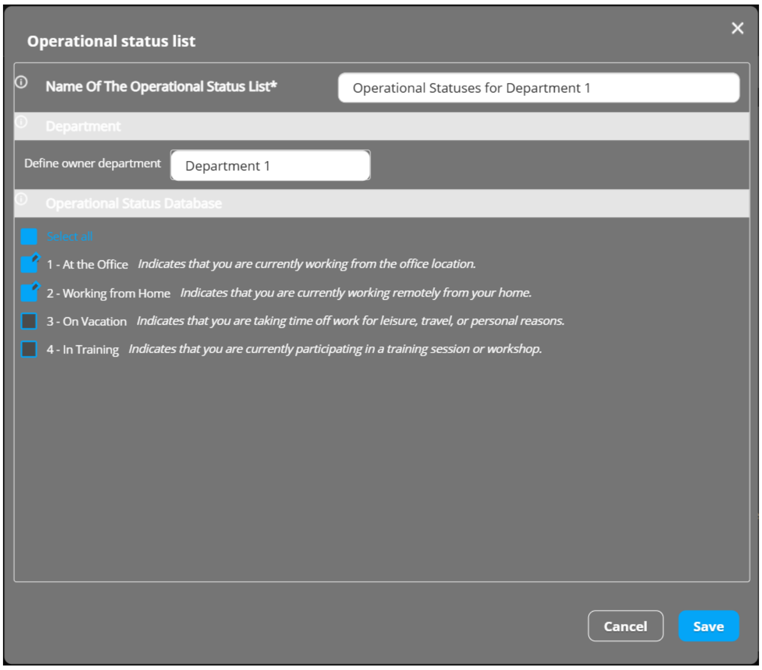
The selected statuses in **Fusion Admin** will apply to **Fusion Dispatch** and/or mobile application. The user will be able to select Default and apply the filter made by you.

Note: If you select a filter, then disable the filter and reactivate it again, you will see the previously selected filters.



Settings > User status > Operational status database > Create/edit operational status database list

After setting up the Operational Status Database, organization and department administrators will be able to generate Operational Status Lists for their department users. Click the **Add List** button to create an operational status list. Give the list a name, specify the owner department, and then check the box next to one or more statuses to add to the custom list. Uncheck a status to remove it from the list. To save the list, click the **Save** button.



Settings > User status > Operational status database > Create/edit operational status database list for a department

Users who are assigned to more than one department will only see the operational status list for their main department and not a cumulative list of operational statuses from all departments.

If an organization has multiple operational status lists, when users filter their contacts by operational status (both Mobile and **Fusion Dispatch**), they will see all operational statuses in the database.

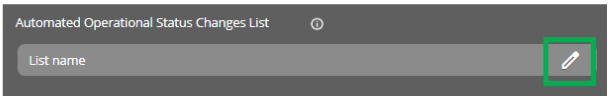
An error message is displayed if a Department Admin tries to delete an operational status list assigned to a department. The Organization Admin must first cancel the list's assignment to the department.

The operational status list configured for the main department is not transmitted to the sub-departments.

Note: To activate the feature by user, you must check the **Operational Status** box in Users > Edit user > Options.

Automated Operational Status Changes List

The Operational Status Changes List allows you to set a specific Operational Status based on the mobile user actions. To set the operational status profile, click the **Edit** button.



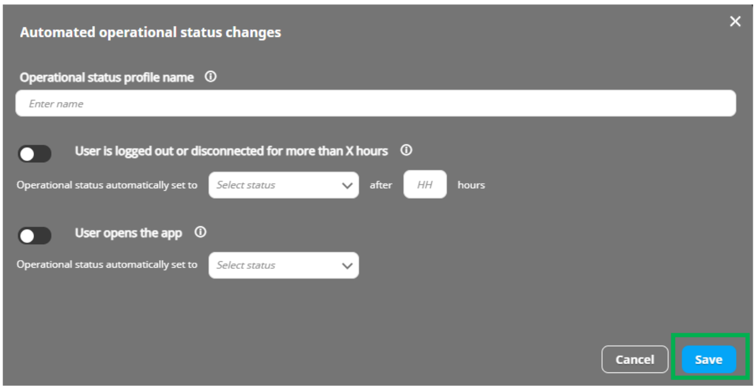
Settings > Automated Operational Status Changes List

Define the name for the operational status profile.

Enable the option **User is Logged Out or Disconnected for More than X Hours.** Choose the operational status that should be applied from the drop-down list. If this option is not available for a user, their operational status will stay unchanged even if they disconnect for longer than the period you set up here.

Enable the option **User Opens the App.** Choose the operational status that should be applied from the drop-down list. If this option is not available for the user's department, their operational status will stay unchanged.

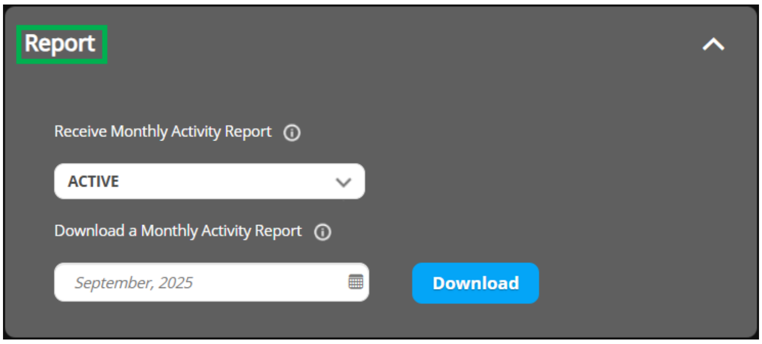
To save the operational status changes, click the **Save** button.



Settings > Automated operational status changes

Report

Receive activity report: Enable or disable activity report for admins.



Settings > Report

The following actions are recorded in the Admin Activity Report:

- The admin creates, modifies, and deletes users, groups, and departments.
- The admin adds and removes users from groups and departments.
- The admin blocks/unblocks users.
- The admin adds and removes users' profile pictures.
- The admin creates, modifies, and deletes other admins.
- The admin adds another admin to a department.
- The admin changes the password and email address.
- The admin updates the organization's.

- The admin creates, modifies, and deletes processes.
- The admin logs in and out.
- The admin adds and removes groups from other groups and departments.
- The admin incorporates and/or removes pending users.

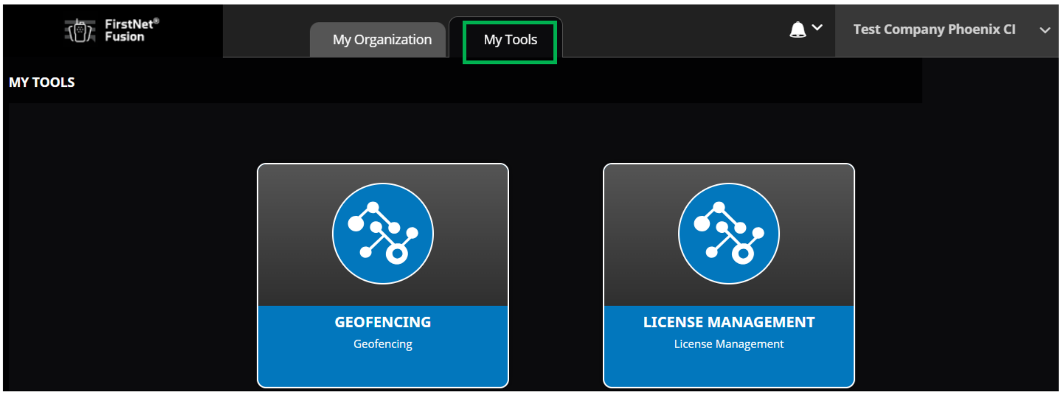
Note: Even if the **Activity Report** option is inactive, all admin actions are logged in the report. The option only determines whether the report is sent automatically at the beginning of the next month.

The report is sent automatically at the beginning of the next month to all organization admins who have the **Activity Report** option enabled. The activity report is sent in PDF or CSV format, based on the configuration settings.

Note: Changes made through the Web Service API will not be reflected in the report.

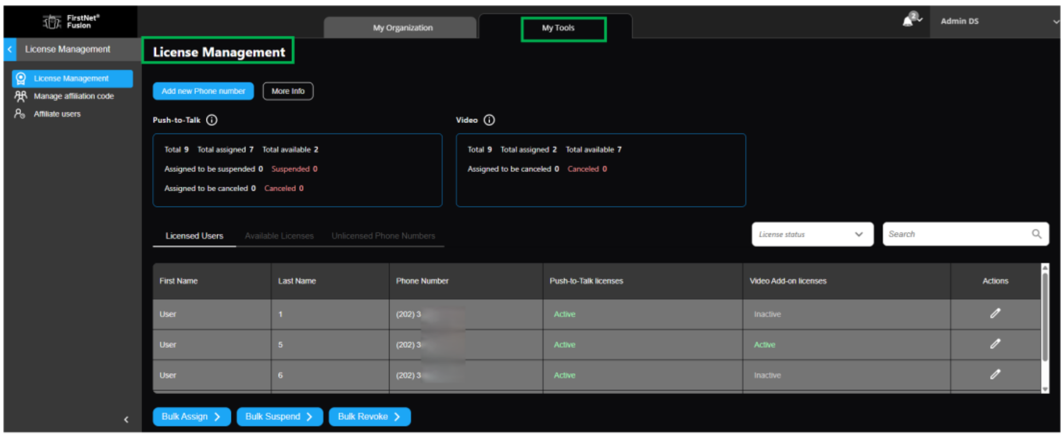
MY TOOLS

Fusion My Tools allows implementing specific tools linked to Fusion features. They are grouped in modules and assigned to an organization upon request. These tools can be implemented by Fusion, an integrator, or the organization itself. If the tools are not followed, specific actions can be configured (send alerts, launch a process, etc.). It is possible to create and activate multiple tool modules for an organization.



My Tools

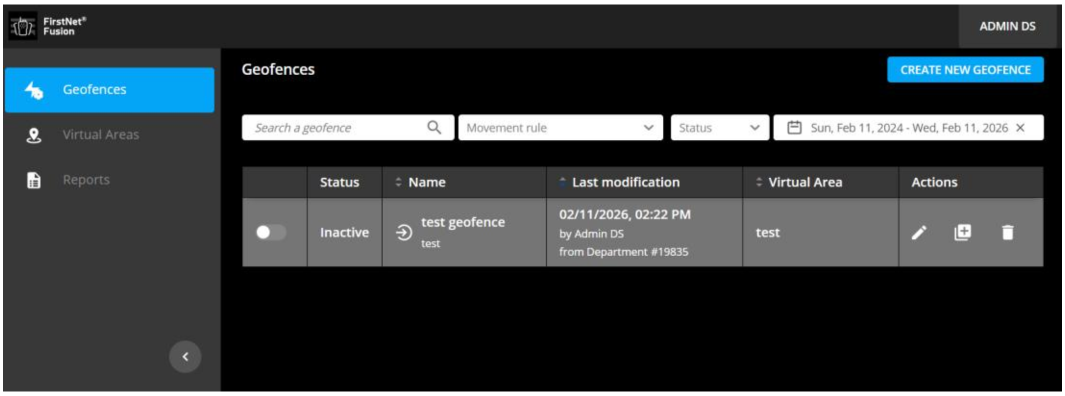
License management module



My Tools > License Management

For more information about this feature, go to FN_F_CI_4.3_LicenseManagementAdmin_Guide.

Geofencing module

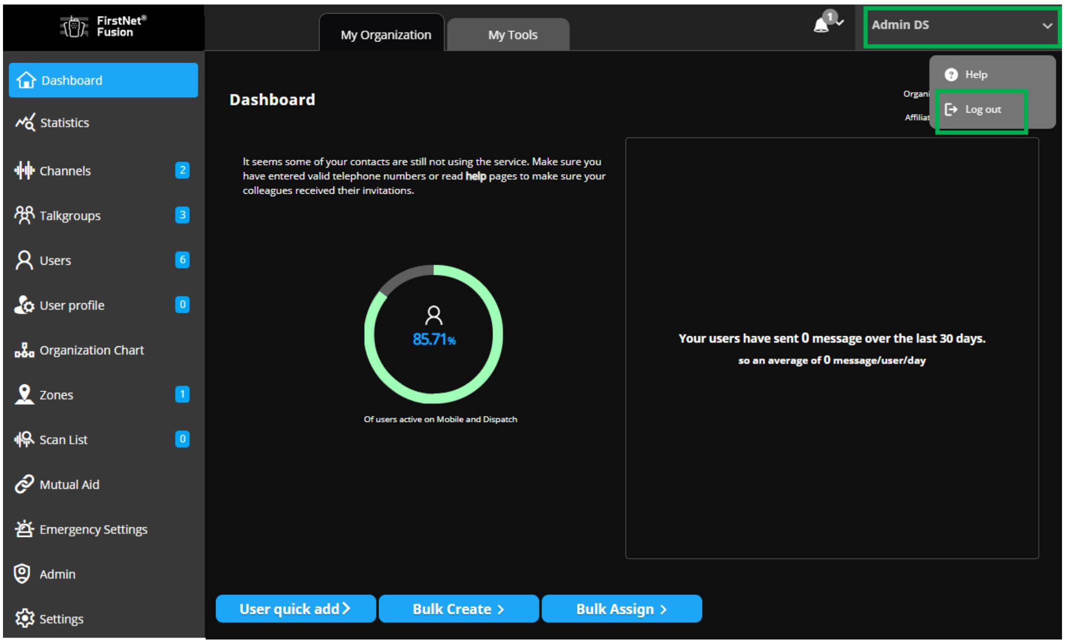


Geofencing module > Geofences

For more information about this feature, go to FN_F_CI_4.3_GeofencingAdmin_Guide.

LOGGING OUT

To log out, click your account name in the upper-left corner, then select **Log out**.



Your account name > Log out

FIRSTNET
Built with AT&T

FirstNet®
Fusion