Android User

4.3

FirstNet® Fusion

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ABOUT FUSION

Welcome to the Fusion Android User Guide, version 4.3. This guide is designed 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.

LOGGING IN

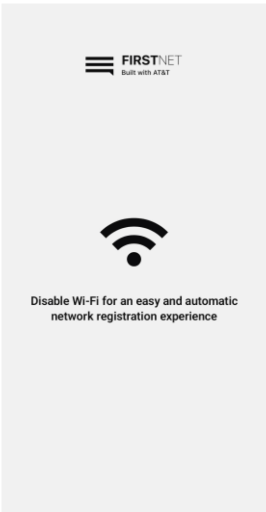
Fusion's onboarding is streamlined for Android. You can download the app from the Google Play Store.

There are two ways to authenticate:

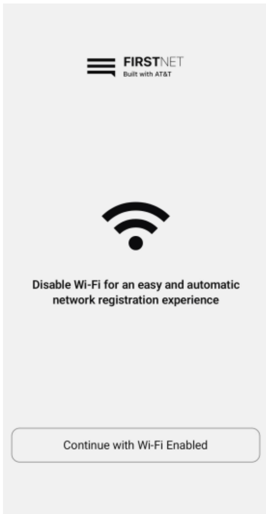
1. Using Wi-Fi, with your wireless number and activation code.
2. Using a secure SIM-based verification process, which eliminates the need for usernames or passwords, and agencies can automate provisioning for rapid deployment across diverse device types.

Registration process

The Fusion interface displays a registration screen with the recommendation to disable Wi-Fi when you access it for the first time. After approximately 10 seconds, the **Continue with Wi-Fi Enabled** button appears, allowing you to continue the registration process using one of the two logging in methods.



Fusion registration screen without the Continue with Wi-Fi Enabled

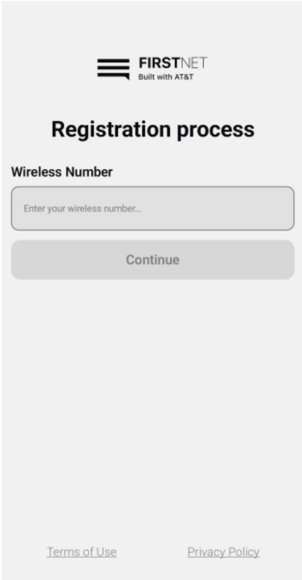


Fusion registration screen with the Continue with Wi-Fi Enabled button

Using Wi-Fi

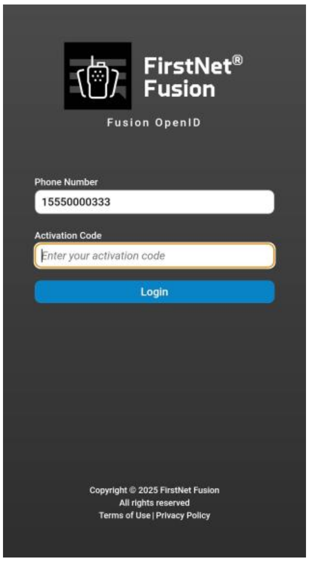
Tap the **Continue with Wi-Fi Enabled** button to start the authentication. The Fusion app displays a registration process form.

1. Enter your wireless number and tap the **Continue** button.



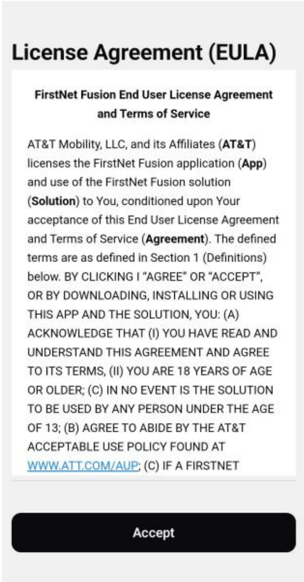
Registration process > Enter your wireless number

2. Enter the activation code sent by the admin. Tap the **Login** button.



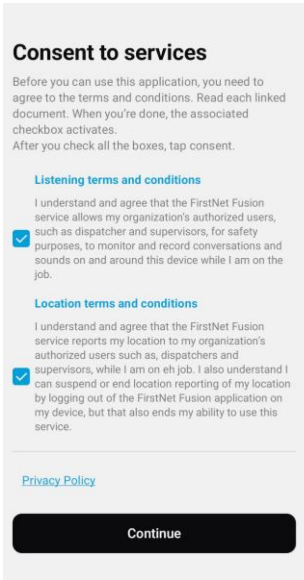
Registration process > Enter your organization ID

3. Read and accept the End User License Agreement, then tap the **Continue** button.



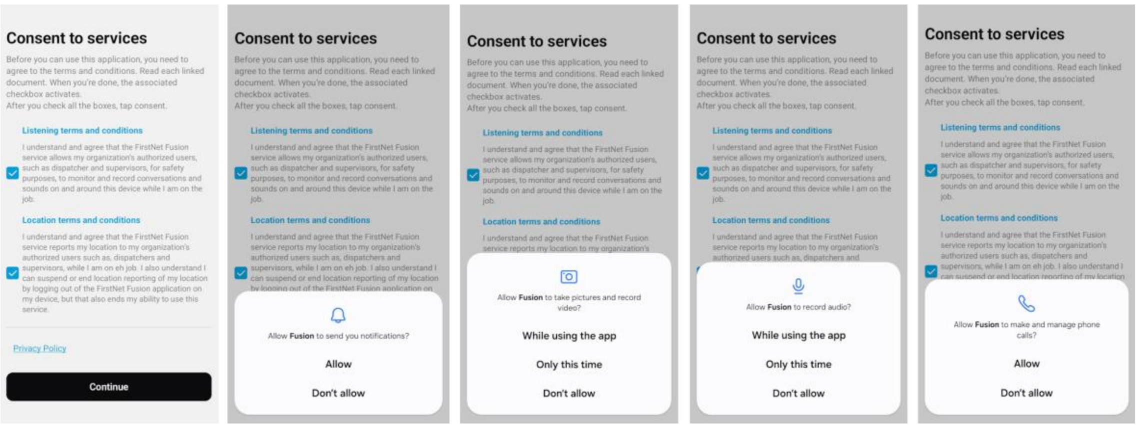
Registration process > Accept the License agreement

4. Read each linked terms and condition document and check the associated boxes.

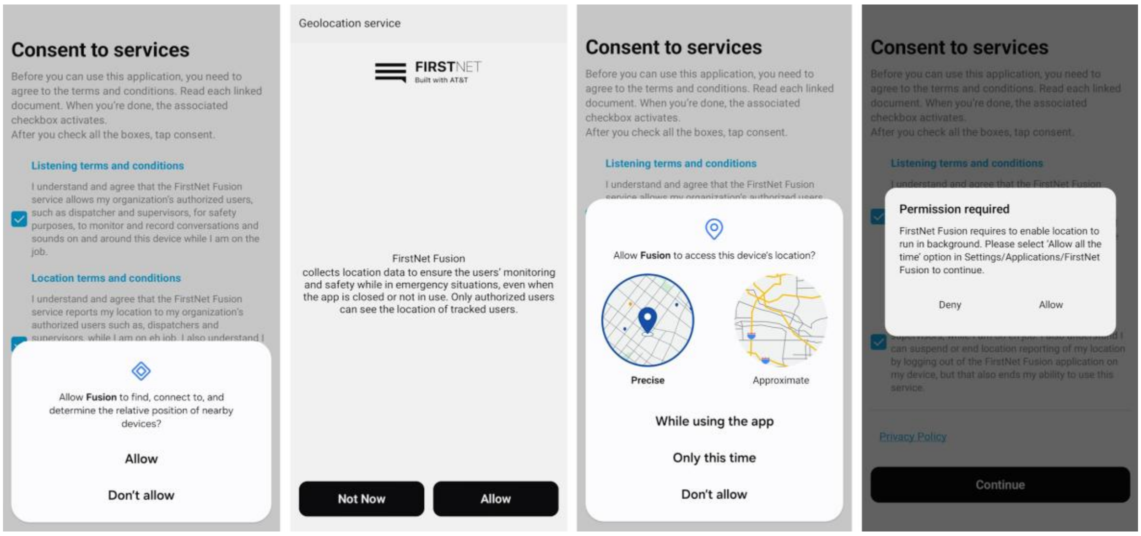


Registration process > Consent to services

5. Allow Fusion to access permissions such as notifications, camera, microphone, calls, nearby devices, and location.



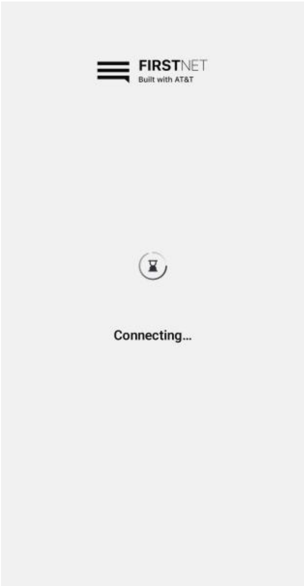
Registration process > Allow Fusion to access permissions



Registration process > Allow Fusion to access nearby devices and location permissions

Using a secure SIM-based verification

Disable Wi-Fi and enable mobile data on your secure SIM card. Fusion automatically starts the registration process and displays the **Connecting** screen.

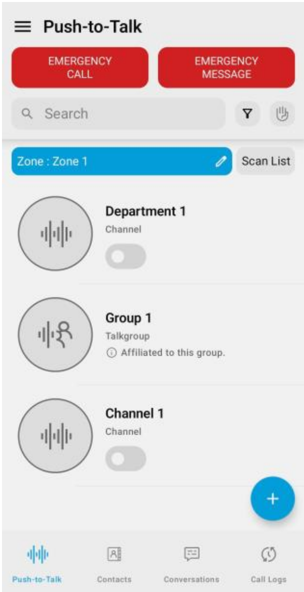


Automatic registration with secure SIM card

If you do not have a secure SIM card, Fusion displays an error screen informing you the authentication process failed. To log in using your wireless number, tap the **ok** button.

SIM card authentication failed

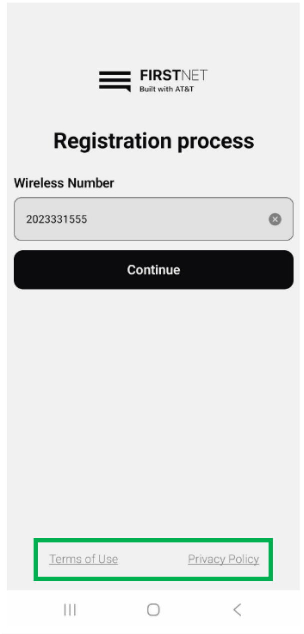
After a successful registration process, Fusion redirects you to the main screen.



Log in > Main Fusion screen

Terms of use and Privacy policy

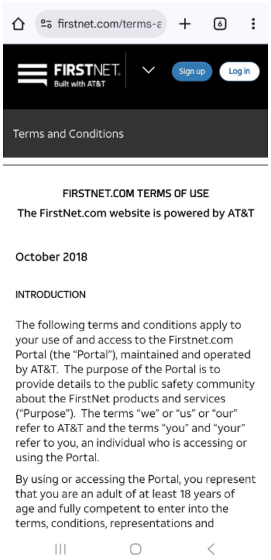
You can find information about the terms of use and Privacy policy at the bottom of the page. After you tap the links, Fusion redirects you to the dedicated pages.



Terms of use and Privacy policy

Terms of use

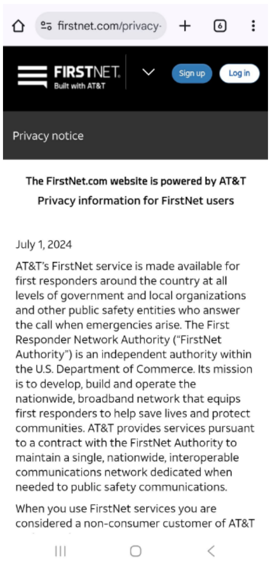
Tap the **Terms of Use** link at the bottom of the page. Fusion redirects you to the dedicated page where you can find more information about the terms and conditions that apply to your use of and access to FirstNet Fusion.



Terms of use

Privacy policy

Tap the **Privacy Policy** link at the bottom of the page. Fusion redirects you to the dedicated page where you can find more about the privacy information that applies to your use of and access to FirstNet Fusion.

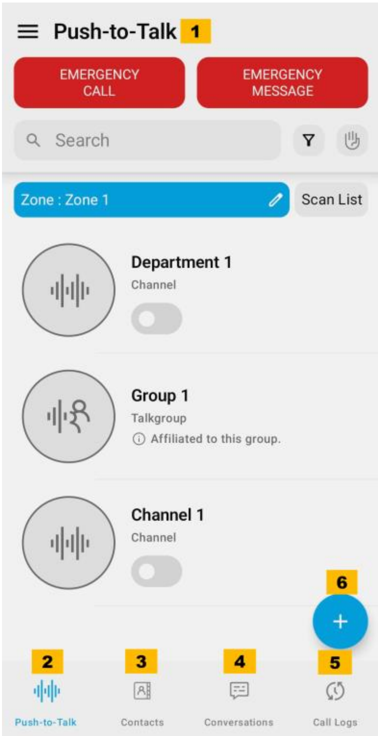


Privacy policy

DETAILS ABOUT THE APPLICATION MENU

The main navigation menu includes the following sections:

1. My Account
2. Push-To-Talk
3. Contacts
4. Conversations
5. Call Logs
6. Plus

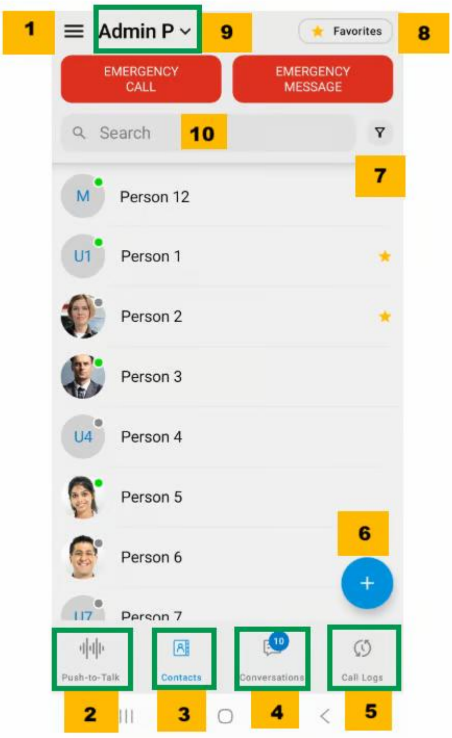


Main menus

A more detailed description of each main menu and button on the screen is the following:

1. **My Account**. Select this hamburger menu for all important information to customize your mobile experience including: your profile picture, your name, alias, user status, operational status, phone number, Agency ID, silent mode, preferences, geolocation, voice, message, and video settings, accessories, notifications and alerts, network, storage, get help section, the Fusion version, and the **Disconnect** option.
2. **Push-To-Talk**. Displays all talkgroups and channels that you can connect to.
3. **Contacts**. Displays all individuals who you can communicate with.
4. **Conversations**. Recent calls and conversations.
5. **Call Logs**. Displays a list of all the calls that you have made and received on your Fusion Android.
6. **Plus**. Displays a shortcut menu that allows you multiple ways of communication (Push-To-Talk, broadcast video, send messages, location, favorites).

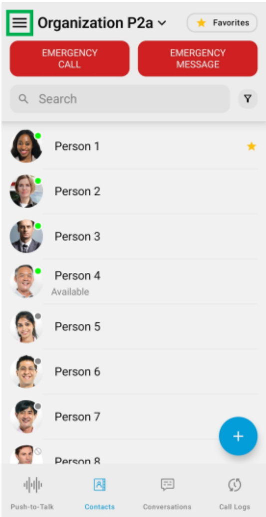
7. **Filters**. Based on the screen/menu that you access, you can see different filter criteria: - The filters in the **Contacts** screen allow you to filter based on connectivity, user status, and operational status. - The filters in the **Push-To-Talk** screen allow you to filter by channels, disconnected channels, linked channels, talkgroups, and de-affiliated talkgroups. - The filters in the **Conversations** screen allow you to filter by unread and read conversations.
8. **Favorites**. Displays only the contacts or conversations that you add as favorites.
9. **My Organization** and **My Contacts**. - My Organization displays the contacts that belong to the company (Fusion shows the name of the organization that you are a part of). - My Contacts displays your personal contacts that have Fusion accounts (if your admin activates the Public Visibility).
10. **Search bar**.



Fusion main menus and buttons

MY ACCOUNT

To reach My Account, you must tap the 3 horizontal lines button in the upper left corner of your screen.



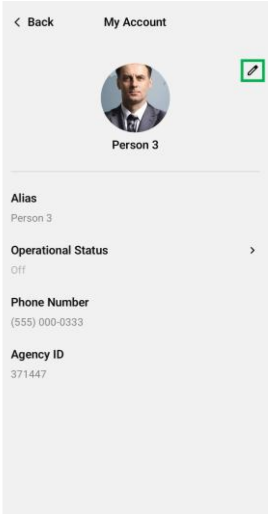
My Account button

After tapping the three horizontal lines button, a new screen appears from the right.

My Account

Tap your name to view your Operational Status, Phone number, and Agency ID.

You can change your profile photo by tapping on the small pen in the upper right corner.



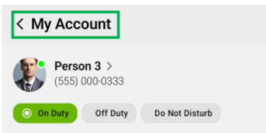
My Account > User details

Status

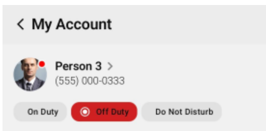
The **User Status** feature allows you to signal your availability to colleagues using options such as On Duty, Off Duty, or Do Not Disturb. The **Do Not Disturb** status mutes all Push-To-Talk alerts, including sounds and vibrations, to prevent interruptions from Push-To-Talk calls. Emergency messages and calls still reach you.

The **User Status** feature impacts the following:

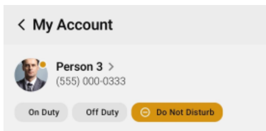
- **Availability signals:** Your status displays visibly through color-coded indicators: green for On Duty, red for Off Duty, and orange for Do Not Disturb.
- **Alert and call handling:** The type of notifications you receive from Push-to-Talk changes based on your status.
- **Connectivity:** Your selected status reflects the way you appear in the **Contacts** list and location-based searches.
- **Group actions:** You appear in group actions when you are On Duty.



My Account > Status > On Duty



My Account > Status > Off Duty

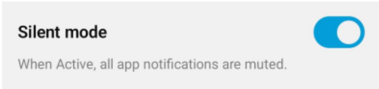


My Account > Status > Do Not Disturb.

*For more information about this feature, go to the **Operational Status** page in this guide (Contacts > Operational Status).*

Silent mode

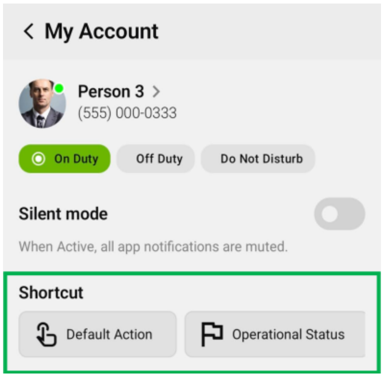
Silent mode is a user-controlled feature in Fusion that allows you to mute all app tones and notifications. When you activate silent mode, the application suppresses alerts for incoming messages, calls, and other notifications, ensuring that you can temporarily mute the application when appropriate.



My Account > Silent Mode

Shortcut

You can set the Default Action or Operational status directly from the **My Account** menu using the shortcuts shown.

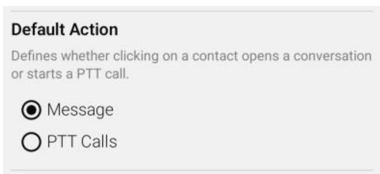


My Account > Shortcut

Default action

You can set the default action taken when you tap on a contact. There are two options:

1. **Message:** Start a conversation with the selected user.
2. **Push-To-Talk Call:** Start a Push-To-Talk call with the selected user.



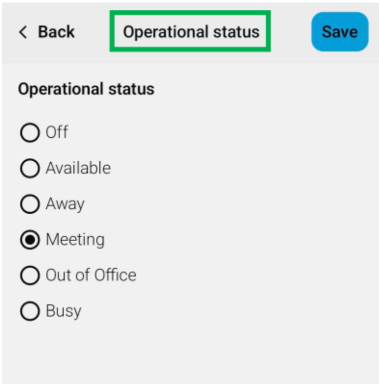
My Account > Shortcut > Default Action

Operational status

An admin activates the operational status and provides additional information about your location or activity.

You only see the operational statuses that are available for your department, from the database of operational statuses. The main/organization/department admin creates the database of operational statuses.

*For more information about this feature go to the **Operational status** section in the guide (Contacts > Operational Status).*



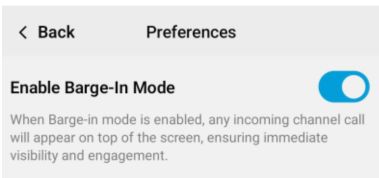
My Account > Shortcut > Operational status

Preferences

Customize how you sort your contacts and how you handle incoming calls. Adjust Public Visibility, Auto-answer settings, confirmation pop-ups, default tap actions, and Barge-in mode to match your workflow and privacy needs. The system respects these preferences across the app, ensuring a seamless and personal experience.

Enable Barge-In Mode

This feature increases channel call visibility and engagement. When it is enabled, any incoming channel call appears on the top of the screen.

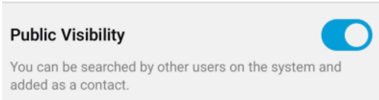


My Account > Preferences > Enable Barge-In Mode

Public visibility

Other users can search you on the system and add you as a contact. You can enable or disable it.

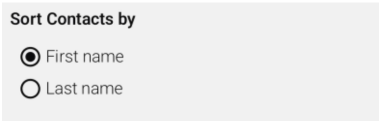
*For more information about this feature go to the **Public Visibility** section in this guide (Contacts > Public Visibility).*



My Account > Preferences > Public Visibility

Sort Contacts by

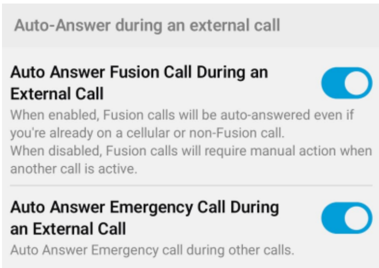
You can sort contacts in your list either by First name or Last name.



My Account > Preferences > Sort Contacts by

Auto-answer during an external call

You can choose either to auto-answer a call (external or emergency) or leave it to take manual action.

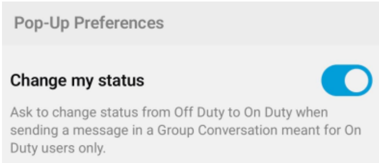


My Account > Preferences > Auto-Answer during an external call

Pop-up preferences

Change my status

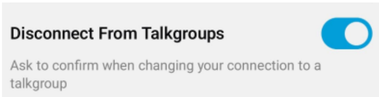
You can enable this feature to change status from Off Duty to On Duty when you want to send a message in a Group Conversation with the **Reach only On Duty users** feature enabled.



My Account > Preferences > Change my status

Disconnect from Talkgroups

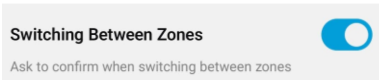
You can enable this feature to receive a confirmation pop-up when you disconnect from a talkgroup.



My Account > Preferences > Disconnect From Talkgroups

Switching between Zones

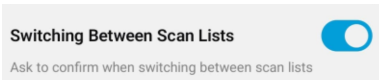
You can enable this feature to receive a confirmation pop-up when you switch between zones.



My Account > Preferences > Switching Between Zones

Switching between Scan lists

You can enable this feature to receive a confirmation pop-up when you switch between scan lists.



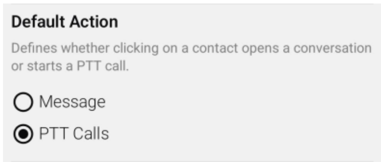
My Account > Preferences > Switching Between Scan Lists

Default action

You can set the default action taken when you tap on a contact. There are two options:

1. **Message:** Start a conversation with the selected user.
2. **Push-To-Talk Call:** Start a Push-To-Talk call with the selected user.

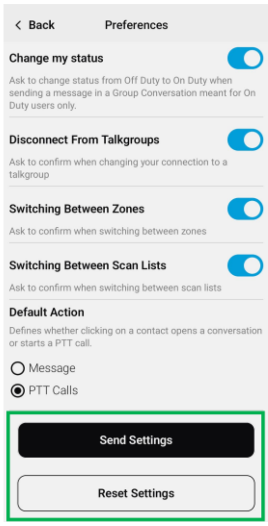
You can also reach this setting by using the shortcut from the **My Account** menu.



My Account > Preferences > Default Action

Sending and resetting settings

In the lower part of the screen, you can see the **Send Settings** and **Reset Settings** buttons.

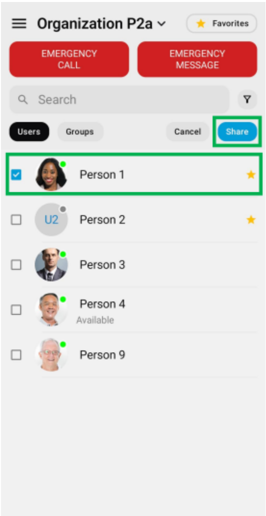


My Account > Preferences > Send Settings and Reset Settings buttons

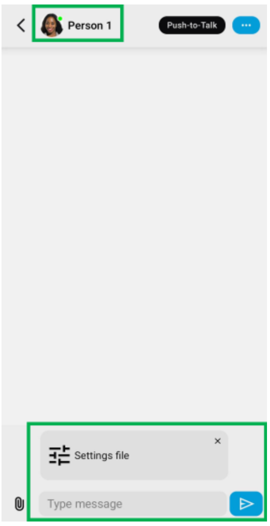
Tap the **Send Settings** button. You will go to another screen where you can choose to whom you want to send the settings. Select the contacts/groups you want and tap the **Share** button. The settings file is prepared as an attachment in the conversation. Tap the **Send** button to share it.

Note: If you want to share the settings with more than one contact, or with a group, you must configure the same options as for a new group conversation.

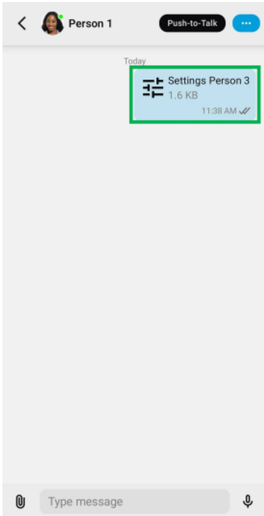
*For more information about this feature, go to the **Group Conversation Options** section in this guide (Conversations > Conversation Options > Group Conversation Options).*



Mu Account > Preferences > Send Settings > Select contacts

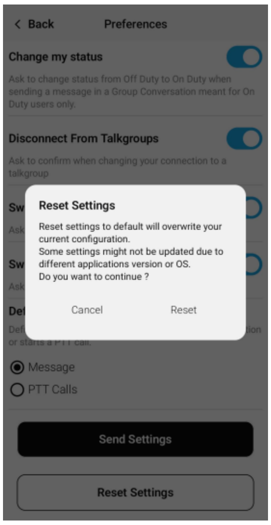


My Account > Preferences > Send Settings > Share > Contact conversation



My Account > Preferences > Send Settings > Attached settings

By tapping the **Reset Settings**, you go back to the original settings configuration.

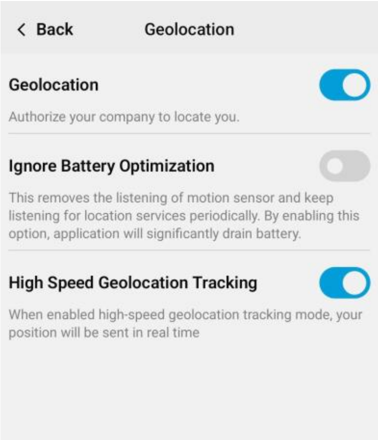


My Account > Preferences > Reset Settings

Location

In this menu, you can enable or disable three features:

1. Geolocation
2. Ignore Battery Optimization
3. High Speed Geolocation Tracking.



My Account > Geolocation

Geolocation

You can enable this feature to authorize your organization to locate you. You can configure the settings so that your position can be tracked in real time, anytime.

*For more information about this feature, go to the **Location** section in this guide (Contacts > Contact options > Location).*

Ignore Battery Optimization

This feature removes the listening of motion sensors and keeps listening for location services periodically. By enabling this option, the application significantly drains the battery.

High Speed Geolocation Tracking

Your position is sent in real time. If enabled, the coordinates appear on the Dispatcher's map itinerary reports. If disabled, the physical addresses appear.

Voice settings

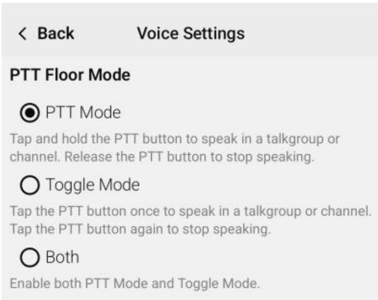
In this menu you can configure multiple voice settings:

1. Push-To-Talk (PTT) floor mode
2. Push-To-Talk (PTT) queueing
3. Push-To-Talk (PTT) audio output
4. Always Connected mode for calls
5. Push-To-Talk (PTT) floor control sound
6. AI noise reduction
7. Live replay
8. Push-To-Talk audio enhancement
9. Low latency audio

PTT floor mode

You can choose the action of the **Push-To-Talk** button. You have three options:

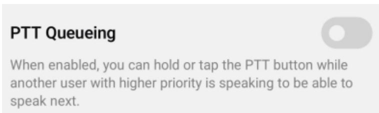
• Push-To-Talk mode: Keep the button tapped while talking.
• Toggle mode: Tap the button once to talk and again to stop.
• Both



My Account > Voice settings > PTT Floor Mode

PTT queueing

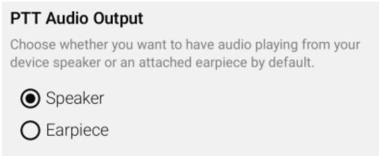
If you activate this feature, you can tap the **Push-To-Talk** button while someone with a higher priority is speaking. By doing this, you are able to speak when the user with a higher priority finishes.



My Account > Voice settings > PTT queueing

PTT audio output

Set up where your Push-To-Talk and channel output can be heard. You can choose between a Speaker or an Earpiece.

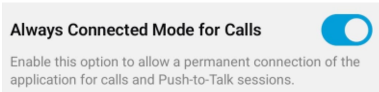


My Account > Voice settings > PTT Audio Output

Always Connected mode for calls

Allows a permanent connection of the application for calls and Push-To-Talk sessions.

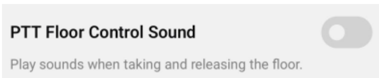
Note: Once the user enables the **Always Connected Mode** feature, notifications do not come through to the device while the application is closed.



My Account > Voice settings > Always Connected Mode for Calls

PTT floor control sound

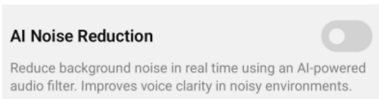
You can play sounds when taking and releasing the floor.



My Account > Voice settings > PTT Floor Control Sound

AI noise reduction

You can reduce the background noise in real time using an AI-powered filter for a better voice clarity in noisy environments.

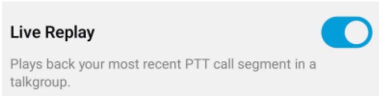


My Account > Voice settings > AI Noise Reduction

Live replay

Plays back your most recent Push-To-Talk call segment.

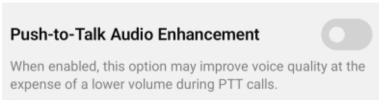
For more information about this feature, go to the ***Live Replay*** *section in this guide (Contacts > Contact Options > Push-To-Talk > Live Replay).*



My Account > Voice settings > Live Replay

Push-To-Talk audio enhancement

You can improve voice quality at the expense of a lower volume during Push-To-Talk calls.



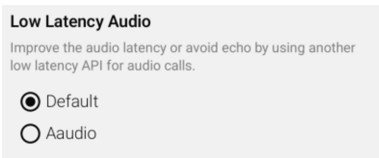
My Account > Voice settings > Push-To-Talk Audio Enhancement

Low latency audio

You can change the audio configuration (different audio library) if there are disturbances in the sound or if there is an echo.

You can enable latency for audio calls:

- **Default:** Audio Record/Audio Track is used to run. This setting should be fine for most phones.
- **Audio:** Preferred low latency API, although it is only available from Android Nougat and above.



My Account > Voice settings > Low Latency Audio

Message settings

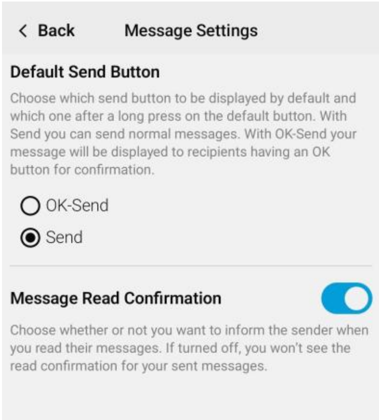
Choose how you send and receive messages, from the default send button to read-receipt options.

Default send button

In Message Settings, you can choose the default button when you send a message: Send or OK-Send. OK-Send adds to the message a small button to be checked by the recipient as a receipt confirmation.

Message read confirmation

Choose if the initiator will be informed if you read their messages in a one-to-one conversation.

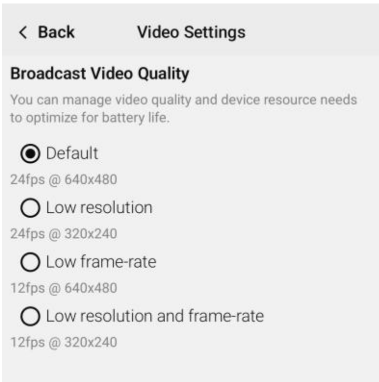


My Account > Message Settings

Video settings

You can reduce CPU usage and improve battery consumption by lowering broadcast video quality.

Choose between Default, Low Resolution, Low Frame-Rate, or Low Resolution and Frame-Rate.

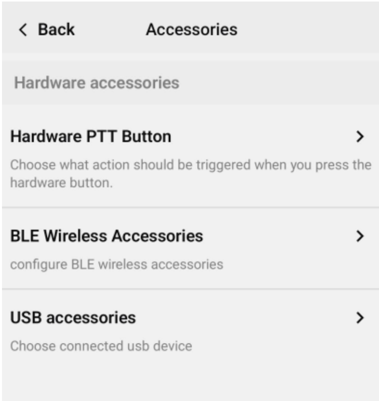


My Account > Video Settings

Accessories

Fusion supports Bluetooth, USB, and wired accessories, including remote speaker mics, earpieces, and vehicle kits. You can pair devices, configure action/emergency buttons, and manage permissions for enhanced usability. Dedicated buttons enable quick access to Push-To-Talk and emergency features.

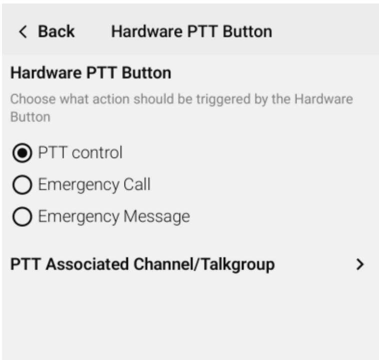
You can configure your hardware accessories, such as Hardware PTT Button, BLE Wireless Accessories, and USB accessories in this menu.



My Account > Accessories

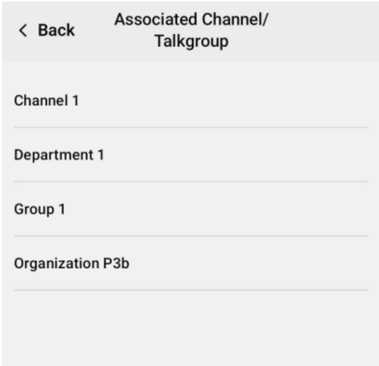
Hardware PTT button

You can configure what action should be triggered when you press the hardware button. You can select one of the three options: PTT control, Emergency Call, or Emergency Message.



My Account > Accessories > Hardware PTT Button

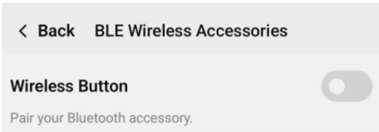
If you choose the **PTT control** option, you can select the associated channel/talkgroup for the button. Tap the preferred option, then tap the **Back** button to return to the previous screen.



My Account > Accessories > Hardware PTT Button > Associated Channel/Talkgroup

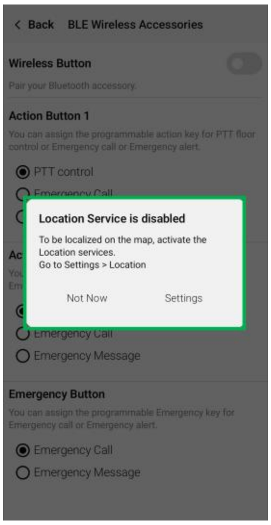
Wireless button

Toggle on the **Wireless** button to connect a Bluetooth accessory with the application.



My Account > Accessories > BLE Wireless Accessories > Wireless Button

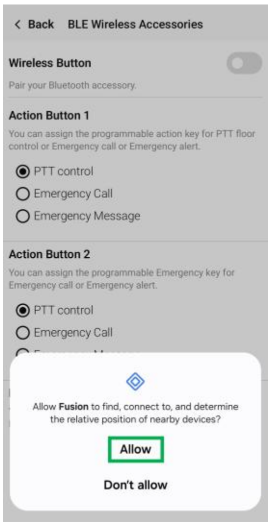
To enable this feature, ensure that location services are turned on for your mobile device and that the Fusion has location permission. To activate location on your Android mobile phone, go to Settings > Location and check to ensure is switched on.



Wireless Button > Location service disabled

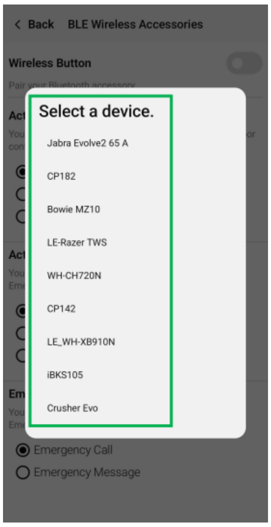
Note: Bluetooth must be enabled on your mobile phone to find and pair a wireless button with the application. On your Android mobile phone, go to Settings > Connections and check to ensure Bluetooth is switched on.

To allow the application to work properly with Bluetooth activated, you need to allow Fusion permission for nearby devices. To do this, tap on the **Allow** button when the window pop-up asking for this permission appears.



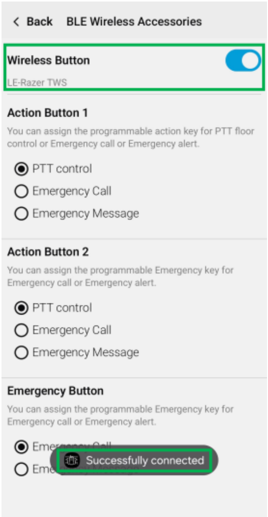
Wireless button > Allowing permission for nearby devices

Once all the permissions are granted and the **Wireless Button** feature is enabled, a scan of the nearby Bluetooth devices starts. Discovered devices appear in a list.

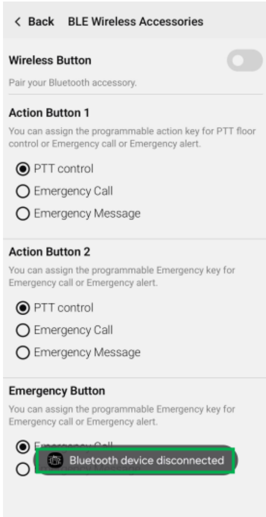


Wireless Button > Find nearby devices

Tap the device you want to connect to. A window pop-up appears letting you know the device is connected. The device's name appears under the **Wireless Button** feature. When the feature is inactive, a window pop-up appears confirming the device is disconnected.



Wireless Button > Successfully connected device



Wireless Button > Bluetooth device disconnected

Action and Emergency buttons

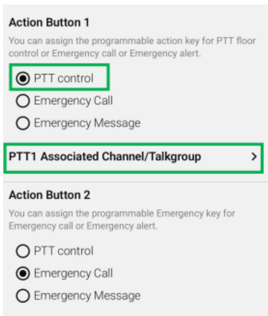
When you pair a wireless accessory with action buttons and an emergency button, you can select whether to take the floor, send an emergency message, or make an emergency call when pressing each button.

Action buttons

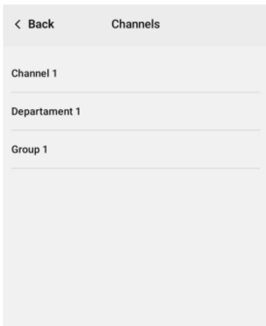
For each action button choose the default action and assign a channel or talkgroup.

Note: The channel can be assigned only if the Push-To-Talk control is selected.

When the assigned channel is connected, the dedicated **Push-To-Talk** button previously defined controls the floor on that channel. If the buttons are unassigned to a given channel, they act by default on the last opened channel.



My Account > Accessories > BLE Wireless Accessories > Action buttons 1 and 2

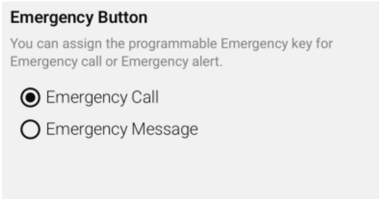


My Account > Accessories > BLE Wireless Accessories > Action Buttons > PTT Select associated Channel/Talkgroup

Emergency button

Choose the default action for this button.

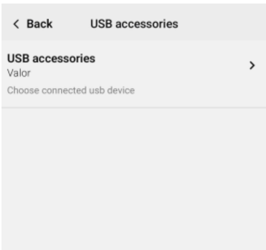
Note: The Push-To-Talk control is not be available.



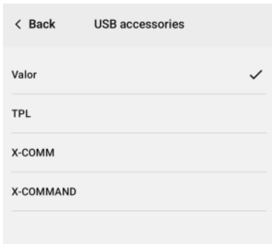
My Account > Accessories > BLE Wireless Accessories > Emergency button

USB accessories

To select what type of device to connect, tap on the **USB accessories** button. Select your preferred option from the list. To return to the earlier menu, tap the **Back** button.



My Account > Accessories > USB accessories



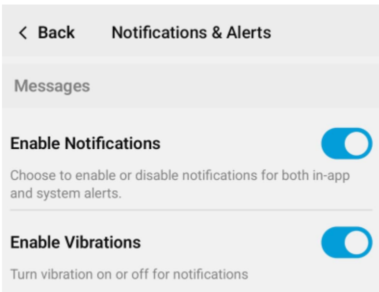
My Account > Accessories > USB accessories > Select an accessory

Notifications & alerts

Customize notification settings for messages and calls, including vibration, tones, and mute options. The system supports in-app and system alerts, ensuring users remain informed during critical events.

Messages

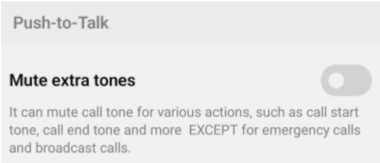
- **Enable Notifications**: you can choose to enable/disable notifications for in-app or system alerts.
- **Enable Vibrations**: you can enable/disable the vibrations for the in-app notifications.



My Account > Notifications & Alerts > Messages

Push-To-Talk

- **Mute extra tones**: you can mute call tone for various actions.

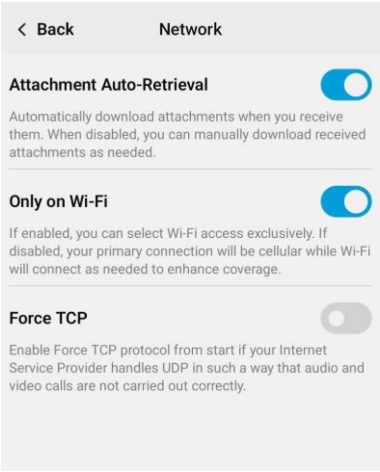


My Account > Notifications & Alerts > Push-To-Talk

Network

Adjust download options, connectivity preferences, and protocol settings to match your connectivity needs.

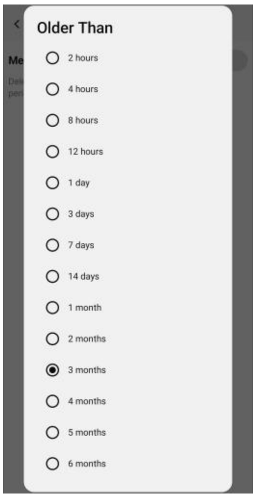
- **Attachment Auto-Retrieval**: you can set the app to automatically download attachments when you receive them
- **Only on Wi-Fi**: If enabled, you can select Wi-Fi access exclusively. If disabled, your primary connection is cellular, while Wi-Fi connects only to enhance coverage.
- **Force TCP**: you can enable force TCP protocol from start.



My Account > Network

Storage

If enabled, the Message Auto-Deletion feature allows you to define a period after which the messages will be automatically deleted from the device storage. You can select from the following options: 2 hours, 4 hours, 8 hours, 12 hours, 1 day, 3 days, 7 days, 14 days, 1 month, 2 months, 3 months, 4 months, 5 months, or 6 months.



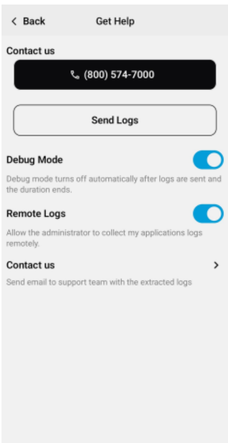
My Account > Storage > Message Auto-Deletion period

Get help

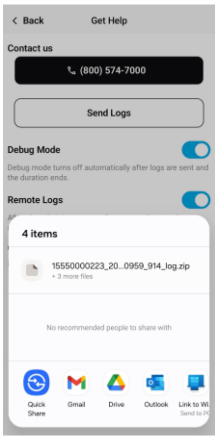
In the Get Help page, you can access support contacts, enable debug mode, and send logs for troubleshooting:

• **Contact Us**: you can contact the number there for support, or you can send your logs.
• **Debug Mode**: When contacted by support, you can activate debug mode to capture application call information.
• **Remote Logs**: Allow the administrator to collect your application logs remotely.
• **Contact Us**: you can send an email to support team with extracted logs.

Support resources include how-to guides, training materials, and direct links to Fusion Care and Admin portals. Agencies can escalate issues and request more training or onboarding support.



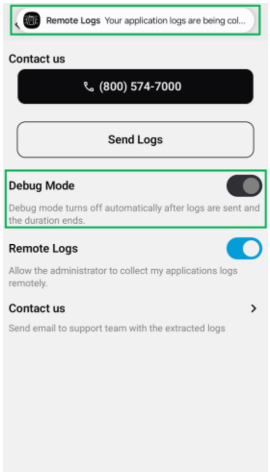
My Account > Get Help



My Account > Get Help > Contact Us

When you enable Remote Logs and your admin requests the application logs, you receive a notification that informs you about the collection process. The **Debug Mode** button stays grayed out until the application completes collecting the logs.

Notifications > Remote logs notification

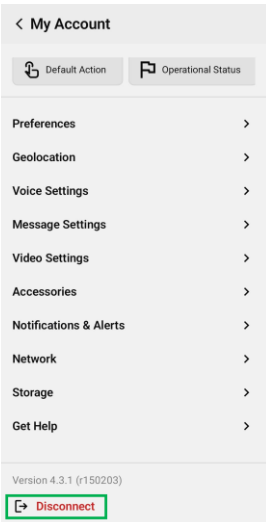


My Account > Get Help > Debug Mode during log collection process

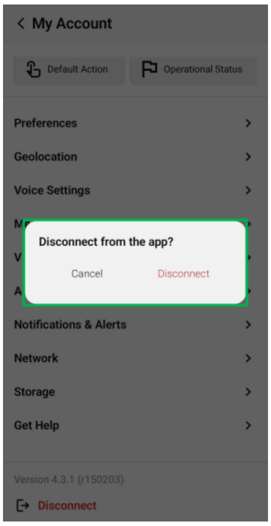
Disconnecting

To exit the Fusion application, tap the **Disconnect** button. A window pop-up appears. Tap Disconnect to confirm your choice.

While disconnected, you do not receive notifications on your mobile device and no location data is sent. Once you login to the application, you receive all the notifications of the missed interactions.



My Account > Disconnect



My Account > Disconnect > Confirmation pop-up

PUSH-TO-TALK

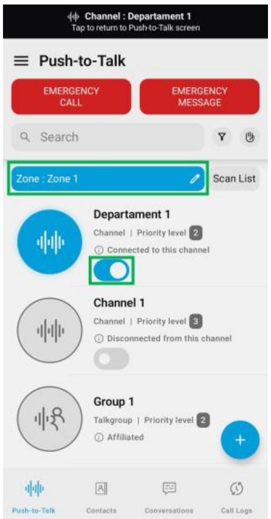
Fusion Push-To-Talk is a next-generation, mission-critical communication feature designed for public safety agencies and enterprise teams. Fusion delivers high-quality, instant voice communications that emulate traditional public safety radio while enabling advanced interoperability across smartphones, radio and purpose-built devices.

FirstNet Fusion empowers agencies to unify thousands of users into secure talkgroups, supporting multi-agency coordination during large-scale incidents. Its robust feature set and standards-based design ensure reliable, real-time communication for critical operations.

Zones

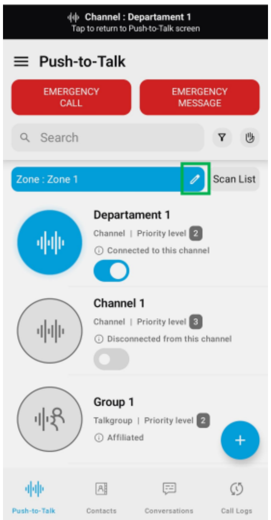
Zones are collections of channels and talkgroups grouped for an event (mission, accident, incident, etc.) or an area. Zones restrict your communication view to only the channels and talkgroups relevant to an event. Every channel and talkgroup must belong to a zone; their defined priorities apply inside the zone. Admins create and order Zones, and assign users to multiple ones.

When you open the Push-To-Talk menu, you see your default zone and the system connects you to its first channel automatically. The remaining channels in that zone appear in the order set by the admin, and you can join them manually.

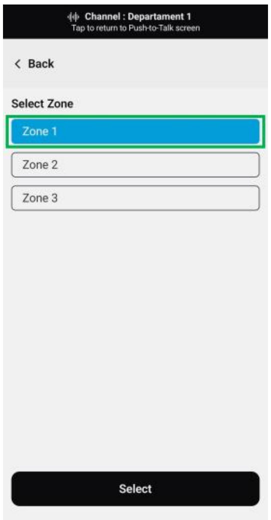


Push-To-Talk > Zones > Connected to zone

You can connect to only one zone at a time. To change the zone, tap on the pencil button and select the zone you want to connect to from the available list. Tap the **Select** button to change the zone.

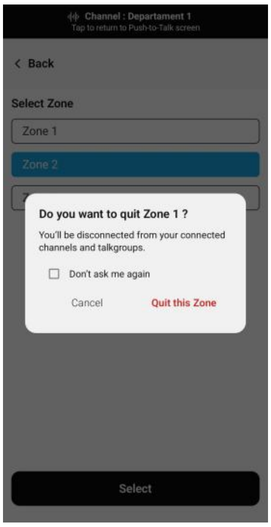


Push-To-Talk > Zones > Change zone



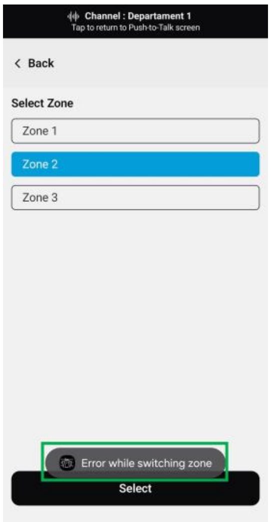
Push-To-Talk > Zones > Change zone > Select the zone

When you switch to a different zone, you will disconnect automatically from the previous zone's groups (channels or talkgroups), and the new groups from the newly selected zone appear. After selecting the new zone, a confirmation pop-up appears on your screen. You can disable the confirmation in the window pop-up by checking the **Don't ask me again** option.



Push-To-Talk > Zones > Change zone > Confirmation pop-up

If you lose network connection while switching to another zone, you see the message "A network connection is mandatory to perform this action."



Push-To-Talk > Zones > Change zone > Network unavailable

If you disconnect and then reconnect to the app, you automatically rejoin the last zone you were connected to prior to disconnecting.

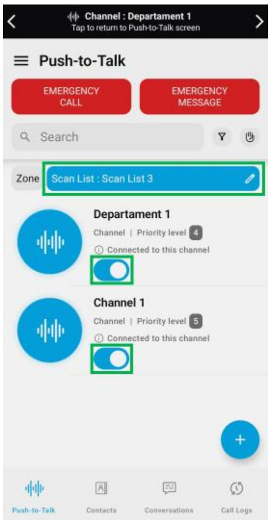
Scan lists

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. Admins can create, edit, and assign scan lists to users and departments.

You can filter the Channels and Talkgroups on your Push-To-Talk page by using the scan list option.

If enabled by an admin, a user can create his own scan list. Additionally, an admin can create one or more Scan lists. If you are part of any of these lists, they appear in your subtab. You are automatically connected to the first five Channels associated with the Scan list you are connected to, and affiliated with all the corresponding Talkgroups.

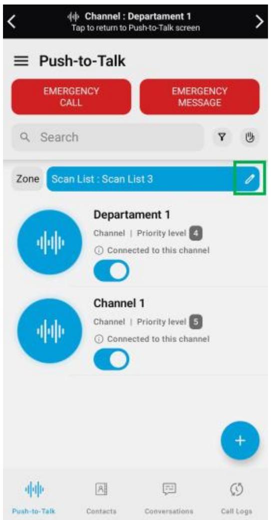
Reception and transmission are based on priority, and you can be active in only one Talkgroup at a time.



Push-To-Talk > Scan List

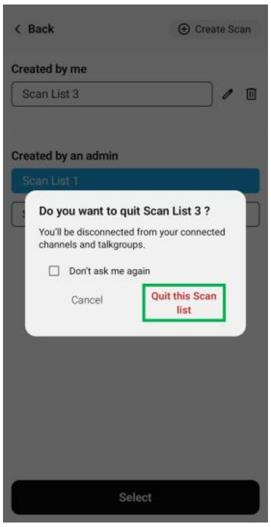
Note: You do not receive the activity from an auto connected channel if the channel is not part of the Scan list you are connected to.

You can choose to change the Scan list with another list created by you or by the Admin. To change the Scan list, tap on the pencil button, select the list you want, then tap the **Select Scan List** button. A window pop-up appears informing you that are disconnected from the Channels and Talkgroups from the current Scan list. Tap the **Quit Scan List** button.



Push-To-Talk > Scan List > Edit

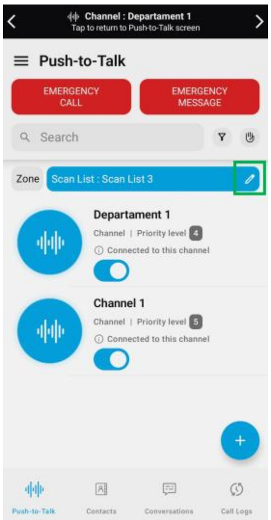
Push-To-Talk > Scan List > Edit > Select Scan List



Push-To-Talk > Scan List > Edit > Quit Scan List

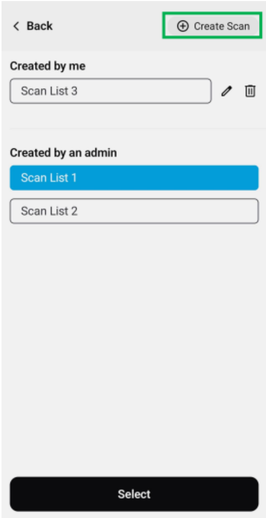
Creating a Scan list

You can create your own Scan list by selecting the Channels and Talkgroups you want. The number of Channels and Talkgroups which can be added in a Scan list is limited at the organization level. To create an Scan list, tap the **Edit** button.



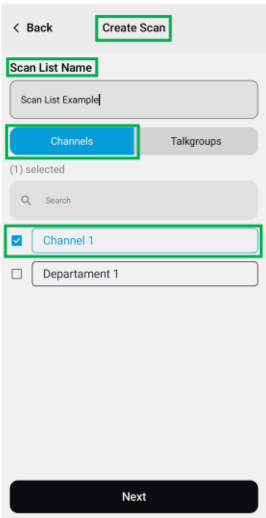
Push-To-Talk > Scan List > Edit

Tap **Create Scan List** button in the upper right corner of your screen.

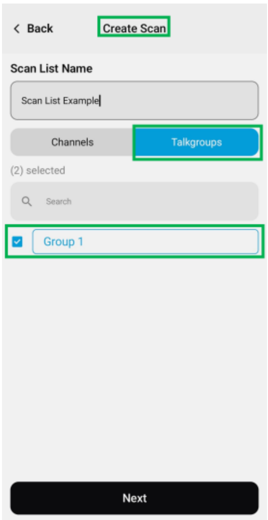


Push-To-Talk > Scan List > Edit > Create Scan List

Enter a name (maximum 80 characters) for your Scan List and choose the desired Channels or Talkgroups that you want included in this scan list.



Push-To-Talk > Scan List > Edit > Create Scan List > Choose Channels

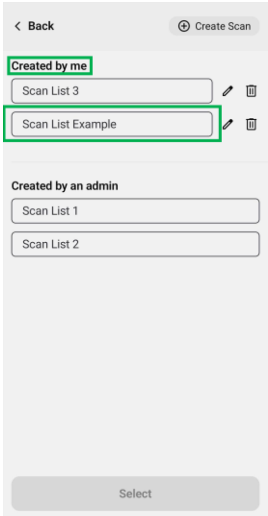


Push-To-Talk > Scan List > Edit > Create Scan List > Choose Talkgroups

After selecting the channels and talkgroups you want, tap on **Next** in the lower part of your screen to go ahead to the **Priority level** section where you can set the order of the priorities.

Push-To-Talk > Scan List > Edit > Create Scan List > Priority level

After setting the priority level, tap on the **Create Scan List** button. The Scan list is now created and you can see it in the edit section of the Scan list.

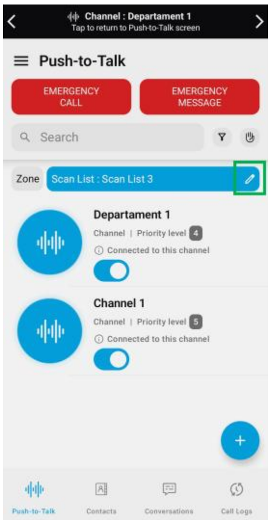


Push-To-Talk > Scan List > Edit > Created scans by me

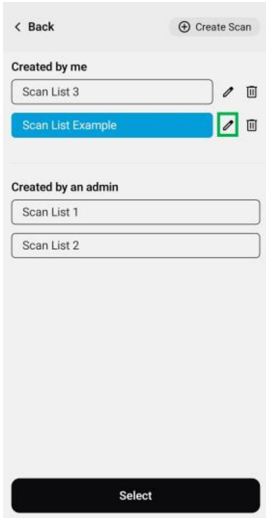
The Scan list created by you, is visible only to you. The maximum number of Scan lists you can create is defined at the platform level.

Editing and removing a Scan list

You can edit any Scan List that you have created. Tap on the **Edit** button, on the next screen tap the **Edit** button corresponding to the Scan List you want to edit. Make any changes you need then tap **Edit Scan List** button to save the modification.

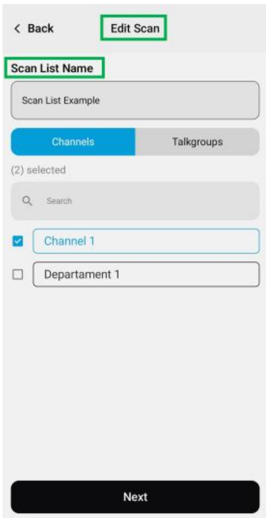


Push-To-Talk > Scan List > Edit



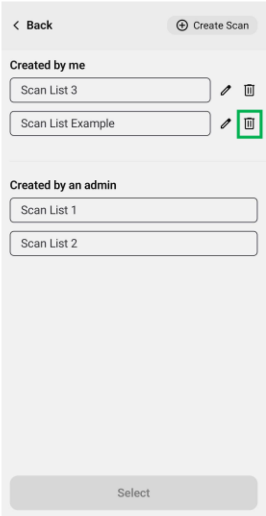
Push-To-Talk > Scan List > Edit Scan list created by me

You can edit the name, the list of Channels and Talkgroups or their priority level. After editing, tap on the **Edit Scan List** button in the lower part of your screen.

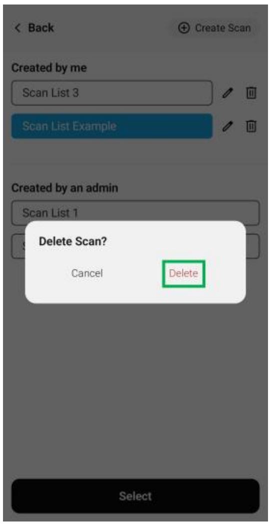


Push-To-Talk > Scan List > Edit Scan list > Name, channels and talkgroups

To remove a Scan List, tap the **Edit** button. On the next screen, tap the **Delete** button corresponding to the Scan List you want to delete. Tap the **Delete** button to confirm the action.



Push-To-Talk > Scan List > Edit Scan list > Delete Scan list

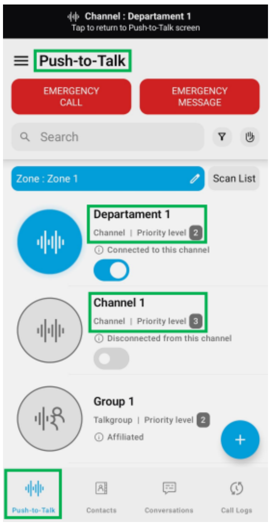


Push-To-Talk > Scan List > Edit Scan list > Delete Scan list > Confirmation pop-up

Channels

Channels are persistently connected communication groups. Within a channel conversation, you can start a Push-To-Talk call or an Emergency Call, send emergency messages, broadcast video, share your location, or start a conversation.

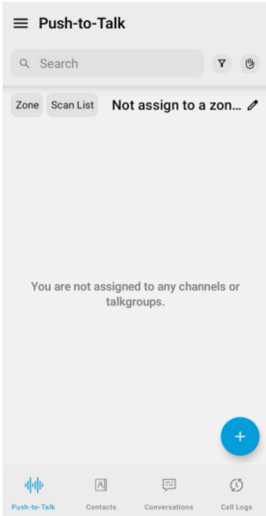
A Push-To-Talk channel allows users from the same group to connect to a channel (like standard walkie-talkie devices). Each organization group has a corresponding Channel automatically created when the admin creates the group. The **Channels** feature can be accessed from the **Push-To-Talk** menu on your phone.



Push-To-Talk > Channels

Note: The maximum number of participants connected at the same time in a channel is 1000 users.

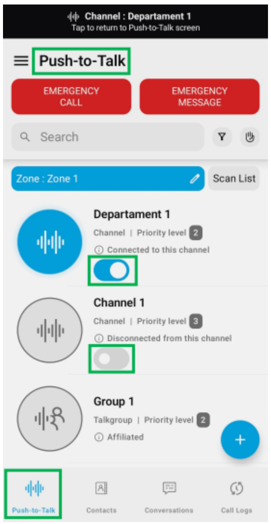
Note: The default **Push-To-Talk** screen displays a message when you have no channels or talkgroups assigned to you.



Push-To-Talk > No channels or talkgroups assigned to you

Connecting to one channel

You connect to a channel by switching the channel button from off to on.



Push-To-Talk > Channels > Connecting to one Channel

You can tap on the name of the channel to open the Push-To-Talk screen.

Push-To-Talk > Channels > Connecting to one Channel > Channel screen buttons

1. **Back button:** Takes you back to the previous menu.
2. **More options:** Displays the **Preferences** menu where you can ask for Reach-back request or an Urgent Reach-back request or you can see the users who are part of this channel.
3. **Emergency Call:** You can make emergency calls to a predefined list of recipients.
4. **Emergency Message:** You can send emergency messages to a predefined list of recipients.
5. **Broadcast Video:** Share live one-way video in real-time to channel members.
6. **Location:** See the location of all channel members (if the feature is enabled).
7. **Conversation:** Go to the conversation with the channel members.
8. **Audio Output:** You may switch between available audio outputs (headphones, loudspeakers, headset, or Bluetooth device).
9. **Push-To-Talk button:** When a user taps the button to talk, they take the floor to communicate.
10. **Live Replay:** Allows you to hear again all the bursts from a Push-To-Talk.
11. **Disconnect:** Switching off the toggle disconnects you from the channel.

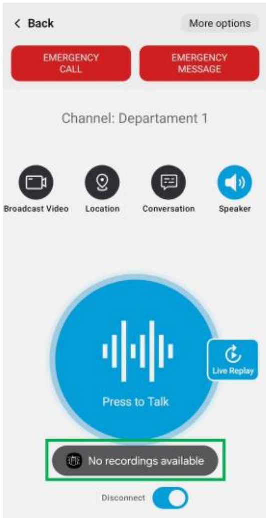
*For more information about this feature, go to the **Push-To-Talk**section in the guide (Contacts > Contact Options > Push-To-Talk).*

Note: To take the floor in a Push-To-Talk channel or multi-channels, tap the large blue Push-To-Talk button. You have three options: Push-To-Talk mode (keep the button tapped while talking), Toggle mode (tap the button once to talk, tap again to release the floor), Both (Push-To-Talk mode and Toggle mode are available, choose between them).

*For more information about this feature, go to the **Push-To-Talk Options** section in the application (My Account > Voice Settings).*

Note: If no user took the floor before, when you tap the **Live Replay** button, a notification pop-up appears informing you there are no recordings available.

*For more information about this feature, go to the **Live Replay** section in the guide (Push-To-Talk > Live Replay).*



Push-To-Talk > Channels > Connected to one channel > Live replay notification pop-up

Note: Depending on the settings you choose on your device, a beep plays when you take the floor by pressing the **Push-To-Talk** button and a different beep plays when you leave it.

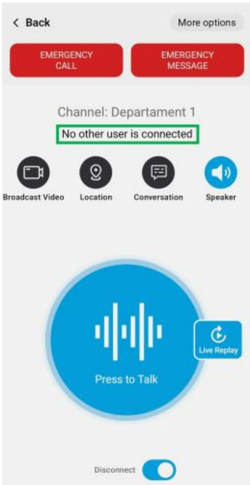
*For more information about this feature, go to the **Voice Settings** section in this guide (My Account > Voice settings > Push-To-Talk Floor Control Sounds).*

The Push-To-Talk burst's duration is restricted to a specific period established at the platform level. While you are talking, you see a blue timer. As time ends up, the maximum duration of the Push-To-Talk burst is reached, and the floor is automatically released.

Channel screen > User talking according to burst's duration

The **Push-To-Talk** button appears as active, but if you try to take the floor in the following cases, you receive one of the notification pop-ups:

• If you are the only participant, a notification pop-up appears with the message "**You are the only user connected**".
• If another user is currently taking the floor, a notification pop-up appears with the message **"Another user is talking"**.
• If there is a server error, a notification pop-up appears with the message, **"Due to a server error, the floor cannot be taken now, please try again later"**.
• If you get a text notification saying, **"The server cannot accept floor request in this moment. Please try again later"** means that no resource is available for the participant to take the floor or that there is a non-determined reason for not being able to take the floor.

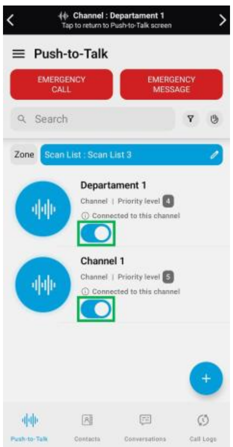


Channel > No other user is connected

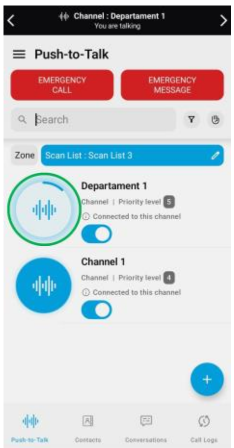
Note: The **Push-To-Talk** button is inactive if the **Deny to Transmit** option is enabled for that channel.

Connecting to multi-channels

The **Multi-Channels** feature allows you to connect to more than one channel at the same time. Some channels can have a higher priority than others, depending on the settings made by the admin.



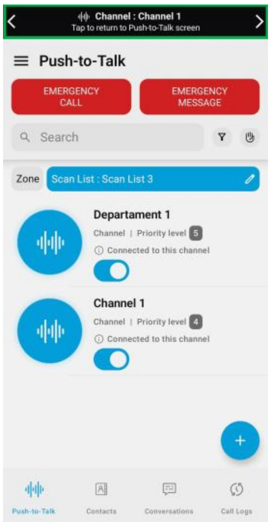
Push-To-Talk > Channels > Connecting to Multi-Channels



Push-To-Talk > Channels > Connecting to Multi-Channels > User speaking in Department 1

When connected to more channels at the same time, the channel with the higher priority is heard if the users are taking the floor.

You can switch between channels by swiping on the black bar with the name of the channel or by tapping on the arrows on the side.



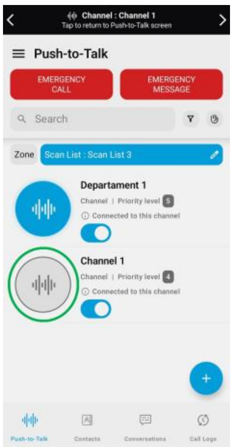
Push-To-Talk > Channels > Connecting to Multi-Channels > Switching between channels

Deny to transmit on channel

When the feature **Deny to Transmit on Channel** is activated for a channel and you are not set as an exception, you are not able to take the floor in this channel.

The **Push-To-Talk** button appears inactive, and a new label shows "You are not allowed to transmit" instead of "Press to talk".

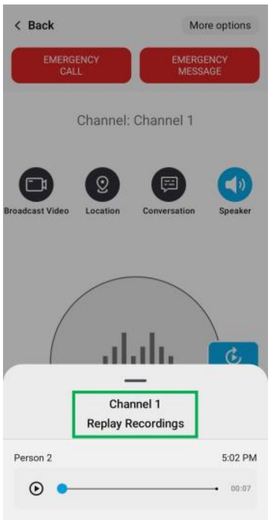
Use case: Your Admin activated the feature **Deny to Transmit on Channel** (you are not set as an exception) for Channel 1 (of which you are part). If you tap on the channel and try to take the floor, you cannot do it.



Push-To-Talk > Channels > You cannot take the floor

Push-To-Talk > Channels > Deny to Transmit > You cannot take the floor

Even if you are denied from transmitting to channel, you can still access the **Live Replay** button and listen to all previous bursts from the channel.



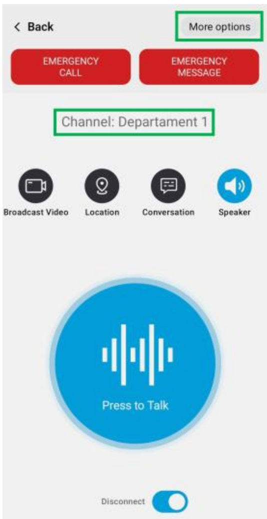
Push-To-Talk > Channels > Deny to Transmit > Listen to bursts from the other users

Reach back request

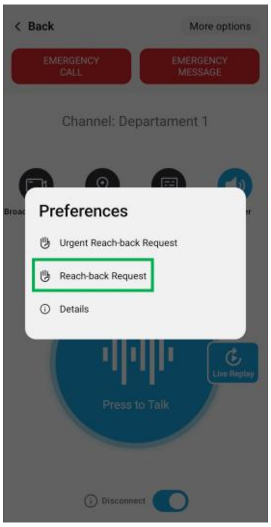
The Mobile user who has the **Push-To-Talk** feature active can send a standard or an urgent reach back request to notify the Dispatchers or users connected to that channel that they must take the floor.

Sending a Reach back request

To send a reach back request or an urgent reach back request you must be connected to the channel and tap on the **More options** button in the upper right corner. A new menu opens, and you can choose between Reach Back request, Urgent Reach Back request or Details.

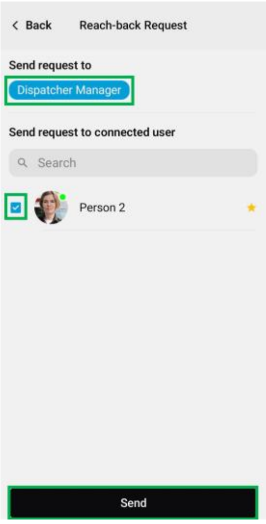


Channels > More options



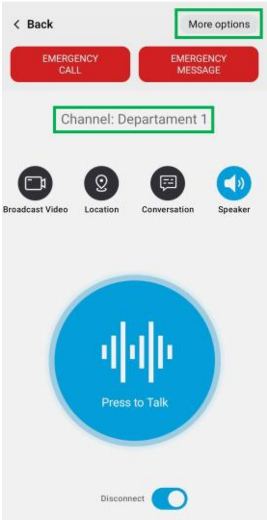
Channels > More options > Reach Back Request

Tap Reach-Back Request. A new menu opens, where you can choose the users or Dispatchers you want to send the request to. After choosing the recipients, tap the **Send** button.



Channels > More options > Reach Back Request > Sending a Reach-Back Request

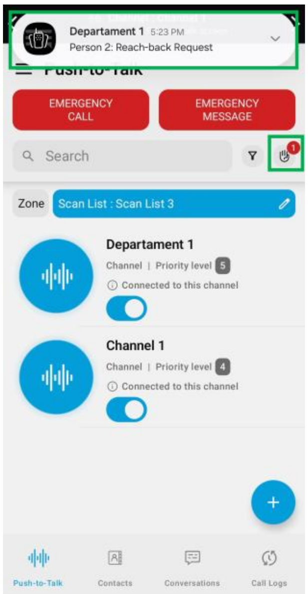
If your request was sent successfully, you receive a notification stating "Request sent".



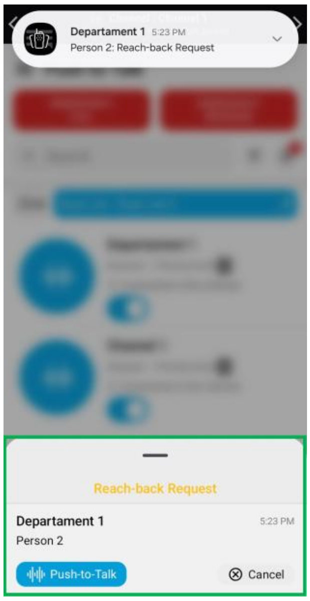
Channels > More options > Reach Back Request > Reach Back Request sent

Receiving a Reach back request

As a receiver of a Reach-Back Request or an Urgent Reach-Back Request, you hear a special ringtone notifying of that, whether your phone is locked or not. You can see the requests you received on the **Push-To-Talk** screen, next to the **Filter** button.



Push-To-Talk > Reach Back Request notifications



Push-To-Talk > Reach Back Request received

In the menu with the Reach back requests received you can also see who sent you the requests, in what channel, the time and the date. Tap the blue **Push-To-Talk** button to take the floor in the channel where you were requested.

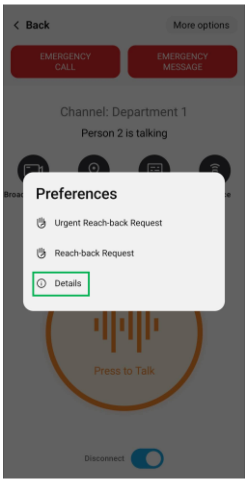
Note: The notification disappears from the notifications center, as you tap the **Push-To-Talk** button or if you delete the notification.

Note: If you disconnect from a channel on which you received a Reach-Back Request, the notifications disappear from the notifications center.

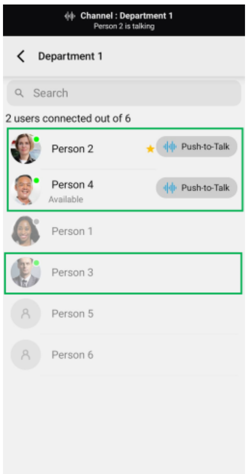
Details

To check which members are currently connected to the channel, tap the **Details** button in the **Preferences** menu.

The users connected to the channel appear at the top of the list and have their names written in black font. The users who have their name written in gray font are not currently taking part in the connected to the channel.



Channels > More options > Preferences



Channels > More options > Preferences > Details

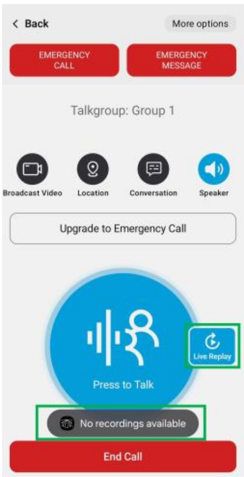
Live replay

If enabled, the **Live Replay** feature allows you to hear again all the bursts from a channel session. If you are in a noisy environment and you do not understand well the user who is speaking, you can use the **Live Replay** button to hear the last bursts instead of asking the respective user to repeat.

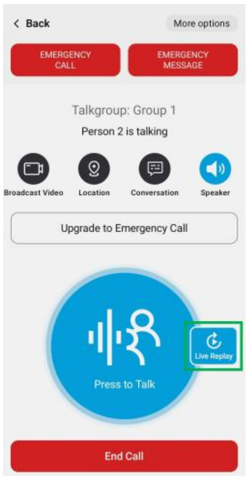
Note: The Push-To-Talk Burst is the automatic recording of the audio transmission you make between taking and releasing the floor.

You are able to replay the activity of a Push-To-Talk Call only starting with the moment you joined the channel.

Note: If no user took the floor before, when you tap the **Live Replay** button, a notification pop-up appears informing you there are no recordings available.



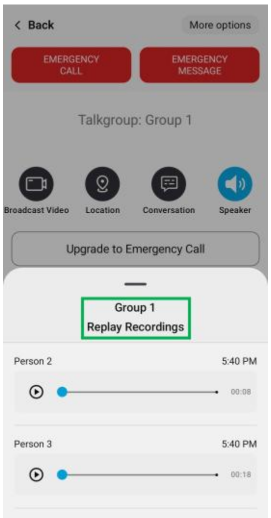
Push-To-Talk > Live Replay > No recordings available window pop-up



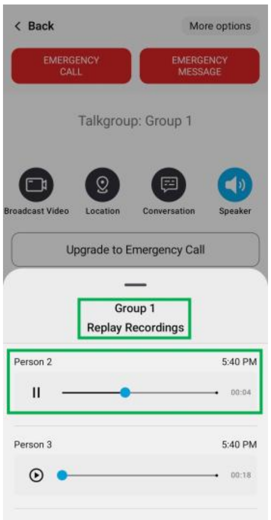
Push-To-Talk > Live Replay > Live Replay button active

You can access the recordings by tapping the **Live Replay** button only when it is active. The last available bursts appear along with the progress bar, the name of the speaker, the time when the burst ended, the duration of the recording, and the **Play/Pause** button.

If another member takes the floor while you are listening to a burst, the recording pauses automatically.



Push-To-Talk > Live Replay > Live Replay bursts



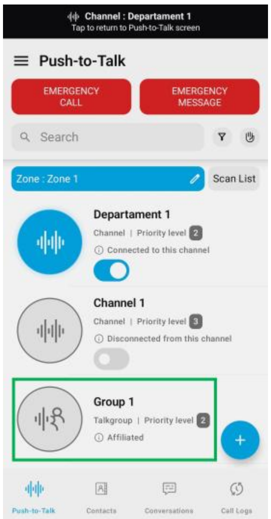
Push-To-Talk > Live Replay > Live Replay bursts playing

Talkgroups

Talkgroups are communications groups that support interoperability features for efficient communication. You can join, manage, and affiliate/deaffiliate from talkgroups, start emergency calls/messages, broadcast video, and share location.

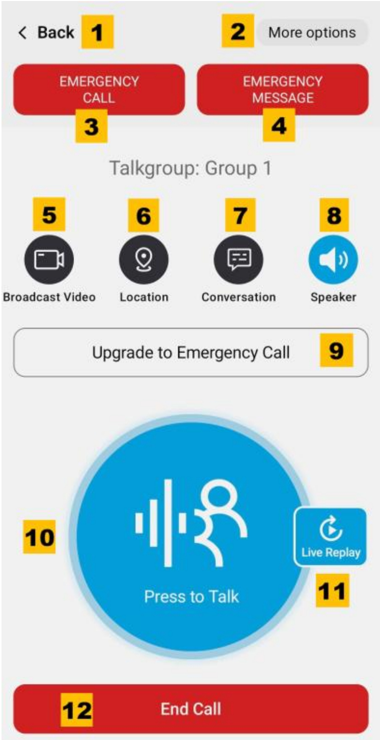
Talkgroups are found in **Zone** and **Scan** list, functioning in the same way. Talkgroups are created by the Fusion Admin.

Note: Inside Zone and Scan list, you can be active on only one Talkgroup at a time.



Push-To-Talk > Talkgroups

If you tap on the talkgroup a new push-to-talk call is launched:



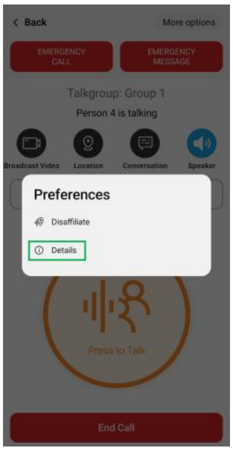
Push-To-Talk > Talkgroup > Push-To-Talk buttons

1. **Back button:** Takes you back to the previous menu.
2. **More options:** Displays the **Preferences** menu where you can affiliate/deaffiliate from the talkgroup or the details of the talkgroup.
3. **Emergency Call:** You can make emergency calls to a predefined list of recipients.
4. **Emergency Message:** You can send emergency messages to a predefined list of recipients.
5. **Broadcast Video:** Share a live video in real-time with the other participants of the Push-To-Talk call.
6. **Location:** See the location of the other participants (if the feature is enabled).
7. **Conversation:** Go to the conversation with the other participants.
8. **Audio Output:** You may switch between available audio outputs (headphones, loudspeakers, headset, or Bluetooth device).
9. **Upgrade to Emergency Call**
10. **Push-To-Talk button:** When a user taps the button to talk, they "take the floor" to communicate.
11. **Live Replay:** Allows you to hear again all the bursts from a Push-To-Talk.
12. **End call.**

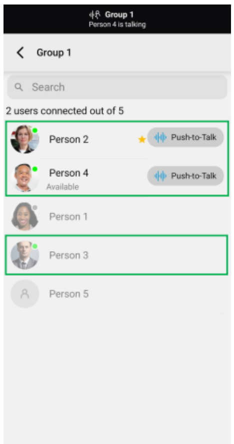
Preferences menu

To check which members are currently connected to the talkgroup, tap the **Details** button in the **Preferences** menu.

The users connected to the talkgroup appear at the top of the list and have their names written in black font. The users who have their name written in gray font are not currently taking part in the Push-To-Talk call.



Talkgroup > More Options > Preferences menu



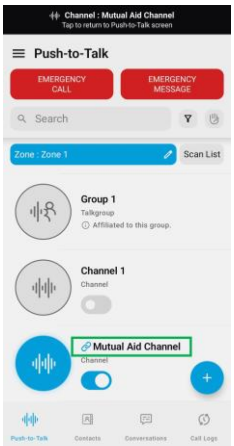
Talkgroup > More Options > Preferences menu > Details

Mutual Aid

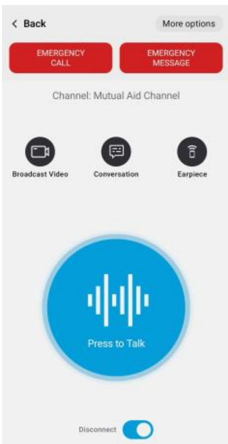
Mutual Aid allows agencies from different Fusion organizations to link channels and talkgroups between their users.

As a user from a linked Channel/Talkgroup, you can see the name of the external users, make prearranged group calls, write messages in prearranged group conversions, and Broadcast Video to the linked group.

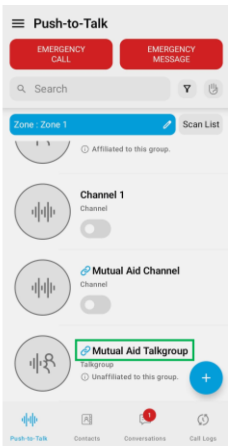
You can find a Mutual Aid Channel/Talkgroup by the linked symbol before the name.



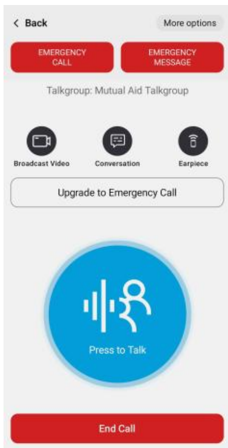
Push-To-Talk > Mutual Aid Channel



Mutual Aid Channel screen



Push-To-Talk > Mutual Aid Talkgroup



Mutual Aid Talkgroup Push-To-Talk screen

Use case 1: Create Conversation with the linked Channel/Talkgroup

You are in the **Push-To-Talk** screen. When you start a prearranged conversation with a Channel/Talkgroup that is linked to an external organization, the members of the linked group can see the conversation.

Use case 2: Make a Push-to-talk Group Call with the linked Talkgroup

You are in the **Push-To-Talk** screen. When you start a Push-To-Talk Group Call with the linked Talkgroup the members of the linked group receive the Push-To-Talk Group Call.

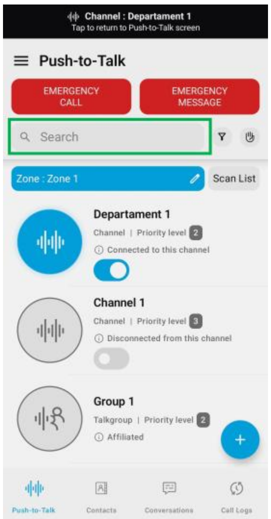
Note: The call can be established if at least one user from the same organization answered the call.

Use case 3: Create Broadcast Video with the linked Channel/Talkgroup

You are in the **Push-To-Talk** screen. When you start a Broadcast Video with the linked Channel/Talkgroup the members of the linked group receive the Broadcast Video.

Search

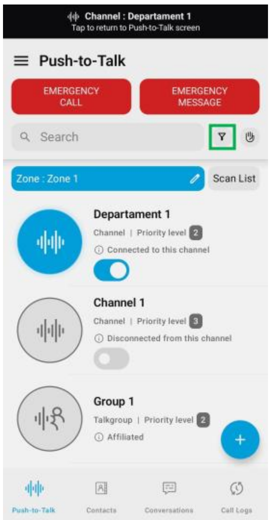
You can search for channels or talkgroups using the search bar.



Push-To-Talk > Search bar

Filter

You can filter the channels by different categories. To access the **Filters** menu, tap the **Filter** button next to the Search bar.

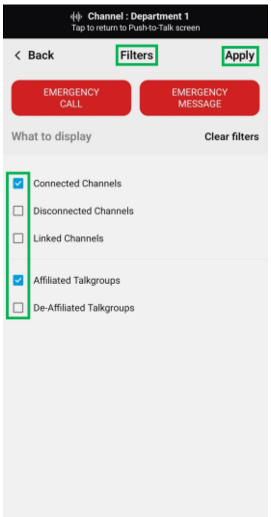


Push-To-Talk > Filter

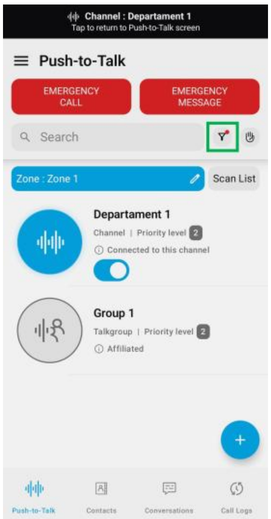
In the **Filters** menu you can select one or multiple options regarding Channels and Talkgroups:

- Connected Channels
- Disconnected Channels
- Linked Channels
- Affiliated Talkgroups
- De-Affiliated Talkgroups

After you select the desired filters, tap the **Apply** button to save the changes.



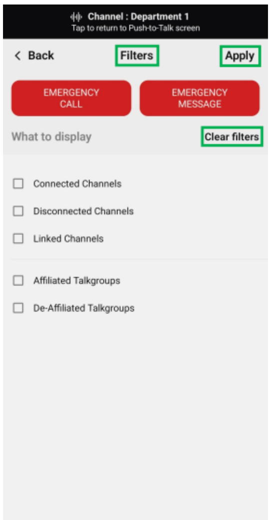
Push-To-Talk > Filter > Add filters



Push-To-Talk > Filter > Filters

You see a red dot on the **Filter** button when a filter is active.

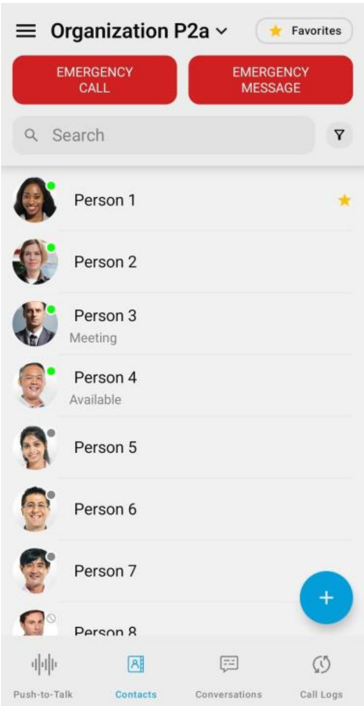
To remove the filters, tap the **Clear Filters** button in the **Filters** menu. Tap the **Apply** button to save your changes.



Push-To-Talk > Filter > Clear filters

CONTACTS

This menu shows you all the contacts that you have in your list.



Contacts

Public visibility

The **Public Visibility** feature allows you to communicate with contacts that do not belong to the organization, but also use the Fusion application. Both you, and your contact have to install the application and have each other's phone numbers in the phone contacts list. Fusion synchronizes and displays an external contact only if they authenticate in the Fusion platform (Fusion Dispatch or Mobile).

This admin activates the Public Visibility feature for you, and then you can set it as active or inactive in the application, by following the next steps: My Account > Preferences > Public Visibility.

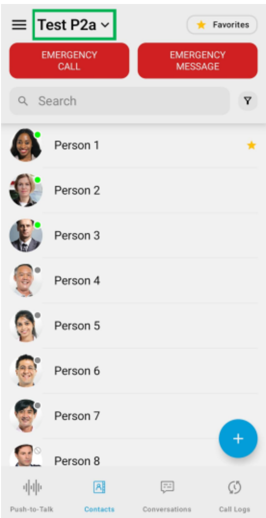
If the **Public Visibility** feature is active you can select from two categories:

- My organization (Fusion displays the organization name): Users and groups that belong to the organization.
- My contacts: your contacts (imported automatically from your agenda) outside the organization, but who also use Fusion, with active **Public Visibility** feature.

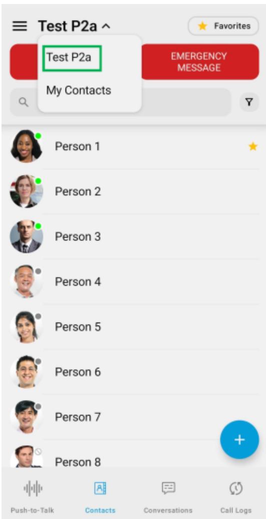
You can tell the difference between contacts from your organization and contacts from another organization. You can start any type of communication with people from another organization.

- If it is an external number that is not in the phone contacts, you can see the user generic icon.
- If you have an external number in the phone's contacts but do not have a profile picture, you can see the profile picture with the first two letters of the first and last name.
- If an external number from your phone's contacts has a profile picture, you can see the profile picture as well as the first and last name.

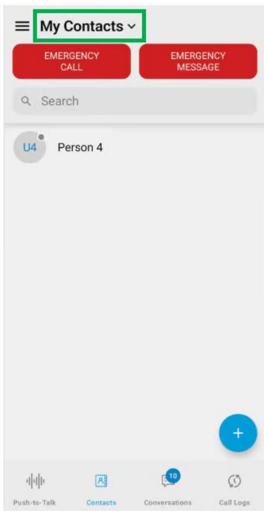
If the **Public Visibility** feature is inactive, you can only see My organization (Fusion displays the organization name) and no drop-down list.



Contacts (when Public visibility is inactive)



Contacts > My Organization (when Public visibility is active)

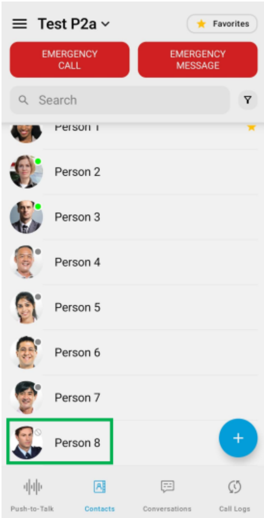


Contacts > My Contacts (when Public visibility is active)

You can search contacts by last name, first name, alias, ID (telephone number or other), email or organization name.

Unauthenticated users

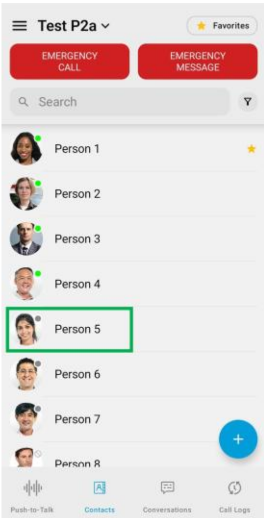
Unauthenticated users, who never logged into the application, are highlighted by an icon representing a gray-cut circle.



Contacts > Unauthenticated user

Not connected users

Fusion displays not connected users as faded in the **Contacts** list, Contact details (individual and group), in the Group conversation details, in the Connected Channel details, and on the Location map. Not connected users are those logged out or disconnected from Fusion, both mobile and desktop.

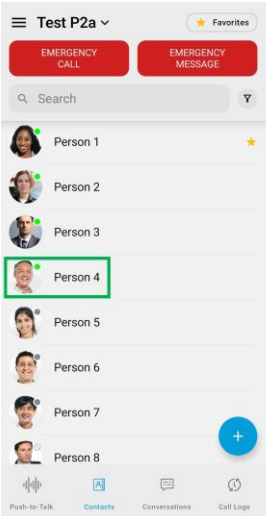


Contacts > Not connected users

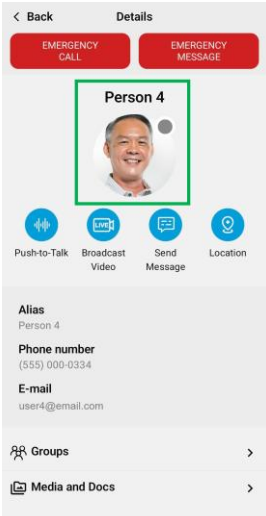
Technically disconnected users

Unreachable users are those that are technically disconnected. Even if the Fusion Admin activates the **Always Connected Mode**, you are bit able to connect to the server due to reasons such as no network coverage, out of battery, no connection to the server, etc.

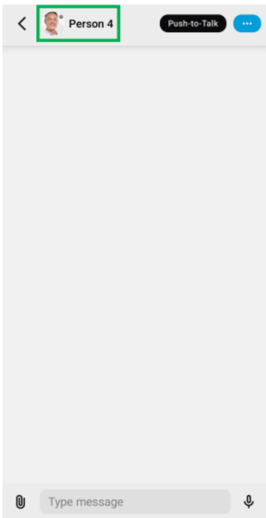
Fusion does not automatically update the unreachable status in the **Contacts** tab. You can only see the unreachable status of a user when you start a conversation with them or when you tap on the user's Details.



The Contacts screen displays Person 4 as connected



The Contact details screen displays Person 4 as disconnected



The conversation thread displays Person 4 as disconnected

Operational status

The admin activates the operational status and provides additional information about your location or activity.

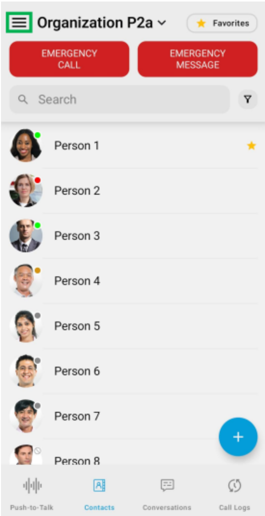
You only see the operational statuses that are available for your department, from the database of operational statuses. The main/organization/department admin creates the database of operational statuses.

Admins can add a list of operational statuses for a given department based on this database. To see all the statuses from the operational list database, filter the contacts based on the operational status.

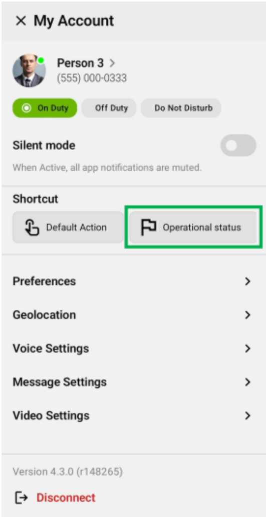
If a department admin deletes an operational status list assigned to a specific department, the department's status changes from List X to database.

To see the list of operational statuses, follow these steps:

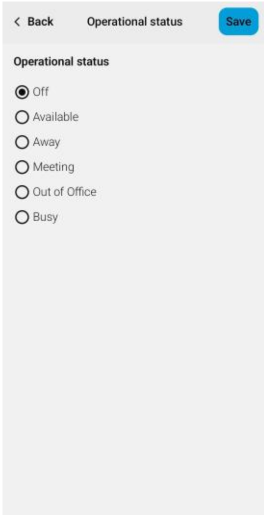
1. Tap the three horizontal line menu. Fusion redirects you to My account screen.
2. Tap the **Operational status** flag button. Based on the status code, Fusion displays the statuses in ascending order.



Contacts > My Account

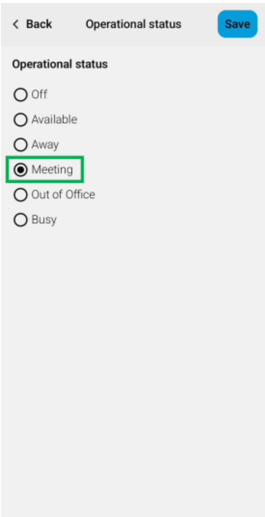


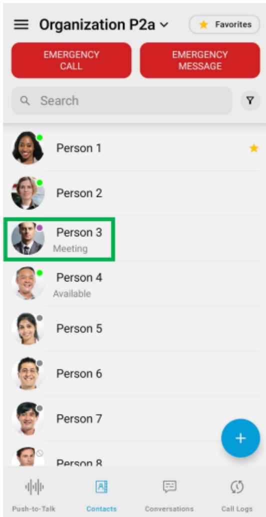
My Account > Operational status

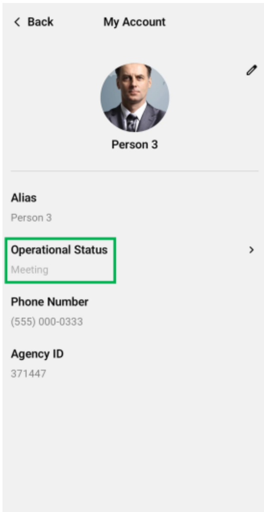


List of operational status

3. Select an operational status from the list. Fusion displays the status in **Contacts** list, below your name and in the **My account** details screen. The admin can assign a different color for each operational status.







Operational status

Automated operational status change

Fusion can automatically change your operational status to a specific one that the admin sets, for the following reasons:

Use case 1:

You log out, manually disconnect, or Fusion technically disconnects you (the server cannot reach you) from the application for more than X hours. Example: The automatic change should trigger after one hour (a timeframe that the admin selects).

When Fusion disconnects you for more than one hour, your operational status automatically changes to the one that the admin assigns for this event.

Use case 2:

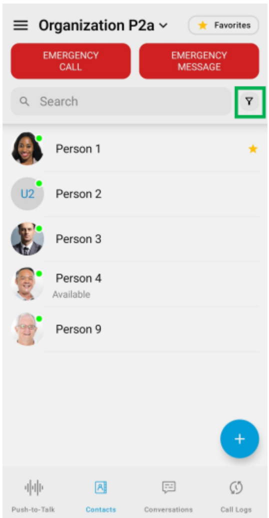
You open the application (log in or connect again). Since the admin does not set any delay, Fusion makes the change when you open the application.

Note: If your department does not have that specific operational status, Fusion does not make the change (valid for both use case 1 and use case 2).

Filter

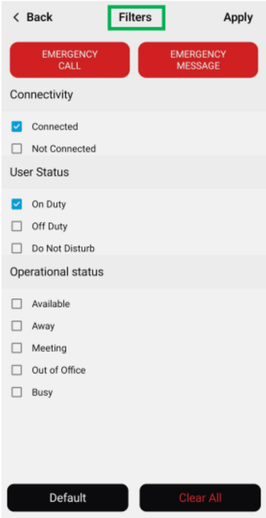
You can filter based on Connectivity (Connected/Not Connected), User Status (On Duty/Off Duty/Do Not Disturb), and Operational Status. The **Filter** button is available for all users (not only Dispatchers).

Tap the **Filter** button to see what filters you can apply. To save the changes, tap the **Apply** button. At this moment, the filter is Inactive.

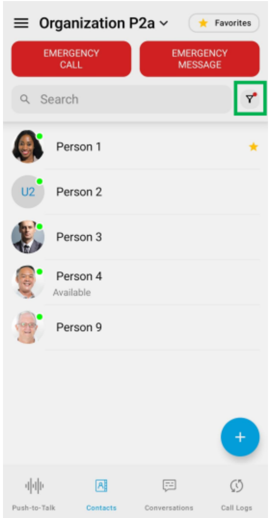


Contacts > Filter

You see a red dot on the **Filter** button when a filter is active.

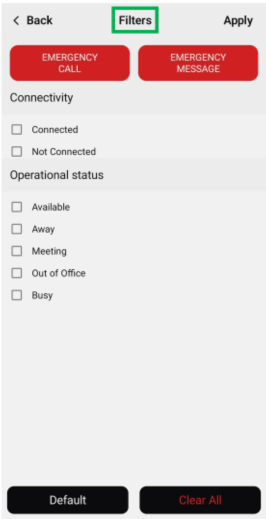


Choose filters

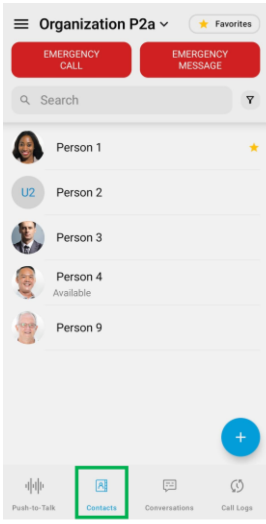


Filter is active and the red dot appears

Note: The filter does not include the **User Status** category if the feature is inactive.



Choose filters > User Status not available



Contacts > User Status not available

Filter logic

Note: The users are listed by the last name or the first name depending on the option you have selected in the Three Lines button > Preferences > Sort Contacts by First name/Last name in the application.

Connected/Not Connected (this filter is available for all the organizations and users, not related to Operational Status):

- When Connected is selected, it shows the individual connected users in the **Contacts** list.
- When Not Connected is selected, it shows the individual disconnected users in the Contacts list.

• When both are selected or not, it shows both Connected and Not Connected users.

Note: The Connected and Not Connected filter applies only for manually disconnected users. The new status for technically disconnected user is shown only when the user is selected (the behavior is clarified later).

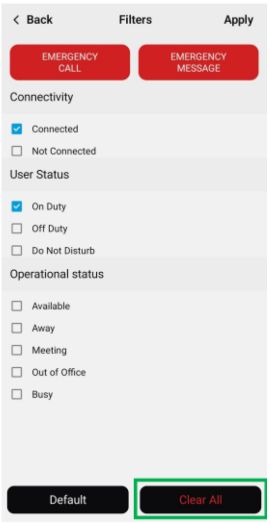
On Duty/Off Duty/Do Not Disturb(this filter is available for all the organizations and users, not related to Operational Status):

• When On Duty is selected, it shows individual On Duty users in the **Contacts** list.
• When Off Duty is selected, it shows individual Off Duty users in the **Contacts** list.
• When Do Not Disturb is selected, it shows individual Do Not Disturb users in the **Contacts** list.
• When more are selected or none, it shows all On Duty, Off Duty, and Do Not Disturb users.

Operational Status:

• The Operational Status filter appears for the users from organizations with Operational Status set to on (the user does not necessarily need to have the Operational Status set to on for them).
• It shows the individual users with the selected Operational Status.

You can clear the filter by tapping the **Clear All** button on the bottom right.

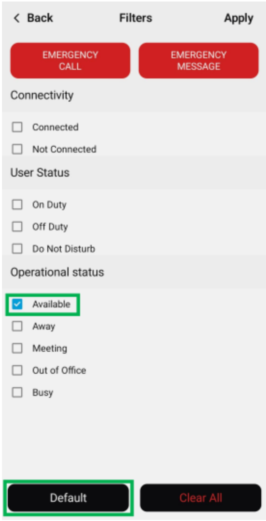


Clear the filters

Default filter

Tap the **Default** button to apply the default filter set by the admin. This option only applies to Operational Status. The remaining filters stay unchanged.

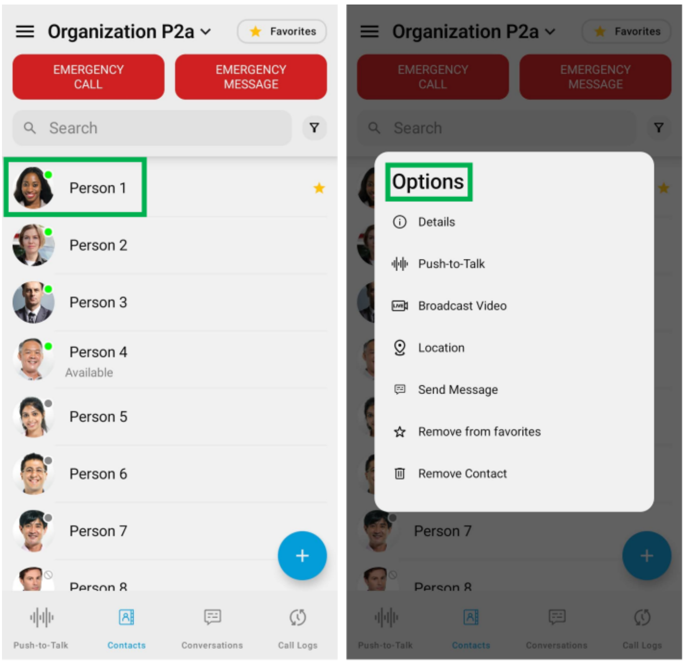
Note: This button appears only if the admin activates the **Default Filter for All Users** feature.



Filter set by default

Contact options

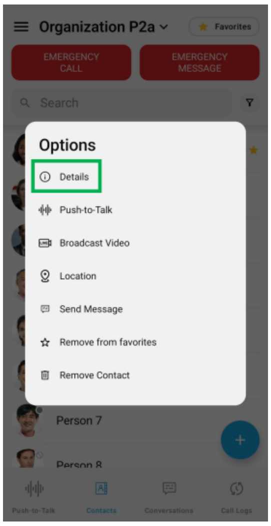
Tap and hold the name or picture of a contact to see the available options.



Contacts > Contact options

Details

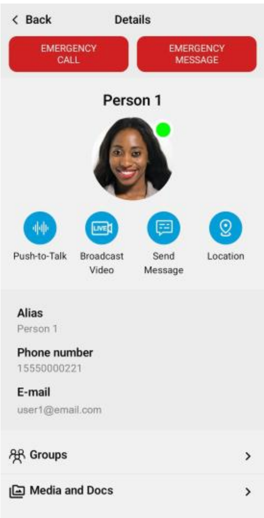
Tap the **Details** button from the **Options** window pop-up.



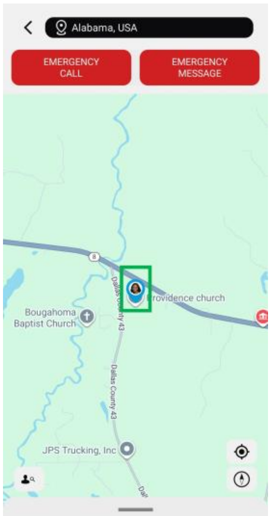
Contacts > Contact options > Details

Fusion displays:

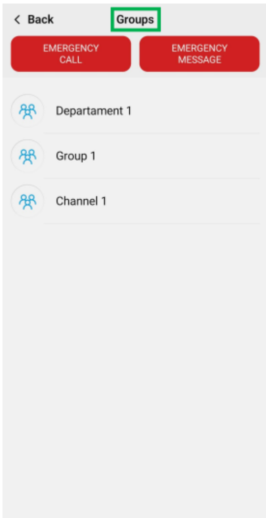
• Mandatory information: name, status, phone number, the groups that you are part of, as well as media and documents from conversations.
• More information: picture, alias, and e-mail.
• Buttons for contact options: Push-To-Talk, Broadcast Video, Send Message, and Location.



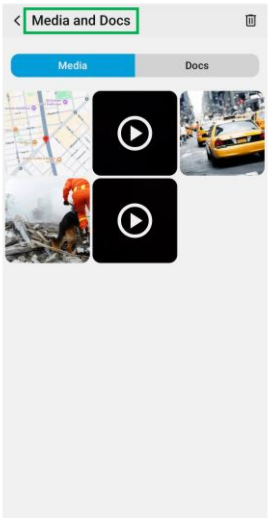
Details > User information and contact options



Details > Location



Details > Groups



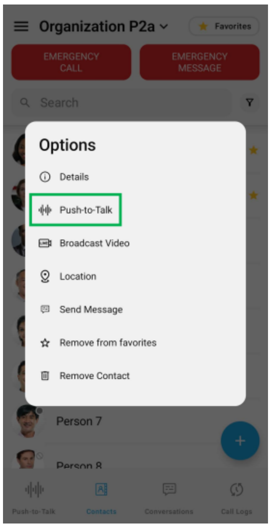
Details > Media and Docs

*For more information about this feature, go to the **User details**menu in the guide (Conversations > Conversations screen > User details).*

Push-To-Talk

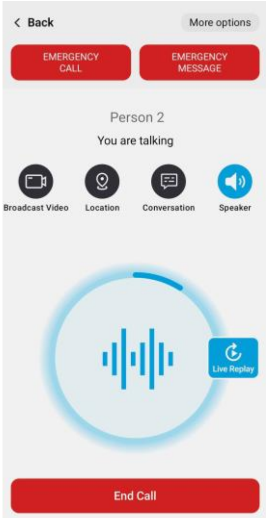
To start a Push-To-Talk call with the selected user, tap the **Push-To-Talk** button from the **Options** window pop-up.

Note: The screen is identical for both outgoing and incoming Push-To-Talk calls.

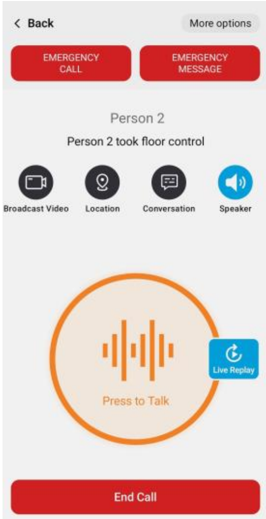


Contact > Contact Options > Push-To-Talk

Push-To-Talk screen

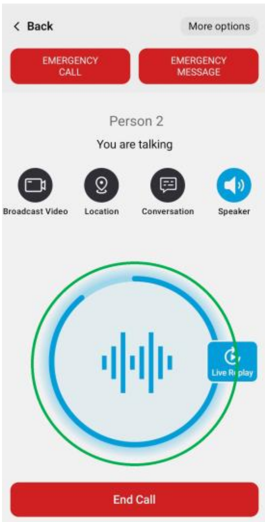


Contacts > Contact options > Push-To-Talk > Active call: you are talking



Another user is talking

The Push-To-Talk burst's duration is restricted to a specific period set up at the platform level. While you are taking the floor, a blue line appears progressively around the **Push-To-Talk** button. When the line is completed, the maximum duration of the Push-To-Talk burst is reached, and the floor is automatically released.

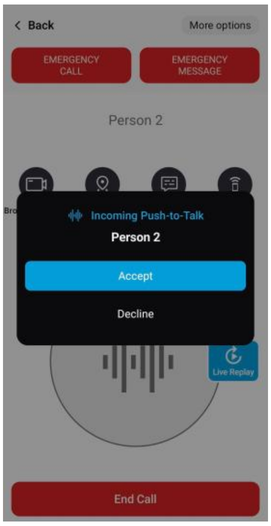


Contacts > Contact options > Push-To-Talk > Push-To-Talk burst ongoing

Note: You can have only one ongoing call at a time, even if the calls are made by different applications.

Use case 1: You are engaged in a Cellular Call and receive a Push-To-Talk call

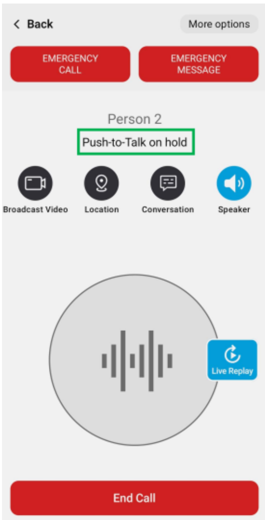
If you are engaged on a Cellular Call, WhatsApp, or any other similar call and receive a Push-To-Talk call, you are not automatically connected or able to answer the Push-To-Talk call until you end the Cellular Call. A message appears informing you need to close the ongoing call to be able to answer the incoming one.



Contacts > Contact options > Push-To-Talk > Incoming Push-To-Talk while on a cellular call

Use case 2: If you are engaged in a Push-To-Talk call and answer a cellular call

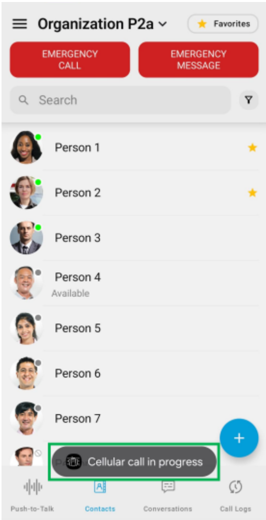
If you are engaged in a Push-To-Talk call, and you receive a Cellular Call, WhatsApp, or any other similar call, and you answer it, the Push-To-Talk will be placed on hold.



Contacts > Contact options > Push-To-Talk > Push-To-Talk on hold as an incoming cellular call was answered

Use case 3: If you are in a cellular call and start a Push-To-Talk

If you are engaged on a Cellular Call, WhatsApp, or any other similar call and you try to start a Push-To-Talk, you see a message saying you already have a call in progress.



Contacts > Contact options > Push-To-Talk initiation while on another call

Push-To-Talk options

The **Push-To-Talk** options available for a single contact are similar to the ones for a talkgroup.

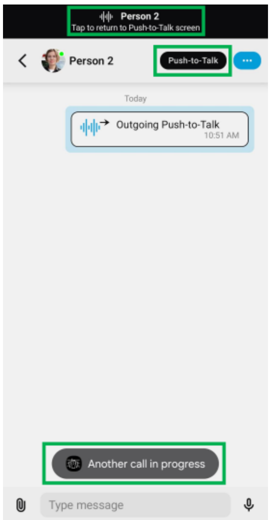
Note: In a one-to-one Push-To-Talk call, you do not have the option to upgrade to an Emergency Call.

Contacts > Contact options > Push-To-Talk > Push-To-Talk options > Active call

*For more information about this feature, go to the **Talkgroups** section in this guide (Push-To-Talk > Talkgroups).*

Starting a new Push-To-Talk with the same user while a Push-To-Talk is ongoing

- Person 3 minimizes the Push-To-Talk screen and opens the conversation thread with Person 2.
- Person 3 taps the Push-To-Talk button. An error message appears indicating that the Push-To-Talk is not available.



Conversation thread > Push-To-Talk not available

Push-To-Talk auto-answer

The **Push-To-Talk Auto-Response** feature is enabled by default based on priority level. You automatically connect to a Push-To-Talk conversation when receiving a Push-To-Talk call. The notification appears for a while, and a beep indicates the auto-response for a Push-To-Talk session.

The priority is offered to individual users or groups by the admin, and it is meant to facilitate more efficient communication in the organization.

An organization can have multiple levels of priority from low to high. The users can have a certain level of priority or none. According to the priority, during a Push-To-Talk call, a user is able to take the floor even if another user is talking. In the same way, the channel corresponding to a group is heard even if another channel is active, due to the priority offered by the admin.

Note: A user cannot take the floor while another user at the same level is talking.

Note: Higher level users may override lower-level users. Example: A Level 2 user always has priority over a Level 1 user.

Use case: One-to-one Push-To-Talk call

- User A calls you with Push-To-Talk.
- You answer automatically to User A.
- While you are on Push-To-Talk call with User A, User B also calls you with Push-To-Talk.

\- **Priority levels are compared.**

- If User B's priority is higher than User A's priority, you automatically answer User B while the call with User A will end.

• If User B's priority is lower or equal to User A's priority, you stay in the call with User A, and User B's call is automatically rejected.

Live replay

If enabled, the **Live Replay** feature allows you to hear again all the bursts from a one-to-one or group Push-To-Talk Call. If you are in a noisy environment and you do not understand well the user who is speaking, you can use the Live Replay button to hear the last bursts instead of asking the respective user to repeat.

You are able to replay the activity of a Push-To-Talk Call only starting with the moment you joined the call.

For more information about this feature, go to the ***Live Replay*** *section in the guide (Push-To-Talk > Connecting to one Channel > Live Replay).*

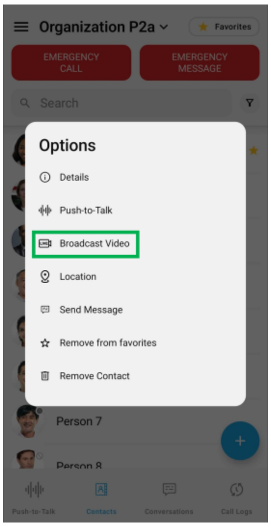
Broadcast video

Outgoing Broadcast Video

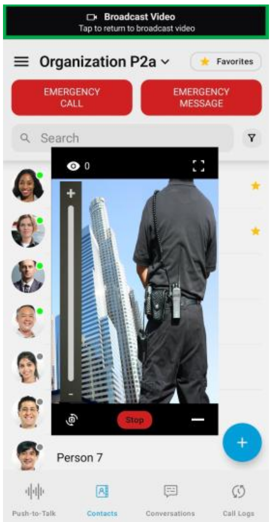
You can broadcast videos from any location, sharing the videos with one or more users.

Note: You can send a Broadcast Video to Dispatchers regardless of the Geolocation status within the mobile application (enabled or disabled).

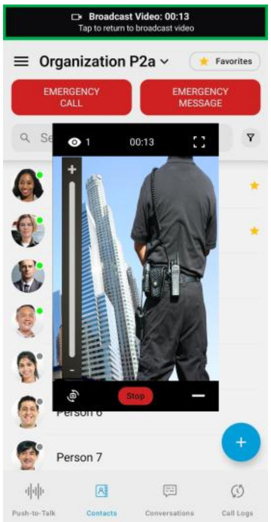
You can send a Broadcast Video to Dispatchers if the Geolocation is set to Tracking or On Demand by the admin and is enabled or disabled in the mobile application (My Account > Geolocation).



Contacts > Contact options > Broadcast video

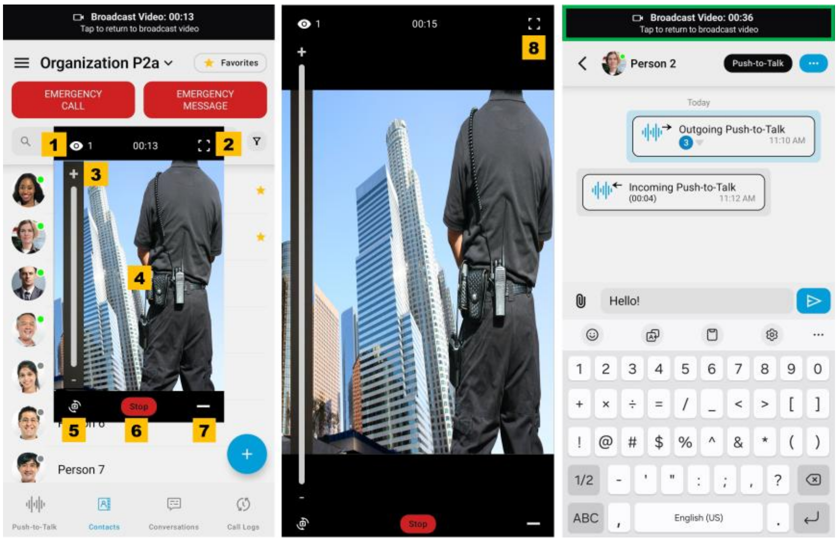


The application is contacting the recipient to broadcast video



The Broadcast video has started with one user watching it

Broadcast Video Options



Contacts > Contact options > Broadcast video options > Active Broadcast video

1. Tap to see the viewer list.
2. Tap to maximize the screen.
3. Tap to zoom in or zoom out.
4. Touch and hold to move the screen.
5. Switch to front/back camera.
6. Tap the **Stop** button to end the Broadcast Video.
7. Tap to minimize the screen.
8. Tap to bring the screen back to the usual size.

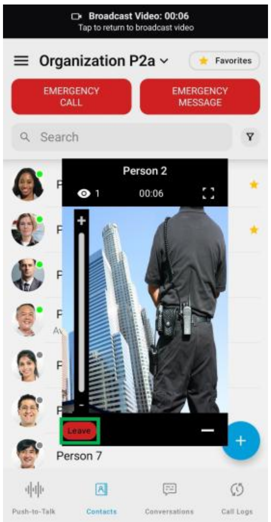
Note: You can keep the Broadcast Video on-screen while performing other tasks on the device.

Note: The Broadcast Video startd from the Group Contact options has the same features, the difference being that the recipients are the members of the group and they do not need to be selected.

Incoming Broadcast Video

When you receive a Broadcast Video, a new window automatically displays the broadcasted content.

If you receive a Broadcast Video session on both Mobile and Fusion Dispatch platforms at the same time, accepting the session on one of the platforms ends the session on the other platform (i.e. accepting the session on the Fusion Dispatch platform stops the session on the Mobile one).

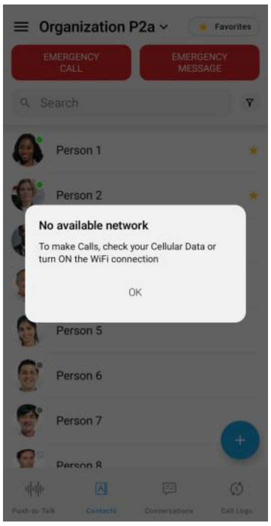


The Broadcast video has started

Note: The buttons for incoming and outgoing broadcast video are similar. The only exception is the **Leave** button for stopping the incoming broadcasted content.

No Public or Private Wi-Fi with Data Service

You are not be able to make a Broadcast Video if you do not have a network connection. The same applies when Wi-Fi is turned on, but you have not entered your Wi-Fi login/password, or you are connected to a Wi-Fi that does not have an internet connection.



Contacts > Contact options > Broadcast video > Outgoing Broadcast video > No available network

Location

With the Location service, you can manage your teams on the field by getting real-time position tracking on the map. This service allows your designated users (Dispatcher) to locate other users on the map and to have continuous real-time tracking on the map. The service also allows you to type in an address and see which team member is currently closest.

Real-Time Location tracking coupled with Web RTC makes a complete tracking and communication system. Your Dispatcher can instantly start a Push-To-Talk session (that your team member can reply to with a hands-free accessory) with the team members or send them messages with one tap directly from the map. They can also: generate reports, and analyze each user's activity (number of trips per day/week, time spent on site, etc.).

All these features are available in the **Fusion Location** module.

How it Works

If a user is assigned as a Dispatcher, they are able to locate users on a map using the Fusion Dispatch interface, mobile application, or both. If a user is not assigned as a Dispatcher, the other users' location appears as "unavailable".

From their Fusion Dispatch or mobile application, Dispatchers can locate users with the **Location** option enabled.

A user can be both a Dispatcher and a user who is tracked.

Users are located with their mobile phone (due to their mobile GPS, 3G/4G/5G network, or Wi-Fi). They can deactivate the **Location** option by going to the three lines button > Location in the application if this possibility is allowed by the admin.

We recommend keeping both mobile data and Wi-Fi active at the same time for better position tracking.

Some phones use wireless-assisted GPS, also known as enhanced GPS (information from satellites combined with information about the cell phone's signal). This is often faster than a GPS-only receiver in determining a user's location. Phones with sensors such as a magnetometer, accelerometer, and gyroscope typically provide more accurate location data.

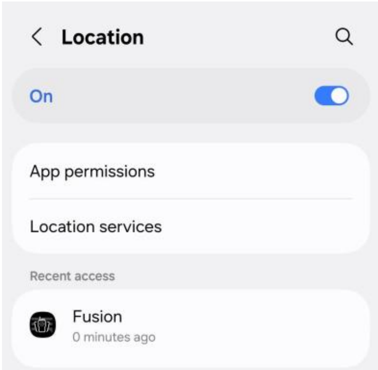
Note: The relevant service does not function if an organization is configured with an invalid paid service key. If you have any problems using the maps in Lcation, contact your admin.

Note: If the **Location** feature is activated but you do not have Internet access for several days, all the requests (positions to be sent to the Backend) are saved, and once the Internet connection is established, all these saved positions are sent in a batch to reduce the number of requests and avoid the application crashing.

If a user agrees to be tracked, old positions are sent to know about their previous itinerary. For personal data reasons, shared location is only available for 30 days (customizable), not longer.

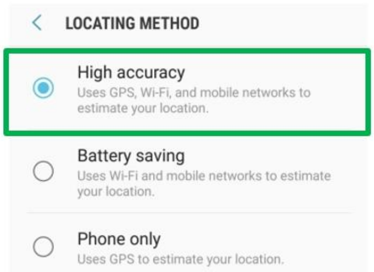
How to make the Location feature work properly

1. Make sure that the location option is enabled by the system settings.



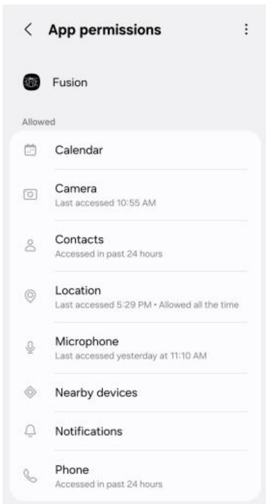
Android settings > Location > Location on

2. To have locations from both the Network provider and the GPS provider, choose "High accuracy" as a locating method.



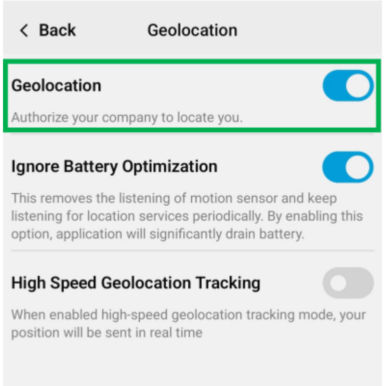
Android settings > Connections > Location > Location method

3. Grant location permission for Fusion application from system settings.



Android settings > Apps > App info > Permissions

4. If you have the right to change the **Location** option, check the application settings to ensure that the **Location** option is enabled.

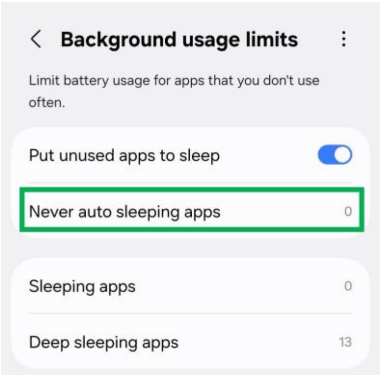


Three-line menu > Geolocation

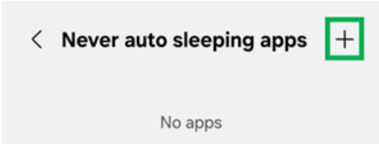
5. To keep the application awake and running in the background so it can retrieve your location, you need to accept the **Ignore Battery Optimization** option when you first install the application.

6. In addition to system permission to ignore battery optimization, manufacturers may use their application (Device care, for example) to put the application in deep sleep mode while it is running in the background. To prevent Fusion from going into deep sleep mode, follow these steps:

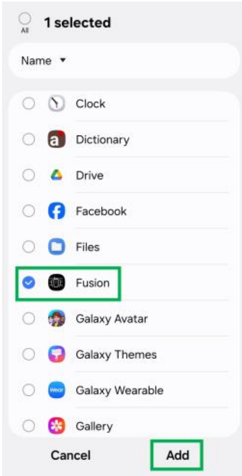
Android settings > Device care



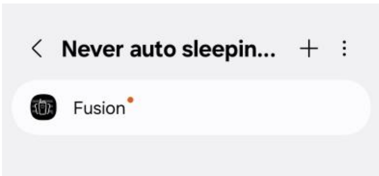
Android settings > Device care > Battery > Background usage limits



Android settings > Device care > Battery > Background usage limits > Never auto sleeping apps



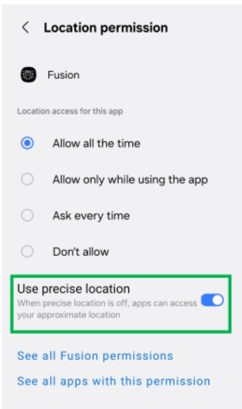
Android settings > Device care > Battery > Background usage limits > Never auto sleeping apps > Add Fusion > Tap Add



Android settings > Device care > Battery > Background usage limits > Never auto sleeping apps > Fusion added

7. To ensure the most exact location, enable the **Precise Location** feature for the Fusion app on your device. If this feature is inactive, the system will only provide an approximate location. To enable it:

a. Open your device settings and select Fusion from the list of apps.
b. Tap Permissions, then select Location.
c. Enable Precise Location.



Device settings > Apps > Fusion > Permissions > Location

Location of a single user on the map

The Dispatcher can see the user's location by tapping the **Location** button from Contact options.

Then a map appears, where the Dispatcher sees the other person's location, as well as their location (shown as a blue circle), if the Location has been activated both from the application settings and from the mobile phone.

*For more information about this feature, go to the**Location** section in the application (My Account > Geolocation).*

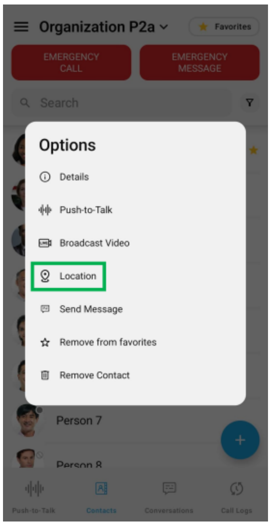
The Dispatcher can also see in the **Contact Details** section the users for whom location is not available, either because they deactivated it from Fusion settings or because the GPS has been turned off.

The **Contact Details** section shows:

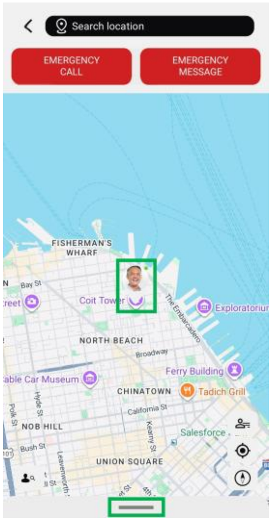
• The user's battery level and network type.

Note: For the Wi-Fi network type, the signal strength value should be between zero and four. If the signal strength is -1, it means that the user has Wi-Fi connection, but the application cannot retrieve the signal strength. In this case, the Wi-Fi icon has an exclamation mark.

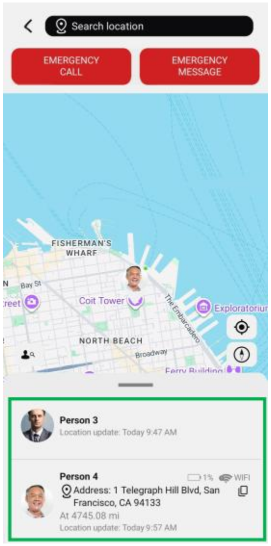
• The user's address > street, city, country.
• Their distance from the Dispatcher (to display the distance in kilometers, go to the settings of your Android and set the phone language to other types of English than the US as the UK, Belgium, etc.)
• The date and time of the last received location (continuously updated).



Contacts > Contact options > Location



Location for Person 4 - Tap Contact Details



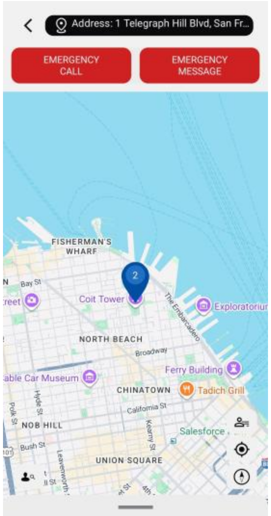
Contact details

Location of more users on the map

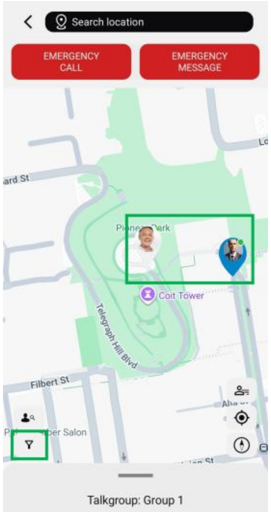
All the users in the same place are grouped in one pin. The number indicates the total of users in that place. Once tapped the number or the pin, all the users appear.

You can filter based on Connectivity (Connected/Not Connected), User Status (On Duty/Off Duty/Do Not Disturb), and Operational Status. The **Filter** button is available for all users (not only Dispatchers).

Tap the **Filter** button to see what filters you can apply. At this moment, the filter is Inactive.

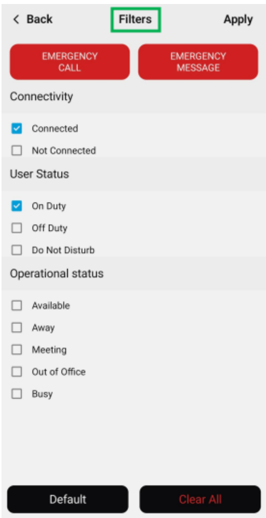


Contacts > Contact options > Location > Users grouped in one pin

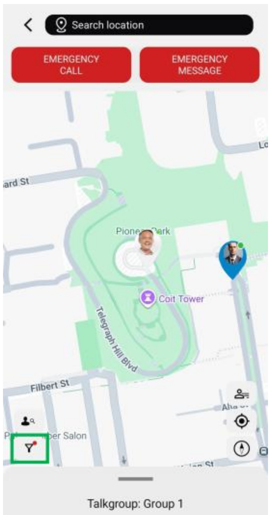


Users displayed and filter inactive

You see a red dot on the **Filter** button when a filter is active.



Choose filters



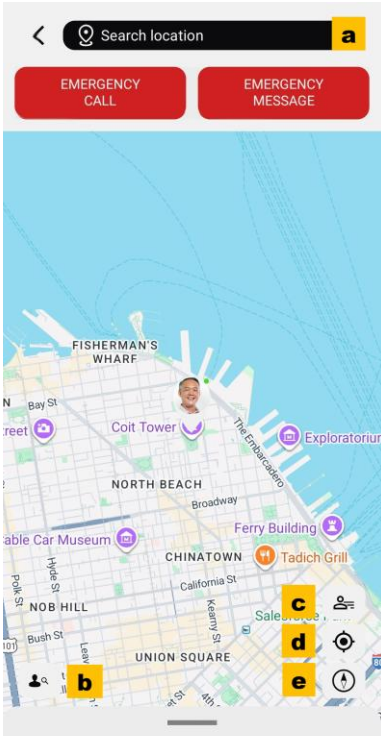
Filter is active and the red dot appears

Note: When you are tracking a single user, not a group, the filter does not appear.

*For more information about this feature, go to the **Filter**section in the guide (Contacts > Filter).*

Map features

The following options are available on the map:



Contacts > Contact options > Location > Map features

a) Search location

b) **Find user** icon.

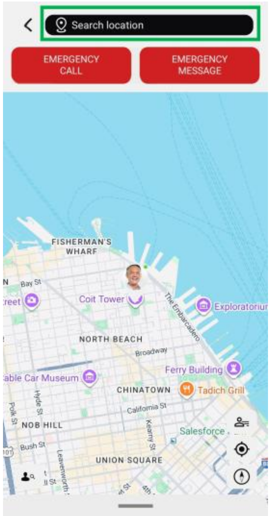
c) **User Role** icon.

d) **Center:** Centers the map on the Dispatcher's location.

e) **Compass:** Tap the compass to rotate the map to match the direction the Dispatcher is facing (this feature requires phone support).

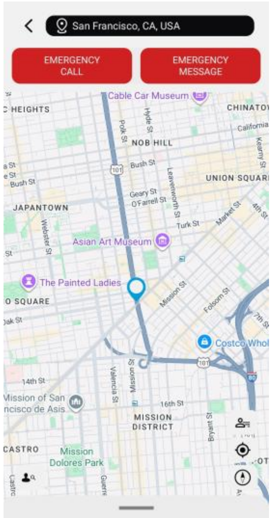
Searching location

After searching for an address, the Dispatcher sees in the **Contact Details** section the distance at which they are located from the searched address. The closest contact appears on top.



Contacts > Contact options > Location > Search for an address

Type the address



Address available on the map

No location data

If you access the WAY map through the **Location** option, the Dispatcher can see users with no available location data.

When the location is not up to date, if available, the last location still shows. The valid position appears in black color while any other information appears in gray (last available location, the reason for not displaying location, etc.).

Display PLMN on Where Are You Screen

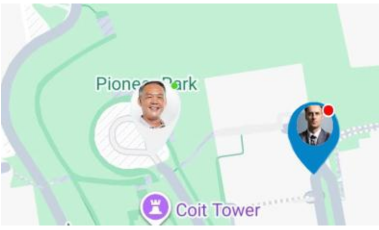
The Public Land Mobile Network (PLMN) number appears in the **Where Are You** screen, in the **Contact Details** section for all users tracked.

Note: PLMN is only applicable to 2G/3G/4G/5G. Not applicable to Wi-Fi.

User Status

The status of the user (set by themselves) is available as follows:

- On Duty: Dispatcher sees a green sticker on the user's picture on the map.
- Off Duty: Dispatcher sees a red sticker on the user's picture on the map.



Contacts > Contact options > Location > On Duty and Off Duty users

- Do Not Disturb: Dispatcher sees an orange sticker on the user's picture on the map.

Users in Emergency Mode

If you send an emergency alert, besides the window pop-up displaying the message, the emergency mode is visible from the color of your pin on the map.

Broadcast Video

Fusion supports Broadcast Video from the user to the Dispatcher.

*For more information about this feature, go to the **Broadcast Video** section in the guide (Contacts > Contact Options > Broadcast Video).*

Deactivating Location

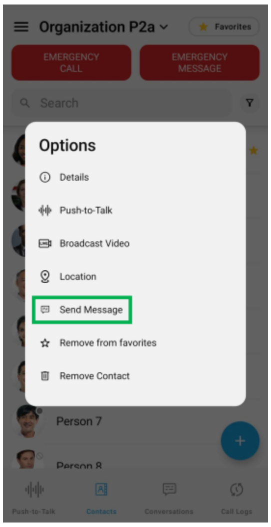
You can deactivate thelocation by going to the **My Account** menu > Geolocation.

*For more information about this feature, go to the **Location** section in the guide (My Account > Location).*

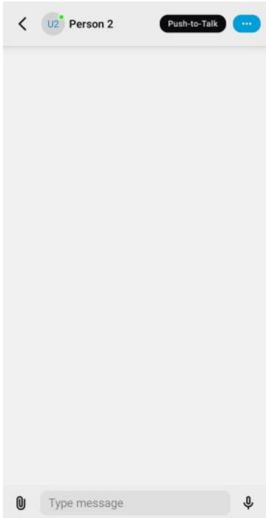
Sending Message

Fusion allows you to send and receive text messages.

If there is yet no conversation between A and B, then a new one is created and appears in the **Conversations** list. If there is already a conversation between A and B, then the new message appears in the existing conversation thread.



Contacts > Contact options > Send message



Conversation screen for sending messages

In the conversation thread with a user, you can do the following actions:

- Tap the user's name and see the **Details** menu.
- Start a Push-To-Talk.
- Tap the three dots button to open the **Contact options** menu.
- Send a message.
- Request an acknowledgment.
- Send an attachment (photo, video, document, or location).
- Send a voice message.

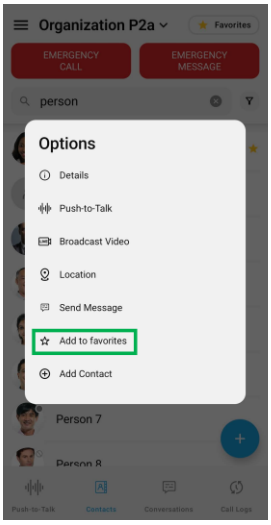
For more information about these features, go to the ***Conversations Screen*** *section in the guide (Conversations > Conversations screen).*

Note: The Conversation startd from the Group Contact options has the same features, the recipients being all the members of the group.

Adding to favorites

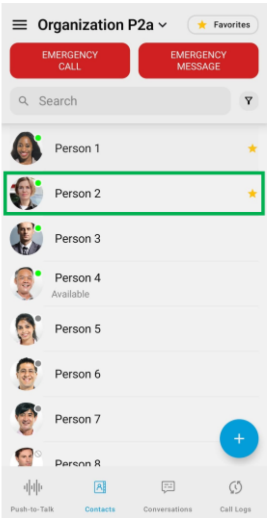
Add user as Favorite

You can make a user your favorite. Tap the **Add to favorites** button.



Contacts > Contact options > Add user to Favorite

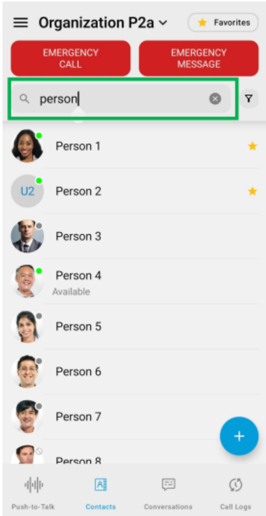
The user appears at the top of the **Contacts** list with a star next to their name, so you do not have to waste time looking for them.



Contacts > User marked as favorites

Note: The **Favorite** list is synced between Fusion Dispatch and the mobile application.

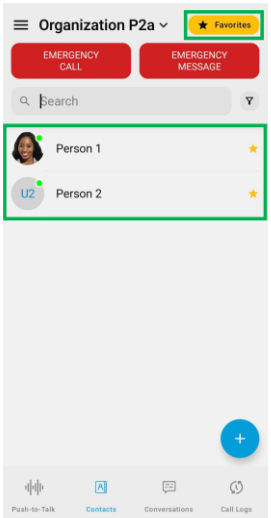
When you search for a user marked as favorite, the search order is the same as it is for all other users: from A to Z.



Contacts > Search bar

Favorites menu

Tap the **Favorites** button to see the list with all users marked as Favorite.

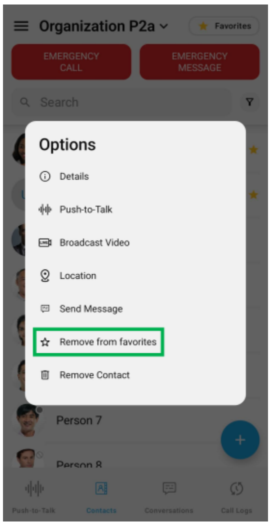


Contacts > Favorites

Remove user from favorites

Tap and hold the name/picture of a user in the **Favorite** section, then tap the **Remove from favorites** button.

Note: You can also do this from the **Favorites** menu.



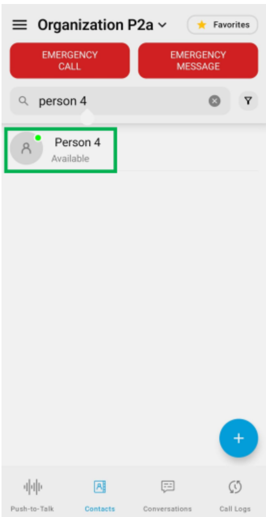
Contacts > Remove user from Favorite

Adding to contacts

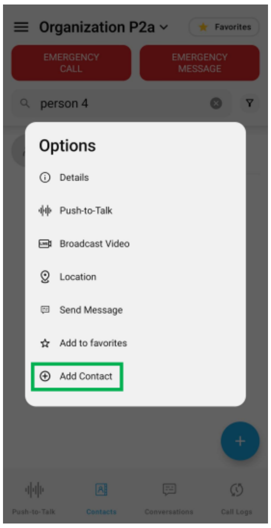
Contacts menu

When you search for users, you can add them to your **Contacts** list.

Enter a user's name in the **Search** field, then tap and hold the user's name and select **Add Contact**.



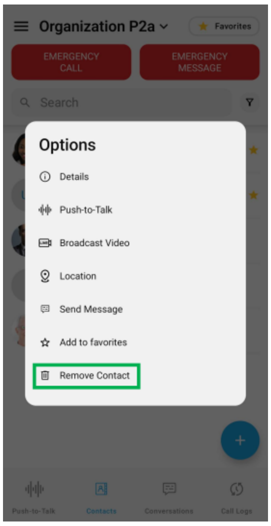
Contacts > Search for a user



Contacts > Contact Options > Add Contact

Note: When you reach the maximum number of added users, and you tap **Add Contact**, the following notification pops up: "Contact was not added. The maximum number of added contacts reached. Remove other contact(s) in order to add the new one." The admins limit the number of users that you can manually add.

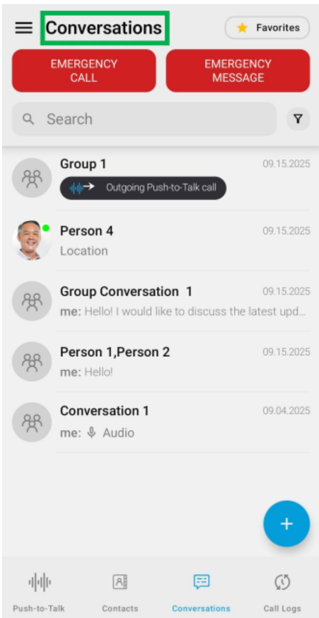
To remove a user from your **Contacts** list, tap and hold the user's name and select Remove Contact.



Contacts > Contact Options > Remove Contact

CONVERSATIONS

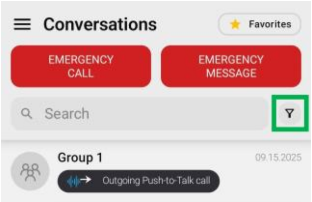
In the **Conversations** section, all recent conversations appear in chronological order. If you want to access a conversation, tap on it and a new screen appears where you can talk or interact with another user or group.



Conversations

Filter

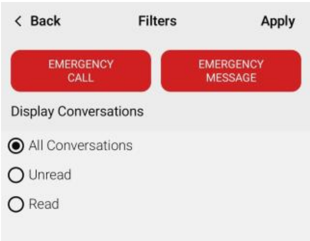
You can filter the conversations using the **Filter** button. You can find the **Filter** button in the upper right corner next to the search bar.



Conversation > Filter button

Once you tap on the **Filter** button, a new menu appears where you can choose which conversations you want to see. You can choose between:

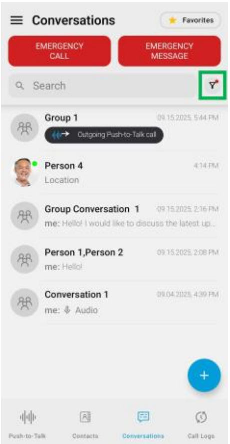
- All conversations
- Unread conversations
- Read conversations



Conversations > Filters menu

After you choose which type of filter do you want, tap on the **Apply** button on the upper right corner. You can now see the conversations according to the filters applied.

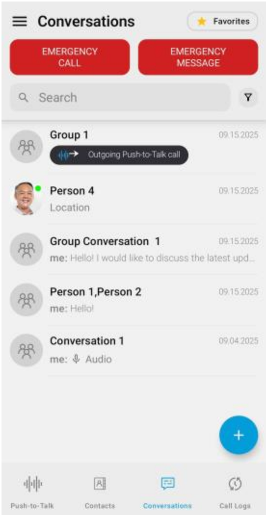
You see a red dot on the **Filter** button when a filter is active.



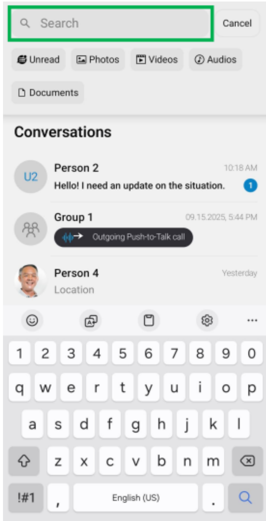
Conversations > Filter applied

Search bar

In the **Conversations** menu, you can find the **Search** bar. Once you tap inside the search bar, a new screen appears where you can search for the conversation you want. In the lower part of the new search screen, you can also see the conversations you have.



Conversations



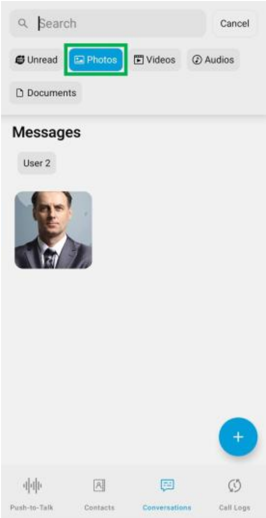
Conversation > Search bar

Under the **Search** bar, you can find 5 buttons that can help you search faster through the conversations:

1. **Unread**: By taping the **Unread** button, the application only shows you your unread messages.

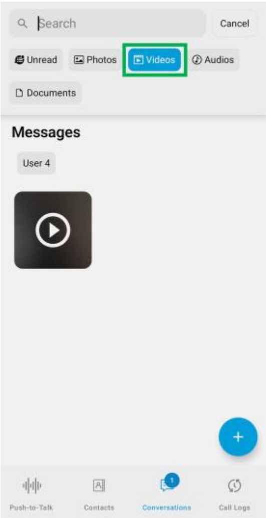
Conversations > Search > Unread messages

2. Photos: By tapping the **Photos** button, the application only shows you the recently received photos.



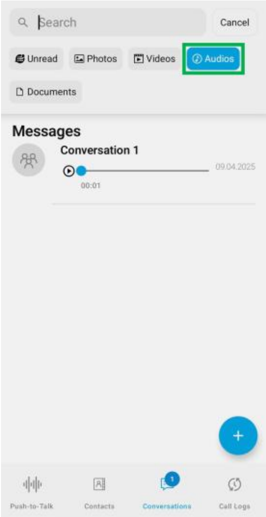
Conversations > Search > Photos

3. Videos: By tapping the **Videos** button, the application only shows you the recently received videos.



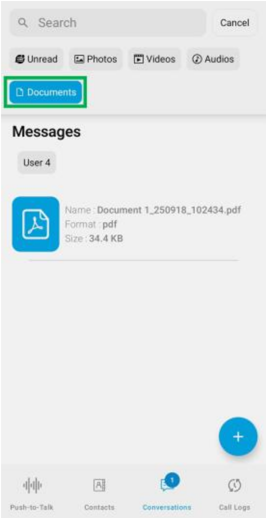
Conversations > Search > Videos

4. Audios: By tapping the **Audios** button, the application only shows you the recently received audio files.



Conversations > Search > Audios

5. Documents: By tapping the **Documents** button, the application only shows you the recently received documents.

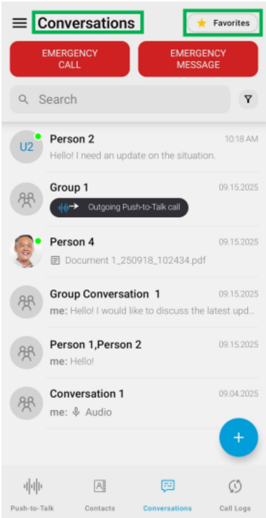


Conversations > Search > Documents

If you want to cancel the search, tap on the **Cancel** button next to the search bar.

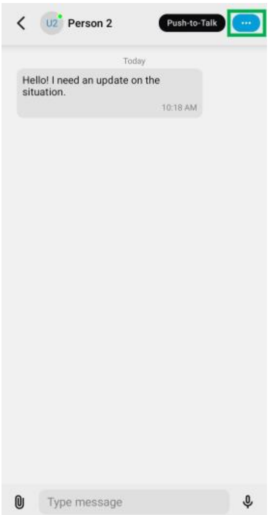
Adding to favorites

In the upper right corner of the **Conversation** screen you can find the **Favorites** button. Tap it to see a list of all the conversations that are marked as favorites.

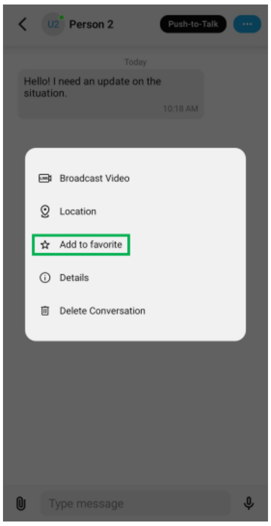


Conversations

You can add a conversation to favorites from the conversation screen. To do this, tap on a conversation. In this conversation screen, tap on the three horizontal dots menu on the upper right corner of your screen. A new menu opens. Tap the **Add to favorite** button.

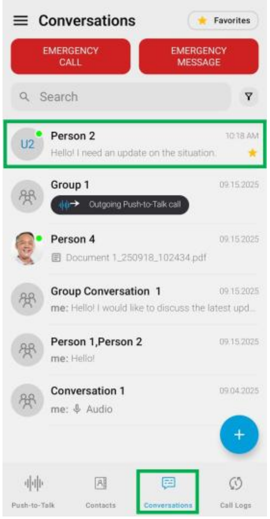


Conversations > Conversation screen > Three horizontal dots menu



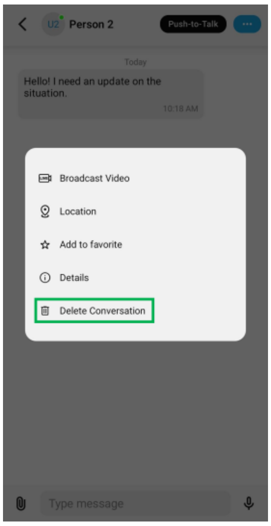
Conversation > Conversation screen > Three horizontal dots menu > Add to favorite

The conversation is now added to favorites and is marked by a yellow star in the **Conversation** menu list.



Conversations > Conversation added as favorite

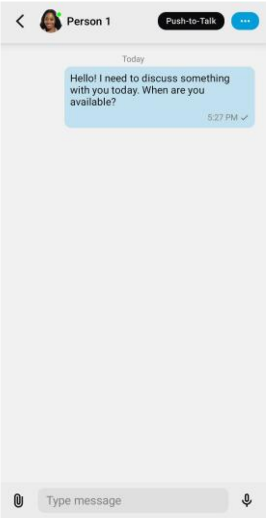
To remove a conversation from favorites, open that conversation by tapping it. In the conversation screen, tap the three horizontal dots menu. Tap the **Remove from favorites** button. The conversation is removed from the favorites.



Conversation > Conversation screen > Three horizontal dots menu > Remove from favorites

Conversation screen

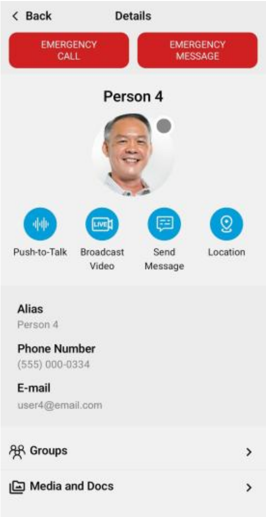
To open a conversation screen, tap any conversation from the menu. Here you can send or receive messages, attachments or your location to the user or group with whom you started the conversation.



Conversations > Conversation screen

User details

To access the **User Details** menu, tap on the User profile picture in the upper left corner.

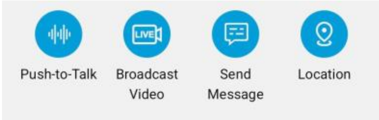


Conversations > Conversation screen > User details

In this menu you can find information about:

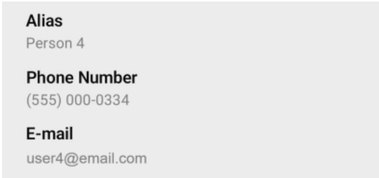
• **User status:** a small colored circle appearing next to the profile picture shows if the user is On Duty, Off Duty or Do not disturb.

• **Shortcut buttons**: Push-To-Talk, Broadcast Video, Send Message and Location.



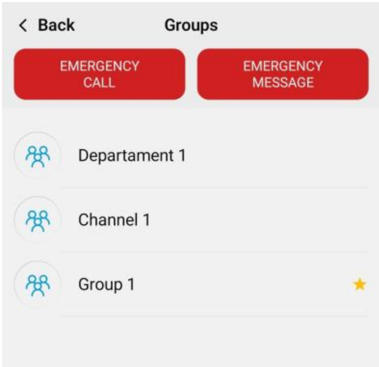
Conversations > User Details > Shortcut buttons

• **User information**: name, phone number, email.



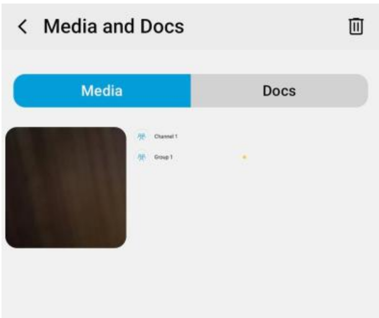
Conversations > User Details > User information

• **Groups**: tap on the **Groups** button to see the groups that both of you are part of.



Conversations > User Details > Groups

• **Media and docs**: here you can find all the media and documents you shared with the user.



Conversations > User Details > Media and Docs > Media

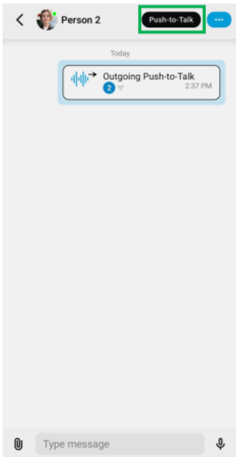
Conversations > User Details > Media and Docs > Docs

In the **Media** section you can find all the media files you shared with the user: audio, photos, and video.

You can delete the media files and the documents by tapping on the trash bin button in the upper right corner. After tapping the button, you can select which files you want deleted. Select the files or tap the All button next to the trash bin and tap the trash bin button again to delete them. A pop-up confirmation appears, asking you if you are sure you want to delete the files.

Push-To-Talk

In the upper right corner, you can find the **Push-To-Talk** button. By tapping it, you start a Push-To-Talk call with the user.



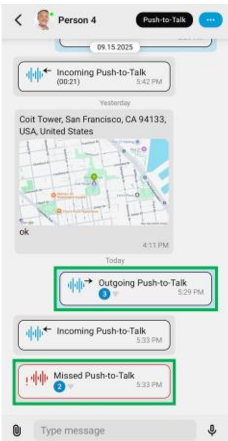
Conversations > Conversation screen > Push-To-Talk button

For more information about this feature, go to the ***Push-To-Talk*** *section in the guide (Contacts > Contact Options).*

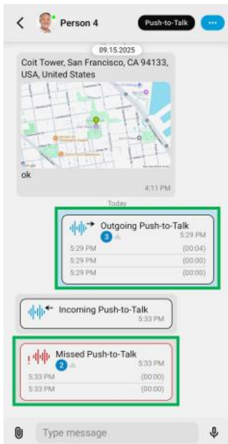
Multiple Push-To-Talk calls indicator

The conversation screen also includes the following information: missed Push-To Talk calls, outgoing Push-To Talk calls, and incoming Push-To Talk calls.

If you receive or start multiple Push-To Talk calls from the same contact on the same day, the call history appears as one information bubble in the conversation screen. You can see the details of each call by tapping the information bubble.



Conversation > Conversation screen > Tap the blue bubble

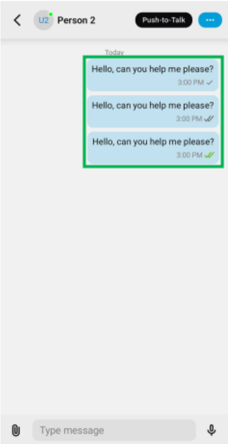


Multiple calls details

Visual indicators

Visual indicators provide the hour as well as the status of the sent messages.

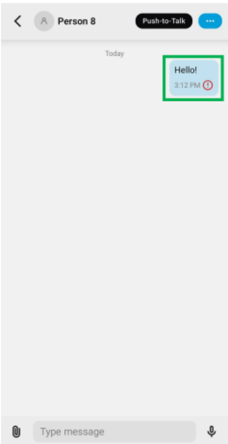
- Successfully sent message (one grey tick icon).
- Sent and received by the recipient (double grey tick icon).
- Sent, received, and read by the recipient (double green tick icon).



Conversations > User conversation > Visual indicators

If a little red exclamation mark appears under the message, there are several reasons:

- The user who should receive the message is not authenticated on any device (Fusion Dispatch or Mobile).
- The user who should receive the message has no visibility (if they are in separate departments that are not related to each other).
- The user who should receive the message is blocked by the admin.
- Internal errors (such as temporary bugs, which may occur from time to time).
- The user who should receive the message is on a different server and the connection between the servers is broken.

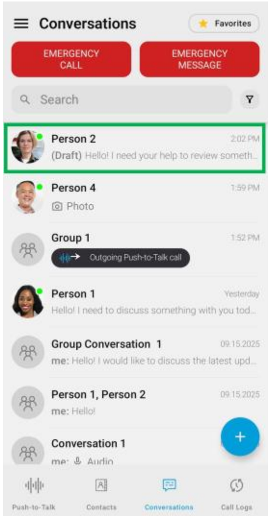


Conversations > User conversation > Visual indicators > Red exclamation mark

Saving a draft message

The application automatically saves the typed but not yet sent messages as soon as you start writing in the conversation box.

Conversations > Conversation screen > Unsent message

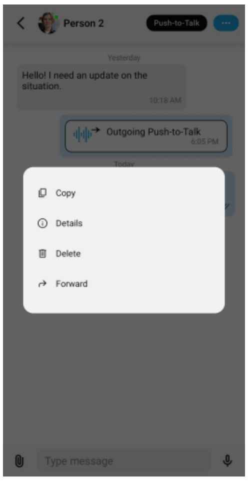


Conversations > Message automatically saved as draft

Message options

Touching and holding a text or voice message displays a pop-up window with message options:

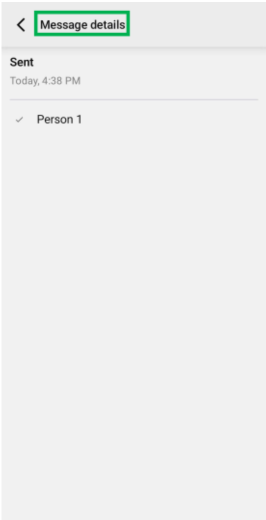
- Message Details
- Delete Message
- Delete for me
- Delete for everyone
- Copy Text: The option allows you to copy the message.
- Forward



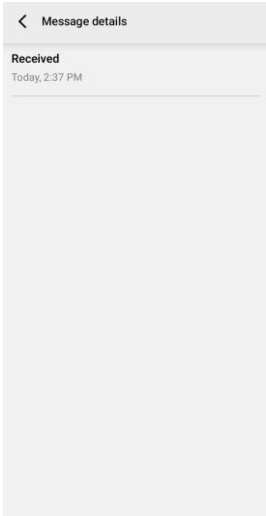
Conversation screen > Message options

Message details

The option shows you the details about a message (date and time of the message, and the contacts who received it).

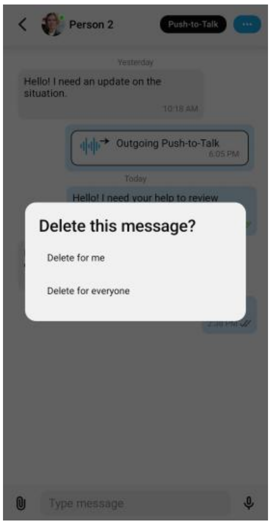


Message options > Message sent



Message options > Message received

Delete message



Message options > Delete message options

Delete for me

The message or attachment is no longer be visible for you, but the other users in the conversation are still able to see it.

You can use this feature to free up space in your application.

Delete for everyone

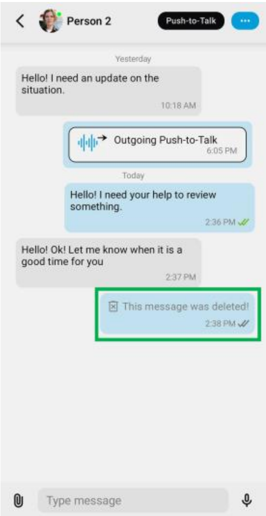
If the option is activated at the organization level, as a Sender or Administrator of a conversation, you can delete messages you have sent in a one-to-one conversation or group conversation.

When you delete a message or attachment for everyone, it is replaced with a gray italic message that says the message was deleted. This gray message is visible to you and everyone else in the conversation, even if the other users have not seen the original message.

The timestamp for a deleted message indicates when the message was initially sent, not when the message was deleted.

As an administrator with deletion rights for conversation messages, you can delete your messages or messages from other users, no matter if the message was received, read by none, some, or all users in the group. As a result, you, the other recipients, and the sender no longer see the content of the message but only the label Message deleted.

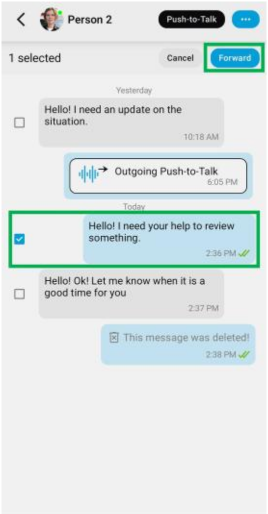
You can long press on a deleted message label, and you can see the **Delete message for me** option. If you tap on it, a window pop-up appears asking if you are sure you want to delete the message. Tap on the **OK** button, and the message disappears for you.



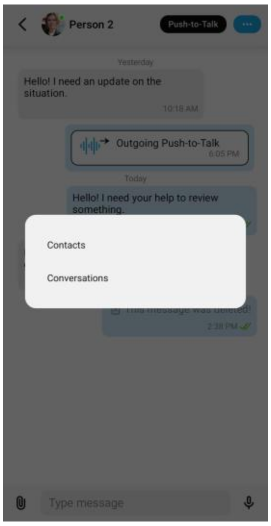
Conversations screen > Deleted message for everyone

Forward

You can forward one or more messages from a conversation to one or more contacts or existing conversations. To do this tap the **Forward** button on the Message option list. Select the message and tap Forward. Choose either Contacts or Conversation from the recipient options list.



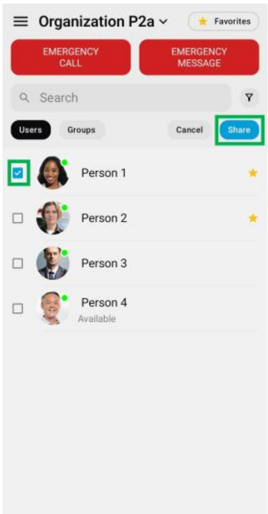
Message options > Forward



Message options > Forward > Recipient options list

If you select Contacts, you can choose as many individual contacts and predefined groups as you want and create a new group conversation with all the selected.

If you select Conversations, you can select as many individual contacts and predefined groups as you want, and the message is sent separately to each selected group/contact.



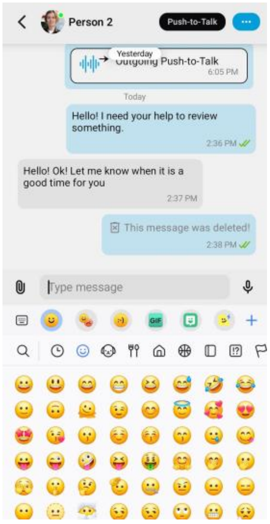
Message options > Forward > Choose recipients

You can forward messages as well as attachments. If the attachment is no longer available, only the description is forwarded as a text message to the selected conversation or contacts.

Emoticon support

Each message can be sent along with character sequences known as emoticons. When specific character sequences are typed into an IP text message, they are replaced by specific graphics in the composer and sent as such to the recipient.

You can also select an emoticon from a visual list. The chosen graphic is replaced by a character sequence in the composer, which should be presented as an image or as characters depending on the type of message and the recipient's receiving application.



Conversations > Conversation Screen > Emoticon Support

Message acknowledgment

You can send messages that require the recipient's acknowledgment. It applies to one-to-one and group conversations and emergency message conversations.

If you want to send messages with acknowledgment only for certain messages, go to My Account > Message settings > Default Send button and select the **Send** option. Now, the messages are sent by default without acknowledgment.

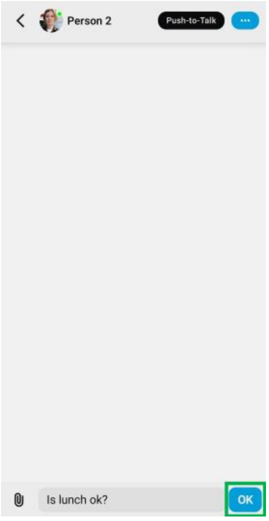
If you want to send a message with acknowledgment, tap and hold the **Send** button to display the acknowledgment option.

If you want to send by default messages with acknowledgment and only certain messages without acknowledgment, go to My Account > Message settings > Default Send button and select the **OK-Send** option. Now, the messages are sent by default with acknowledgment.

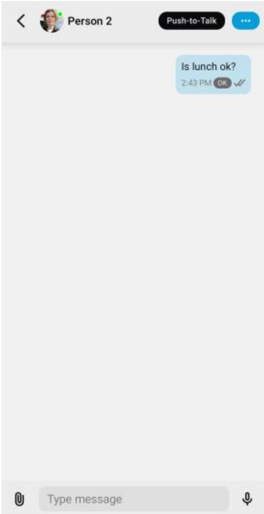
If you want to send a message without acknowledgment, tap and hold the **Send** button to display the option without acknowledgment.

*For more information about this feature, go to the **Message Settings** section in the guide (My Account > Message settings).*

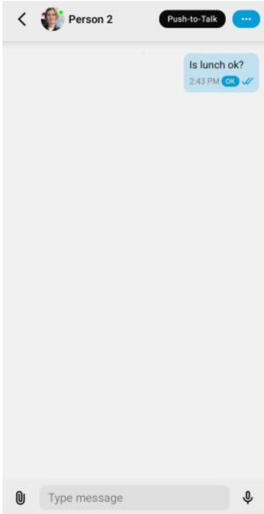
Sender



Message acknowledgment > OK button

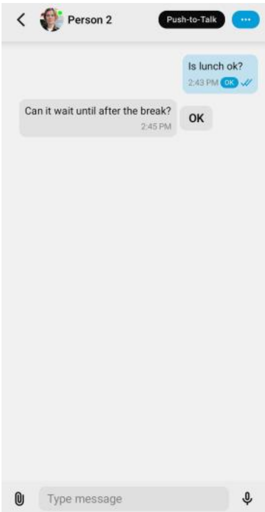


Message acknowledgment > Message sent but not read

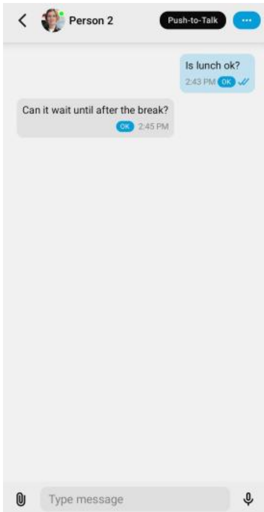


Message acknowledgment > Message read and acknowledged

Recipient



Message acknowledgment > Message received with acknowledgment request

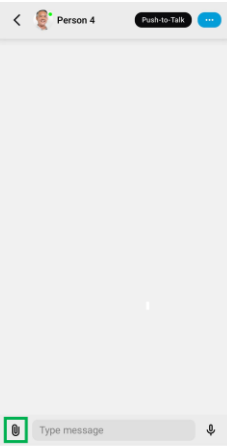


Message acknowledgment > Message received and acknowledged

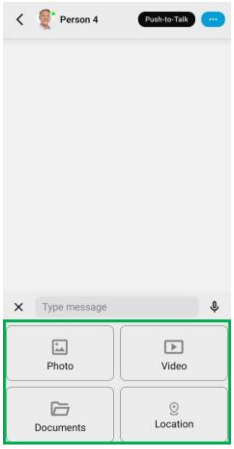
Attachments

In the lower left part of the conversation screen, you can find the attachments button. Tap on it to open a new menu from where you can send:

- Photos
    - Choose a photo
    - Take a picture
- Videos
    - Choose a video
    - Take a video
- Documents
- Location



Conversations > Conversation screen > Attachments button



Conversations > Conversation screen >Attachments

Attaching photos

The application supports image transfers in the following formats: jpeg, jpg, png, bmp, or gif, without restrictions in size, resolution, or weight. If an image exceeds 10Mb, the application compresses it.

To share an image, tap the **Attachment** button in the **Conversation** screen and then Photos. Choose whether to share from the gallery or take a picture and send it.

Attachments > Photo > Choose where to share the photo from

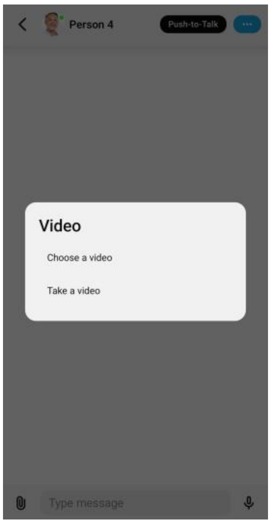
When the recipient downloads the attachment (automatically or manually, depending on the settings), it is automatically saved in the phone's storage.

Photos can be sent with captions.

Attaching videos

The application supports video transfers in 3GP, MP4, AVI, MKV, or WMV formats. The size is limited by default to 10Mb but can be extended by configuring the application.

You can share videos from your gallery or from another video storage management application, or you can take them on the spot. There is a dedicated button for this action on the conversation screen.



Attachments > Video > Choose where to attach the video from

When the recipient downloads the attachment (automatically or manually, depending on the settings), it is automatically saved in the phone's storage.

Videos can be sent with captions.

Attaching documents

During a conversation, you can attach documents (MS Office documents, PDF, etc.) from internal storage.

Attaching location

The application supports map location transfers. The maps are generated through the Google Maps service. This feature leverages the smartphone hardware-based GPS chip as well as Wi-Fi and mobile data network to locate the user on the map.

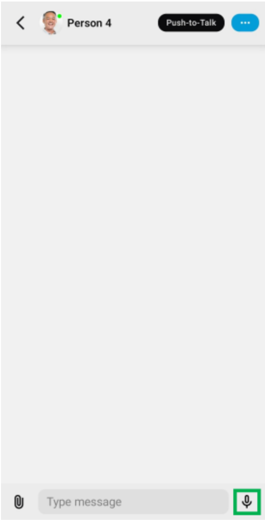
The application also supports Points of Interest (POI) and allows sharing specific places with names and addresses. POIs must be registered in Google Maps data to be shared.

There is a dedicated button for location transfer in the **Conversation** screen. Map locations can be sent along with text and emoticons.

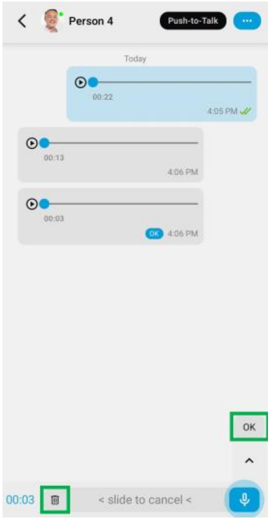
Voice message

From the **Conversation** screen, you have the option to record and send voice messages to other users.

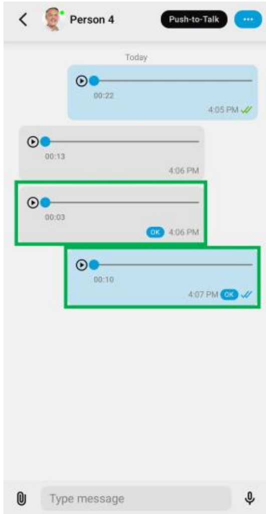
To send a voice message, tap and hold the **Voice Message** button to record. When you release the button, the message is automatically sent. You can delete the record by sliding left towards the trash bin. You can also request confirmation from the user by sliding up towards the OK button.



Conversation screen > Voice message button



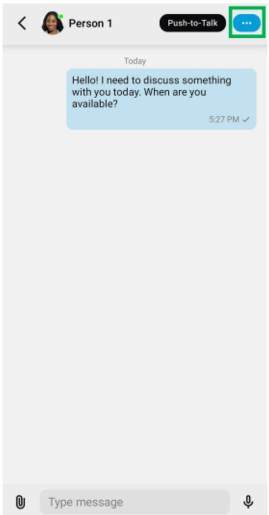
Conversation screen > Voice message > Trash bin and OK confirmation buttons



Voice message > Confirmed requested and received OK voice messages

Conversation options

In the upper right corner, you can find the three horizontal dots button. By tapping it, you can open the **Conversations Options** menu.



Conversations > Conversation Screen > Conversations options button

One-to-one conversation options

In the one-to-one conversation screen, tap on the three horizontal dots to open the **Conversation options** menu, which contains the following:

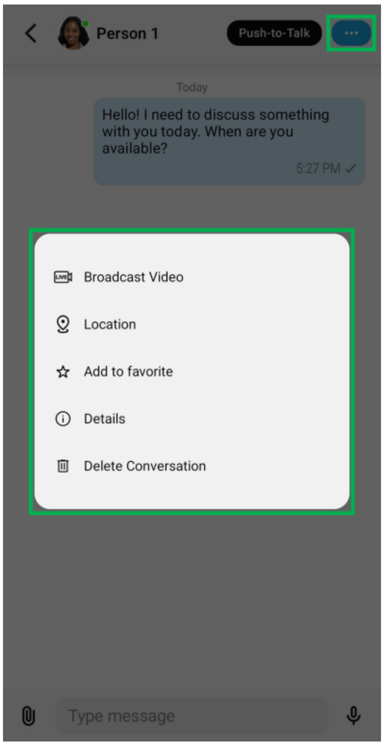
- **Broadcast video:** Tap on it to share a broadcast video.
- **Location:** Tap on it to see the location of the user (if the feature is enabled).
- **Add to favorite:** Tap on it to add the conversation to favorites.
- **Details:** Tap on it to see more information about the user.
- **Delete conversation:** Tap on it to remove the entire conversation thread.

*For more information about this feature, go to the **User Details** section in this guide (Conversations > Conversation screen > User details).*

*For more information about this feature, go to the **Location** section in this guide (Contacts > Contact options > Location).*

*For more information about this feature, go to the **Broadcast video** section in this guide (Contacts > Contact options > Broadcast video).*

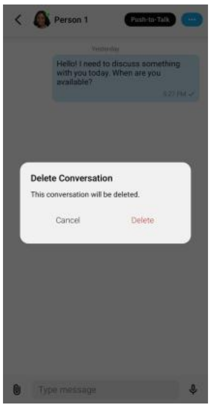
*For more information about this feature, go to the **Adding to favorites** section in this guide (Conversations > Adding to favorites).*



Conversations > Conversations screen > One-to-one conversations options

Deleting the conversation

To delete the conversation, tap the **Delete conversation** button on the **Conversation options** menu. A confirmation pop-up appears. Tap the **Delete** button to confirm your choice, or tap the **Cancel** button to close the window pop-up.



Conversations > Conversation options > Delete conversation > Confirmation pop-up

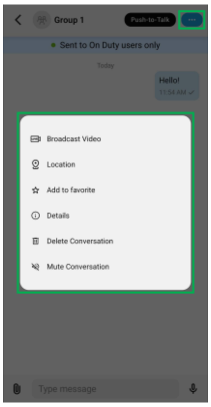
Group conversation options

In the group conversation screen, tap on the three horizontal dots to open the **Conversation options** menu. The list contains different options depending on the type of group conversation: pre-established or user created.

Pre-established group conversation

The pre-established group conversation, which is created by the admin, contains the following options:

- **Broadcast video:** Tap on it to share a broadcast video.
- **Location:** Tap on it to see the location of the participants (if the feature is enabled).
- **Add to favorite:** Tap on it to add the conversation to favorites.
- **Details**
- **Delete conversation**.
- **Mute conversation:** Tap on it to mute the notifications.

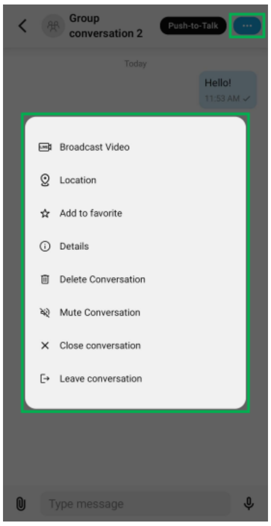


Conversations > Conversation options > Pre-established group conversation options

User created group conversation

A user created group conversation contains the following options:

- **Broadcast video:** Tap on it to share a broadcast video.
- **Location:** Tap on it to see the location of the participants (if the feature is enabled).
- **Add to favorite:** Tap on it to add the conversation to favorites.
- **Details**
- **Delete conversation**.
- **Mute conversation:** Tap on it to mute the notifications.
- **Close conversation**.
- **Leave conversation**.



Conversations > Conversation options > User created group conversation options

Note: You only see the **Close Conversation** button if you are an admin of the group conversation.

For more information about this feature, go to the ***Location*** *section in this guide (Contacts > Contact options > Location).*

For more information about this feature, go to the ***Broadcast video*** *section in this guide (Contacts > Contact options > Broadcast video).*

For more information about this feature, go to the ***Adding to favorites*** *section in this guide (Conversations > Adding to favorites).*

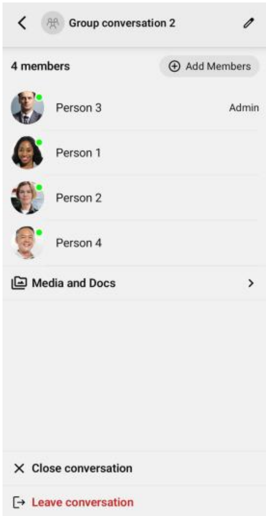
User created group details

To see more details about the user created group, tap on the **Details** button in the **Conversation options** menu. On this screen you can find:

- **Edit the Group Name** button
- **Participants** list
- **Add Members** button
- Media and Docs shared in the group conversation
- **Close Conversation** button

• **Leave Conversation** button

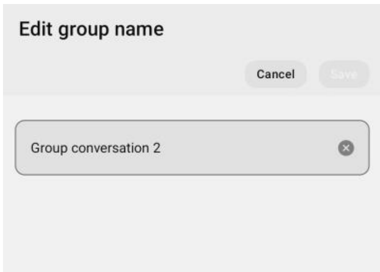
For more information about this feature, go to the ***User details*** *section in this guide (Conversations > Conversation screen > User details).*



Conversations > Conversation options > Details

Editing the group name

To edit the group name, tap on the **Pencil** button next to the current group name in the **Details** menu. To keep the current name, tap on the **Cancel** button. The **Save** button remains grayed out until you type a different name in the text box. After you type a new name, the button becomes active. Tap on it to save the changes.



Details > Edit the group name

Participants list

You can see more details about each participant by tapping on and holding the user's name. A Contact options menu opens.

Remove contacts from the group conversation

Tap on the **Remove from the conversation** button to kick the user out of the group conversation.

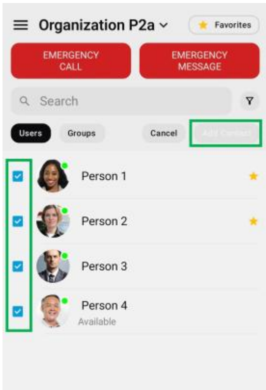
Choosing and removing a new administrator

You can assign a new admin by tapping on the **Define as administrator** button. To remove the role from the user, tap on them again and then tap on the **Remove the administrator role** button.

Adding members

To add more members to the group conversation, tap the **Add members** button.

Note: The button is grayed out if there are no new users or groups selected.

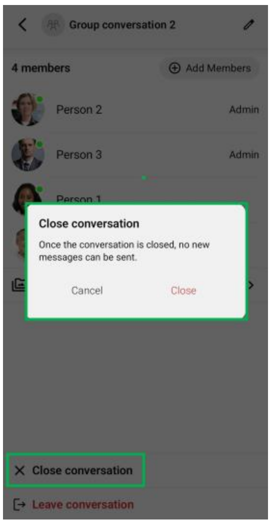


Details > Add members

Closing the conversation

To close the conversation for all the participants, tap the **Close conversation** button in the **Details** menu. A confirmation pop-up appears. Tap on the **Close** button to end the conversation thread, or tap on the **Cancel** button if you want to keep the conversation open.

Note: You can use this feature only if you are an admin for this group conversation.



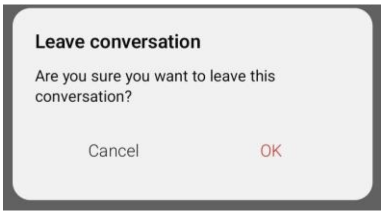
Details > Close conversation > Confirmation pop-up

The updates appear in the conversation thread.

After the conversation is closed, it can still be accessed, but no new messages can be sent.

Leaving the conversation

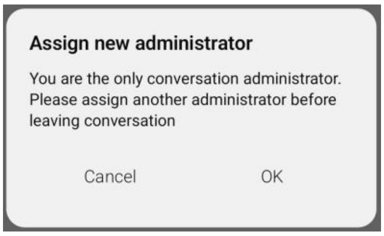
To leave the conversation permanently, tap the **Leave conversation** button in the **Details** menu. A confirmation pop-up appears. Tap the **OK** button to exit the conversation, or tap the **Cancel** button to remain a participant.



Details > Leave conversation > Confirmation pop-up

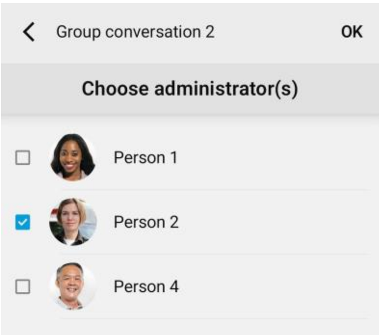
If there is more than one admin, you can leave after tapping on OK.

If you are the only admin, a window pop-up appears, requesting you assign at least one new admin before leaving the conversation.



Details > Leave conversation > Assign new administrator window pop-up

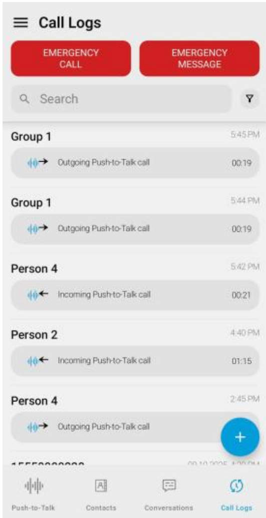
Select at least one user to assign as an administrator and tap the **OK** button.



Details > Leave conversation > Choose administrator(s)

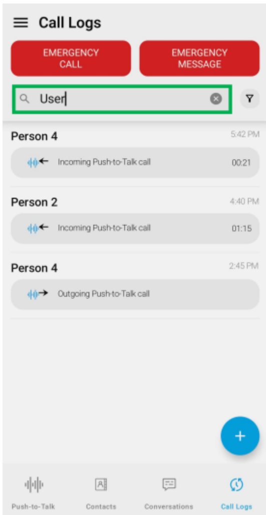
CALL LOGS

In the **Call Logs** menu, you can find all the calls sent, received or missed. They are sorted chronologically by the hour.



Call logs

In the upper part of the screen, under the name **Call Logs,** you can find the search bar. You can try searching for the name of the call by typing one character in the search field.



Call logs > Search bar

Next to the search bar, you can find the **Filter** button. By tapping on the Filter button, a new screen appears where you can filter the calls by their types:

- **Push-To-Talk**:

1. Missed Push-To-Talk
2. Incoming Push-To-Talk

3. Outgoing Push-To-Talk

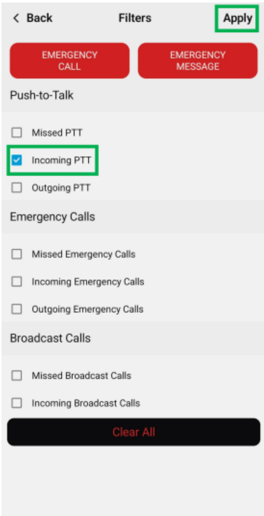
- **Emergency Calls**:

1. Missed Emergency Calls
2. Incoming Emergency Calls
3. Outgoing Emergency Calls

- **Broadcast Calls:**

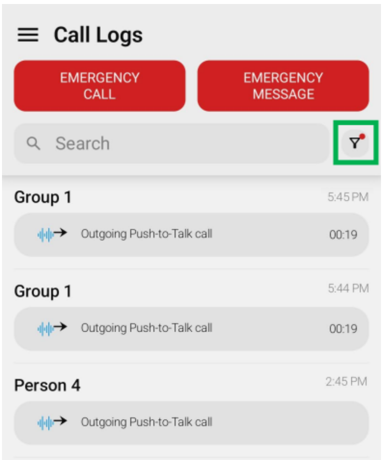
1. Missed Broadcast Calls
2. Incoming Broadcast Calls

Once you choose a filter to be active, tap on the **Apply** button and you get back to the previous screen of Call Logs, where you can see your filtered results.



Call logs > Filter

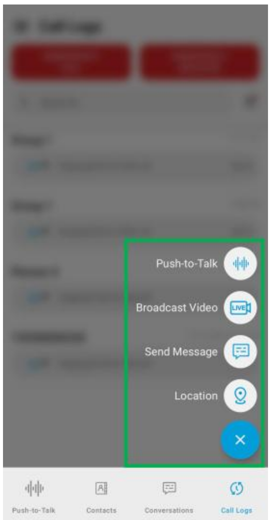
Tap the **Apply** button to see your new results. You see a red dot on the **Filter** button when a filter is active.



Call logs > Filter applied

In the lower right corner, you can see the blue and white **Plus** button. From there you can start different types of calls, send messages, or track the location of users or groups.

Call logs > Plus button



Call logs > Plus menu

*For more information about this feature, go to the **Talkgroups** section in the guide (Push-To-Talk > Talkgroups).*

*For more information about this feature, go to the **Push-To-Talk** section in the guide (Contacts > Contact Options > Push-To-Talk).*

*For more information about this feature, go to the **Contacts** section in the guide. (Contacts > Contact Options > Broadcast Video).*

For more information about this feature, go to the Conversations menu in the guide. (Conversations > Conversations Options).

For more information about this feature, go to the Contacts menu in the guide. (Contacts > Contacts Options > Location).

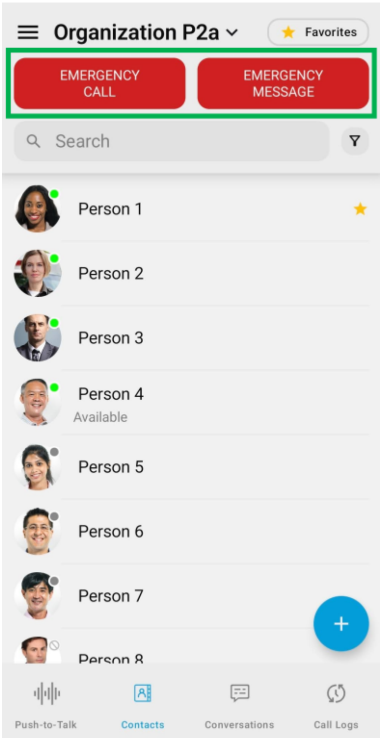
EMERGENCY SERVICES

Fusion's emergency features include Emergency Call and Emergency Message features. You can rapidly alert predefined recipients, share location data, and trigger group notifications. Emergency calls/messages override other communications, ensuring priority delivery and situational awareness.

The emergency services are a feature that can be activated by request. They are meant to prevent and facilitate rescue by fast and efficient communication in critical situations.

Note: You can see the **Emergency Call** and **Emergency Message** buttons in the following menus:

1. Push-To-Talk
2. Contacts
3. Conversations
4. Call logs



Contacts > Emergency Buttons

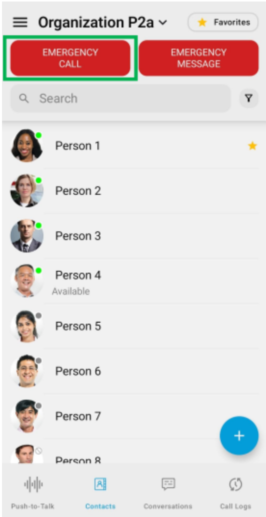
Emergency Call

You can make emergency calls to a predefined list of recipients, informing them about critical situations. The feature is activated and configured by the admin.

This feature is mainly destined to police, army, security services but it can be as well used for the safety of employees.

Starting and receiving an Emergency Call

Tap and hold the **Emergency Call** button to start an Emergency Call.



Emergency call button

Each time you make an Emergency Call, an alert conversation is created which includes all the users set as recipients by the Fusion Admin.

If the location services are active on both mobile phone and application, your location is sent as an attachment in the conversation created after making an Emergency Call.

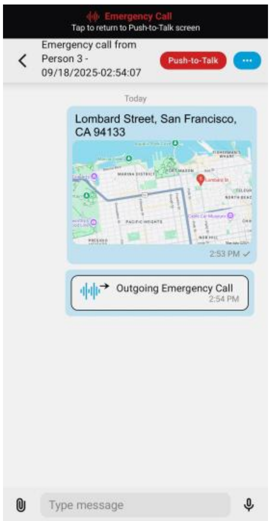
Note: The device attempts to send your location within the conversation for five minutes even if the Emergency Call has been canceled in the meantime, so that recipients have a better chance of seeing your location in poor coverage areas.

The Emergency Call ends after several seconds if none of the recipients answers while the emergency mode stays active. A new conversation is created each time a user makes an Emergency Call.

Note: There can be a maximum number of users who can take part in an **Emergency Call**, which is set at platform level. When the limit number of users is exceeded, an error message appears to inform that the maximum number of recipients was reached.

Initiator

Outgoing Emergency call screen

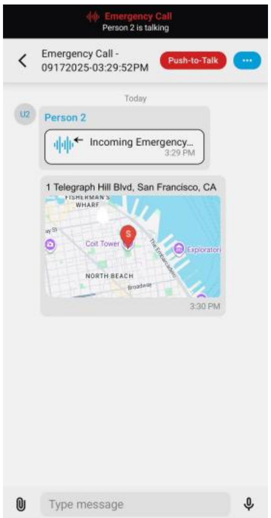


Outgoing Emergency Call > Conversation > Location sent automatically

Note: The **Emergency Call** button is inactive if there are no recipients or if you are the only recipient in the Emergency Call profile. When you tap the button, a notification pop-up appears, informing you there are no recipients assigned, and you need to contact your administrator

Recipient

Emergency call > Received emergency call

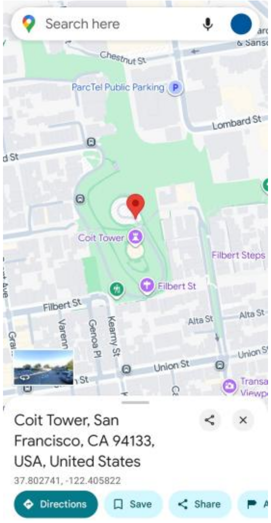


Emergency Call > Received emergency call > Conversation

Note: Emergency Calls has priority over other Push-To-Talk or channels to which an emergency call recipient is connected. Regardless of the priority set for the other channels or callers, they are put on hold at emergency call reception.

Locating a user

If the map is automatically attached to the conversation, you can see the position of the user who made the Emergency Call. If you tap the map, you can see it on full screen. The position of the user is marked with a pin.



Emergency call > Location of the Emergency call initiator

Linked talkgroup

A linked talkgroup can be added by the admin as a recipient for Emergency Group Calls and has the same behavior and priority as a normal Emergency Call.

If you are already on a Push-To-Talk call with the linked talkgroup and an Emergency Call is triggered, the Emergency Call is automatically answered and the ongoing Push-To-Talk call ends. A new incoming pre-arranged call to the linked talkgroup is rejected because of the Emergency Call's higher priority.

If you are already in an Emergency Call, and you receive another Emergency Call, the new call is rejected.

Note: You cannot start a new Emergency Call if you share the same profile as the original caller. However, you can still start an Emergency Call if you belong to a different emergency profile.

Late entry in an Emergency Push-To-Talk call

Push-To-Talk Late Call Entry allows you to join an ongoing emergency Push-To-Talk group call if:

- The Emergency Call was rejected.
- The call was answered and then ended only by the user (join an already answered Push-To-Talk group call only if the call is still active, meaning at least two participants are still connected).

The **Join** button appears in the **Conversations** menu:

- In a group conversation's entry when a Push-To-Talk group call was missed/rejected/joined at least once with that group. The **Join** button appears on the right side of an entry, below the date.
- In a group conversation thread when a Push-To-Talk group call was missed/rejected/joined at least once with that group. The **Join** button appears at the top of the screen, next to the group name.

Adding users from the selected channel

When you start an Emergency Call, the recipients are the users set as recipients in the Emergency Call profile as well as the users connected to the same channels as the one you have selected. An alert conversation is created, and all users are included.

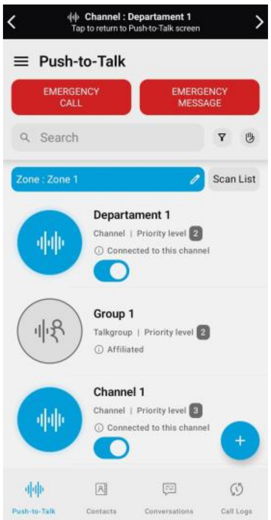
For this feature to function, the **Add Users from the Selected Channel as Recipients** option must be enabled by the admin (in the Emergency Push-To-Talk Group Call Profile).

Note: If no recipients are added, a profile cannot be saved. You can only call members who are connected to the channels.

Note: On Hold users do not receive the Emergency Alert.

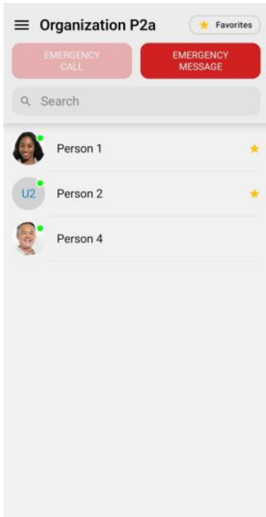
Use case 1: You are connected to Department 1 and Channel 1 channels. You start an Emergency Call. You call the users selected as recipients in the emergency profile, as well as the users who are connected to Department 1 and Channel 1 channels. The Department 1 channel is the Selected channel.

Person 1 and Person 2 are the users set as recipients in the Emergency Call profile. Person 4 is connected to the Department 1 channel. Person 5 is on Channel 1 channel, so Person 5 does not receive the alert and will not be on the Emergency Call.



Push-To-Talk > You are on two channels

Starting Emergency call



Users connected to the Emergency call

Use case 2: You are on a call, and the caller has higher or the same priority as the channel receiving the emergency call alert that you are a part of. In this case:

- The channel in emergency stays on hold, appears in red, and warning sounds are played
- The ongoing call does not end

Use case 3: You are on a call, and the caller has lower priority than the channel receiving the emergency call alert that you are a part of. In this case:

- The call is put on hold.
- You hear communication on the channel in emergency.

Deactivating the Emergency Call

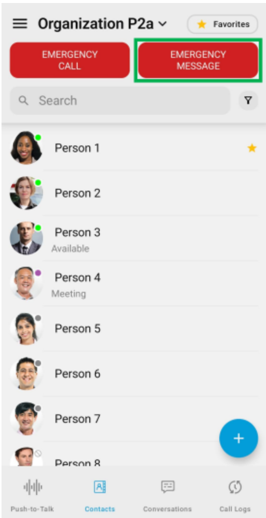
*For more information about this feature, go to the **Deactivating the Emergency Message** section in the guide (Emergency Services > Emergency Message > Deactivating the Emergency Message).*

Emergency Message

You can send emergency messages to a predefined list of recipients, informing them about critical situations. The feature is activated and configured by the admin, who can choose between a standard or custom message.

Sending and receiving a standard Emergency Message

Tap and hold the **Emergency Message** button to start an Emergency Message. Choose the type of emergency you are in: Critical, Severe, or Urgent.



Emergency message button

Emergency Message > Choose the type of situation you are in

Once sent, the Emergency Message sent stays in pending mode until one of the recipients has received it. While the message is in pending mode, you cannot send a new one.

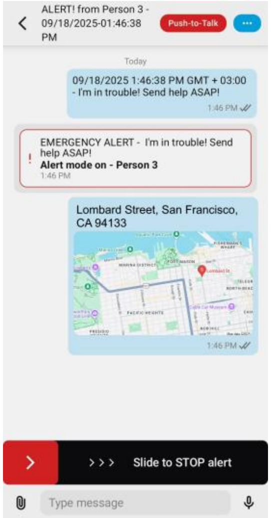
When the recipient receives the Emergency Message, the alert becomes active.

Each time you send an Emergency Message, an alert conversation is created which includes all the users set as recipients by the admin. The alert conversations cannot be deleted while the alert is still active.

If the location services are active on both mobile phone and application, your location is sent as an attachment in the conversation created after sending an Emergency Message.

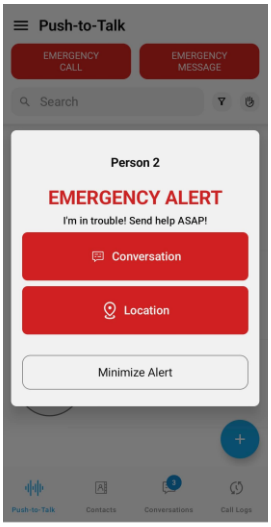
Note: The device attempts to send your location within the conversation for five minutes even if the Emergency Message has been canceled in the meantime, so that recipients have a better chance of seeing your location in poor coverage areas.

Initiator

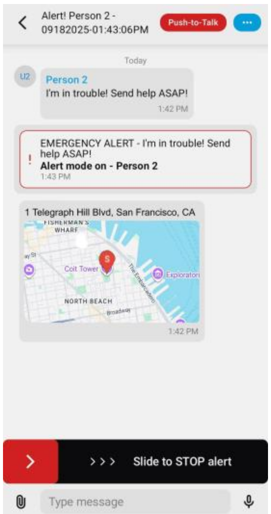


Emergency Message > Initiator Emergency Message conversation screen

Recipient



Emergency message > Receiver Emergency message



Emergency message > Receiver Emergency message conversation screen

Adding users from the selected channel

When you send an Emergency Message, the recipients are the users set as recipients in the Emergency Message profile as well as the users who are connected to the same channel as the one you have Selected. An alert conversation is created, and all users are included.

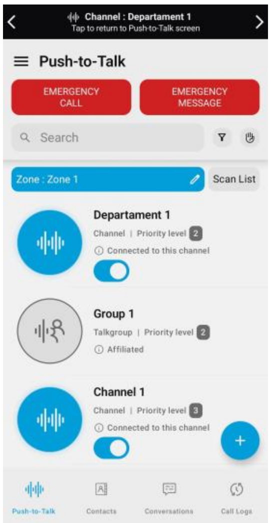
For this feature to function, the **Add Users from the Selected Channel as Recipients** option must be enabled by the admin (in the Emergency Message Profile).

Note: If no recipients are added, a profile cannot be saved. You can only send the message to the members who are connected to the channels.

Note: On Hold users do not receive the Emergency Alert.

Use case: You are connected to Department 1 and Channel 1 channels. You send an Emergency Message to the users selected as recipients in the emergency profile, as well as the users who are connected to Department 1 and Channel 1 channels. Department 1 channel is the Selected channel.

Person 1 and Person 2 are the users set as recipients in the Emergency Message profile. Person 4 is connected to Department 1 channel. Person 5 is connected to Entity 1 channel, so Person 5 does not receive the alert and is not in the Emergency Call.



Push-To-Talk > You are connected to two channels

Customizing the Emergency Message

There is also the possibility to send a custom Emergency Message if the Fusion Admin chooses this option instead of that of the standard message (critical, severe, or urgent).

Unlike the standard message, the three message types no longer appear. The custom message is automatically sent after touching and holding the emergency button.

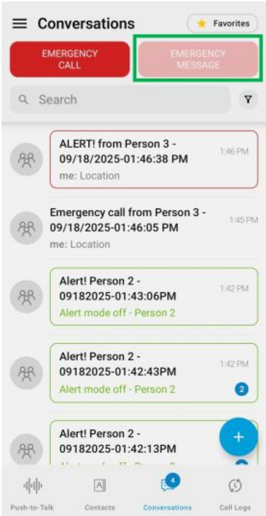
Besides this and the different text (customized by the admin), the custom Emergency Message has the same features as the standard message.

For more information about this feature, go to the ***Sending and receiving a standard Emergency Message*** *section in the guide (Emergency Services > Emergency Message > Sending and receiving a standard Emergency Message).*

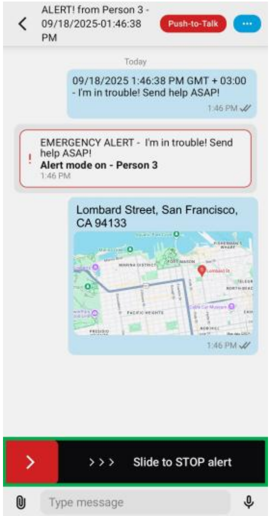
Deactivating the Emergency Message

The **Emergency Message** alert can be deactivated:

- By the initiator by tapping the **Emergency Message** button while the alert is active.
- By the recipient by sliding the Slide to Stop Alert orange button on the emergency conversation screen.



Emergency Message > Tap Emergency Message button to stop the alert



Emergency Message conversation > Slide to STOP alert button

Bluetooth accessory button support

You have the option to pair a wireless accessory button with the application.

Go to My Account > Accessories > Action and Emergency buttons in the application and switch the Wireless button to on to find and connect a smart button with the application.

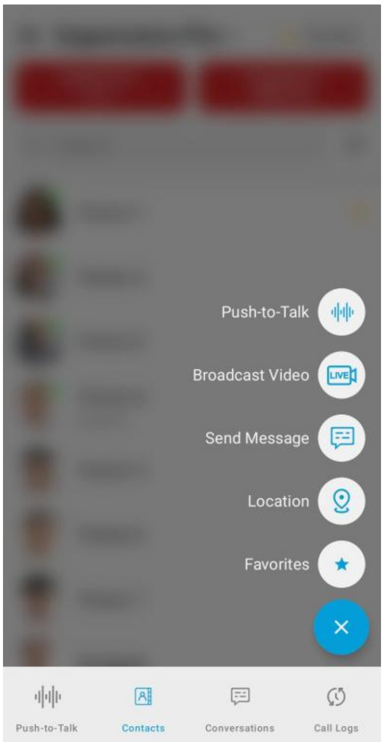
PLUS

The **Plus** menu can be found in each of the four main menus of the application, present at the bottom of the screen. It consists of a list of shortcuts for the following features:

1. **Push-To-Talk:** You can start a Push-To-Talk session with selected users and/or groups.
2. **Broadcast Video:** You can broadcast a video to selected users and/or groups.
3. **Send Message:** You can start a conversation with selected users and/or groups. It can be either a one to one conversation, a Broadcast message or a Group conversation depending on the number of participants.
4. **Location:** You can access the location of selected users and/or groups.
5. **Favorites:** You can add to the favorites list selected users and/or groups.

Note: Tap the **X** button to close the Plus menu.

Note: The **Plus** menu present in the **Push-To-Talk** and **Call Logs** menus displays only four features: Push-To-Talk, Broadcast Video, Send Message and Location.



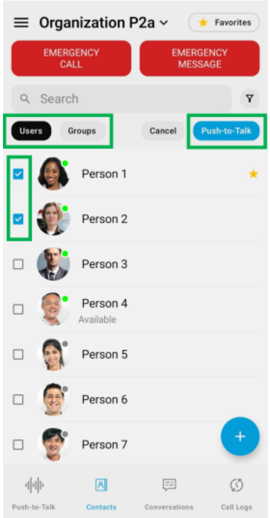
Contacts > Plus menu

Push-To-Talk

You can start a Push-To-Talk session with one or multiple users/groups.

To do this, tap the **Push-To-Talk** button in the **Plus** menu. You can switch between the **Users** and **Groups** tabs. Select one or multiple users/groups and tap the **Push-To-Talk** button to start the call. To exit this menu, tap **Cancel**.

Note: You can select both users and groups for a Push-To-Talk.



Contacts > Plus menu > Push-To-Talk

*For more information about this feature, go to the **Talkgroups** section in the guide (Push-To-Talk > Talkgroups).*

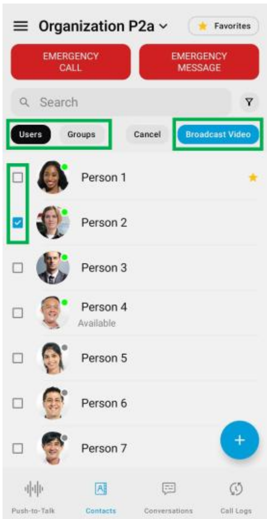
*For more information about this feature, go to the **Push-To-Talk** section in the guide (Contacts > Contact Options > Push-To-Talk).*

Broadcast Video

You can start a Broadcast Video with one or multiple users/groups.

To do this, tap the **Broadcast Video** button in the **Plus** menu. You can switch between the **Users** and **Groups** tabs. Select one or multiple users/groups and tap the **Broadcast Video** button to start the call. To exit this menu, tap **Cancel**.

Note: You can select both users and groups for the same broadcast session.



Contacts > Plus menu > Broadcast Video

*For more information about this feature, go to the **Broadcast Video** section in the guide. (Contacts > Contact Options > Broadcast Video).*

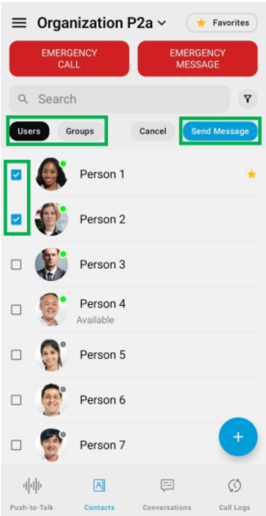
Send Message

You can send messages to one or multiple users/groups.

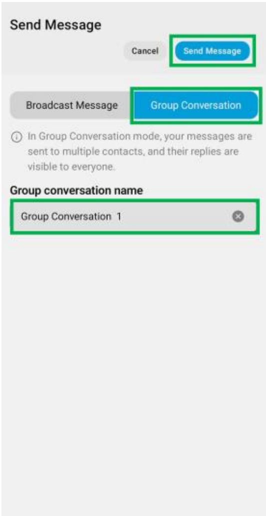
To do this, tap the **Send Message** button in the **Plus** menu. Select the contacts/groups you want to start a conversation with and tap Send Message. To exit this menu, tap **Cancel**. Depending on the number of participants in the conversation, you can:

1. Send a message to a single user.
2. Start a group conversation by selecting multiple users and/or at least one group.
3. Broadcast a message by selecting multiple users, and/or at least one group.

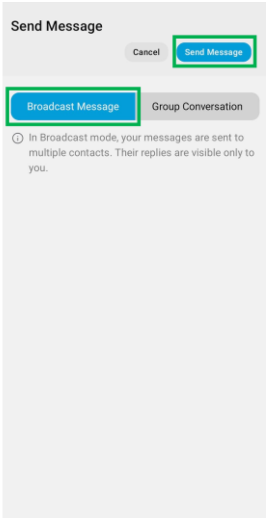
Note: You can select both users and groups for Broadcast Message or Group Conversations.



Contacts > Plus menu > Send Message



Contacts > Plus menu > Send message > Group conversations



Contacts > Plus menu > Send message > Broadcast message

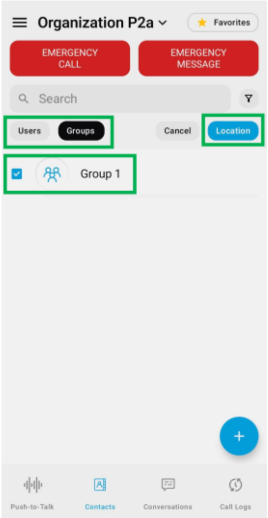
*For more information about this feature, go to the **Conversations Options** section in the guide. (Conversations > Conversations Options).*

Location

You can manage your teams on the field by getting real-time position tracking on the map. You can track one or multiple users/groups.

To do this, tap the **Location** button in the **Plus** menu. Select the contacts/groups you want to track and tap Location. To exit this menu, tap **Cancel**.

Note: You can check the location of both users and groups at the same time.



Contacts > Plus menu > Location

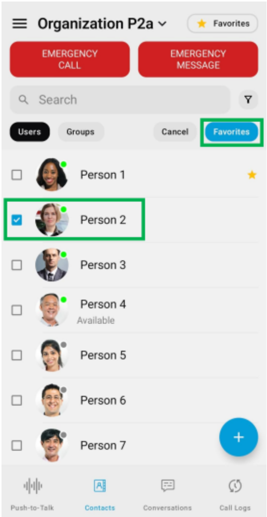
*For more information about this feature, go to the **Location** section in the guide. (Contacts > Contacts Options > Location).*

Favorites

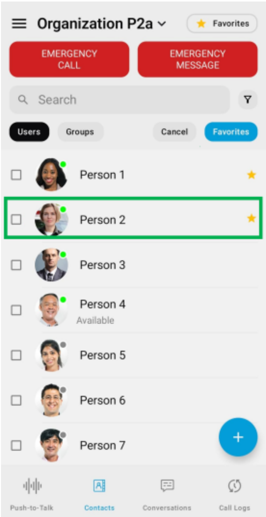
You can add one or multiple users/groups to favorites.

To do this, tap the **Favorites** button in the **Plus** menu. Select the contacts/groups you want to add to the Favorites list and tap Favorites. To exit this menu, tap **Cancel**.

Note: You can add to Favorites both users and groups at the same time.



Contacts > Plus menu > Favorites > Adding user to favorites



Contacts > Plus menu > Favorites > User added to favorites

*For more information about this feature, go to the **Adding to favorites** section in the guide. (Contacts > Contacts Options > Adding to favorites).*

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