

Crosscall P6 User

4.3



FirstNet[®]
Fusion

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ABOUT FUSION

Welcome to the Fusion Crosscall 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.

OVERVIEW

Crosscall P6 device



Crosscall P6 device

Login

Once you open the phone, the Fusion application will authenticate you automatically if you have the SIM card in your phone, and you are already part of an organization and assigned to at least one channel or talkgroup.



Fusion app installed

Select Fusion app and press the **Select** button. Next, the app asks you to consent to services and agree to terms and condition. To do so, add the required ticks and press the **Select** button.



Consent to services



Add the required ticks



Add ticks > Options > Continue

Next, the app asks for permission to send notifications, record audio, make and manage phone calls, determine your position and access the device's location. To give permissions to the app, select **Allow** at each step.



Allow location > Click the down button to see the rest of the text



Select Allow

PUSH-TO-TALK

FirstNet Fusion is a mission-critical push-to-talk solution designed for public safety agencies and those that support them. 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.

Channels are always-connected groups that allow you to communicate.

Device actions on **Push-To-Talk** then selecting channel:

1. **Channel Selector** knob: Allows switching from one channel or talkgroup to the next.
2. **Selected Channel:** It refers to the channel that you are connected to, and takes to the Push-to-Talk screen.
3. **Select Button**
4. **Options Button:** Allows selecting a channel, connect, disconnect and access menu.
5. **Back button:** Returns to previous page.



Device actions on **Push-To-Talk** then channel selected:

1. **Name of the channel**
2. **Display:** Push-to-Talk
3. **Options:** It allows to Connect/Disconnect and access audio output and channel details.
4. **Back:** It takes back to the main Push-to-Talk screen.
5. **Knob:** Turn the knob to change the channel or talkgroup
6. **Push-to-Talk key:** It allows taking and releasing the floor.
7. **Volume Key**



Joining a Channel screen



Channel button

Push-To-Talk Options menu

Select a Channel and press the **Options** button to see the **Options** menu. It allows you to connect/disconnect from a channel, and access audio options and channel details.



Select channel



Channels > Options



Options menu

The audio options allow you to choose between speaker or earpiece output.



Select channel > Options > Audio



Select channel > Options > Audio >
Push-To-Talk > Audio Output
Options



Select channel > Options > Audio >
Push-To-Talk Audio Output
Options > OK

By selecting Details you see all the users that belong to the selected channel.



Select Channel > Options > Details



Select Channel > Options > View users list

Connecting to one channel

By turning the Selector Knob, you can go from one channel to the next channel or talkgroup.

If the knob is positioned on a channel and the channel is already connected, pressing the **Push-To-Talk** button will take the floor. If the channel is not connected, pressing the Push-To-Talk button will connect the channel.



Channels > Connect to one channel



Channels > You are talking



Channels > Channel member is talking

On the channel screen, you can see who is currently speaking. The name of the user will remain on the screen until another user takes the floor. If you want to take the floor, press the side **Push-To-Talk** button.

Note: You can choose between three modes for using the **Push-To-Talk** key: **Push-To-Talk** mode (keep the button tapped while talking), **Toggle** mode (tap the button once to talk, tap again to stop), **Both** (Push-To-Talk mode and Toggle mode will be available, choose between them).

Starting and receiving calls with a talkgroup

To initiate a call with a talkgroup, turn the knob until you find the desired talkgroup. Long press the **Push-To-Talk** button to start the call.

If the knob is positioned on a talkgroup and the talkgroup is already connected, pressing the **Push-To-Talk** button takes the floor. If the talkgroup is not connected, pressing the **Push-To-Talk** button will initiate a call

While on a talkgroup, you can see on the screen:

1. Acronyms for talkgroup (TG) and the name of the group
2. The description of the talkgroup and status:
 - a. Press to talk (to initiate a call)
 - b. You are talking
 - c. Another user is talking



Talkgroup > You are talking



Talkgroup > Another member is talking

Emergency Calls

Long-press for three seconds on the **Emergency** button to trigger an Emergency Call.



SOS button

While the Emergency Call is ongoing, you can see:

1. The type of call
2. Which user is talking



Emergency call



Emergency Call - You are talking



Emergency Call - another user is talking

If there is an ongoing Emergency or Broadcast call, turning the knob does not affect the ongoing call. Once the call ends, the standard knob behavior is applied.

Zone

Zones are collections of channels and talkgroups grouped for an event (mission, accident, incident etc.) or an area. Zones restrict your communication only to 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 can assign users to multiple ones. You can connect to one zone at a time.

To access a particular Zone go to Menu, then go through the Menu until you find **Zone**. As you select it, the list of the zones appears.



Welcome screen > Menu



Menu > Zone



Menu > Zone list

One zone can have multiple channels and talkgroups. You can toggle through them using the knob.

While connected to a Zone, you can only be connected to one channel or have one ongoing call with a talkgroup. Talkgroups are affiliated only when their position matches the current knob position.

Use case 1: Channel to Channel

When you switch the knob, you are disconnected from the old channel and connected to the new one.

Use case 2: Channel to Talkgroup

When you switch the knob, you are disconnected from the old channel, and you are affiliated to the talkgroup, without initiating a call to it. You can initiate the call by long pressing the **Push-To-Talk** button.

Use case 3: Talkgroup to Channel

When you switch the knob, the talkgroup is disconnected, and the new channel is connected.

Use case 4: Talkgroup to Talkgroup

When you switch the knob, you disconnect from the first talkgroup and affiliate to the second without connecting. You can initiate the call by long pressing the **Push-To-Talk** button.

Additionally, if you switch from one zone to another one or to a scan list, you are disconnected from the channel or the talkgroup from the previous one, unless the channel or talkgroup exists also in the current zone or scan list and the knob positions matches the channel or talkgroup.

If there is an ongoing Emergency Call or a Broadcast call, and you switch from the current zone, the call remains ongoing.

Scan list

Scan lists allow you to monitor up to 16 channels and talk groups, set priorities, and manage lists for efficient group communication. In a Scan List you can be connected simultaneously to five channels.

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



Welcome screen >Menu



Menu > Scan



Menu > Scan > List of Scans

One scan list can have multiple channels and talkgroups. You can toggle through them using the knob.

When someone speaks in a channel or talkgroup from your current scan list, the application automatically shows the active connection.

You can be connected to a maximum of five channels and one talkgroup. Attempting to connect to a sixth channel will result in an automatic disconnection from the oldest channel.

If you receive a Push-To-Talk call, the channels are put on hold and the call is auto- answered.

If you turn the knob to connect to a different talkgroup, the earlier talkgroup is disconnected and de-affiliated, and you are affiliated with the new talkgroup. To join the talkgroup, press the **Push-To-Talk** button.

Push-To-Talk settings

The menu allows you to find the settings available in the application. To access them, go to the menu and go through it until you find Settings.



Welcome screen > Menu



Menu > Settings



App settings

Info settings

They include the your name and organization information.



Push-To-Talk settings > Info settings

Silent mode

It allows you to activate and deactivate app notifications.



Push-To-Talk settings > Silent mode

Auto-answer preferences

You can put your preference related to answering Fusion and Emergency calls during other calls.



Push-To-Talk settings > Auto-answer preferences for
Emergency Calls



Push-To-Talk settings > Auto-answer preferences
during external calls

Voice settings

It allows you to choose Push-To-Talk or toggle mode, audio output, and sound for taking the floor.



Push-To-Talk settings > Voice settings > Push-To-Talk floor mode > Push-To-Talk Mode



Push-To-Talk settings > Voice settings > Push-To-Talk floor mode > Toggle mode or Both

Location

You have this option in Settings if it is enabled for you by your admin. Once you have it, you can activate/deactivate the **Location** option from your settings. By activating it, you are allowing your Dispatch to locate you from your device.



Push-To-Talk settings > Location

In the Location settings you have access to:

- **Ignore Battery Optimization:** This removes the listening of motion sensor and keeps listening for location services periodically. By enabling this option, the application significantly drains battery.



Push-To-Talk settings > Location > Ignore Battery Optimization

- **High-speed Location Tracking:** Your position will be sent in real time. If enabled, the coordinates are displayed in the Dispatch's map itinerary reports. If disabled, the physical addresses will be displayed.

Accessories

Allows you to set settings Hardware Push-To-Talk button, BLE wireless accessories, and USB accessories.



Push-To-Talk settings > Accessories > Hardware Push-To-Talk Button



Push-To-Talk settings > Accessories > BLE Wireless Accessories

Get help

Allows you to send logs to your admin and activate remote logs and debug mode.



Push-To-Talk settings > Get help > Remote logs



Push-To-Talk settings > Get help > Debug Mode

Notifications and alerts

Allows you to mute extra tones.



Push-To-Talk settings > Notification and Alerts

Availability mode

Here you can choose between availability modes available, such as On Duty, Off Duty, Do Not Disturb.



Push-To-Talk settings > Availability mode

Version

It displays the app version.



Push-To-Talk settings > Version

Disconnect

Here you can disconnect from the app.



Push-To-Talk settings > Disconnect



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