

Fusion Dispatch

4.3



FirstNet[®]
Fusion

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ABOUT FUSION

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

Fusion is designed for Android and iOS. The browser-based version is called Fusion Dispatch, and it is designed for Dispatchers.

LOGGING IN

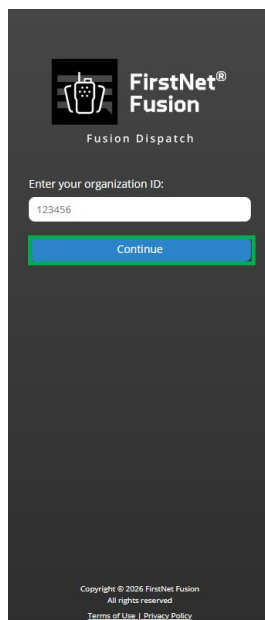
Fusion's Dispatch login experience is engineered for privileged access while keeping usability in mind.

Because Fusion Dispatch manages sensitive configuration and user-management functions, two-factor authentication (2FA) can be required for admin accounts. After the first credential check, the IdP issues a SAML or OAuth token that includes your role claims. You must then complete a role-based OTP challenge (authenticator app) before the token is accepted.

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

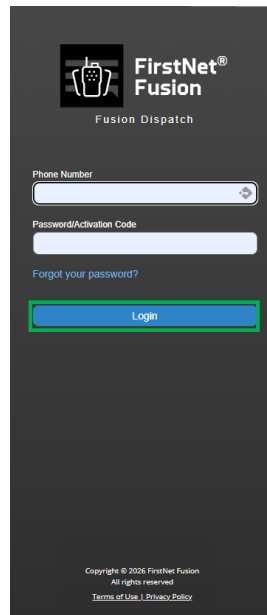
Account already created

If you already have an account, enter your organization ID and click the **Continue** button.



Fusion Dispatch > Log in > Account already created > Enter your organization ID

Next, enter your phone number and the password. Click the **Login** button.

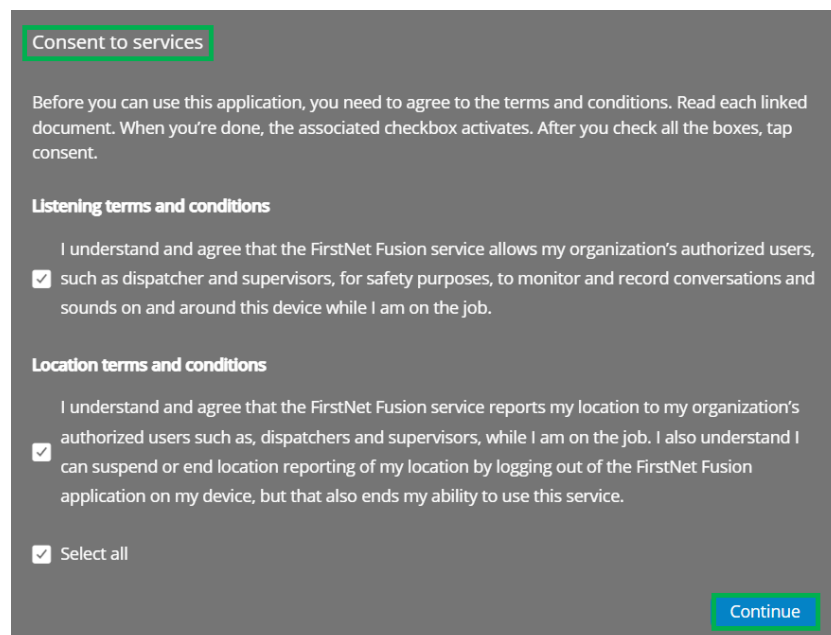
The image shows the FirstNet Fusion login interface. At the top, there is a logo for FirstNet Fusion with the text 'Fusion Dispatch' below it. Below the logo, there are two input fields: 'Phone Number' and 'Password/Activation Code'. A link 'Forgot your password?' is located below the password field. A blue 'Login' button is positioned below the password field. At the bottom of the screen, there is a small copyright notice: 'Copyright © 2026 FirstNet Fusion. All rights reserved. Terms of Use | Privacy Policy'.

Log in > Account already created > Enter your email or username and password

After logging in, you need to agree to the Terms and Conditions of the application. There are two sections:

- Listening Terms and Conditions
- Locations Terms and Conditions

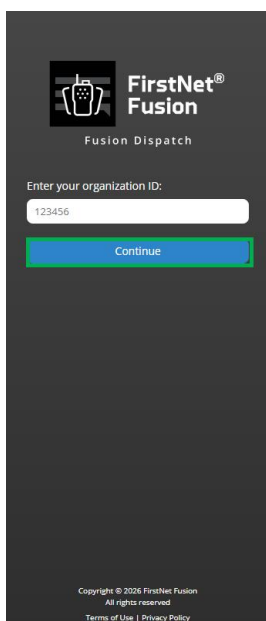
Either check them one by one, or all at once by clicking the **Select All** button. Then click the **Continue** button.

The image shows the 'Consent to services' screen. At the top, there is a title 'Consent to services'. Below the title, there is a paragraph explaining that the user needs to agree to the terms and conditions. Below this, there are two sections: 'Listening terms and conditions' and 'Location terms and conditions'. Each section has a checkbox and a description of the terms. At the bottom, there is a 'Select all' checkbox and a 'Continue' button.

Log in > Account already created > Terms and conditions

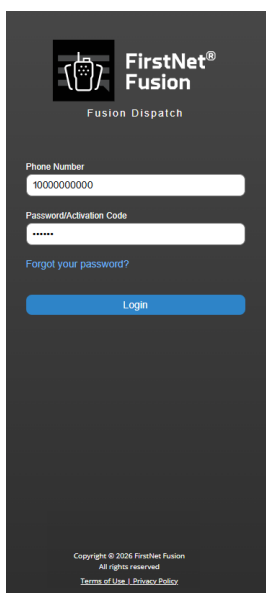
New user

To log in for the first time to your account, enter the organization ID, then click the **Continue** button.

The image shows a mobile application interface for FirstNet Fusion. At the top, there is a logo consisting of a stylized radio tower icon and the text "FirstNet® Fusion". Below the logo, it says "Fusion Dispatch". The main section of the screen has a dark background. It prompts the user to "Enter your organization ID:" with a text input field containing the number "123456". Below the input field is a blue button with the word "Continue" in white. At the bottom of the screen, there is small text: "Copyright © 2026 FirstNet Fusion. All rights reserved. Terms of Use | Privacy Policy".

Log in > New user > Enter your organization ID

Next, insert your Phone Number and the Activation Code. Then click the **Login** button.

The image shows the same mobile application interface as the previous one. It prompts the user to enter their "Phone Number" with a text input field containing "10000000000". Below that is a "Password/Activation Code" input field with "*****" as a placeholder. There is a link "Forgot your password?" in blue text. Below the input fields is a blue button with the word "Login" in white. At the bottom of the screen, there is small text: "Copyright © 2026 FirstNet Fusion. All rights reserved. Terms of Use | Privacy Policy".

New user > Insert Phone Number and Activation Code

The activation code is sent by email and SMS. If you have not received the code, you can request another one. There must be 190 seconds between new code requests. You have only three activation code requests. If you want to perform a fourth code request, you are blocked and you must wait 24 hours before requesting a new one.

- **Email Invitation** feature is deactivated, and **SMS Invitation** feature is activated in the **Fusion Admin** interface.

The activation code is sent only by SMS. If you have not received the code, you can request another one. There must be 190 seconds between new code requests. You have only three activation code requests. If you want to perform a fourth code request, you will be blocked and you will have to wait 24 hours before requesting a new one.

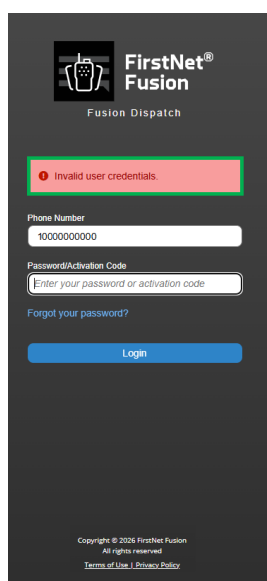
- **Email Invitation** feature is activated, and **SMS Invitation** feature is deactivated in the **Fusion Admin** interface.

The activation code is sent only by email. If you have not received the code, you can request another one. There must be 190 seconds between new code requests. You have only three activation code requests. If you want to perform a fourth code request, you will be blocked and you will have to wait 24 hours before requesting a new one.

- **Email Invitation** and **SMS Invitation** features are deactivated in the **Fusion Admin** interface.

The activation code is sent by your organization admin. If you have not received the code, you can request another one. There must be 190 seconds between new code requests. You have only three activation code requests. If you want to perform a fourth code request, you will be blocked and you will have to wait 24 hours before requesting a new one.

If you enter a wrong activation code, Fusion displays the following error message: *Invalid user credentials*.



New user > Step 2: Enter the activation code sent by your organization admin

Third step: Create your password, confirm it, and click the **Submit** button.

The image shows a mobile app interface for 'FirstNet Fusion Dispatch'. At the top is the FirstNet logo and the text 'Fusion Dispatch'. Below this are three input fields: 'Phone Number' with the value '1000000000', 'New Password' with the placeholder 'Enter your password', and 'Confirm password' with the placeholder 'Re-type your password'. A green 'Submit' button is at the bottom. At the very bottom, small text reads 'Copyright © 2016 FirstNet Fusion All rights reserved Terms of Use | Privacy Policy'.

New user > Step 3: Create your Fusion Dispatch password

Your password must have at least:

- one digit
- one lowercase letter
- one uppercase letter
- eight characters
- one special character

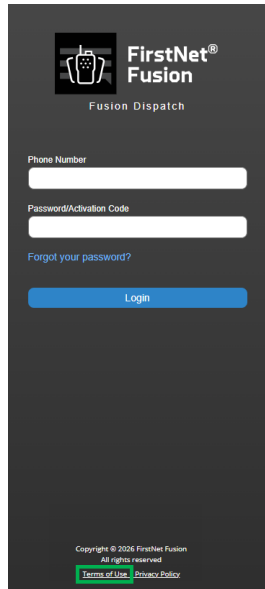
After the login details were correctly entered, a window appears containing the End User License Agreement and Terms of Service. Scroll down to see all content, then click the **OK** button.

The image shows a scrollable screen titled 'FirstNet Fusion End User License Agreement and Terms of Service'. The text is a legal agreement between AT&T Mobility, LLC and the user. It details the use of the FirstNet Fusion application and the terms of service. At the bottom right, there is a green 'OK' button.

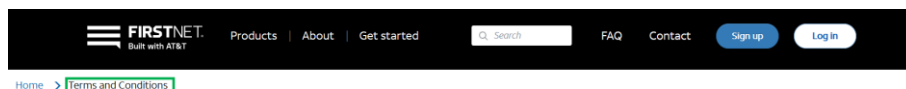
New user > End User License agreement and Terms of service

Terms and conditions

To access the **Terms and Conditions** page, click on the **Terms of Use**, or **Policy Privacy** buttons at the bottom of the Log in page.

The image shows the FirstNet Fusion login page. At the top, there is a logo for FirstNet Fusion with the text "Fusion Dispatch" below it. Below the logo, there are two input fields: "Phone Number" and "Password/Activation Code". Below these fields is a link that says "Forgot your password?". Below the link is a blue button labeled "Login". At the bottom of the page, there is a copyright notice: "Copyright © 2016 FirstNet Fusion. All rights reserved." and two links: "Terms of Use" and "Privacy Policy".

Log in > Terms of Use, Privacy Policy



October 2018

INTRODUCTION

The following terms and conditions apply to your use of and access to the FirstNet.com Portal (the "Portal"), maintained and operated by AT&T. The purpose of the Portal is to provide details to the public safety community about the FirstNet products and services ("Purpose"). The terms "we" or "us" or "our" refer to AT&T and the terms "you" and "your" refer to you, an individual who is accessing or using the Portal.

By using or accessing the Portal, you represent that you are an adult of at least 18 years of age and fully competent to enter into the terms, conditions, representations and warranties set forth in this Terms of Use (referred to collectively as the "Terms"). If you do not wish to be bound by the Terms, you should not access, subscribe to, or otherwise use the Portal. AT&T may modify the Terms at any time without notice to you.

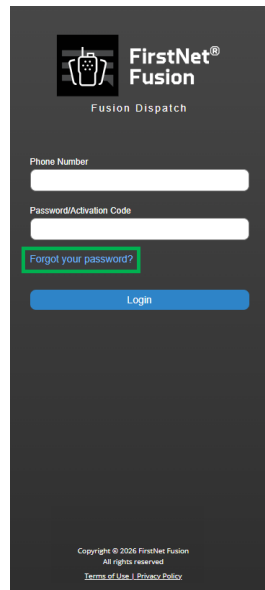
Modifications will be deemed effective immediately upon posting of the modified terms at this URL or other URL designated by AT&T. You will be deemed to have agreed to any such modification or amendment by your decision to continue using the Portal following the date on which the modified or amended Terms are made available through the Portal or the referenced website. In addition, AT&T reserves the right to change, modify or discontinue, temporarily or permanently, the Portal (or any portion thereof), including any and all content contained on the Portal, at any time without notice. You agree that AT&T shall not be liable to you or to any third party for any modification, suspension or discontinuance of the Portal (or any portion thereof).

1. **Registration and Information Provided.** On the Portal, you agree to provide information that is accurate, complete, and not misleading, and update all such information to maintain its accuracy and completeness. If you provide any information that is, or we have reasonable grounds to suspect that the information is, untrue, inaccurate, not current or incomplete, AT&T may without notice suspend or terminate your access to the Portal and refuse any and all current or future use of the Portal (or any portion thereof).

Log in > Terms and Conditions page

Forgotten password

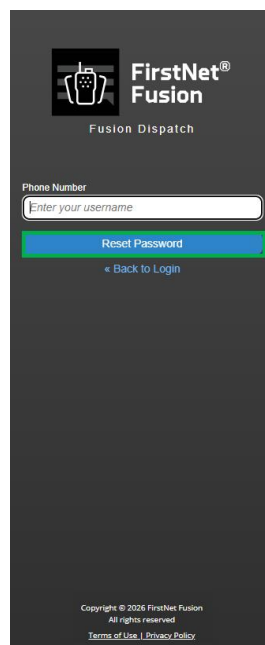
If you forgot your password, click the **Forgot your Password?** link.



The image shows the FirstNet Fusion login interface. At the top, there is a logo for FirstNet Fusion with the text 'Fusion Dispatch' below it. Below the logo, there are two input fields: 'Phone Number' and 'Password/Activation Code'. Below these fields, there is a link labeled 'Forgot your password?' which is highlighted with a green rectangle. Below the link is a blue button labeled 'Login'. At the bottom of the screen, there is small text: 'Copyright © 2026 FirstNet Fusion All rights reserved Terms of Use | Privacy Policy'.

Log in > Forgotten password

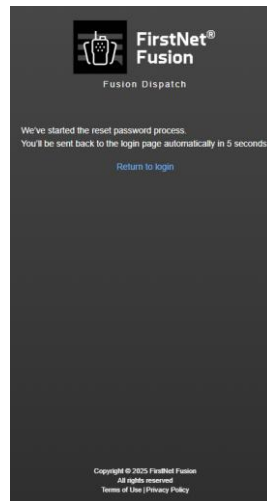
First step: Enter your number and click the **Reset Password** button.



The image shows the FirstNet Fusion 'Reset Password' screen. At the top, there is a logo for FirstNet Fusion with the text 'Fusion Dispatch' below it. Below the logo, there is a 'Phone Number' input field with the placeholder text 'Enter your username'. Below the input field, there is a blue button labeled 'Reset Password' which is highlighted with a green rectangle. Below the button is a link labeled '« Back to Login'. At the bottom of the screen, there is small text: 'Copyright © 2026 FirstNet Fusion All rights reserved Terms of Use | Privacy Policy'.

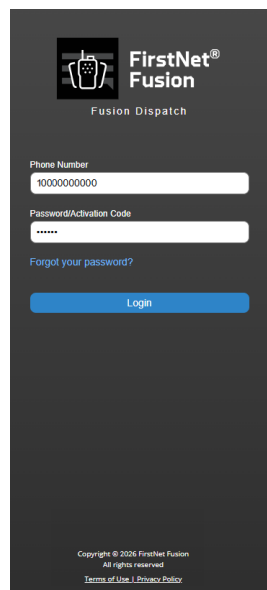
Log in > Forgotten password > Step 1: Enter your number

Next, you see a screen informing you about the reset password process.



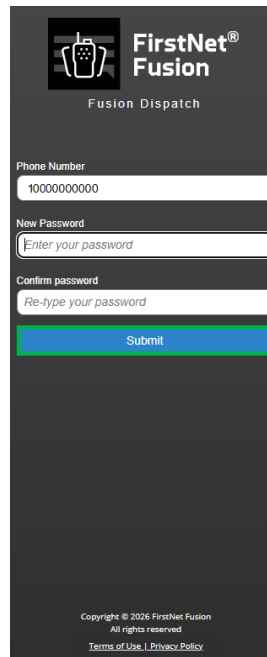
Log in > Forgotten password

Enter your number and the new activation code that you received.



Log in > Forgotten password > Enter number and new activation code

Insert your number and set the new password. Then click the **Submit** button.



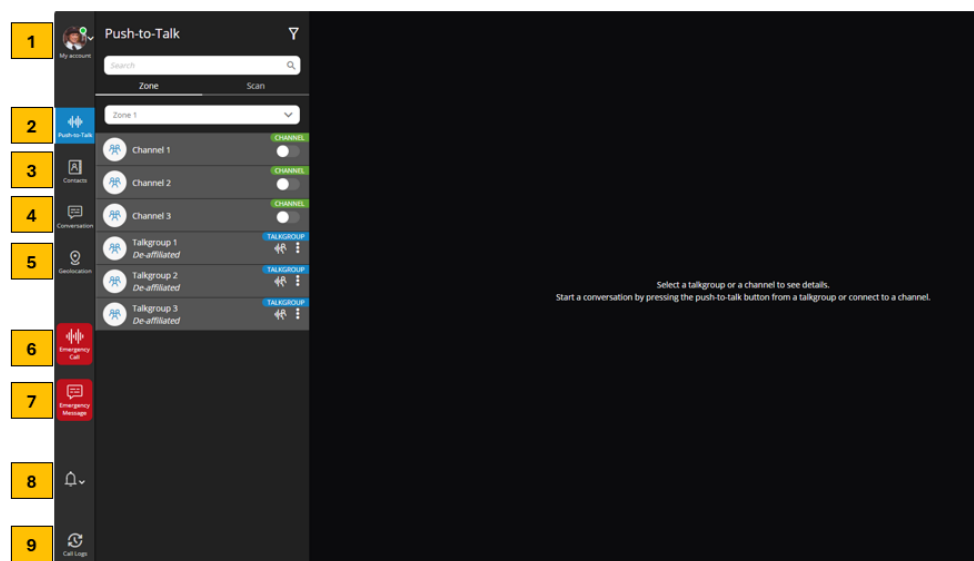
The image shows a mobile application interface for FirstNet Fusion Dispatch. At the top, there is a logo consisting of a white handset icon on a black background, followed by the text "FirstNet® Fusion" in white, and "Fusion Dispatch" in a smaller font below it. Below the header, there are three input fields: "Phone Number" with the value "10000000000", "New Password" with the placeholder "Enter your password", and "Confirm password" with the placeholder "Re-type your password". A blue "Submit" button is located below the password fields. At the bottom of the screen, there is a copyright notice: "Copyright © 2026 FirstNet Fusion All rights reserved" and a link to "Terms of Use | Privacy Policy".

Log in > Forgotten password > Enter the new password and confirm it

Application menu

The desktop application (Fusion Dispatch) has the following menu:

1. My Account
2. Push-To-Talk
3. Contacts
4. Conversation
5. Location
6. Emergency Call
7. Emergency Message
8. Notifications
9. Call Logs

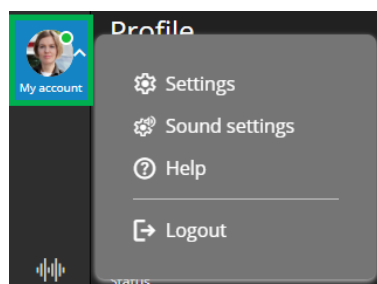


Application menu

MY ACCOUNT

The **My Account** menu provides access to user profile management and settings.

It includes options such as Settings for account customization, Sound Settings for audio preferences, Help to contact the support team, and Logout.



My Account

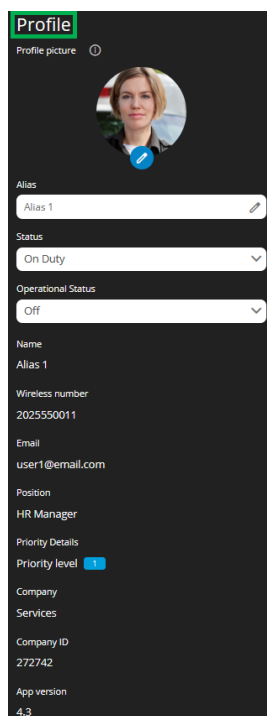
Profile

Note: To view profile details, you must access the **Settings** section.

The **Profile** section contains the following information:

- Profile picture (upload or remove photo)
- Alias (if activated and editable)
- Status: On Duty, Off Duty, Do Not Disturb
- Operational Status
- My details (Name, Wireless Number, Email Address, Position, and Priority Level)
- My organization details (name of the organization, organization ID)
- Application Version

Note: Accepted file types for profile pictures are .jpg, .jpeg, and .png, with a maximum image size of 15 MB.



My account > Settings > Profile

Alias

If enabled by an admin for your organization and your account, this option allows you to have an alias instead of your name. Your admin decides if you can edit it or not.



My account > Settings > Profile > Alias

Once your admin enables the feature for your account, a notification pop-up will appear to inform you of the change.

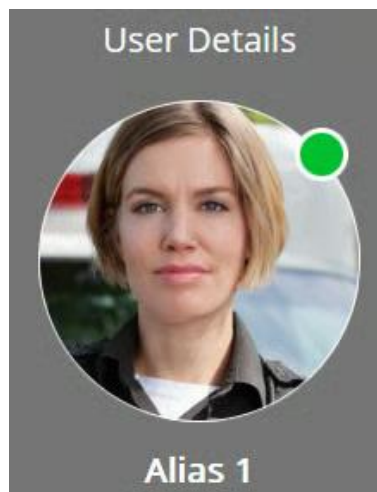
Depending on your company's settings, only your alias will be visible to all your contacts, as shown below:

- On the **Contacts** page, users will be able to search by alias in the Search field.
- On the **Conversations** page, in conversation threads, message details, and call screens.
- In **Push-To-Talk** calls, the alias replaces the name on the screen when an event occurs (user is speaking, user left the call, user is trying to reconnect, etc.).
- On the **Push-To-Talk** page, in the Connected Users pop-up, and on the labels for events.
- On the **Location** page.
- In notifications for new messages, missed calls, and incoming calls.
- In reports, in exported message files, and in messages forwarded by email.
- On the **Contact Details** screen.

Displaying the Alias



_Contacts > Instead of name, only Alias is displayed

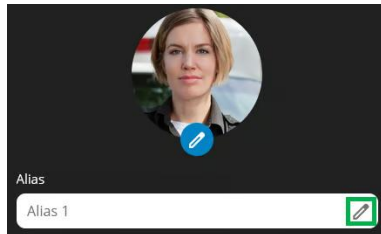


Contacts > Contact details > Only Alias is displayed

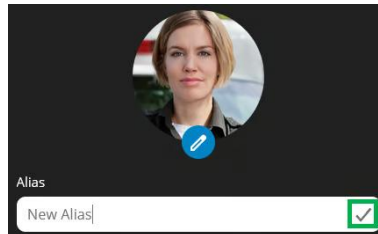
Editing the Alias

Once you have permission from your admin, you can edit your **Alias**.

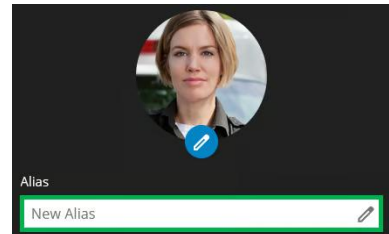
Click the **Edit** button, then write the new **Alias**. Click the **Confirm** button, and your new Alias is displayed.



Settings > My account > Click the Edit button



Type the new Alias > Click the Confirm button



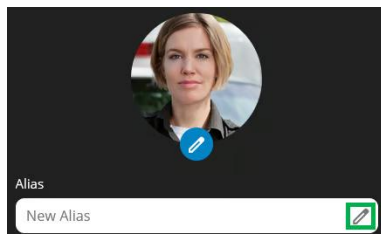
Alias edited

Your Alias is updated in the **Contacts** list and in the Contact details.

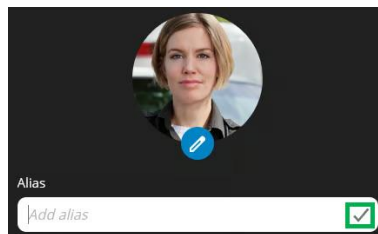
Deleting the Alias

Once you have permission from your admin, you can delete your **Alias**.

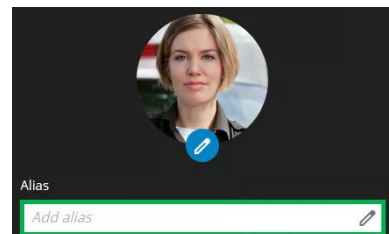
Click the **Edit** button, then remove the Alias and click the **Confirm** button. Your Alias is successfully removed.



My account > Settings > Edit Alias



My account > Settings > Delete Alias and confirm



Alias is deleted

Status

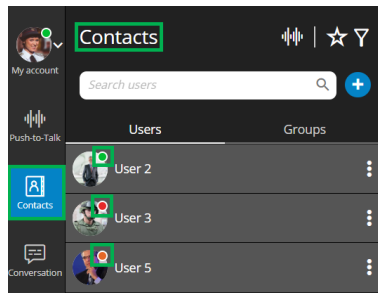
The user status feature in Fusion is an availability-based feature that allows you to indicate your current work state directly within the application. You can select a Status from the three available options, or you can set a unique Operational Status.

For more information about User Status, go to Profile > Operational Status in the guide.

Choose your status from the available options:

- **On Duty** (green dot): The user is connected (online) on Fusion Dispatch or mobile application, or both.
- **Off Duty** (red dot): The user is connected (online) on Fusion Dispatch or mobile application, or both, but they are busy.

- **Do Not Disturb**(orange dot): The user does not receive alert tones, notification tones, or vibration. If the application is open, they receive the pre-alert Emergency notifications. If the application is closed, the calls are automatically refused. They receive the messages but not their notifications.



Contacts > Users > On Duty, Off Duty, and Do Not Disturb statuses

Users can be filtered according to their status on the **Contacts** and **Location** pages.

The feature can be removed by an admin. In this case even if the user is connected to Fusion Dispatch or mobile application, or both, they do not have any dot on their profile picture.

Operational Status

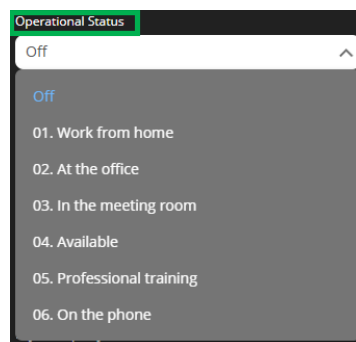
When the feature is on, you can set your **Operational Status**.

An admin can create a database of Operational Statuses and add the desired Operational Statuses to it. They can add a list of Operational Statuses for a given department based on this database, so you only see the Operational Statuses available for your department. If the organization has multiple Operational Status lists and you filter the contacts based on the Operational Status, you see all the statuses from the Operational List database.

If a department admin removes an Operational Status list assigned to a specific department, the department's status is changed from List X to database.

Click **Operational Status** and the list is displayed:

- Status Off: This is always the first option in the drop-down menu. By default, this is the first selected status after activation.
- Select an Operational Status from the list. Based on the code, they are displayed in ascending order.



Operational Status

The Operational Status is changed in:

- **Settings** page > My Account.
- **Contacts** list (below the user's name).
- Location user list (only Dispatchers will see the status here).
- Location: Depending on the color configured for a status, you have the required color in the user's Pin on the map.

The Dispatchers can see another user's Operational Status in the **Contacts** list and **Location**.

Automated Operational Status Changes

Your Operational Status can be automatically changed to a specific Operational Status set by the admin for the following two cases:

Use case 1:

You are logged out, manually disconnected, or technically disconnected (not reachable by the server) from the application for more than X hours. Example: The automatic change should trigger after one hour (period selected by the Fusion Admin).

When you are seen as disconnected for more than one hour, your Operational Status automatically changes to the one assigned for this event.

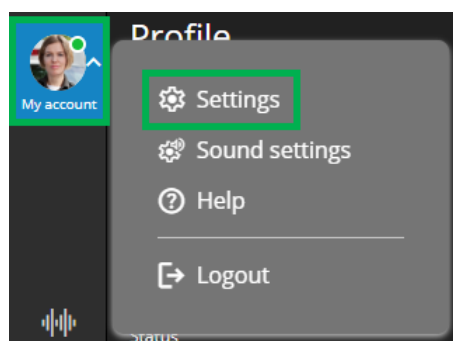
Use case 2:

You open the application (login or connect again). Since no delay is set by the admin, the change is made at the same moment when you open the application.

Note: If your department does not have that specific Operational Status, the change is not made (valid for both use case 1 and use case 2).

Settings

You can customize your Fusion Dispatch account from the **Settings** menu (top left arrow), next to your profile picture.



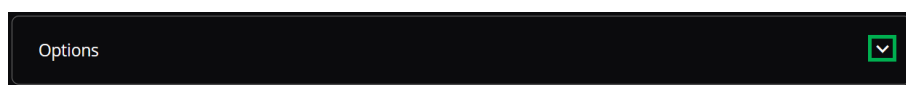
My account > Settings

Options

In **Options**, you can customize Fusion Dispatch's behavior.

When you specify the default home page, contacts tab and action. Features include message confirmation, Push-To-Talk mode, and live replay of recent communications. You can also set your preferred channel playback settings (e.g., hearing everyone, only the highest-priority speaker, or pausing while speaking). You can enable confirmation windows, communicate on more channels, view current Push-To-Talk call logs, and immediately transition from Off Duty to On Duty when submitting a message in an On Duty-only group conversation. Once selected, these preferences are implemented throughout the app, offering a smooth and personalized experience.

First, expand the **Options** section by clicking the arrow located on the right.



My account > Settings > Options > Expand options

Default Page

Choose the default page displayed when opening Fusion Dispatch: Contacts, Conversations, Push-To-Talk, or Location.

Default Contacts Tab

Choose the default **Contacts** tab on the **Contacts** page: Users or Groups.

Default Action

Choose what action will be performed when you click a contact (individual or group) on the **Contacts** page: Push-To-Talk, Send Message.

Default Send Button

Choose which **Send** button will be displayed by default and which one is displayed after activating the **Request Confirmation** button. With **Send**, you can send normal messages without confirmation. With **OK-Send**, your messages are displayed to recipients with an **OK** button for confirmation.

Push-To-Talk Take the Floor Mode

Choose how to take and release the floor. With **Push-To-Talk** mode, keep the button pressed while talking. With **Toggle** mode, click the button once to talk and click again to stop.

Live Replay

You can replay all the Push-To-Talk bursts from a Push-To-Talk Group call or channel, whether you are logged in on Fusion Dispatch or mobile application.

Channel Playback Mode

- **Hear All:** You hear all the channels when people are talking on them.
- **Hear First Speaker:** You hear only the channel on which a user is talking.

- **Hear First Priority:** You hear only the channel with the highest priority on which a user is talking.

Hear Other Channels while Talking

Hear other channels while talking. If **Inactive** is chosen, then all other channels are put on hold while talking.

Confirmation Window Display

Ask for confirmation when connecting/disconnecting to Talkgroups or Zones. Available options:

- Connect to Talkgroup
- Disconnect from Talkgroup
- Connect to a Zone

Talk on Multiple Channels

Select **Active** to be able to take the floor at once in all the selected Channels, based on the priority settings of your organization.

Enable Ongoing Push-To-Talk Calls Logs Display

Activate this option to see your ongoing Push-To-Talk group calls or Emergency calls in a permanent pop-up screen to be reminded of them and join them quickly when you want.

Conversations with On Duty Contacts

Select **Active** to change status from Off Duty to On Duty when sending a message in a group conversation meant for On Duty users only.

Sort Contacts By

You can choose to see the **Contacts** list ordered either by first name or last name.

Setting	Value
Default page	Push-to-Talk
Default contacts tab	Users
Default action	Push-To-Talk
Default send button	OK-Send
Push-To-Talk Take the floor mode	Push-To-Talk mode
Live Replay	Active
Channel Playback Mode	Hear All
Hear Other Channels while talking	Inactive
Confirmation window display	Select options
Talk in Multiple Channels	Active
Enable ongoing PTT calls logs display	Active
Conversations with On Duty contacts	Active
Sort contacts by	Last name

My account > Settings > Options

Keyboard Shortcuts

This section shows the default keyboard shortcuts for different actions. First, expand the **Keyboard Shortcuts** section by clicking the arrow located on the right.



My account > Settings > Keyboard shortcuts > Expand options

Answer calls

Define the keyboard shortcut to answer calls.

End or reject calls

Define the keyboard shortcut to end or reject calls.

Move channel up

Define the keyboard shortcut to move to an upper channel.

Move channel down

Define the keyboard shortcut to move to a lower channel.



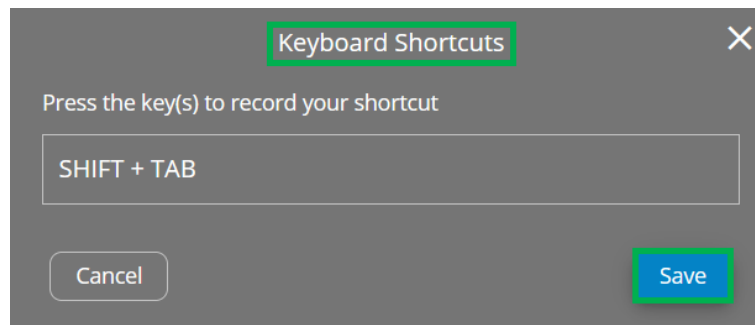
My account > Settings > Keyboard shortcuts

You can modify a shortcut by clicking the **Edit** button next to it.



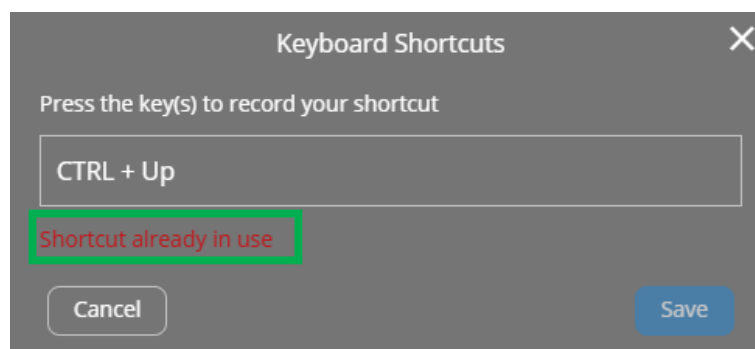
My account > Settings > Keyboard shortcuts > Edit shortcut

Press the key combination you want to set for this action. Click the **Save** button.



My account > Settings > Keyboard shortcuts > Save new key combination

If you choose a shortcut that is already in use for another action, an error message appears informing you that the shortcut is already in use.



My Account > Settings > Keyboard Shortcuts > Shortcut already in use

Note: There are special keys, CTRL, SHIFT, META, for which the information is shipped with the key events. All the other keys are REGULAR, and those are reported only once.

Use case 1: If you use CTRL + A + B, it will be reported as CTRL + B, as the information about A is not reported by the browser.

Use case 2: If you use CTRL + SPACE + A, it will be reported as CTRL + A, as the information about SPACE is not reported by the browser.

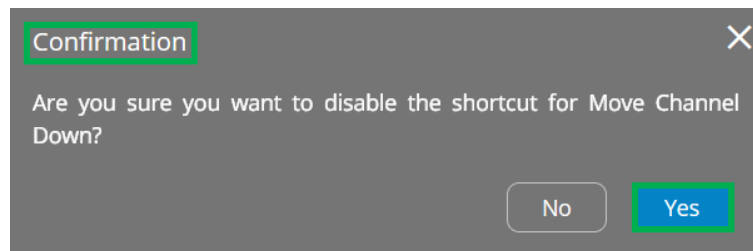
In both cases, you either use CTRL + REGULAR or CTRL + SHIFT + REGULAR.

To disable a shortcut, click the **Delete** button next to it.



My account > Settings > Keyboard shortcuts > Disable shortcut

A confirmation message appears. Click the **Yes** button to confirm.



My account > Settings > Keyboard shortcuts > Disable shortcut confirmation

The shortcut is now **Inactive**.



My account > Settings > Keyboard shortcuts > Inactive shortcut

Notifications and alerts

Customize your notifications and alerts for messages and calls, including tones and mute options (**No sound** option). The system supports in-app and system alerts, ensuring that you remain informed during critical events.

If you are connected to both Fusion Dispatch and the mobile application, you receive notifications on both. The notifications and alerts for the mobile application must be configured on the device you are using.

First, expand the **Notifications and Alerts** section by clicking the arrow on the right.



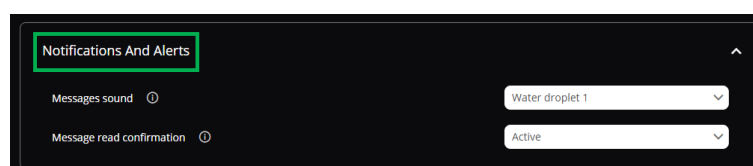
My account > Settings > Notifications and alerts > Expand options

Messages Sound

Select your notification sound from the list.

Message Read Confirmation

You can enable or deactivate it.



My account > Settings > Notifications and alerts

Location

First, expand the **Location** section by clicking the arrow on the right.



My account > Settings > Location > Expand options

Select Distance Unit

On the **Location** map, the distance between a position and a contact is displayed using the selected distance unit: Meter or Yard.

Location notification

If set to Active, a notification is sent when the users that you can locate deactivate/activate the **Location** option.

If set to Inactive, no notification is displayed in the notifications bell. If you click the button to see all the notifications, the pop-up is displayed without any Location notifications. You can still generate an Excel report for one user listing all Location activation/deactivation events.

Display notification on Location map

If set to Active, it displays the user's location services deactivation/activation in real-time from the Location map. This feature is displayed if the **Location Notification** feature is Active.



My account > Settings > Location

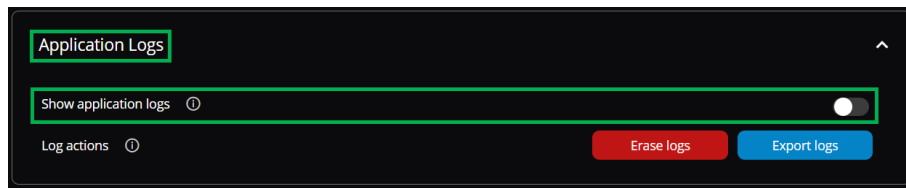
Application logs

In this section, you can see and export logs from the **Fusion Dispatch** interface. First, expand the **Application Logs** section by clicking the arrow on the right.



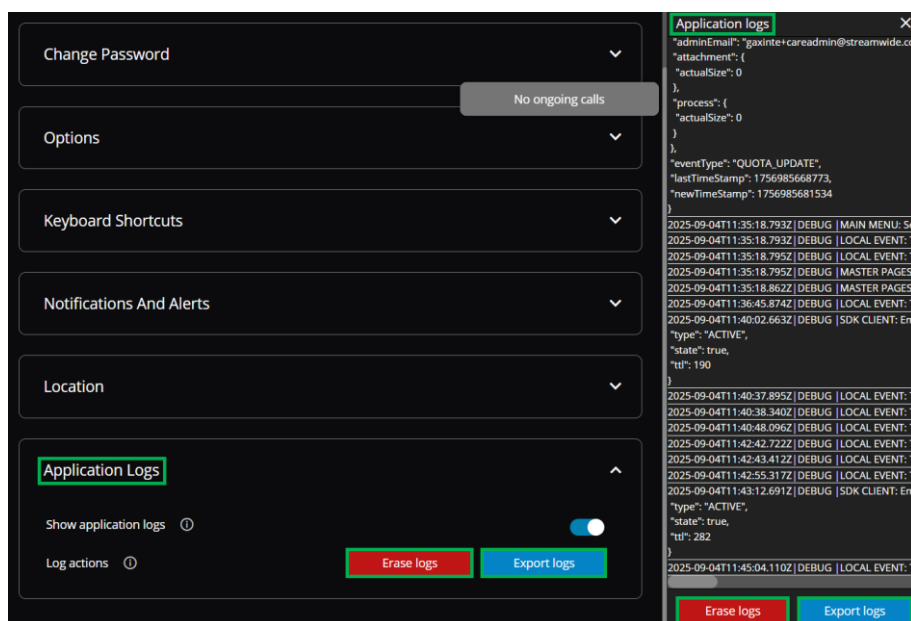
My account > Settings > Application logs > Expand options

Enable the **Show Application Logs**. The **Application Logs** panel remains visible as long as the button is enabled.



My account > Settings > Application logs > Enable Show application logs

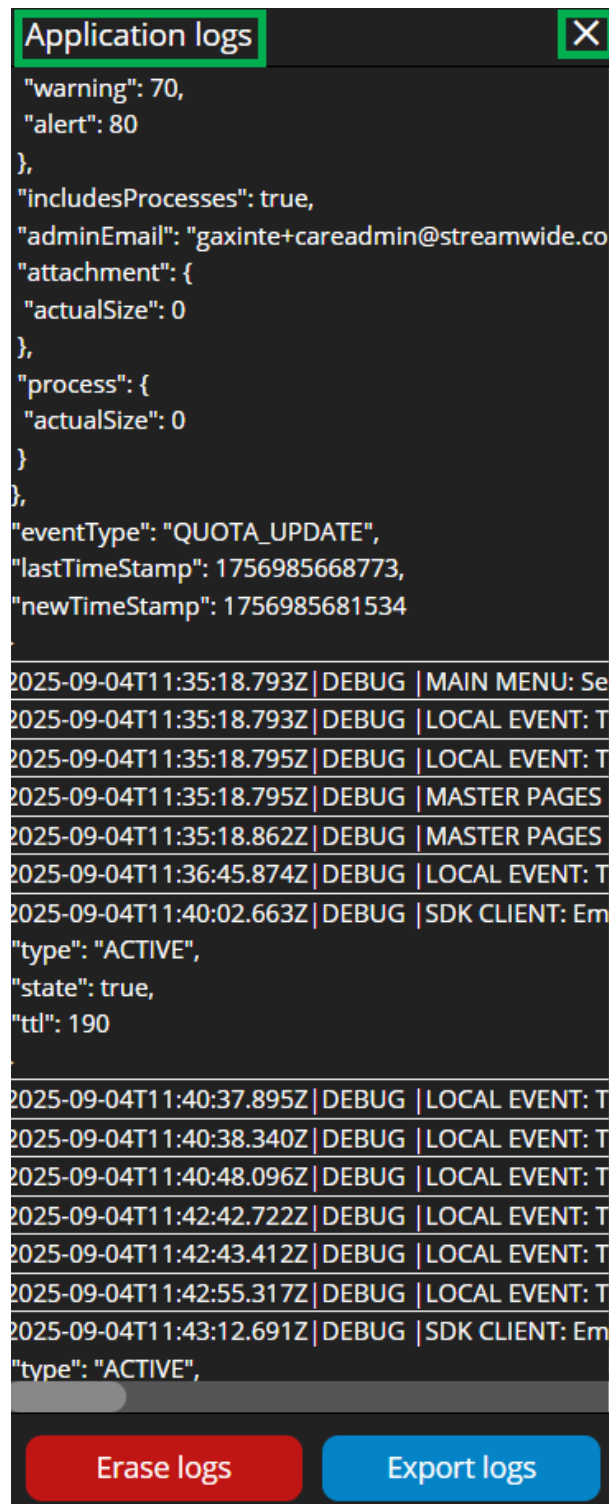
Next, the **Application Logs** panel is opened on the right of the page. You can remove the available logs or export the logs in a .TXT file, using the **Erase Logs** and **Export Logs** buttons.



My account > Settings > Application logs > Erase or Export logs

Even if you navigate to a different page or section, the buttons found at the bottom of the page remain accessible and usable.

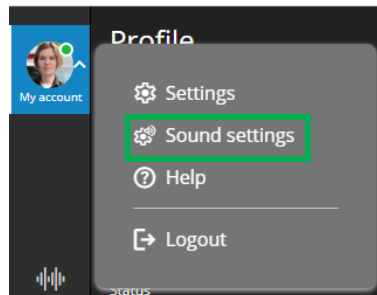
To dismiss the panel, simply click the **X** button found in the top-right corner.



My account > Settings > Application logs > Close the logs panel

Sound settings

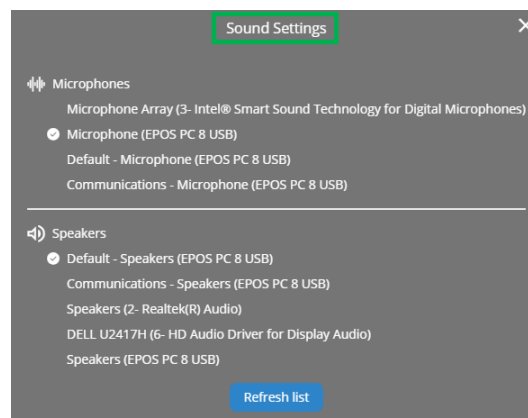
To access **Sound Settings**, click **My Account**, then **Sound Settings**.



My account > Sound settings

In the **Sound Settings** page, you can choose which microphone and speakers to use for communication. To select another device, click on the name of the device from the list available.

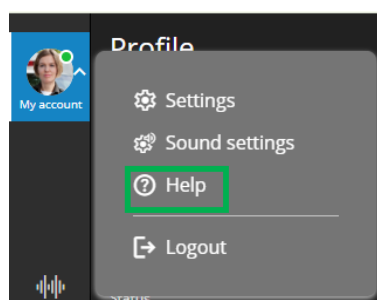
Use the **Refresh List** button to refresh the list of available devices.



My account > Sound settings > Microphones and speakers

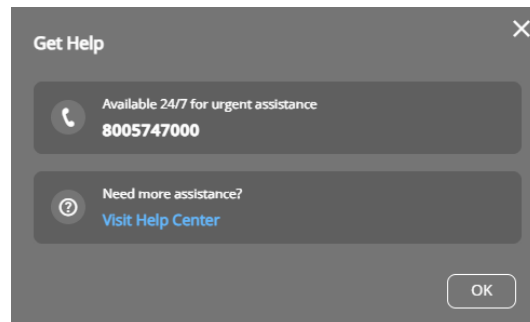
Help

To access Help click **My Account**, then **Help**.



My Account > Help

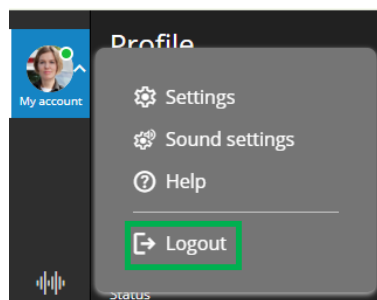
In the **Help** page, you can see the number available for urgent assistance and link to the Help Center for further assistance.



My Account > Help

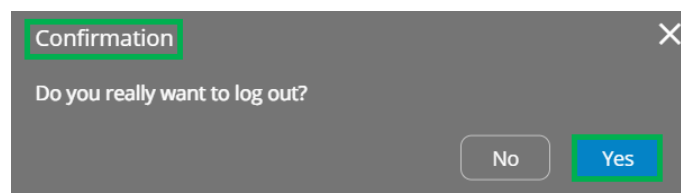
Logging out

If you want to log out of your account, click the **Logout** button.



My account > Logout

A confirmation message appears when attempting to log out. Click the **Yes** button to continue.



My account > Logout confirmation message > Yes

PUSH-TO-TALK

Fusion Push-to-Talk is a next-generation, mission-critical communication platform 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.

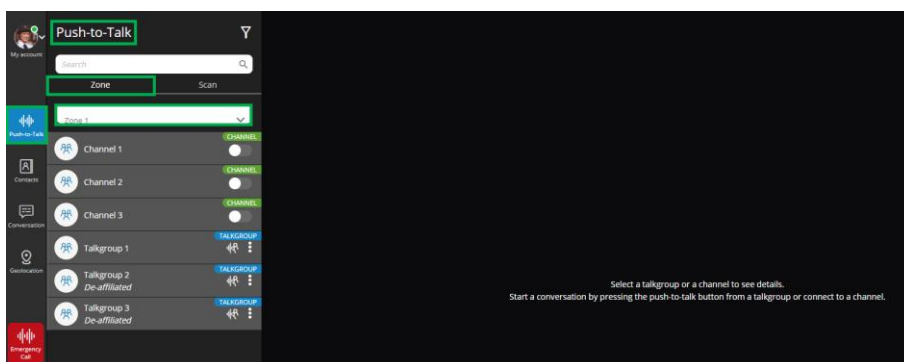
FirstNet Fusion empowers agencies to unify thousands of users into secure talkgroups, supporting multi-agency coordination during large-scale incidents. Its robust feature set and standards-based design ensure reliable, real-time communication for critical operations.

This page is divided into two sections: **Zone** and **Scan**. In both sections, you can find **Channels** and **Talkgroups**.

Zone

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. You can connect to one zone at a time.

When you log in, you are automatically assigned to a Zone. The name of your current Zone is displayed under the **Zone** section.

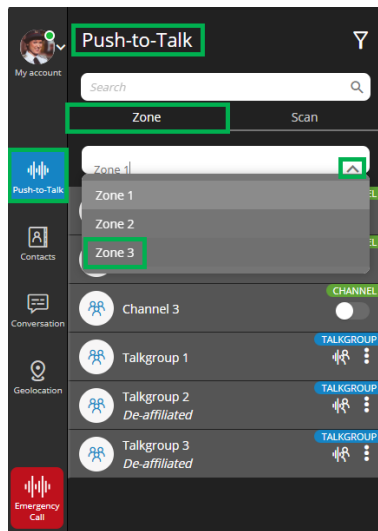


Push-To-Talk > Zone

You are initially affiliated with the first group within your current Zone. However, you can manually affiliate with other groups within the same Zone.

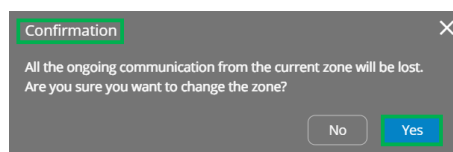
Changing a Zone

To change to another Zone, click the drop-down arrow and select the desired Zone.



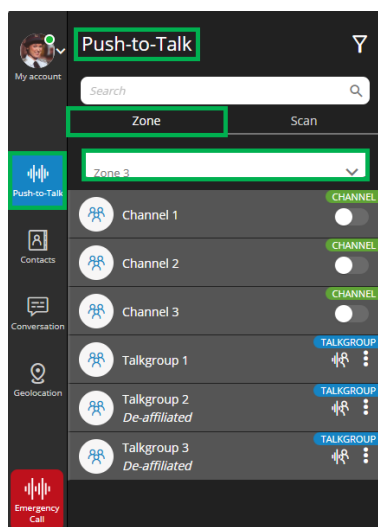
Push-To-Talk > Zone > Change the zone

A confirmation message appears when attempting to leave the current Zone. This message reminds you that you are disconnected from any ongoing communications in this Zone. Click the **Yes** button to continue.



Push-To-Talk > Zone > Change the zone confirmation message > Yes

You are now connected to the selected Zone.



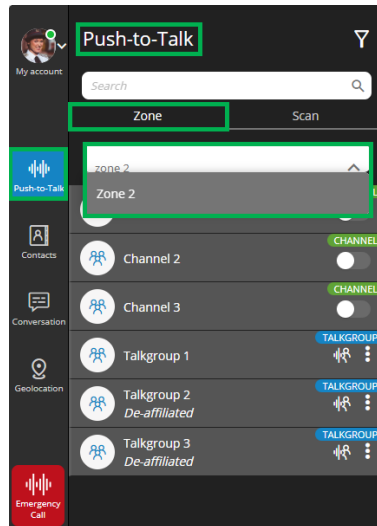
Push-To-Talk > Zone > Connected to another Zone

Switching to a new Zone resets your previous affiliations.

Searching for a Zone

To find a specific Zone, enter its name in the field that displays your current Zone. You can enter both letters and digits.

As you type, matching results appear. There is no need to press the **Enter** key. Select the desired Zone from the drop-down list.

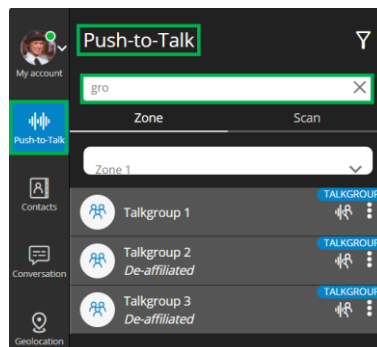


Push-To-Talk > Zone > Searching for a Zone

Searching and filtering channels and talkgroups in a Zone

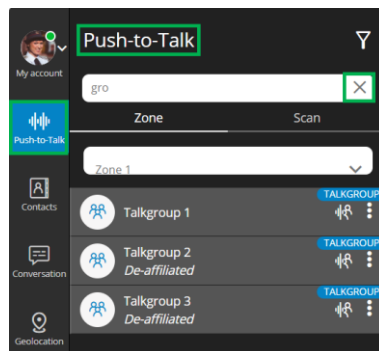
Searching for a channel or talkgroup

To find a specific Channel or Talkgroup within a Zone, enter its name into the search field. As you type, matching results appear.



Push-To-Talk > Zone > Search for a Channel/Talkgroup

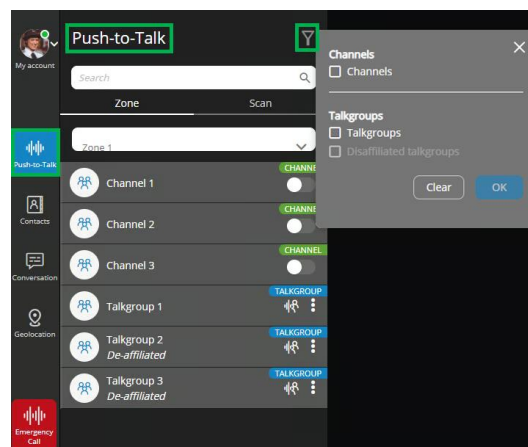
To cancel the search, click the **X** button.



Push-To-Talk > Zone > Cancel a search

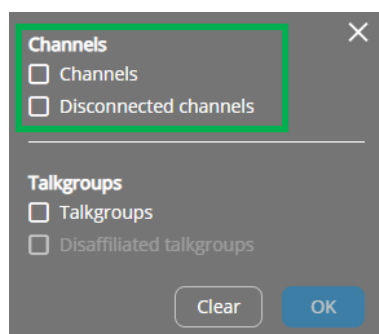
Filtering channels and talkgroups

Within a Zone, you can refine your view by filtering items by Channels (including Disconnected Channels) and/or Talkgroups (including Disaffiliated Talkgroups).



Push-To-Talk > Filter

If you are connected to at least one channel, you can also filter by **Disconnected Channels**. You can select either **Channels** or **Disconnected Channels**, but not both at the same time.

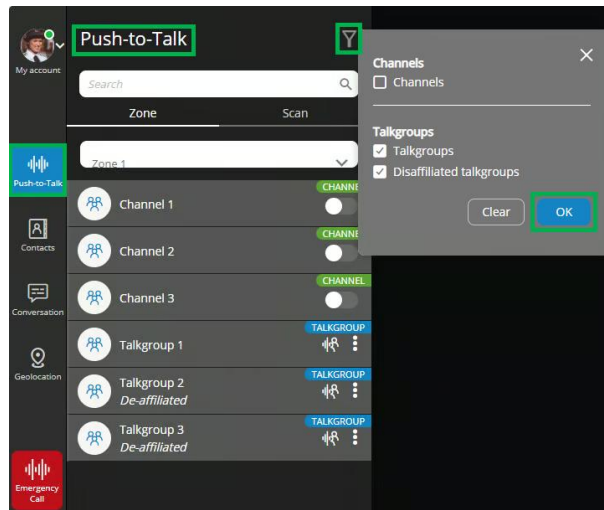


Push-To-Talk > Filter while connected to a channel

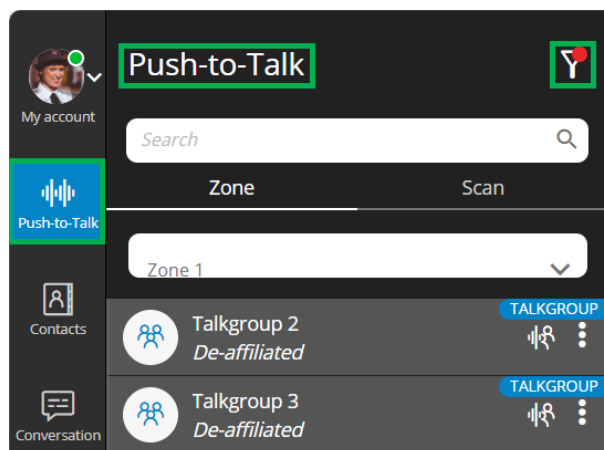
Select the needed categories and click the **OK** button to apply the filter. Once applied, a red dot indicates that the filter is active. To remove the filter, click the **Clear** button.

Note: After you select **Channels** option, you can check the **Disconnected Channels** box.

Note: After you selected the **Talkgroups** option, you can check the **Disaffiliated Talkgroups** box.



Push-To-Talk > Zone > Apply filter



Push-To-Talk > Zone > Filter applied

Scan

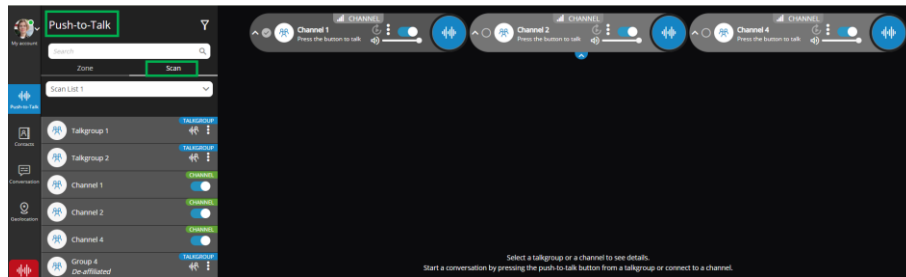
Organize communication by geographic or operational boundaries. Scan lists allow you to monitor multiple channels and talk groups, set priorities, and manage lists for efficient group communication. Admins can create, edit, and assign scan lists to users and departments.

Multiple Scans are possible, with each one capable of containing Channels and/or Talkgroups.

When the **Scan** option is activated for your organization, and you open the **Push-To-Talk** menu, you can see that you are part of a Scan list. You are assigned to the first available Scan in alphabetical order.

When you are a member of a Scan list made by an admin, you see more Channels and Talkgroups. You are automatically affiliated with all the Talkgroups.

As you are connected to multiple channels, the reception and transmission inside the channels are based on priority.

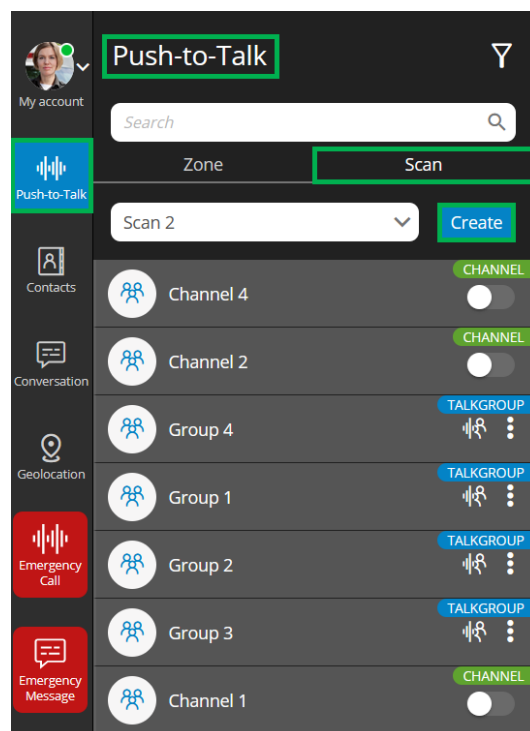


Push-To-Talk > Scan

Inside the Scan list, you can be active on only one Talkgroup at a time.

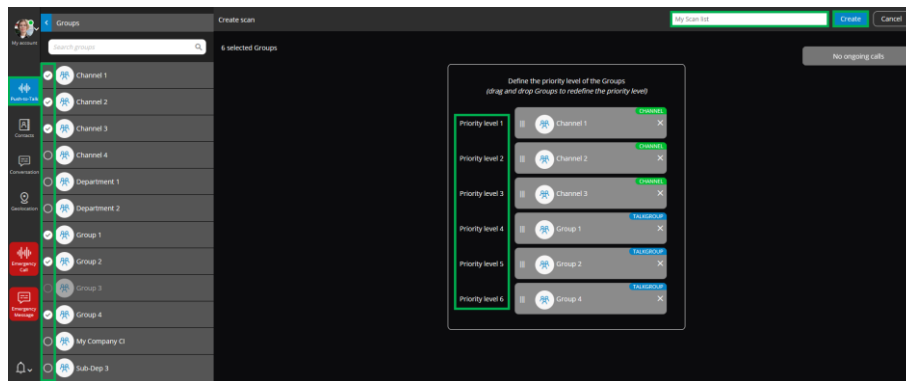
Creating a Scan list

To create your own Scan lists, click the **Create** button from the **Scan** section of the **Push-To-Talk** page.



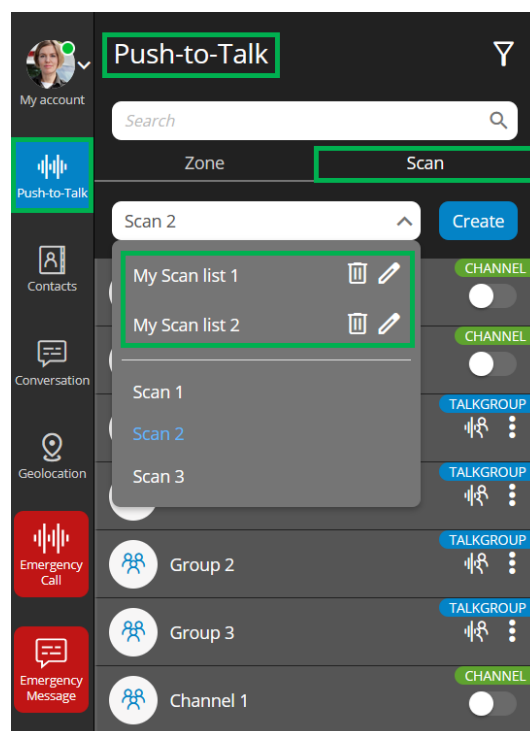
Push-To-Talk > Scan > Create Scan

Insert a name for your Scan, select the Channels and Talkgroup you want, and set their priority by drag and drop. Click the **Create** button to save the Scan.



Push-To-Talk > Scan > Create Scan steps

Your newly created Scan appears on the Scan list. Your own **Scans** are listed at the top, accompanied by **Edit** and **Delete** buttons next to each name.



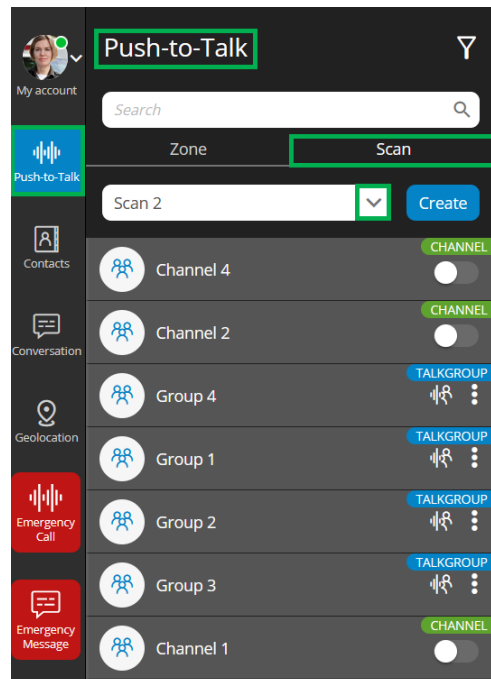
Push-To-Talk > Scan > Scan lists created by you

Note: Scan lists created by you are only accessible to you.

You can create up to three Scan lists. To create another one, you need to remove an existing Scan.

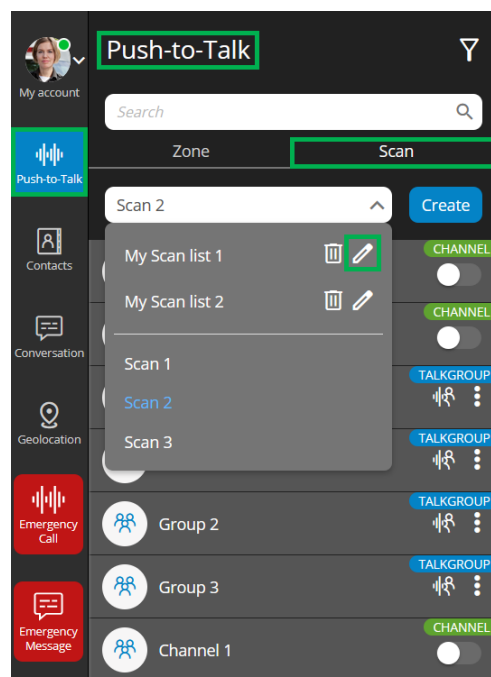
Editing a Scan list

You can edit the Scans you have created. To edit, go to the **Scan** section from the **Push-To-Talk** page. Click the arrow to expand the list of available Scans.



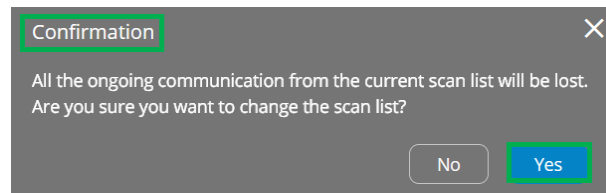
Push-To-Talk > Scan > Expand Scans list

Choose the Scan you want to edit and click the **Edit** button.



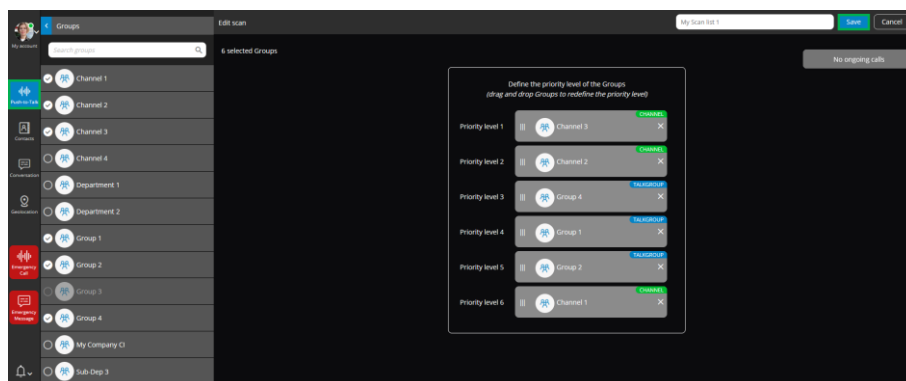
Push-To-Talk > Scan > Edit Scan

A confirmation pop-up appears informing you that all communication from the current Scan will be lost. Click the **Yes** button to continue.



Push-To-Talk > Scan > Edit Scan confirmation message > Yes

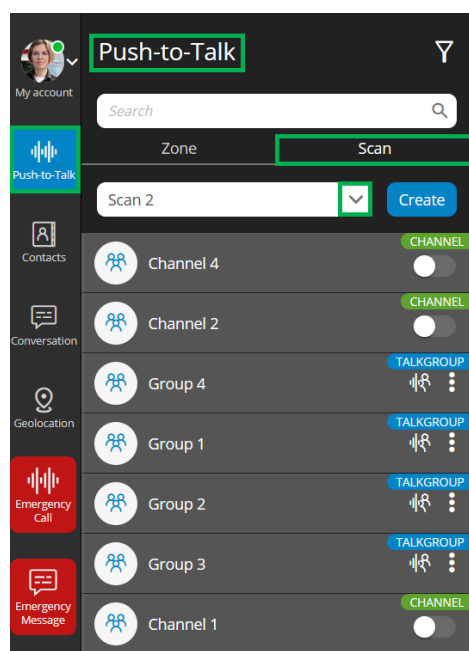
Make the changes you want, then click the **Save** button.



Push-To-Talk > Scan > Save Scan modifications

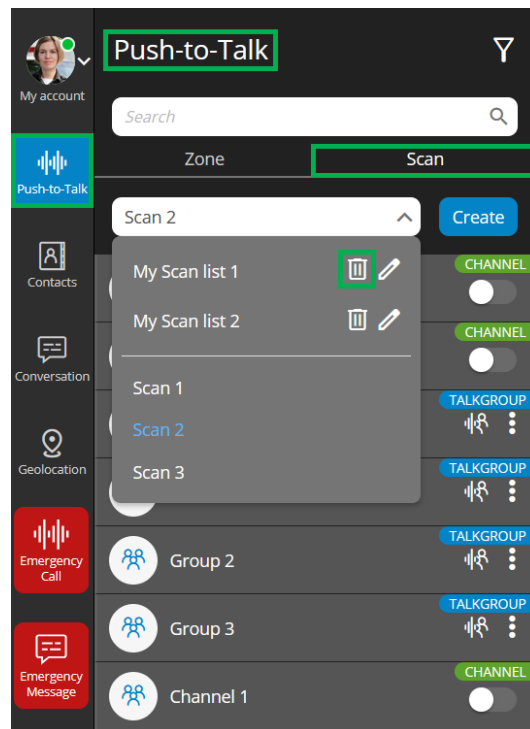
Deleting a Scan list

You can only delete the Scans you have created. To delete a Scan, go to the **Scan** section from the **Push-To-Talk** page. Click the arrow to expand the list of available Scans.



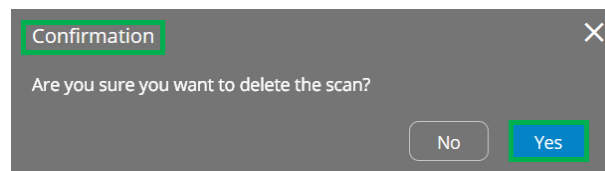
Push-To-Talk > Scan > Expand Scans list

Choose the Scan you want to erase and click the **Delete** button.



Push-To-Talk > Scan > Delete scan

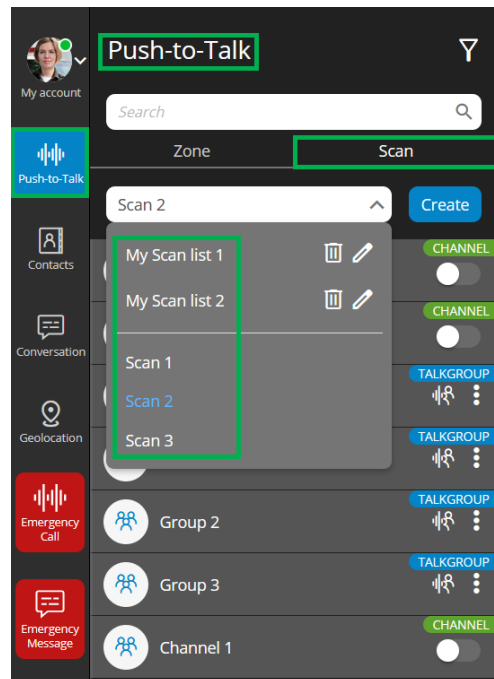
A confirmation pop-up appears asking if you are sure you want to delete the Scan. Click the **Yes** button to continue.



Push-To-Talk > Scan > Delete Scan confirmation message > Yes

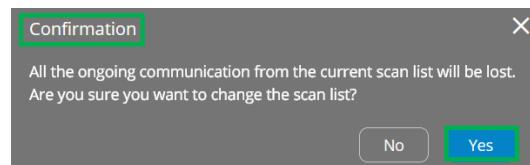
Changing the Scan list

To switch between Scans, click the drop-down arrow and choose from the list. Your own Scans and those created by an admin are displayed.



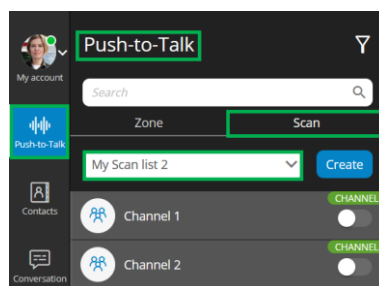
Push-To-Talk > Scan > Available Scan (created by you and Fusion Admin)

Select the Scan list you want and click the **Yes** button on the confirmation pop-up. Ongoing communication from the previous Scan will be lost.



Push-To-Talk > Scan > Change Scan list confirmation message > Yes

You are now connected to the selected Scan. The name of the connected **Scan** is displayed in the designated field.



Push-To-Talk > Scan > Connected to the My Scan list 2

Talkgroup affiliations are managed within each Scan list. When changing Scans, any de-affiliations must be repeated for talkgroups that exist in both Scans.

Searching and filtering Channels and Talkgroups in a Scan

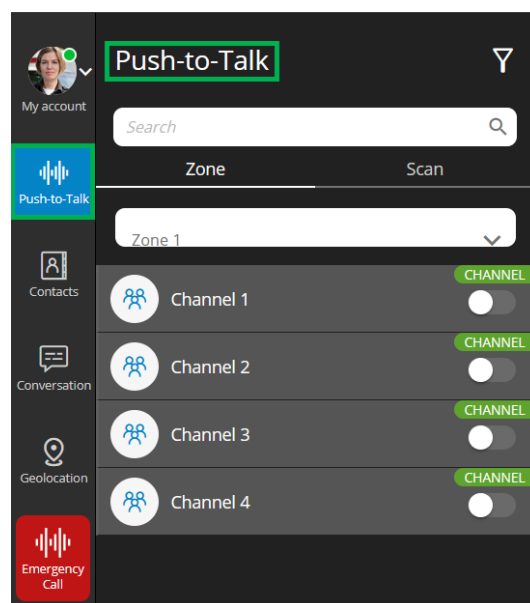
The process of searching and filtering of Channels and Talkgroups in a Scan is the same as in a Zone.

For more information about this feature, go to the **Searching and Filtering Channels and Talkgroups in a Zone** section in the guide (*Push-To-Talk > Zone*).

Channels

Channels are persistently connected communication groups. You can connect to channels, initiate a Pus-To-Talk, broadcast a video, or share the screen.

This feature allows users from the same group to connect to the same Push-To-Talk Channel as the standard Push-To-Talk devices. Each organization group has a corresponding Channel automatically created when the group is created by an admin. The **Channels** feature can be accessed from the **Push-To-Talk** page in your Fusion Dispatch account.



Push-To-Talk > Channels

Connecting to one Channel

You connect to a Channel by activating the **Channel** button.

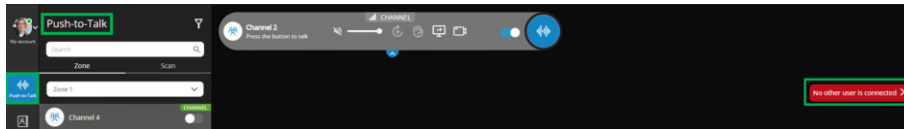
You can click the Channel name to see the other users connected (you will also see a notification when connecting to the Channel that lets you know how many users are connected). Once connected to a Channel, you can hear what other call participants are saying and you can also take the floor by clicking the **Push-To-Talk** button. After connecting to a Channel, the volume of the sound on the Channel can be modified as needed.

Note: If you are part of a group conversation and the admin of the group removes you from the conversation, you are automatically removed from the associated Channel as well.

Use cases

Use case 1: You are the only user connected to the Channel

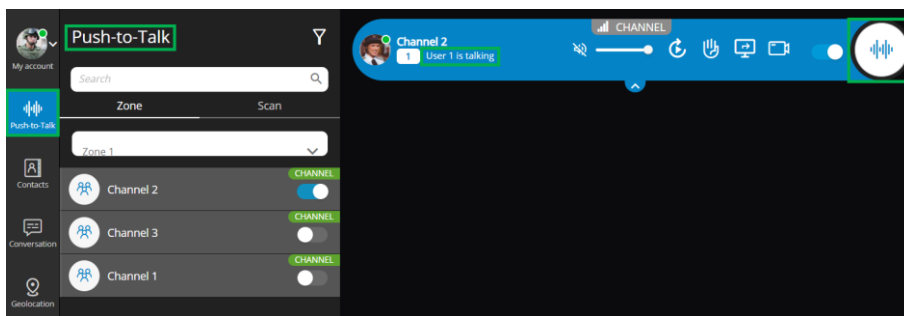
If you are the only user connected to the Channel, the **Push-to-Talk** button is active. When you click it, the floor will be immediately released, and you will see the message in the upper right corner: “No other user is connected”.



Push-To-Talk > Channels > Connected to one channel

Use case 2: Another user is talking on the Channel

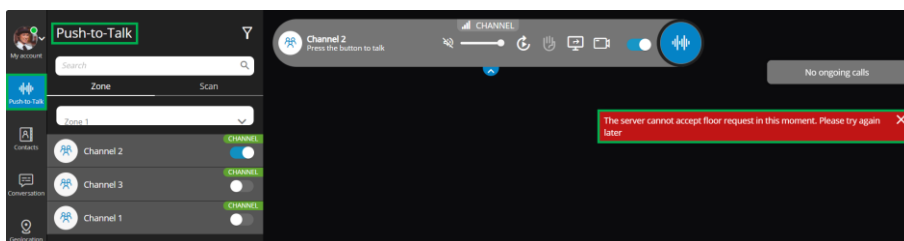
If another user is talking in the Channel, the **Push-To-Talk** button is white and you can see the message of the user who is talking.



Push-To-Talk > Channels > Connected to one channel > Another user is talking

Use case 3: Other situations

If there is an internal server error, you will see the message: “Due to a server error, the floor cannot be taken now. Please try again later”. For other technical issues, you will see the message “The server cannot accept floor request at this moment. Please try again later”.

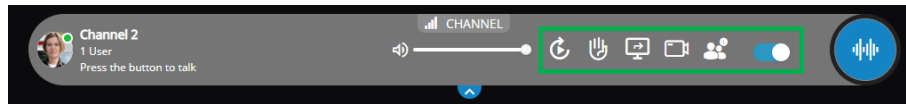


Push-To-Talk > Channels > Connected to one channel > Server error

The maximum number of participants in the Channel is 1000 users.

Options

You can choose from the available options: **Live Replay**, **Reach-Back Request**, **Share Screen**, **Broadcast Video** and **Details**.



Push-To-Talk > Channels > Connected to one channel > Active channel > Options

Live Replay

The **Live Replay** feature allows you to hear again all the talks 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 talk instead of asking the respective user to repeat.

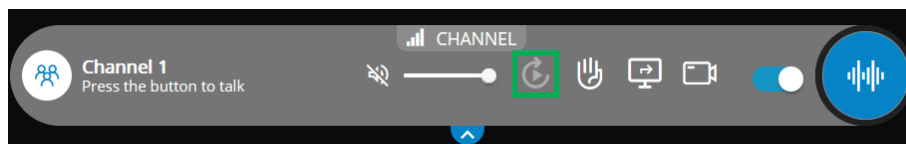
Note: A Push-To-Talk burst or a talk is the automatic recording of the audio transmission you make between taking and releasing the floor.

Note: You can replay the activity of a Channel session only starting from the moment you joined the Channel.

Note: The number of recordings is unlimited, and they will be available only if you are connected to the channel. Afterward, all recordings are lost. For long sessions, the bursts will pile up until your RAM is consumed.

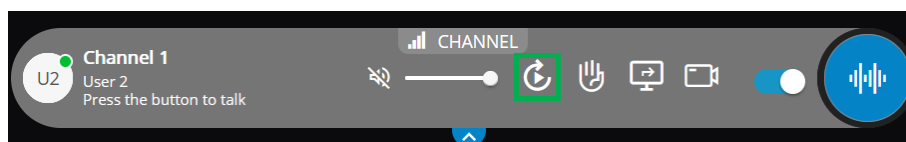
The **Live Replay** can be:

- **Inactive:** You cannot listen to talks because either there is no completed activity yet or another user is speaking.



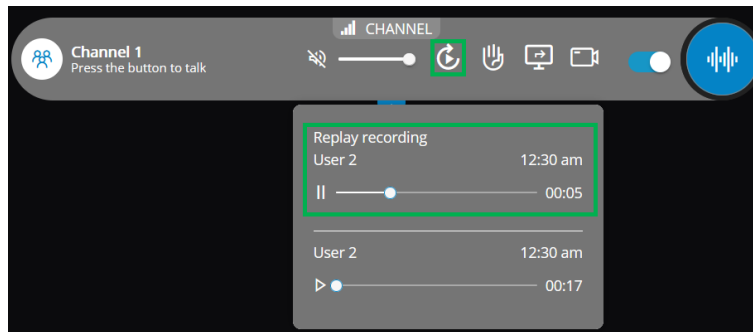
Push-To-Talk > Channel > Live Replay inactive

- **Active:** You can listen to at least one complete talk.



Push-To-Talk > Channel > Live Replay active

- **Pressed:** You are listening to a replayed talk



Push-To-Talk > Channel > Live Replay pressed

You can access the recordings by clicking the **Live Replay** button only when it is active. The last available bursts will be displayed along with the name of the Channel, the name of the speaker, the time when the burst ended, its duration, and the **Play/Pause** button.

While you are listening to a recording, it will be automatically paused whenever a user is speaking. You can resume as soon as the user releases the floor by clicking the **Play** button.

Auto-delete mechanism for recorded talks

An auto-delete mechanism is used so that the browser does not move slowly or completely stop if the memory is full of Push-To-Talk talks. When the threshold/maximum used memory is reached, the old messages are automatically removed.

Browsers:

- Mozilla Firefox: A two-minute Push-To-Talk Burst consumes 2 MB of memory.
- Google Chrome: A two-minute Push-To-Talk Burst consumes 0.75 MB of memory.

Note: The default limit is 100 MB. The parameter is configurable at platform-level.

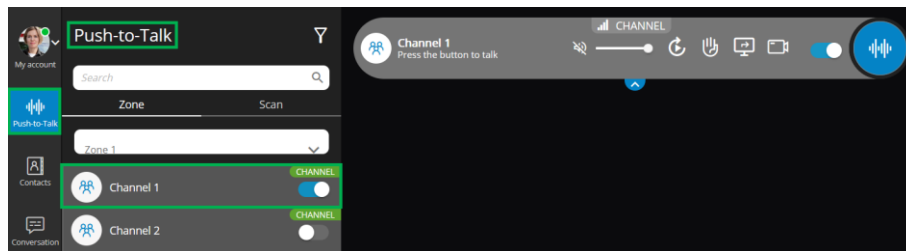
Reach Back Request

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.

Receiving a standard or an urgent reach back request

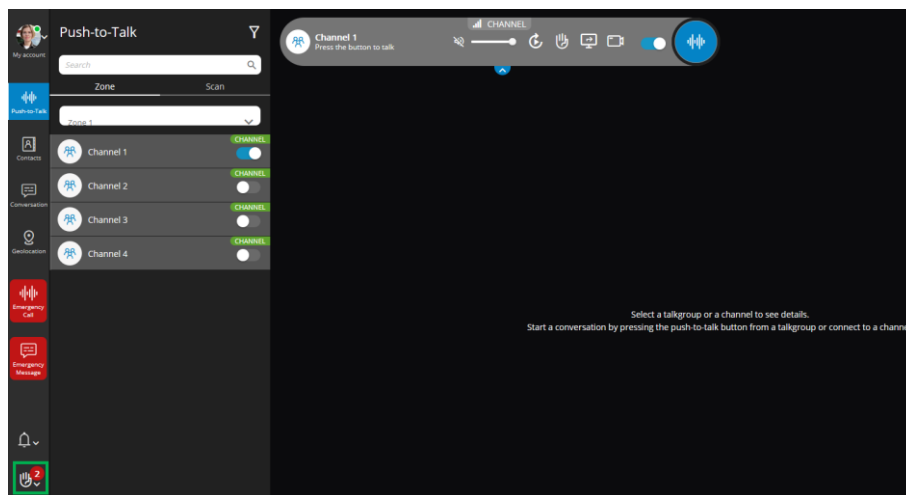
To receive a standard or an urgent reach back request on Fusion Dispatch, you must be connected to that Channel.

Note: If you are not connected to that Channel, you will not receive the standard or urgent reach back request.



Push-To-Talk > Channel > Reach back request > You are connected to a channel

Note: The **Channel Reach Back Requests** page appears in the Fusion Dispatch interface.

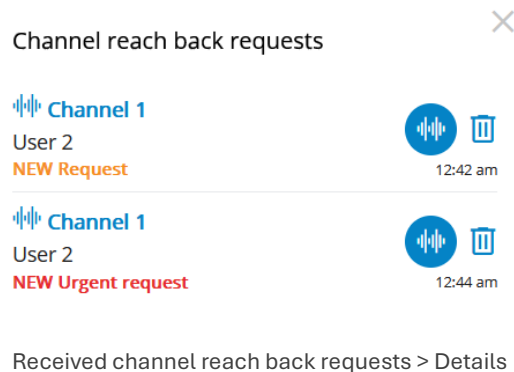


Channel reach back requests new button > You received requests

The new standard or urgent reach back request is highlighted by a notification. It contains the following details:

- Channel name
- Initiator name
- Request type (Standard/Urgent)
- Status (New)
- Timestamp
- **Push-To-Talk** button (take the floor)
- **Delete** button

Note: The standard or urgent reach back requests received from the same user in the same Channel will be displayed separately.



You can distinguish the reach back requests by their duration. The duration of the ringing of the urgent reach back request lasts twice the time the normal reach back request.

The reach back request screen will disappear when you click the **Push-To-Talk** button, and you take the floor in the associated channel.

If you click the **Delete** button, the reach back request will immediately disappear. You cannot undo the removal of the reach back request.

Use case 1: A standard or urgent reach back request was received. The reach back request screen will close if you click the **Push-To-Talk** button and another user with equal or higher priority than you already took the floor. You will not take the floor because it has already been taken (another user answered to the reach back request, so it is already in progress).

Use case 2: A standard or urgent reach back request was received while you were connected in the associated Channel. When you disconnect from that Channel, the **Push-To-Talk** button becomes inactive.

Note: The number of Dispatchers who can receive a standard or urgent reach back request is limited to 100 through a platform-level configuration parameter.

Use case 3: All the connected Dispatchers receive the standard or urgent reach back request

The **Reach Back Request** is active, and a Channel has less than 100 Dispatchers connected. When a mobile application user sends a standard or urgent reach back request, the request notification is sent to all Dispatchers connected to that Channel.

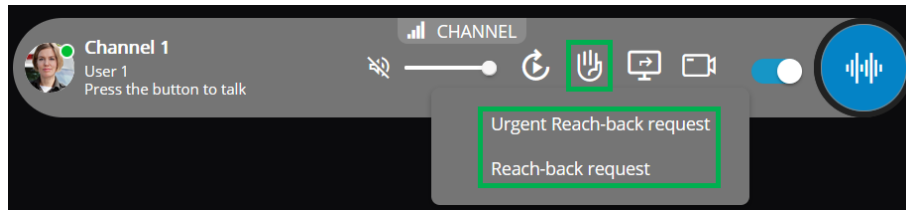
Use case 4: A limited number of Dispatchers receive the standard or urgent reach back request

The **Reach Back Request** is active, and a channel has more than 100 Dispatchers connected. When a mobile application user sends a standard or urgent reach back request, the request notification is only sent to 100 Dispatchers randomly selected from that Channel.

Note: The first 100 channel users will be displayed for Large Channels, whether online or not.

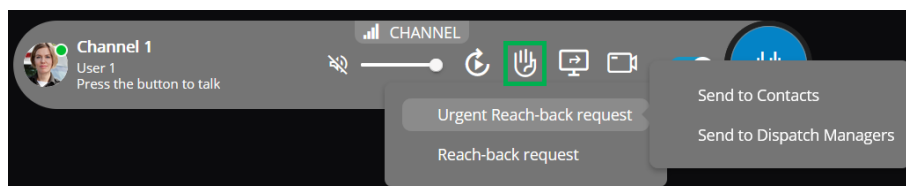
Sending a standard or an urgent reach back request

If you want to trigger a reach back request, click the **Reach Back Request** button in the Channel banner. After clicking, a window pop-up will appear where you need to select if you want to send a reach back request or an urgent reach back request.



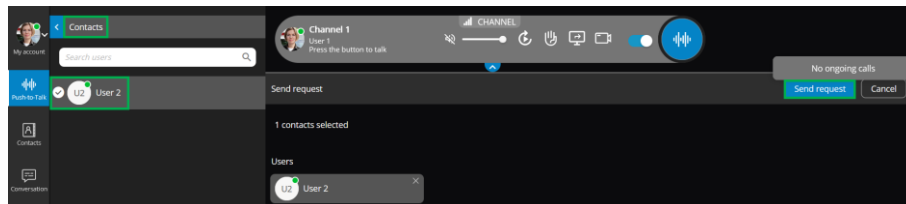
Push-To-Talk > Channel > Reach back request > Sent requests

After selecting the type of the request you want to send, you can select to whom you want to send the request.



Push-To-Talk > Channel > Reach back request > Select who you want to send the request to

By clicking the **Send to Contacts** option, a new menu will open where you can search and select the users to whom you want to send the request. In the left part of the screen, you can find a search bar from where you can search the users.



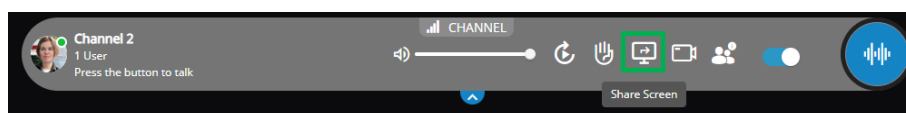
Push-To-Talk > Channel > Reach back request > Select the users to whom you send the reach back request

By clicking the **Send to Dispatch Managers** option, a request will be sent to the Dispatchers and a sound will be played.

Share Screen

This feature allows sharing your screen with a group of users so that everyone can see what is currently displayed on your screen.

When you are connected to a Channel, click the **Share Screen** button.

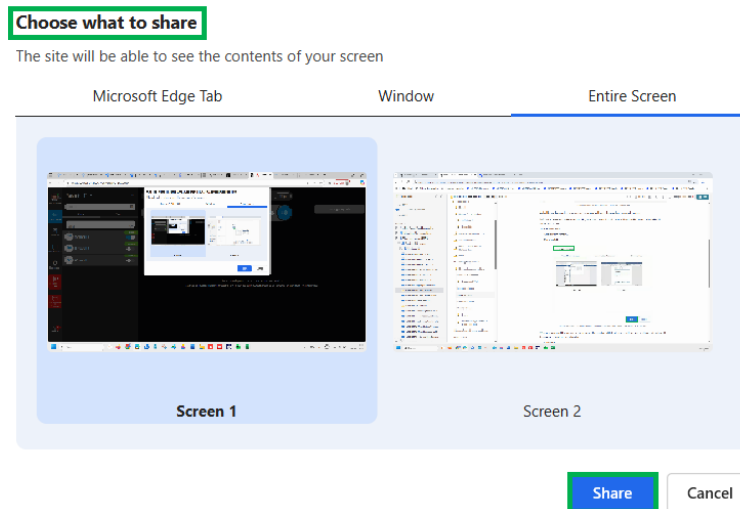


Push-To-Talk > Channels > Connected to one channel > Options > Share screen

Note: Depending on the browser used, you can choose the window or area to share.

Before the session starts broadcasting, a screen selection window is displayed to select what visual content to share:

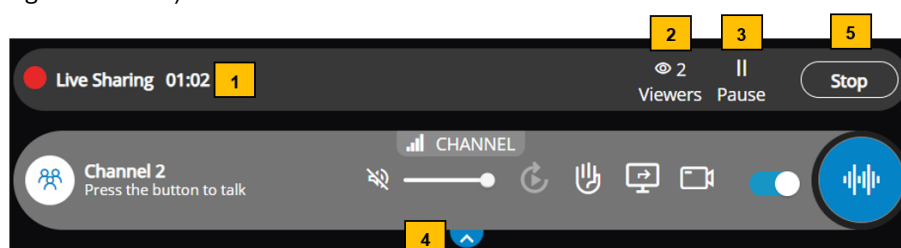
- The browser you use
- Application window
- Entire screen



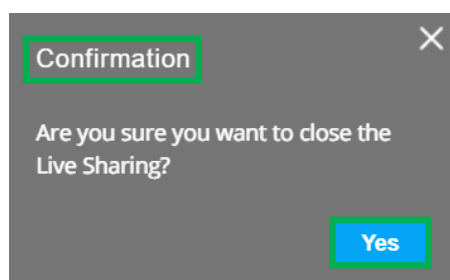
Push-To-Talk > Channels > Connected to one channel > Initiate a Share screen > Select the screen to share

After you select the screen to be shared, the session will start, and a banner is displayed on top of the screen, showing the following:

1. Call timer
2. **Viewers** button (check who is viewing)
3. **Pause/Resume** button
4. **Hide/Show** button (choose whether you want to see the banner or not)
5. **Stop** button (when pressed, a confirmation pop-up window is displayed to prevent accidentally closing the session)



Push-To-Talk > Channels > Connected to one channel > Initiate a Share screen > Banner



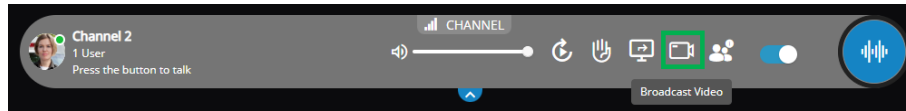
Push-To-Talk > Channels > Connected to one channel > Stop the Share screen > Confirmation request

Note: While a Share Screen is ongoing, you cannot start another one.

Broadcast Video

This feature allows sharing access to your computer camera/webcam.

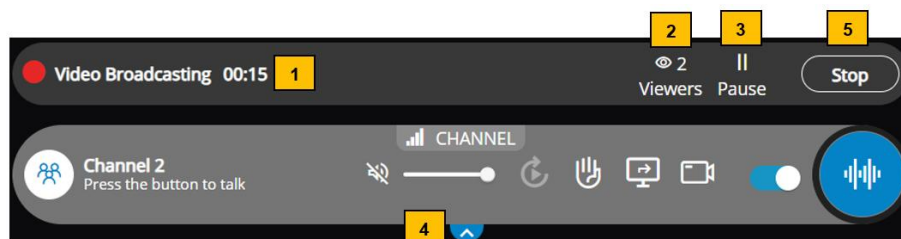
When you are connected to a Channel, click the **Broadcast Video** button.



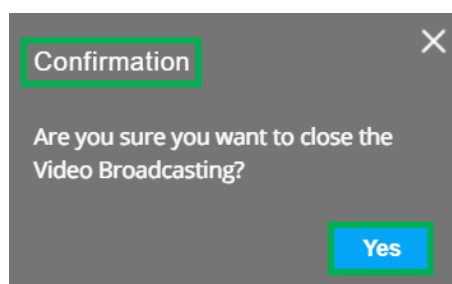
Push-To-Talk > Channels > Connected to one channel > Options > Broadcast video

The session starts, and a banner is displayed on top of the screen, showing the following:

1. Call timer
2. **Viewers** button (check who is viewing)
3. **Pause/Resume** button
4. **Hide/Show** button (choose whether you want to see the banner or not)
5. **Stop** button (when pressed, a confirmation pop-up window is displayed to prevent accidentally closing the session)



Push-To-Talk > Channels > Connected to one channel > Initiate a Broadcast video > Banner

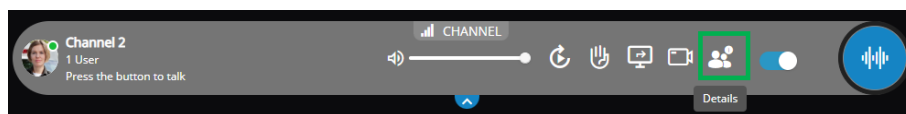


Push-To-Talk > Channels > Connected to one channel > Stop the broadcast video > Confirmation request

Note: While a Broadcast Video is ongoing, you cannot start another one.

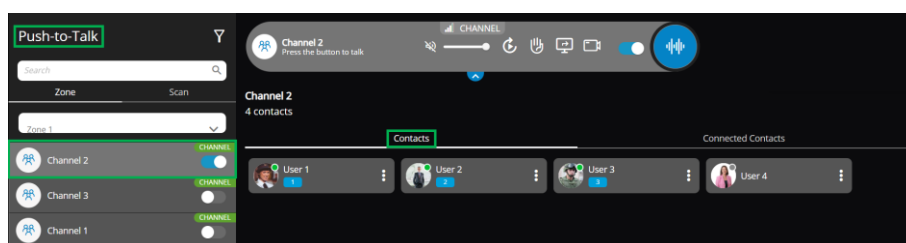
Details

If you want to see details such as the users who are part of the Channel, click the Channel in the Channels list.

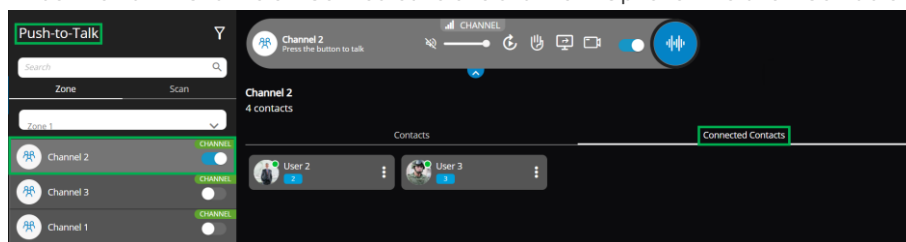


Push-To-Talk > Channels > Connected to one channel > Options > Details

Here you will see two sections: **Contacts**(users who are members of the Channel) and **Connected Contacts** (users who are connected to the Channel).



Push-To-Talk > Channels > Connected to one channel > Options > Details > Contacts



Push-To-Talk > Channels > Connected to one channel > Options > Details > Connected contacts

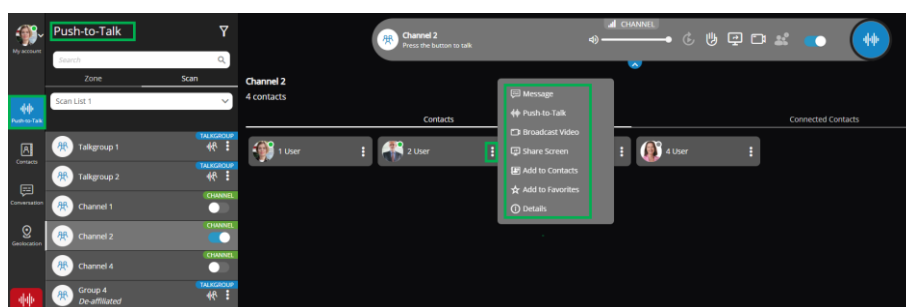
Each user will have their Priority level mentioned along with other options: **Message**, **Push-To-Talk**, **Broadcast Video**, **Add to Contacts**, **Add to Favorites**, **Details**.

For more information about these options, go to the **Options for Connected Users** section in the guide (Push-To-Talk > Channels > Connecting to one channel).

Options for connected users

To see user options, click the three dots button on the right of their name.

Users who are members of a Channel and those who are connected to the Channel have the following options: **Message**, **Push-To-Talk**, **Broadcast Video**, **Share Screen**, **Add to Contacts**, **Add to Favorites**, **Details**.

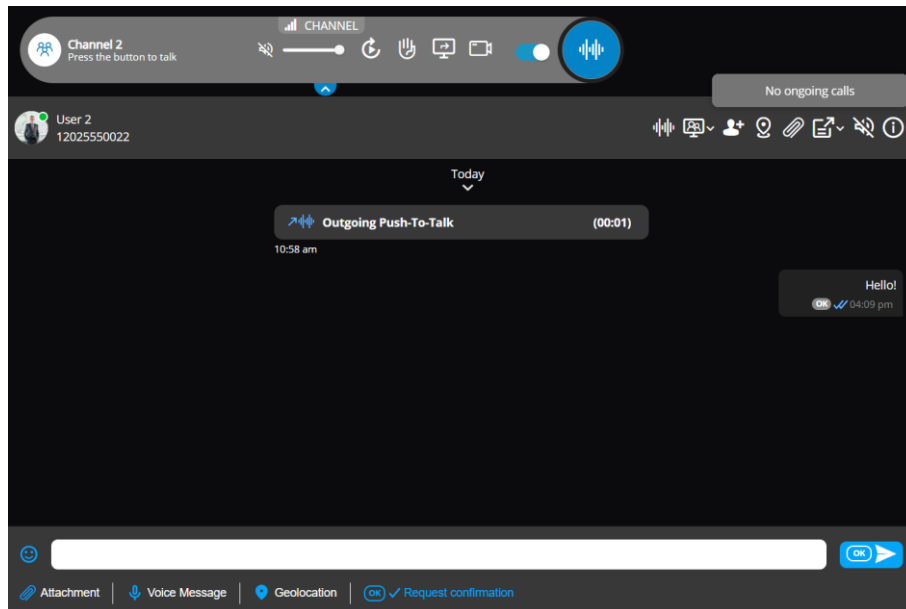


Push-To-Talk > Channels > Connected to one channel > Contact options

Message

Fusion Dispatch supports one-to-one conversations. Click the **Message** button.

If no conversation between A and B exists, then a conversation is created and displayed in the conversation list. If a conversation already existed between A and B, then the new message created is added to the current conversation list.



Push-To-Talk > Channels > Connected to one channel > Contact options > Message

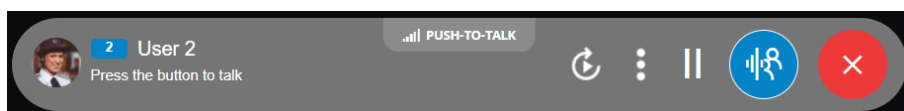
For more information about the **Message** feature, go to the dedicated chapter in the guide (Conversations).

Push-To-Talk

Push-To-Talk calls provide half-duplex communication: while one person transmits, the other receives. Click the **Push-To-Talk** button.

Once the Push-To-Talk call is automatically answered, each party must click the **Push-To-Talk** button to take the floor and talk.

Note: Auto-answer is enabled by default for Push-To-Talk.



Push-To-Talk > Channels > Connected to one channel > Contact options > Push-To-Talk

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

Broadcast Video

This feature allows sharing access to your computer camera/webcam to a user. Click the **Broadcast Video** button.

The session will start, and a call banner is displayed on top of the screen.



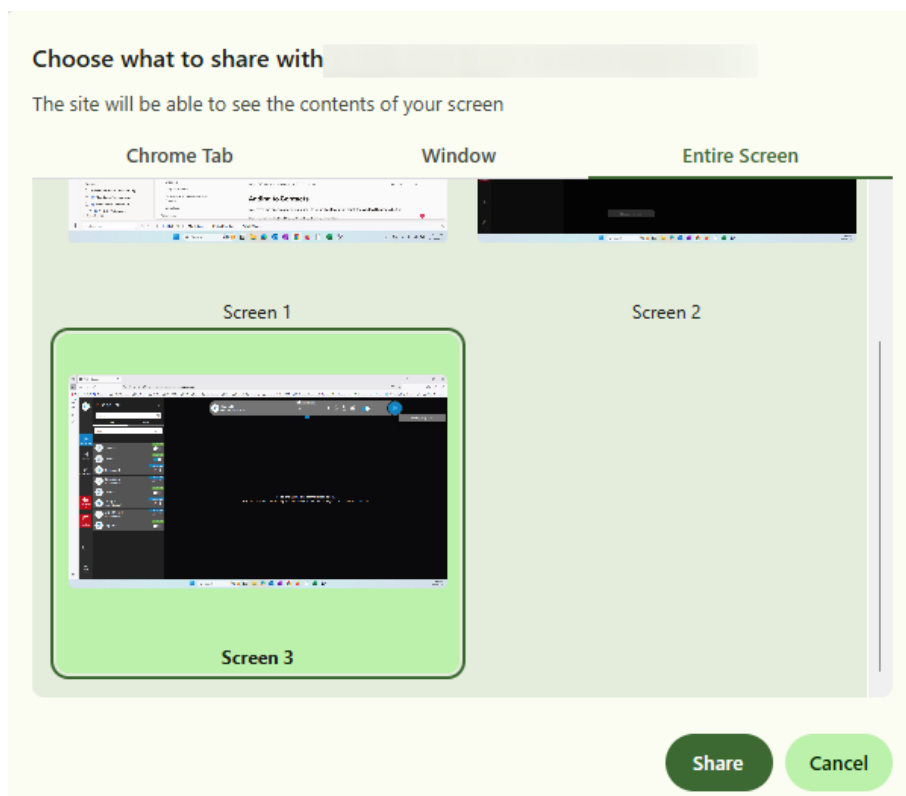
Push-To-Talk > Channels > Connected to one channel > Contact options > Broadcast video

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

Share Screen

This feature allows sharing access to your computer screen. Click the **Share Screen** button.

Choose the screen, tab or window you want to share and click the **Share** button.



Push-To-Talk > Channels > Connected to one channel > Contact options > Share Screen

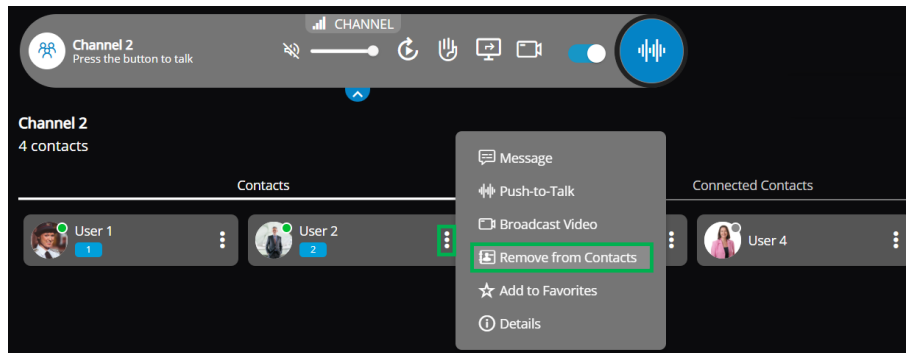
For more information about the **Share screen** feature, go to the **Share screen** section in the guide (Contacts > User options).

Adding contacts

You can add a user to your **Contacts** list. Click the **Add to Contacts** button.

The user is added to Contacts without any notification.

You have the option to remove them by clicking the **Remove from Contacts** button.



Push-To-Talk > Channels > Connected to one channel > Contact options > Remove from contacts

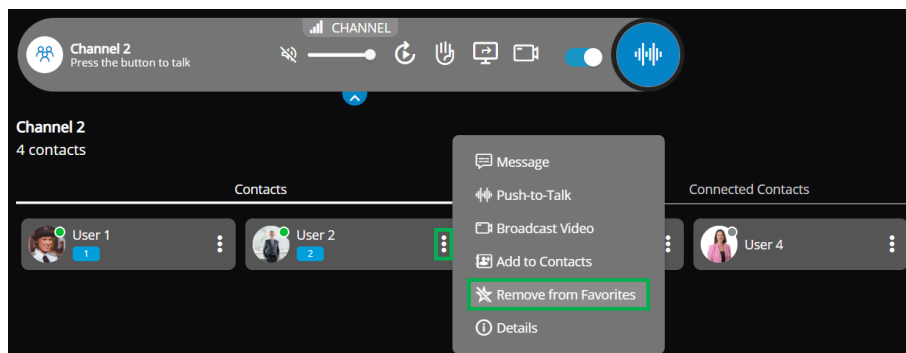
For more information about the **Adding to Contacts** feature, go to the **Adding to Contacts** section in the guide (Contacts).

Adding favorites

You can add the user to Favorites to be displayed at the top of the **Contacts** list so that you do not have to search for them every time you want to contact them. Click the **Add to Favorites** button.

The user is added to Favorites in the **Contacts** list without any notification.

You can remove them by clicking the **Remove from Favorites** button.

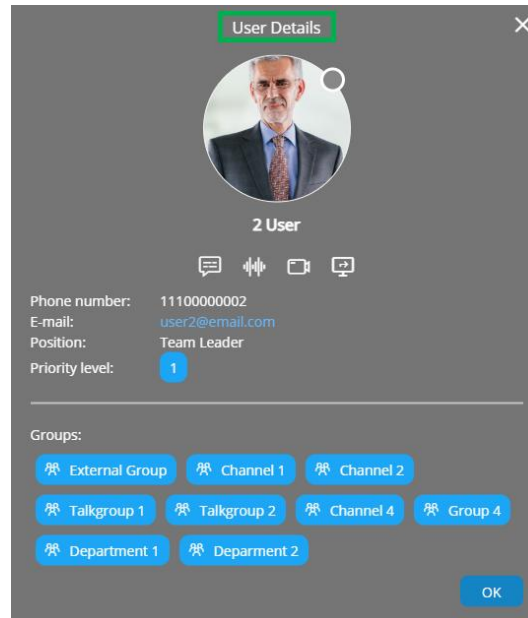


Push-To-Talk > Channels > Connected to one channel > Contact options > Remove from favorites

For more information about the **Adding to Favorites** feature, go to the **Adding Users/Groups to Favorites** section in the guide (Contacts).

Details

You can find all the information about the contact: Name, Options such as Message/Push-To-Talk/Broadcast Video/Share Screen, Phone number, Email address, Position, Priority level, the Groups (channels, talkgroups) to which they belong. Click the **Details** button.



Push-To-Talk > Channels > Connected to one channel > Contact options > Details

You can start a new conversation or make calls (Push-To-Talk and Broadcast Video).

For more information about the **Message** feature, go to the dedicated chapter in the guide (Conversation).

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

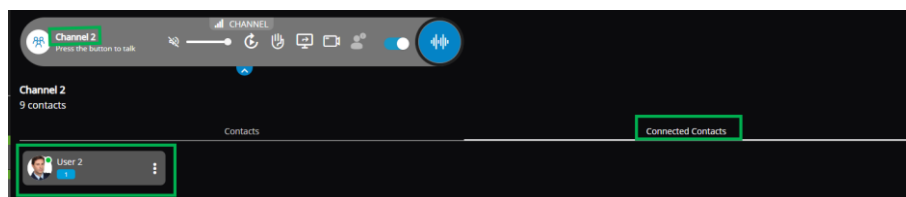
For more information about the **Broadcast Video** feature, go to the **Broadcast Video** section in the guide (Contacts > User options).

Displaying the last user who took the floor in a Channel

The last user who took the floor will be seen in the Channel banner.

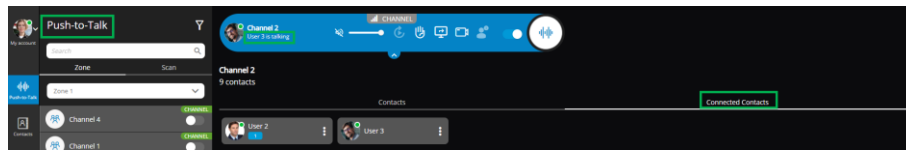
Use case:

- User 2 connects to Channel 2.



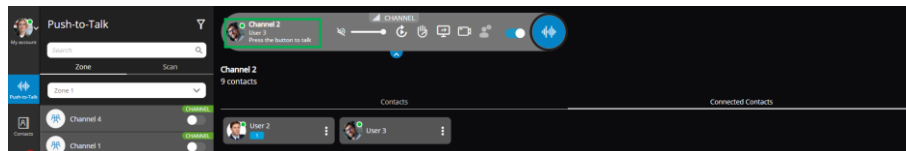
Push-To-Talk > Channel > User 2 is connected to the Channel

- User 3 connects to Channel 2 and takes the floor.



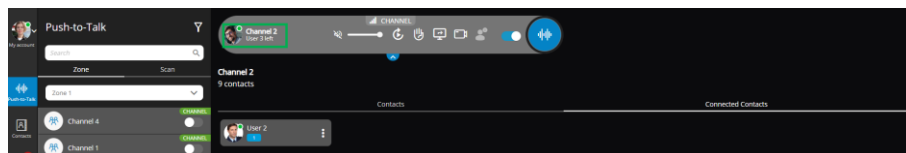
Push-To-Talk > Channel > User 3 takes the floor

- User 3 releases the floor. The name and the profile picture remain displayed until another user takes the floor.



Push-To-Talk > Channel > User 3 released the floor

- User 3 released the floor and disconnected from the channel. A message will appear for a short moment.



Push-To-Talk > Channel > User 3 left the channel

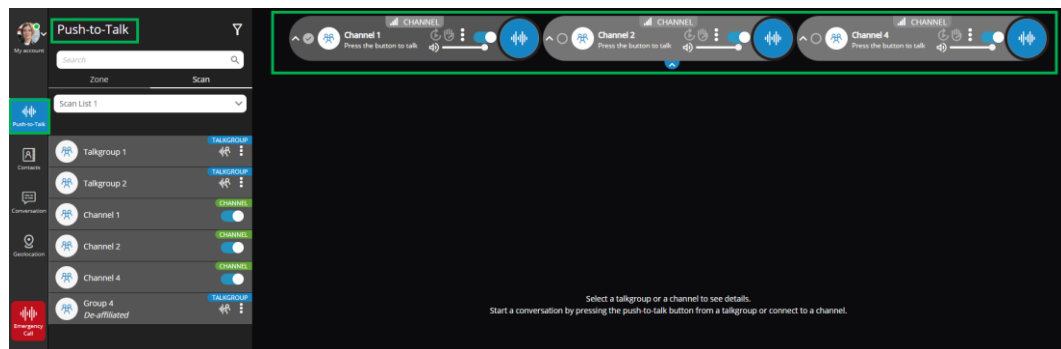
If a user is removed from a Channel while the user is connected to an ongoing session of this Channel, the removed user will automatically be disconnected from the session too.

Connecting to Multi-Channels

When the **Multi-Channels** feature is activated for your organization, you can connect to more than one Channel at a time as well as switch between Channels using a Hard Button, a keyboard, or mouse.

You can switch between Channels using the default keyboard shortcuts. To move to another Channel, use CTRL + Up or use CTRL + Down. These default keyboard shortcuts can be modified.

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



Push-To-Talk > Channels > Multi-channels feature activated

By default, Channels are listed alphabetically in the **Channels** list. However, when you connect to one or several Channels, they will be displayed in a list according to their priority levels. The priority level is set by the admin when creating or editing groups.

A Channel with a high priority level will always override a call from a user with a lower priority level or another Channel with a lower priority level. In case of Channels priority, the Channel with the priority "None" will remain "None". The Channel with priority "1" will remain "1", etc.

Note: The Emergency Calls have the highest priority and will not be impacted by the new priority. The Broadcast Calls will not be overridden by the new priority.

Use case 1: The user is connected to a low priority level Channel and receives a call from a high priority level user.

- The user answers the call (or auto-answer) and the call continues without being interrupted by the Channel when there is activity.

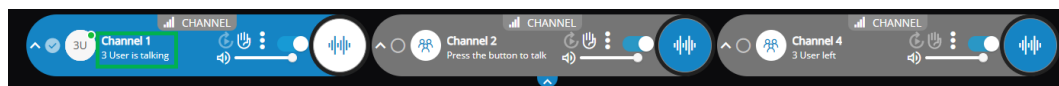
Use case 2: The user is connected to an X priority level Channel and receives a call from a user with the same priority level.

- The equal priorities are compared on a first-come, first-served basis.
- If there is an activity in the Channel when the call is received, the user is able to answer, but the activity from the Channel is heard until finished. When the activity from the Channel ends, the call is automatically resumed.
- The call is not interrupted again by the activity from the Channel.
- The Channel should be heard at the volume set by the Dispatcher.
- For this case, the user can resume the call when there is an activity in the Channel when clicking the **Resume** button.

Use case 3: The user is connected to a high-priority level Channel and receives a call from a low-priority level user.

- The activity in the Channel always overrides the call.
- When the activity in the Channel ends, the call is resumed.
- The call is overridden by the higher priority level Channel each time when there is an activity in the Channel and the call is resumed after each activity ends.
- The Channel should be heard at the volume set by the Dispatcher.
- If the user is connected to a high-priority level Channel and has multiple ongoing calls, the ongoing call will be placed on hold and resumed when the Channel activity ends. If the user puts the calls on hold on purpose and connects to the Channels, the calls will not be resumed when the activity from the Channel ends.

A banner is displayed at the top of the screen where you can see which Channels you are connected to and which users are talking.



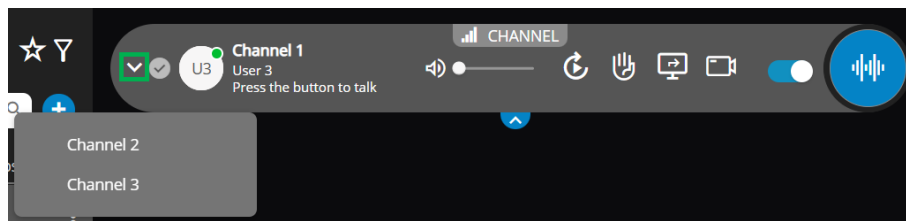
Push-To-Talk > Channels > Multi-channels > User 3 is talking in the channel

To see which users are in a Channel, you can either click their name on the left-side menu or the user details button on the right side.

All users on all Channels are heard when talking. After connecting to a Channel, the volume on each Channel can be adjusted as needed. You can also mute the sound at any time by clicking the **Mute/Unmute** button.

If you navigate to other sections of Fusion Dispatch, your selected Channel is displayed at the top of the screen.

Click the white arrow button to expand or collapse the list of Channels you are connected to.



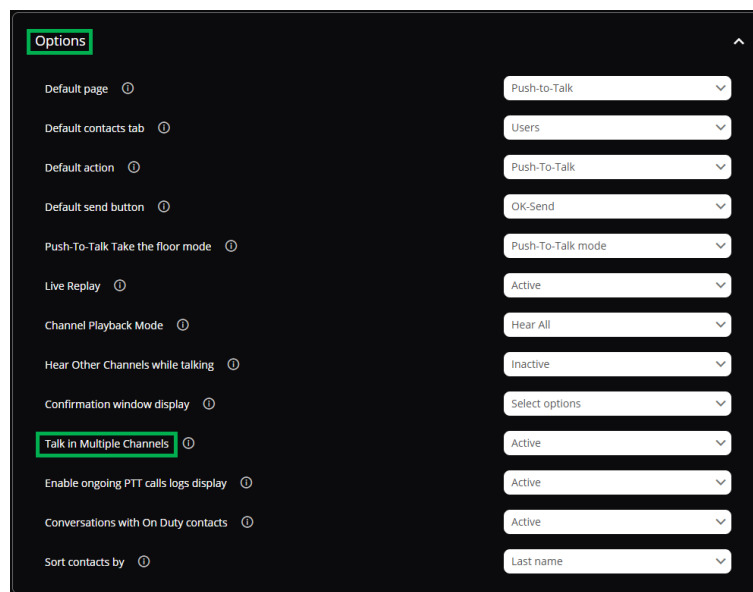
Push-To-Talk > Channels > Multi-channels > Channel visibility

Note: The last user who took the floor is seen in all the Channel banners you are connected to.

Taking the floor in multiple Channels

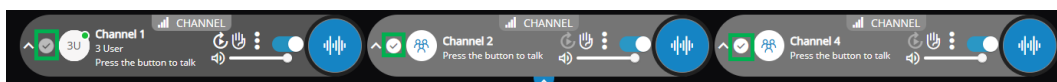
You can connect to multiple **Channels** and also can take the floor simultaneously without having to choose between Channels.

Firstly, you need to activate the **Talk in Multiple Channels** feature that can be found in **My Account > Settings > Options**.



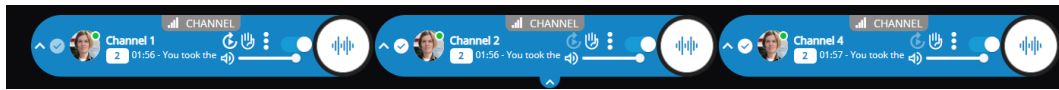
My account > Settings > Options > Talk in multiple channels

After activating the feature, the user who is connected to multiple Channels is able to manually select in which Channels to take the floor by marking them in the left part of the Channel band.



Push-To-Talk > Channels > Multi-channels > Taking the floor in multiple channels > Select channels

After selecting the Channels, you can click any of the **Take the Floor** buttons regardless of the Channel and you will be able to talk in all the selected Channels simultaneously.



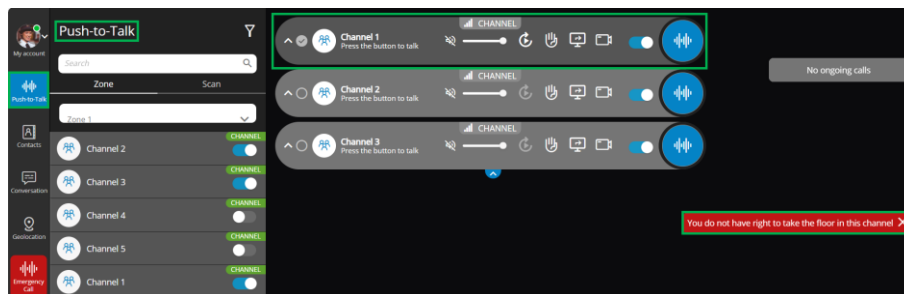
Push-To-Talk > Channels > Multi-channels > You took the floor in multiple channels

Transmitting denied

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

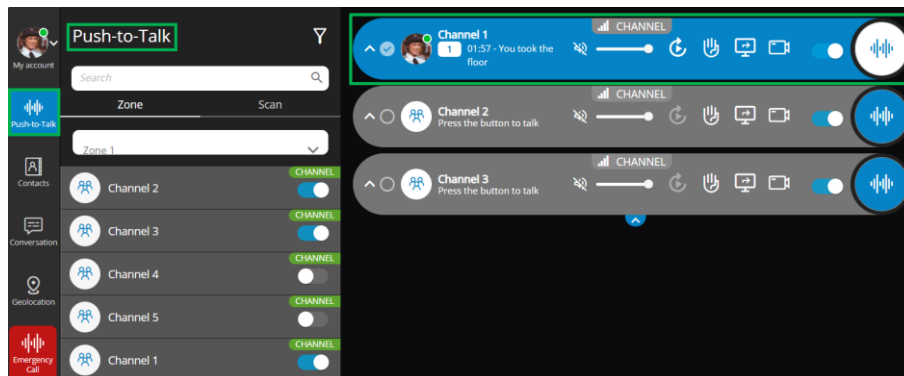
When you try to take the floor, a warning message appears: "You do not have the right to take the floor in this channel".

Use case: Your admin activated the feature **Deny to Transmit** (you are not set as an exception) for Channel 1 (which you are part of). If you go to Channels, you are not allowed to transmit on this Channel.



Push-To-Talk > Channels > Deny to transmit > You are not allowed to transmit

Note: If you are set as an exception, you can take the floor (the feature **Deny to Transmit** is still activated).

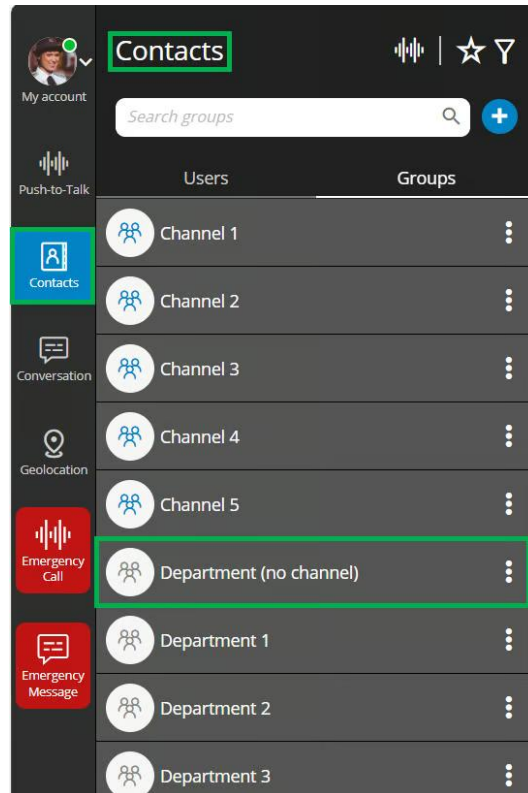


Push-To-Talk > Channels > Deny to transmit > You are allowed to transmit

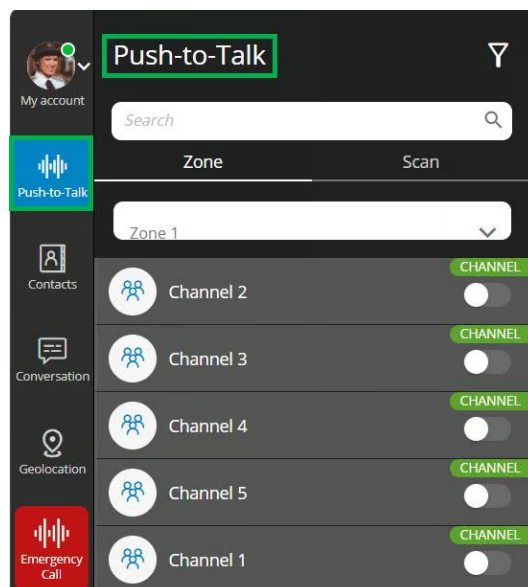
Department with no associated Channel

An admin can create a department that does not have a Channel associated to it.

That department is only visible in the **Contacts** list and not in the **Channels** list.



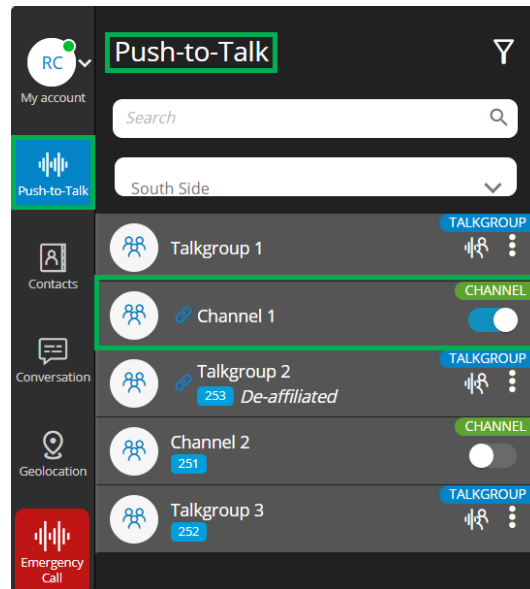
Contacts > Department without a channel > Department (no channel) is displayed in the Contacts list



Push-To-Talk > Channels > Department without a channel > Department (no channel) is not displayed in the Channels list

Mutual Aid

As a Dispatcher from a linked Channel/Talkgroup, you can see the name of the external users, make prearranged group calls with the linked Channel/Talkgroup, write messages in prearranged group conversations with the linked Channel/Talkgroup, and send Broadcast Video/Share Screen to the linked Channel/Talkgroup.



Push-To-Talk > Mutual aid

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

You are on the **Contacts** page. When you start a prearranged conversation with a Talkgroup that is linked to an external Channel/Talkgroup, the members of the linked Channels/Talkgroups can see the conversation.

Use case 2: Start a Push-to-talk Group Call with the linked Channel/Talkgroup

You are on the **Contacts** page or inside a prearranged conversation with a group that is linked to an external Channel/Talkgroup. When you start a Push-To-Talk Group Call with the linked Talkgroup or inside the conversation, the members of the linked Channels/Talkgroups receive the Push-To-Talk group call.

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

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

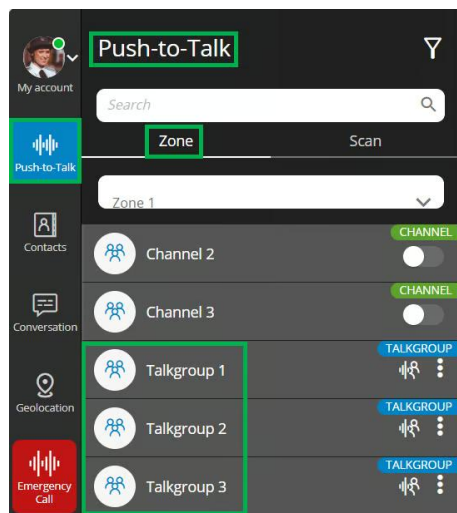
You are on the **Contacts** page or inside a prearranged conversation with a group that is linked to an external Channel/Talkgroup. When you start a Broadcast Video/Share Screen with the linked Talkgroup or inside the conversation, the members of the linked Channels/Talkgroups receive the Broadcast Video/Share Screen.

Talkgroups

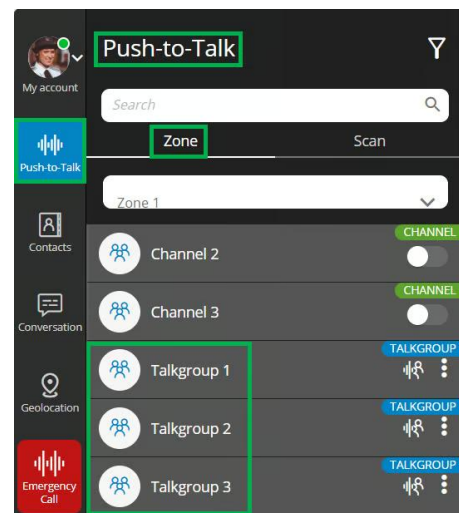
Talkgroups are communications groups that support interoperability features for efficient communication. They are created by admins. You can join, manage, and affiliate/deaffiliate from talkgroups, send messages, broadcast video, and share the screen.

Talkgroups are found in Zones and Scan lists, and work in the same way.

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



Push-To-Talk > Zone > Talkgroups

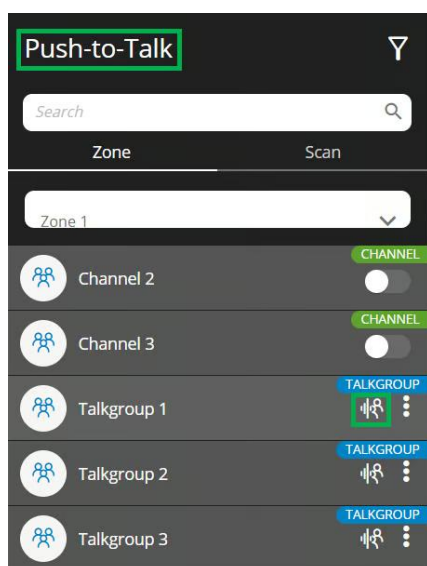


Push-To-Talk > Zone > Talkgroups

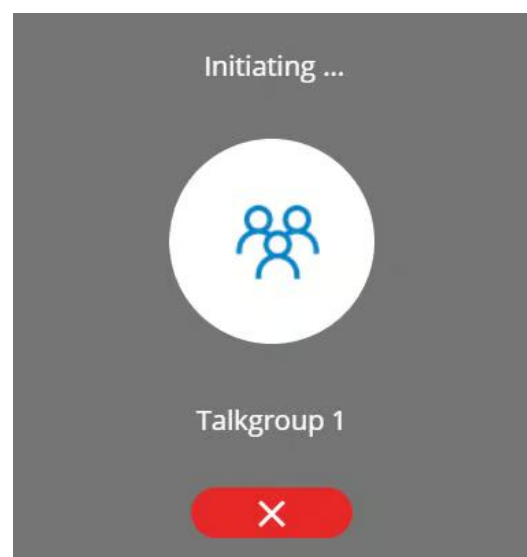
Outgoing Talkgroup

An outgoing talkgroup is a Push-To-Talk group call which allows a single person to reach an active talkgroup with a single button click.

To start an outgoing Talkgroup, click the **Push-To-Talk** button.



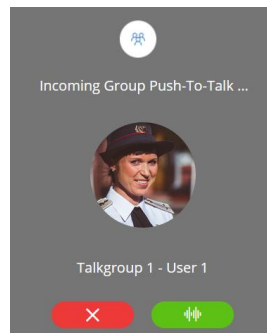
Push-To-Talk > Click the Talkgroup button



Push-To-Talk > Outgoing Talkgroup

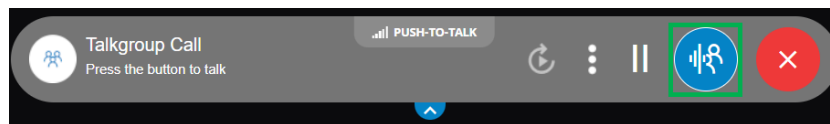
Incoming Talkgroup

If you are connected to Fusion Dispatch, a notification pop-up is displayed. You can accept or reject the call.

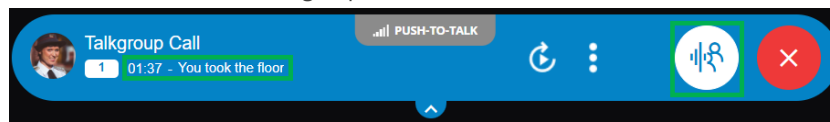


Push-To-Talk > Incoming Talkgroup

Once the incoming talkgroup is accepted, each party must click the **Push-To-Talk** button to take the floor and transmit.



Talkgroup > Push-To-Talk button



Talkgroup > Push-To-Talk button pressed

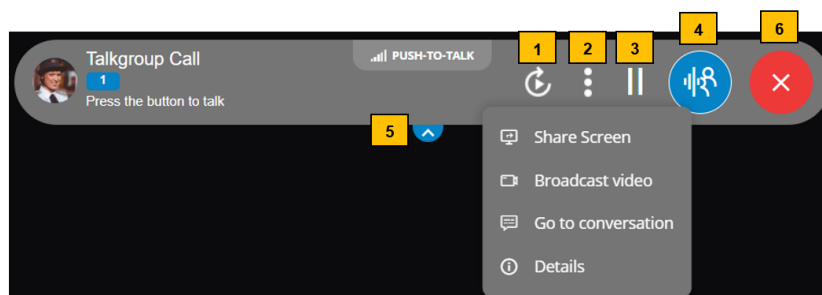
Banner options

The banner displayed on top of the screen shows the following:

1. **Live Replay** button

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

2. **Options** button (Share Screen, Broadcast Video, Go to conversation, Details)
3. **Pause/Resume** button
4. **Push-To-Talk** button (take and release the floor)
5. **Hide/Show** button (choose whether you want to see the banner or not)
6. **End Call** button

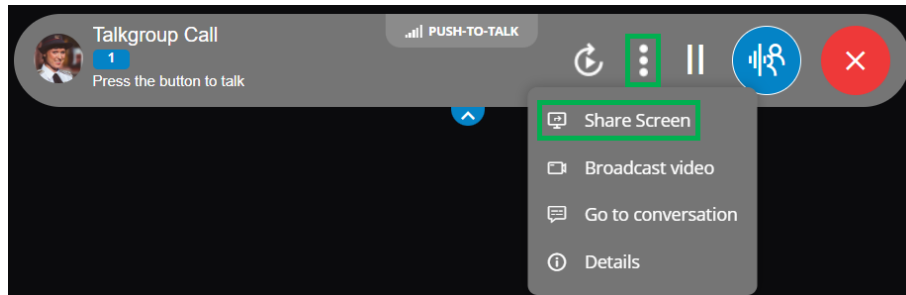


Talkgroup banner

Share Screen

This feature allows sharing your screen with a group of users so that everyone can see what is currently displayed on your screen.

When you are connected to a Talkgroup, click the **Share Screen** button inside the Options.

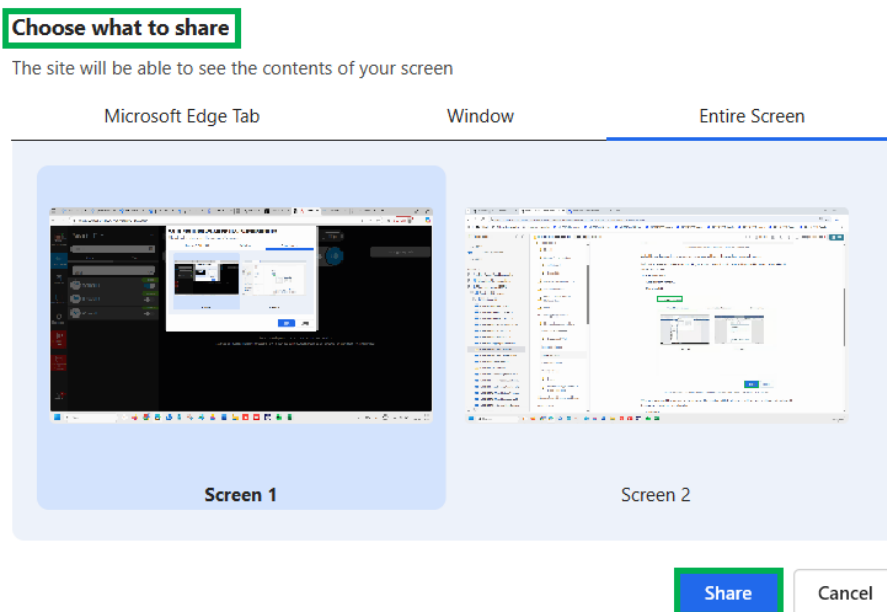


Talkgroup banner > Options > Share screen

Note: Depending on the browser used, you can choose the window or area to share.

Before the session starts broadcasting, a screen selection window is displayed to select what visual content to share:

- The browser you use
- Application window
- Entire screen

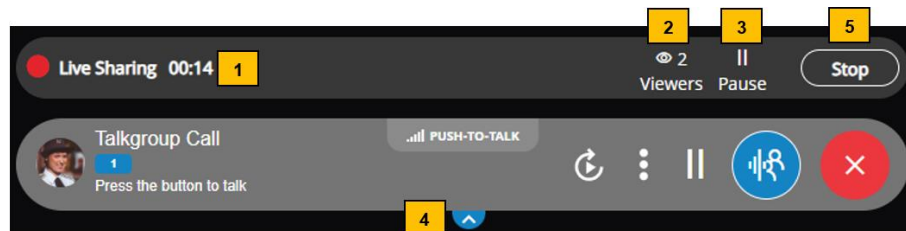


Talkgroup banner > Options > Initiate a Share screen > Select the screen to be shared

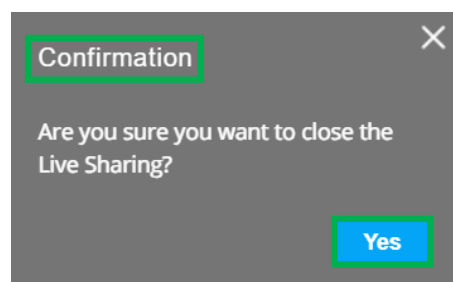
After you selected the screen to be shared, the session starts, and a banner is displayed on top of the screen, showing the following:

1. Call timer
2. **Viewers** button (check who is viewing)

3. **Pause/Resume** button
4. **Hide/Show** button (choose whether you want to see the banner or not)
5. **Stop** button (when pressed, a confirmation pop-up window is displayed to prevent accidentally closing the session)



Talkgroup banner > Options > Initiate a Share screen > Banner



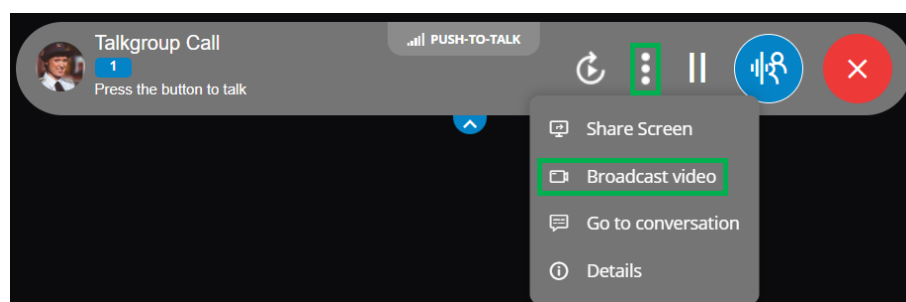
Talkgroup banner > Options > Stop the Share screen > Confirmation request

Note: While a Share Screen is ongoing, you cannot start another one.

Broadcast Video

This feature allows sharing access to your computer camera/webcam.

When you are connected to a Talkgroup, click the **Broadcast Video** button inside the Options.

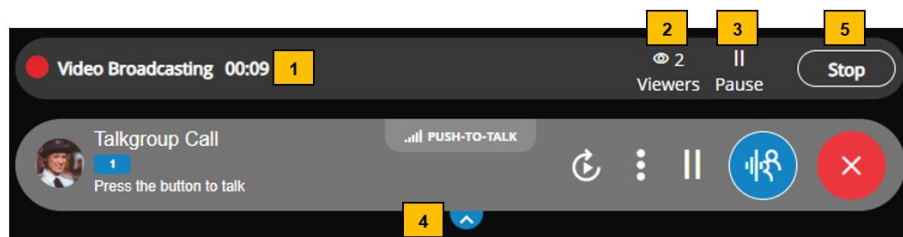


Talkgroup banner > Options > Broadcast video

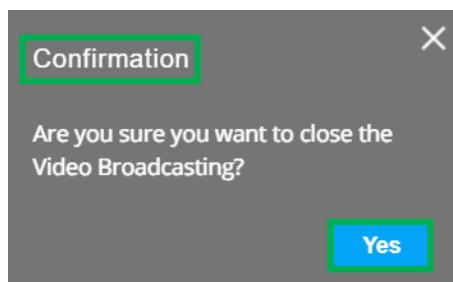
The session will start, and a banner is displayed on top of the screen, showing the following:

1. Call timer
2. **Viewers** button (check who is viewing)
3. **Pause/Resume** button
4. **Hide/Show** button (choose whether you want to see the banner or not)

5. **Stop** button (when pressed, a confirmation pop-up window is displayed to prevent accidentally closing the session)



Talkgroup banner > Options > Initiate a Broadcast video > Banner

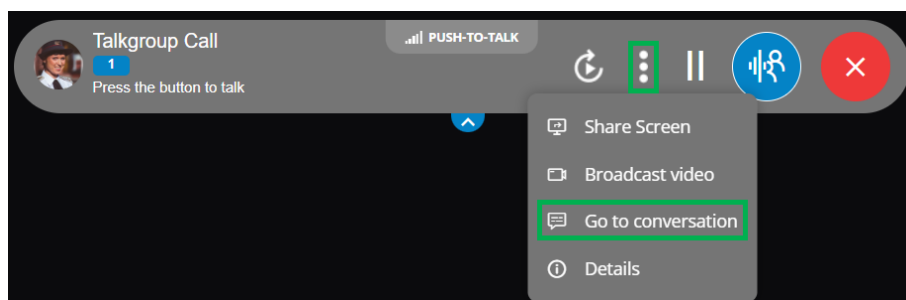


Talkgroup banner > Options > Stop the Broadcast video > Confirmation request

Conversation

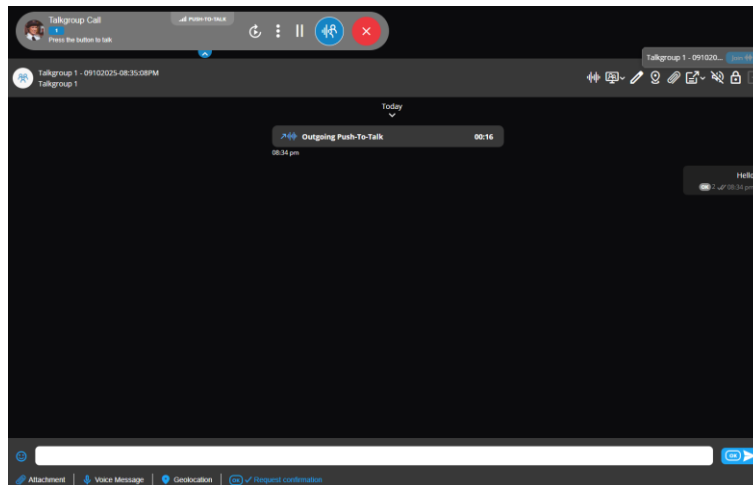
Fusion Dispatch supports group conversations, i.e. a message sent by one sender (A) to several receivers (B, C, and D).

When you are connected to a Talkgroup, click the **Go to Conversation** button inside the **Options** menu.



Talkgroup banner > Options > Conversation

You are redirected to the **Conversations** page.



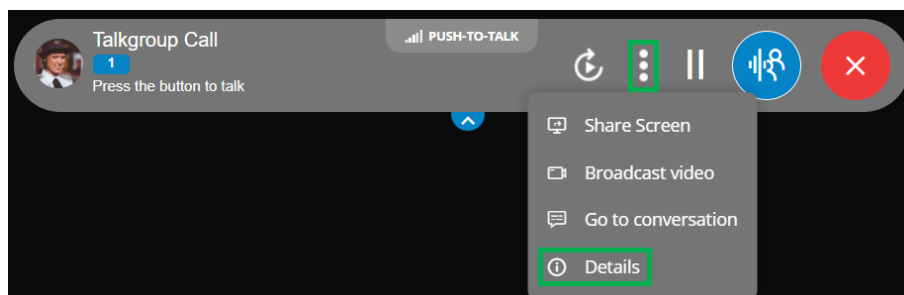
Talkgroup banner > Options > Created conversation

For more information about the **Message** feature, go to the dedicated chapter in the guide (*Conversations*).

Details

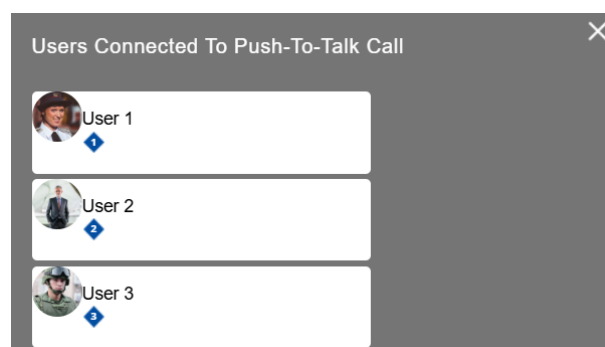
You can see details such as the users who are connected to the Talkgroup.

When you are connected to a Talkgroup, click the **Details** button inside the **Options** menu.



Talkgroup banner > Options > Details

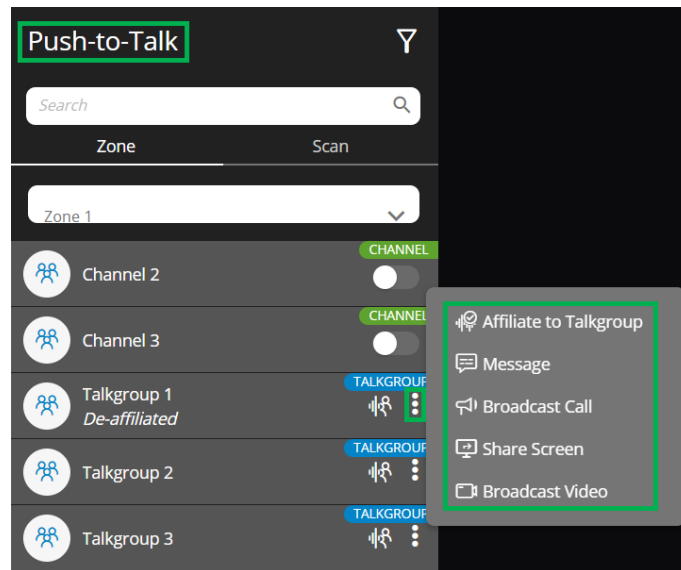
The name and priority of users are displayed.



Talkgroup banner > Options > Details > Users connected

Talkgroup options

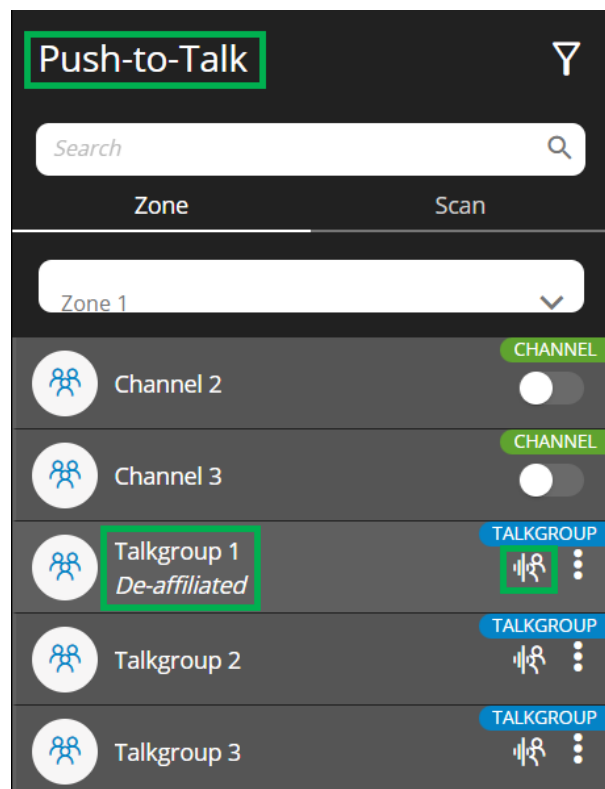
To see **Talkgroup** options, click the three dots button on the right of its name.



Push-To-Talk > Talkgroup options

Affiliate to Talkgroup

Even if you are not affiliated with a Talkgroup, you can initiate a Talkgroup by clicking the **Push-To-Talk** button and you will automatically be affiliate with it.



Push-To-Talk > Talkgroup options > You are deaffiliated from Talkgroup

Message

Fusion Dispatch supports group conversations, i.e. a message sent by one sender (A) to several receivers (B, C, and D).

*For more information about the **Message** feature, go to the dedicated chapter in the guide (Conversations).*

Broadcast Call

A Broadcast Call is a special group call where the Push-To-Talk initiator is the only one able to speak and send messages in the new conversation automatically created. It is a Push-To-Talk group call with implicit floor control. It will be auto-answered and once the call is hung up by the initiator, the call is ended.

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

Share Screen

This feature allows sharing your screen with a group of users so that everyone can see what is currently displayed on your screen.

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

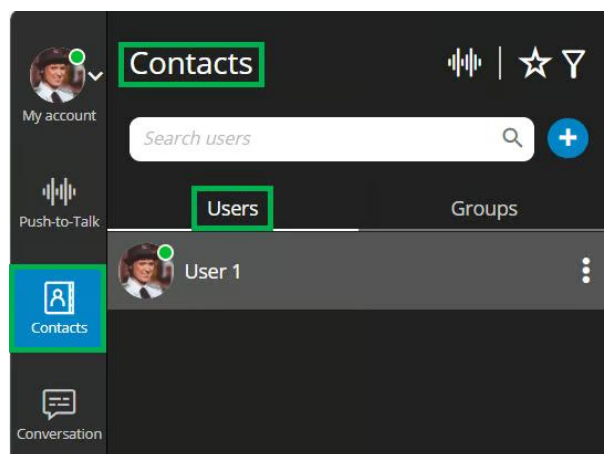
Broadcast Video

This feature allows sharing access to your computer camera/webcam.

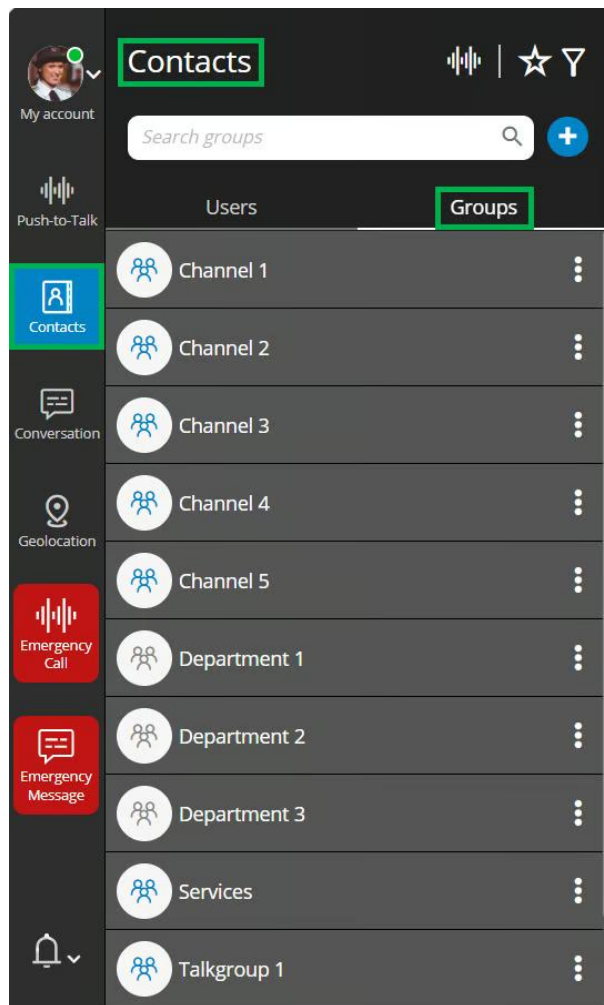
*For more information about the **Broadcast Video** feature, go to the **Broadcast Video** section in the guide (Push-To-Talk > Talkgroups).*

CONTACTS

This page is divided into two sections: **Users** and **Groups**.



Contacts > Users

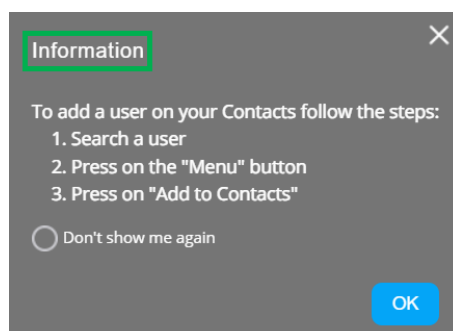


Contacts > Groups

When you first open your **Contacts** page, your contacts are displayed in the **Users** section. The **Groups** section lists all the Channels and Talkgroups you belong to.

Adding users to contacts

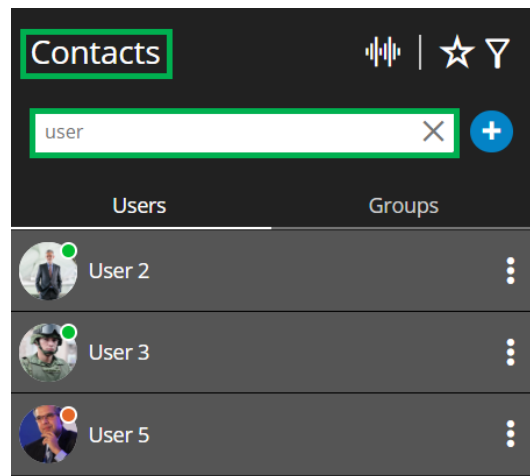
When you access the page, an information pop-up shows you how to add users to your list.



Contacts > Add users

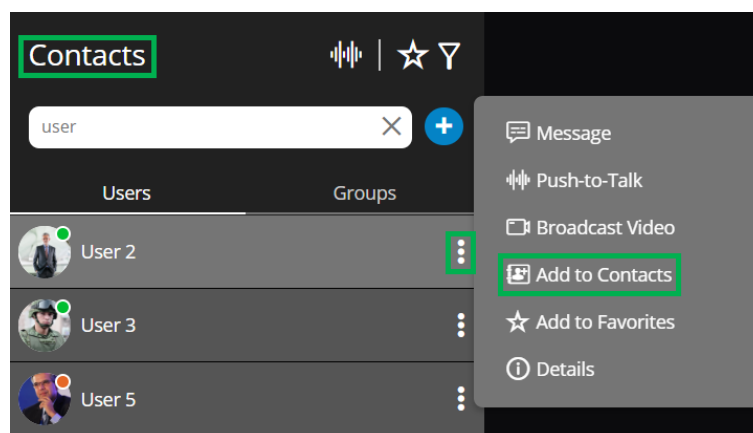
To add a user, search for the user's name or Alias in the Search bar.

You can enter both letters and digits. Wait for results to appear after entering at least three characters. There is no need to press the **Enter** key.



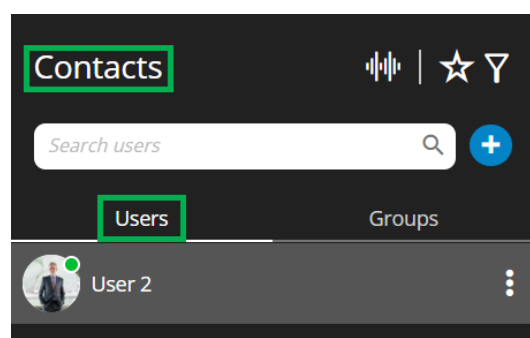
Contacts > Add users > Search for a user

Click the three dots button on the right of their name, then click the **Add to Contacts** button.



Contacts > Add users > Search for a user > Options > Click the Add to contacts button

The user is now available in your Contacts.

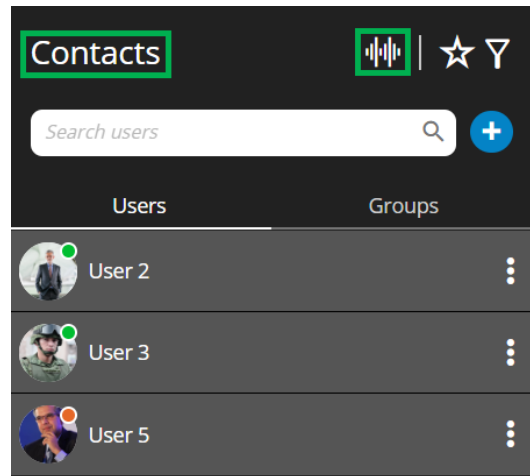


Contacts > The user is added to Contacts

Push-To-Talk

Push-To-Talk provides half-duplex communications: while one person transmits, the other receives.

In this section you can initiate a Push-To-Talk with a user or group by clicking the **Push-To-Talk** button.

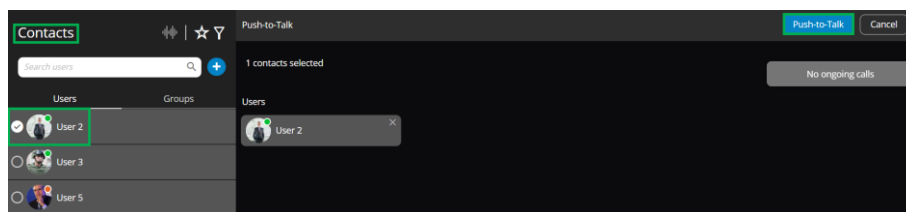


Contacts > Push-To-Talk button

Individual Push-To-Talk

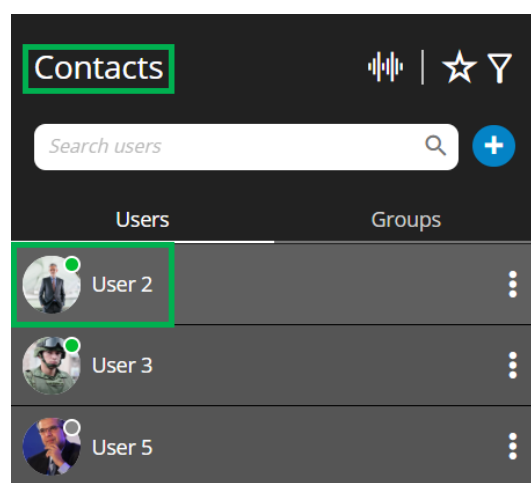
You can initiate a Push-To-Talk in two ways:

1. Select the user from the **Users** section and click the **Push-To-Talk** button.



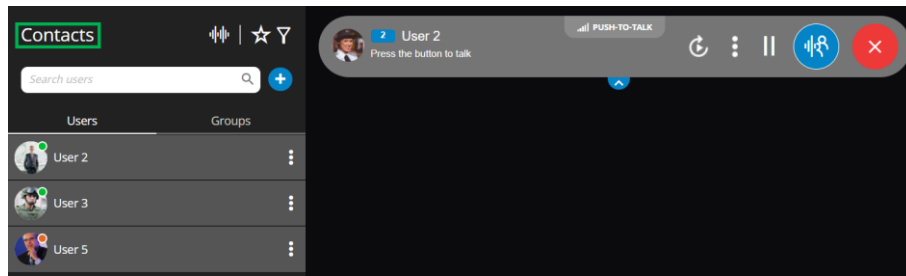
Contacts > Individual Push-To-Talk > The user is selected

2. Click the user you want from the **Users** section, and the Push-To-Talk is launched.



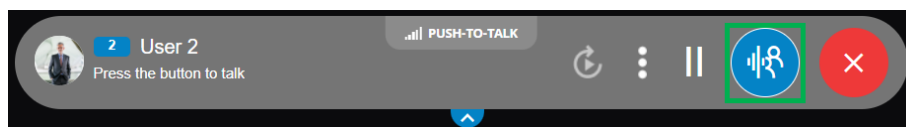
Contacts > Individual Push-To-Talk > Click the user

Note: Auto-answer is enabled by default for Push-To-Talk.

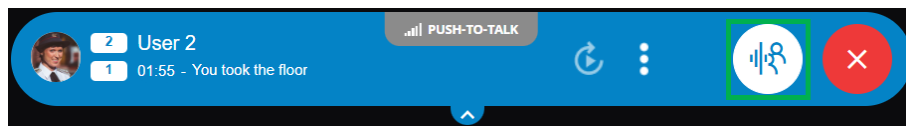


Contacts > Individual Push-To-Talk > Call initiated

Each party must click the **Push-To-Talk** button to take the floor and talk.



Contacts > Individual Push-To-Talk > Push-To-Talk button



Contacts > Individual Push-To-Talk > Push-To-Talk button pressed

A timer indicates how many minutes you have left to speak. Once you stop talking, the timer button turns into the option to put the call on hold. When you finish talking, you release the **Push-To-Talk** button to free the floor. If the maximum talking time is reached, the floor is automatically released to let other participants talk.

While one party is talking, the **Push-To-Talk** button becomes inactive to the other party.

The Push-To-Talk can end due to the following reasons:

- Either party ends the call by clicking the associated button.
- No activity is detected by the application server during a configurable time on an established Push-To-Talk, in which case the application server will release the call.
- The calling party cancels the call.
- The called party rejects the call.
- The called party does not answer the call within N seconds.
- The called party is not reachable.

If you are already in a Push-To-Talk with a user, you cannot make another call with the same user.

If you are in a Push-To-Talk call and you go to the conversation thread, on the Call options, the **Push-To-talk** button will be inactive, which means that you are not allowed to make another call.

Note: This behavior is the same for Video Calls (the button will be inactive).

The Push-To-Talk burst's duration is restricted to a specific period established at the platform level. While you are talking, you will see in the upper left corner of the banner a timer. When the time passes, the maximum duration of the Push-To-Talk burst is reached, and the floor is automatically released.

Push-To-Talk auto-answer

Auto-answer is enabled by default for Push-To-Talk, which means you will automatically respond to any incoming Push-To-Talk.

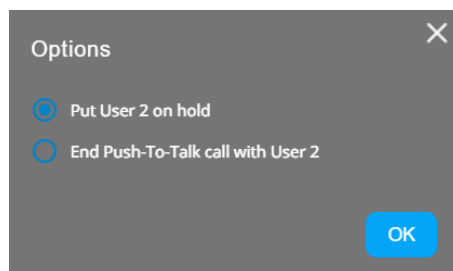
If you receive a Push-To-Talk while you are already in any type of call, then you will answer automatically to this second call and the first one will be automatically put on hold.

Use case:

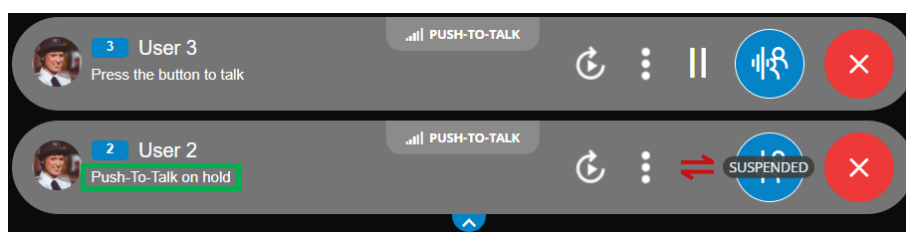
- User A calls you with Push-To-Talk.
- You answer automatically to User A.
- While you are in the Push-To-Talk with User A, User B calls you also with Push-To-Talk.
- You answer automatically to User B while User A is automatically put on hold.

Push-To-Talk on hold

If you are in a Push-To-Talk, and you receive another call, a window pop-up is displayed, allowing you to choose whether to put on hold or end the first call. The behavior is the same for group calls.



Contacts > Individual Push-To-Talk > Push-To-Talk on hold

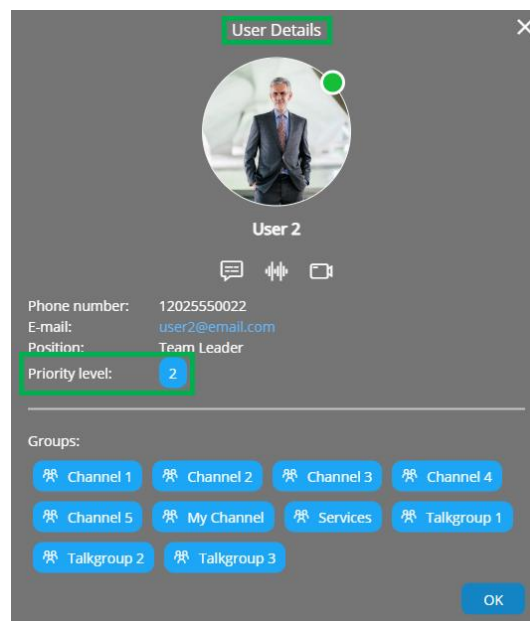


Contacts > Individual Push-To-Talk > Push-To-Talk on hold

Priority level

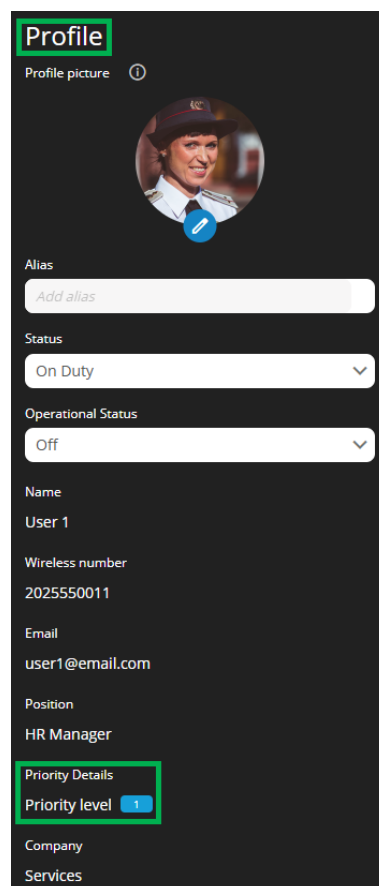
The admin can set for some users a priority level. This means that a user with a high priority level is able to take the floor and start talking at any time during a Push-To-Talk over a lower priority level user (even if they are speaking).

The priority level of a user is shown in the contact details.



User details > Priority level

Your level is displayed in My Account > Profile.



Settings > My account > Profile > Your priority level

Push-To-Talk with Fusion users from other organizations

If allowed by an admin, you can talk to personal contacts who are not part of your organization, but who also use the Fusion application.

Both parties must be logged in in their Fusion application and must have each other's phone numbers saved in their phone contacts.

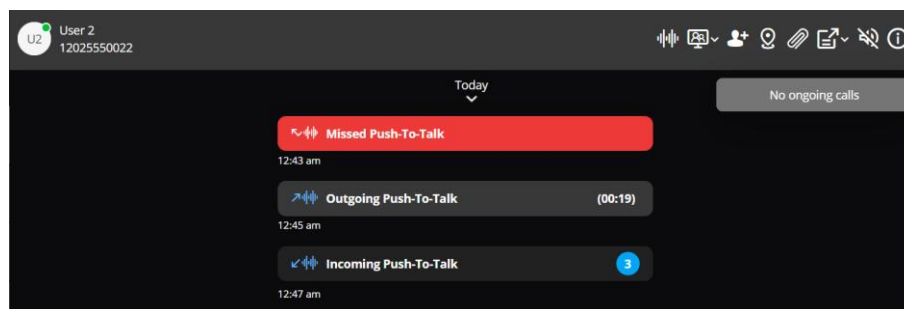
External contact appears in the user's contact list only after it has been authenticated on the FirstNet Fusion platform, regardless of whether the user is on Fusion Dispatch or the mobile app.

Push-To-Talk calls log

The Push-To-Talk calls log with one called party is displayed in the conversation thread between you and the called party.

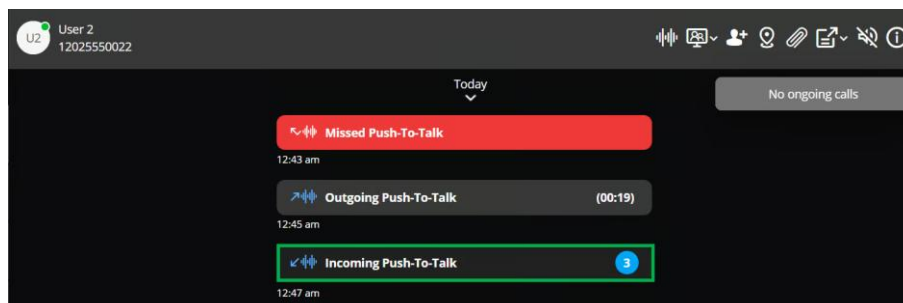
A calls log includes the following information:

- Missed calls with calling party and timestamp.
- Outgoing calls with the called party, timestamp, and call duration.
- Incoming calls with calling party, timestamp, and call duration.

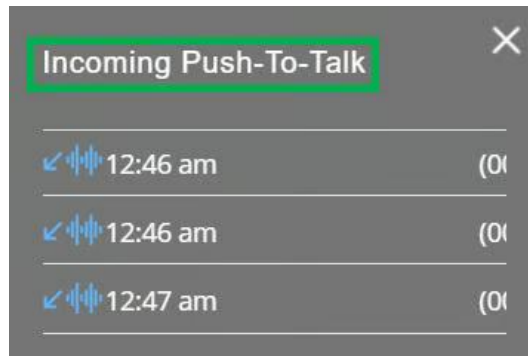


Contacts > Individual Push-To-Talk > Push-To-Talk calls log

If you receive multiple Push-To-Talk from the same user on the same day, this call information is displayed as one information bubble in the conversation thread. You can have the details on each call by clicking the information bubble.



Contacts > Individual Push-To-Talk > Incoming Push-To-Talk calls log



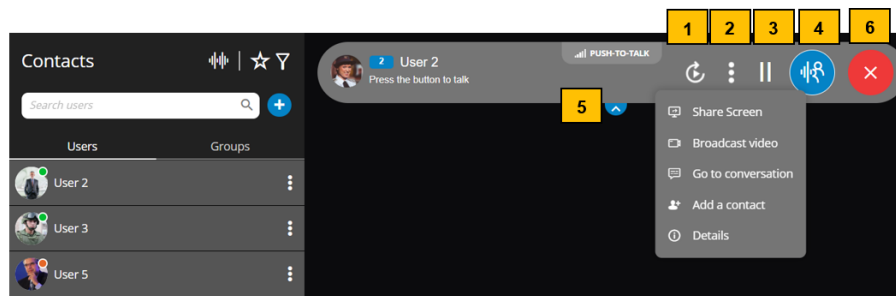
Contacts > Individual Push-To-Talk > Incoming Push-To-Talk calls log > Details

Banner options

The banner displayed on top of the screen shows the following:

1. **Live Replay** button
2. **Options** button (Share Screen, Broadcast Video, Go to conversation, Add a Contact, Details)
3. **Pause/Resume** button
4. **Push-To-Talk** button (take and release the floor)
5. **Hide/Show** button (choose whether you want to see the banner or not)
6. **End Call** button

If enabled, the Live Replay feature allows you to hear again all the bursts from a one-to-one Push-To-Talk call. *For more information about the **Live Replay** feature, go to the **Live Replay** section in the guide (Push-To-Talk > Channels > Connecting to one channel).*



Push-To-Talk banner

Share Screen

This feature allows sharing your screen with a user so that they can see what is currently displayed on your screen.

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

Broadcast Video

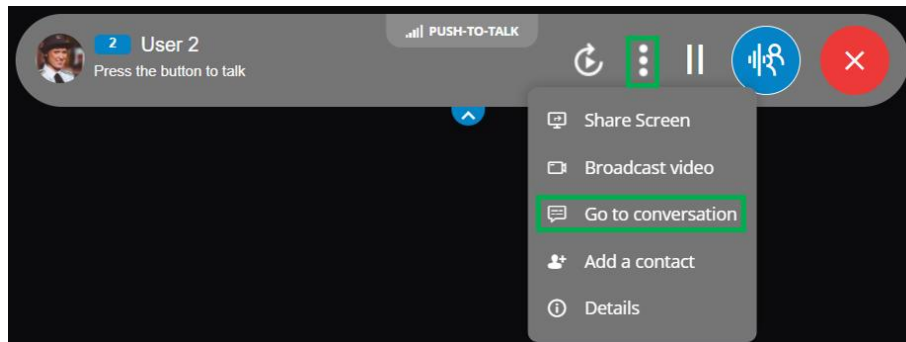
This feature allows sharing access to your computer camera/webcam.

For more information about the **Share Screen** feature, go to the **Share Screen** section in the guide (PushTo-Talk > Talkgroups).

Conversation

Fusion Dispatch supports one-to-one conversations.

When you are connected to Push-To-Talk, click the **Go to Conversation** button inside the **Options** menu.



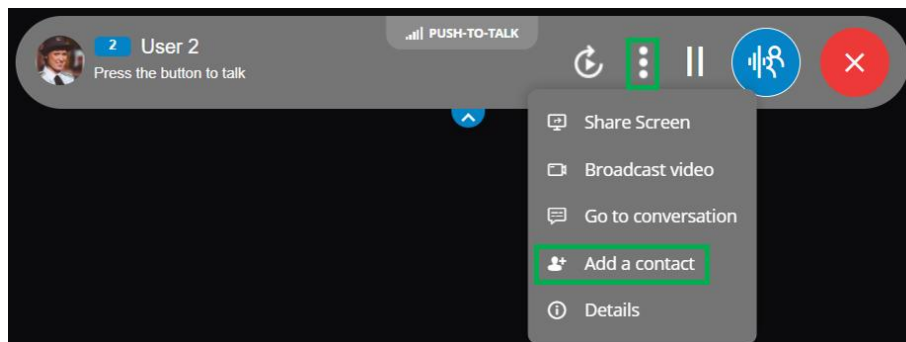
Push-To-Talk banner > Options > Conversation

For more information about the **Message** feature, go to the dedicated chapter in the guide (Conversation).

Adding contact

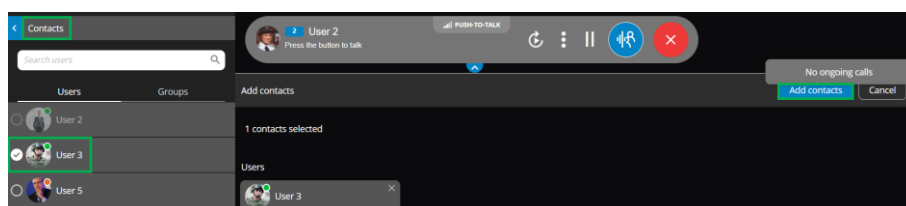
You can add a user from your **Contacts** list to Push-To-Talk.

When you are connected to Push-To-Talk, click the **Add a Contact** button in the **Options** menu.



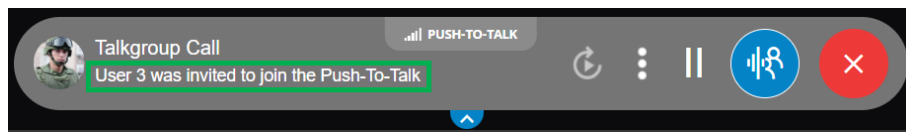
Push-To-Talk banner > Options > Add a contact

After selecting the user, click the **Add Contacts** button.



Push-To-Talk banner > Options > Click the Add contacts button

Individual Push-To-Talk becomes Talkgroup.



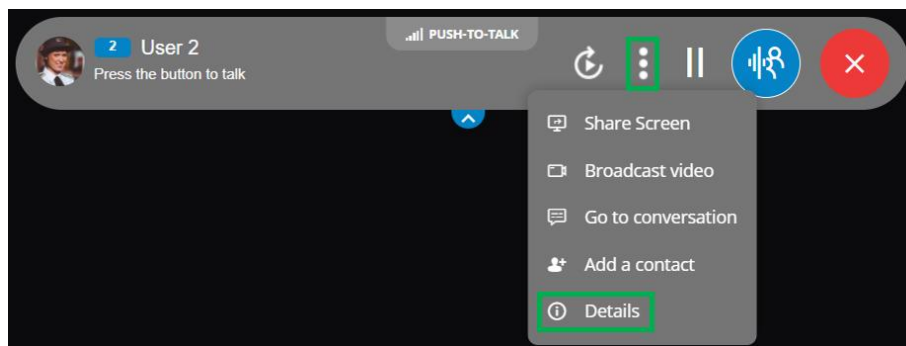
Push-To-Talk is now Talkgroup

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

Details

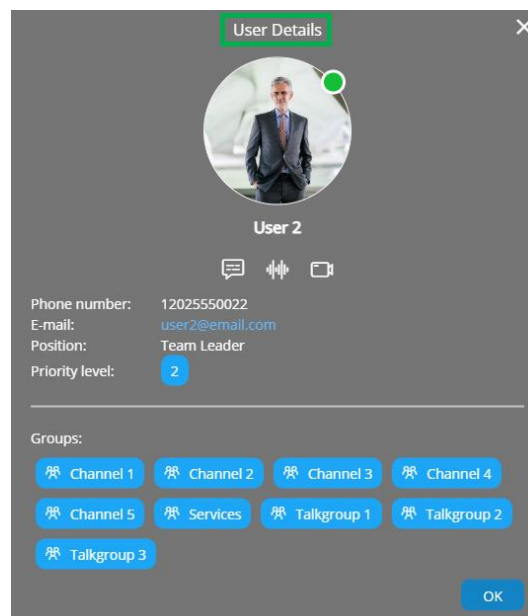
You can see details about the user who is part of Push-To-Talk.

When you are connected to Push-To-Talk, click the **Details** button inside the **Options** menu.



Push-To-Talk banner > Options > Details

You will find information such as: Name, Options such as Message/Broadcast Video, Phone number, Email address, Position, Priority level, the Groups (channels, talkgroups) to which they belong.



Push-To-Talk banner > Options > User details

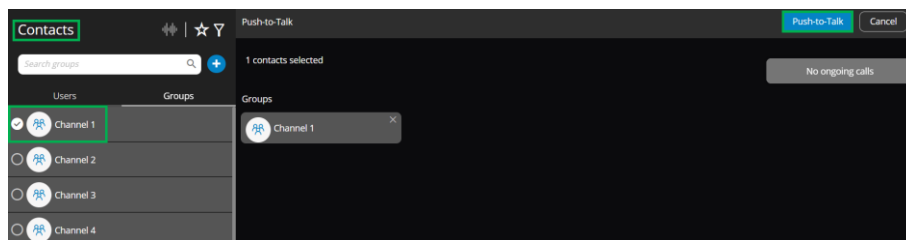
You can start a new conversation or make various calls (Push-To-Talk and Broadcast Video).

For more information about the **Message**, **Push-To-Talk** and **Broadcast Video** features, go to the dedicated chapters in the guide (Conversations, Contacts > Push-To-Talk and Contacts > User options).

Push-To-Talk group call

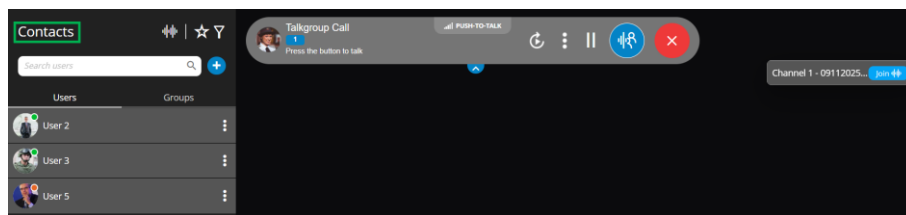
If there are multiple interlocutors, Push-To-Talk allows a single person to reach an active group with a single button click.

Select one or more groups (Channel and/or Talkgroup) from the **Groups** section and click the **Push-To-Talk** button.



Contacts > Push-To-Talk group > The group is selected

The call is launched and automatically answered. It becomes a Talkgroup.

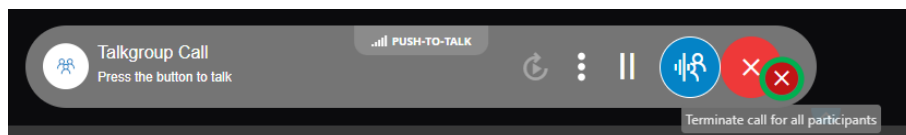


Contacts > Push-To-Talk group > Call initiated

Dispatcher ends a Push-To-Talk Group Call

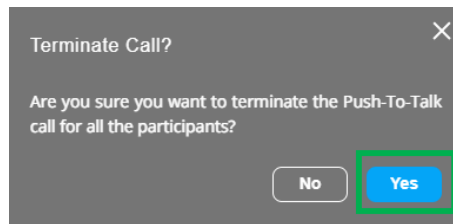
If an admin activates the **Allow Dispatchers to tear down Push-To-Talk Group Calls** feature, as a Dispatcher you can tear down **Push-To-Talk Group calls** for all the participants of the call.

Click the **Terminate call for all participants** button. The other users do not have to close the calls manually. The button is next to the normal **Close call** red button.



Contacts > Push-To-Talk group call > Ending Push-To-Talk Group Call for everyone as a Dispatcher

Next, you see a pop-up asking you to confirm that you want to close the call for everyone, including yourself. Click the **Yes** button to terminate the call.

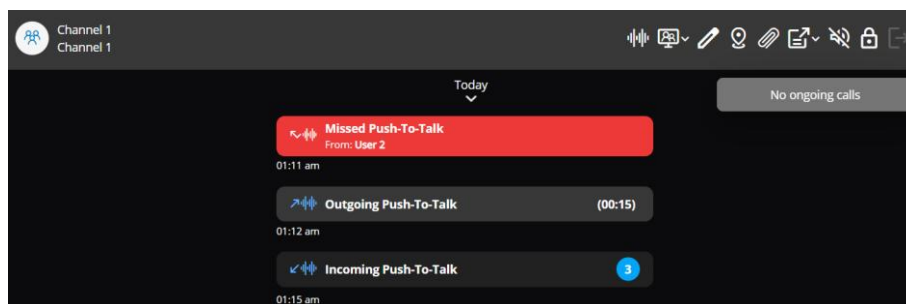


Contacts > Push-To-Talk group call > Ending Push-To-Talk Group Call for everyone as a Dispatcher > Confirm

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

Push-To-Talk calls log

The Push-To-Talk calls log with a group is displayed in the group conversation thread. If no conversation thread exists, a new group conversation thread is created.



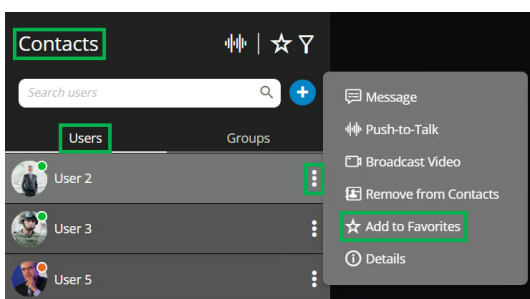
Contacts > Push-To-Talk group > Incoming Push-To-Talk calls log

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

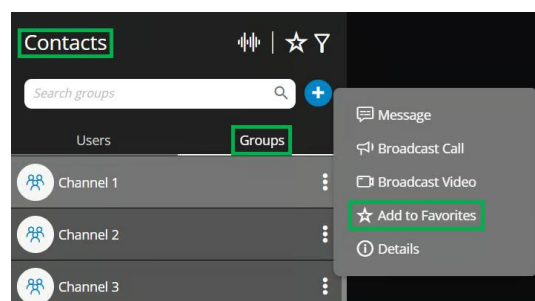
Adding users/groups to Favorites

You can set users/groups as favorite contacts. This way, you have them displayed at the beginning of your **Contacts** list, so you do not need to search for each one every time you want to contact them.

To add a user/group to **Favorites**, click the three dots button on the right of the contact (individual users and/or group) from the **Contacts** list, then choose **Add to Favorites**.



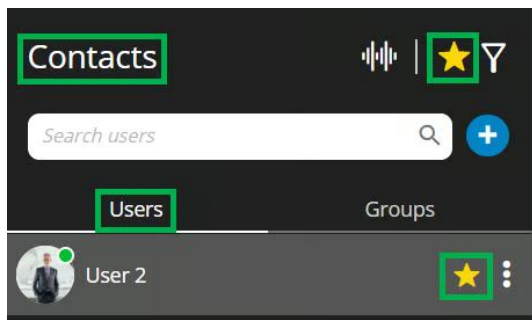
Contacts > Add user to Favorites



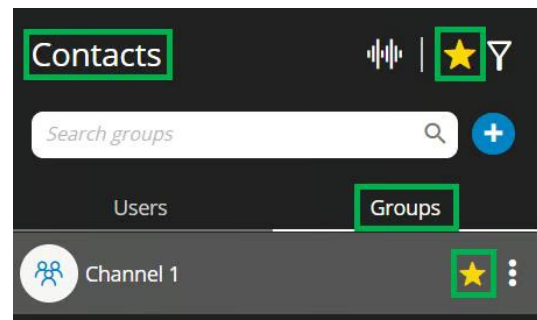
Contacts > Add group to Favorites

Click the **Favorites** button from the main buttons at the top of the **Contacts** page.

Users and groups added to **Favorites** are marked with a star icon.

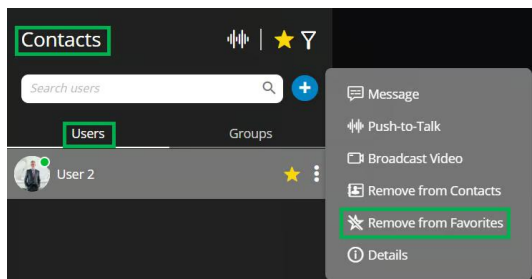


Contacts > User added to Favorites

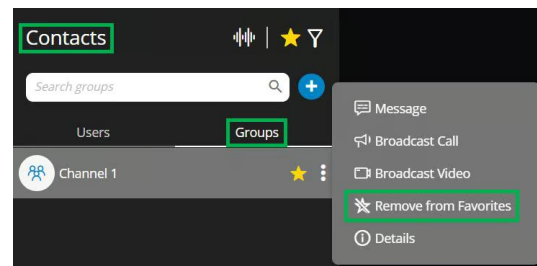


Contacts > Group added to Favorites

To remove a user/group from **Favorites**, click the three dots button on the right of the contact (individual users and/or group) from the **Contacts** list. Click **Remove from Favorites**.



Contacts > Remove user from Favorites

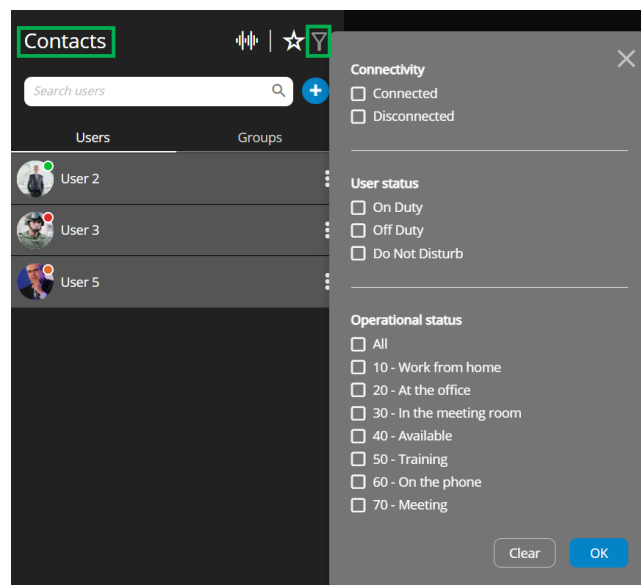


Contacts > Remove group from Favorites

Filter

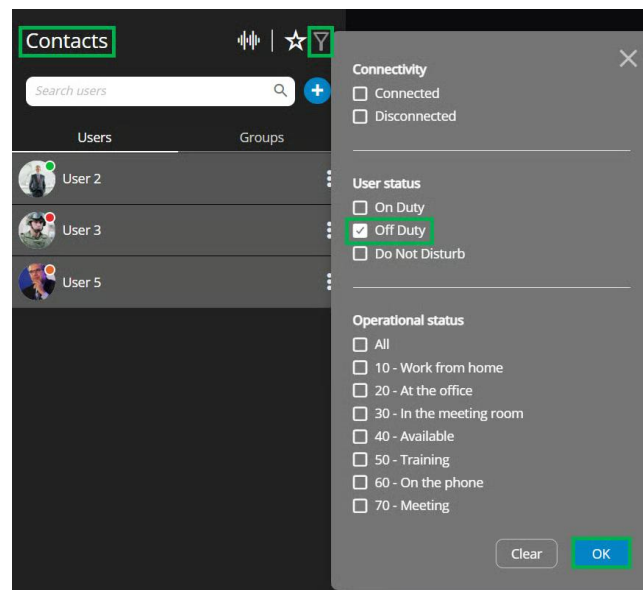
You can display the contacts by using the **Filter** button, based on the following criteria:

- **Connectivity:** Connected/Disconnected
- **User Status:** On Duty/Off Duty/Do Not Disturb
- **Operational Status** (the list is created by the Fusion Admin)

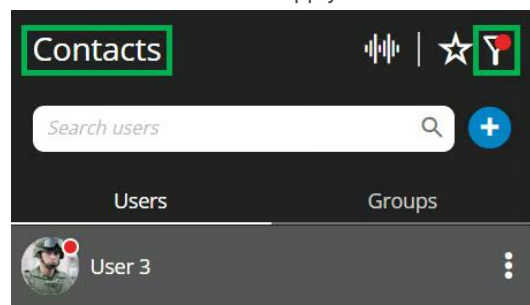


Contacts > Filter

Select the categories and click **OK** to apply the filter. Once you apply the filter, a red dot shows you that the filter is active. To remove the filter, click **Clear**.



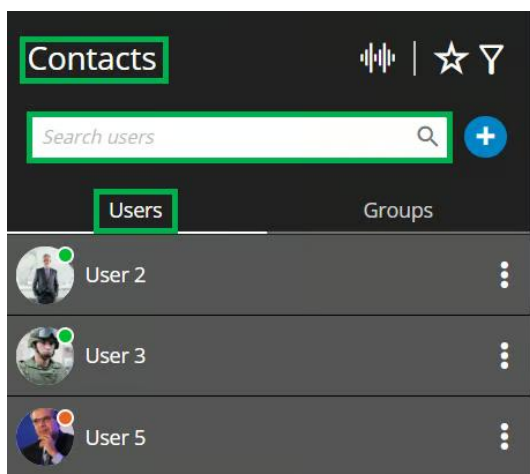
Contacts > Apply filter



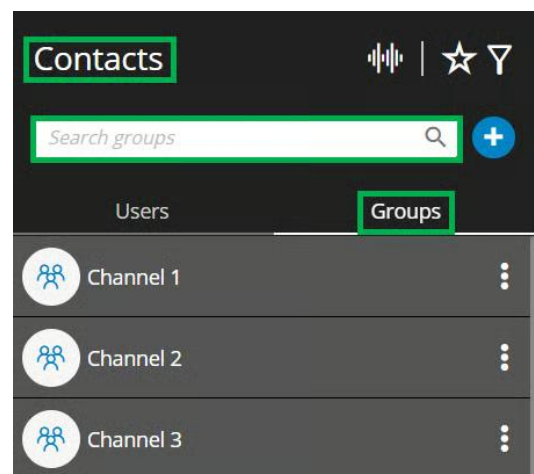
Contacts > Applied filter

Searching for users/groups

Use the Search bar to search for users or groups by their name.



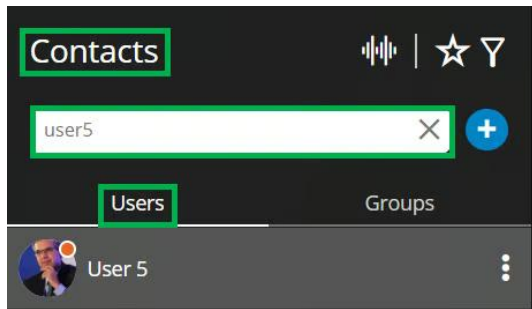
Contacts > Search for user



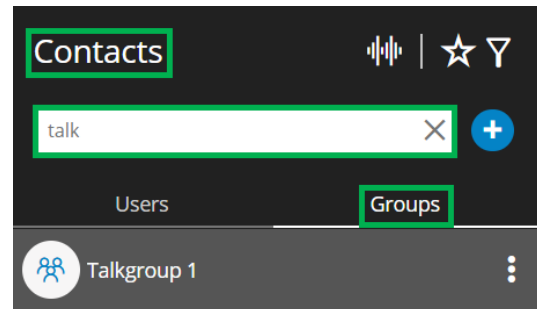
Contacts > Search for group

You can enter both letters and digits. Wait for results to appear after entering at least three characters. There is no need to press the **Enter** key.

If the results include more than 50 contacts, click the **Load More** button to see more.



Contacts > Search for user > The results are displayed



Contacts > Search for group > The results are displayed

User status

There are several statuses that a user can have (not at the same time).

Unauthenticated

The unauthenticated user (who never logged into the application) is displayed with a gray dot on the profile picture.



Contacts > User status > Unauthenticated user

On Duty

The user is connected (online) on Fusion Dispatch or Mobile, or both. A green dot is displayed on the user's profile picture.



Contacts > User status > On Duty user

Off Duty

The user is connected (online) on Fusion Dispatch or Mobile, or both, but they are busy. A red dot is displayed on the user's profile picture.



Contacts > User status > Off Duty user

Do Not Disturb

The user does not receive alert tones, notification tones, or vibration. If the application is open, they will receive the pre-alert Emergency notifications. If the application is closed, the calls are automatically refused. They receive the messages but not their notifications. An orange dot is displayed on the user's profile picture.



Contacts > User status > Do Not Disturb user

No user status

The feature is deactivated by an admin. In this case even if the user is connected on Fusion Dispatch or the mobile application, or both, they do not have a dot on their profile picture.

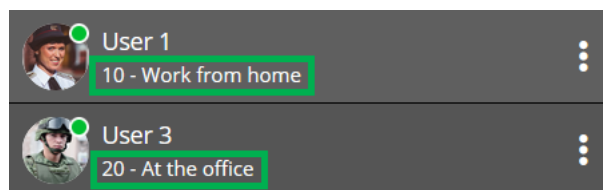


Contacts > User status inactive

Operational status

If activated by an admin, the Operational Status provides additional information about user's location or activity.

If the user is connected (online) on Fusion Dispatch or mobile application, or both, the **Operational Status** feature is displayed below the user's name.



Contacts > User status > Operational status

For more information about the **Operational Status** feature, go to the **Operational Status** section in the guide (My Account > Profile).

Manually disconnected

The user is disconnected (manually logged out) on Fusion Dispatch and mobile application. A gray dot is displayed on the user's profile picture and the user's card is transparent.

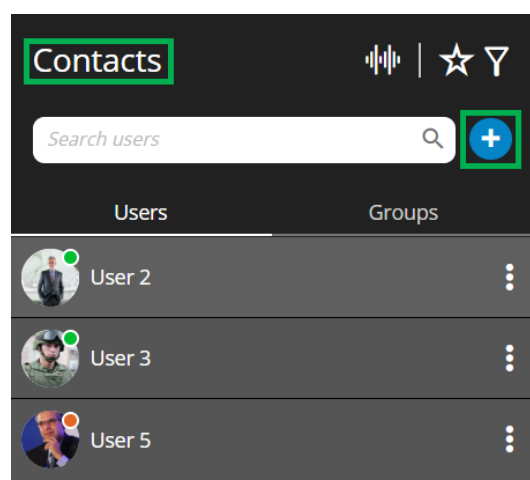
Technically disconnected

The status for disconnection will not be automatically updated if **Always Connected Mode** is enabled for the organization/user and the user is currently technically disconnected. In this case, the status will be updated when you trigger an action on that particular user like starting a conversation or clicking **Contact Options**.

Options

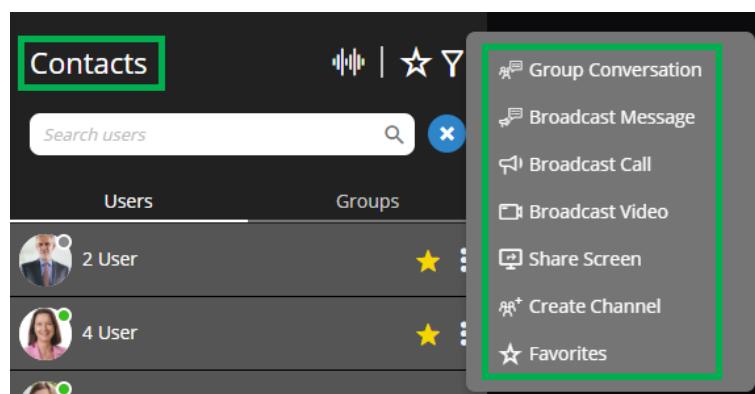
Click the **Plus** button next to the Search bar. A new menu opens with different features.

You can start communicating with different users or groups, if the admin activated the features for your organization and your account.



Contacts > Click the Plus button

The available features are **Group Conversation**, **Broadcast Message**, **Broadcast Call**, **Broadcast Video**, **Share Screen**, **Create Channel**, and **Favorites**.



Contacts > Options

Group Conversation

Fusion Dispatch supports group conversations, i.e., a message that one sender (A) sends to several receivers (B, C, and D). The Group Conversation admin role helps you manage the group conversation.

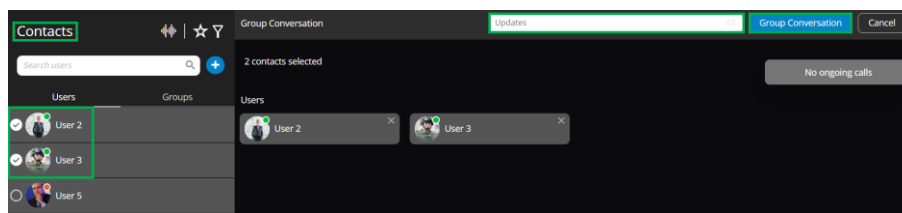
Note: The maximum number of participants in a group conversation is 200. An admin configures the parameter at platform-level.

Note: The maximum number of characters that you can use in a group title is 100. If you exceed the 100 number, an error message pops up and asks you to try again.

Admin side

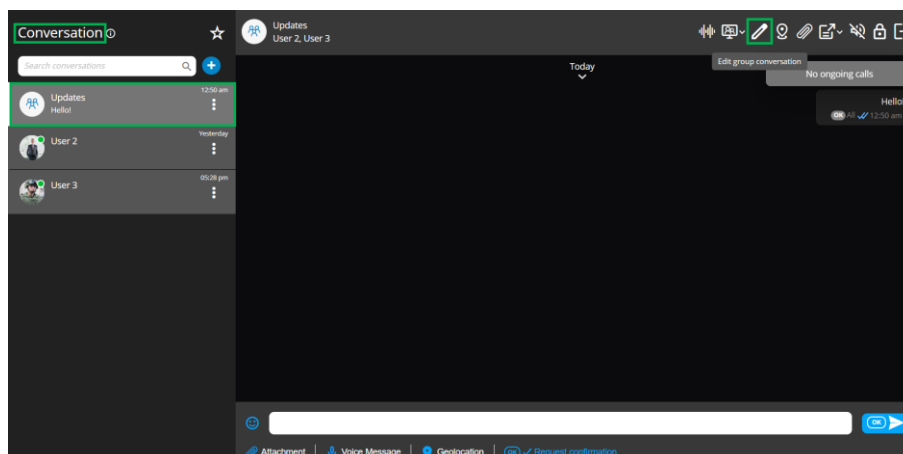
As a simple user, when you start a group conversation (with two other users at least), Fusion Dispatch automatically assigns you as a group conversation admin (initiator). To start a group conversation, click the **Group Conversation** button inside the **Options** menu.

1. Select the users/groups you want to invite.
2. Name the group conversation. If you do not enter the name, you cannot go to the next step.
3. Click the **Group Conversation** button.



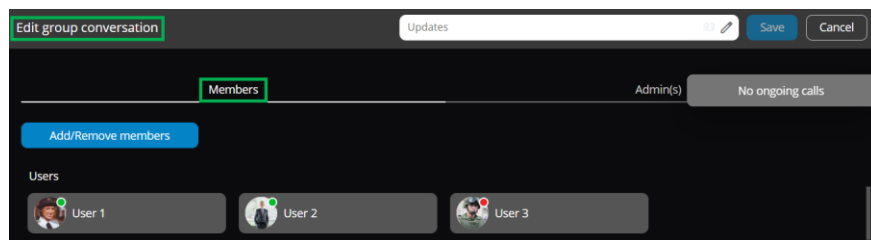
Contacts > Options > Admin side > Initiate a group conversation

Fusion Dispatch displays the Group Conversation in your **Conversation** list. Click the **Edit Group Conversation** button.

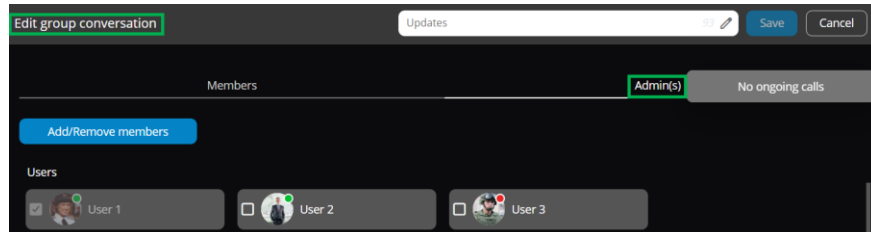


Conversations > Admin side > Group conversation

Fusion Dispatch displays the members that are part of this group conversation and the admin (initiator). You can see the status of each user (members and admin): Green for On Duty status and Red for Off Duty status.

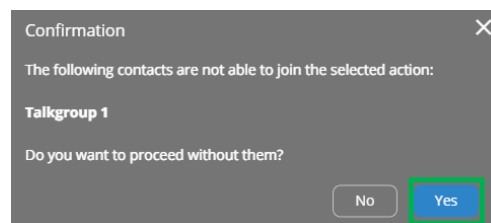


Conversations > Admin side > Group conversation > Members list and their status



Conversations > Admin side > Group conversation > Admin (initiator) and their status

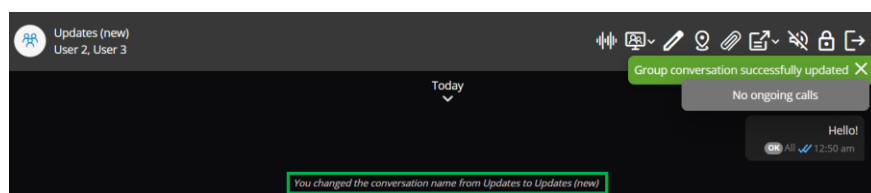
Note: If the organization admin activated the **Deny to Transmit** feature for a Talkgroup, and you are not an exception, you cannot add this Talkgroup to the conversation group. A message is displayed informing you that the Talkgroup cannot be added and decide if you want to proceed without them. Click the **Yes** button to confirm the creation anyway.



Contacts > Group with active Deny to transmit option (and you are not set as an exception)

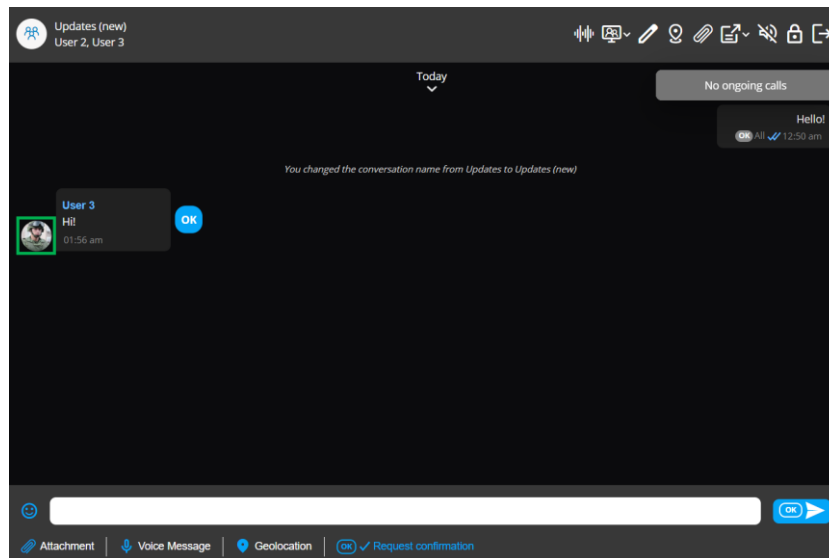
As a group conversation admin (initiator), you have the following rights:

1. You can send messages to the members, add/remove members, initiate Push-To-Talk, Share Screen and Broadcast Video, locate the users and see their details, add attachments, and export messages/messages and attachments/NFC messages.
2. Only admins can remove you from the group conversation, not the members.
3. You can rename the group conversation. Click the group conversation's name to edit the title and then the **Save** button.

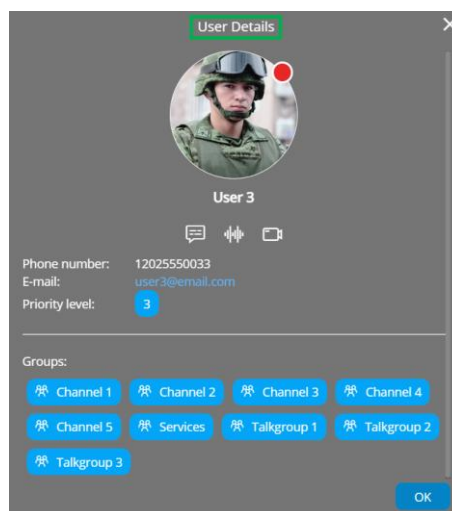


Conversations > Admin side > Group conversation > Rename group conversation

4. You can access the details of a member from the group conversation. Hover over the user's avatar icon, circled in blue. Click on it to go to the user's details page.

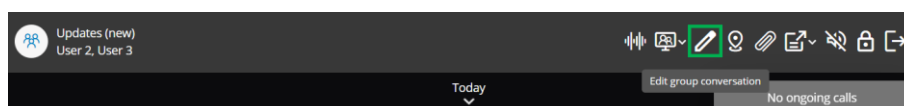


Conversations > Admin side > Group conversation > User's avatar



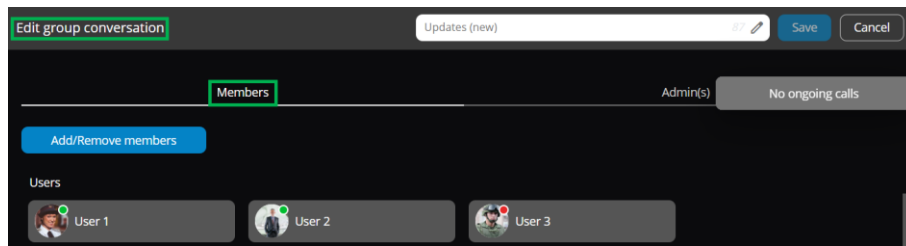
Conversations > Admin side > Group conversation > User details

5. You can see the Group conversation details. Click the **Edit Group Conversation** button. The **Conversation Details** page displays two sections: Members and Admins.



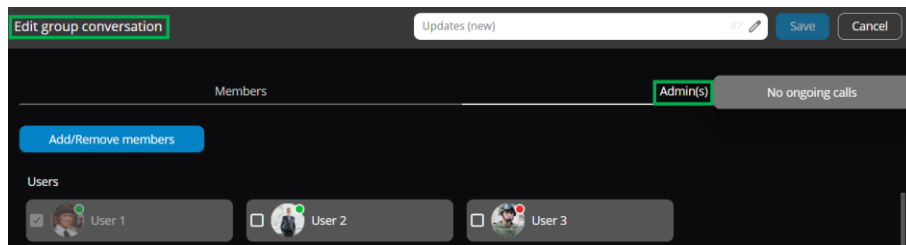
Conversations > Admin side > Edit group conversation

- **Members** section, where you can see each user that you added when you created the Group conversation.



Conversations > Admin side > Group conversation > Edit group conversation > Members

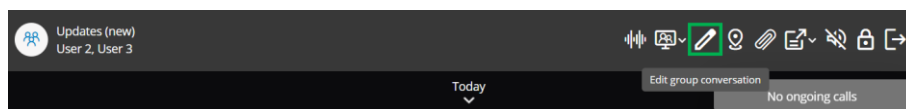
- **Admins** section, where you can see the user who created the group conversation, and also the users from the group, that have an active **Fusion Dispatch** feature.



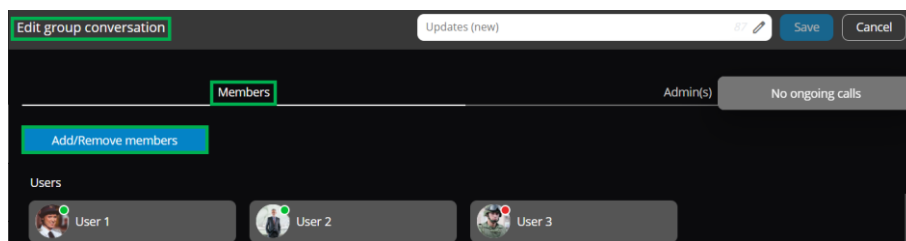
Conversations > Admin side > Group conversation > Edit group conversation > Admins

6. You can remove members from the group conversation in two ways:

Click the **Edit Group Conversation** button from the group conversation toolbar, then the **Add/Remove members** button.

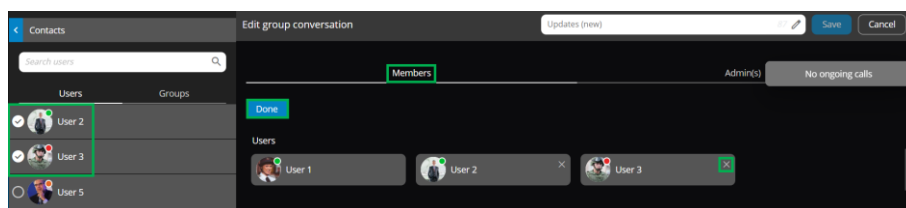


Conversations > Admin side > Group conversation > Edit group conversation



Conversations > Admin side > Group conversation > Remove members from the group conversation

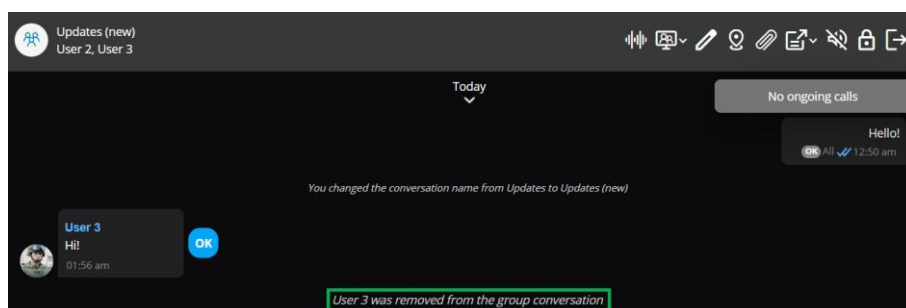
- Uncheck the members that you want to remove, then click the **Done** and **Save** buttons.



Conversations > Admin side > Group conversation > Remove members from the group conversation

- Or click the gray **X** button on the user's top right corner, then click the **Done** and **Save** buttons.

In the group conversation window, a message lets you know that you removed the member from the group conversation. Both you, as an admin and the other members/admins, can see the message.



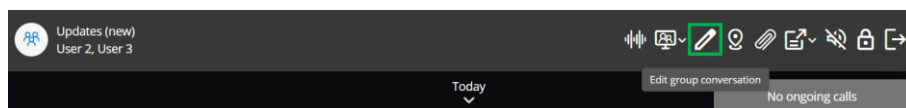
Conversations > Admin side > Group conversation > User removed from the group conversation

The users lose all the rights in the group conversation when they leave it. They can only access the history of the group conversation since they were an active member (before you removed them).

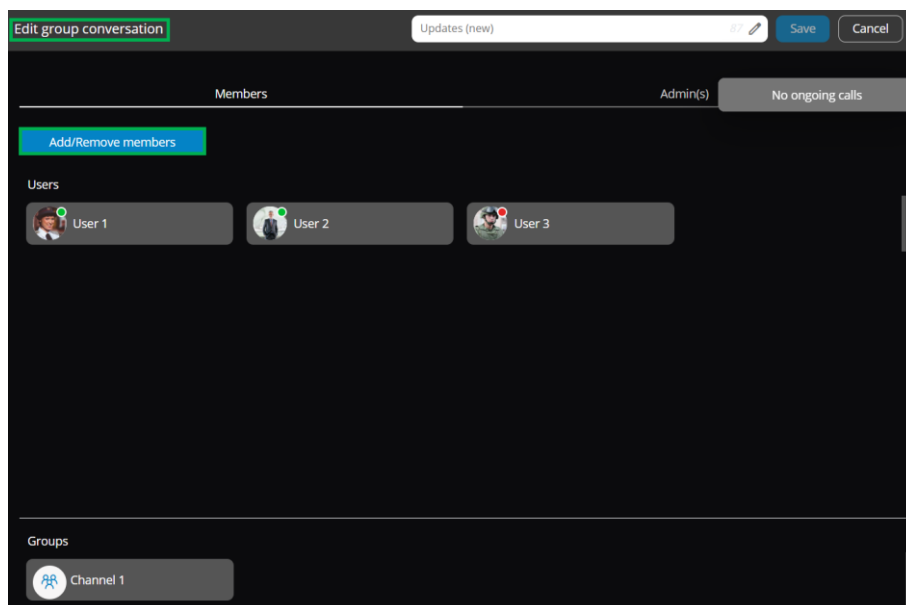
Note: You add the users of a group of users as a whole entity, so you can remove them together.

7. You can remove a group from a group conversation in two ways:

Click the **Edit Group Conversation** button from the group conversation toolbar, then the **Add/Remove Members** button.

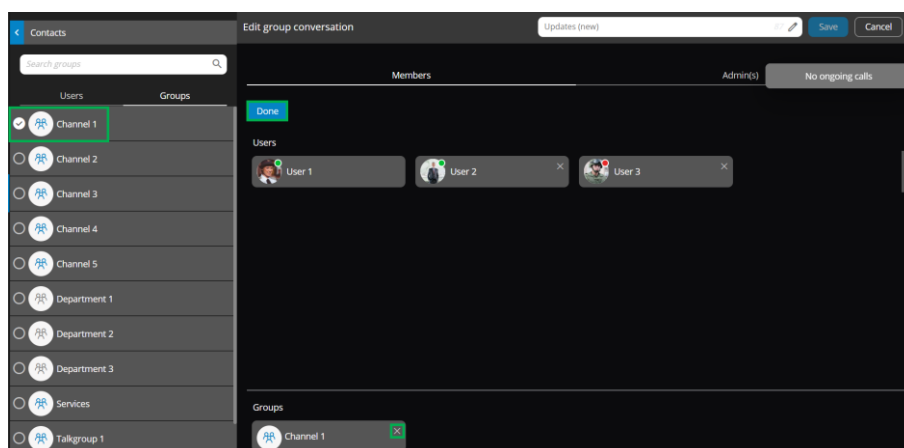


Conversations > Admin side > Group conversation > Edit group conversation



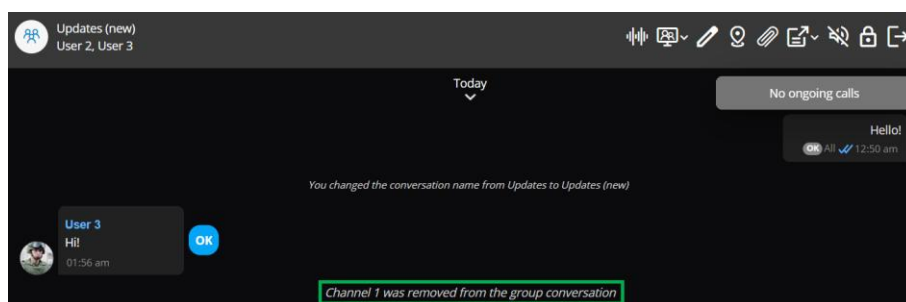
Conversations > Admin side > Group conversation > Remove group from the group conversation

- Uncheck the group that you want to remove, then click the **Done** and **Save** buttons.
- Or click the gray **X** button on the user's top right corner, then click the **Done** and **Save** buttons.



Conversations > Admin side > Group conversation > Remove group from the group conversation

In the group conversation window, a message lets you know that you removed the group from the group conversation. Both you, as an admin and the other members/admins, can see the message.

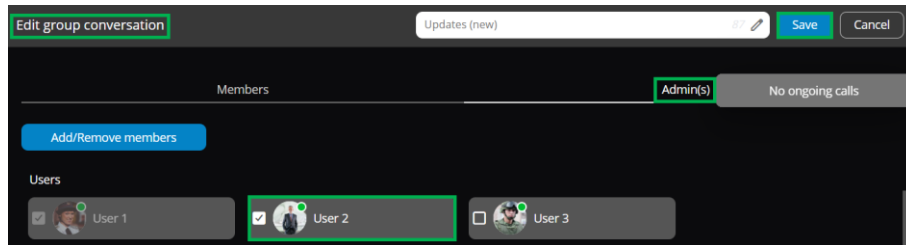


Conversations > Admin side > Group conversation > Group removed from the group conversation

8. You can assign one or more members from the group conversation as group conversation admin.

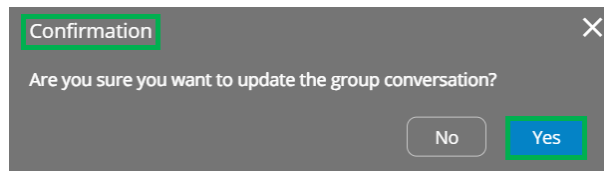
Click the **Edit Group Conversation** button from the group conversation toolbar, then go to the **Admins** section.

Select the member that you want to assign as an admin, then click the **Save** button.



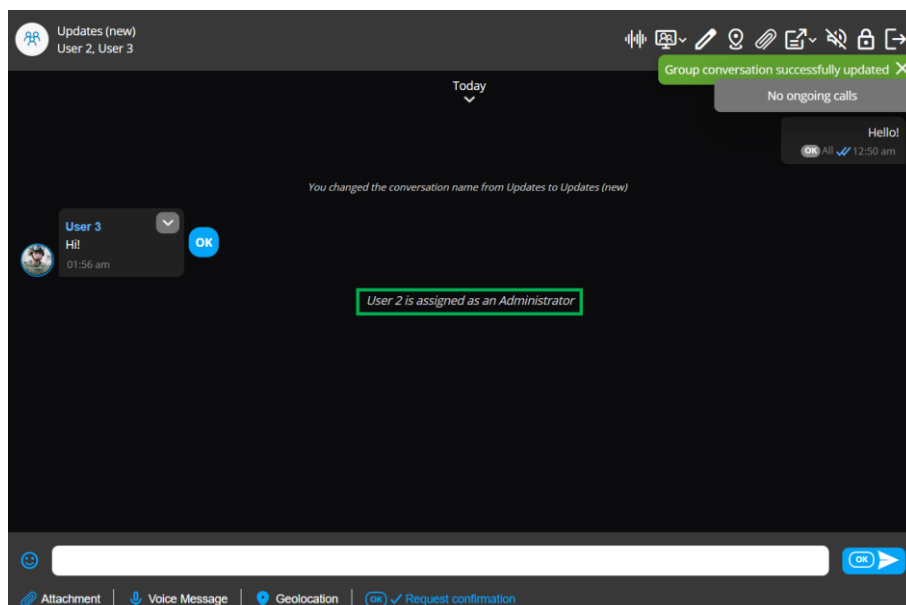
Conversations > Admin side > Group conversation > Assign a member from the group conversation as a group conversation admin

Fusion Dispatch displays a confirmation pop-up window to confirm this action. Click **Yes** to assign the user as an admin.



Conversations > Admin side > Group conversation > Assign a member from the group conversation as a group conversation admin > Confirmation request

In the group conversation window, a message lets you know and the other members/admins that you assigned a member as a group conversation admin.



Conversations > Admin side > Group conversation > You assigned a member as a group conversation admin

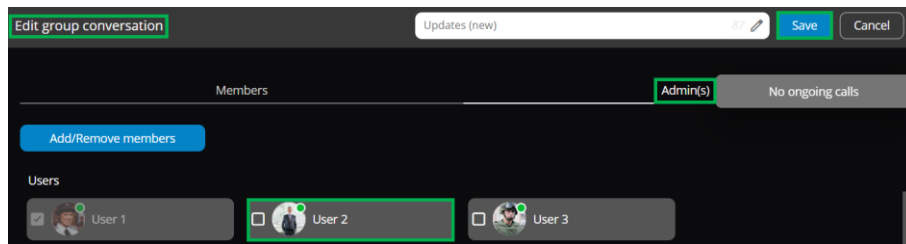
Note: In the conversation of a pre-defined group with active **Deny to Transmit** option, you can assign as admin a user who is not an exception, but this new admin cannot start or edit a conversation.

After this action, the user has all the rights of an admin in the group conversation: rename the group conversation, add and remove members, assign members as group conversation admins, remove admin rights from members.

9. You can remove the admin role from a member in the group conversation.

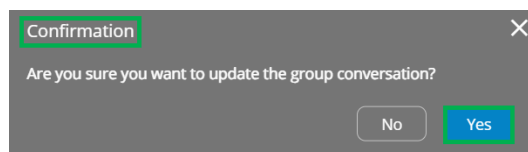
Click the **Edit Group Conversation** button from the group conversation toolbar, then go to the **Admins** section.

Uncheck the admin that you want to remove the admin role from, then click the **Save** button.



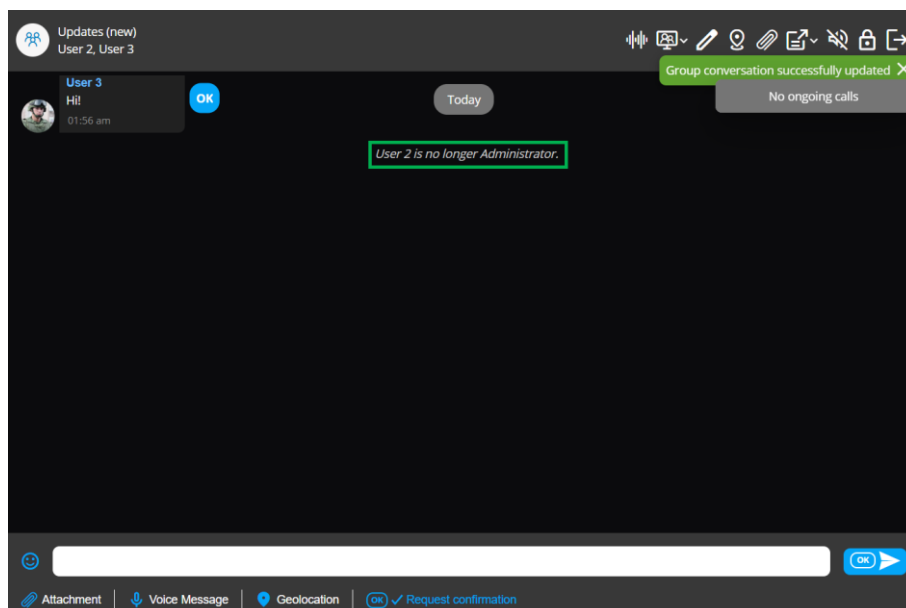
Conversations > Admin side > Group conversation > Remove a member from the group conversation as a group conversation admin

Fusion Dispatch displays a confirmation pop-up window to confirm this action. Click **Yes** to assign the user as an admin.



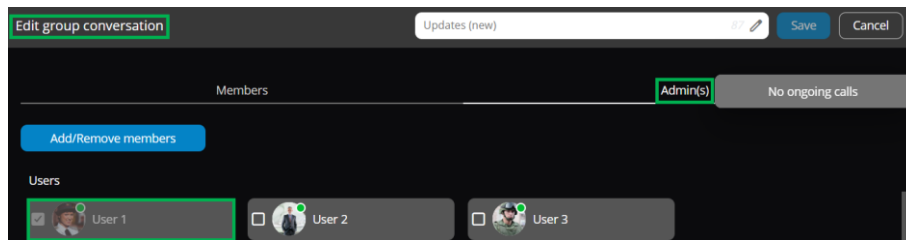
Conversations > Admin side > Group conversation > Remove a member from the group conversation as a group conversation admin > Confirmation request

In the group conversation window, a message lets you know and the other members/admins that you removed a member as a group conversation admin.



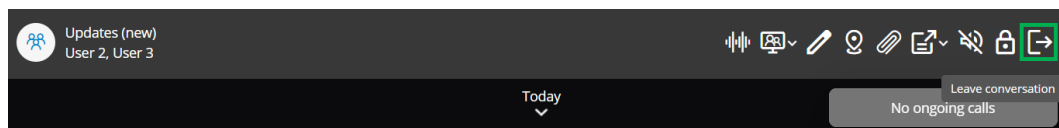
Conversations > Admin side > Group conversation > You removed a member as a group conversation admin

Note: A group conversation admin cannot remove the admin role of the initiator of the group conversation. The initiator's check box is inactive.



Conversations > Admin side > Group conversation > User 1 is the initiator and you cannot remove them

10. You can leave the group conversation. Click the **Leave Conversation** button.



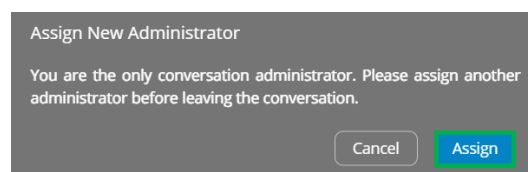
Conversations > Admin side > Group conversation > Leave the group conversation

For this action, you have two cases:

- If you are the only group conversation admin, you must delegate your administration role to one or more members of the group conversation.

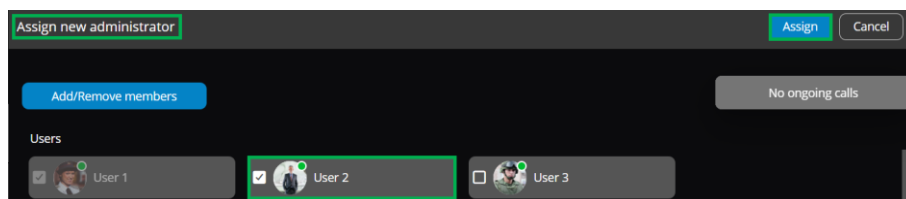
Note: If you want to delegate the administration role to an external user, you must add them to the group conversation and promote them before you leave.

After you click the **Leave Conversation** button, a window pop-up informs you that you need to assign another admin before leaving the group conversation. Click **Assign**.



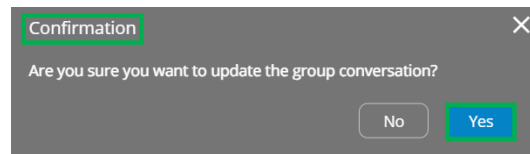
Conversations > Admin side > Group conversation > Leave the group conversation > Confirmation request

Fusion Dispatch displays the users that are part of the group conversation. Select the user and click the **Assign** button.



Conversations > Admin side > Group conversation > Leave the group conversation > Assign new admin

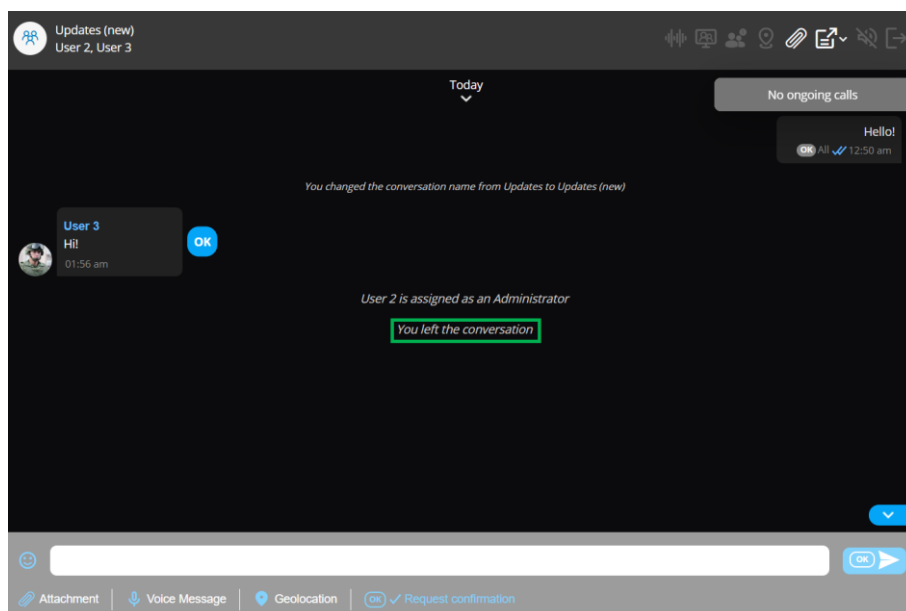
Fusion Dispatch displays a confirmation pop-up window to confirm this action. Click **Yes** to assign the user as an admin.



Conversations > Admin side > Group conversation > Leave the group conversation > Assign new admin > Confirmation request

You lose all the rights in this group conversation once you leave. You can only access the history of the conversation since you were an active member (before your deletion).

In the conversation window, you and other members/admins see a message that shows that you left the group conversation.



Conversations > Admin side > Group conversation > You left the group conversation

- If there is more than one group conversation admin (you and several admins), you can leave the conversation without assigning another admin.

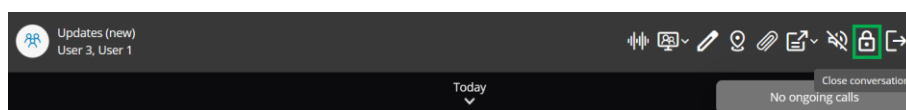
Click the **Leave Conversation** button and follow the steps above.

If you are no longer in the organization, there are two situations:

- If there is more than one group conversation admin, nothing happens.
- If there is only one group conversation admin (meaning you), the system assigns the admin role to all the members of the group conversation.

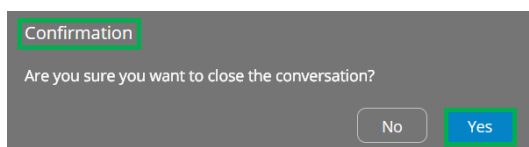
In the conversation window, the newly assigned admins see a notification about their new roles.

10. To close the group conversation, click the **Close Conversation** button.



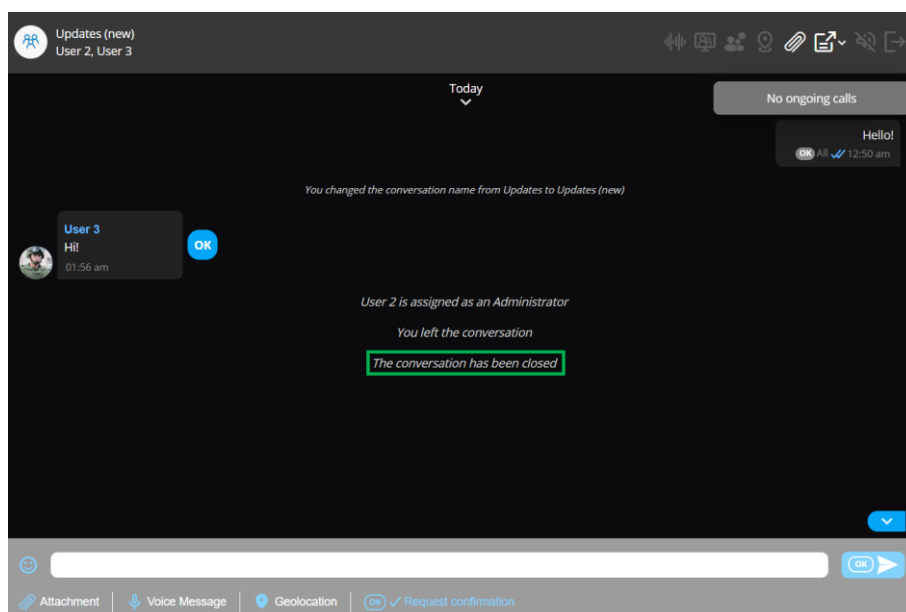
Conversations > Admin side > Group conversation > Close conversation

You will see a confirmation pop-up window that prevents you from accidentally closing the group conversation.



Conversations > Admin side > Group conversation > Close conversation > Confirmation request

In the conversation window, Fusion Dispatch displays a message (both to you and the members/admins) showing that you closed the group conversation.



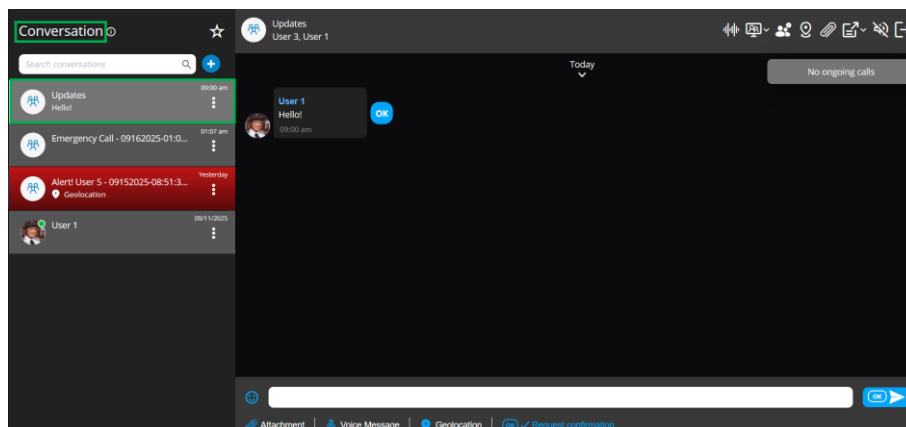
Conversations > Admin side > Group conversation > The conversation is closed

Once you close the conversation, you cannot make any change or action in it. As an admin (initiator), you cannot reopen it either. Members cannot send any message/attachment.

You can still access and export the history of the closed conversation (messages, Attachments, NFC).

User side

As a user, an admin can add you to a group conversation, without needing your permission. Once an admin created the group, you automatically receive the conversation on the **Conversations** page, and you become a member of it.



Conversations > User side > Group conversation

Fusion Dispatch displays the members that are part of this group conversation and the admin (initiator). You can see the status of each user (members and admin) by clicking the **View Conversation Members** button: Green for On Duty status, Red for Off Duty status, Orange for Do Not Disturb status.



Conversations > User side > Group conversation > Members list and their status

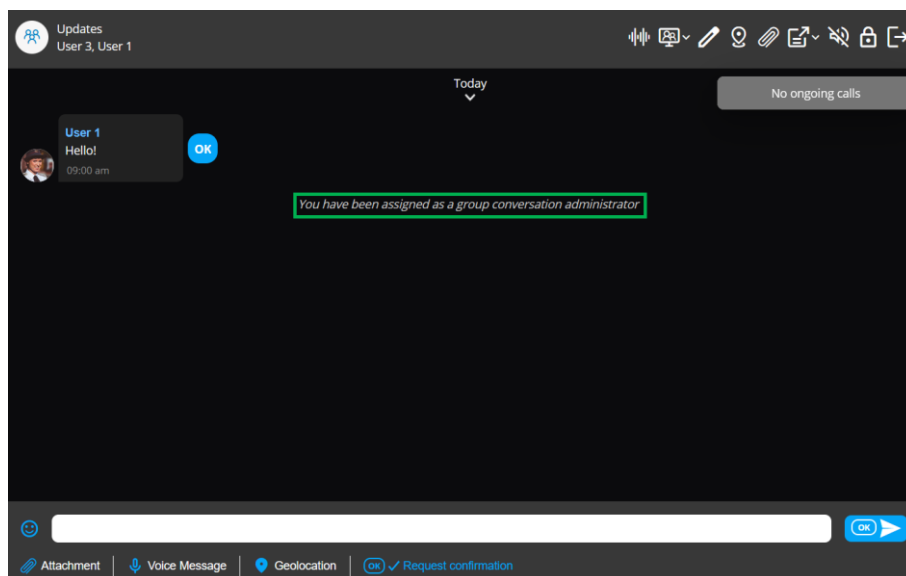


Conversations > User side > Group conversation > Admin (initiator) and their status

As a member of the group conversation, you have the following rights:

1. You can send messages to the members, initiate Push-To-Talk, Share Screen and Broadcast Video, locate the users and see their details, add attachments, and export messages/messages and attachments/NFC messages.
2. Only admins can remove you from the group conversation, not the members.
3. An admin can assign you as an admin of the group conversation.

In the conversation window, a message informs you (both you and the members/admins) that you were assigned as an admin of the group conversation.



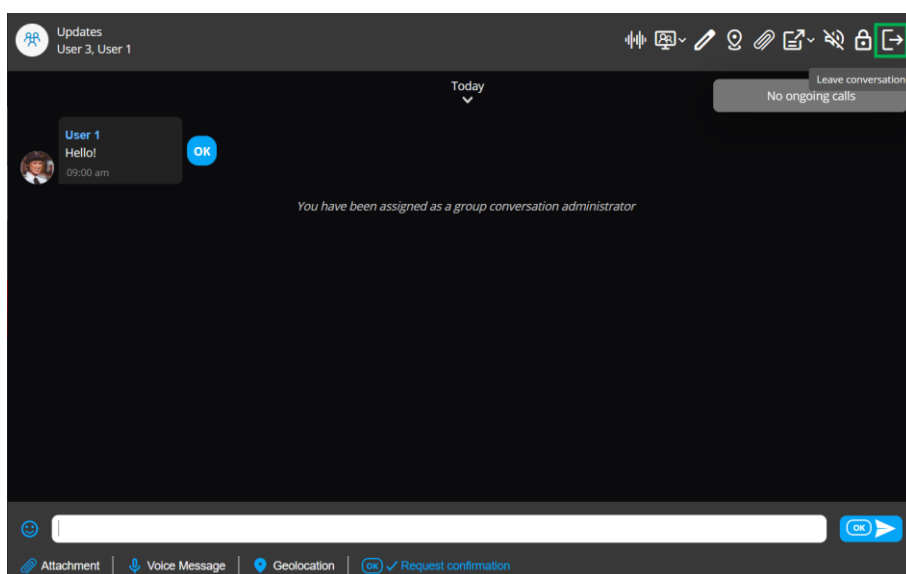
Conversations > User side > Group conversation > You were assigned as an admin of the group conversation

After becoming an admin, you have all the rights of an admin: rename the group conversation, add/remove members, assign members from the group conversation as group conversation admins, remove admin rights from members of the group conversation.

For more information about admin rights, go to the **Admin Side** section in the guide (Contacts > Contacts group options > Group conversation).

Note: In the conversation of a pre-defined group with active **Deny to Transmit** option, an admin can assign you as an admin, but if you are not an exception, you cannot start or change a conversation.

4. You can leave the group conversation. Click the **Leave Conversation** button.



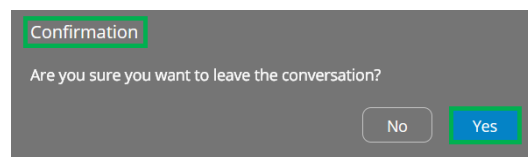
Conversations > User side > Group conversation > Leave the group conversation

For this action, you have two scenarios:

- You are the only group conversation admin; you must delegate your administration role to one or several members of the group conversation.
- There is more than one group conversation admin (you and other admins), you can leave the conversation without assigning another admin.

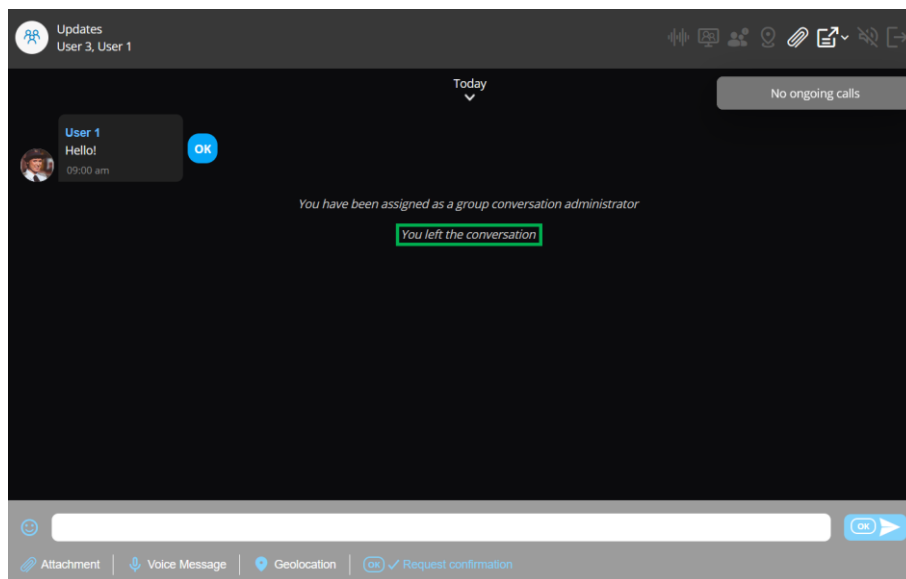
For more information about the cases where you can leave the conversation, go to the **Admin Side** section in the guide (Contacts > Contacts group options > Group conversation).

You will see a confirmation pop-up window that prevents you from accidentally leaving the group conversation.



Conversations > User side > Group conversation > Leave the group conversation > Confirmation request

In the conversation window, a message will be displayed (both to you and the members/admins) indicating that you left the group conversation.



Conversations > User side > Group conversation > You left the group conversation

After leaving the group conversation, you will lose all the rights. You can only access the history of the conversation when you were an active member (before your removal).

Note: All the users of a predefined group of users will be added as a whole entity, so you will not be able to leave.

Broadcast Message

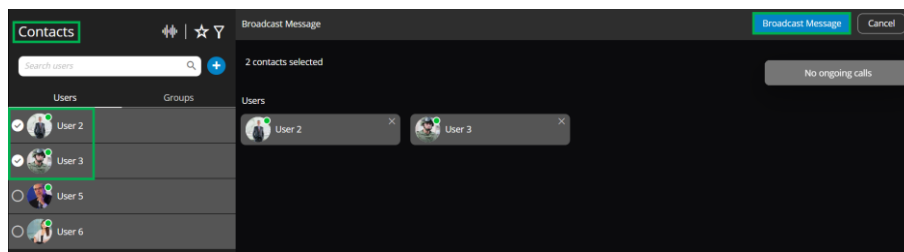
Fusion Dispatch supports broadcast messages, i.e. one message sent by one sender (A) to several receivers (B, C, and D).

If no conversation between A, B, C, and D existed, then a conversation is created and displayed in the conversation list. If a conversation already existed between A, B, C, and D, then the new message created is added to the current conversation list.

Replies to this broadcast conversation are sent to the transmitter only (other recipients are not aware of everyone's response) and displayed in individual threads (e.g. if B replies to the message, the answer will be displayed in the conversation between A and B).

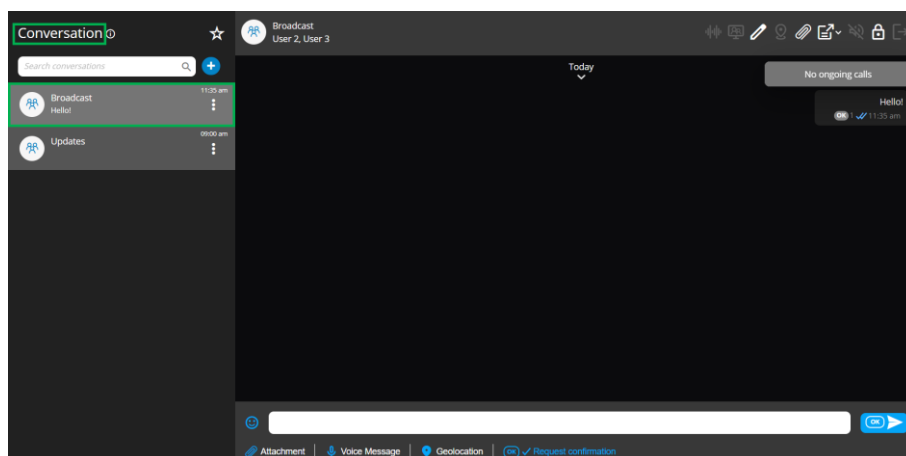
To initiate a Broadcast Message:

1. Click the **Broadcast Message** button inside the Options.
2. Select the users/groups who will receive the message, then click the **Broadcast Message** button.



Contacts > Options > Initiate a Broadcast message

A broadcast conversation is automatically created and appears in the **Conversation** page.



Conversations > Broadcast conversation created

As a group conversation admin (initiator), you have the same rights as for a group conversation.

For more information about admin rights, go to the **Admin Side** section in the guide (Contacts > Contacts group options > Group conversation).

Broadcast Call

A Broadcast Call is a special group call where the Push-To-Talk initiator is the only one able to speak and send messages in the new conversation automatically created. It is a Push-To-Talk group call with implicit floor control. It will be auto answered and once the call is hung up by the initiator, the call is ended.

When a Broadcast Call is initiated, all recipients are set to listen to the initiator/Dispatcher with high priority. The broadcast screen is shown on all recipients. Potential active calls are put on hold.

When the initiator/Dispatcher speaks, audio comes out on recipients' devices in real-time. If the recipients want to reply to the Dispatcher, they need to call them back in a private call.

After the Dispatcher releases the **Push-To-Talk** button, the Broadcast Call is immediately dissolved. When the Broadcast Call is dissolved all devices are released and potential calls on hold are resumed.

In case two Broadcast Calls are launched at the same time by different initiators, the first Broadcast Call received will belong to the initiator with higher priority.

Note: A Broadcast Call does not override another Broadcast Call even if the second initiator has a higher priority. The second Broadcast Call impacts only the users who are not in the first Broadcast Call.

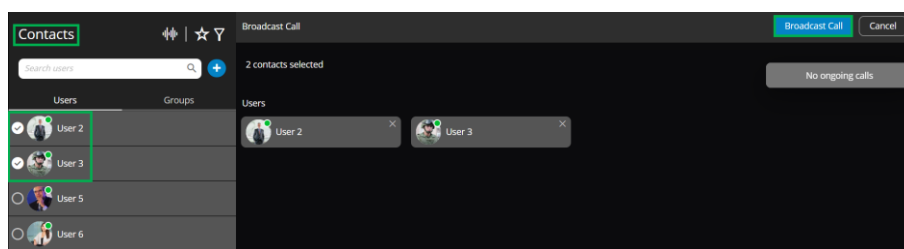
Note: The default limit for Broadcast Calls is 50 users. The parameter is configurable at platform-level.

Outgoing Broadcast Call

Only Dispatchers to whom an admin gave rights can start a **Broadcast Call**. Once you start a Broadcast Call, the other users receive visual and audible cues.

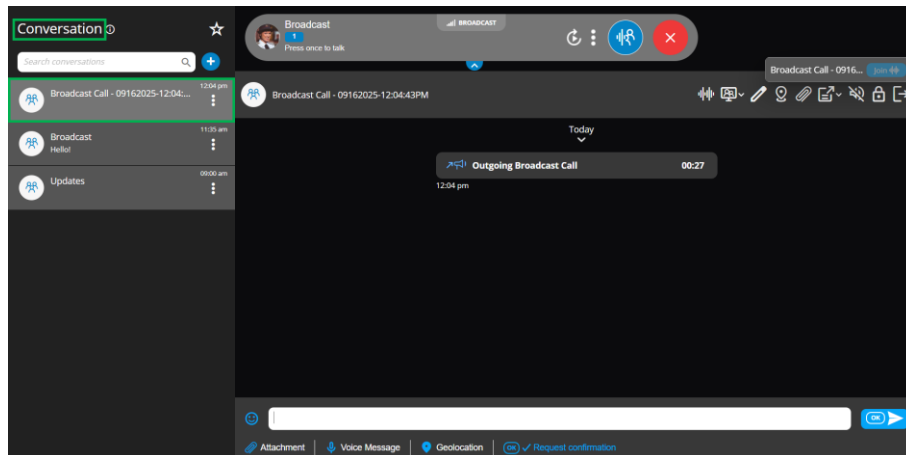
To initiate a Broadcast Call:

1. Click the **Broadcast Call** button inside the **Options** menu.
2. Select the users/groups you want to invite to the call, then click the **Broadcast Call** button.



Contacts > Options > Initiate a Broadcast call

A broadcast conversation is automatically created and appears in the **Conversation** page.



Conversations > Broadcast conversation created

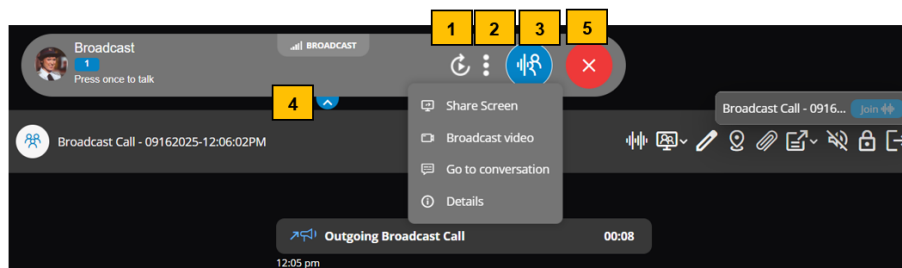
When the call is triggered, the timer will start, and the initiator will begin talking following the delay set by the admin (from 0 to 30 seconds) who will also choose an inactivity period (from 0 to 30 seconds) between two consecutive transmissions within the same **Broadcast Call**. If the inactivity period is set to 0, then the **Broadcast Call** will have a maximum duration of two minutes.

Note: If a user is launching a **Broadcast Call** to a group, and at the same time a second user launches another **Broadcast Call** to the same group, the second **Broadcast Call** does not go through. Fusion Dispatch displays a message, asking the second user to wait.

Banner options

The banner displayed on top of the screen shows the following:

1. **Live Replay** button
2. **Options** button (Share Screen, Broadcast Video, Go to conversation, Details)
3. **Push-To-Talk** button (take and release the floor)
4. **Hide/Show** button (choose whether you want to see the banner or not)
5. **End Call** button

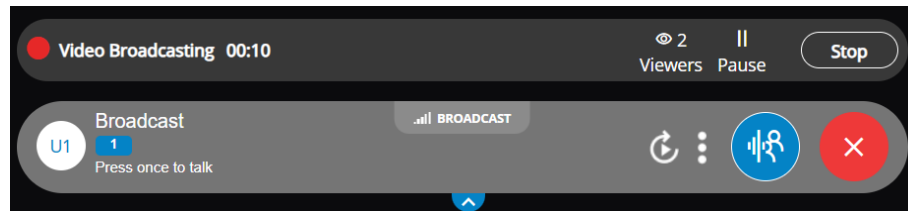


Broadcast call banner

Share Screen

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

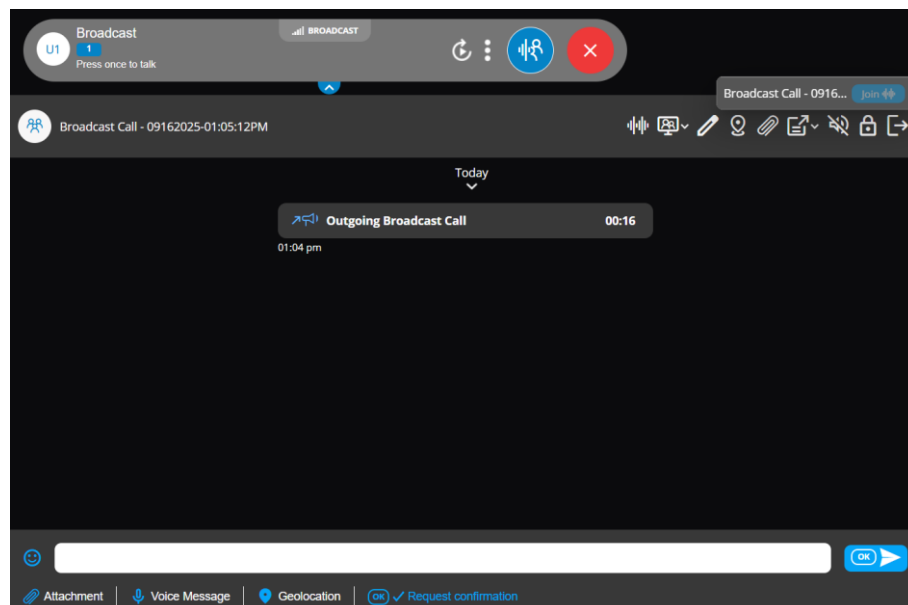
Broadcast Video



Broadcast call banner > Options > Initiate a Broadcast video

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

Conversation



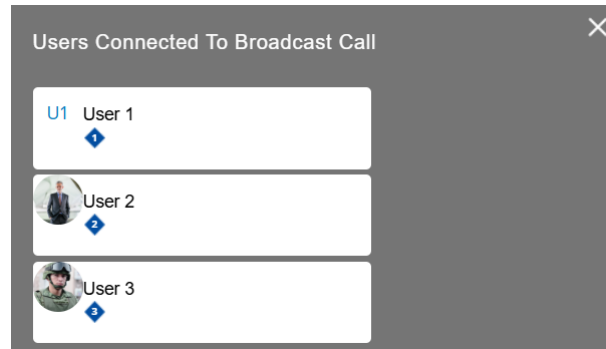
Broadcast call banner > Options > Created conversation

For more information about messaging, go to the dedicated chapter in the guide (Conversations).

Details

You can see details such as the users who are connected to the Broadcast Call.

The name and priority of users are displayed.



Broadcast call banner > Options > Details > Users connected

Closing a Broadcast Call

You can close the **Broadcast Call** manually or Fusion Dispatch closes it automatically when the inactivity period passes. The initiator of an ongoing **Broadcast Call** cannot launch another **Broadcast Call** if the first one is still active.

Note: Because there is a default maximum idle time of 10 seconds during a Broadcast Call, the Broadcast Call ends after 10 seconds.

Use case 1: At least one user answers before the countdown is finished, the banner with the countdown will be displayed on the **Push-To-Talk** button.

Use case 2: At least one user answers the call after the countdown (no user before the countdown), the banner will be displayed, and the initiator will automatically start talking.

Use case 3: No user has the Mobile device turned on or Fusion Dispatch session active. The initiator will see “No Answer” displayed instead of “Calling”.

Use case 4: The **Broadcast Call** is established, and an Emergency Call is received. The Emergency Call has priority and cuts the **Broadcast Call**.

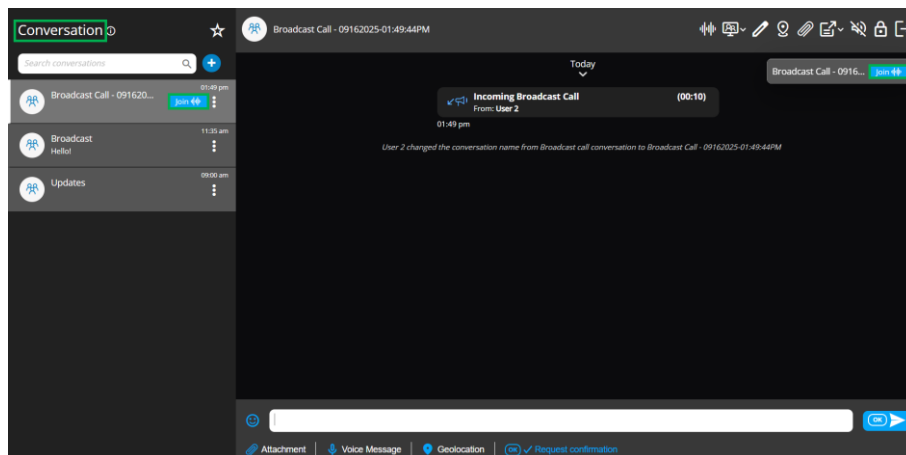
Use case 5: During an ongoing call, a user initiates a **Broadcast Call** and receives a Fusion call. The ongoing call is put on hold and each Fusion call received is automatically rejected. In the **Conversations** list, the initiator will see the missed call events.

Use case 6: No other call is ongoing when a user initiates the **Broadcast Call**, but another Fusion call is received. Each Fusion call received will be automatically rejected. In the **Conversations** list, the initiator will see a missed call event.

Use case 7: If a user is removed or added to a group and a **Broadcast Call** is on, the group will be updated with the new modifications during the call.

Note: both the mobile application users and Dispatchers can join a **Broadcast Call** then it is initiated from Fusion Dispatch.

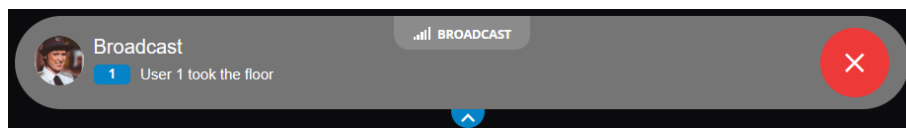
If you leave a **Broadcast Call**, you can rejoin later. The same applies if you miss a **Broadcast Call** and want to join as it is going. You can do that by clicking the button **Join**. You can see it in the **Conversations** list next to the conversation name, and in the conversation banner.



Contacts > Options > Join a missed Broadcast call

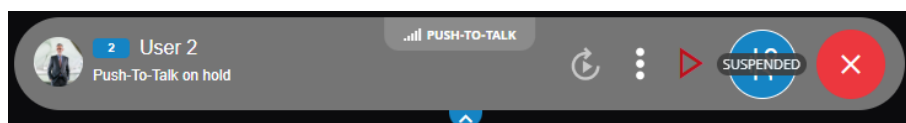
Incoming Broadcast Call

A **Broadcast Call** forces an auto-answer once users receive it.



Contacts > Options > User receives a Broadcast call

If you are already in a Fusion call, Fusion Dispatch places the previous call on hold when you receive a **Broadcast Call**, until the Broadcast Call ends.



Contacts > Options > Ongoing call on hold when you receive a Broadcast call

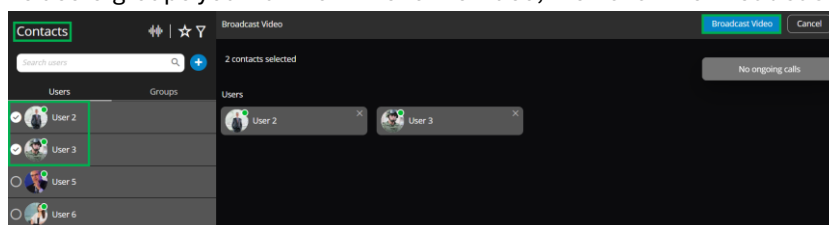
Each type of Fusion call received, while the **Broadcast Call** is ongoing, is automatically rejected and marked as missed in the **Conversations** list as you are not able to end the **Broadcast Call** or to accept any other incoming Fusion call.

Broadcast Video

This feature allows sharing access to your computer camera/webcam.

To initiate a Broadcast Video:

1. Click the **Broadcast Video** button inside the Options.
2. Select the users/groups you want to invite to the video, then click the **Broadcast Video** button.



Contacts > Options > Initiate a Broadcast video

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

Share Screen

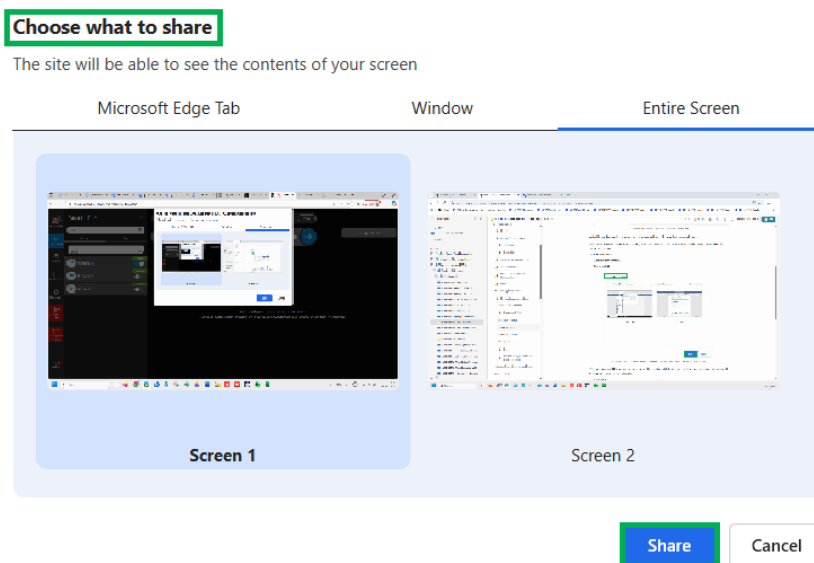
This feature allows sharing the screen of your computer.

To initiate a Share Screen:

1. Click the **Share Screen** button inside the Options.
2. Select the users/groups you want to invite viewing the screen, then click the **Share Screen** button.

Before the session starts broadcasting, a screen selection window is displayed to select what visual content to share:

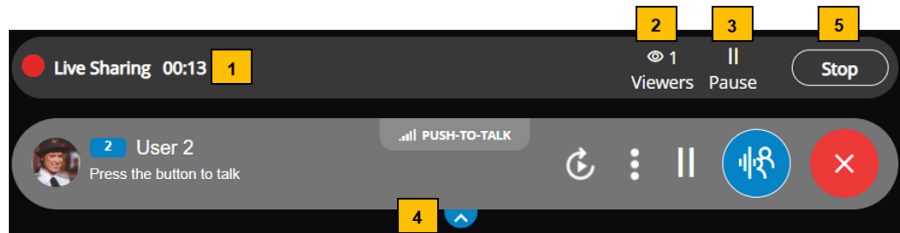
- The browser you use
- Application window
- Entire screen



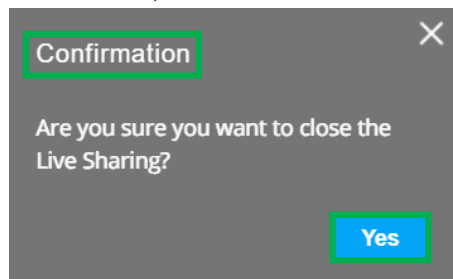
Contacts > Options > Share Screen

After you select the screen to be shared, the session will start, and a banner is displayed on top of the screen, showing the following:

1. Call timer
2. **Viewers** button (check who is viewing)
3. **Pause/Resume** button
4. **Hide/Show** button (choose whether you want to see the banner or not)
5. **Stop** button (when pressed, a confirmation pop-up window is displayed to prevent accidentally closing the session)



Contacts > Options > Initiate Share Screen



Contacts > Options > Stop the Share Screen > Confirmation request

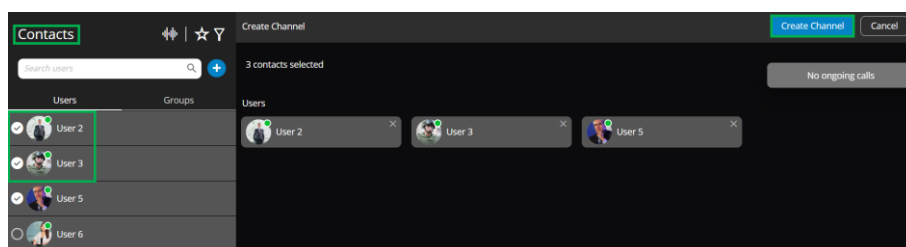
Note: While a Share Screen is ongoing, you cannot start another one.

Creating Channel

You can create your own group with other users or groups.

To create a Channel:

1. Click the **Create Channel** button inside the Options.
2. Select the users/groups you want to add to the Channel, then click the **Create Channel** button.



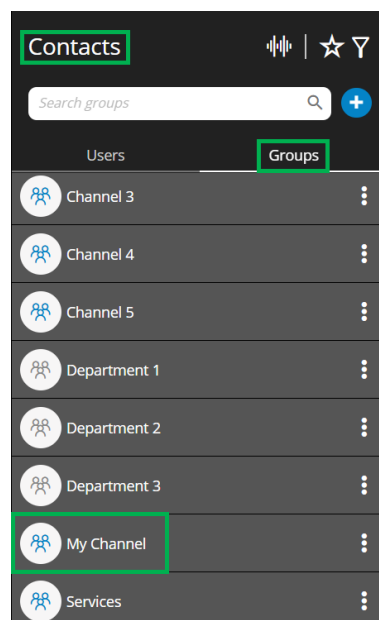
Contacts > Options > Create channel

A new screen appears where you can define the name (no special characters are allowed), add other users and groups besides those previously selected, add admins, and assign the priority level of the Channel.

Click the **Save** button.

Contacts > Options > Steps for creating channel

Your Channel is displayed in the **Contacts** page > **Groups** section.



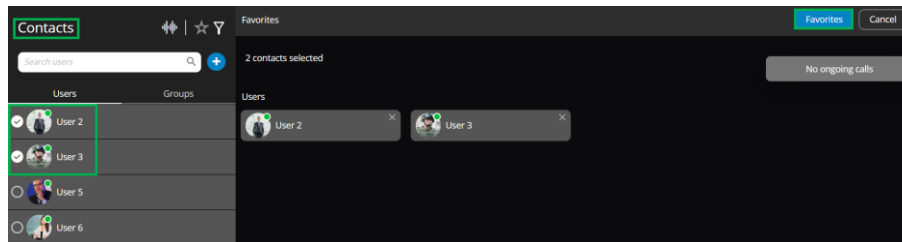
Contacts > Groups > Created channel

Favorites

You can set users/groups as favorite contacts. This way, you have them displayed at the beginning of your **Contacts** list, so you do not need to search for each one every time you want to contact them.

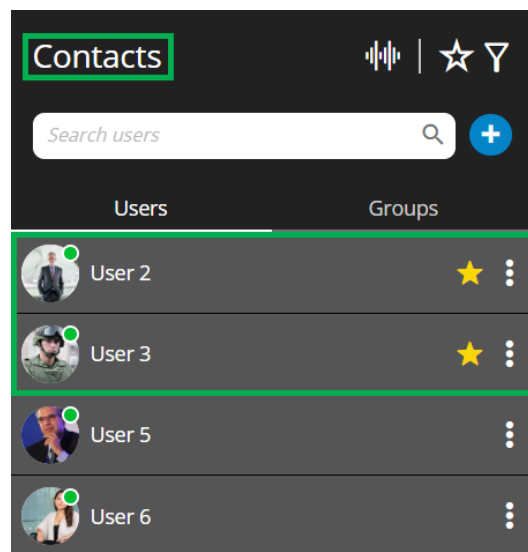
To add users/groups to Favorites:

1. Click the **Favorites** button inside the **Options** menu.
2. Select the users/groups you want to add to Favorites, then click the **Favorites** button.



Contacts > Options > Favorites

The users are added to the top of the **Contacts** list, with a star icon.

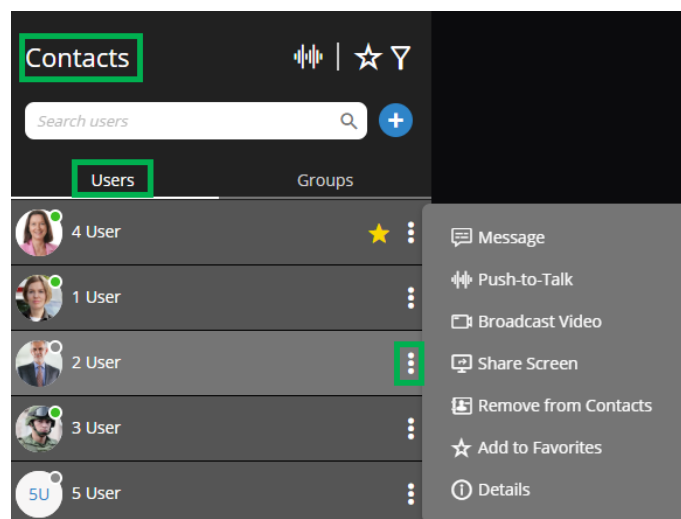


Contacts > Options > Users added to Favorites

For more information about groups added to Favorites, go to the **Adding Users/Groups to Favorites** section in the guide (Contacts).

User options

To see a user's options, click the three dots button on the right of their name.

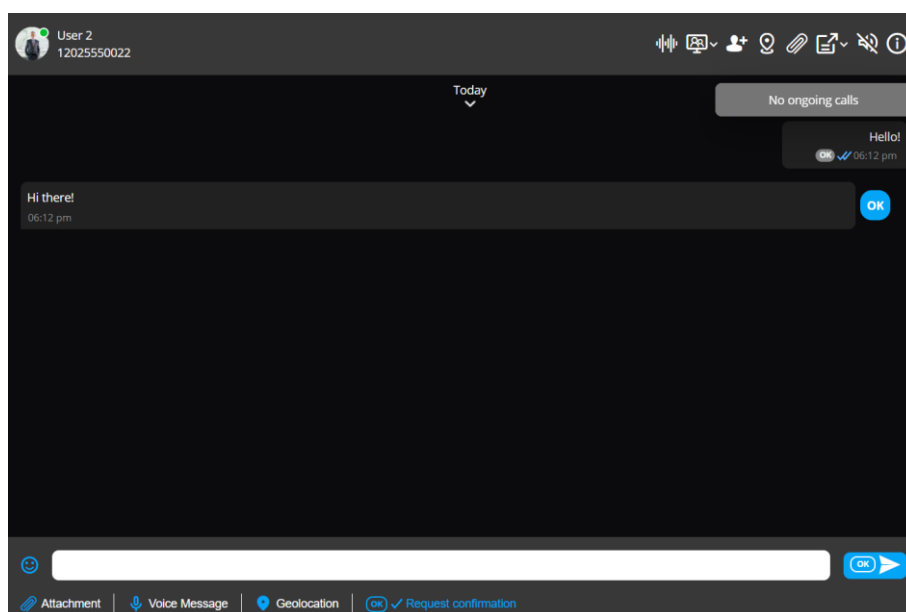


Contacts > User options

Message

Fusion Dispatch supports one-to-one conversations. If no conversation between A and B existed, then a conversation is created and displayed in the conversation list. If a conversation already existed between A and B, then the new message created is added to the current conversation list.

To begin a one-to-one conversation with a user, click the **Message** button inside the User Options.



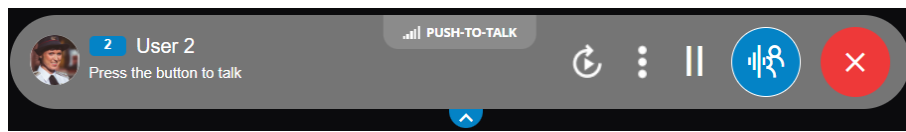
Contacts > User options > Message

For more information about the **Message** feature, go to the dedicated chapter in the guide (Conversations).

Push-To-Talk

Push-To-Talk provides half-duplex communications: while one person transmits, the other receives.

To make a one-to-one Push-To-Talk with a user, click the **Push-To-Talk** button inside the User Options.



Contacts > User options > Push-To-Talk

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

Broadcast Video

This feature allows sharing access to your computer camera/webcam.

To start a one-to-one Broadcast Video with a user, click the **Broadcast Video** button inside the User Options.

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

Share Screen

This feature allows sharing your screen.

To start a one-to-one Share Screen with a user, click the **Share Screen** button inside the User Options.

For more information about the **Share Screen** feature go to the dedicated section in the guide Contacts > Options > Share Screen

Removing from contacts

To remove a user from the **Contacts** list, click the **Remove from Contacts** button inside the User Options.

The user will be removed without any notice.

If you want to add the user back to your **Contact** list, go to the **Adding Users to Contacts** section in the guide (Contacts).

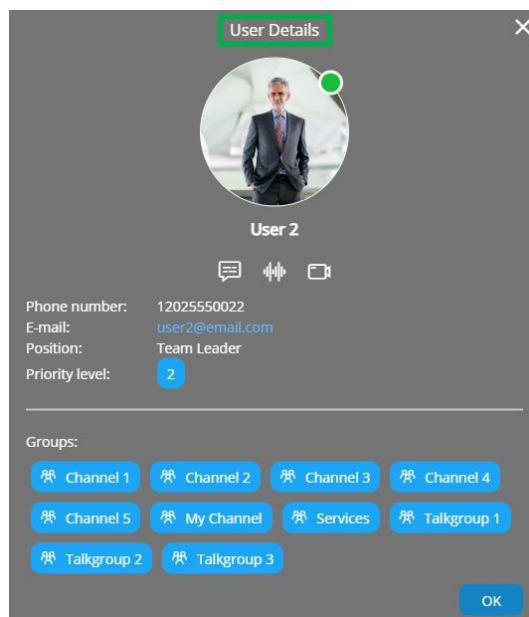
Adding to favorites

You can set a user as favorite contact. This way, you have them displayed at the beginning of your **Contacts** list, so you do not need to search for each one every time you want to contact them.

For more information about users added to Favorites, go to the **Adding Users/Groups to Favorites** section in the guide (Contacts).

Details

You can see details about the user such as: Name, Options such as Message/Broadcast Video, Phone number, Email address, Position, Priority level, the Groups (channels, talkgroups) to which they belong.



Contacts > User options > User details

You can start a new conversation or make various calls (Push-To-Talk and Broadcast Video).

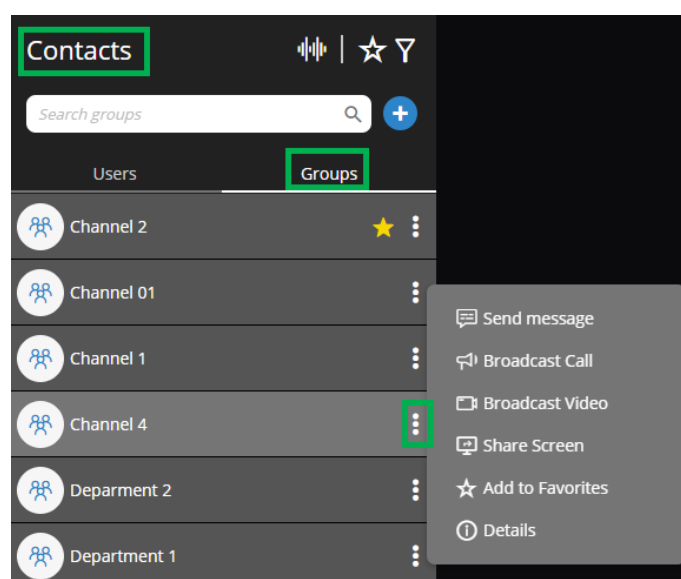
For more information about messaging, go to the dedicated chapter in the guide (Conversations).

For more information about the **Push-To-Talk** and **Broadcast Video** features, go to the **Individual Push-To-Talk** section (Contacts > Push-To-Talk) and the **Broadcast Video** section in the guide (Contacts > Contact options).

Group options

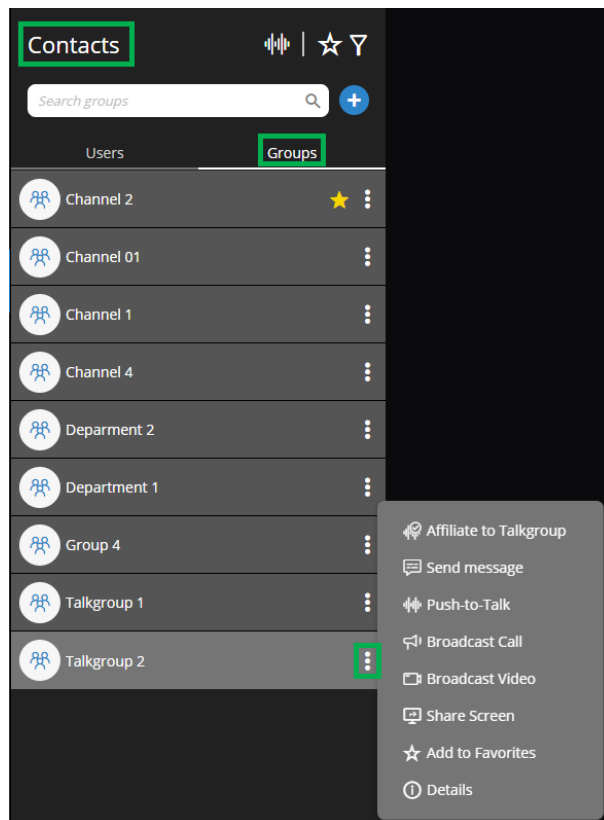
To see a group's options, click the three dots button on the right of their name.

Group options for a channel



Contacts > Group options on channel

Group options for a prearranged group

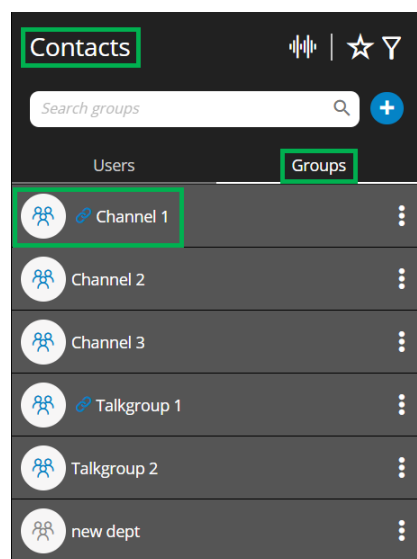


Contacts > Group options on Talkgroup

Displaying group when linked to another organization

An admin can link groups, which means that users in the linked groups can communicate through Channels, Messages (including attachments), Broadcast Video, and prearranged Push-To-Talk Group Call. Users can see other users, which means that the link is not anonymous.

If the **Link** icon appears for a group on your **Contacts** page, both users in your organization and users from the other organization will receive your calls and/or messages.



Contacts > Groups > Link groups

Note: The **Link** icon can also be found in the **Channels** section.

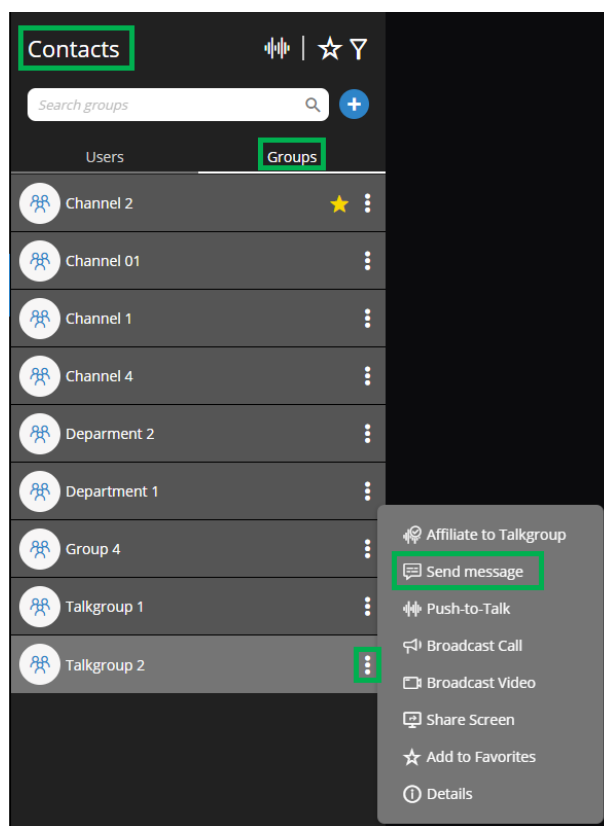
For more information about the **Link Channels** feature, go to the **Mutual Aid** section in the guide (Push-To-Talk > Channels).

Sending message

Fusion Dispatch supports group conversations, i.e. a message sent by one transmitter (A) to more recipients (B, C, and D). The Group Conversation admin role helps you manage the group conversation.

Note: The maximum number of participants in a group conversation is 200. The parameter is configurable at platform-level.

To begin a group conversation, click the **Send Message** button from the Group Options.



Contacts > Groups > Group options > Send message

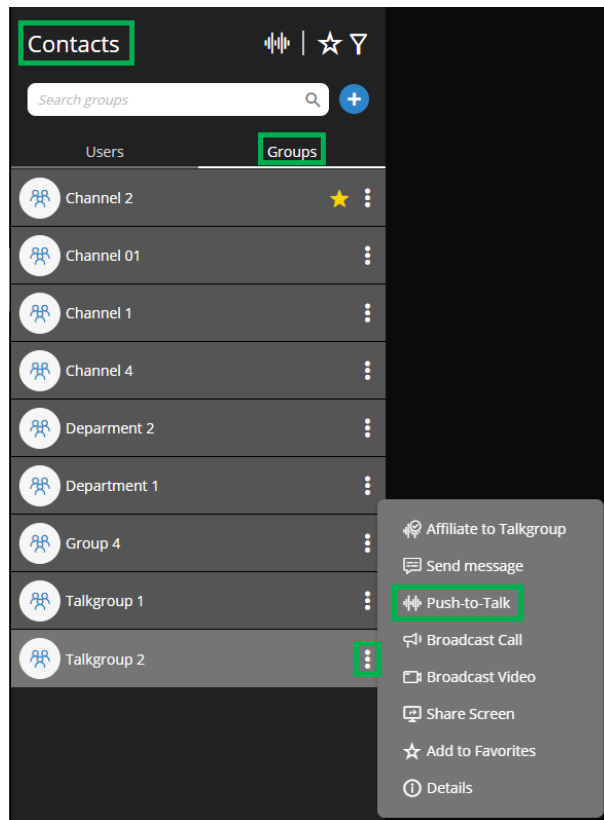
Fusion creates a unique conversation with the group.

For more information about messaging, go to the dedicated section in the guide (Conversations).

Push-To-Talk

Push-To-Talk provides half-duplex communications: while one person transmits, the other receives.

To start a Push-To-Talk call with a prearranged group, click the **Push-To-Talk** button from the Group Options.



Contacts > Groups > Group options > Push-To-Talk

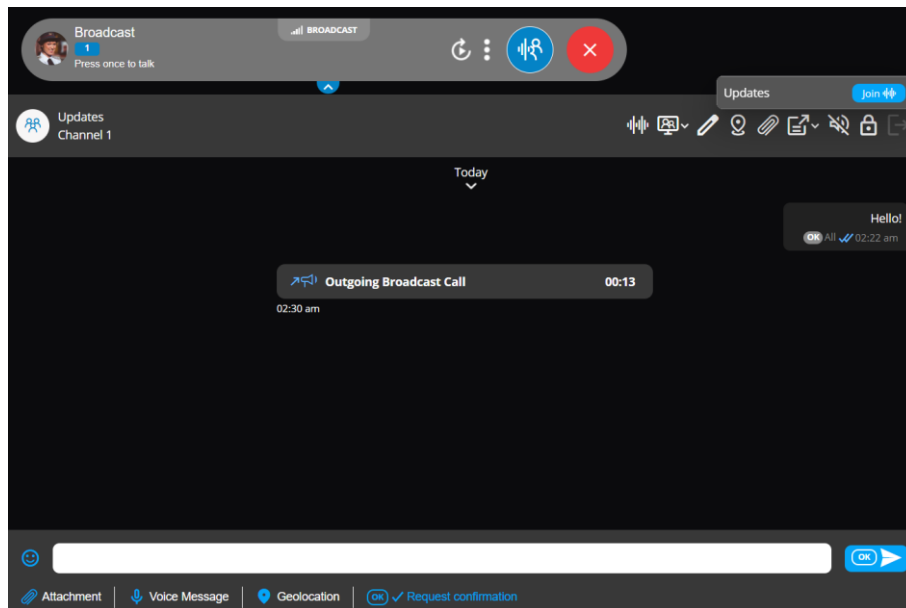
Fusion creates a unique conversation with the prearranged group and adds this Push-To-Talk call in the conversation, as a call log.

*For more information about the **Push-To-Talk** group option, go to Conversations > Prearranged group conversation.*

Broadcast Call

A Broadcast Call is a special group call where the Push-To-Talk initiator is the only one able to speak and send messages in the new conversation automatically created. It is a Push-To-Talk group call with implicit floor control. It will be auto-answered and once the call is hung up by the initiator, the call ends.

To initiate a Broadcast Call with a group, click the **Broadcast Call** button inside the **Group Options** menu.



Contacts > Group options > Initiate a Broadcast call

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

Broadcast Video

This feature allows sharing access to your computer camera/webcam.

To initiate a Broadcast Video with a group, click the **Broadcast Video** button inside the Group Options.



Contacts > Group options > Initiate a Broadcast video > Banner

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

Share Screen

This feature allows sharing your screen.

To start a one-to-one Share Screen with a user, click the **Share Screen** button inside the User Options.

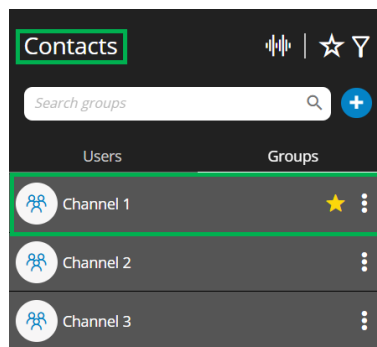
For more information about the **Share Screen** feature go to the dedicated section in the guide Contacts > Options > Share Screen

Adding to Favorites

You can set a group as favorite contact. This way, you have them displayed at the beginning of your **Contacts** list, so you do not need to search for each one every time you want to contact them.

To add a group to Favorites, click the **Add to favorites** button inside the Group Options.

The group is added to the top of the **Contacts** list, with a star icon.

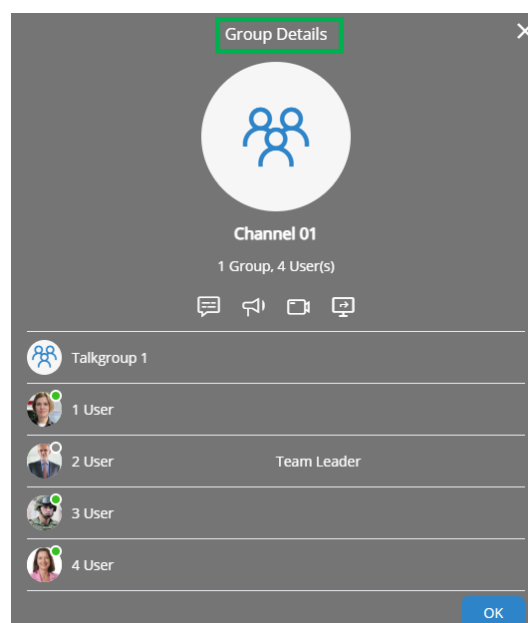


Contacts > Group options > User added to Favorites

For more information about groups added to Favorites, go to the **Adding Users/Groups to Favorites** section in the guide (Contacts).

Details

You can see details about the group such as: Name, how many talkgroups and users are part of it, Options such as Message/Broadcast Call/Broadcast Video/Share Screen, users names and their positions.



Contacts > Group options > Group details

You can start a new conversation or make various calls (Broadcast Call and Broadcast Video).

For more information about messaging, go to the dedicated chapter in the guide (Conversations).

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

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

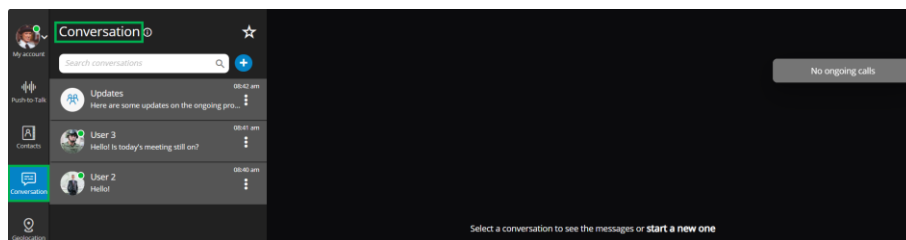
CONVERSATIONS

Fusion handles IP-based conversations. IP-based conversations capabilities are triggered:

- Between business users
- Between an organization user and another Fusion user (if **Public Visibility** is activated)

An IP message allows individual, one-to-many discussions, as well as group communications, multimedia file transfers, and voice messages. Messages pass through different statuses: sending, pending, failed, sent, delivered, delivery failure.

IP messages can be sent (received by server) and displayed but can have a delivery failure in case delivery report is not received.



Conversations

Messages are stored for six months, after which they are removed from Fusion Dispatch only. If you also use FirstNet Fusion mobile application, you will still be able to access the messages (depending on how long they are stored for on the mobile application).

P rearranged group conversation

Fusion Dispatch supports group conversations, i.e. a message one transmitter (A) sends to more recipients (B, C, and D). The Group Conversation admin role helps you manage the group conversation.

Note: The maximum number of participants in a group conversation is 200. An admin configures the parameter at platform-level.

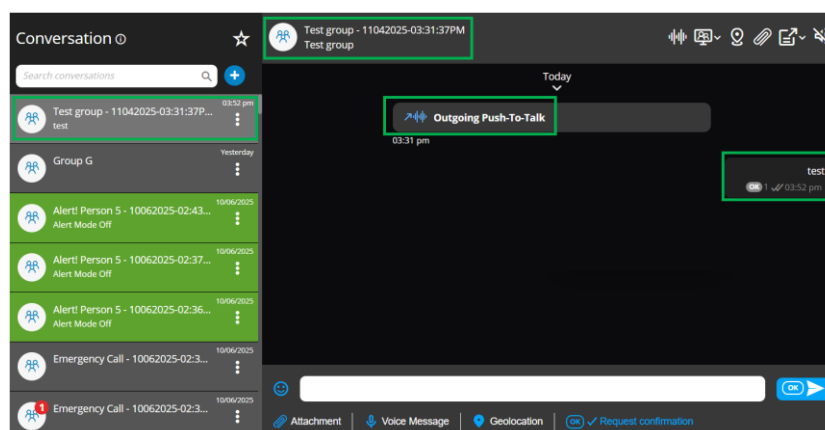
Note: The maximum number of characters that you can use in a group title is 100. If you exceed the 100 number, an error message pops up and asks you to try again.

Sending a message to a prearranged group

Note: You can find all the messages to a prearranged group, in one unique conversation. The conversation has the same name as the prearranged group name.

Click the name of the prearranged group in the **Conversation** menu.

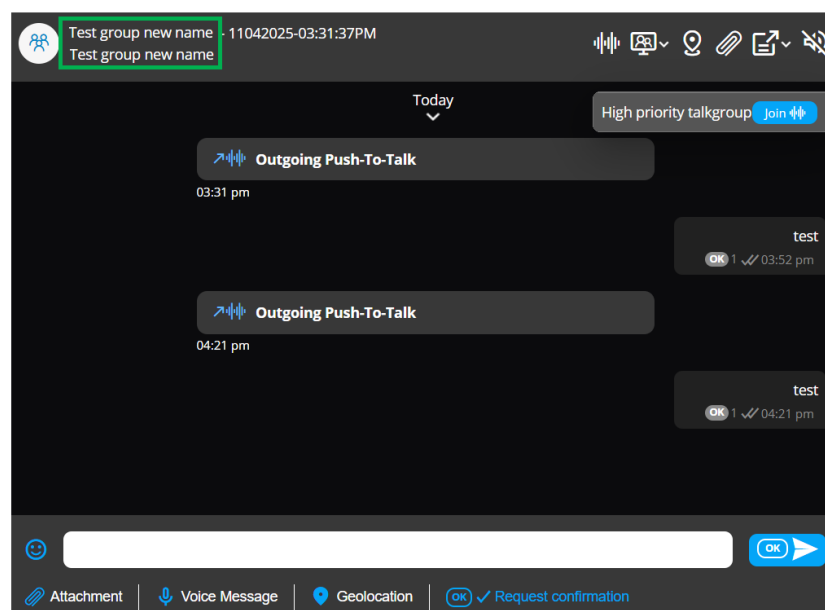
You can find the call logs or messages that you have sent to the prearranged group. The conversation does not have the **Close** or **Edit** options.



Conversation > Prearranged group conversation > Call log and messages

Note: If you have an existing prearranged group conversation in the conversations list, and Fusion Dispatch updates to a version, you can still find and access that conversation, with its messages and call logs.

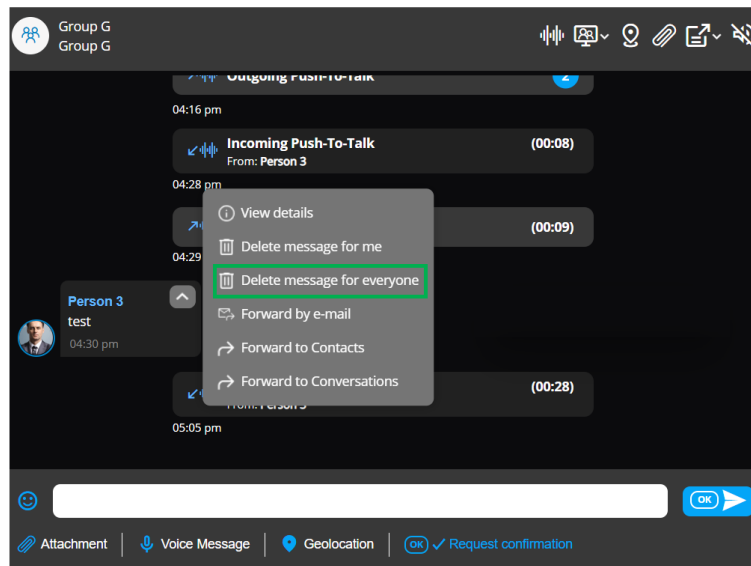
When an admin changes the name of the prearranged group, Fusion also updates the name of the unique prearranged group conversation.



Conversation > Prearranged group conversation > Changed prearranged group name and updated conversation name

When you start a prearranged group conversation, Fusion sets you as an admin of the conversation, even if you do not have specific rights.

If an admin sets the Delete message for everyone to **Admin only**, only you can delete the messages for everyone, in the unique prearranged conversation, and no other user has this right.



Conversation > Prearranged group conversation > Delete message for everyone

Note: If **Reach only on duty user** rule is activated by an admin at group level, you cannot disable it for the unique prearranged conversation. If the rule is activated by an admin after the conversation is created, you can deactivate the option.

When Reach Only On Duty User is active, only users with the **On Duty** status receive messages or calls. When Reach Only On Duty User is inactive, all the users receive messages or calls, regardless of their status.

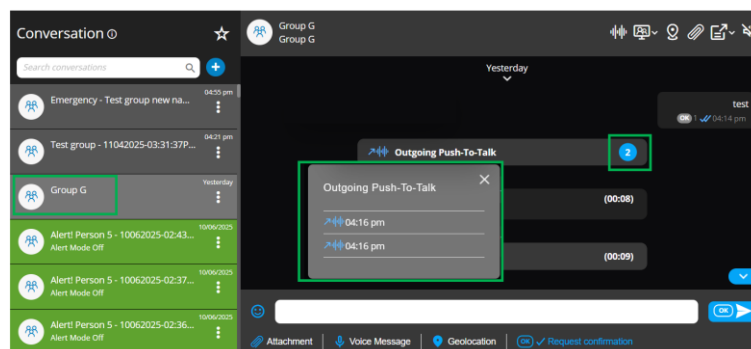
Push-To-Talk call with a prearranged group

Note: All types of Push-To-Talk calls to a prearranged group are listed in a conversation as call logs.

The conversation has the same name as the prearranged group name.

Click the name of the prearranged group on the **Conversation** menu.

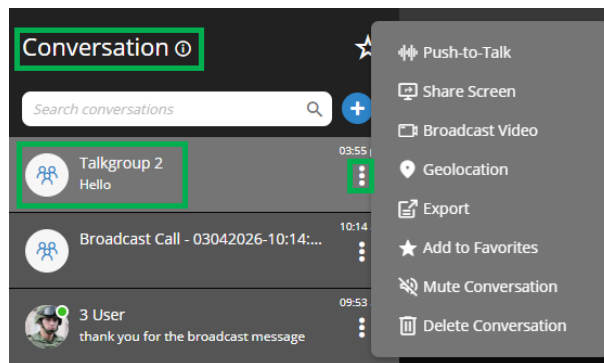
To see the call logs, click the blue numbered circle in the prearranged group conversation. A pop-up displays all the calls with the prearranged group.



Conversation > Prearranged group conversation > Call logs

To see the prearranged group conversation options, click the three-dotted menu next to the name of the prearranged group.

The **Edit** option is not available, and you cannot edit the prearranged group conversation members.



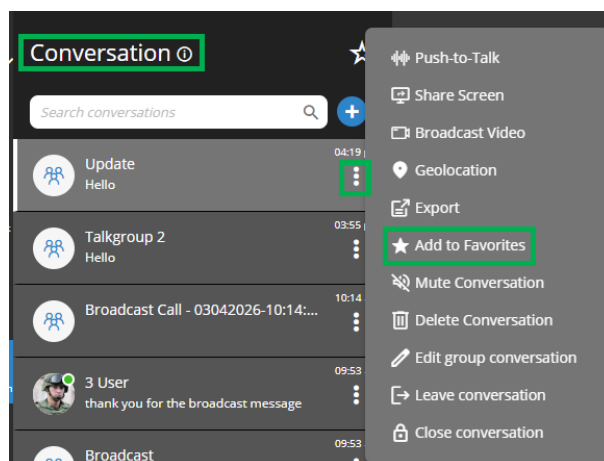
Conversation > Prearranged group conversation options

Adding conversations to favorites

You can add group conversations to Favorites to have them displayed at the beginning of your **Conversations** list.

To add a group conversation to **Favorites**, click the three dots button on the right of the conversation from the **Conversations** list, then choose **Add to Favorites**.

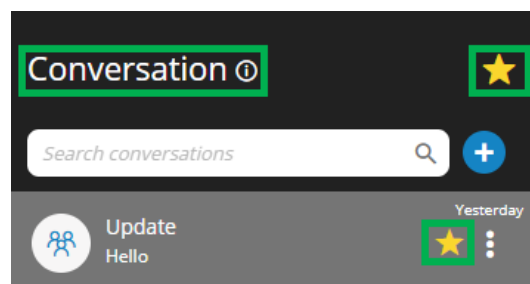
Note: You can pin a maximum of 20 conversations to Favorites.



Conversations > Add group conversation to Favorites

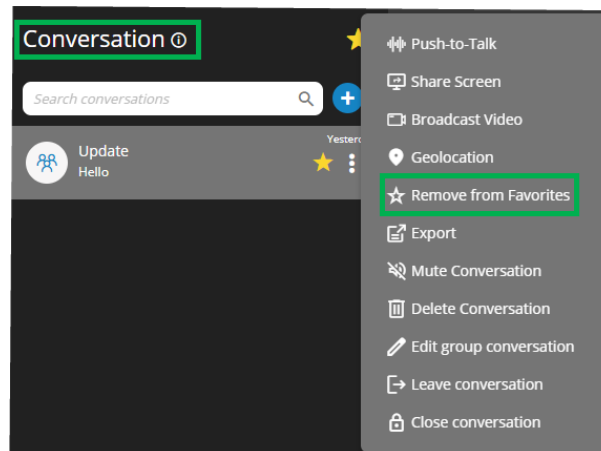
Click the **Favorites** button from the main buttons at the top of the **Conversations** page.

Group conversations added to Favorites are marked with a star icon.



Conversations > Group conversation added to Favorites

To remove a group conversation from Favorites, click the three dots button on the right of the conversation from the **Conversations** list. Click **Remove from Favorites**.

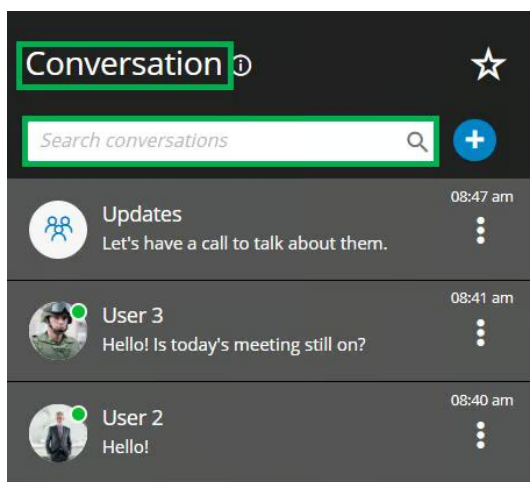


Conversations > Remove group conversation from Favorites

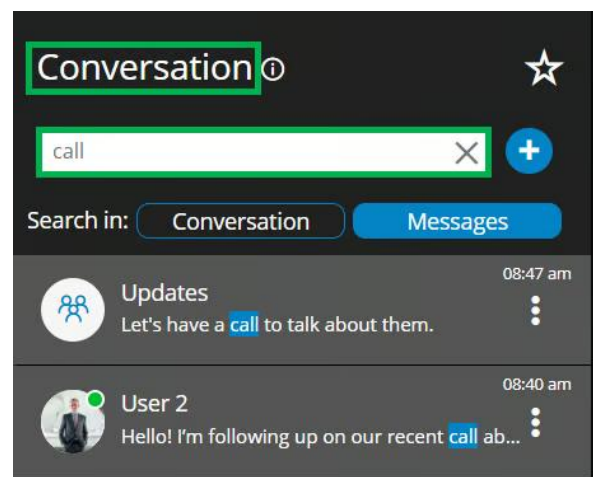
Searching in conversation

You can search through the content of all conversations by text, document, image, media, and contact.

You need to type at least three characters in the **Search** bar. The results will show up instantly, without pressing the **Enter** key.



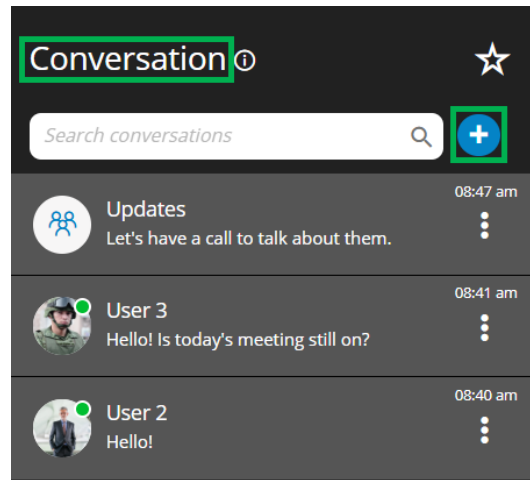
Conversations > Search bar



Conversations > Search bar > The results are displayed

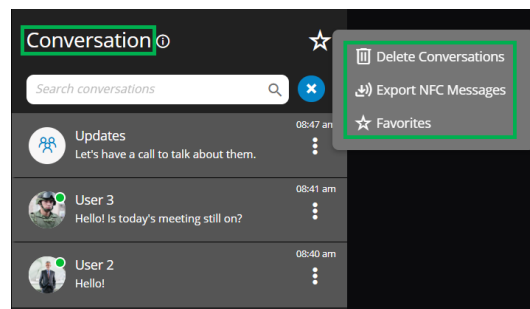
Options

Click the **Plus** button next to the **Search** bar. A new menu opens that has different options.



Conversations > Click the Plus button

The available options are: **Delete Conversations**, **Export NFC Messages**, and **Favorites**.

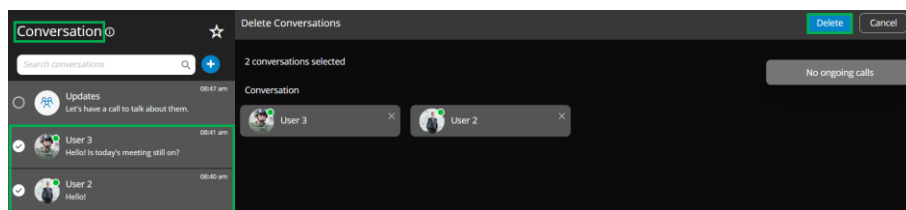


Conversations > Options

Deleting conversations

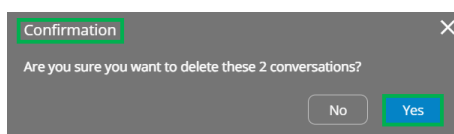
To remove conversations:

1. Click the **Delete Conversations** button in the **Options** menu.
2. Select the conversations you want to remove, then click the **Delete** button.



Conversations > Options > Delete conversations

Fusion Dispatch displays a confirmation pop-up to confirm that you want to delete the conversation.

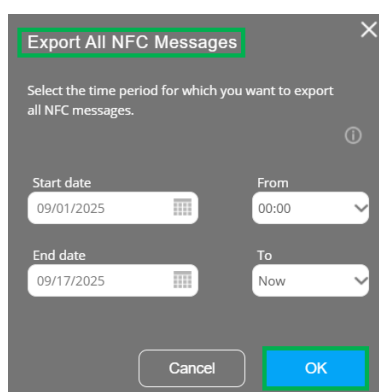


Conversations > Options > Delete conversations > Confirmation request

Exporting NFC messages

To export NFC messages:

1. Click the **Export NFC Messages** button in the **Options** menu.
2. Select the interval for which you want to export all NFC messages, then click the **OK** button.



Conversations > Options > Export NFC messages

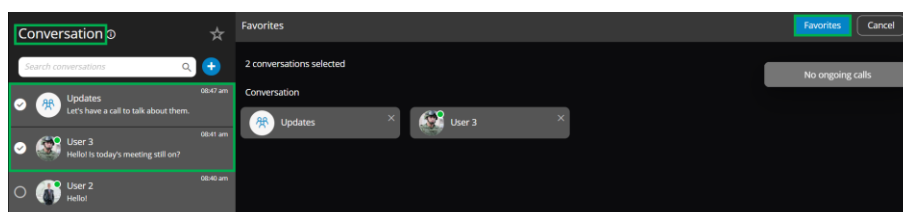
Note: All the NFC messages from the selected interval will be exported into a .xls file.

Favorites

You can set individual or group conversations as Favorites to have them displayed at the beginning of your **Conversations** list.

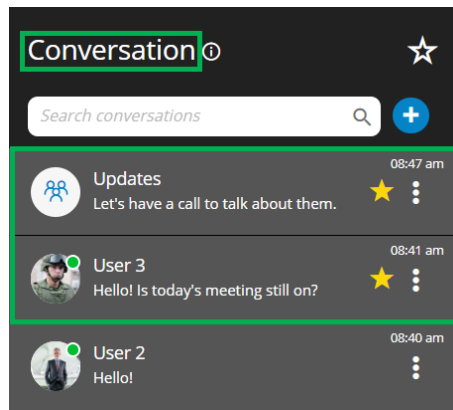
To add conversations to Favorites:

1. Click the **Favorites** button inside the **Options** menu.
2. Select the conversations you want to add to Favorites, then click the **Favorites** button.



Conversations > Options > Favorites

The conversations are added to the top of the **Conversations** list, with a star icon.



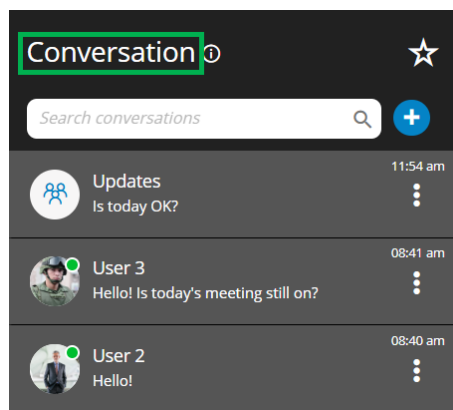
Conversations > Options > Conversations added to Favorites

For more information about conversations added to Favorites, go to the **Adding Conversations to Favorites** section in the guide (Conversations).

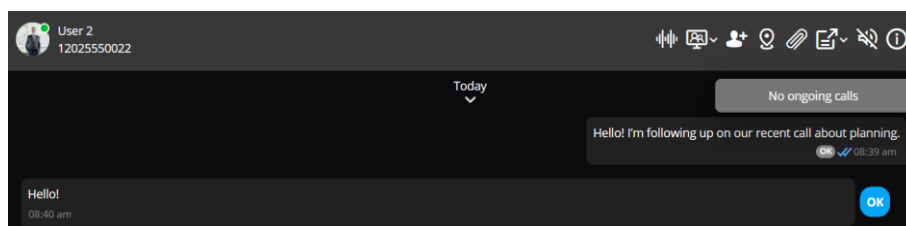
Threaded conversations display

Conversations appear in a threaded manner so that you can easily access the history of all communications with a contact or group of contacts.

The thread lists any type of messages, whether SMS, IP messages, or IP file transfers, but a visual indicator found under each message identifies which channel was used.



Conversations > Conversations list

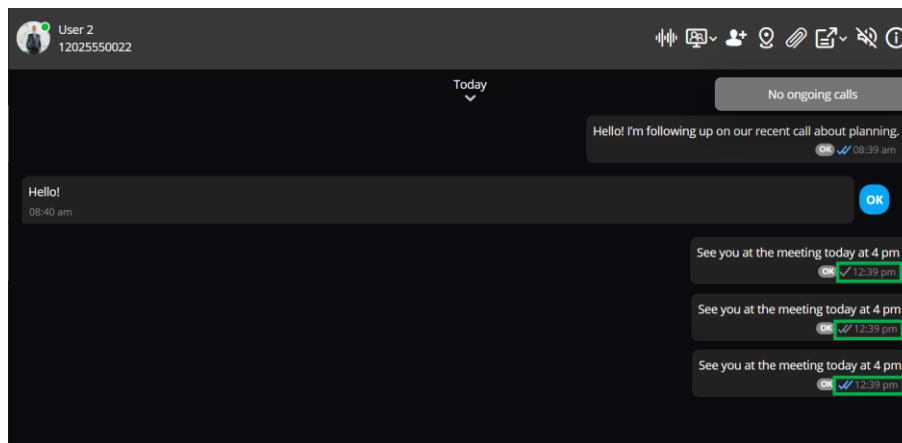


Conversations > Conversation display

Visual indicators

Visual indicators provide the hour as well as the status of the sent messages, whether through IP or SMS channels:

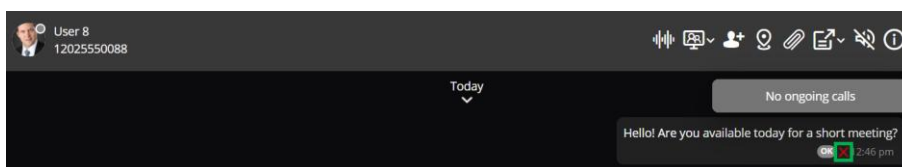
- Successfully sent message (one gray check mark).
- Sent and received by the recipient (two gray check marks).
- Sent, received, and read by the recipient (two green check marks).



Conversations > Visual indicators

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

- The user who should receive the message is not authenticated on any device (WebChat 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 an 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 > Visual indicator (red cross)

Note: If User A has conversations with User B and at some point, User B leaves the organization, the phone number is given to another employee, User C:

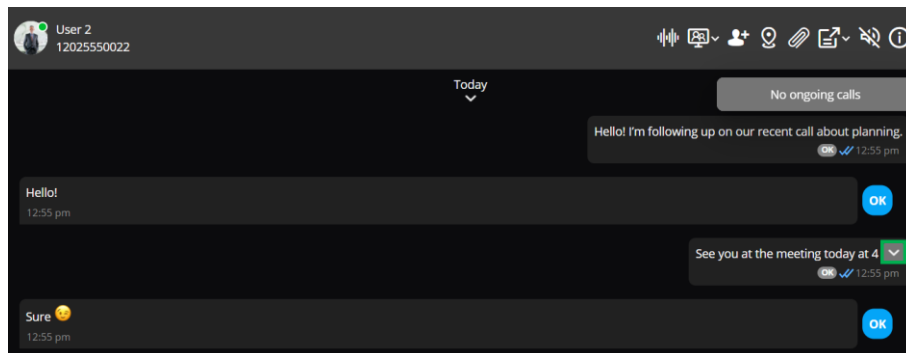
- User A still has the messages they discussed with the previous employee (User B).
- User C does not see anymore the messages sent by the previous employee (User B).

Note: Visual indicators apply to both individual and group conversations.

Message options

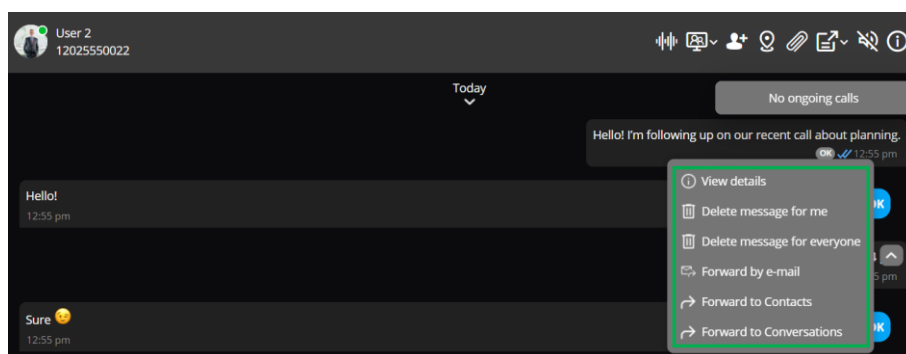
Sender

When you send a message, you can access its options by hovering the mouse over the message. By doing that, a gray button appears.



Conversations > Message options > Sender

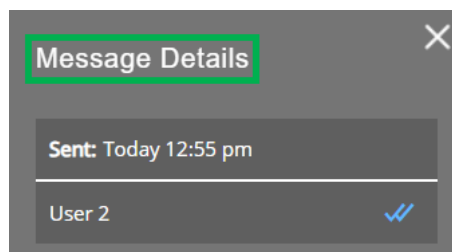
Click the gray button to see the available options: **View Details**, **Delete Message for Me**, **Delete Message for Everyone**, **Forward by Email**, **Forward to Contacts**, and **Forward to Conversations**.



Conversations > Message options > Sender

View details

Message details appear when you click the **View Message** button. It shows the date and time the message was sent, as well as the user to whom it was delivered.

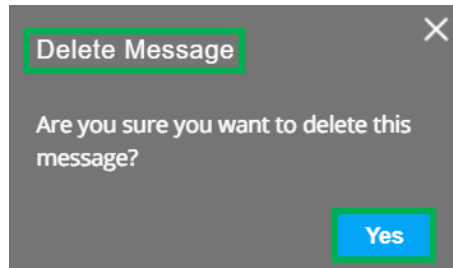


Conversations > Message options > Sender > View details

Delete message for me

To remove a message only for yourself, click the **Delete Message for Me** button.

Fusion Dispatch displays a confirmation pop-up, where you must confirm that you want to remove the message.



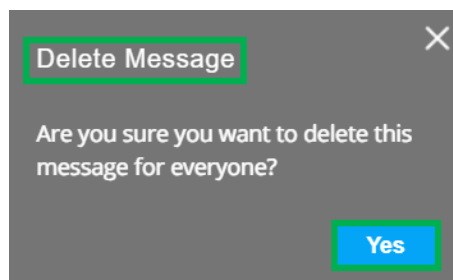
Conversations > Message options > Sender > Delete message for yourself > Confirmation request

After confirming the deletion of the message, you will be notified that the message was removed.

Delete message for everyone

To delete a message for everyone, click the **Delete Message for Everyone** button.

Fusion Dispatch displays a confirmation pop-up, where you must confirm that you want to delete the message.



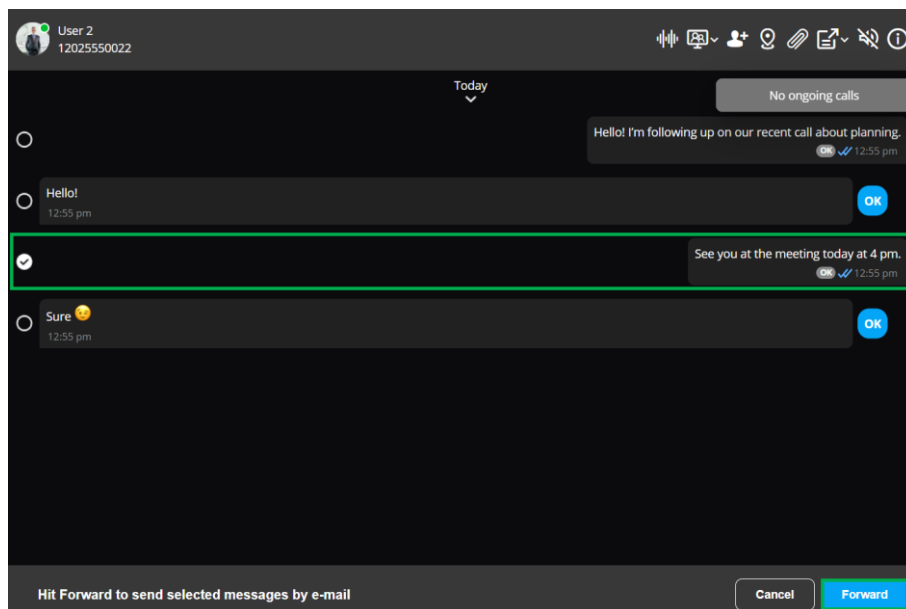
Conversations > Message options > Sender > Delete message for everyone > Confirmation request

After confirming the deletion of the message, you are notified that the message was deleted.

Forward by email

To forward a message by email, click the **Forward by Email** button.

Fusion Dispatch displays a confirmation pop-up, where you must confirm that you want to forward the selected message by email.



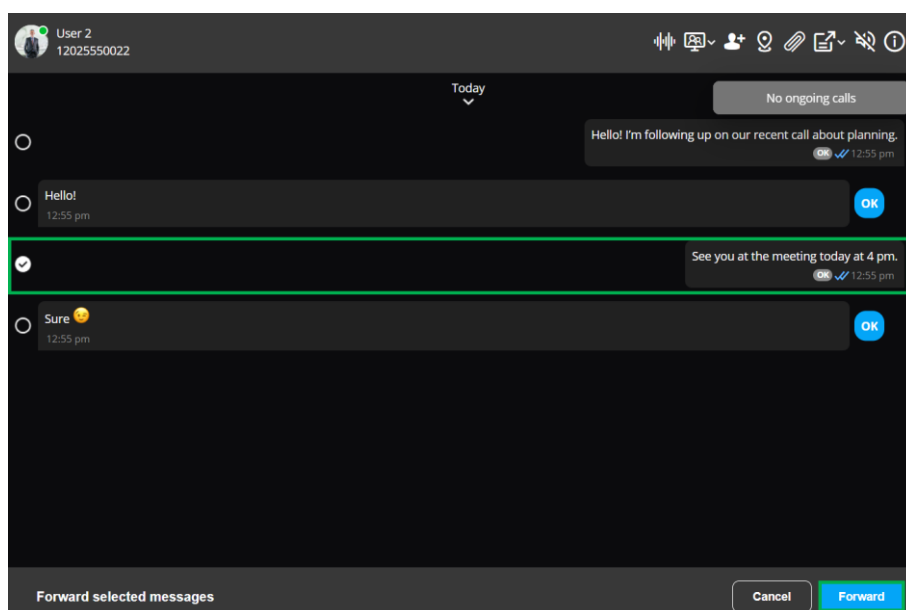
Conversations > Message options > Sender > Forward by email > Confirmation request

A screen appears asking you to select your email client.

Forward to contacts

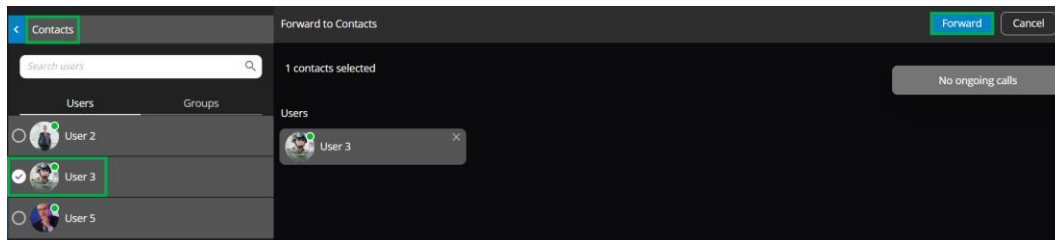
To forward a message to contacts, click the **Forward to Contacts** button.

Fusion Dispatch displays a confirmation pop-up, where you must confirm that you want to forward the selected message to contacts.



Conversations > Message options > Sender > Forward to contacts > Confirmation request

Select the users/groups you want to send the message to, then click the **Forward** button.

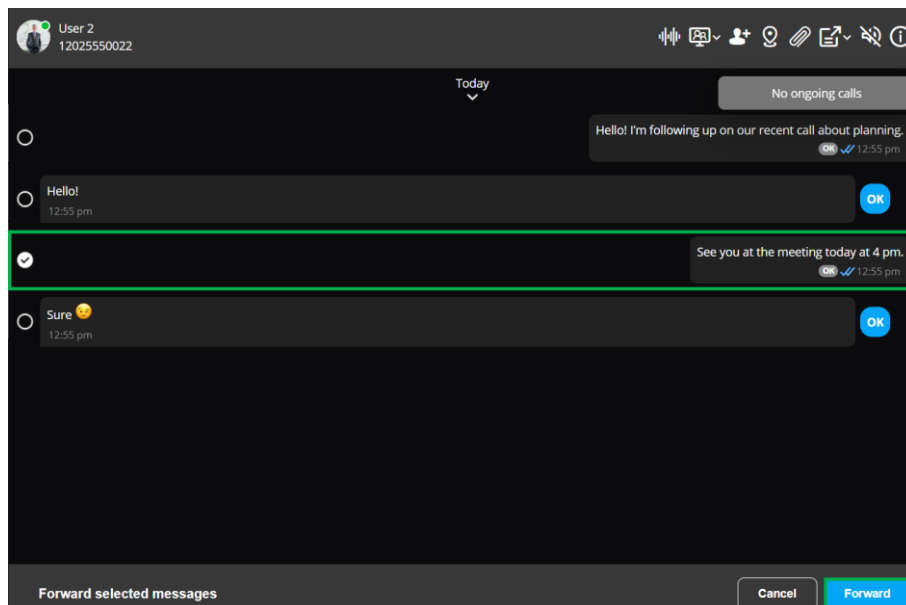


Conversations > Message options > Sender > Forward to contacts > Select users/groups

Forward to conversations

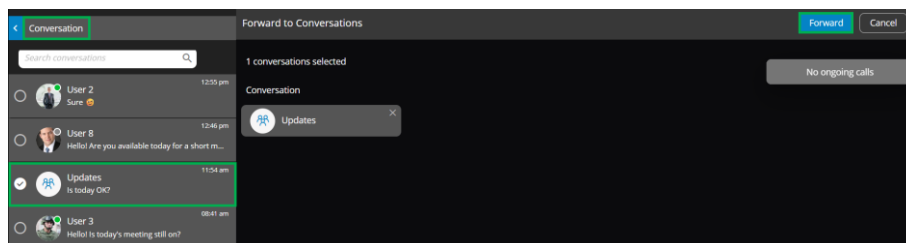
To forward a message to conversations, click the **Forward to Conversations** button.

Fusion Dispatch displays a confirmation pop-up, where you must confirm that you want to forward the selected message to conversations.



Conversations > Message options > Sender > Forward to conversations > Confirmation request

Select the conversations you want to send the message to, then click the **Forward** button.

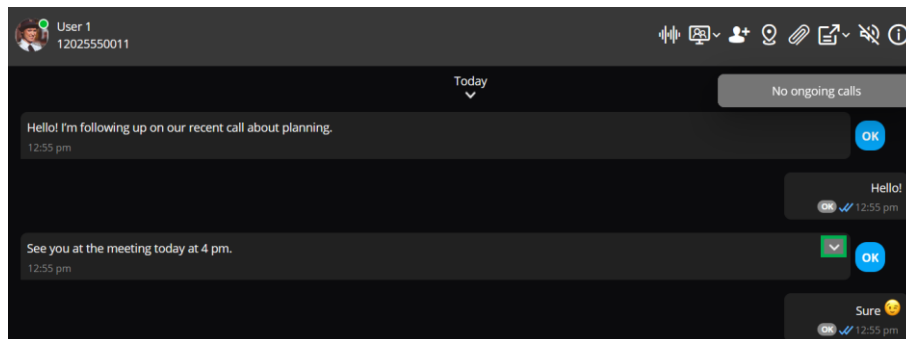


Conversations > Message options > Sender > Forward to conversations > Select conversations

Note: Message options apply to both individual and group conversations.

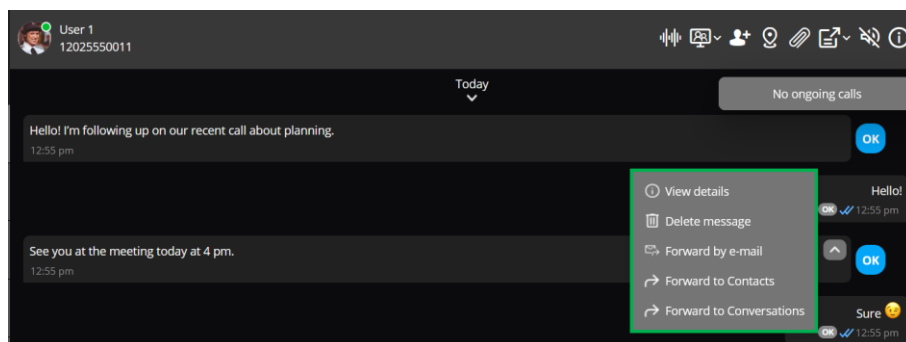
Recipient

When you receive a message, you can access its options by hovering the mouse over the message. By doing that, a gray button appears.



Conversations > Message options > Recipient

Click the gray button to see the available options: **View Details**, **Delete Message**, **Forward by Email**, **Forward to Contacts**, and **Forward to Conversations**.



Conversations > Message options > Recipient

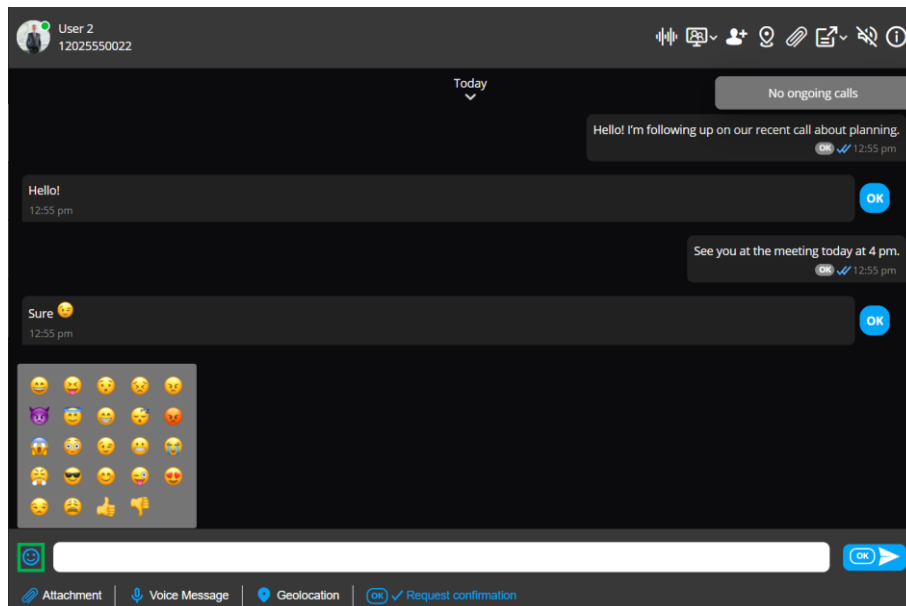
The options are detailed above, in the **Sender** section.

Note: Message options apply to both individual and group conversations.

Conversation options

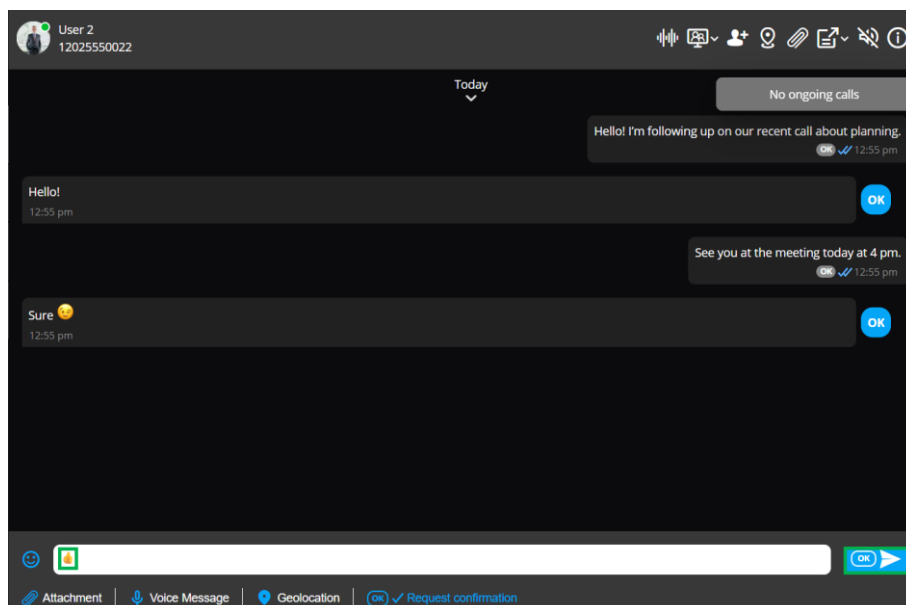
Emojis

You can choose an emoji from the predefined list to send in a conversation by clicking the **Emoji** button inside a conversation screen (bottom of page).



Conversations > Conversation options > Emojis list

After choosing an emoji, click the **OK** button to send it.



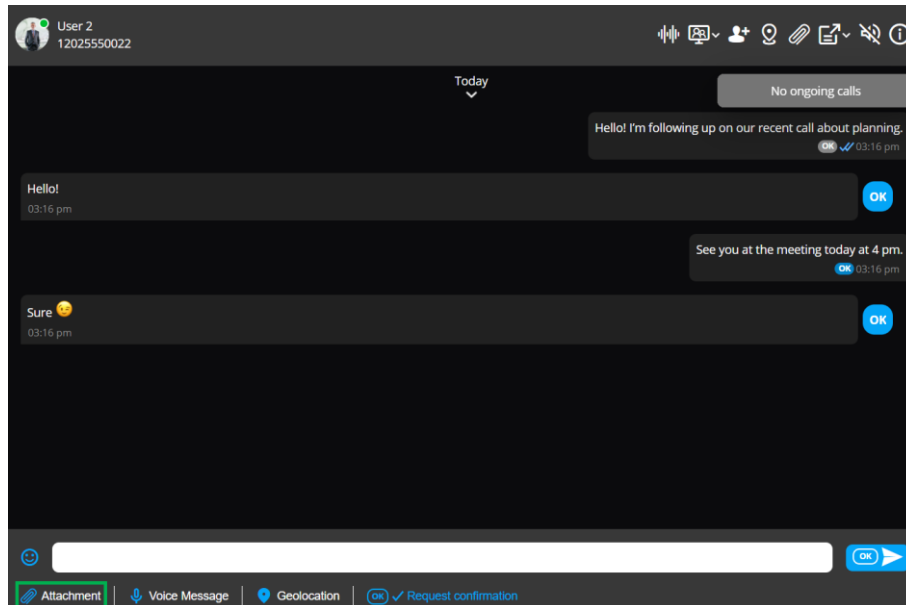
Conversations > Conversation options > Emojis list > Send emoji

Note: Emojis apply to both individual and group conversations.

Attachment

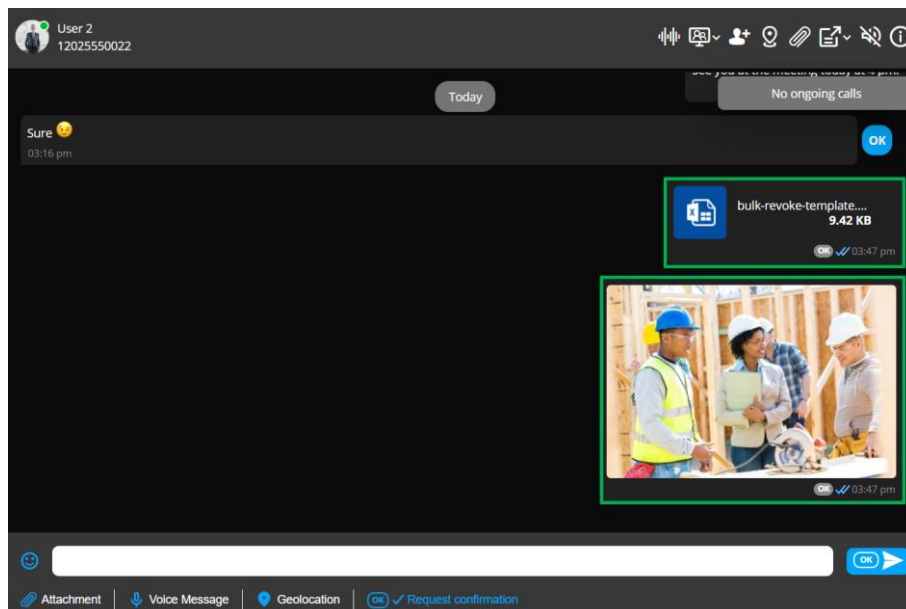
You can transfer images, videos, and documents by clicking the **Attachment** button inside a conversation screen (bottom of page).

Note: The maximum file size that can be sent is 160 MB.



Conversations > Conversation options > Send attachments

Images and videos can be sent with a caption.



Conversations > Conversation options > Sent attachments

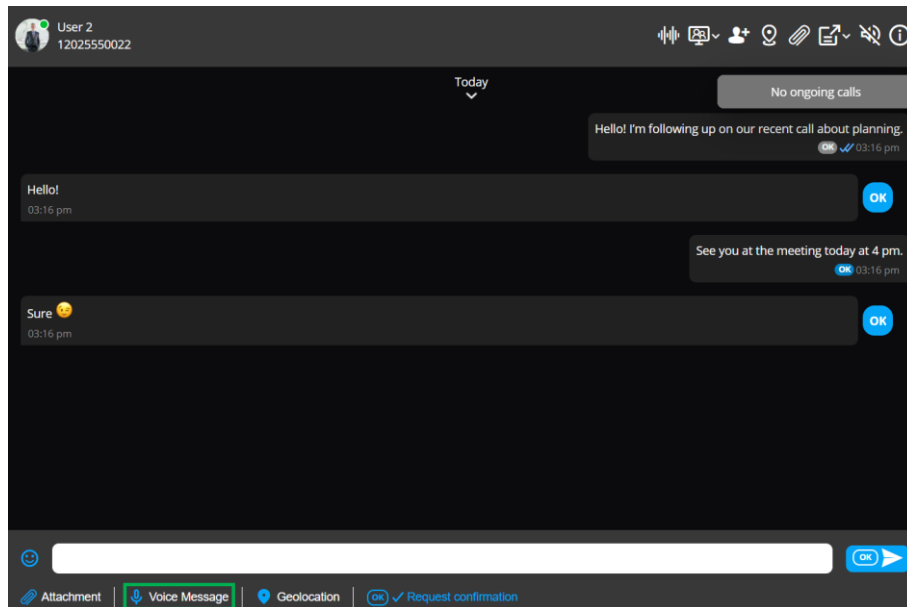
If activated and configured by an admin, the attachments can auto-delete in several days.

Note: After the removal is complete, the message “The attachment has been automatically deleted to comply with data retention requirements” is displayed instead of your attachment. On the left of the message, you can see an icon showing the type of attachment that was deleted.

Voice Message

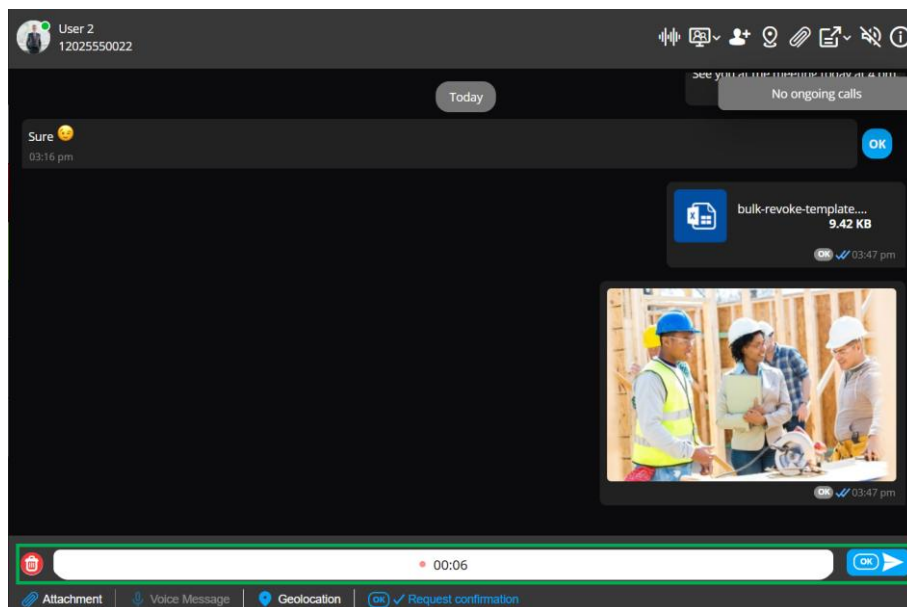
The application sends and receives Voice Messages. By default, the attachment size is 10 MB. The maximum duration of a recording is 15 minutes.

You can send a Voice Message by clicking the **Voice Message** button inside a conversation screen (bottom of page).



Conversations > Conversation options > Voice message > Sender

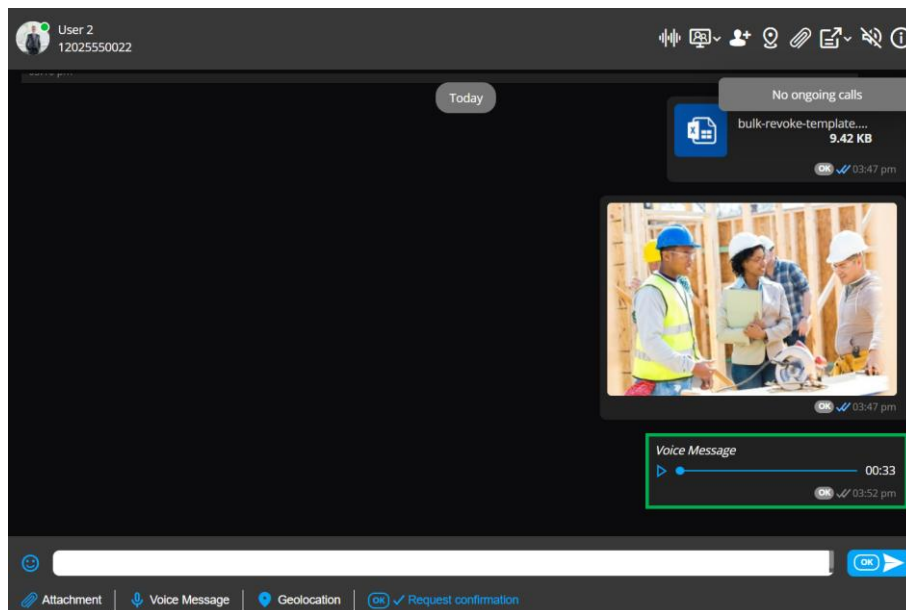
When you click the button, the recording starts.



Conversations > Conversation options > Voice message > Sender > Voice message button pressed: Recording

You can choose to remove it instead of sending it. Click the **Delete** button.

When you click the **OK** button, the recording stops automatically, and the voice message is sent.



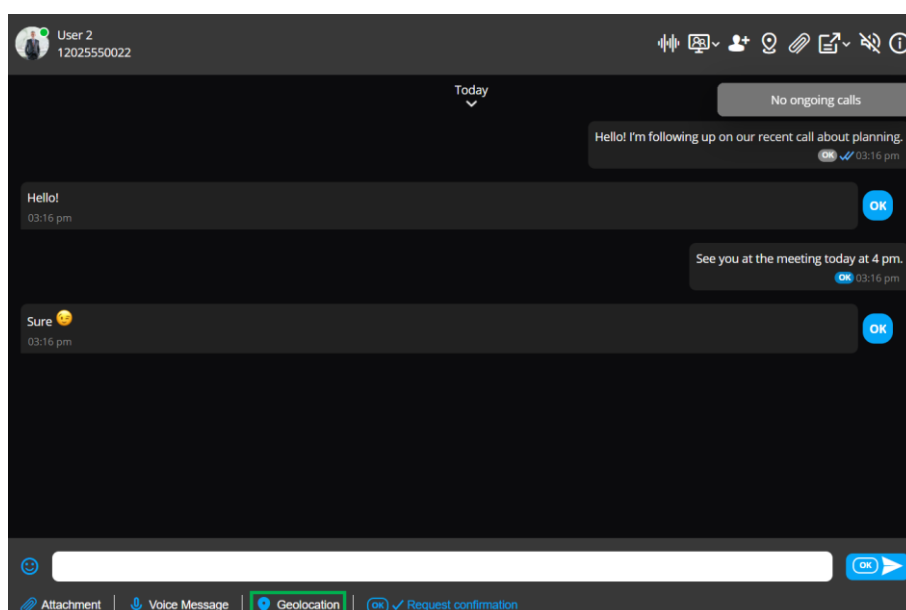
Conversations > Conversation options > Voice message > Sender > Voice message sent

Location

Fusion Dispatch supports map location transfers. This feature uses the smartphone hardware-based GPS chips as well as Wi-Fi and Mobile data network (3G/4G/5G) to locate you on the map.

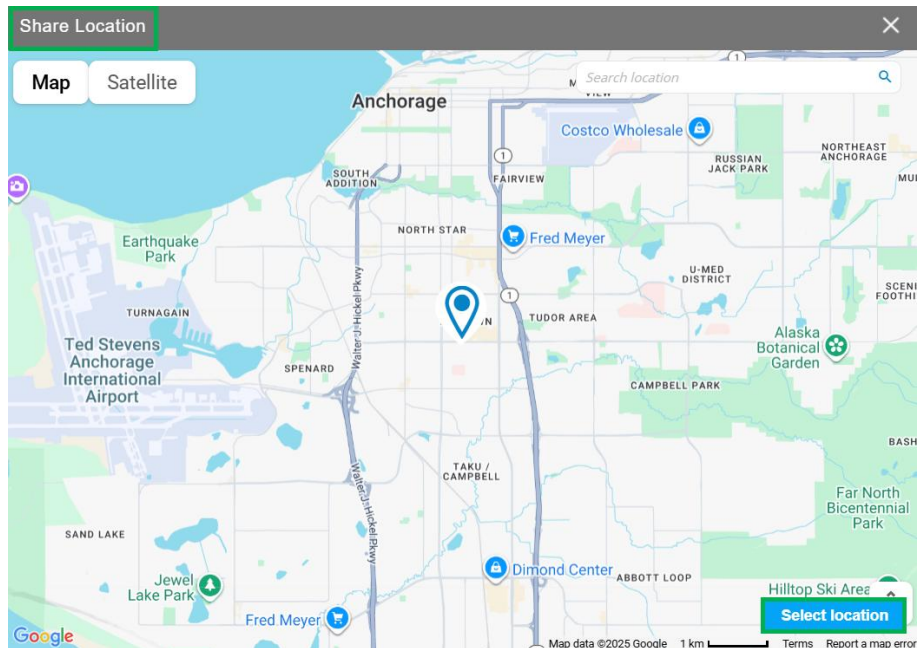
Fusion Dispatch supports Points of Interest (POI) as well and allows sharing specific places with names and addresses to contacts. POIs must be registered in Google Maps data to be shared.

Location transfer is triggered by clicking the **Location** button inside a conversation screen (bottom of page).

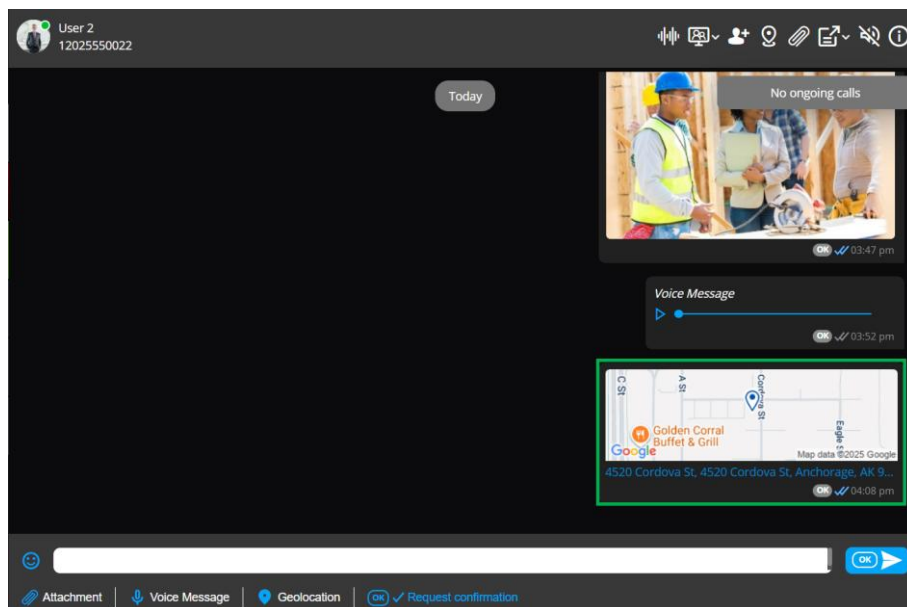


Conversations > Conversation options > Location

You can share your current location or search for an address. Select the location and send.



Conversations > Conversation options > Send location



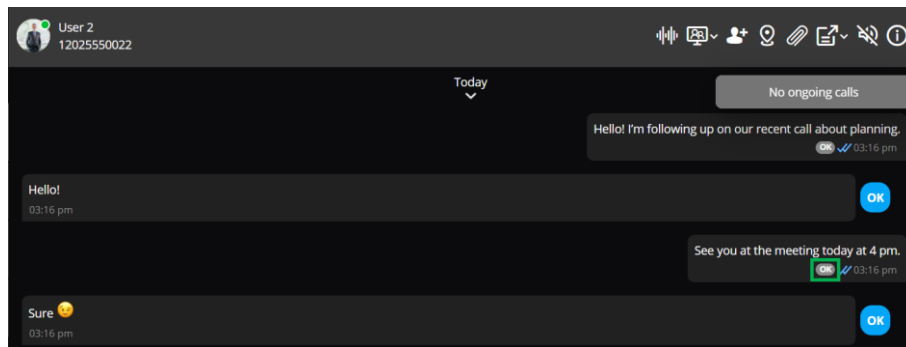
Conversations > Conversation options > Sent location

For more information about the **Location** feature, go to the dedicated chapter in the guide (Location).

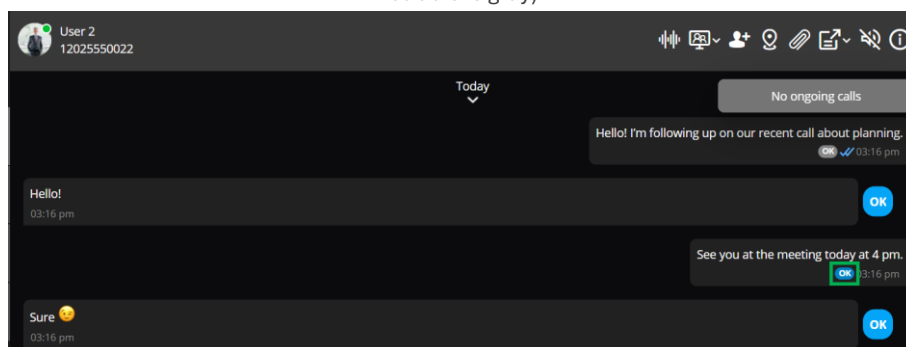
Request confirmation

By default, you will send messages that require the recipient's acknowledgment. The message is displayed to the recipient with an **OK** button next to it. Clicking **OK** lets the sender know that the message was seen.

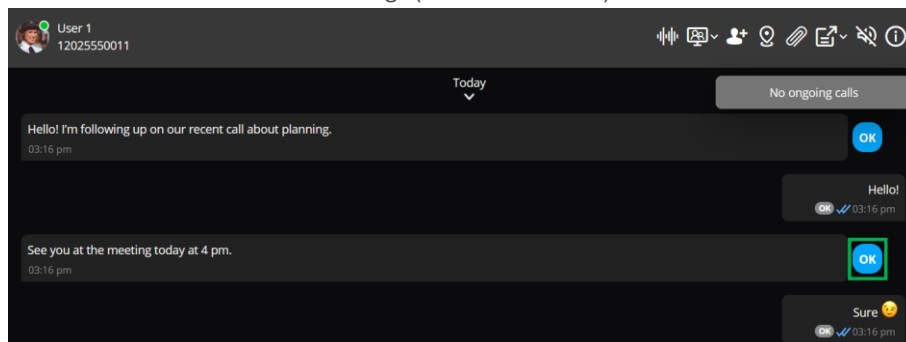
You will see the **OK** bubble in gray if the recipient did not acknowledge the message; once they do, the bubble turns blue.



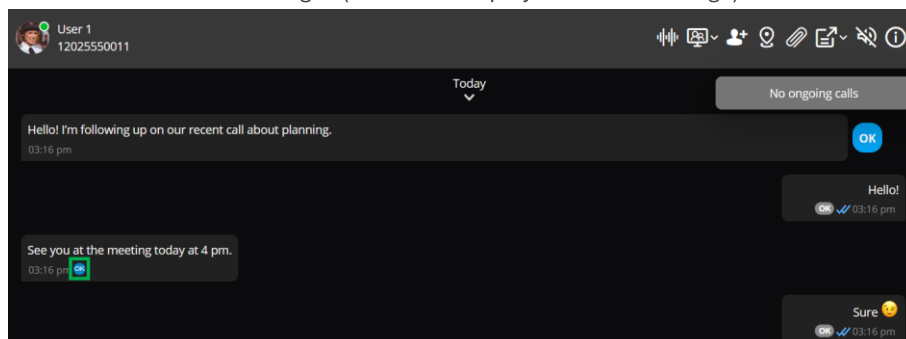
Conversations > Conversation options > Request confirmation > Sender > Message sent but not acknowledged (OK bubble is gray)



Conversations > Conversation options > Request confirmation > Sender > Sees that recipient acknowledged message (OK bubble is blue)



Conversations > Conversation options > Request confirmation > Recipient > Message received but not acknowledged (OK button displayed next to message)



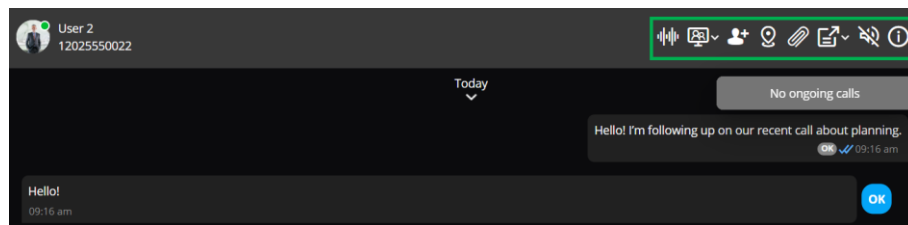
Conversations > Conversation options > Request confirmation > Recipient > Click OK > Message acknowledged (OK bubble displayed below message)

Note: Request confirmation applies to both individual and group conversations. In the case of group conversations, the **OK** bubble shows how many of the users in the group acknowledged the message.

Banner options in individual conversations

When you are in an individual conversation (either sender or recipient), the following options are available:

- Push-To-Talk
- Conference options (Share Screen, Broadcast Video)
- Create a group conversation
- Location
- Attachments
- Export (Messages, Messages and attachments, NFC messages)
- Mute/Unmute conversation
- User details



Conversations > Banner in an individual conversation

Push-To-Talk

Push-To-Talk provides half-duplex communications: while one person transmits, the other receives.

To initiate a Push-To-Talk with the user, click the **Push-To-Talk** button within the individual conversation.

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

Conference options

Share Screen

This feature allows sharing your screen with the user so that they can see your screen in real time.

To start a Share Screen with the user, click the **Share Screen** button within the individual conversation.

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

Broadcast Video

This feature allows sharing access to your computer camera/webcam.

To start a Broadcast Video with the user, click the **Broadcast Video** button within the individual conversation.

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

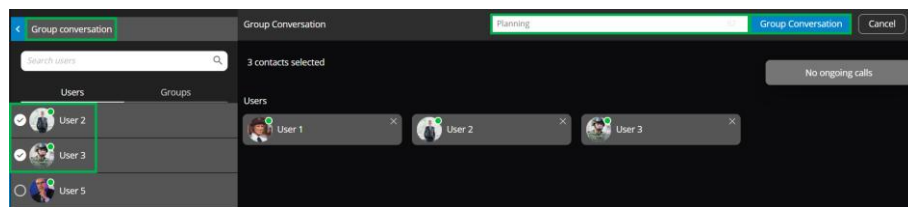
Creating a group conversation

Fusion Dispatch supports group conversations, i.e. a message sent by one transmitter (A) to several recipients (B, C, and D).

When you start a group conversation (with two other users at least), Fusion Dispatch automatically assigns you as a group conversation admin (initiator).

To start a group conversation, click the **Group Conversation** button within the individual conversation.

1. Select the users/groups you want to invite.
2. Name the group conversation. If you do not enter the name, you cannot go to the next step.
3. Click the **Group Conversation** button.



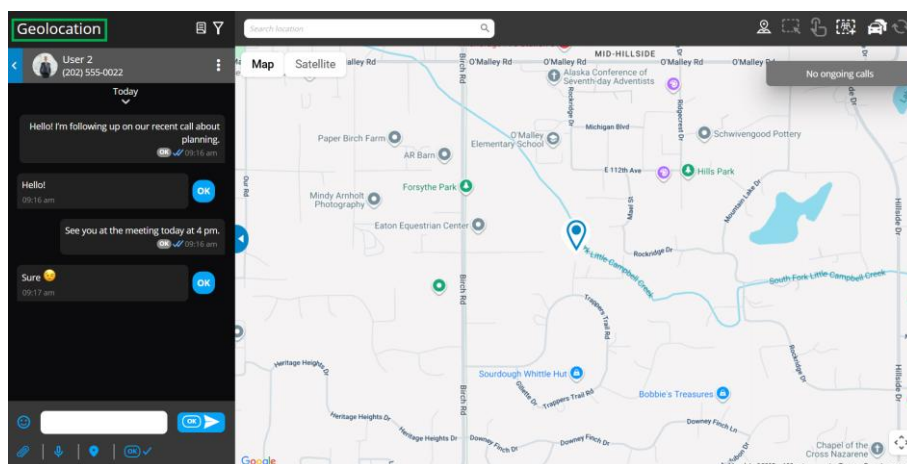
Conversations > Individual conversation > Group conversation

For more information about group conversation, go to the **Group Conversation** section in the guide (Contacts > Options).

Location

To view a user's location on the map, click the **Locate** button within the individual conversation.

This will open a map on the right side of the individual conversation window with a pin marking the user's location.



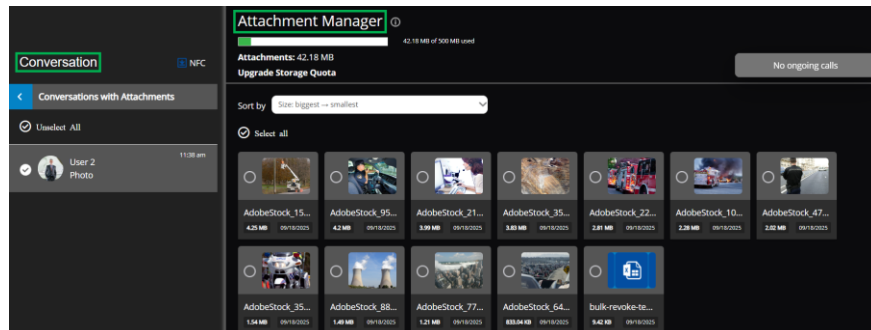
Conversations > Individual conversation > Location > User location on map

Click the pin to see more information about the contact's location, including address, GPS coordinates, and more.

For more information about the **Location** feature, go to the dedicated chapter in the guide (Location).

Attachment manager

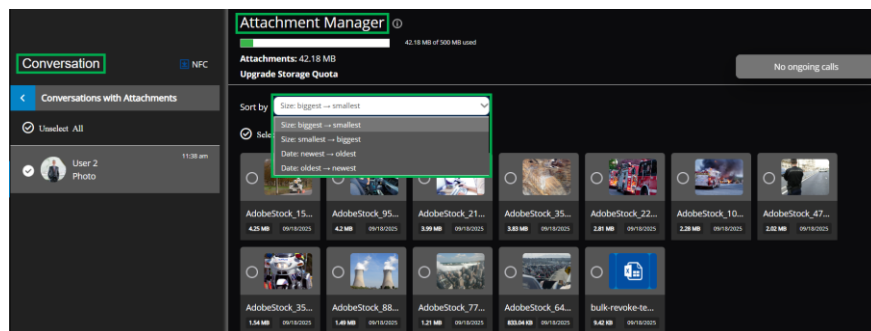
To view the attachments from a conversation, click the **Attachments** button within the individual conversation.



Conversations > Individual conversation > Attachment manager > The conversation is selected

Sorting attachments

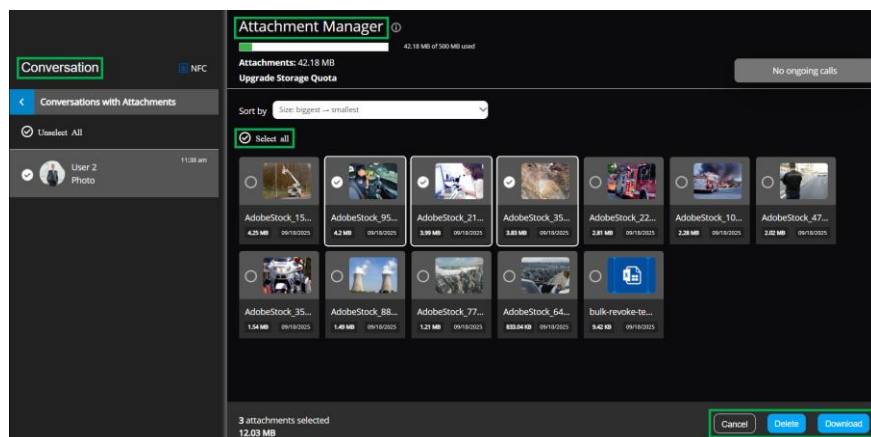
You can sort the attachments by Size (from biggest to smallest and vice versa) and Date (from newest to oldest and vice versa).



Conversations > Individual conversation > Attachment manager > Sort by

Selecting attachments

When you select all or just one attachment, you have three options: Cancel, Delete, or Download. If you want to stop selecting attachments, click the **Cancel** button.



Conversations > Individual conversation > Attachment manager > Select attachments

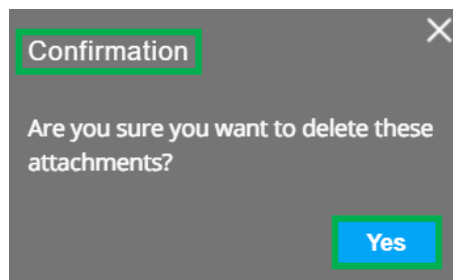
Deleting and downloading attachments

Attachments can be removed and downloaded in two ways:

1. Using the **Select All** button as shown above (you can remove or download multiple attachments at the same time).

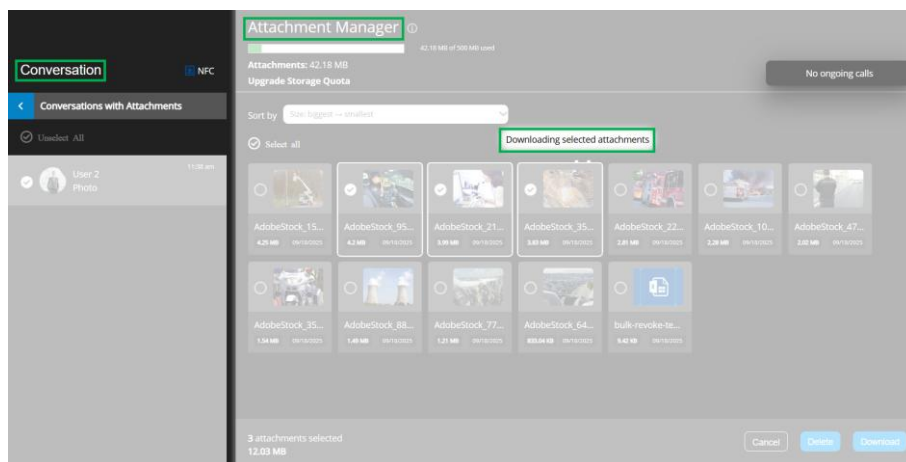
To remove attachments, click the **Delete** button.

Fusion Dispatch displays a confirmation pop-up, where you must confirm that you want to delete the attachments.



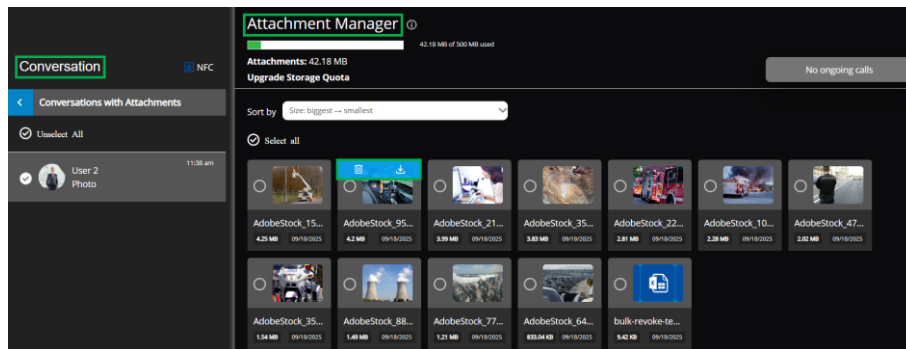
Conversations > Individual conversation > Attachment manager > Delete and download attachments > Delete attachments > Confirmation request

To download attachments, click the **Download** button. The attachments will automatically be downloaded.



Conversations > Individual conversation > Attachment manager > Delete and download attachments > Download attachments

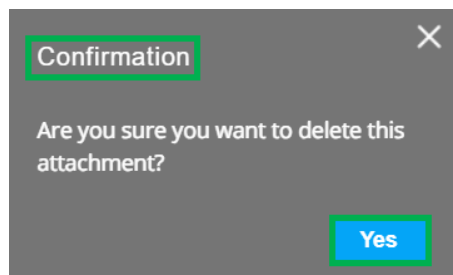
Hover your mouse over an attachment (you can delete and download one attachment at a time).



Conversations > Individual conversation > Attachment manager > Delete and download attachments

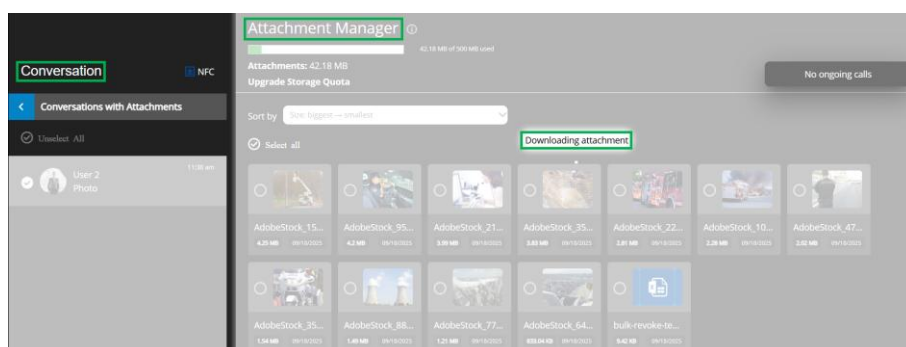
To remove the attachment, click the **Delete** button.

Fusion Dispatch displays a confirmation pop-up, where you must confirm that you want to delete the attachment.



Conversations > Individual conversation > Attachment manager > Delete and download attachments > Delete attachment > Confirmation request

To download the attachment, click the **Download** button. The attachment is automatically downloaded.



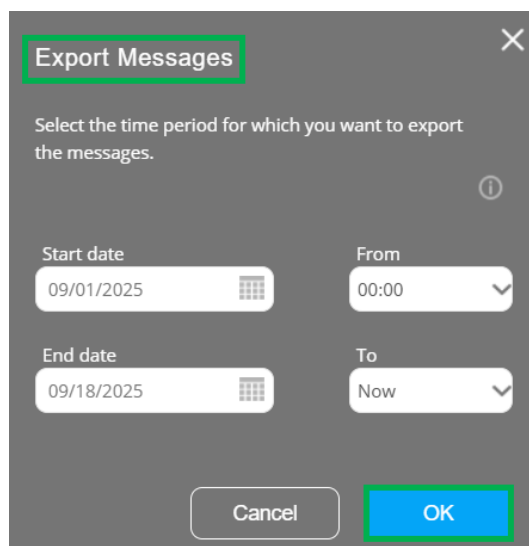
Conversations > Individual conversation > Attachment manager > Delete and download attachments > Download attachment

Export

To export Messages, Messages and attachments, and NFC messages, click the **Export** button within the individual conversation.

Exporting messages

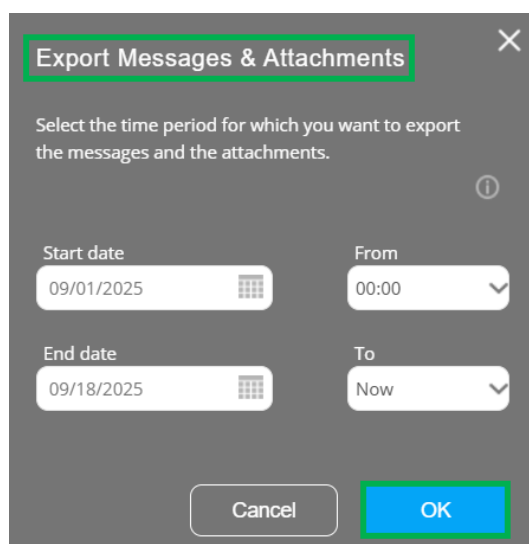
Select the period of time for which you want to export messages, then click the **OK** button.

A screenshot of the 'Export Messages' dialog box. The title bar is 'Export Messages' with a close button (X) in the top right. Below the title, it says 'Select the time period for which you want to export the messages.' followed by an information icon (i). There are four input fields: 'Start date' with a calendar icon, 'End date' with a calendar icon, 'From' with a time dropdown showing '00:00', and 'To' with a dropdown showing 'Now'. At the bottom, there are two buttons: 'Cancel' and 'OK'.

Conversations > Individual conversation > Attachment manager > Export messages

Exporting messages and attachments

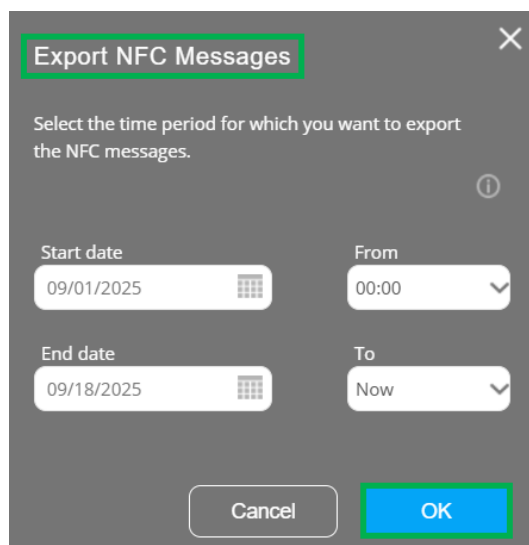
Select the interval for which you want to export messages and attachments, then click the **OK** button.

A screenshot of the 'Export Messages & Attachments' dialog box. The title bar is 'Export Messages & Attachments' with a close button (X) in the top right. Below the title, it says 'Select the time period for which you want to export the messages and the attachments.' followed by an information icon (i). There are four input fields: 'Start date' with a calendar icon, 'End date' with a calendar icon, 'From' with a time dropdown showing '00:00', and 'To' with a dropdown showing 'Now'. At the bottom, there are two buttons: 'Cancel' and 'OK'.

Conversations > Individual conversation > Attachment manager > Export messages and attachments

Exporting NFC messages

Select the period of time for which you want to export NFC messages, then click the **OK** button.

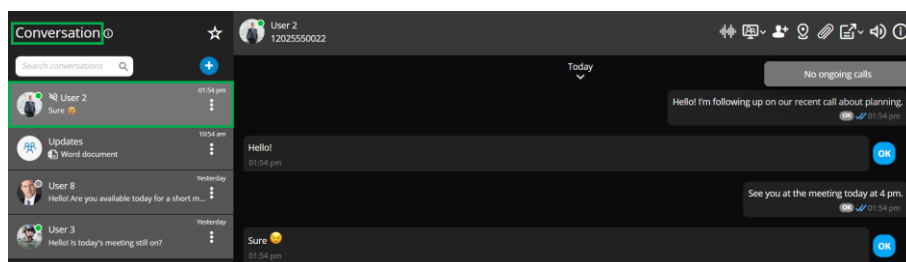
A dialog box titled "Export NFC Messages" with a close button (X) in the top right corner. The text inside says "Select the time period for which you want to export the NFC messages." Below this, there are four input fields: "Start date" with a calendar icon, "End date" with a calendar icon, "From" with a time dropdown menu, and "To" with a dropdown menu. The "Start date" is set to "09/01/2025", "End date" is "09/18/2025", "From" is "00:00", and "To" is "Now". At the bottom, there are two buttons: "Cancel" and "OK".

Conversations > Individual conversation > Attachment manager > Export NFC messages

Mute/Unmute

To mute the conversation, click the **Mute Conversation** button within the individual conversation. You will not receive notifications from this conversation anymore.

A **Mute** icon appears in the conversation.



Conversations > Individual conversation > Mute conversation

By clicking the **Unmute Conversation** button, the notifications from this conversation will be received as normal.

User details

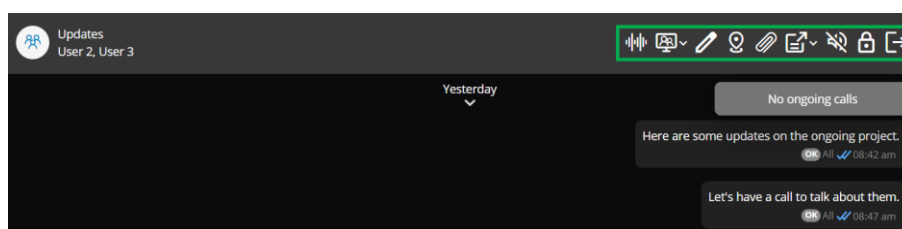
To see user's details, click the **User Details** button within the individual conversation.

*For more information about this section, go to the **Details** section in the guide (Contacts > User options).*

Banner options in group conversations

When you are in a group conversation (either sender or recipient), the following options are available:

- Push-To-Talk
- Conference options (Share Screen, Broadcast Video)
- Edit group conversation
- Location
- Attachments
- Export (Messages, Messages and attachments, NFC messages)
- Mute/Unmute conversation
- Close conversation
- Leave conversation



Conversations > Banner in a group conversation

Push-To-Talk

If there are multiple users, Push-To-Talk allows a single person to reach an active group with a single button click.

To start a Push-To-Talk with multiple users, click the **Push-To-Talk** button within the group conversation. The call becomes a Talkgroup.

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

Conference options

Share Screen

This feature allows sharing your screen with a group of users so that everyone can see your screen in real time.

To start a Share Screen with multiple users, click the **Share Screen** button within the group conversation.

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

Broadcast Video

This feature allows sharing access to your computer camera/webcam.

To start a Broadcast Video with multiple users, click the **Broadcast Video** button within the group conversation.

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

Editing group conversation

When you start a group conversation (with at least two other users), Fusion Dispatch automatically assigns you as a group conversation admin (initiator).

To edit a group conversation, click the **Edit Group Conversation** button within the group conversation.

For more information about group conversation, go to the **Group Conversation** section in the guide (Contacts > Options).

Location

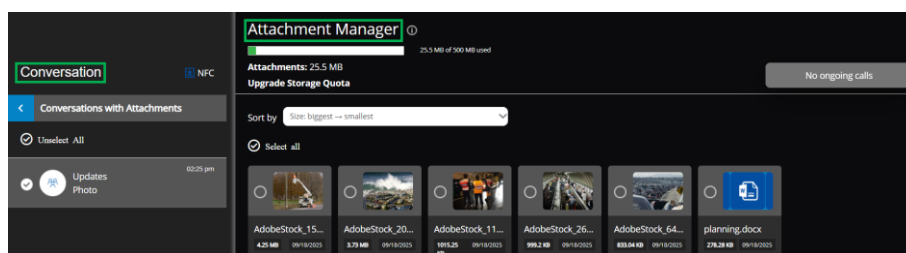
To view users' location on the map, click the **Locate** button within the group conversation.

This will open a map on the right side of the group conversation window with a pin marking the group's location.

For more information about the **Location** feature, go to the dedicated chapter in the guide (Location).

Attachment manager

To view the attachments from a group conversation, click the **Attachments** button within the group conversation.



Conversations > Group conversation > Attachment manager > The conversation is selected

For more information about the attachments, go to the **Attachment Manager** section in the guide (Conversations > Banner options from individual conversation).

Export

To export Messages, Messages and attachments, and NFC messages, click the **Export** button within the group conversation.

For more information about the export, go to the **Export** section in the guide (Conversations > Banner options from individual conversation).

Mute/Unmute

To mute the group conversation, click the **Mute Conversation** button within the group conversation.

For more information about this option, go to the **Mute/Unmute** section in the guide (Conversations > Banner options from individual conversation).

Closing conversation

To close the group conversation, click the **Close Conversation** button within the group conversation.

*For more information about this option, go to the **Close Conversation** section in the guide (Contacts > Options > Group conversation > Admin side).*

Leaving conversation

To leave the group conversation, click the **Leave Conversation** button within the group conversation.

*For more information about this option, go to the **Leave Conversation** section in the guide (Contacts > Options > Group conversation).*

LOCATION

With the Fusion Location service, you can manage your teams on the field by getting real-time positions tracking on the map.

This Location service allows you (as a Dispatcher) to find other users on the map, and it also allows continuous real-time tracking on the map. The service even 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. You can instantly send messages with one click directly from the map. You can also initiate a Push-to-Talk session that your team member may reply to with a hands-free accessory.

The Location service also supports Bluetooth beacon technology. This allows you to find organization users more accurately using Bluetooth in locations where the GPS signal is poor or unavailable.

You can also generate reports and analyze each user's activity (number of trips per day/week, time spent on site, etc.)

- **Trip Minimum Distance:** The minimum distance between two Location points to consider it a move (in meters).
- **Trip Minimum Stop Duration:** The minimum time interval between two Location points to consider a stop (in seconds).
- **Trip Max Duration:** The maximum duration between two Location points allowed in a trip (in seconds).

This centralizes your activity, saves time, and allows operations to run smoothly, directly from the web-based control panel.

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

How it works

The feature has three levels of rights, each with specific features:

1. An admin activates the **Location** option for the users and assigns users as Dispatchers.

Note: Admins have a limited number of users to assign as Dispatchers. When this limit is reached, the admin is informed.

Note: As a Dispatcher, you are only able to track and find the users you have rights over. The location of users outside this list is displayed as not available.

2. From Fusion Dispatch or the mobile application, you can track users with the **Location** option active.

Note: A user can be a Dispatcher and can also be tracked as a user.

3. The users are found with their devices (thanks to their mobile GPS/3G/4G/5G network or Wi-Fi). They can deactivate the option from **Settings**.

Note: For better position tracking, it is recommended that mobile users keep the mobile data and Wi-Fi on at the same time.

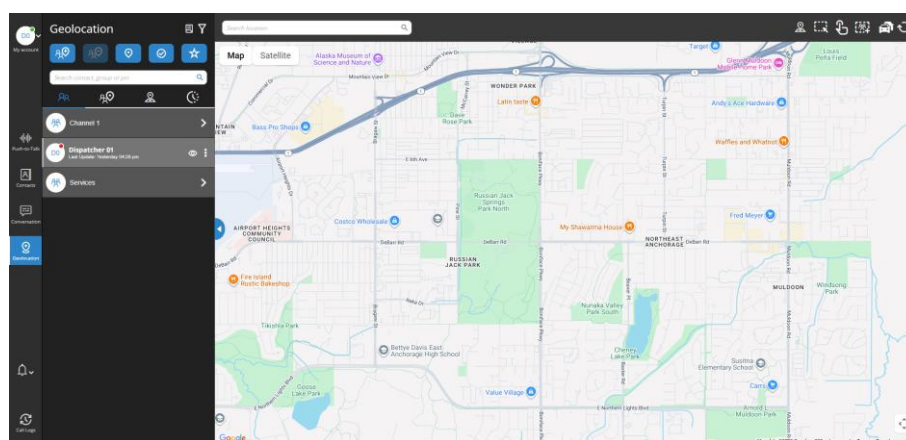
Note: If the **Location** feature is activated, but you do not have Internet access for more days, all the requests (positions to be sent to the Backend) are saved, and once the Internet connection is established, all these saved positions are sent in a batch to reduce the number of requests and avoid 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), no longer.

Dispatcher rights

The Dispatcher has the following rights:

- Locate users from Fusion Dispatch (they need to have the **Fusion Dispatch** option activated) or from the mobile application.
- Create Dispatch Groups.
- Dispatch users to addresses depending on their location.
- Call or send messages from the map.
- Get users' location history.
- Refresh users' location on the map.
- Search for an address to see which users are closer.
- See the area traffic (if the **Display Traffic Layer on the Map** option is activated).



Location map

Note: If you have any problems using the maps in Location, contact your admin.

You can choose to see the map either in full display or standard mode by using the following buttons:



Collapse left column



Expand left column

You may also choose **Zoom In** or **Zoom Out** using one of the following ways:

- Use your mouse to **Scroll** forward/backward.
- Use your mouse buttons: Double-click the left button to **Zoom In**, double-click the right button to **Zoom Out**.

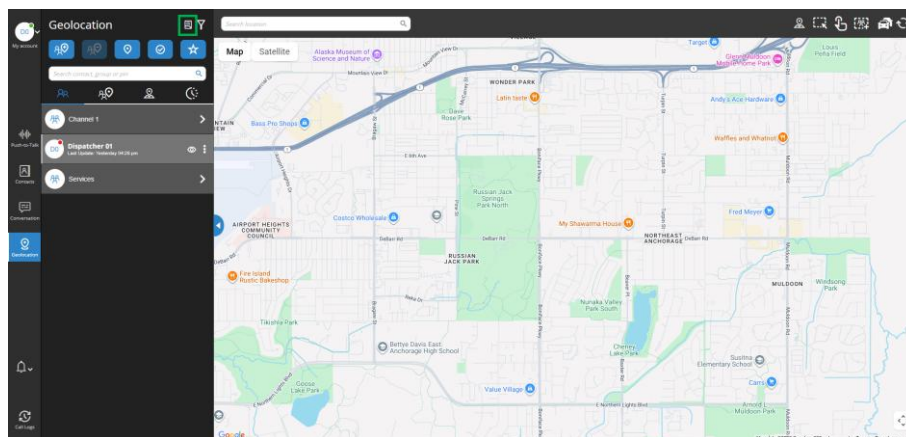
My reports

You can view or download the requested weekly reports (for single user/multiple users/group/Dispatch group) by clicking the **My Reports** button.

The generation request flow for weekly reports will remain unchanged.

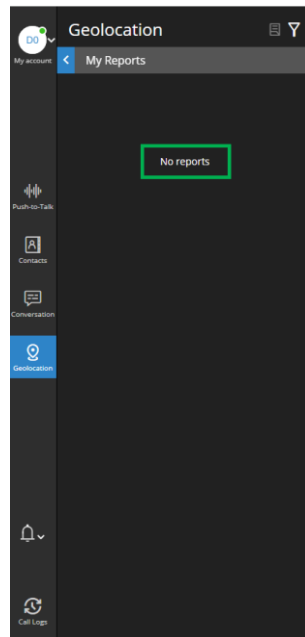
*For more information on how to generate weekly reports, go to the **Weekly Report** section in the guide (Location > Multi-Selection > Reports).*

The difference in the flow is that the reports are not generated at once.



Location map > My reports

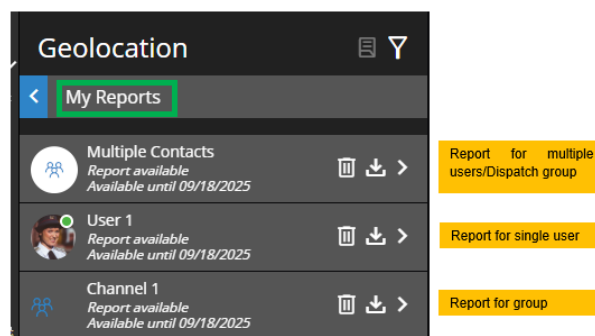
If you did not generate any weekly reports, there will be no reports available when you click the **My Reports** button.



Location map > No reports generated

If you generate one or more weekly reports, a list of the requested reports appears on the left side of the screen when you click the **My Reports** button.

The reports are organized in chronological order, beginning with the most recent request (Date/Time) and ending with the oldest.



Location map > Weekly reports generated for single user/multiple users/group/Dispatch group

Depending on its status, each requested report has the following information:

- **On Hold:** The report's generation has not yet begun.
- **In Progress:** This status is displayed immediately after the report is requested.
- **Available:** You can view the report's details or download it.

When you request a weekly report, a notification appears on the right side of the screen that says, “Your Location report has been submitted to server”.



Location map > Report on hold (submitted to the server)

When the report is in progress, a notification appears on the right side of the screen that says, “Report generation in progress”.

When the report is available, a notification appears on the right side of the screen that says, “Your Location report is ready”.

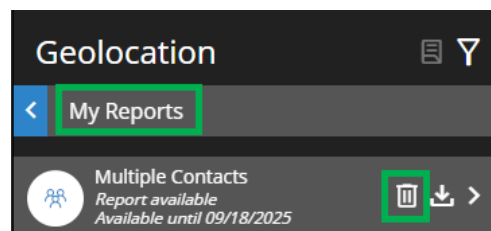


Location map > Report available

The report has three options:

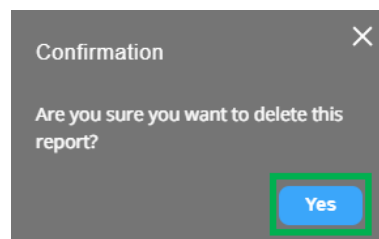
1. Delete

You can remove the report by clicking the **Delete** button.



Location map > Delete the report

Before removal, a confirmation pop-up window is displayed. Click **Yes** to confirm.

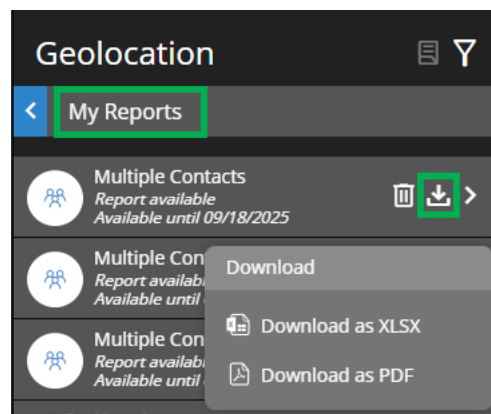


Location map > Delete the report > Confirmation pop-up

2. Download

You can download the report as an Excel or PDF file by clicking the **Download** button. When you select one of the options, the Excel or PDF report is downloaded automatically. The report content is identical to

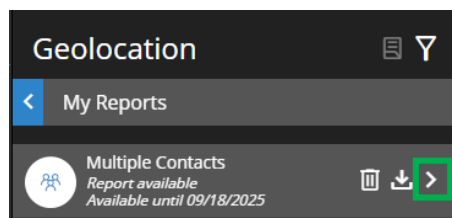
what is currently in place.



Location map > Download the report (Excel or PDF)

3. Details

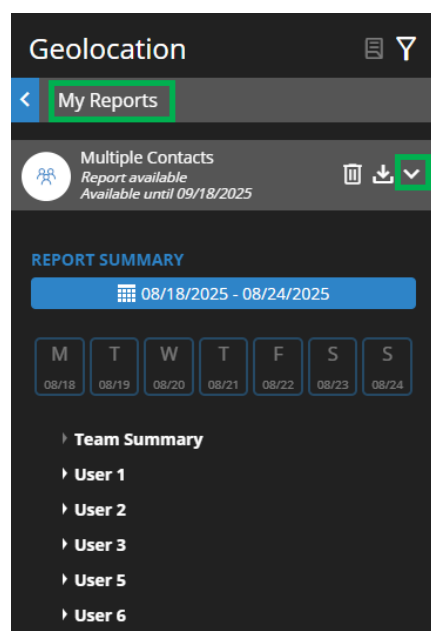
You can view the report's details, including a list of all the trips, by clicking the **Details** button.



Location map > View the details of the report

When you select a day, a list of trips appears on the right side of the screen.

Click the arrow once more to close this view.



Location map > Report summary

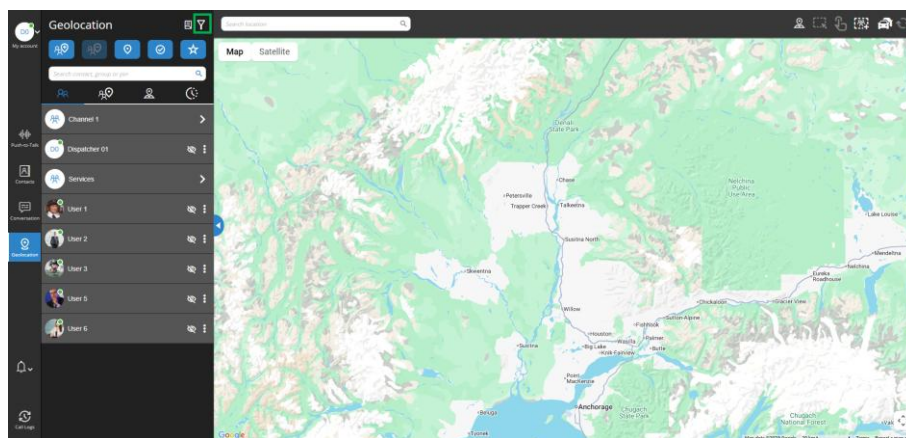
After the process is complete, the requested reports are saved for three days (the default value). This is a platform-level configuration parameter.

The list of requested reports is not shared among Dispatchers from the same organization. A Dispatcher can only see the reports they have generated.

Filter

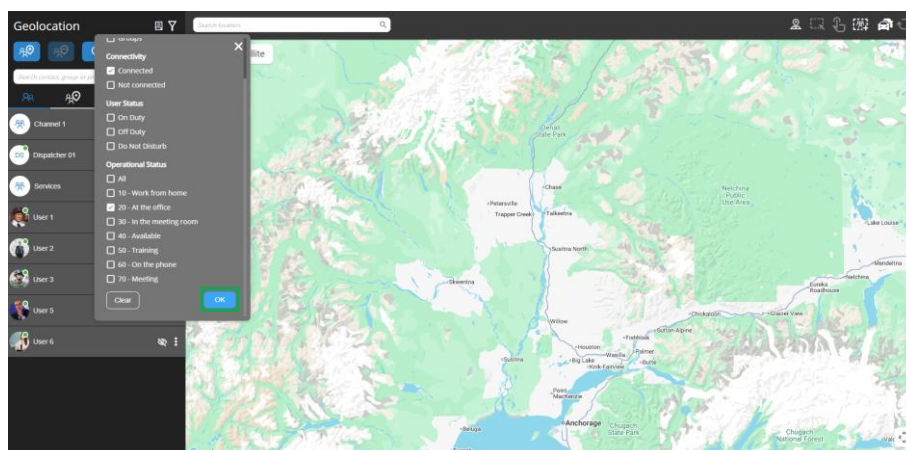
You can display the contacts by using the **Filter** based on the following criteria:

- **Organization:** Users/Groups
- **Connectivity:** Connected/Not connected
- **User Status:** On Duty/Off Duty
- **Operational Status** (if available)



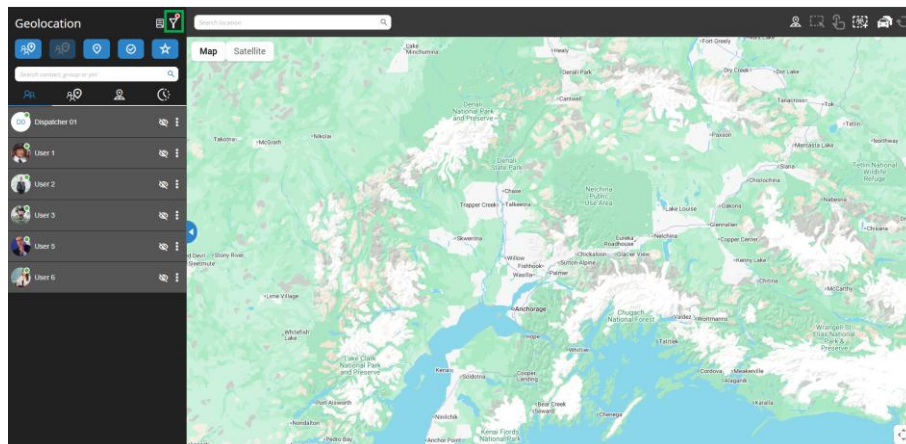
Location map > Filter

Select the needed categories and click **OK** to apply the filter.



Location map > Filter > Select categories

Once applied, a red dot shows that the filter is active. To remove the filter, click **Clear**.



Location map > Filter applied

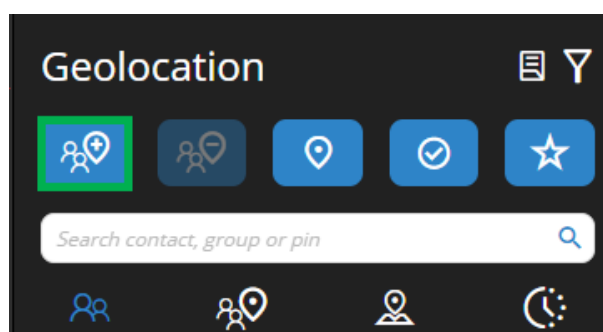
If you apply the **Connected** filter, the list displays only the connected users. Otherwise, not connected users are displayed in gray:



Location map > Not connected user

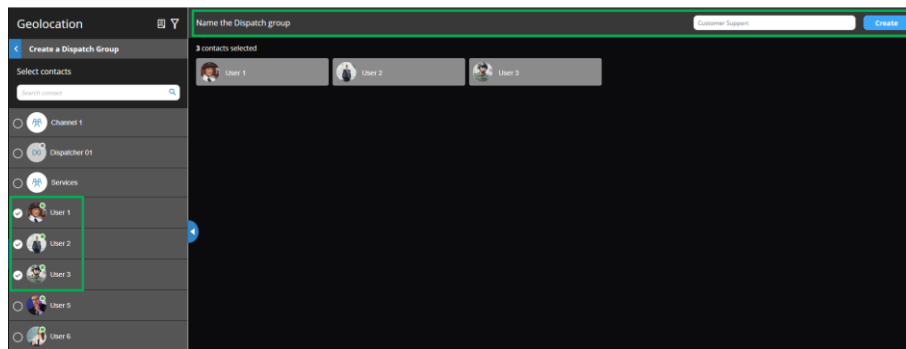
Creating a Dispatch group

From Location, click the **Create a Dispatch Group** button.



Location map > Create a Dispatch group

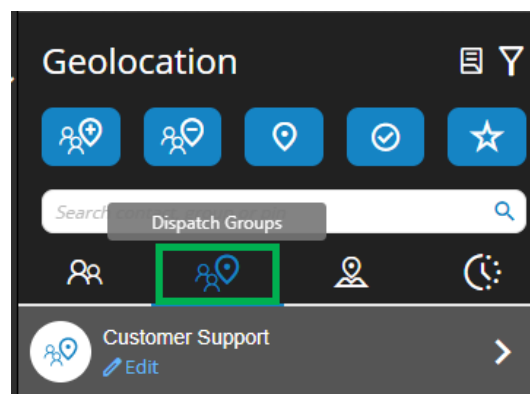
The creation page is displayed. Select the contacts (individual users and/or groups) for the Dispatch Group and name it.



Location map > Select contacts and name the group

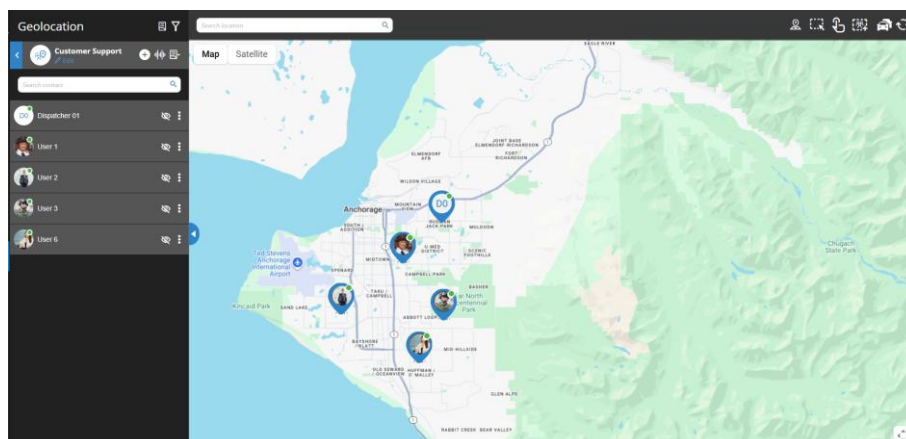
Click the **Create** button. The Dispatch Group is created.

All Dispatch Groups you create are displayed in the list of Dispatch Groups.



Location map > Dispatch groups list

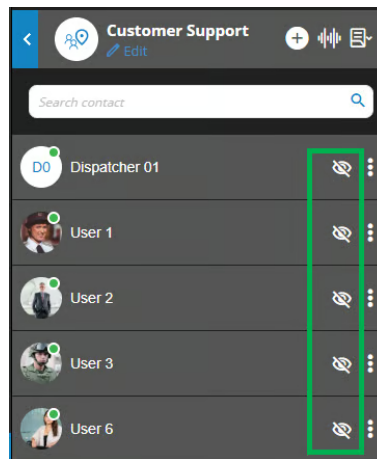
When you select a Dispatch Group, its members are automatically found on the map.



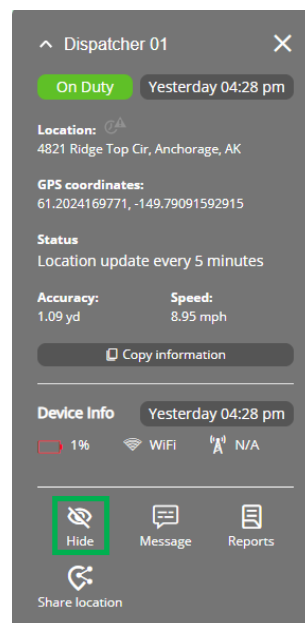
Location map > Dispatch group selected

Hide/Show icon

To hide or show back contacts (individual users/entire groups) on the map, click the corresponding **Hide/Show** icon from the **Contacts** list displayed on the left. You can also hide/show contacts on the map from the window pop-up displayed on the map after selecting an individual user.

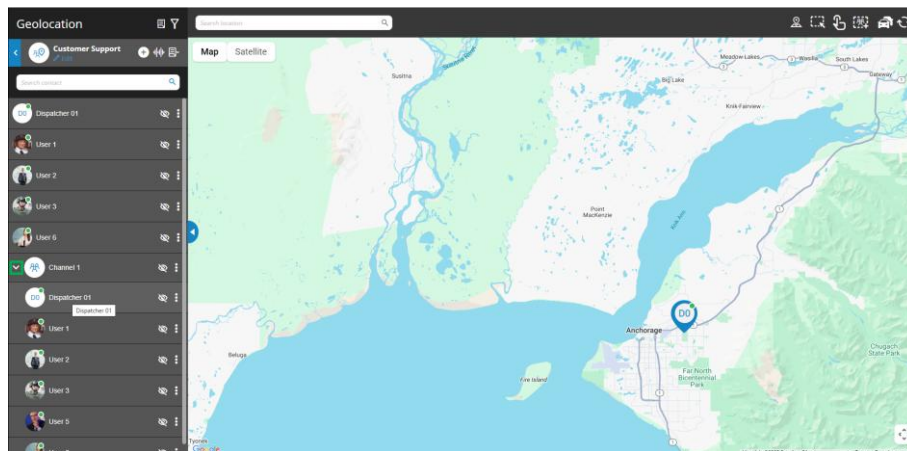


Location map > Dispatch groups > Selected Dispatch group > Hide/Show



Location map > Dispatch groups > Selected Dispatch group > Selected user > Hide/Show

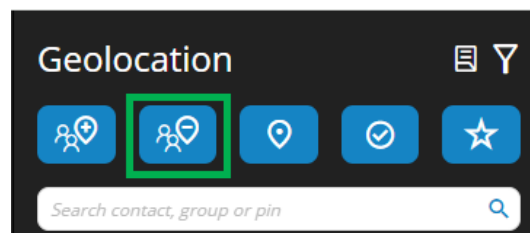
To hide or show back on the map only some members of a group, click the blue arrow to expand the group and then the corresponding **Hide/Show** icon.



Location map > Dispatch groups > Selected Dispatch group > Expanded group > Expand/Collapse

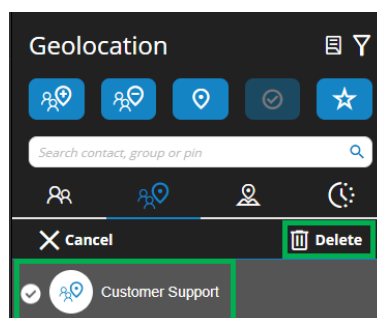
Deleting a Dispatch group

From Location, click the **Delete a Dispatch Group** button.



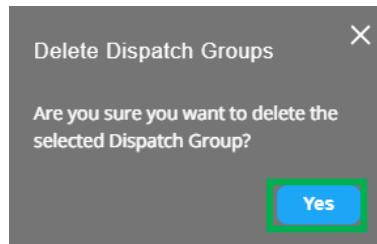
Location map > Delete a Dispatch group

Select the Dispatch Group you want to remove.



Location map > Select the group you want to delete

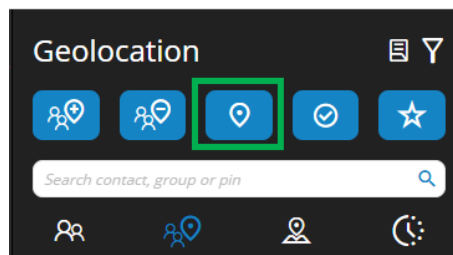
Click **Delete** and then **Yes**.



Location map > Confirm the deletion of the Dispatch group

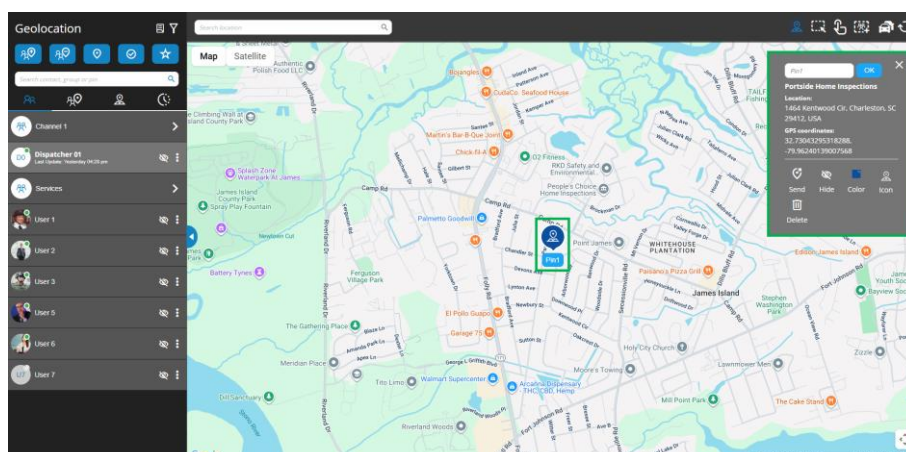
Setting pins on the map and sending them to users

The **Location** feature allows setting pins (points of interest) on the map and sending the pins to users. For example, if there are drivers who need to stop in several locations to pick up packages, you can send them a list with these locations, each of them marked by a pin.



Location map > Set Pins on map

After setting the pin, a box is displayed on the map with the location and the GPS coordinates of the pin. Since this is the first pin, its default name is Pin1, but you can change it. You can also change the color and the icon of the pin.

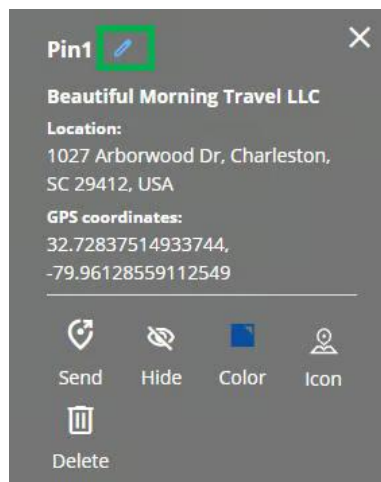


Location map > Pin 1 added on map > Click OK

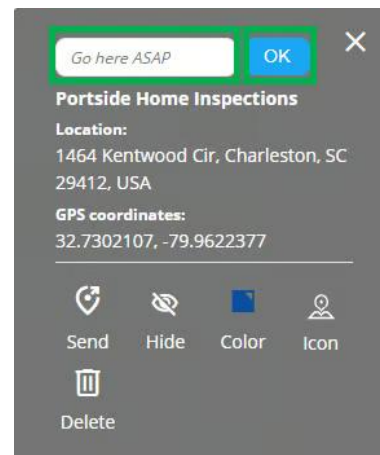
Note: You can move a pin on the map by using the Drag and Drop method. When you do that, both location address and GPS coordinates change accordingly.

By clicking the **Edit** button, you can change the name of the pin.

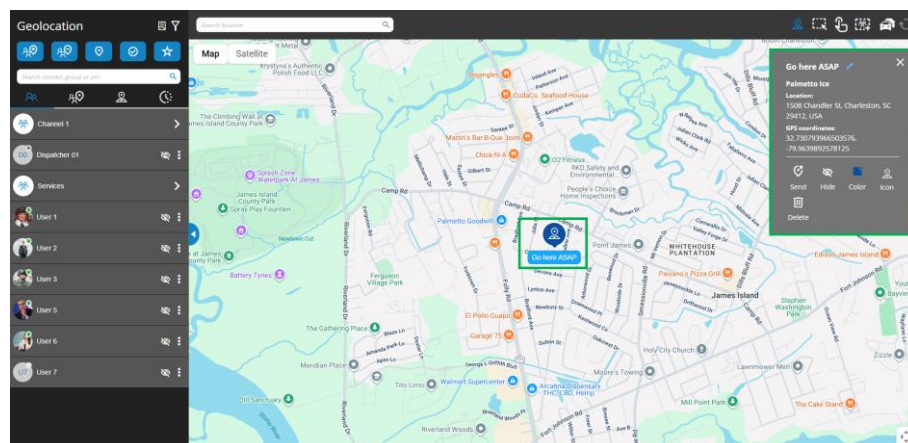
Note: You cannot type more than the highlighted word limitation, which is 30 letters.



Location map > Click the Edit button



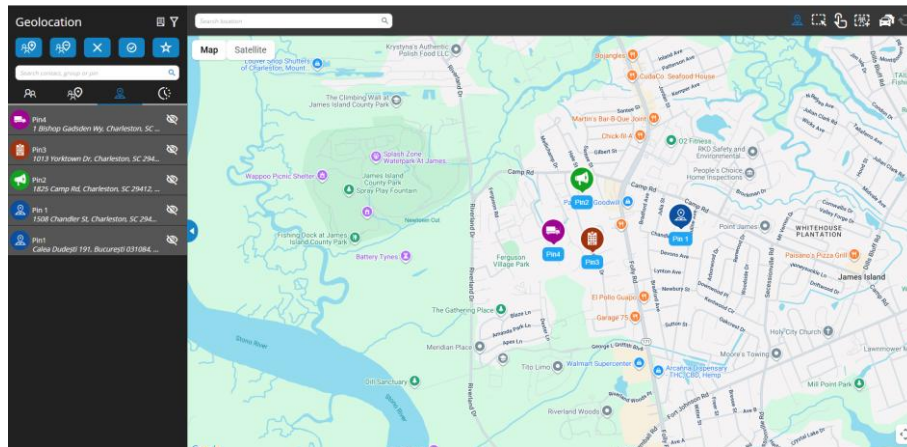
Location map > Edit the pin's name > Click OK to confirm the change



Location map > Name of the pin is changed

Adding more pins

To add more pins, click the **Set Pin on Map** button and repeat the above steps.

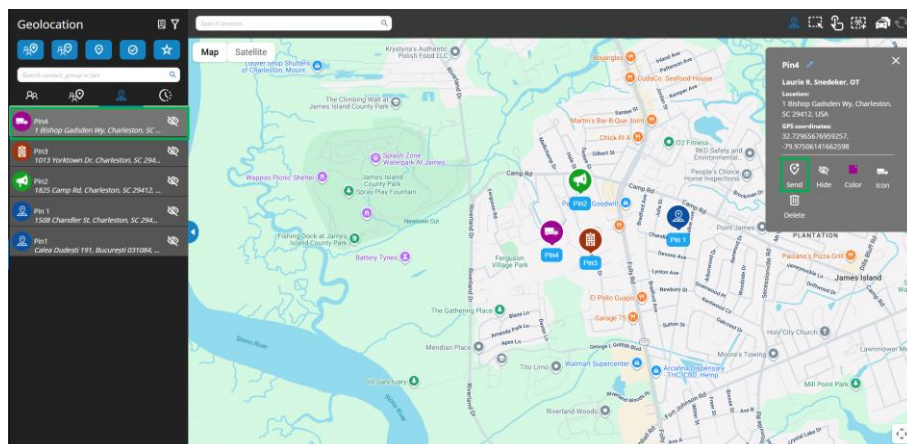


Location map > Pins added and customized

Sending pins

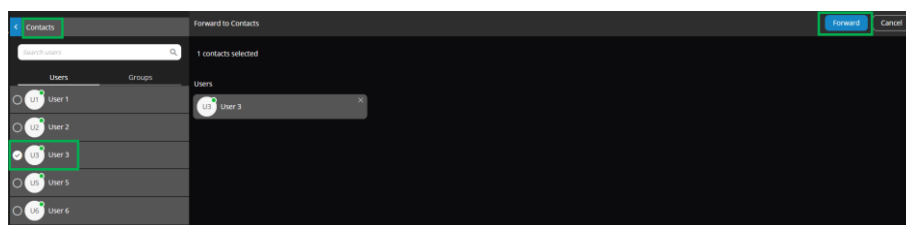
Sending one pin to a user

To send a pin to a user, select the desired pin and click the **Send** button.

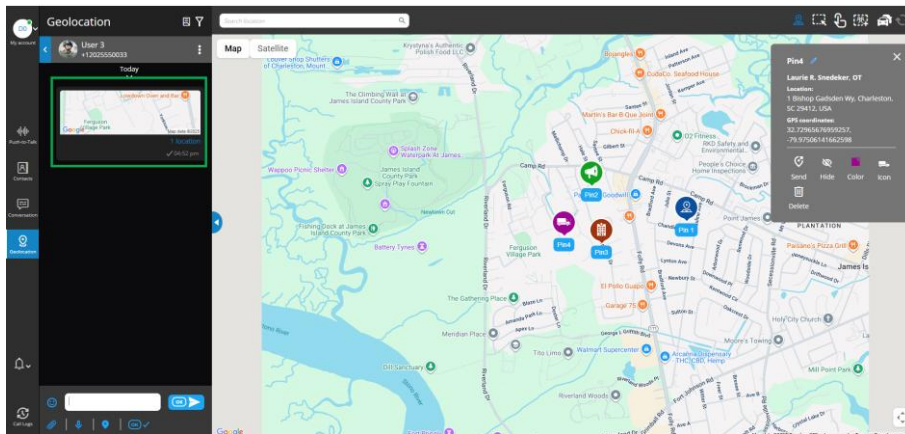


Location map > Select and send pin

From the **Contacts** page, select the user you want to send the pin to. Click the **Forward** button.

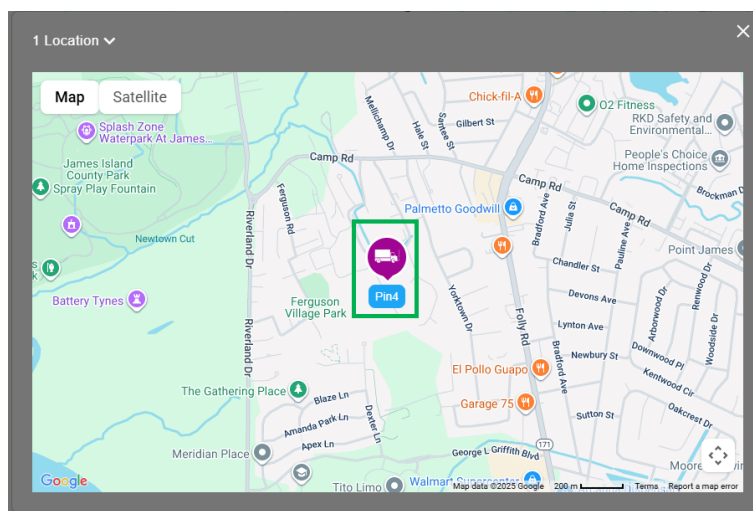


Location map > Select a user from the Contacts list > Click Forward



Location map > Pin's location sent to the selected user

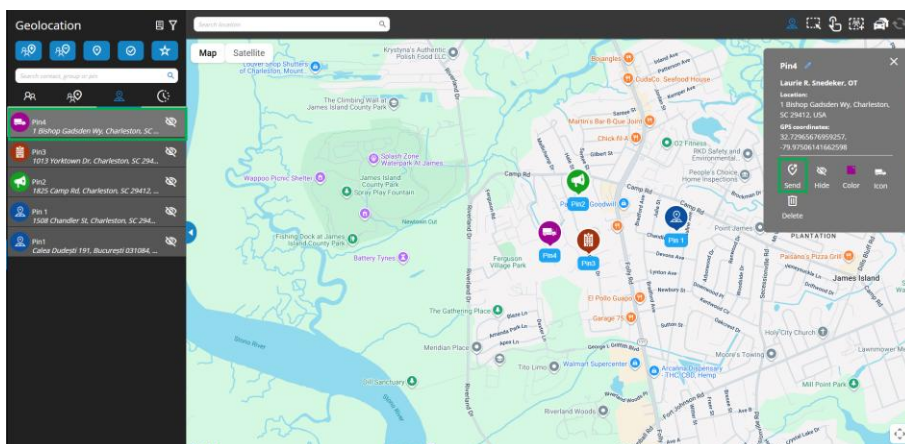
When you click the attached map in the conversation on the left, the location of the pin appears.



Location map > Pin's location in full display mode

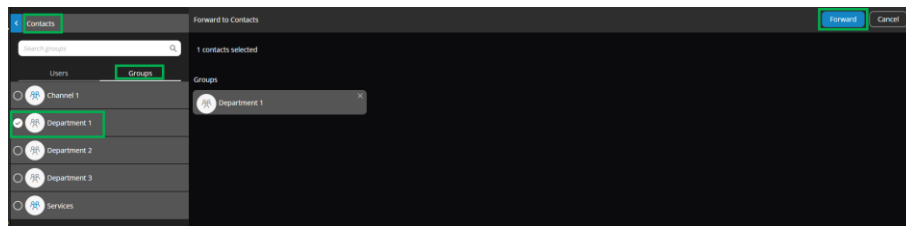
Sending one pin to a group

To send a pin to a group, select the desired pin, and click the **Send** button.



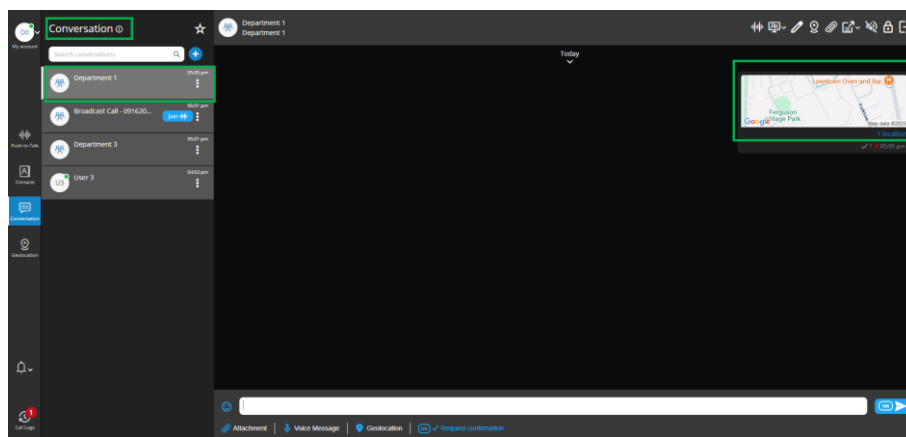
Location map > Select and send pin

From the **Contacts** page, select **Groups**, then select the group you want to send the pin to. Then click the **Forward** button.



Location map > Select a group from the Contacts list > Click Forward

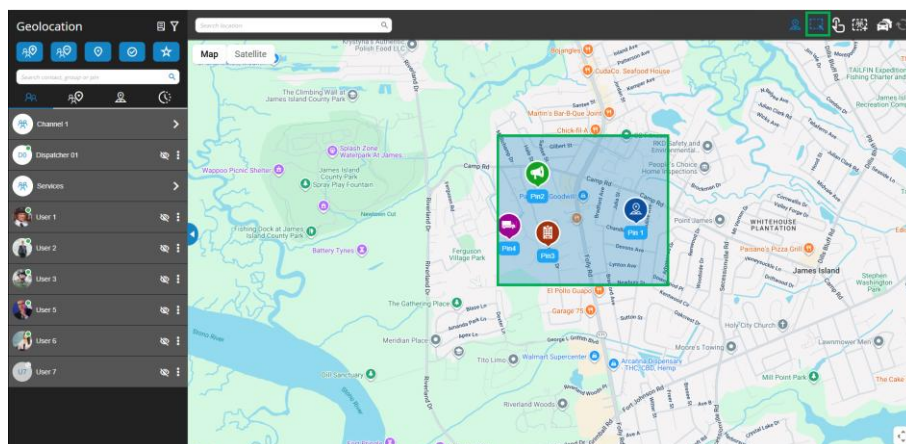
A new conversation is created with the pin you sent.



Conversation > New conversation with sent pin

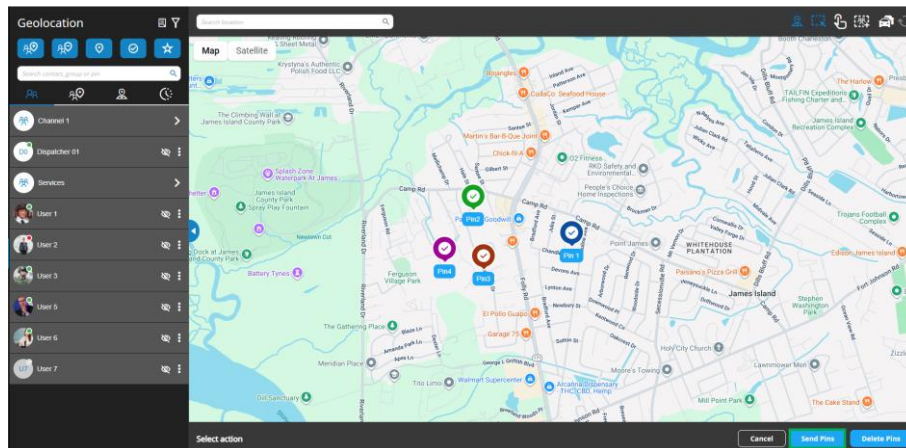
Sending multiple pins to a user

To send multiple pins to a user, select the desired pins by clicking the **Select Contacts on the Map** button. Using the mouse, include all the pins in a frame.



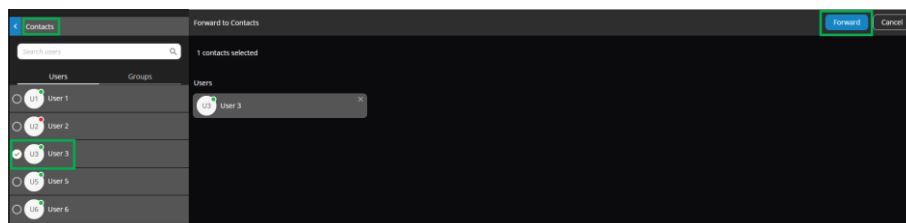
Location map > Select pins by clicking the Select contacts on the map button

Click the **Send Pins** button.

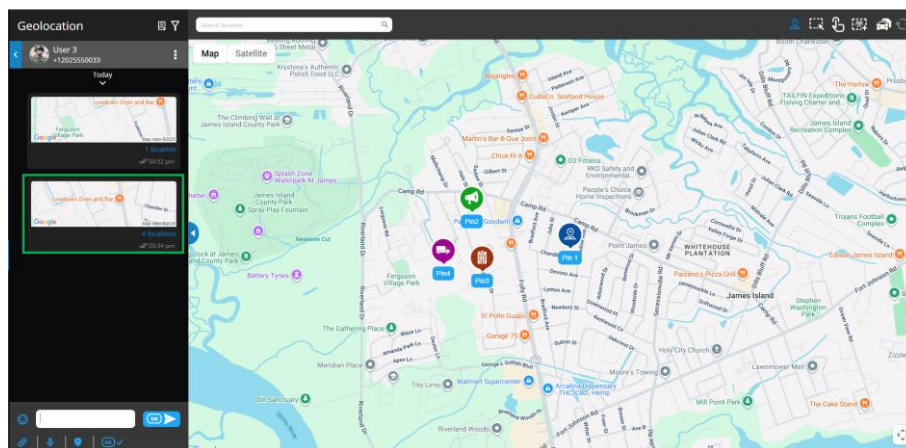


Location map > Send pins

From the **Contacts** page, select the user you want to send the pins to. Click the **Forward** button.

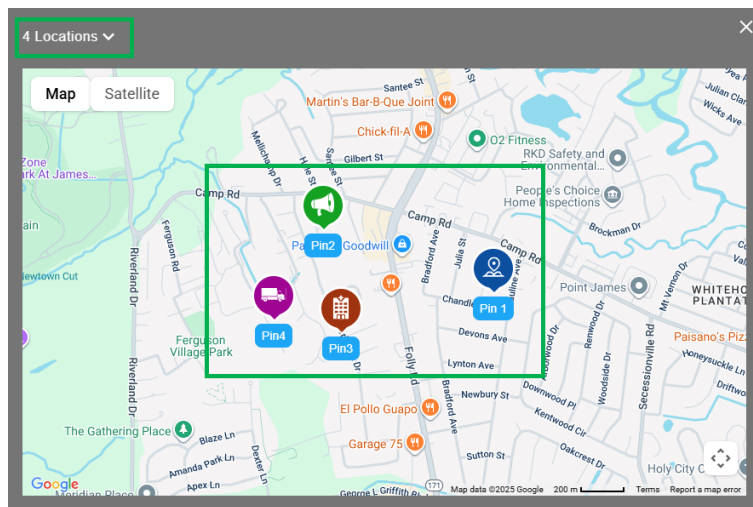


Location map > Select a user from the Contacts list > Click Forward pins



Location map > Pins location sent to the selected user

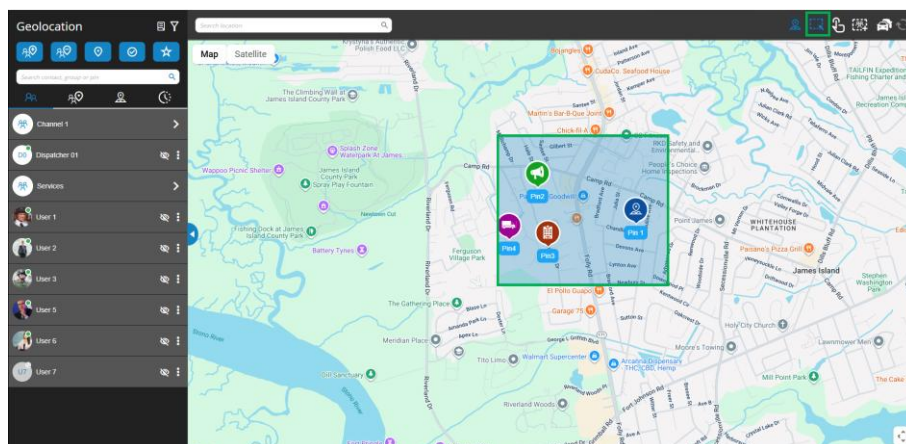
When you click the attached map in the conversation on the left, the location of the pins appears.



Location map > Pins location in full display mode

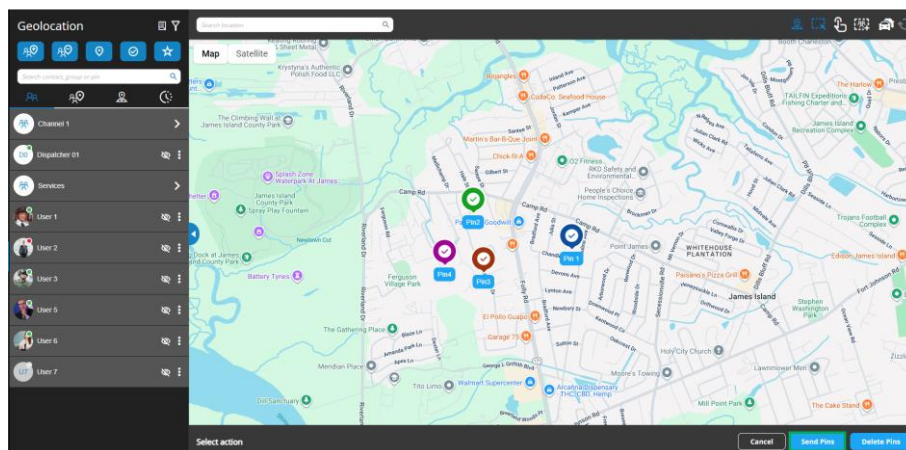
Sending multiple pins to a group

To send multiple pins to a group, select the desired pins by clicking the **Select Contacts on the Map** button. Using the mouse, include all the pins in a frame.



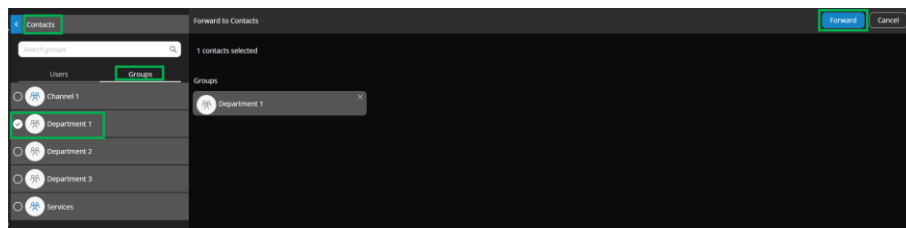
Location map > Select pins by clicking the Select contacts on the map button

Click the **Send Pins** button.



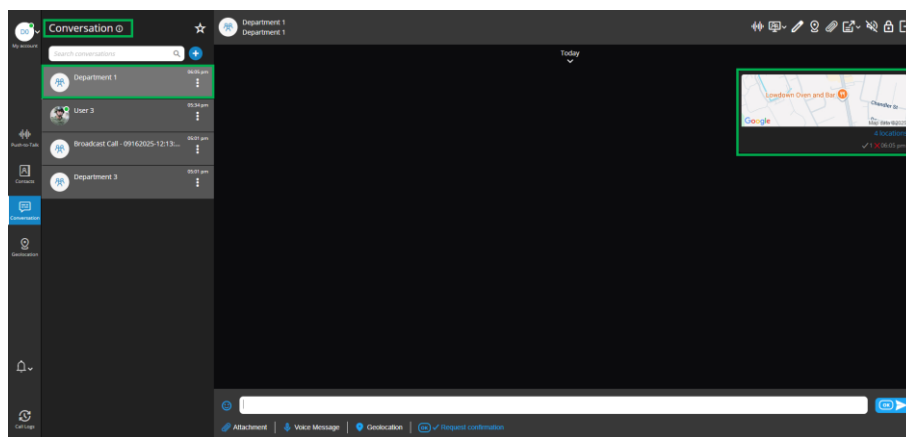
Location map > Send pins

From the **Contacts** page, select the group you want to send the pins to.



Location map > Select a group from the Contacts list > Click Forward pins

A new conversation is created with the pins you sent.



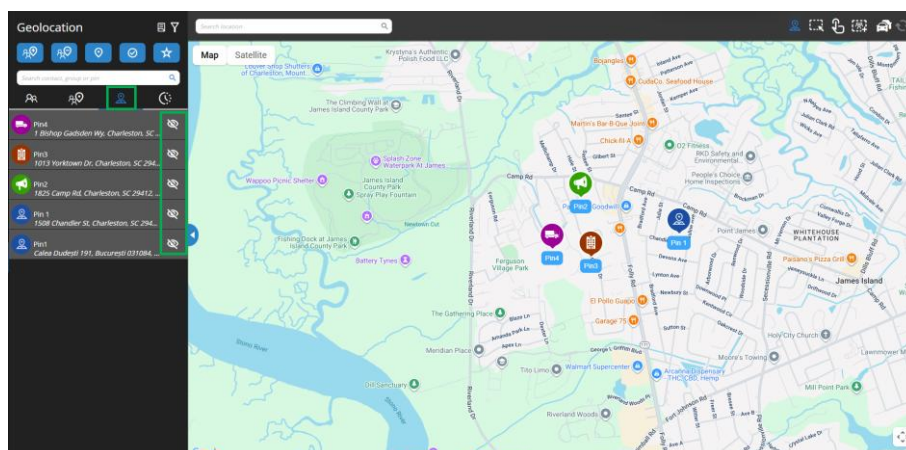
Location map > Pins location sent to the selected group

Hiding/Showing pins

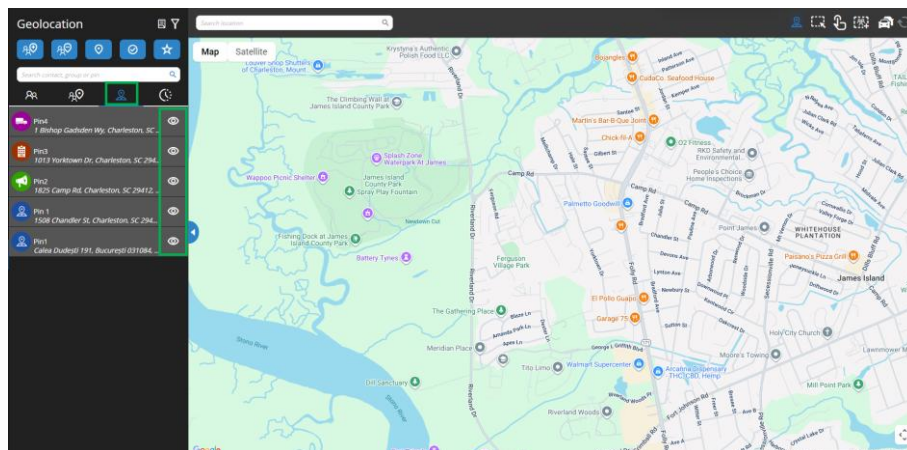
There are two ways to hide or show pins on the map.

1. Click the **Locations** button on the left. There you will find the list of all added pins.

Click the **Hide/Show** button as needed.

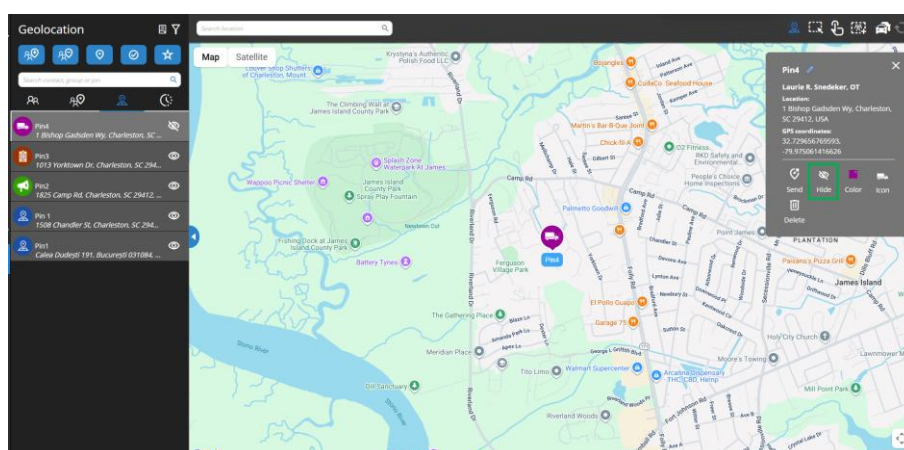


Location map > The pins are displayed on the map

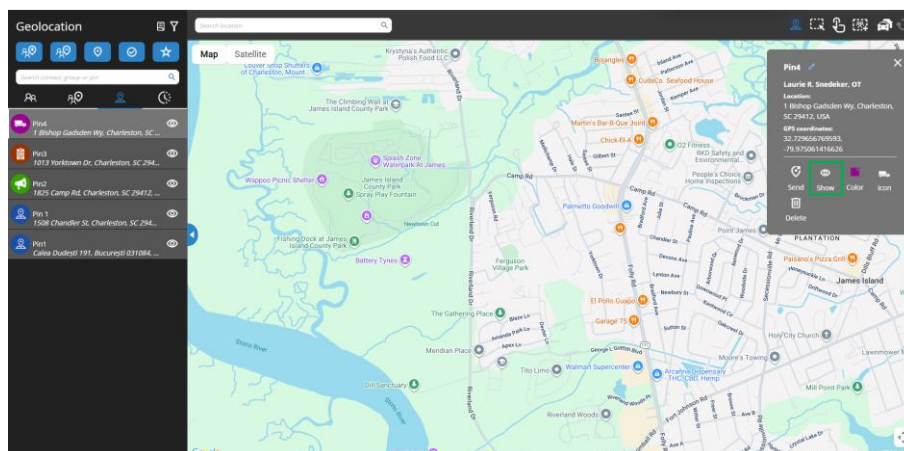


Location map > The pins are not displayed on the map

2. Click the **Hide/Show** button from the information pop-up window displayed on the map after having selected a pin.



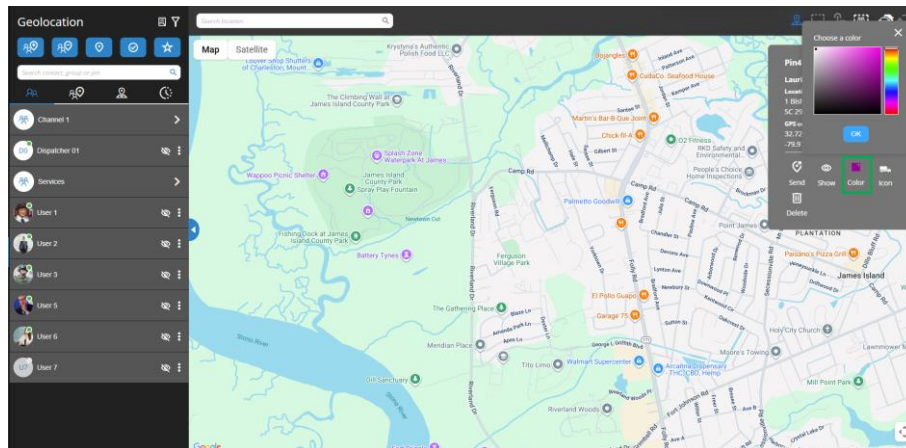
Location map > The pin is displayed on the map



Location map > The pin is not displayed on the map

Setting a color

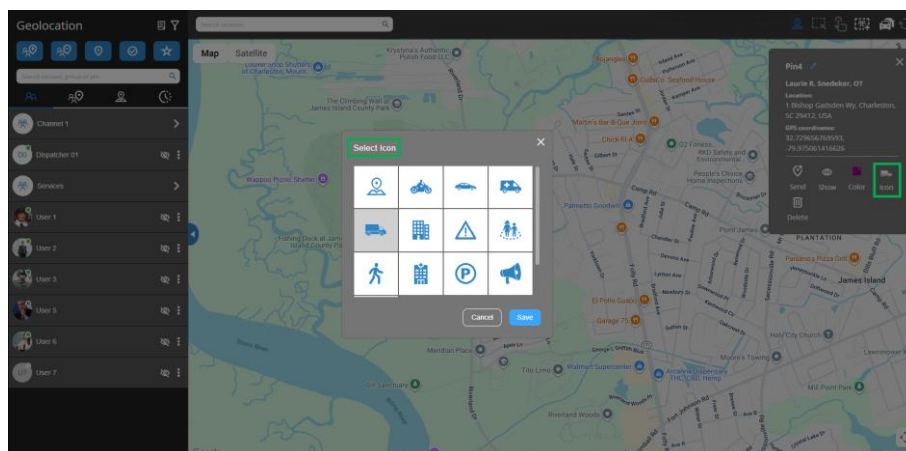
Any newly created pin has a color by default, but it may be changed. You can choose a color from the provided color palette for each pin.



Location map > Choose a color for the pin

Setting an icon

Any newly created pin has an icon by default but may be changed. You can choose an icon from the list.

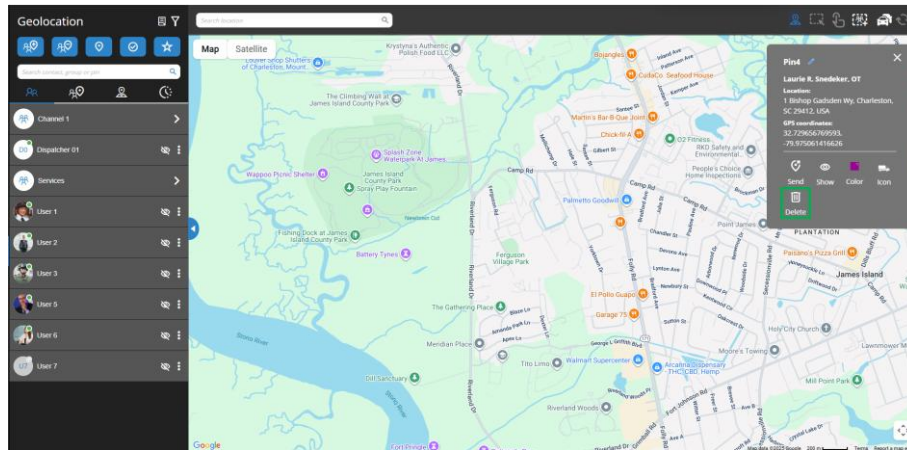


Location map > Choose an icon for the pin

Deleting pins

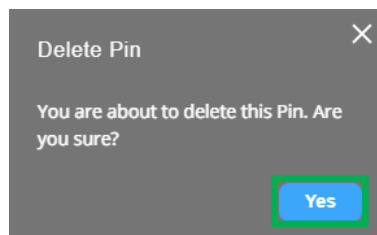
Deleting one pin

Click the **Delete** button in the pop-up window displayed on the map after having selected a pin.



Location map > Delete pin

Before deletion, a confirmation pop-up is displayed. Click **Yes** to confirm.



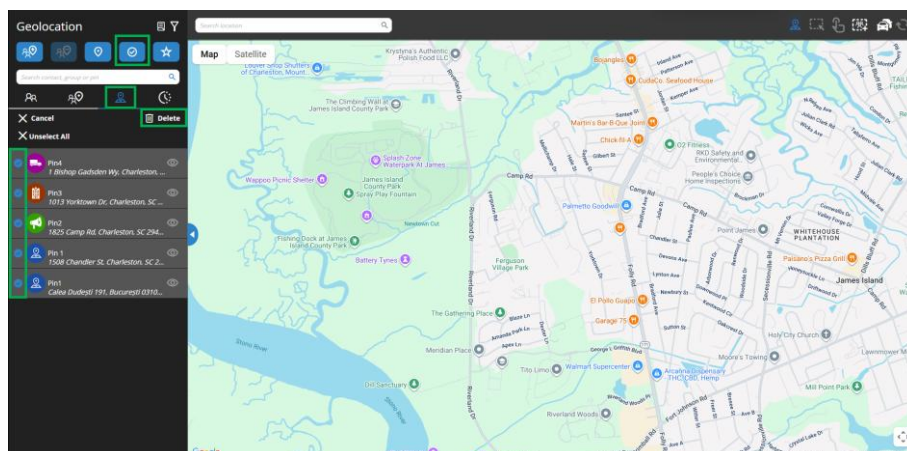
Location map > Delete pin > Confirmation pop-up

Deleting multiple pins

There are two ways to remove pins.

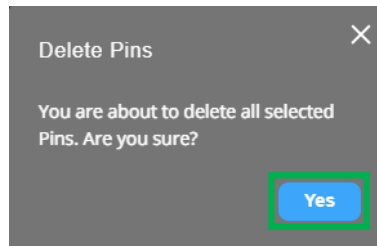
1. Click the **Locations** button on the left. There you will find the list of all added pins.

Click the **Multi-Selection** button. This will allow you to select one, multiple, or all pins at once to remove.



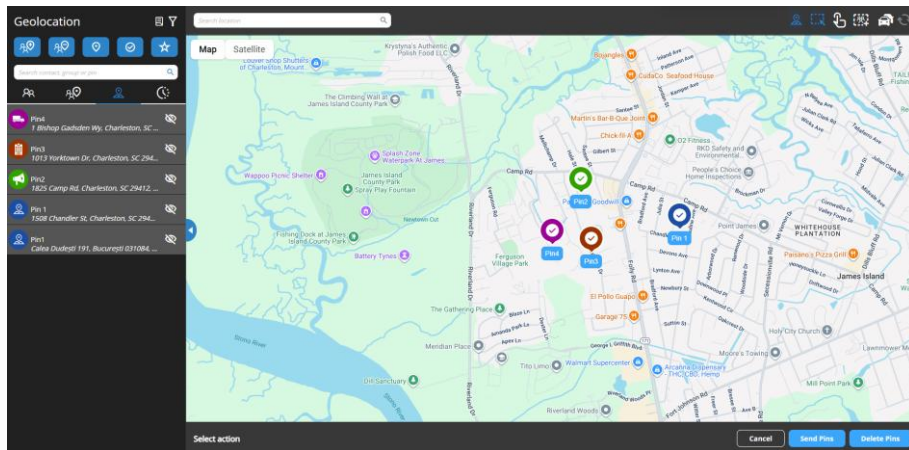
Location map > Delete pins

Before deletion, a confirmation pop-up is displayed. Click **Yes** to confirm.



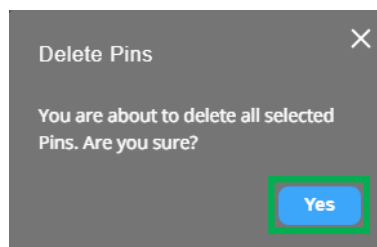
Location map > Delete pins > Confirmation pop-up

2. When you select multiple pins using the **Select Contacts on the Map** button, you can remove them.



Location map > Delete pins

Before deletion, a confirmation pop-up is displayed. Click **Yes** to confirm.



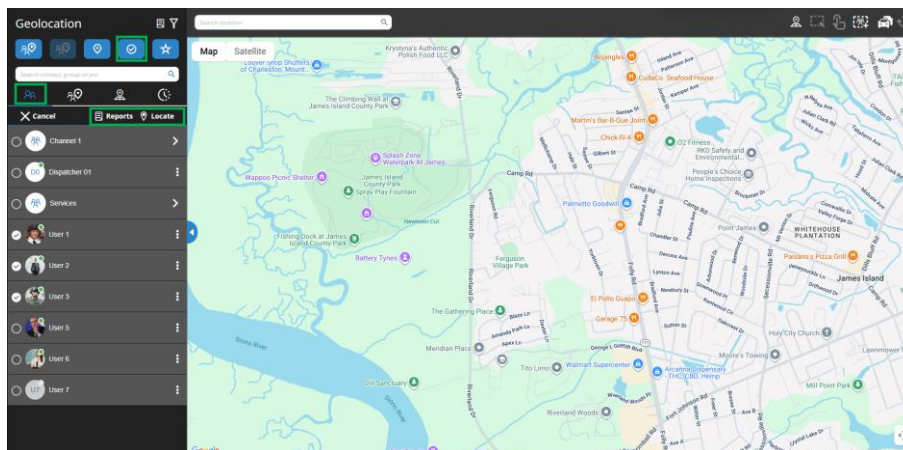
Location map > Delete pins > Confirmation pop-up

Multi selection

Select several contacts on the list using the **Multi-Selection** option. You can select both individual users and groups.

Two options are available:

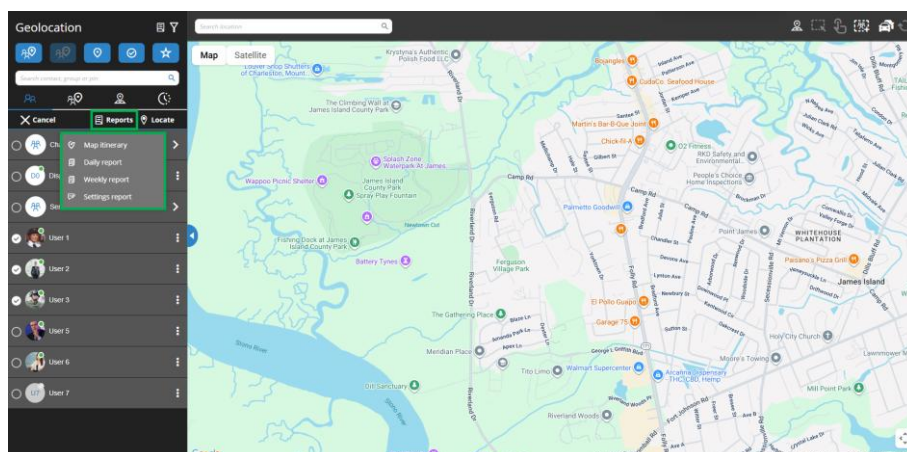
1. **Reports** (generate reports)
2. **Locate** (show them on the map)



Location map > Contacts > Multi-selection

Reports

Click the **Reports** button to generate different reports.



Location map > Contacts > Multi-selection > Reports

Map itinerary

For users with the **Tracking** option active, you can generate itineraries on the map that show the distance and the route selected by a user. For each point on the itinerary, you can get the location info, date, and time, etc.

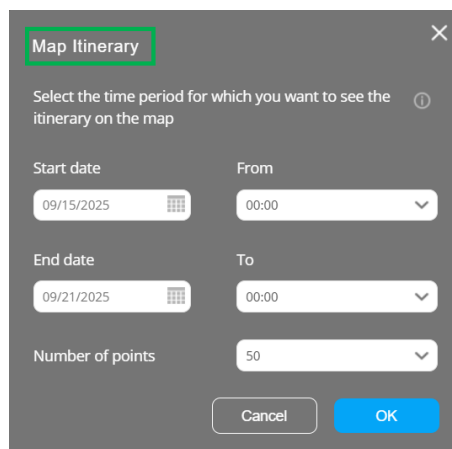
Note:

- Location data history max-age is 30 days (default value)
- Location data history interval search is seven days (default value)

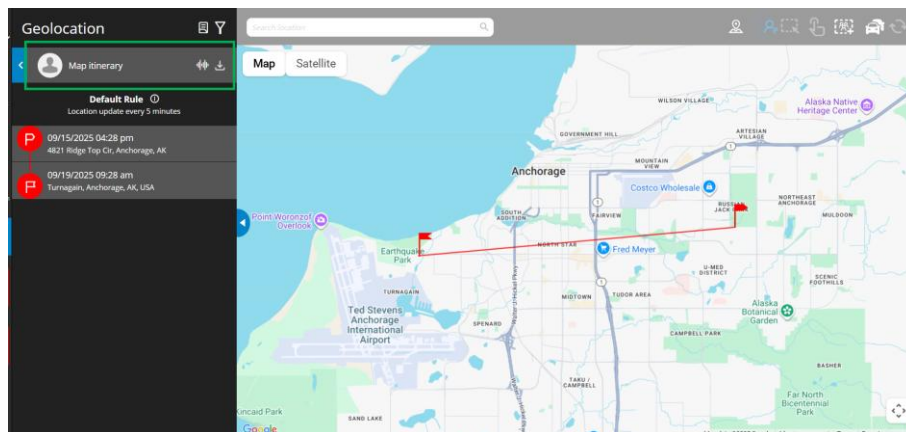
Note: If the **High-Speed Location Tracking** feature is enabled, the coordinates are displayed on the map itinerary reports. If inactive, the physical addresses is displayed.

Note: To ensure a more exact position for complete Location results, the time may update more often than set in the **Time-Frequency Tracking** option.

When generating the map itinerary, you can retrieve data for the past 30 days, but the interval of each report is per seven days. Data exceeding 30 days (default value) is not retrievable.

A dialog box titled "Map Itinerary" with a close button (X) in the top right corner. It contains the instruction "Select the time period for which you want to see the itinerary on the map" with an information icon. Below this are four input fields: "Start date" with a calendar icon, "From" with a time dropdown menu, "End date" with a calendar icon, and "To" with a time dropdown menu. At the bottom, there is a "Number of points" field with a dropdown menu set to "50", and two buttons: "Cancel" and "OK".

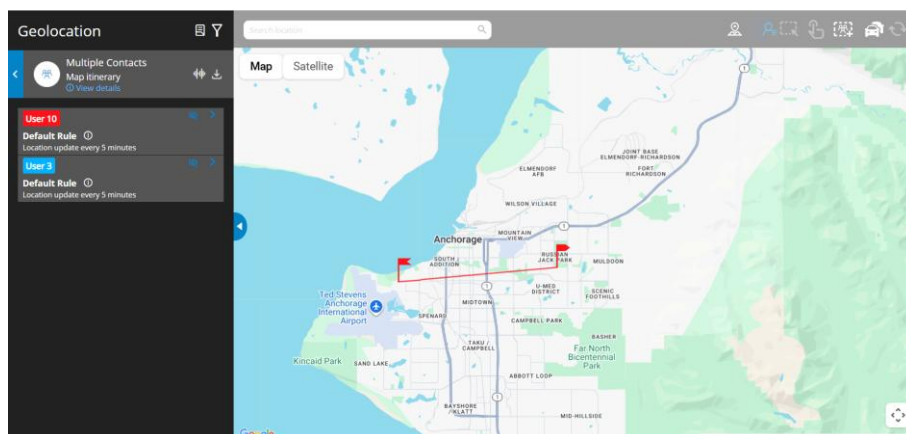
Location map > Contacts > Multi-selection > Reports > Select the map itinerary



Location map > Contacts > Multi-selection > Reports > Single user map itinerary

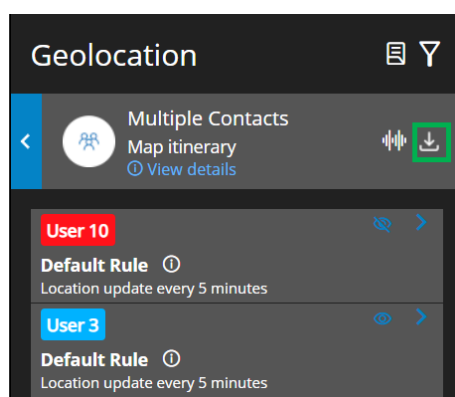
You can generate map itineraries for one or multiple users. In this case, each user will have a different color to distinguish them on the map.

By clicking the user's name, you will see their itinerary for the selected interval and be able to click each location to get information such as time, location, speed, and accuracy.



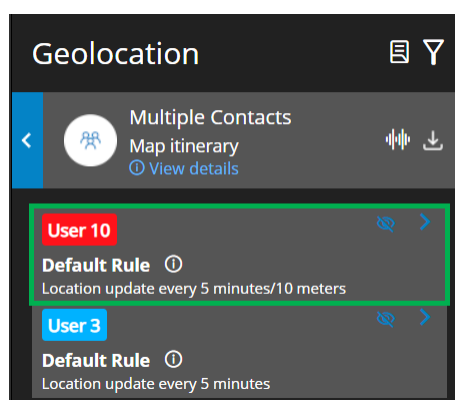
Location map > Contacts > Multi-selection > Reports > Multiple users map itinerary

You can export the map itinerary in Excel format by clicking the button shown in the image below. The report includes all the locations for selected users and the selected interval.



Location map > Contacts > Multi-selection > Reports > Export the map itinerary

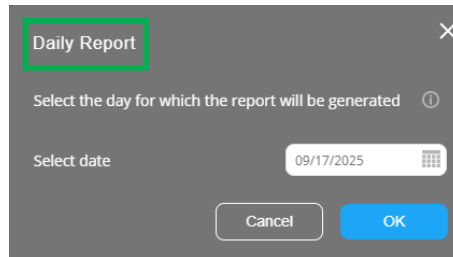
When tracking a user with Distance Tracking interval enabled, the tracking rules are displayed in **Location**:



Location map > Contacts > Multi-selection > Reports > Multiple users map itinerary (User 10 has Distance tracking enabled)

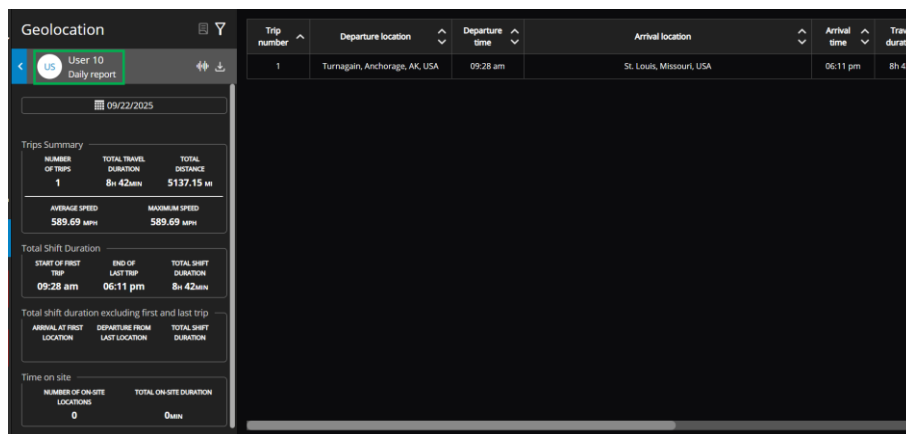
Daily report

For users with the **Tracking** option active, you can get daily reports on the users' location, including the number of trips during a day, total travel time and distance traveled, average, and maximum speed, shift duration, and time spent on site. The departure location and time are shown.



A modal dialog box titled "Daily Report" with a close button (X) in the top right corner. It contains a label "Select the day for which the report will be generated" followed by a date selector showing "09/17/2025". At the bottom are "Cancel" and "OK" buttons.

Location map > Contacts > Multi-selection > Reports > Select the daily report



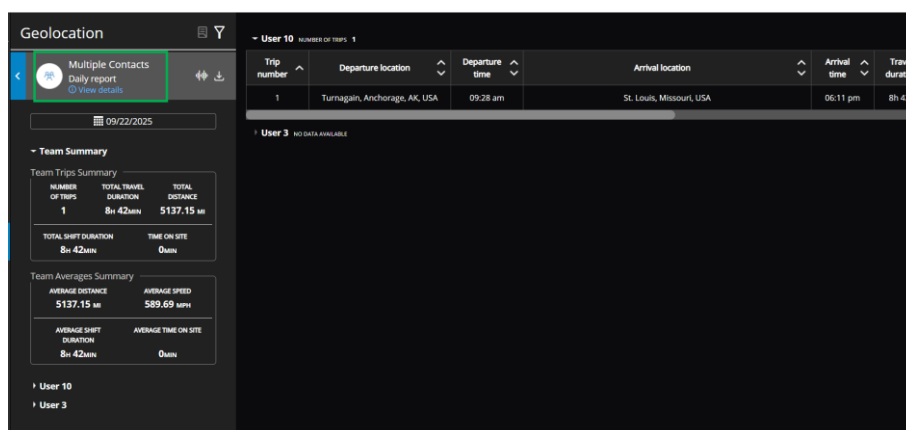
The screen displays a "Geolocation" report for "User 10" on "09/22/2025". The left sidebar shows a "Trips Summary" table with columns: NUMBER OF TRIPS, TOTAL TRAVEL DURATION, TOTAL DISTANCE, AVERAGE SPEED, and MAXIMUM SPEED. The main area shows a table with columns: Trip number, Departure location, Departure time, Arrival location, Arrival time, and Travel duration.

Trip number	Departure location	Departure time	Arrival location	Arrival time	Travel duration
1	Turnagain, Anchorage, AK, USA	09:28 am	St. Louis, Missouri, USA	06:11 pm	8h 42

Location map > Contacts > Multi-selection > Reports > Single user daily report

The daily reports can be generated for one or multiple users. For multiple users' daily reports, you can see each user's number of trips and detailed reports.

By clicking each user's name, you see the daily report.

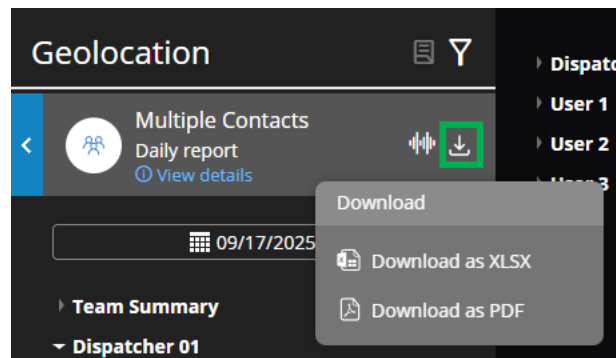


The screen displays a "Geolocation" report for "Multiple Contacts" on "09/22/2025". The left sidebar shows a "Team Summary" table with columns: NUMBER OF TRIPS, TOTAL TRAVEL DURATION, TOTAL DISTANCE, TOTAL SHIFT DURATION, and TIME ON SITE. The main area shows a table with columns: User, NUMBER OF TRIPS, Trip number, Departure location, Departure time, Arrival location, Arrival time, and Travel duration.

User	NUMBER OF TRIPS	Trip number	Departure location	Departure time	Arrival location	Arrival time	Travel duration
User 10	1	1	Turnagain, Anchorage, AK, USA	09:28 am	St. Louis, Missouri, USA	06:11 pm	8h 42
User 3	NO DATA AVAILABLE						

Location map > Contacts > Multi-selection > Reports > Multiple users daily report

The reports can be exported in Excel or PDF formats.

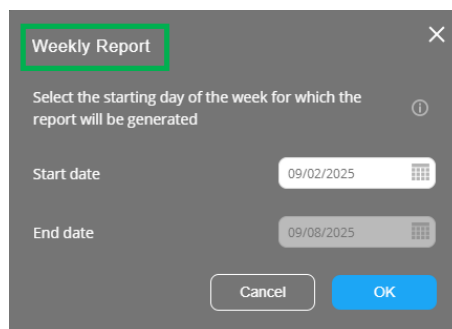


Location map > Contacts > Multi-selection > Reports > Export the daily report

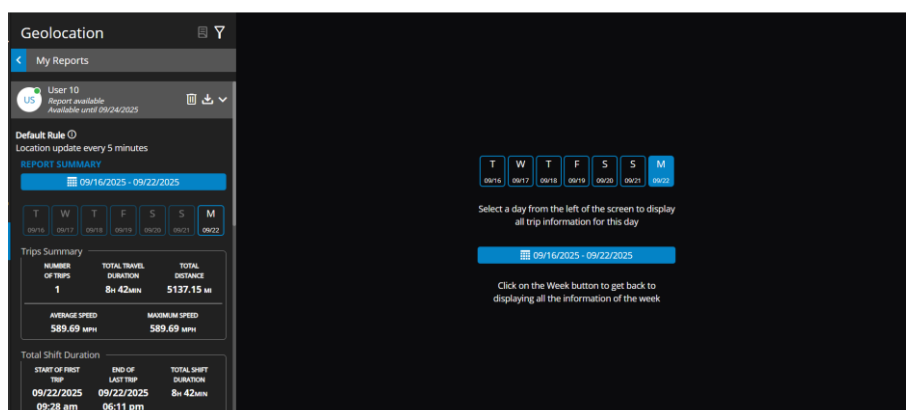
Weekly report

For users with the **Tracking** option active, you can get weekly reports, having the same information as daily reports but for a weekly interval.

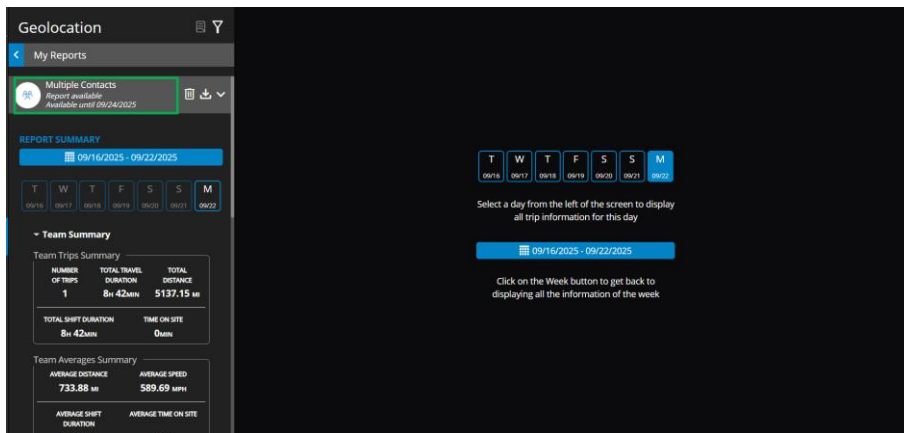
Weekly reports can be generated for individual or multiple users. Click each day of the week to see its summary.



Location map > Contacts > Multi-selection > Reports > Select the weekly report

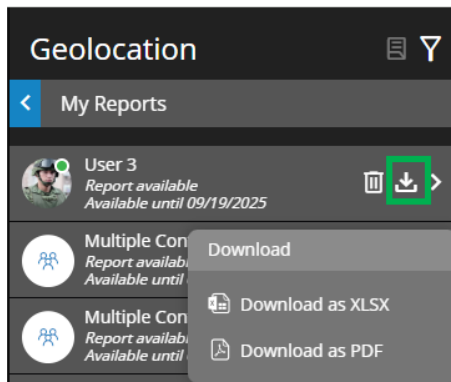


Location map > Contacts > Multi-selection > Reports > Single user weekly report



Location map > Contacts > Multi-selection > Reports > Multiple users weekly report

The reports can be exported in Excel or PDF formats.



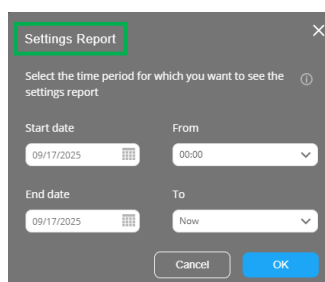
Location map > Contacts > Multi-selection > Reports > Export the weekly report

Settings report

You should have the right, like for the other report type, to generate a report for:

- One user only
- Multiple users or user's groups
- Dispatch Groups

You need to select a time frame for generating the report (same behavior as for the map itinerary). The same storage time interval should be used for other Location data for these events.



Location map > Contacts > Multi-selection > Reports > Select the settings report

After filling in the information needed, an Excel report will be downloaded (like for map itinerary report).

Report for one user

The report includes the following columns: Date, Time, Contact (first and last name), Event (Application Location Option inactive/enabled, Device Location Service inactive/enabled, Beacon detection inactive/enabled, Device Bluetooth inactive/enabled).

Report for multiple users/groups/Dispatch groups

The report includes the following columns: Date, Time, Contact (first and last name), Event (Application Location Option inactive/enabled, Device Location Service inactive/enabled, Beacon detection inactive/enabled, Device Bluetooth inactive/enabled).

Explanation of labels when there is no location data

The new reasons and labels should be displayed in:

- The map itinerary Excel report
- The map itinerary displayed on Fusion Dispatch

Label details

- **Device location service inactive:** When the user inactive the Location service on their device.
- **Application Location option inactive:** When the user inactive the Location service on their application.
- **Administrator tracking rule restriction:** When the user uses Location's rules (e.g., business hours) that exclude the sending of position.
- **Device GPS accuracy above [X] meters:** 1. When the accuracy of the received location is higher than the desired accuracy set for the organization. 2. Poor GPS signal.
- **Device not ready:** Location in the past: system returns a location with the timestamp in the past.
- **Device in deep sleep mode:** Device is in deep sleep mode.
- **Location retrieval timeout:** Unknown reasons.
- **Application suspended/closed (1):**

Configuration:

- At device level: Location permission for Fusion application is set to "Only when application is active".
- At the application level: The parameter **Keep Location Running in Background** is inactive.

If the option **Keep Location Running in Background** is inactive and the user is not moving, the application stays in this state for a while (around three minutes) until suspended by the system.

- **Application suspended/closed (2):**

Configuration:

- At device level: Location permission for the Fusion application is set to "Only when application is active".
- At the application level: The parameter **Keep Location Running in Background** is enabled.

If the option **Keep Location Running in Background** is inactive and the user is not moving, the application stays in this state for a while (around three minutes) until suspended by the system. The application keeps sending locations during this state.

If the option **Keep Location Running in Background** is inactive and the user is moving, the application can retrieve the location when there has been a change in the device's location, such as 100 meters.

- **Application suspended/closed (3):**

Configuration:

- At device level: Location permission for Fusion application is set to “Always”.
- At the application level: The parameter **Keep Location Running in Background** is inactive.

If the option **Keep Location Running in Background** is inactive and the user is not moving, the application stays in this state for a while (around three minutes) until suspended by the system. The application keeps sending locations during this state.

If the option **Keep Location Running in Background** is inactive and the user is moving, the application can retrieve the location when there has been a change in the device's location, such as 100 meters.

- **Application suspended/closed (4):**

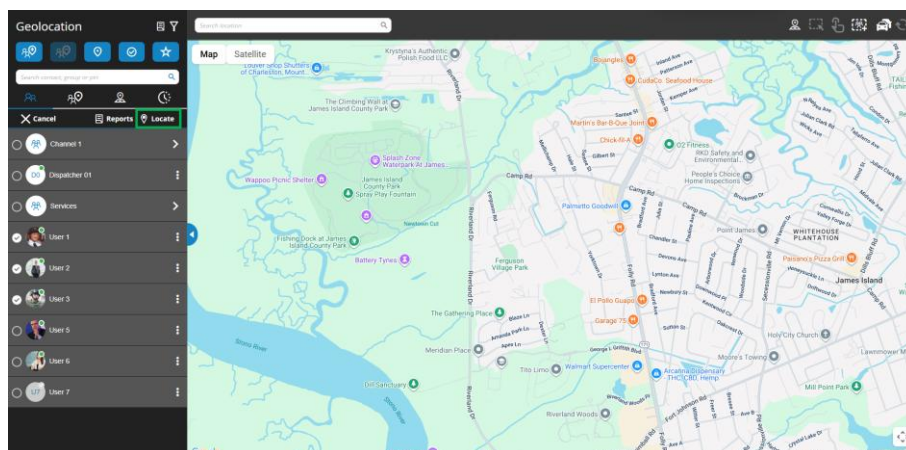
Configuration:

- At the device level: Location permission for Fusion application is set to “Always”.
- At the application level: The parameter **Keep Location Running in Background** is enabled.

If the option **Keep Location Running in Background** is enabled and the user is not moving, the application stays in this state for a long period until suspended by the system.

Locating

Click the **Locate** button to show the users on the map.



Location map > Contacts > Multi-selection > Locate users

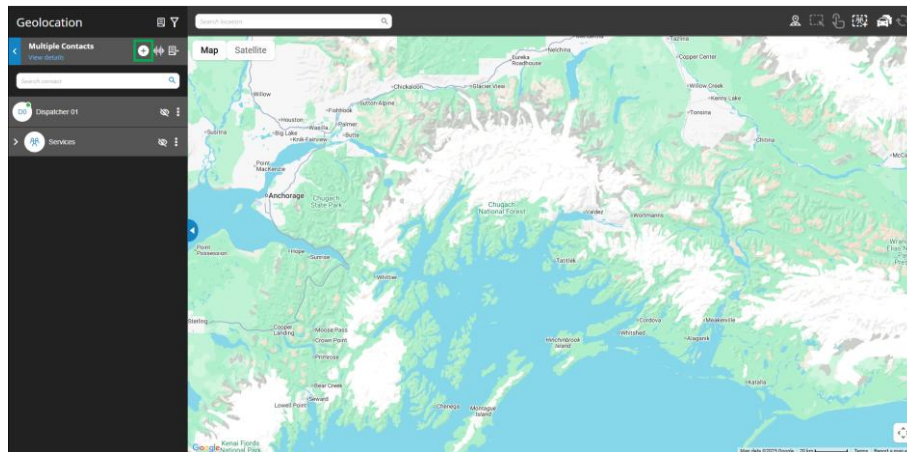
To hide/show back a located contact (individual user/group), click the corresponding **Hide/Show** icon.

To hide or show back only some members of a group, you must expand the group and then click the corresponding **Hide/Show** icon.

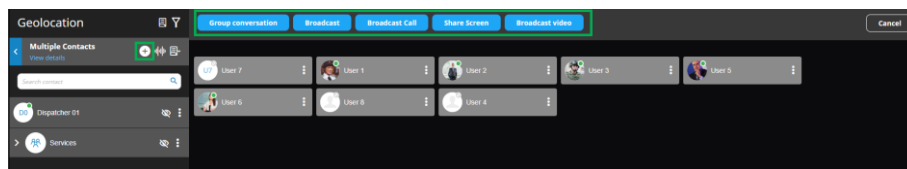
*For more information about this feature, go to the **Hide/Show Icon** section in the guide (Creating a Dispatch Group).*

More actions

Click the **More Actions** icon shown in the image below and initiate a Group conversation, Broadcast, Broadcast Call, Share Screen, or Broadcast Video.



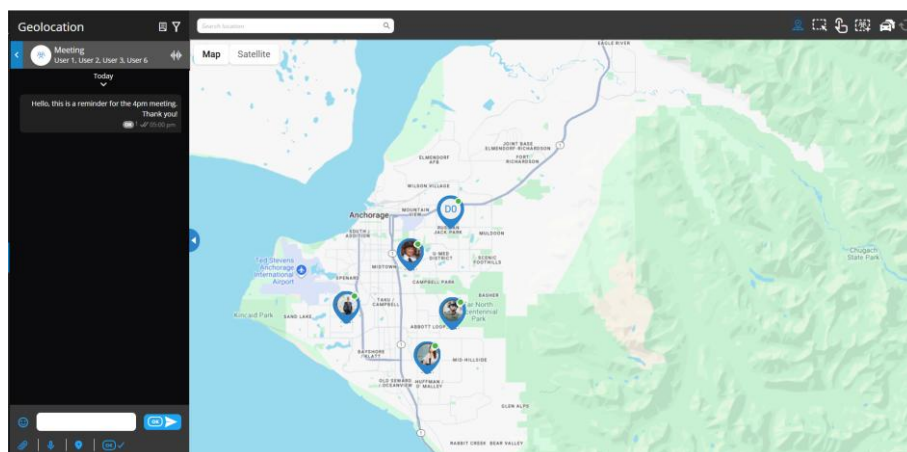
Location map > Contacts > Multi-selection > Locate users > More actions



Location map > Contacts > Multi-selection > Locate users > Options from the More actions

Group conversation

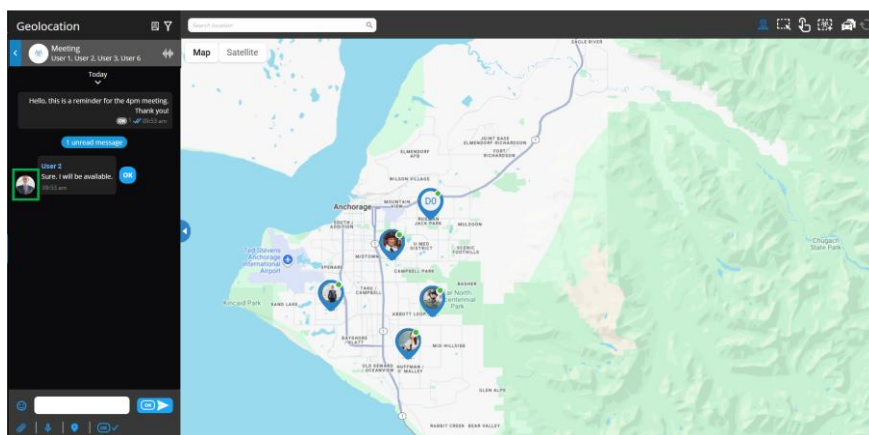
The conversation thread is displayed to the left of the map, so you can continuously monitor the location of your contacts.



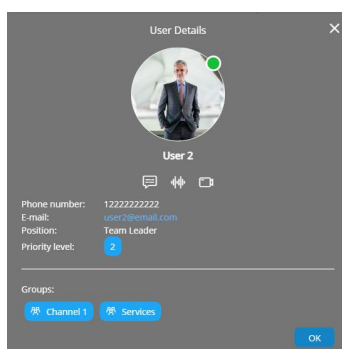
Location map > Contacts > Multi-selection > Locate users > More actions > Group conversation

User details

You can access the details of a user from the group conversation. Hover over the user's avatar icon that is going to be circled in blue, then click on it so that you will be directed to that user's details page.



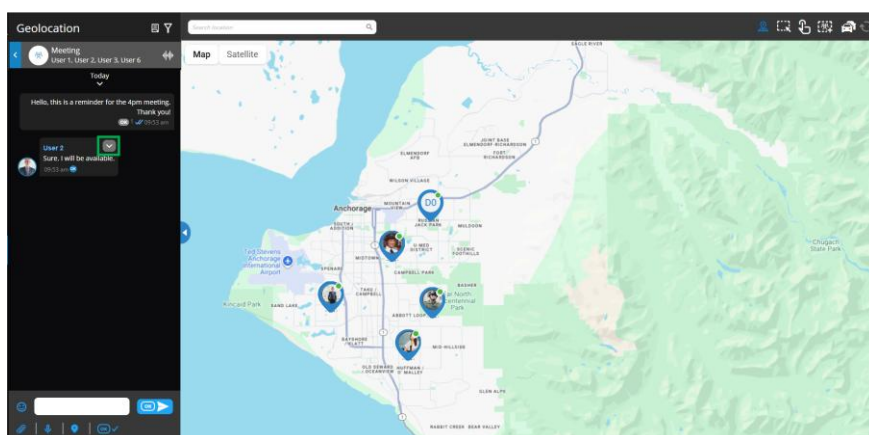
Location map > Contacts > Multi-Selection > Group conversation > User's avatar



Location map > Contacts > Multi-Selection > Group conversation > User's avatar > After clicking the user's avatar

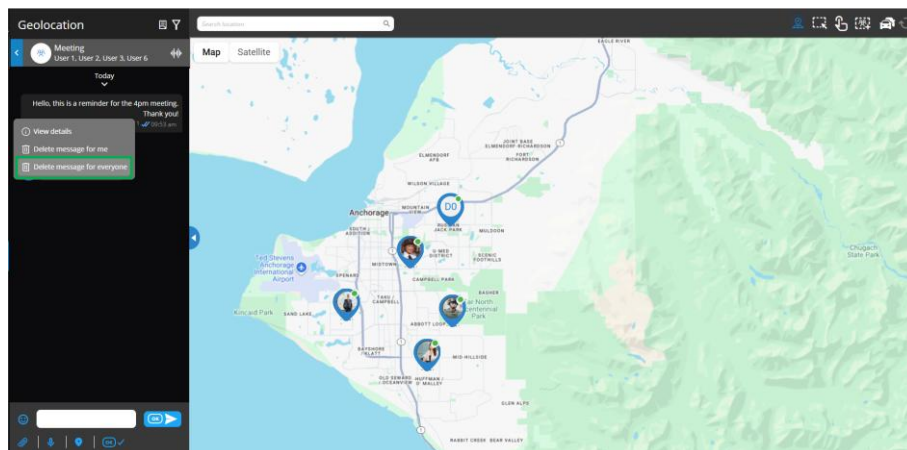
Deleting a message

In case you sent the wrong message inside a group conversation or a private one, you can still have that message deleted. To do so, click the arrow button visible when you hover the message.



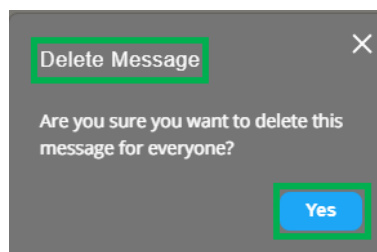
Location map > Contacts > Multi-Selection > Group conversation > Message options

Next, select **Delete Message for Everyone**, so the message is not visible for you and receivers.



Location map > Contacts > Multi-Selection > Group conversation > Message options > Delete message for everyone

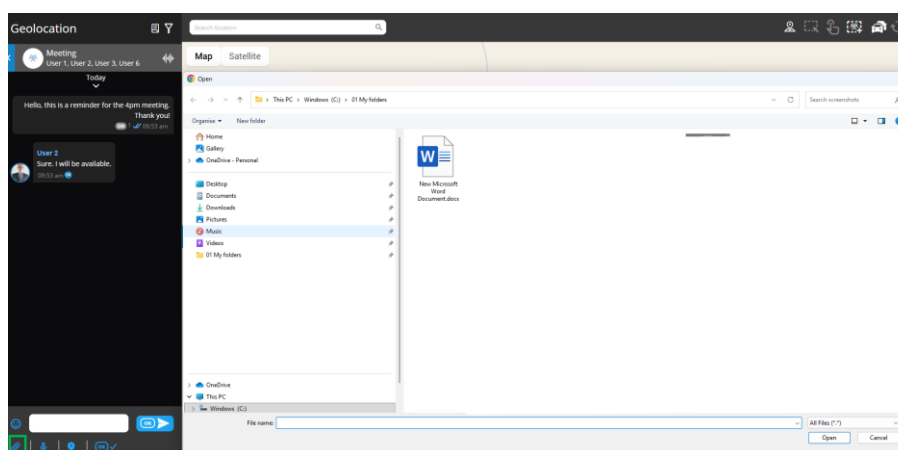
A confirmation pop-up appears. Click **Yes** to confirm the deletion of the selected message.



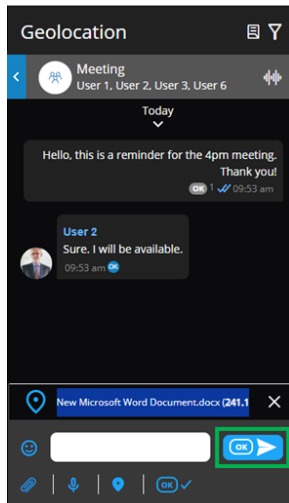
Location map > Contacts > Multi-Selection > Group conversation > Message options > Delete message > Confirmation pop-up > Click Yes

Attachment

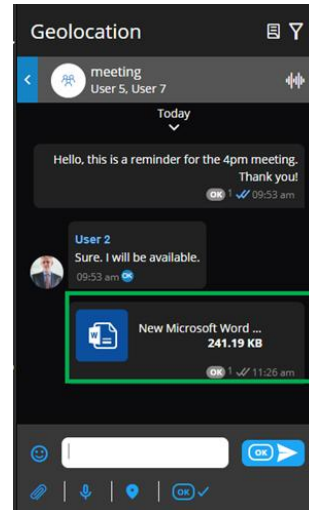
By clicking the **Attachment** button below, you can choose to attach a file and send it in the conversation.



Location map > Contacts > Multi-Selection > Group conversation > Attachment > Select the file you want to attach



Location map > Contacts > Multi-Selection > Group conversation > The selected file is attached > Click Send

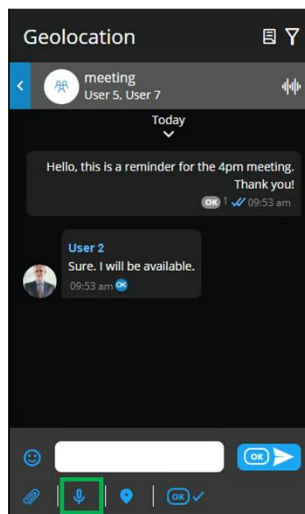


Location map > Contacts > Multi-Selection > Group conversation > Attachment sent

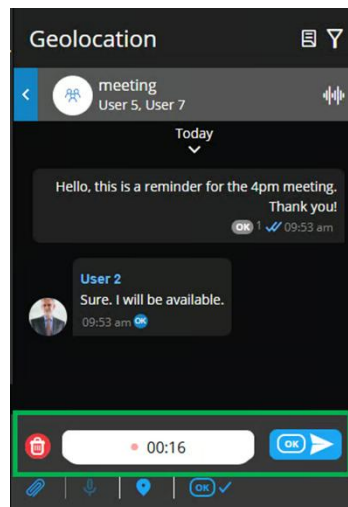
Voice message

You can use the **Voice Message** button to send recorded voice messages to the user with whom you are communicating with.

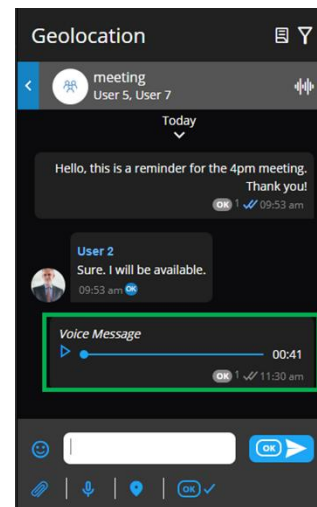
Note: You can also choose to remove the **Voice Message** before sending it by clicking the **Delete** button.



Location map > Contacts > Multi-Selection > Group conversation > Voice message



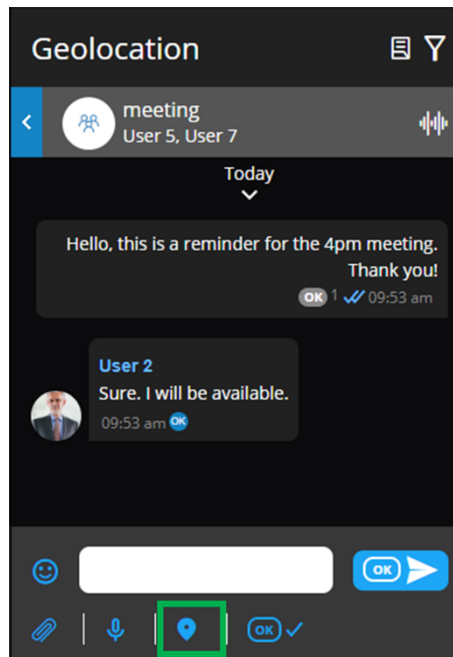
Location map > Contacts > Multi-Selection > Group conversation > Record the voice message > Click Send



Location map > Contacts > Multi-Selection > Group conversation > Voice message is sent

Location

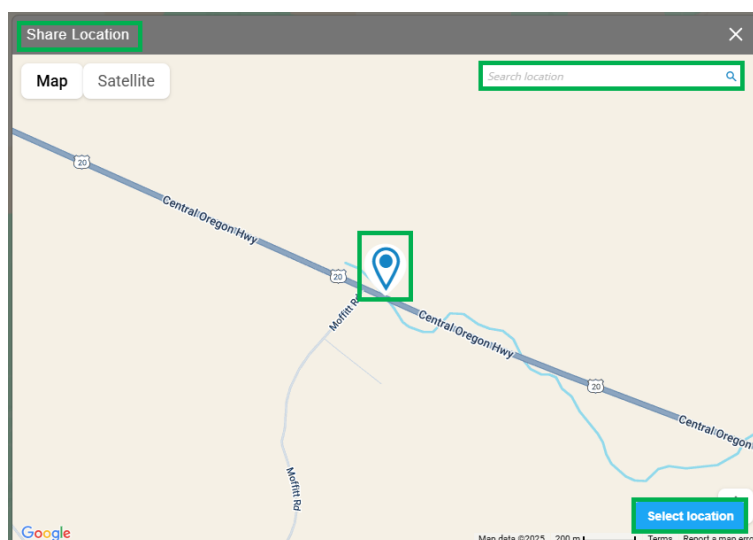
You can send a particular location inside a conversation by first clicking the **Location** button.



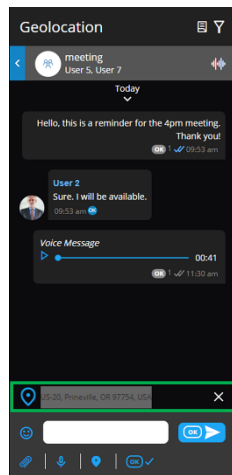
Location map > Contacts > Multi-Selection > Group conversation > Location

You can either move the pin to roam around different places or to use the **Search Location** bar. After you select the location you need, click the **Select Location** button.

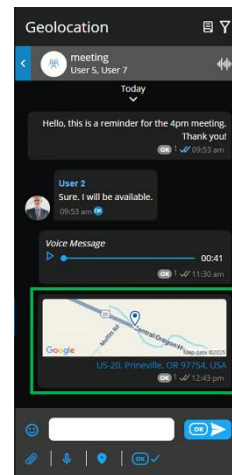
Note: Whenever you are using the search bar, the search request will wait for one second while typing before displaying the result.



Location map > Contacts > Multi-Selection > Group conversation > Select the location (either move the pin or use the Search bar) > Click Select location



Location map > Contacts > Multi-Selection > Group conversation > is selected > Click Send

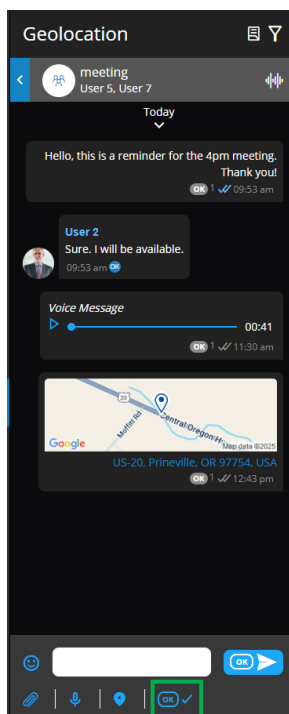


Location map > Contacts > Multi-Selection > Group conversation > The selected location is sent

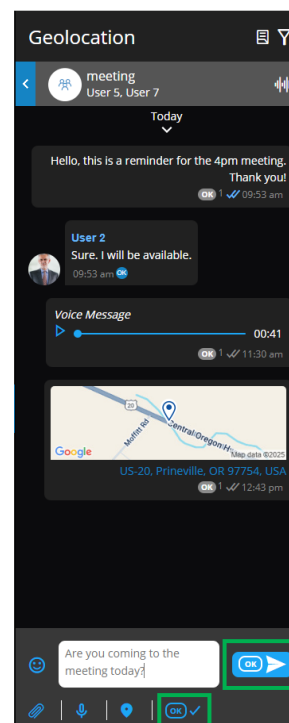
Request confirmation

You can send messages that require the recipient's acknowledgment. The message is displayed to the recipient with an **OK** button next to it. Clicking **OK** lets the other user know that the message has been seen.

You can change the default send button directly from the conversation screen by clicking **Request Confirmation**.

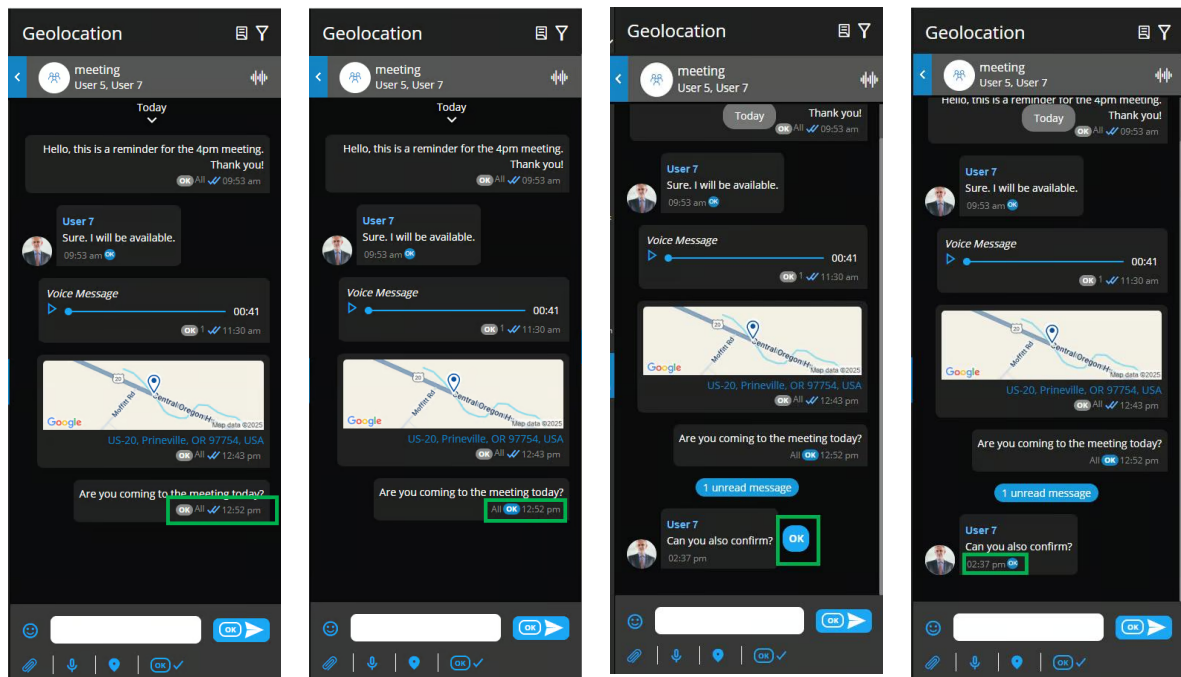


Location map > Contacts > Multi-Selection > Group conversation > Message > Click Request confirmation



Location map > Contacts > Multi-Selection > Group conversation > Message > Request confirmation is enabled

Type and send your message as seen below. You will see the **OK** bubble in gray if the receiver has not acknowledged the message; once they do, the bubble turns blue.



Location map >
Contacts > Multi-
Selection > Group
conversation > Message
sent but not
acknowledged (OK bubble
is grey)

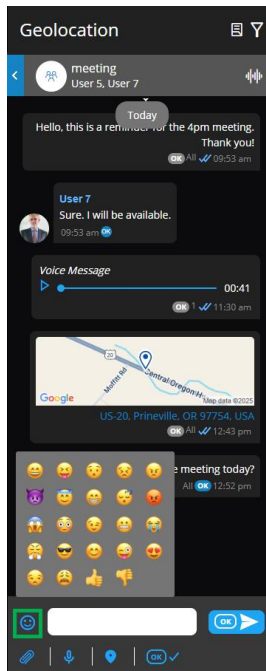
Location map >
Contacts > Multi-
Selection > Group
conversation > The
recipients acknowledged
the message (OK bubble
is blue)

Location map >
Contacts > Multi-
Selection > Group
conversation >
Recipient > Message
received but not
acknowledged (OK
displayed next to
message)

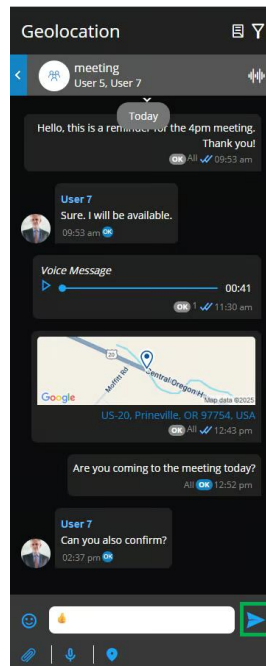
Location map >
Contacts > Multi-
Selection > Group
conversation >
Recipient > Click OK >
Message acknowledged
(OK displayed below
message)

Emojis

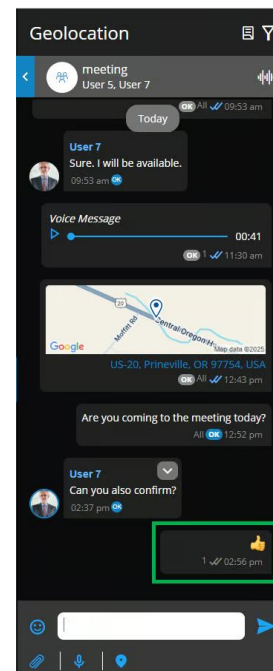
You can choose from the given **Emojis** to send to the user with whom you are in a conversation.



Location map > Contacts > Multi-Selection > Group conversation > Emojis > Choose an emoji



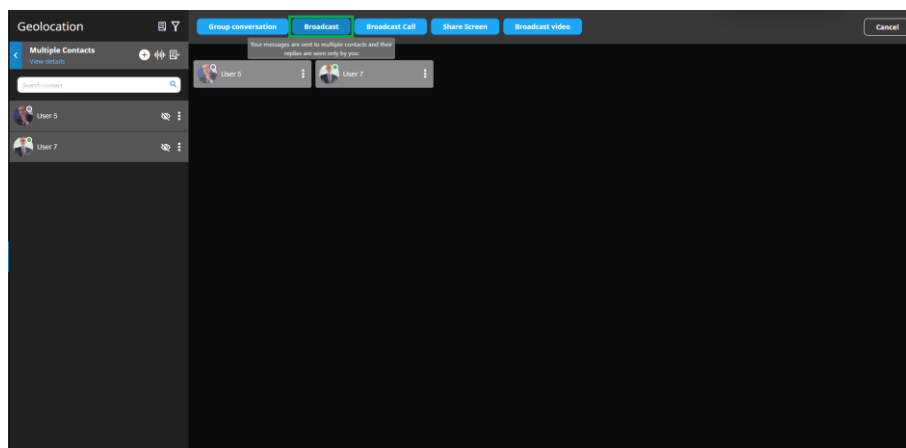
Location map > Contacts > Multi-Selection > Group conversation > Emojis > Click Send



Location map > Contacts > Multi-Selection > Group conversation > Emojis > Emoji sent

Broadcast Message

Create a broadcast conversation with several recipients. Replies to this broadcast conversation are sent to you only (other recipients are not aware of everyone's response) and displayed in individual threads.



Location map > Contacts > Multi-selection > Locate users > More actions > Broadcast message

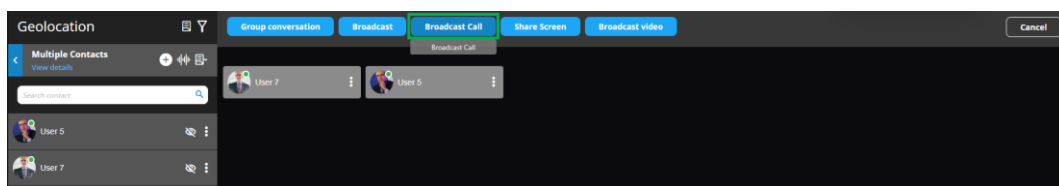
For more information about the **Broadcast Message** feature, go to the **Broadcast Message** section in the guide (Contacts > Options > Broadcast Message).

Broadcast Call

A Broadcast Call is a special group call where the Mission Critical Push-To-Talk initiator is the only one able to speak and send messages in the new conversation automatically created. It is a Push-To-Talk group call with implicit floor control. It is auto answered, and once the call is hung up by the initiator, the call is ended.

Because there is a default maximum idle time of 10 seconds during a Broadcast Call, the Broadcast Call ends after 10 seconds.

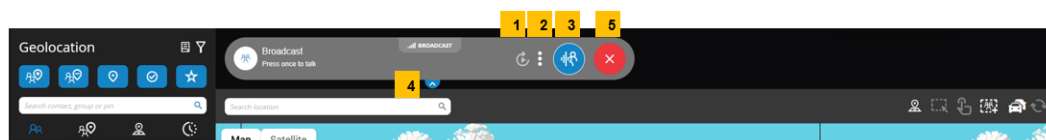
The default **Broadcast Call Hang Time** value is configured at the organization level on the **Care** and **Fusion Admin** interfaces.



Location map > Contacts > Multi-selection > Locate users > More actions > Broadcast call

After the call is initiated, a call banner is displayed on top of the screen, showing the following:

1. **Live Replay** button
2. **Options** button (Share Screen, Broadcast Video, Go to conversation, Details)
3. **Push-To-Talk** button (take and release the floor)
4. **Hide/Show** button (choose whether you want to see the banner or not)
5. **End Call** button

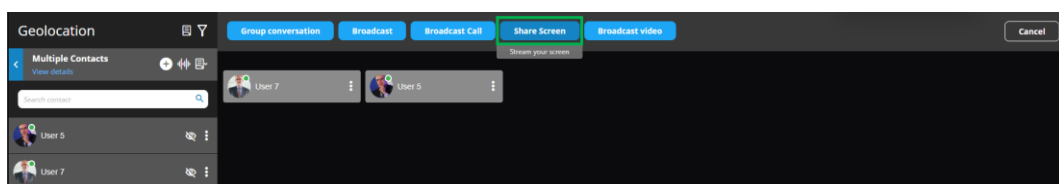


Location map > Contacts > Multi-selection > Locate users > More actions > Broadcast call banner

For more information about the Broadcast Call feature, go to the Broadcast Call section (Contacts > Options > Broadcast Call).

Share Screen

This feature allows sharing your screen with a group of users so that everyone may see what is currently displayed on your screen.



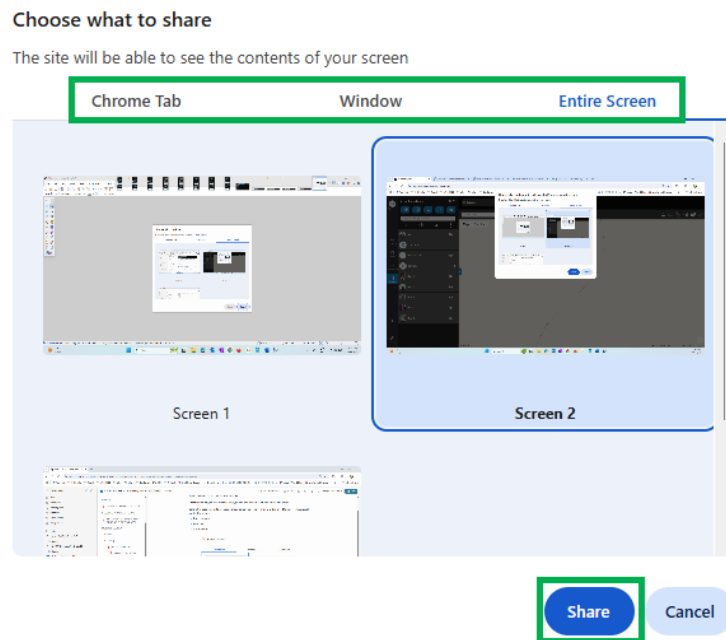
Location map > Contacts > Multi-selection > Locate users > More actions > Share screen

Note: The maximum limit of users is 100.

Note: Depending on the browser used, you can choose the window or area to share.

Before the session starts broadcasting, a screen selection window is displayed to select what visual content to share:

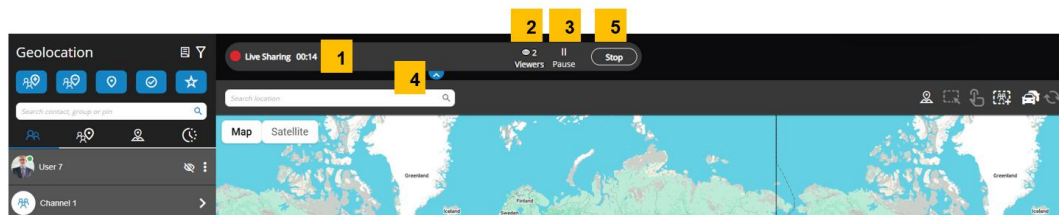
- Chrome tab
- Window
- Entire Screen



Location map > Contacts > Multi-selection > Locate users > More actions > Share screen > Selecting which tab to share

After you select the screen to be shared, the session starts, and a call banner is displayed on top of the screen, showing the following:

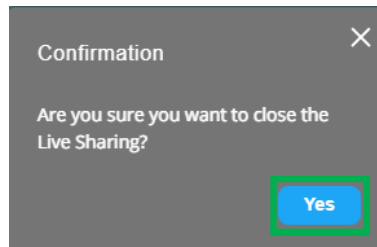
1. Call timer
2. **Viewers** button (check who is viewing)
3. **Pause/Resume** button
4. **Hide/Show Call Banner** button
5. **Stop** button (when pressed, a confirmation pop-up is displayed to prevent accidentally closing the session)



Location map > Contacts > Multi-selection > Locate users > More actions > Share screen



Location map > Contacts > Multi-selection > Locate users > More actions > Share screen > Viewers list



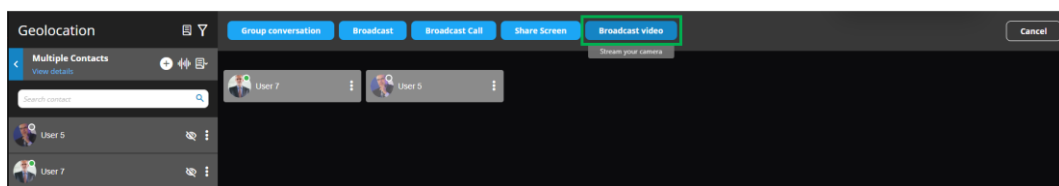
Location map > Contacts > Multi-selection > Locate users > More actions > Stop the share screen > Confirmation request

Note: While a Share Screen is ongoing, you cannot start another one (the **Share Screen** button will be displayed as grayed out).

Broadcast Video

This feature allows sharing access to your computer camera/webcam.

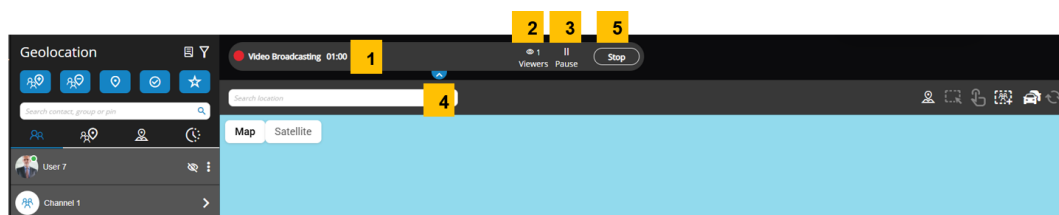
Note: The maximum limit of users is 100.



Location map > Contacts > Multi-selection > Locate users > More actions > Broadcast video

The session starts, and a call banner is displayed on top of the screen, showing the following:

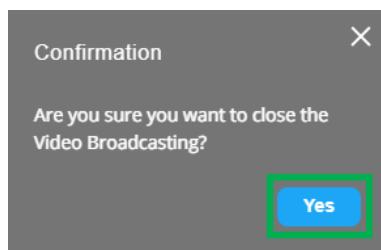
1. Call timer
2. **Viewers** button (check who is viewing)
3. **Pause/Resume** button
4. **Hide/Show Call Banner** button
5. **Stop** button (when pressed, a confirmation pop-up is displayed to prevent accidentally closing the session)



Location map > Contacts > Multi-selection > Locate users > More actions > Broadcast video banner



Location map > Contacts > Multi-selection > Locate users > More actions > Broadcast video > Viewers list

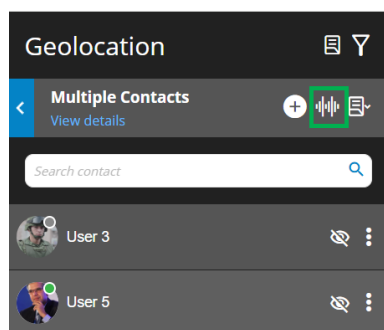


Location map > Contacts > Multi-selection > Locate users > More actions > Stop the broadcast video > Confirmation request

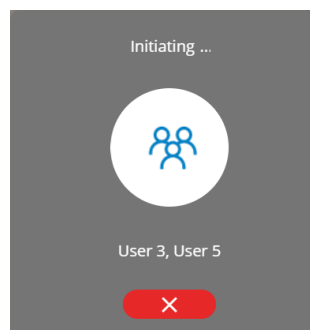
For more information about the **Broadcast Video** feature, go to *Contacts > Options > Broadcast Video* in the guide.

Push-To-Talk

Click the **Push-To-Talk** button shown in the image below and make a Push-To-Talk call with the selected contacts.



Location map > Contacts > Multi-selection > Locate users > Push-To-Talk

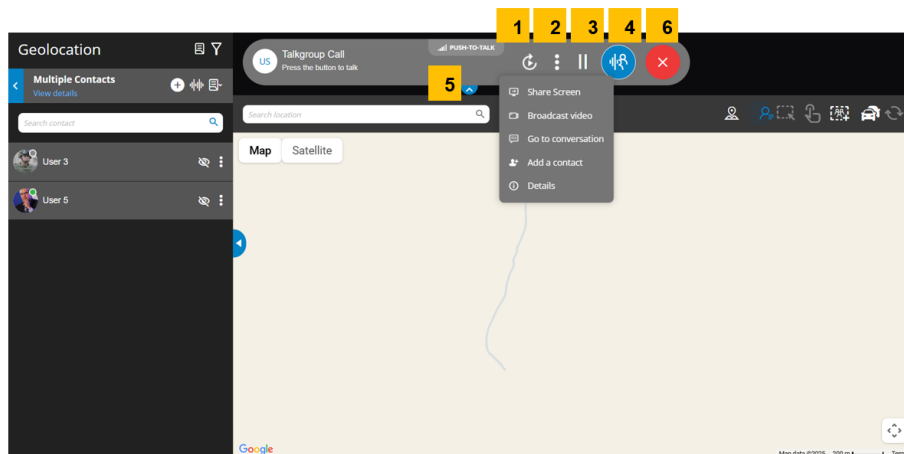


Location map > Contacts > Multi-selection > Locate users > Outgoing Push-To-Talk call

If the call is accepted, a call banner is displayed on top of the screen, showing the following:

1. Reach back request button
2. **More** button: Share Screen, Broadcast Video, Go to conversation, Add a contact, Details
3. **Call on Hold** button
4. **Push-To-Talk** button: Click and hold the button to talk. When you finish talking, release the **Push-To-Talk** button to free the floor. If the maximum talking time is reached, the floor is automatically released to let other participants talk.

5. **Hide/Show Call Banner** button
6. **End Call** button



Location map > Contacts > Multi-selection > Locate users > Push-To-Talk banner

For more information about the **Push-To-Talk** feature, go to **Contacts - Push-To-Talk** section of the guide.

Reports

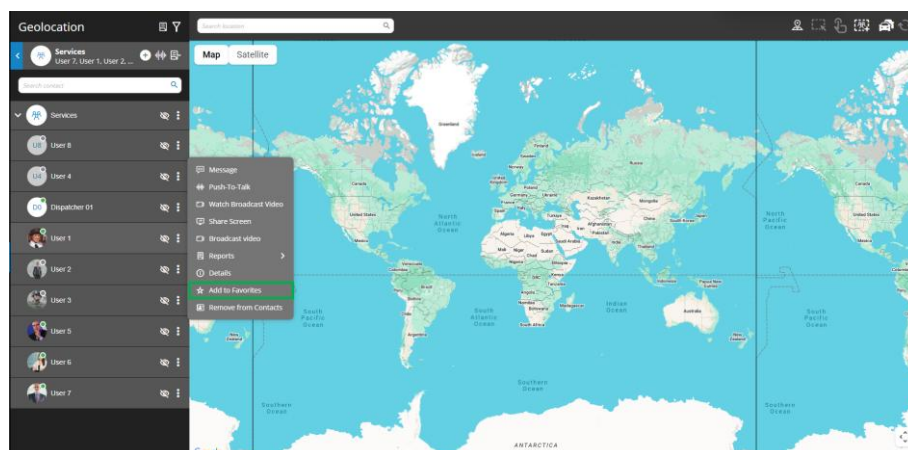
For more information about this feature, go to the **Reports** section in the guide (Multi-Selection).

Adding users/groups as favorites

You can set individual users or Talkgroups as favorite contacts to have them displayed at the beginning of the **Contacts** list so that you do not need to search for them every time you want to contact them.

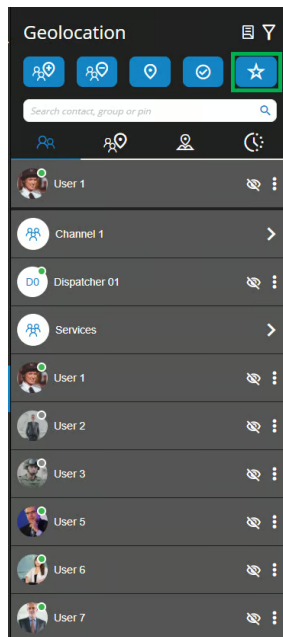
To add a user/group to **Favorites**, choose one of the two methods presented below:

1. Click the three dots button on the right of the contact (individual users/groups) from the **Contacts** list, then choose from the available options **Add to Favorites**.

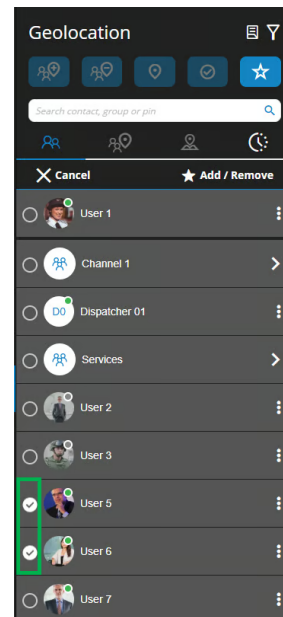


Location map > Contacts > Add to Favorites

2. Click **Add to Favorites** (the star-shaped icon) at the top of the **Contacts** list. You will be redirected to the Multi-Selection mode to choose one or more contacts (individual users and/or groups). After selecting them, click **Add**.

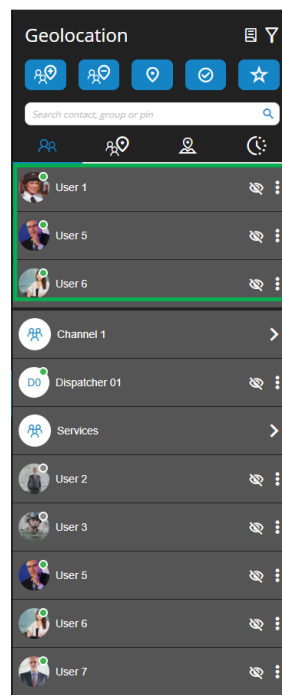


Location map > Contacts > Add to Favorites



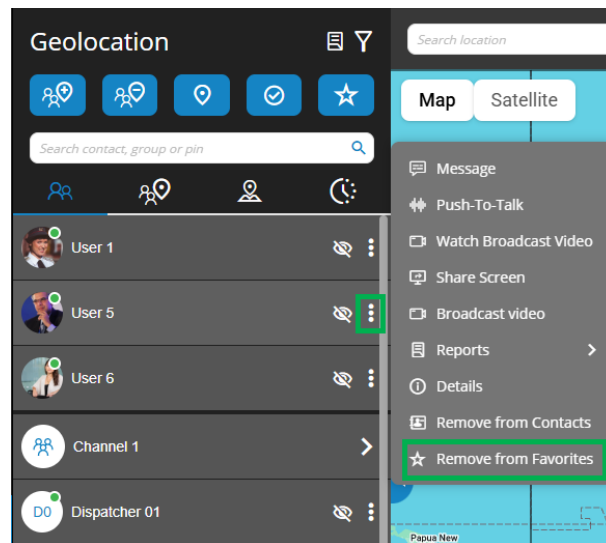
Location map > Contacts > Add to Favorites > Multi-selection > Selecting contacts

Then the contacts added to Favorites will be displayed at the beginning of the **Contacts** list.



Location map > Contacts > Favorites users

To remove a user/group from **Favorites**, click **Remove from Favorites** from the favorite Contact Options.



Location map > Contacts > Favorites users > Remove from Favorites

Contacts

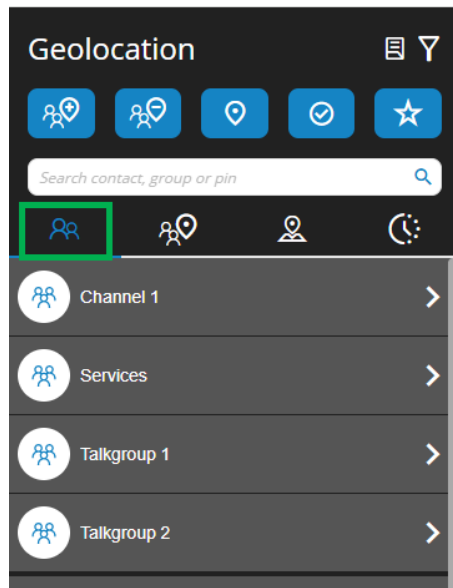
See the contacts added in your Contacts list.



Location map > Contacts

For more information about adding contacts to your list, see the section **Adding users to Contacts** in the guide (Contacts - Adding users to Contacts).

Groups

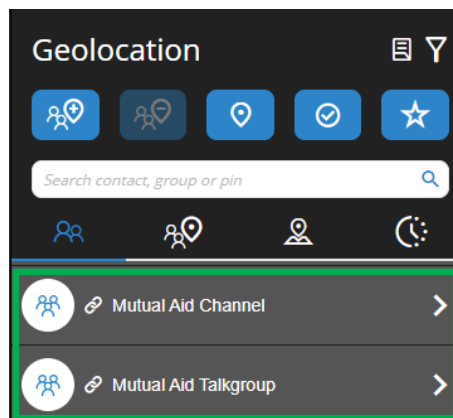


Location map > Contacts > Groups

Displaying group when linked to another organization

If the **Mutual Aid** feature is enabled by an admin, a group from your organization can be linked with a group from another organization. The users will be able to interact via a common channel in the **Push-To-Talk** tab and common group conversations in the **Conversation** tab.

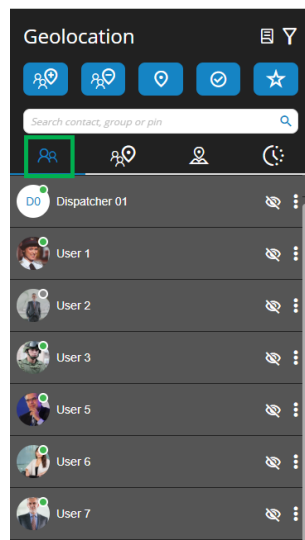
You can identify the Linked Channel/Group in your **Channels** and **Contacts** lists by the specific icon that appears next to it.



Location map > Contacts > Link channel displayed

For more information about the **Mutual Aid** feature, go to the **Mutual Aid** section of the guide (*Push-To-Talk - Channels - Mutual Aid*).

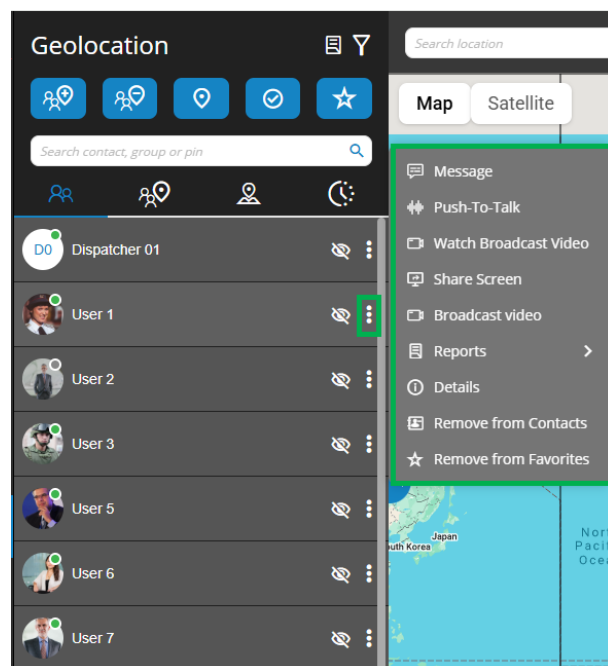
Individual contacts



Location map > Contacts > Individual contacts

Contact options

Click the three dots button on the right of a contact's name to see the available options.

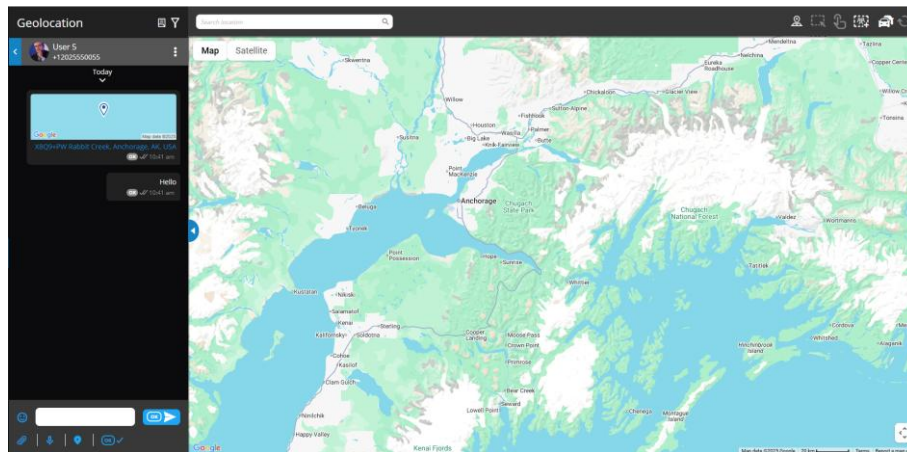


Location map > Contact options

Message

You can send a message to a contact or a group from Location.

To send a message, select a contact from the list, click the three dots button on the right of the contact's name, then the **Message** button. The conversation thread will be displayed to the left of the map, so you can continuously monitor the location of your contacts.



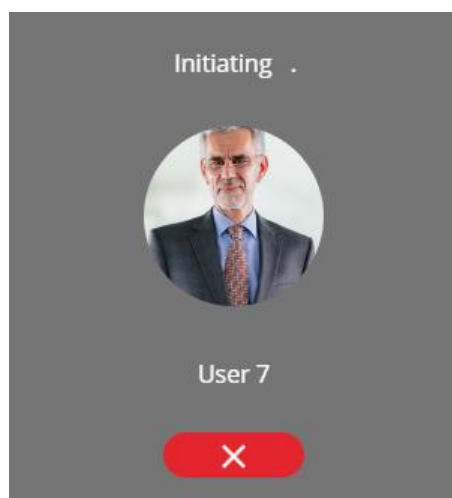
Location map > Contact options > Message > Conversation created on the left

For more information about the **Messages** feature, go to the **Group Conversation** section in the guide (Multi-Selection > Locating > More Actions).

Push-To-Talk

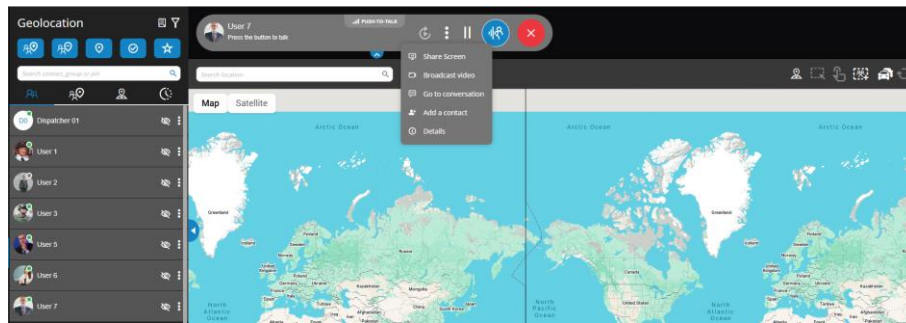
You can make a Push-To-Talk call to contacts from Location.

To make a Push-To-Talk call, select a contact from the list, click the three dots button on the right of the contact's name, then the **Push-To-Talk** button.



Location map > Contact options > Push-To-Talk > Outgoing Push-To-Talk

If the call is answered, a call banner is displayed on top of the screen, showing the following:



Location map > Contact options > Outgoing Push-To-Talk banner

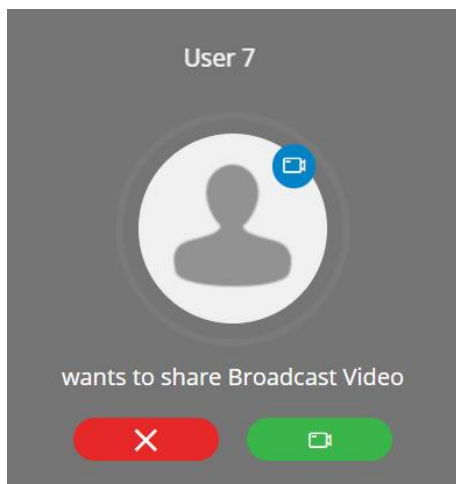
For more information about the **Push-To-Talk** feature, go to the **Push-To-Talk** section in the guide (*Location - Multi-Selection > Locating*).

Watching Broadcast Video from mobile application users

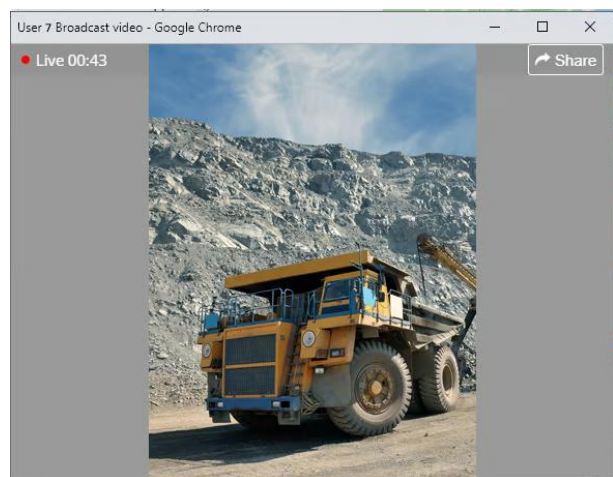
You can watch the Broadcast Video started by a mobile user with the Dispatchers.

There are two use cases:

1. The user has started the Broadcast Video with Dispatchers. A pop-up will be displayed. If you click it, a window will display the Broadcast Video shared by that user.

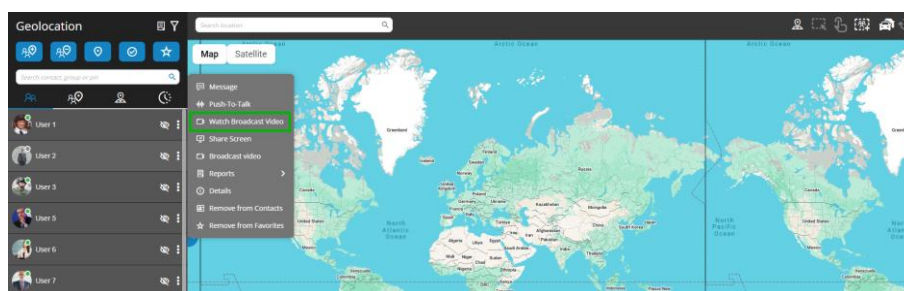


Location map > Contacts (User 7 has started Broadcast Video with Dispatchers)

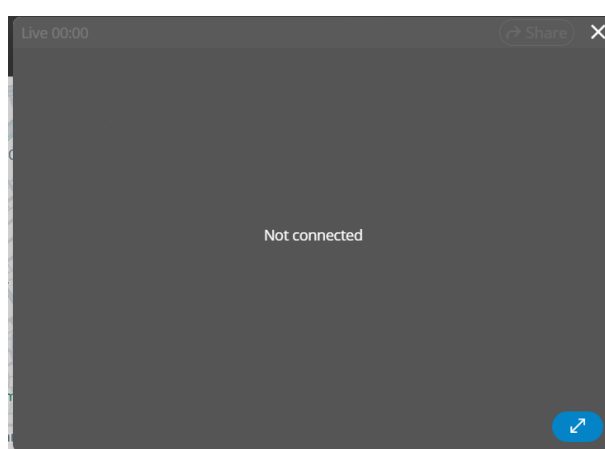


Location map > Contacts > Contact options > Watch Broadcast Video (Broadcast Video started by User 7)

2. The user has not yet started the Broadcast Video with Dispatch Managers. To watch it, choose Watch Broadcast Video from the Contact Options, and it will be displayed as soon as the mobile user starts Broadcast Video with Dispatch Managers.



Location map > Contacts > Contact options > Watch Broadcast video



Location map > Contacts > Contact options > Watch Broadcast video (User 2 has not started the Broadcast video yet)

For more information about the **Broadcast Video** feature, go to the **Broadcast Video** section in the guide (Location - Multi-Selection > Locating).

Share Screen

You can start a Share Screen session with contacts from Location.

To start a Share Screen session, select a contact from the list, click the three dots button on the right of the contact's name, and then click the **Share Screen** button.

For more information about the **Share Screen** feature, go to the **Share Screen** section in the guide (Location - Multi-Selection > Locating).

Broadcast Video

You can start a Broadcast Video session with contacts from Location.

To start a Broadcast Video session, select a contact from the list, click the three dots button on the right of the contact's name, and then the **Broadcast Video** button.

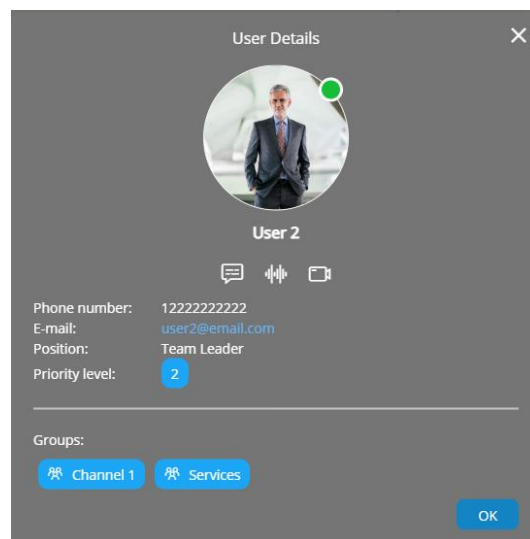
For more information about the **Broadcast Video** feature, go to the **Broadcast Video** section in the guide (Location - Multi-Selection > Locating).

Reports

For more information about this feature, go to the **Reports** section in the guide (Location - Multi-Selection).

Details

In this section, you will find all the information about a contact: Name, Photo, Phone number, Email address, Position, the Groups it belongs to, Priority details.



Location map > Contact options > Details

From this page, you can send a message, start a Push-To-Talk call, or a Broadcast Video.

For more information about the **Push-To-Talk** and **Messages** features, go to the **Push-To-Talk** and **Contacts** sections of the guide.

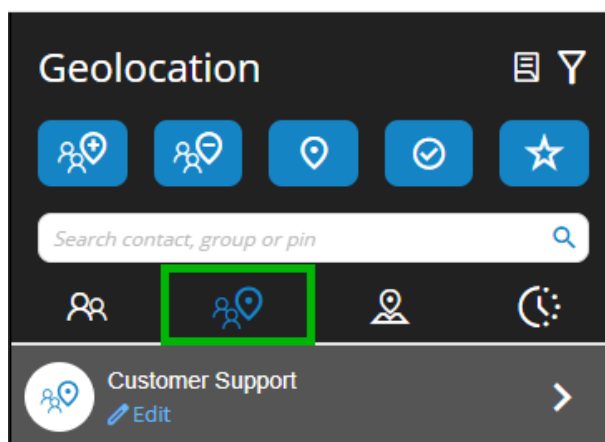
Adding to Favorites

In this section, you can add individual users/groups as favorite contacts to have them displayed at the beginning of the **Contacts** list so that you do not need to search for them every time you want to contact them.

For more information about the **Add to Favorites** feature, go to the dedicated section in the guide (Adding Users/Groups as Favorites).

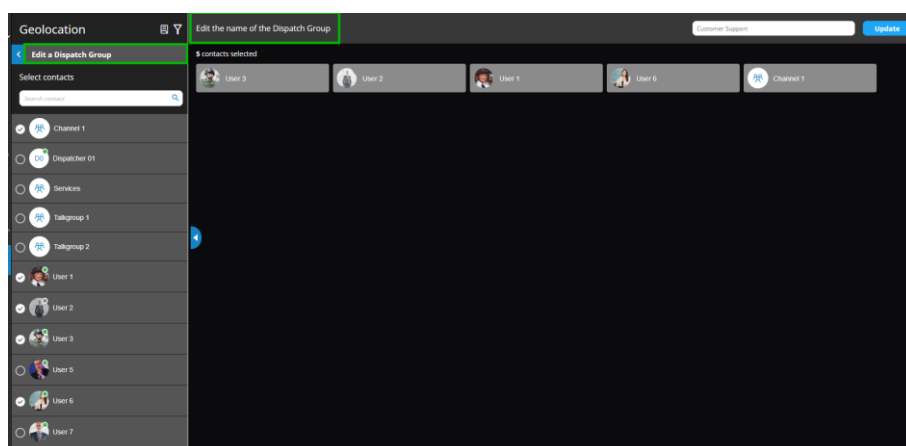
Dispatch groups created

See the Dispatch Groups created.



Location map > Dispatch groups option

If you click the **Edit** button, you can select/deselect users and edit the name of the Dispatch Group.



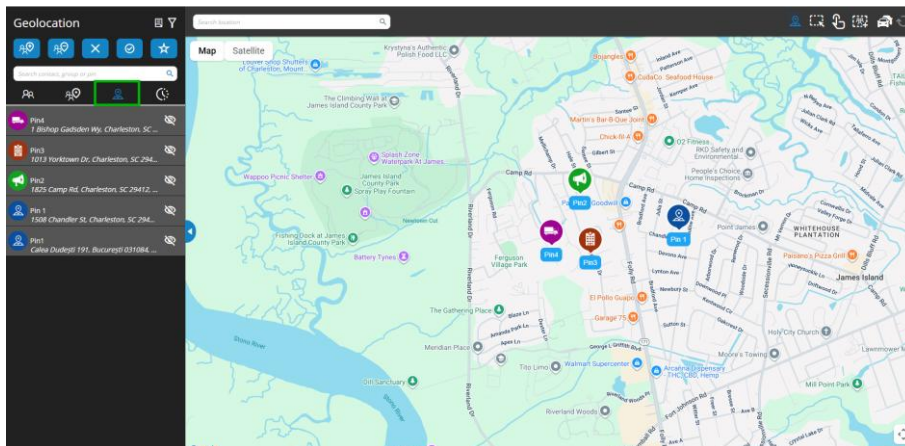
Location map > Select contacts and edit the group name

When you access the Dispatch Group, the following options are available: More Actions, Push-To-Talk, Reports.

For more information about these features, go to the **More Actions**, **Push-To-Talk**, and **Reports** section in the guide (*Location - Multi-Selection > Locating*).

Locations

View the pins created.



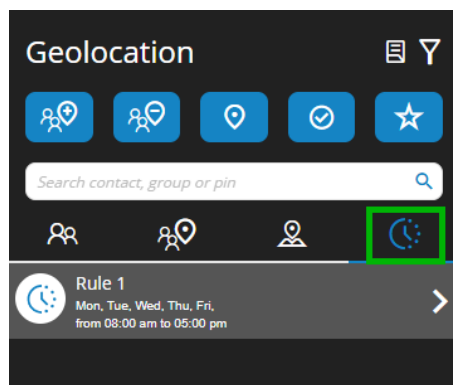
Location map > See the pins created

You can click a pin and see its details.

For more information about this feature, go to the **Setting Pins on Map and Sending Them to Users** section in the guide.

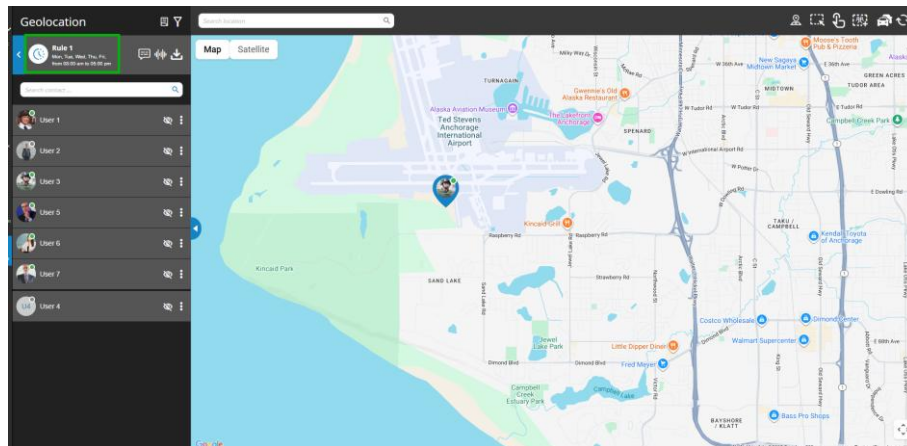
Tracking Rules

See the rules created by an admin.



Location map > Tracking rules option

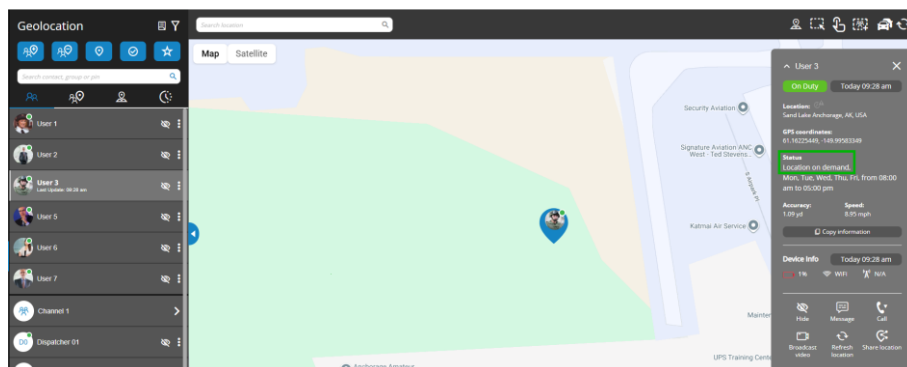
Click the rule to see its details.



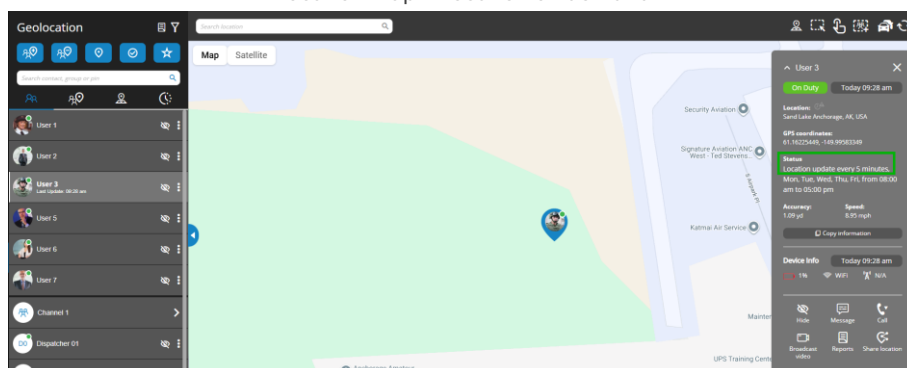
Location map > Rule details

Location status

- **Location on Demand:** Time and date of last location; address; status; options: call, send message, and refresh location.
- **Tracking:** Time and date of last location; address; frequency tracking; status; options: call, send message, and get location history.



Location map > Location on demand

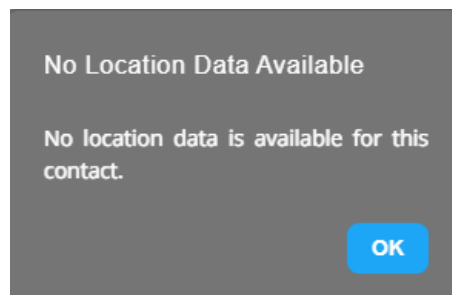


Location map > Tracking

- No location status can occur for the following reasons:

1. **Application not installed:** An admin has activated **Location** for this user, but the user did not install the Fusion application on the mobile phone.
2. **Location deactivated in the application:** An admin has activated **Location** for this user, but the user deactivated the Location by setting it inactive in the application (*Settings > Options > Location*).
3. **Location services deactivated on the device:** An admin has activated **Location** for this user, but the user deactivated location services on the mobile phone: GPS service is inactive, airplane mode is activated, the user has logged out, etc.
4. **Contact cannot be located:** An admin has not activated **Location** for this user.
5. **Outside tracking rules:** The user has the **Location** active only for a certain tracking interval (certain days/hours - ex.: business hours). Out of this tracking period, the location data will not be available.
6. **Location not exact:**

- The accuracy of the received location is higher than the desired accuracy set for the organization.
- The system returns a location with a timestamp in the past.
- Poor GPS signal.



Location map > No location data available

Location/GPS deactivated

As soon as a user deactivates or activates the **Location** in Fusion again or the device's location in **settings**, Fusion sends a notification to you if you may locate this user (depending on the rights configured by an admin).

The notification is displayed in two different ways: on a pop-up and from the notification area.

You will be able to export the data to an Excel file.

Notification pop-up

On the **Location** tab, the notification will be displayed in a pop-up.

- Fusion settings:
 - [username] inactive Application Location Option [Date/Time]
 - [username] enabled Application Location Option [Date/Time]
- Device's location settings:
 - [username] inactive Device Location Service [Date/Time]
 - [username] enabled Device Location Service [Date/Time]

Pop-up display logic

If one or more users deactivate/activate one of the Location parameters, a pop-up is displayed regardless of the menu you are in: Contacts/Conversations/Push-To-Talk/Settings.

At Fusion connection, if you access the **Location** tab, a pop-up listing all the events since the last connection (Fusion login) should be displayed. The events are ordered from the most recent to the oldest one.

If multiple users deactivate/activate one of the settings at the same time, these events will be aggregated in one pop-up.

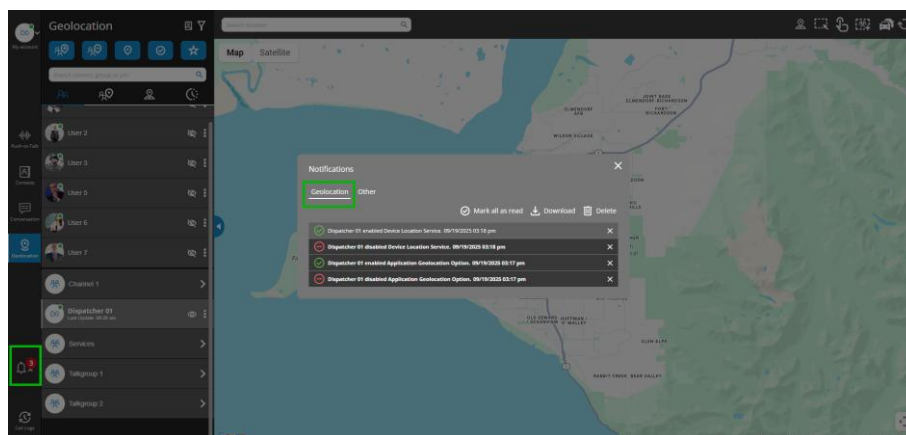


Location map > Notification pop-up > Location notifications

Notification area

If you click the **Notifications** button, you will see two tabs (**Location Notifications**, **Other**) as well as three options (**Mark All as Read**, **Delete**, and **Download** - if there are notifications).

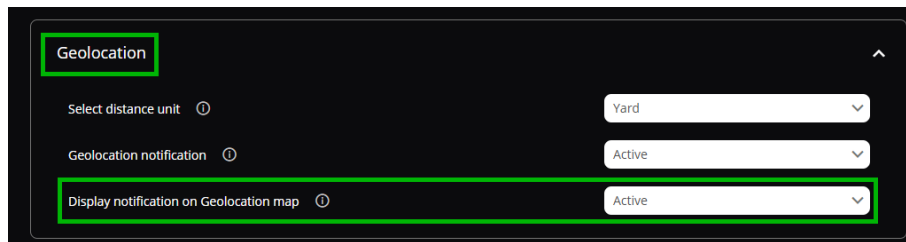
The **Location Notifications** display all changes related to the location settings made by the users.



Notifications > Location notifications

If you want to be notified when the users you can locate deactivate/activate their **Location** feature, go to Settings > Location, and activate the **Display notification on Location map** option.

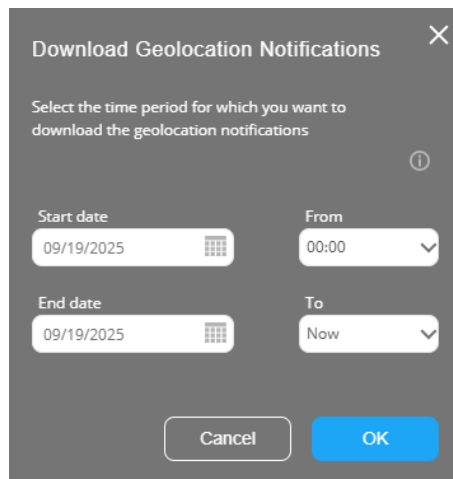
The user's location services can be displayed in real time if you activate the **Display Notification on Location Map** option from Settings > Location Map.



Settings > Location > Display notification on Location map

To download the notifications report, click the **Download** button on the right. Select the time period (date and time) for which you want to download all the Location notifications. The Excel file is automatically downloaded.

Note: If there is no notification report found in the selected time, an error is displayed.



Notifications > Location notifications > Download

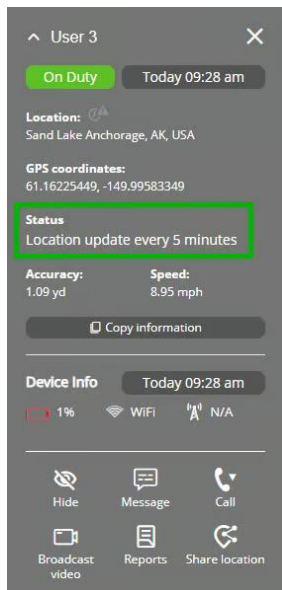
The report includes the following columns: Date, Time, Contact (first and last name), Event (Application Location Option inactive/enabled, Device Location Service inactive/enabled).

Location information

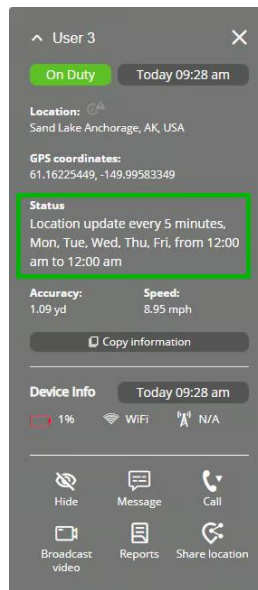
When a user is displayed on the map, you can get the following information in a pop-up:

- **Username**
- **User status:** On Duty or Off Duty
- **Date and time** of the last location received
- **Location** address
- **GPS coordinates**
- **Status:**
 - If the user has the **Tracking** option: Frequency tracking info (time and distance, if activated - *Location update every X minutes/X meters*)
 - If the user has the **Location On Demand** option: *Location on demand*

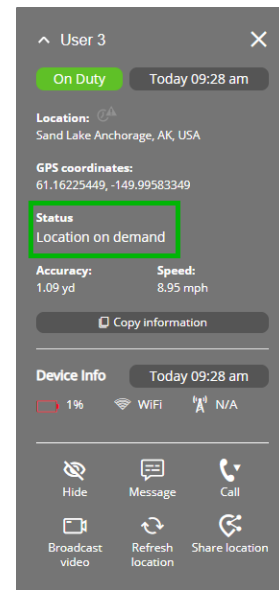
- If the user has deactivated the option or mobile location services are inactive, this information is also displayed.



User with “Tracking” status (no period rule activated)

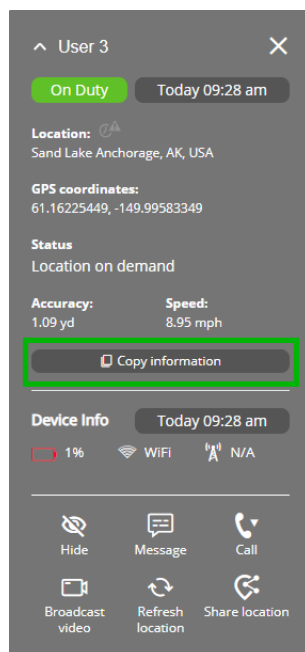


User with “Tracking” status and distance frequency tracking (with period rule activated)

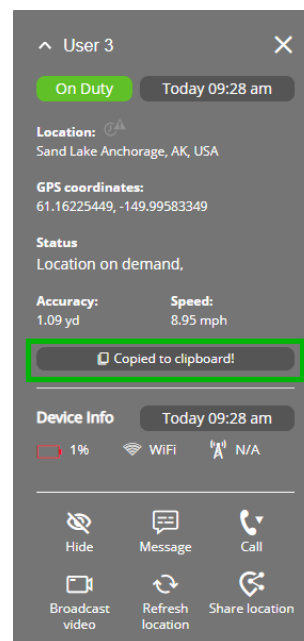


User with “On Demand” status

- **Accuracy** of location
- **Speed** between two locations
- **Copy information:** When you click the button, the following user information is copied to the clipboard: Username, Location address displayed on the map, GPS coordinates, Status, Accuracy, and Speed. This makes it simple to share users’ information.



Location map > Location information > Copy information



Location map > Location information > Information copied to clipboard

- **Battery level**

- **Network type and signal strength**

- If the user has Wi-Fi connection, the icon will indicate the strength of the signal:

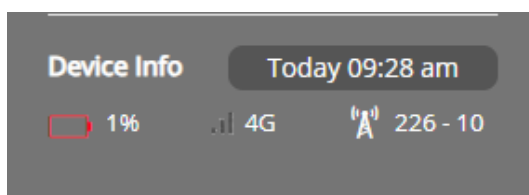


Wi-Fi icons with signal strength from none to full

- If the user has Wi-Fi connection, but the application cannot retrieve the signal strength, a particular icon will be displayed:



- **PLMN:** The Public Land Mobile Network (PLMN) number will be displayed for the users tracked and is visible to you. The number is only applicable to 2G/3G/4G/5G. Not applicable to Wi-Fi.



Location map > PLMN feature activated on 4G

You can choose to compress/expand or close the location information through the two buttons on the upper side of the pop-up window.



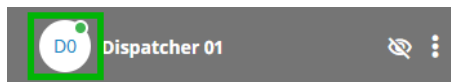
Location map > Compress/Expand and Close buttons

User status

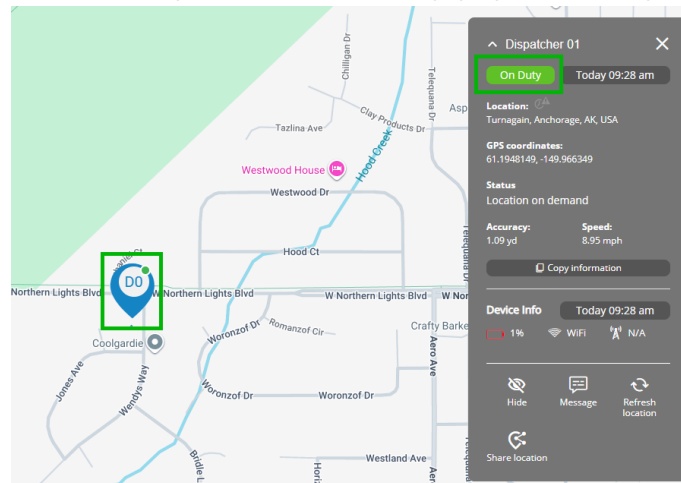
It is set by the user on mobile or Fusion Dispatch. They can define if they are:

On Duty

- A green sticker is displayed on the picture.
- The available status will be displayed in the location information pop-up.



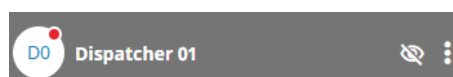
Location map > Location information pop-up: User On Duty



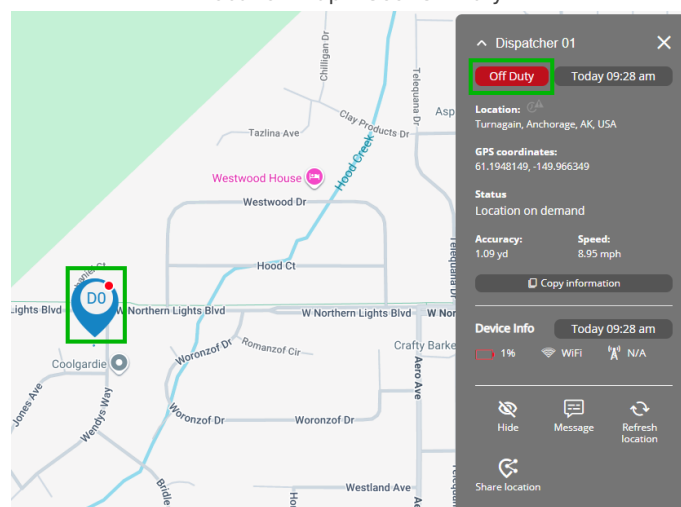
Location map > Location information pop-up: User On Duty

Off Duty

- A red sticker is displayed on the picture.
- The busy status will be displayed in the location information pop-up.



Location map > User Off Duty



Location map > Location information pop-up: User Off Duty

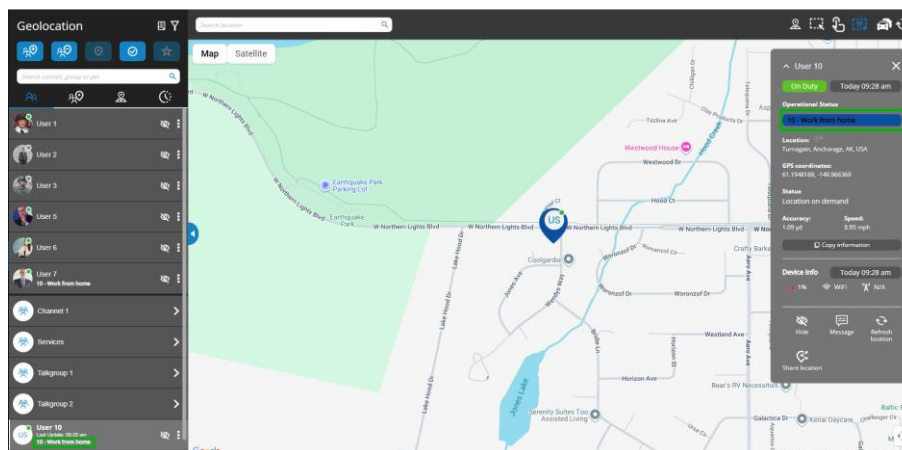
Operational Status

The Operational Status is displayed in the User card (under On Duty/Off Duty) and User status in the Contact list (below the user's name).

The Operational Status will be displayed in the Map itinerary (Excel file).

The color of the Operational Status will be displayed in:

- User PIN (on the map)
- User card



Location map > Operational status display

Use case for Location on Demand and Tracking options

If an Operational Status is selected, the pin color for **Location On Demand** and **Tracking** options is the one used for the Operational Status. If an Operational Status is not selected, the pin for **Location On Demand** and **Tracking** options will have the default colors (gray pin for Location On Demand and blue pin for Tracking).

Use case for On Duty and Off Duty statuses

Whether the user has selected an Operational Status or not, the sticker for On Duty and Off Duty status will have the default color (green sticker for On Duty and red sticker for Off Duty).

Use case for Emergency Call and Emergency Message

Whether the user has selected an Operational Status or not, when an Emergency Call or Emergency Message is made, the pin will have the default color (red pin for emergency alerts).

Operational status in large organizations

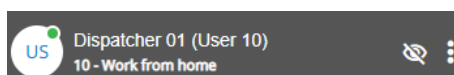
When the **Large Organization** feature is set to active by an admin, you are not able to see the Operational Statuses of the users in the **Contacts** tab. You can still filter the users based on Operational Status on the Location map.

Note: Activating the **Large Organization** feature is advised for organizations with 1000 users or more.

Alias

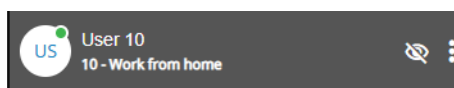
On the Location map, you can see the other users' name and/or alias, based on the settings made by an admin.

Use case 1: An admin activates the **Alias** feature and selects Name and Alias to be seen by other users. For users who have set their alias, you can see their name and alias.



Location map > Name and alias in brackets

Use case 2: An admin activates the **Alias** feature and selects Alias to be seen by other users. For users who have set their alias, you only see their alias.



Location map > Alias only

The alias or name and alias of the users are also displayed as shown below:

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

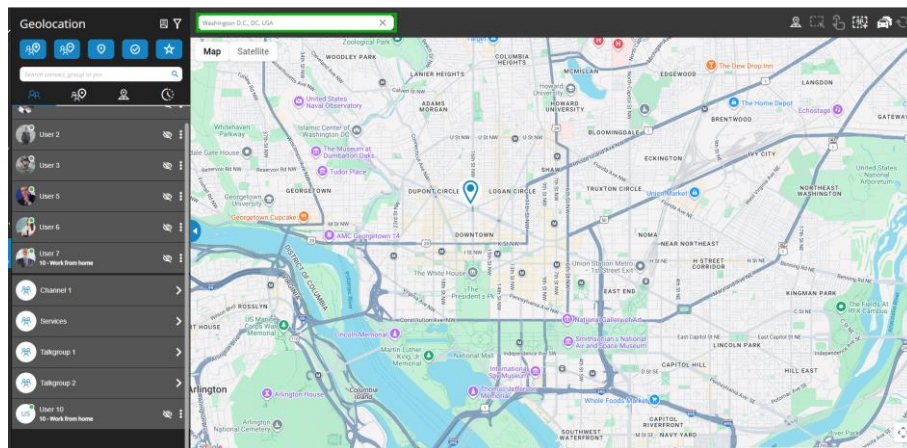
Searching for an address

There are two use cases of knowing the closest contacts to an address:

Use case 1: You have a list of users displayed on the map, and you perform an address search. The map is centered on the selected address, and the list on the left is reorganized by distance to address.

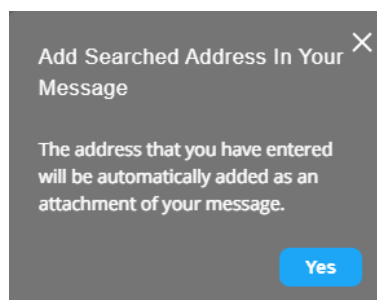
Use case 2: There is no user on the map, and you perform an address search. The map is centered on the selected address. However, if you select while the search is active, the same thing happens as in use case 1: the list of users is ordered by distance, and the map is centered on the address pin.

Note: Whenever you are using the search bar, the search request will wait for one second while typing before displaying the result.



Location map > Search for an address

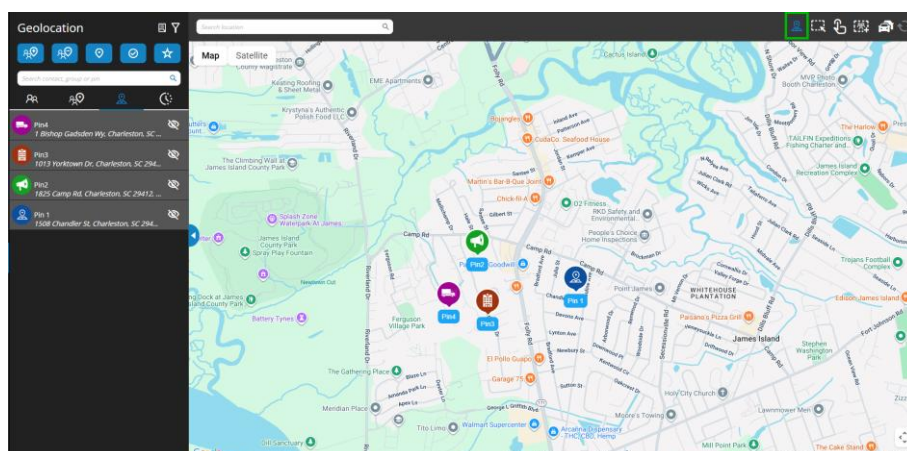
Select one or multiple contacts and send them a message. The searched address can be automatically added as an attachment to the message.



Location map > Send an address

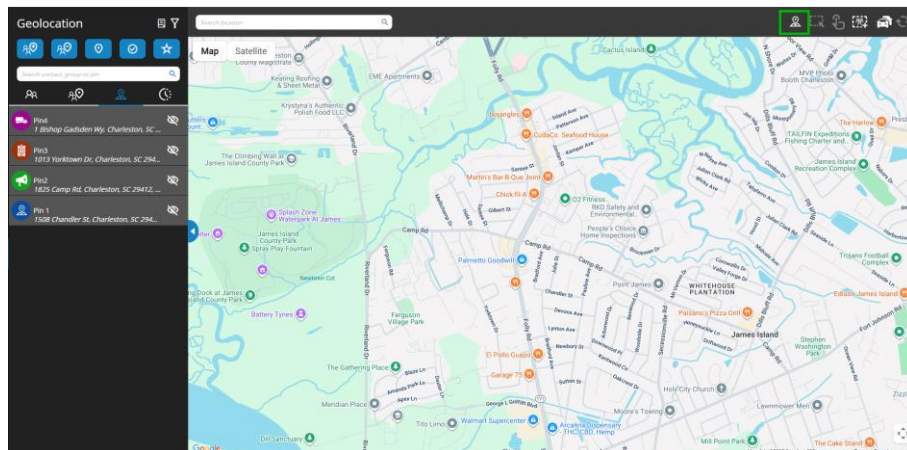
Showing pins on the map

Click the **Show Pins on Map** button to show the pins.



Location map > The pins are displayed on the map

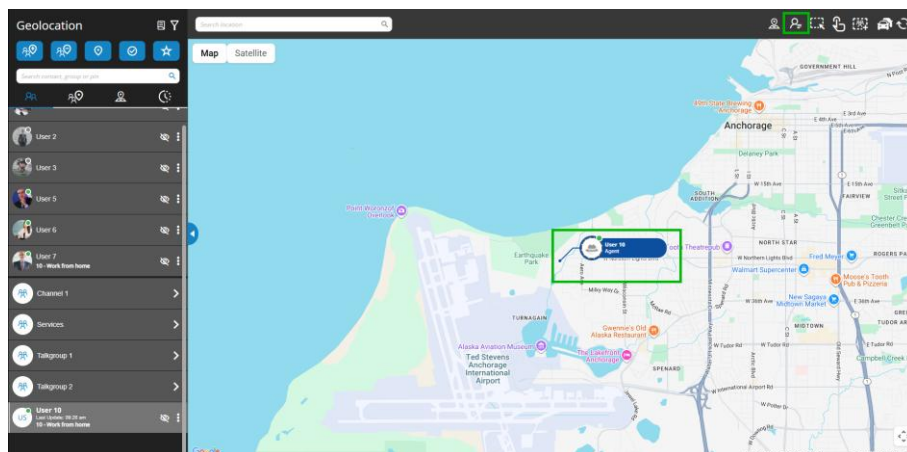
If this option is not enabled, then the pins are not displayed.



Location map > The pins are not displayed on the map

Showing user role

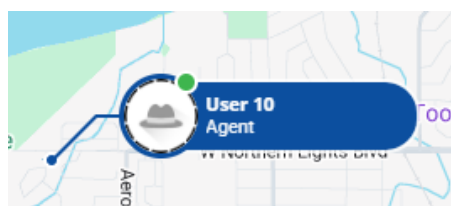
If the **User Role** is activated for the organization, a new filter is displayed: **Show User Role**. If you click this button, the users are shown on the map with their role icons as set by an admin.



Location map > User role filter active

The **User Role** displays:

- **User Role** picture/icon set by an admin
- **On Duty/Off Duty** badge (small circle next to the role picture)
- User's name
- User role name

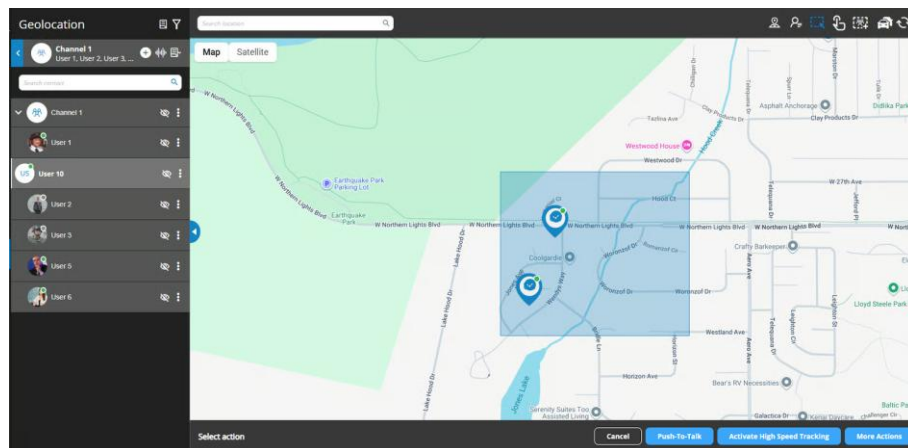


Location map > User role

Note: If the Operational Status is on and the user has an Operational Status with a certain color, the User Role is displayed in that color.

Selecting contacts on the map

When you click the **Select Contacts on the Map** button, you can include more than one user located on the map and perform certain actions. Using the mouse, include all the users in a frame.



Location map > Select multiple users on the map

The available options are **Cancel**, **Activate High Speed Tracking**, and **More Actions**.

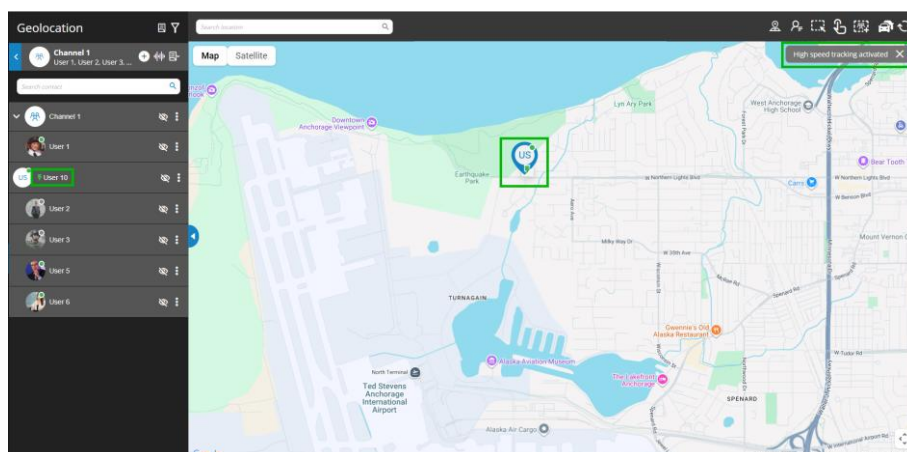
Activating High Speed Tracking

As a Dispatcher, you may activate the **High-Speed Tracking** feature for users, allowing you to monitor them and adjust their tracking rules without involving them or an admin.

Note: The **High-Speed Tracking** feature is activated by an admin in the configuration file. This feature is applied throughout the platform. It must be applied to mobile application users who activate High-Speed Tracking on their own, as well as when the Dispatcher activates High-Speed Tracking for users. When the time limit is reached, the High-Speed Tracking must be turned off automatically.

When activating the High-Speed Tracking, a confirmation pop-up appears in the top right corner indicating that the feature is activated.

An icon appears next to each user on the map.



Location map > Select multiple users on the map > High speed tracking is activated

Note: You will be unable to deactivate High Speed Tracking once it is already activated. When the time limit is reached, it is deactivated automatically. It has a default time limit of 30 minutes, but this may be modified in the configuration file.

Note: You cannot activate High Speed Tracking for more than 20 users at once. If you select more than 20 users on the map, you receive a notification error.

Use case: When you activate High Speed Tracking for a user who has no network, that user will benefit from it when they reconnect to the network.

More actions

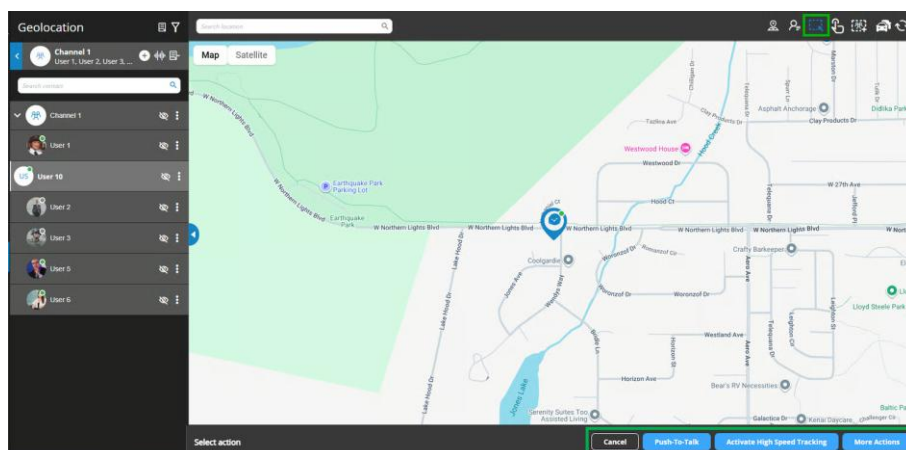
When you click the **More Actions** button, the following features are available: Sending a message.

For more information about this feature, go to the dedicated sections in the guide (Multi-Selection > Locating > More Actions).

Selecting a contact on the map

When you click the **Select Contact on the Map** button, you can select one user located on the map and perform certain actions.

The available options are **Activate High Speed Tracking**, and **More Actions**.



Location map > Select a user on the map

Activating High Speed Tracking

As a Dispatch Manager, you can activate the **High Speed Tracking** feature for a user, allowing you to monitor them and adjust their tracking rules without involving them or an admin.

*For more information about the **High Speed Tracking** feature, go to the **Selecting Contacts on the Map** chapter in the guide.*

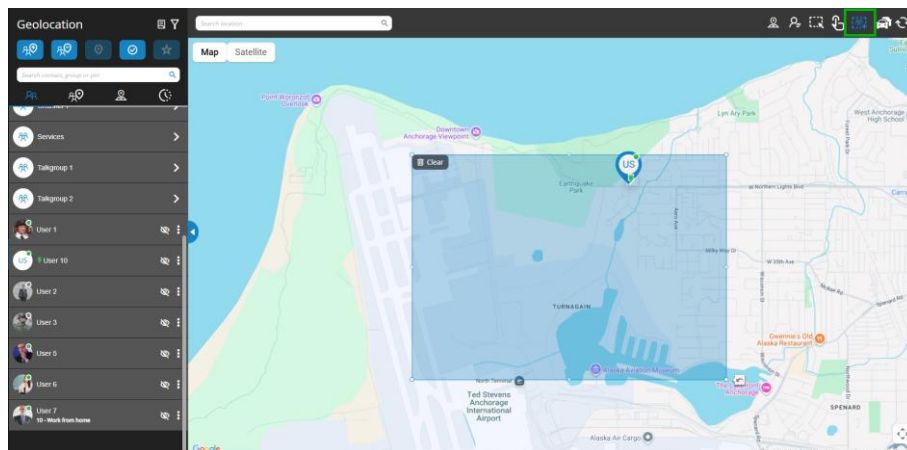
More actions

When you click the **More Actions** button, you can send messages to the selected user.

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

Drawing area

When you click the **Draw Area** button, the map only shows users who are in the area you previously defined. Users outside of this area will no longer be displayed.

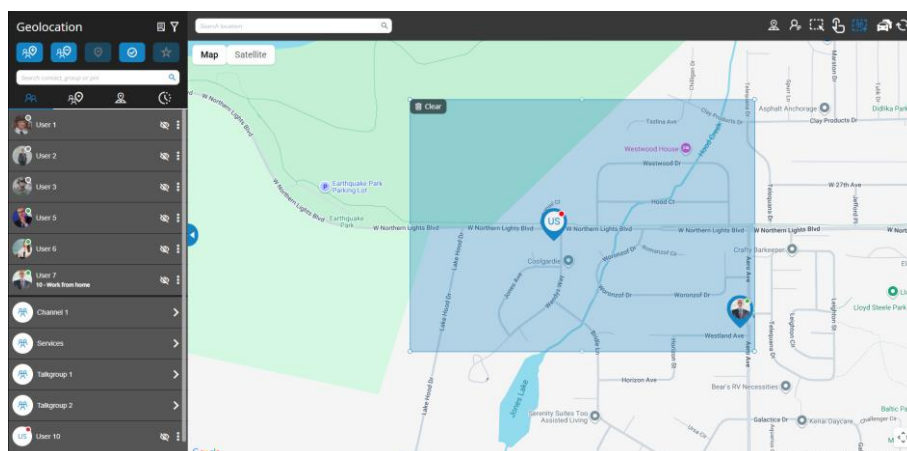


Location map > Draw area > User is part of the drawn area

Note: Enabling the **Draw Area** feature affects the following features:

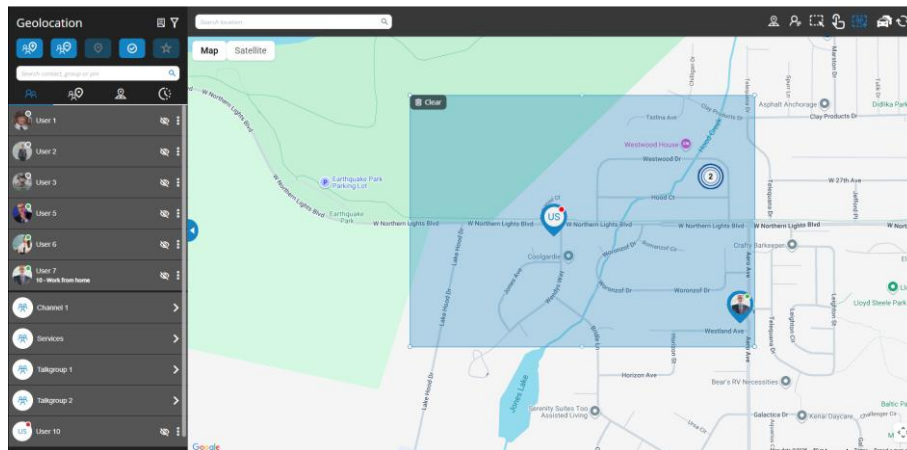
- The **Set Pin on Map** and **Add Favorites** features are automatically inactive (greyed out).
- The **Select Contacts on the Map** and **Select Contact on the Map** features are automatically enabled and ready to use.

Select one or multiple users from a group, and then click the **Draw Area** button. Using the mouse, start drawing the desired area.



Location map > Users are part of the drawn area

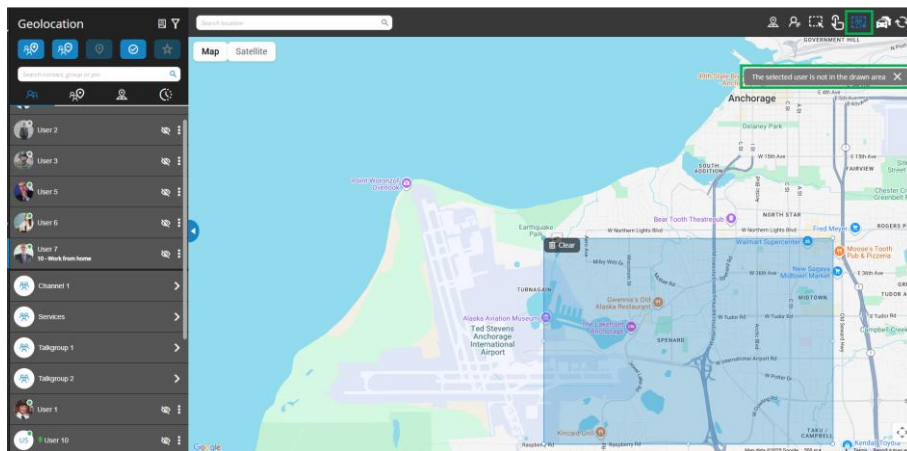
Note: If there are multiple users in the same location, a cumulative counter appears.



Location map > Multiple users in the same location

A notification appears in the top right of the map if one or multiple users are not in the drawn area.

- Notification for one user: The selected user is not in the drawn area.
- Notification for multiple users: Users from this group are not in the drawn area.

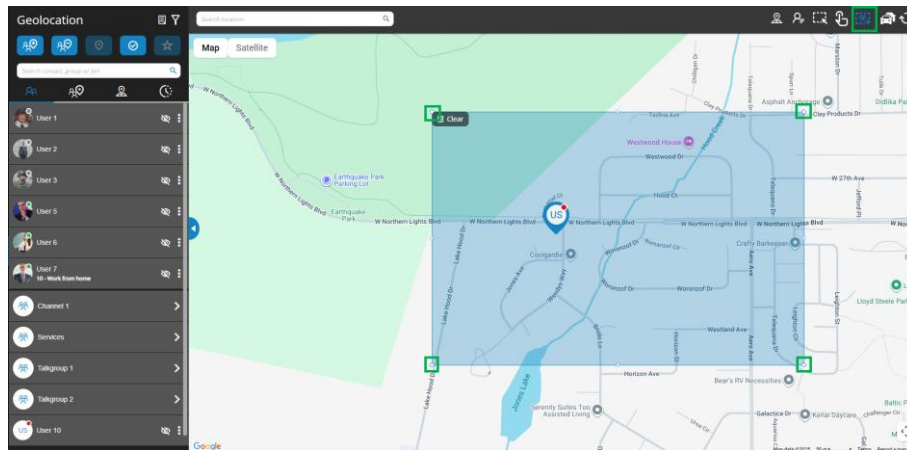


Location map > User is not in the drawn area

If you navigate to another Fusion page (Contacts, Conversations, Push-To-Talk, or Settings), when you return to the **Location** page, you see the same information as when you left the page (the drawn area and its users are still visible).

Editing the drawn area

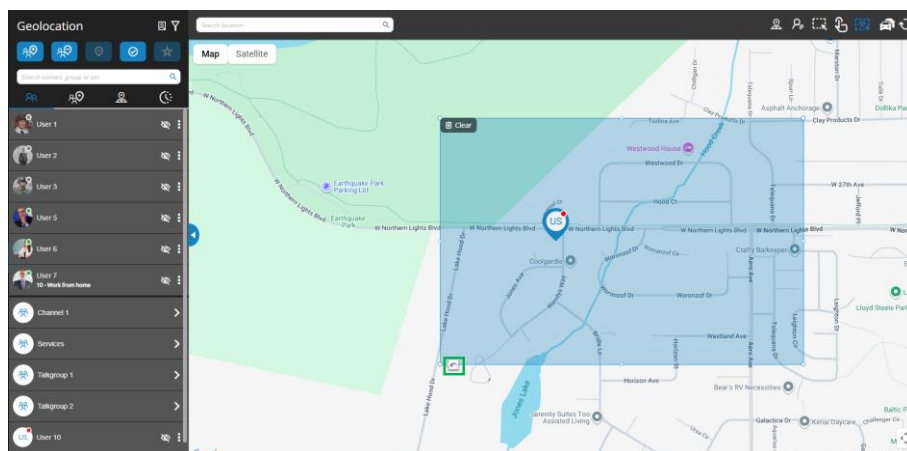
Using the four corners, you can extend or reduce the drawn area on the map proportionally in height or width. The area is selected when you release your mouse.



Location map > Edit the drawn area

Undoing last edit

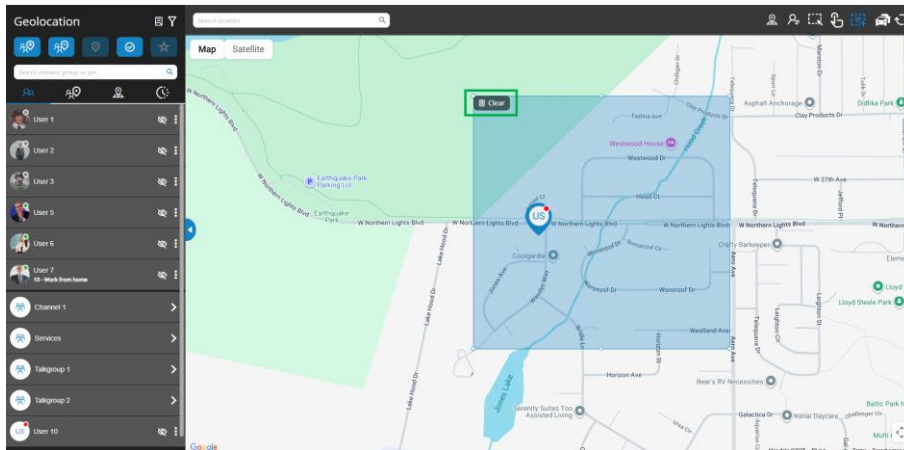
Click the **Undo Last Edit** button if you want to go back to the last change you made.



Location map > Undo last edit

Removing the drawn area

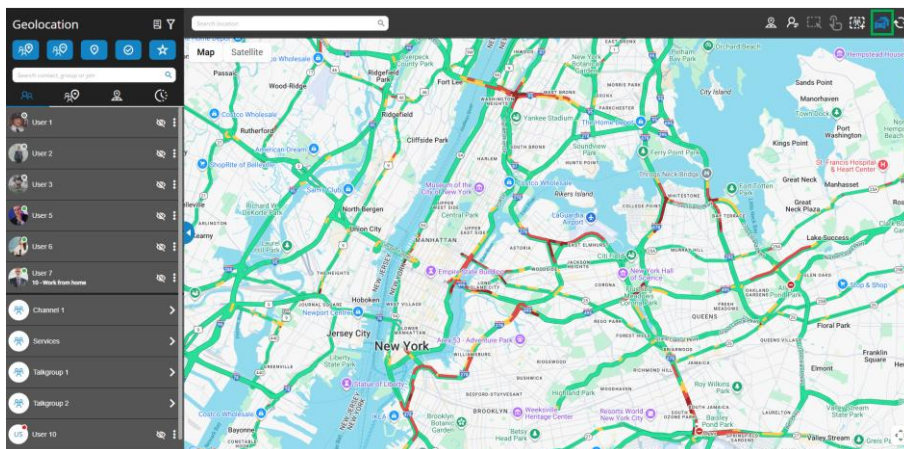
If you want to remove the drawn area, click the **Clear Area** button. The drawn area is removed immediately without any notification.



Location map > Delete the drawn area

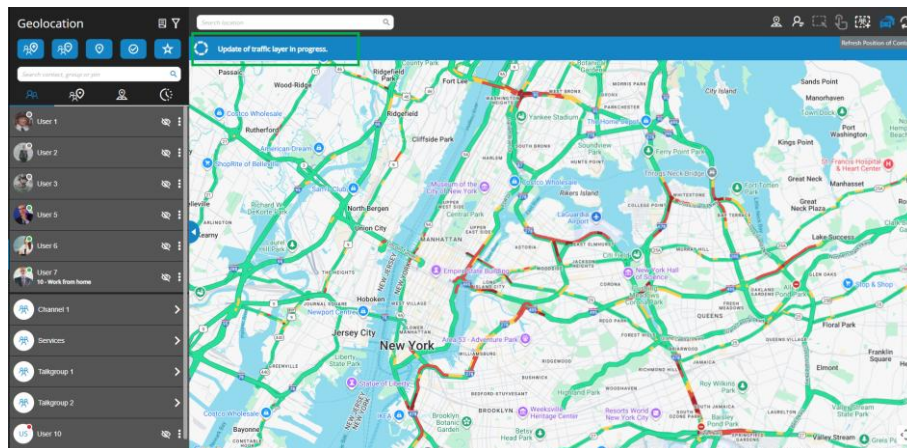
Displaying traffic layer on the map

If you want to see the traffic movement on the map, click the **Display Traffic Layer on the Map** button.

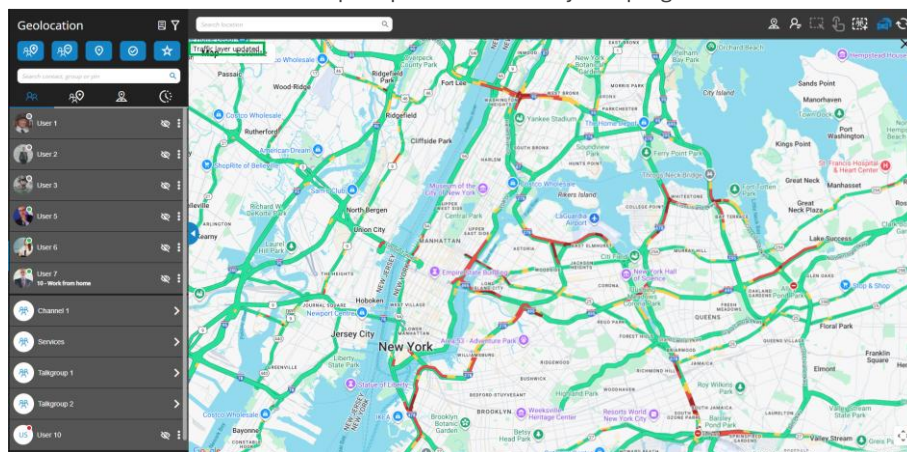


Location map > Traffic movement is displayed on the map

After clicking the **Display Traffic Layer on the Map** button, you can simultaneously use the **Refresh** button to update the traffic movement.



Location map > Update of traffic layer in progress

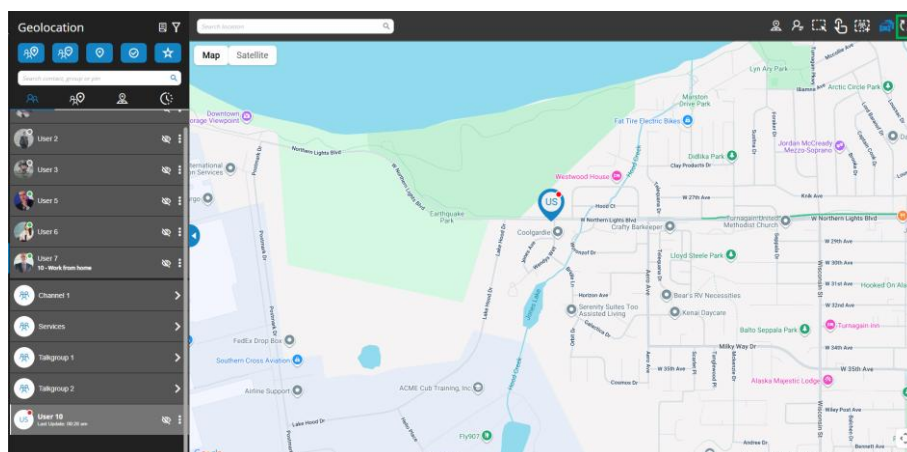


Location map > Traffic layer updated

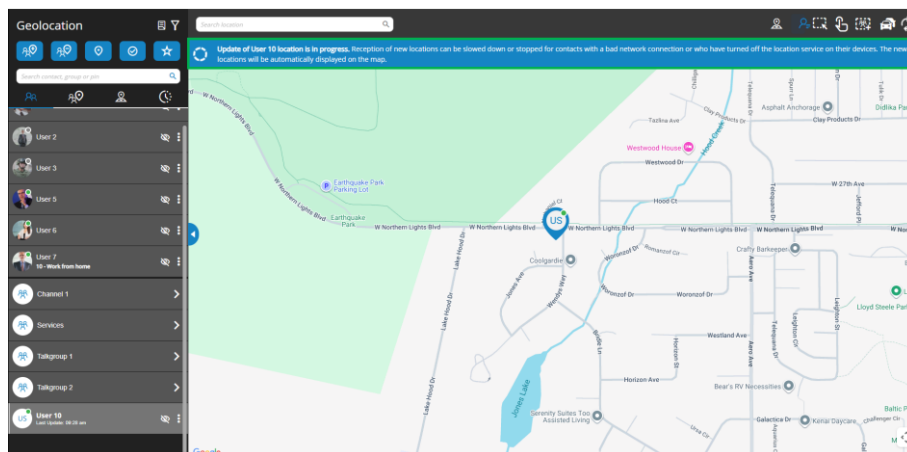
Refreshing contacts' location

You can refresh the location of contacts:

- With Location On Demand
- Selected from the **Contacts** list to be displayed on the map, regardless of their Location status



Location map > Refresh location



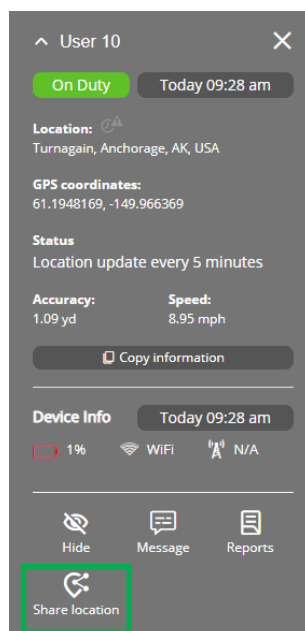
Location map > Refresh location in progress

Once the location has been refreshed, a confirmation message is displayed on the top of the map.

Sharing location

You can share the location of a specific user by generating a temporary URL that can be sent to an external contact. By clicking the URL, the user's location is displayed on the map on the web page.

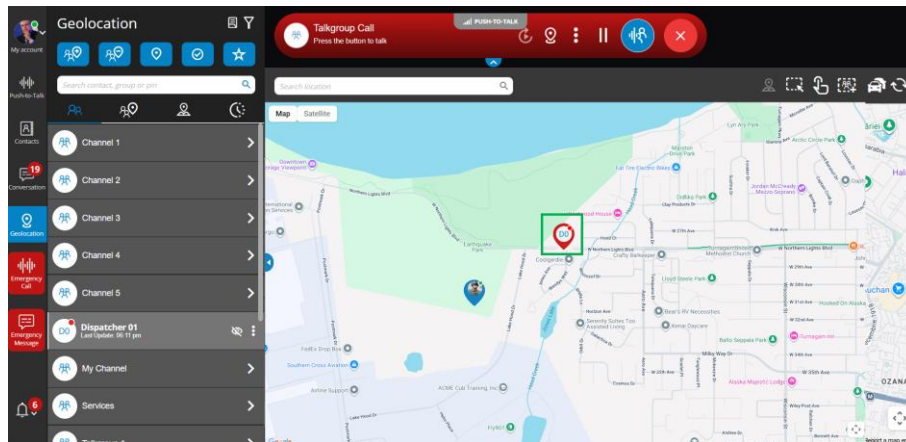
From the Contact pop-up, select **Share Location**.



Location map > Share location

Users in Emergency Mode

If a user sends an emergency alert, you see their location on the map. The user pin is red.



Location map > Contact in emergency alert shown on the map (red pin)

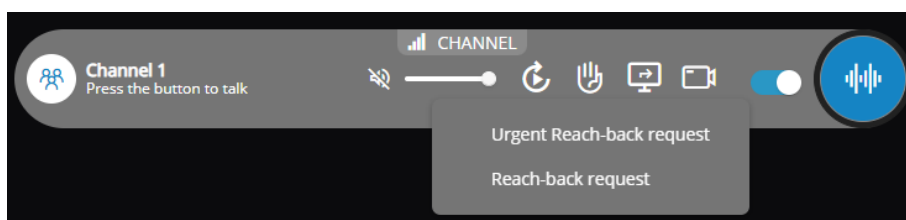
For more information about the **Emergency Alert** feature, go to **Emergency Call** section of the guide.

Reach Back Request

Sender

Reach back requests, either standard or urgent, can be sent to contacts or Dispatchers via the channel banner when you are connected to it.

- If you select contacts, the list of users and Dispatchers connected to the channel appears.
- If you select Dispatchers, all Dispatchers associated with that channel receive the reach back request.



Channels > Standard/urgent reach back request sent to contacts/Dispatch Managers

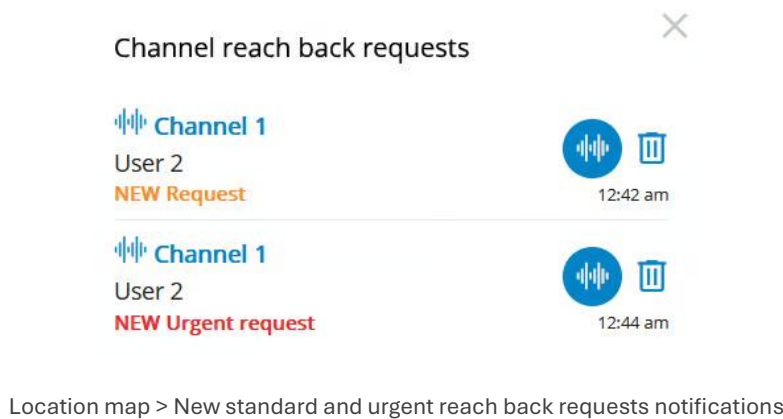
Note: For Large Channels, only the first 100 users are displayed, regardless of whether they are connected or not.

Receiver

A customized ringtone plays when you receive a standard or urgent reach back request. Both kinds of reach back requests have the same ringtone.

The only difference will be its duration: in case of urgent reach back request, the duration of the sound is doubled.

Example: If a standard reach back request plays for 30 seconds, then an urgent reach back request plays for 60 seconds.



For more information about the **Reach Back Request** feature, go to *Push-To-Talk - Channels* section.

EMERGENCY SERVICES

Fusion's emergency services 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.

An admin can activate the **Emergency Services** feature for you by request. Emergency services prevent and help rescue by fast and efficient communication in critical situations.

Emergency Call

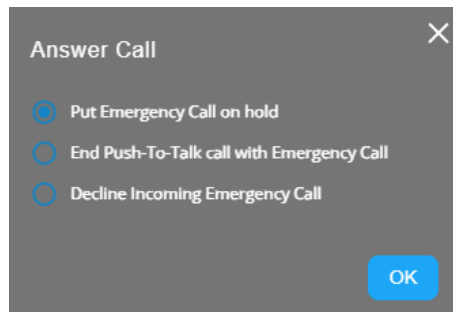
With Fusion, you can make Emergency calls to a preset list of recipients, informing them about critical situations. In addition to the default list, if your admin enabled the option, the recipients of the Emergency Call are also the users connected to the channels where you are active at the time of triggering the Emergency Call, except for the Large Channels.

The feature is designed mainly for police, military, and security forces, but can also be used for the personal safety of employees.

Note: Auto-answer is enabled by default for Emergency Calls.

Once triggered and automatically answered, the **Emergency Call** takes priority over all other calls.

Note: If you are already in another Emergency call, it is up to you whether to put the new call on hold or to answer it.

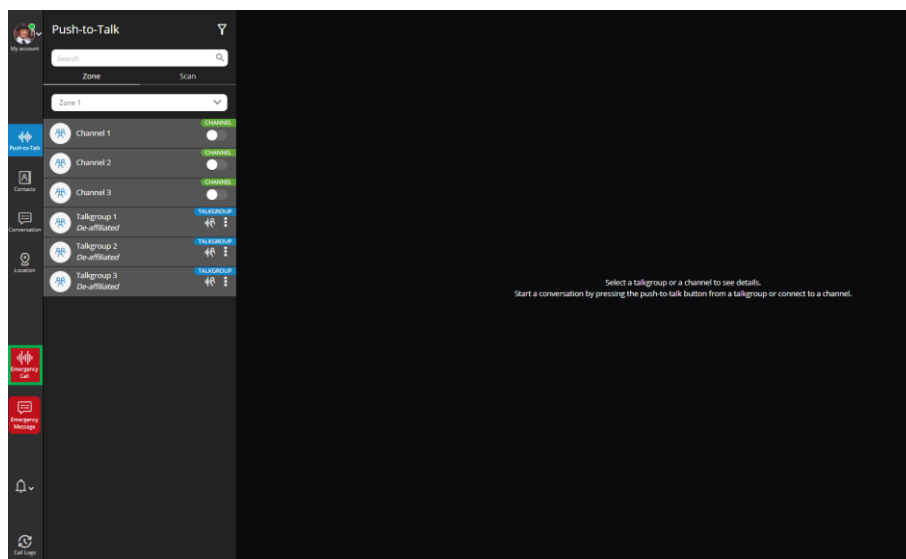


Ongoing Emergency call > Choose what to do if you receive another Emergency call (notification pop-up)

Note: The default limit for Emergency Calls is 100 users. The parameter is configurable at platform-level.

Outgoing Emergency Call

Click the **Emergency Call** button.



Emergency call

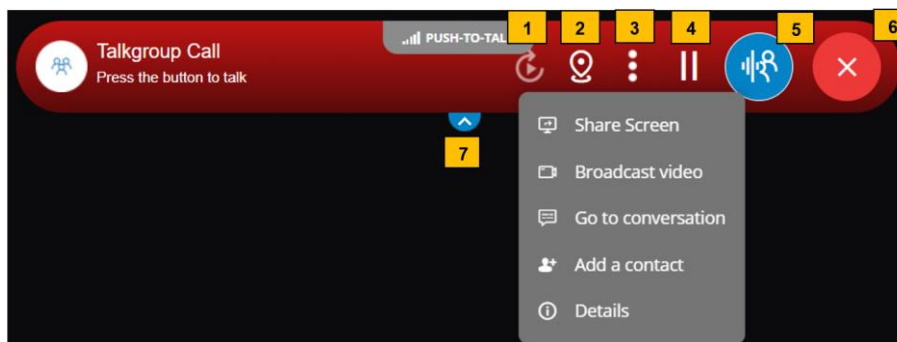
Note: If there are no recipients available in the **Emergency Call** profile, the **Emergency Call** button is inactive. When you click the button, a message pop-up displays the following message: "No recipients assigned. Please contact your admin".



Emergency call > Outgoing Emergency call pop-up > Displayed users (from the recipient list)

When the call is accepted, a call banner is displayed on top of the screen, showing the following:

1. **Replay Recording** button
2. **Location** button
3. **Options:** Share Screen, Broadcast Video, Go to conversation, Add a Contact, Details
4. **Call on Hold** button
5. **Push-To-Talk** button: Click the button to take the floor and talk.
6. **End Call** button
7. **Hide/Show** button (choose whether you want to see the banner or not)



Emergency call > Outgoing emergency call > Call banner

Note: If the feature is activated by an admin, the Dispatchers can close the Emergency Call for everybody.

Adding Users from the Selected Channel

When you start an Emergency Call, the system automatically includes:

1. The users selected as recipients by an admin.
2. Any users who are on the same channels as you.

An alert conversation is created, and all of those users are added to it.

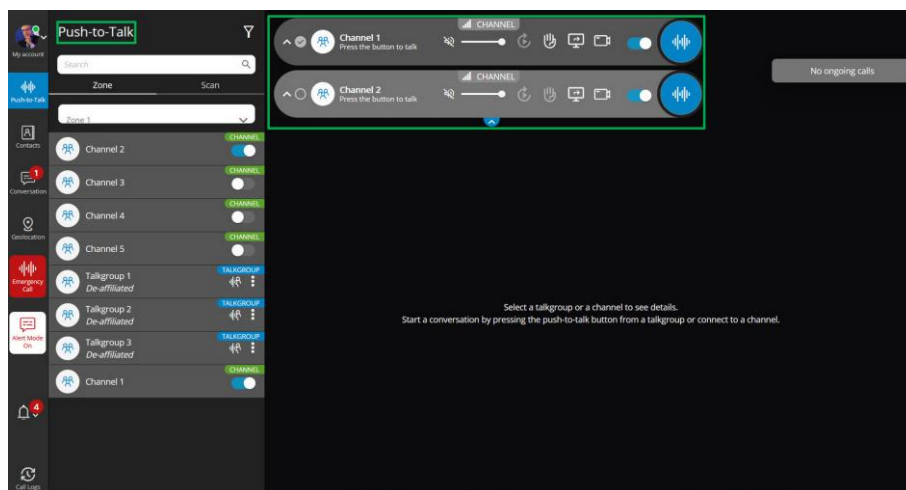
For this feature to function, the **Add Users from the Selected Channel as Recipients** option must be enabled by an admin.

Note: If there are no users selected as recipients, you will contact only members connected to the same channels as you.

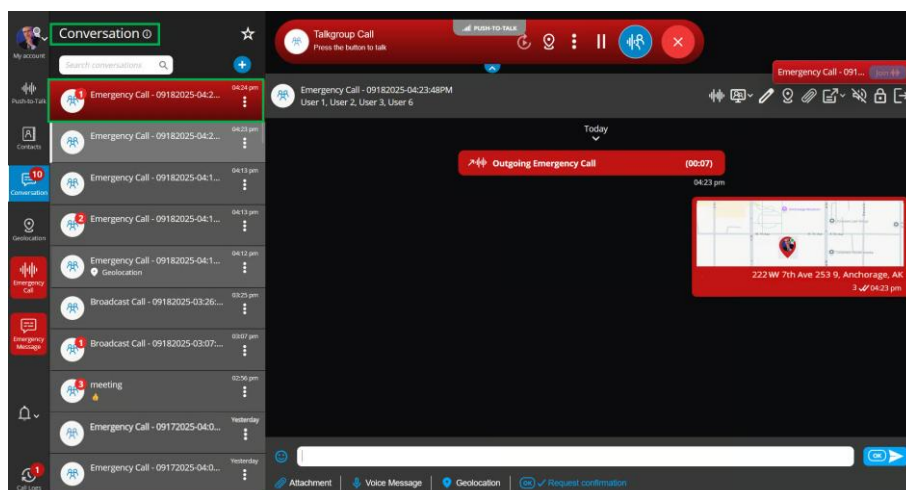
Note: This option is also available for large channels.

Use case: You are connected to Administration and Entity 1 channels. You start an Emergency Call to the users selected as recipients by an admin, as well as the users who are connected to Administration and Entity 1 channels.

User 1 and User 2 are the users set as recipients by an admin. User 3 is connected to Administration channel. User 4 is connected to Entity 1 channel.



Channels > You are connected to two channels



Conversations > Outgoing 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 mode remains on hold, displayed in red, and warning sounds are played
- The ongoing call is not ended

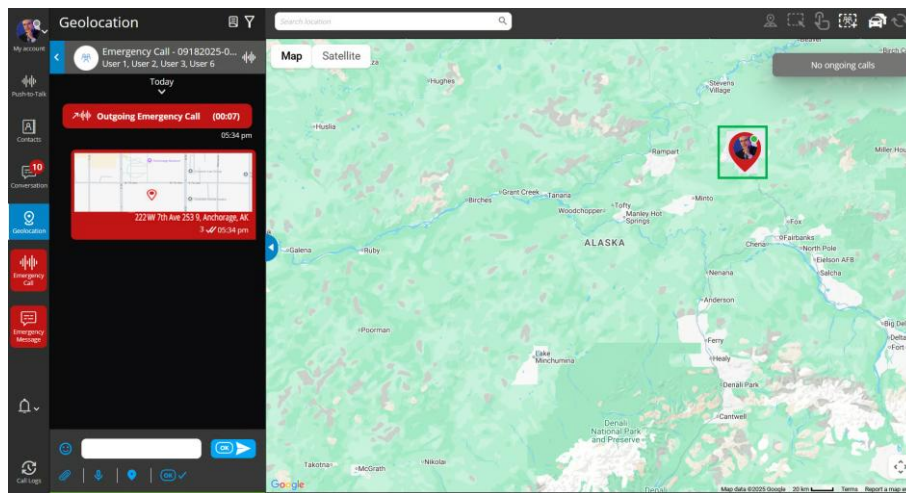
Use case 3: You are on a call and the caller has lower priority than the channel receiving the Emergency call alert that you are a part of. In this case:

- The call is put on hold
- You hear the communication in the channel in Emergency mode

Locating the user

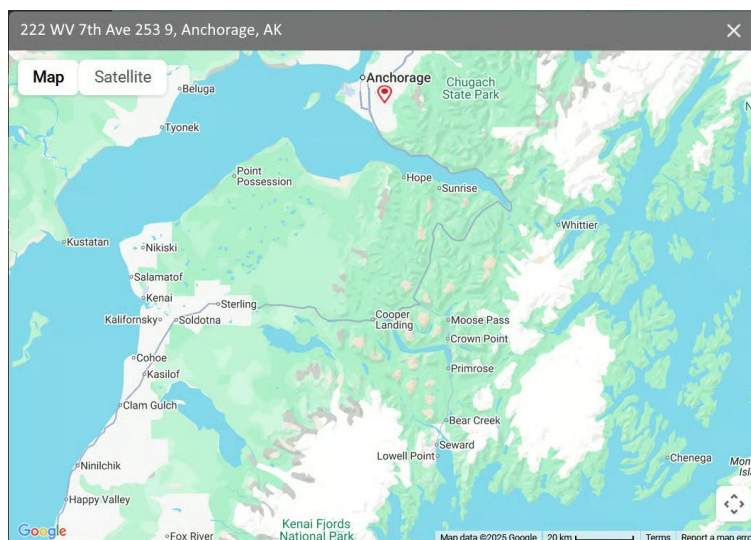
If the location services are active, the location is sent as an attachment in the conversation created after making an Emergency Call.

Click the **Location** button from the Push-To-Talk Call banner to go to Location. The user who sent the alert is displayed in red; the location of call recipients is also shown.



Users who received the Emergency call

Click the location attachment in the conversation thread and the map pop-up is displayed.

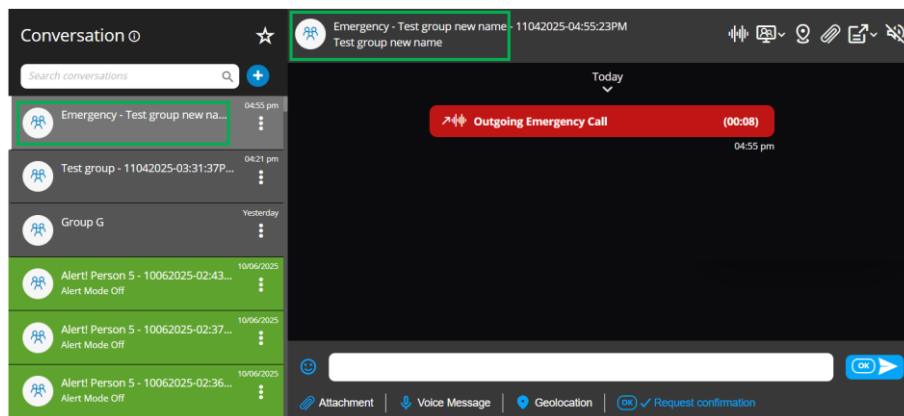


Emergency call > Map pop-up

Emergency Call with a prearranged group

If you belong to a prearranged group, and an admin adds the prearranged group as recipient of Emergency Calls, when you start (or receive) an Emergency Call, Fusion creates a unique emergency conversation with the name of the prearranged group name.

Note: Fusion does not apply the **Reach Only on Duty Users** rule to the Emergency Call unique conversation.



Emergency Services > Emergency Call > Emergency Call with a prearranged group

If the admin adds a linked talkgroup as a recipient for an Emergency Call, any Emergency Call directed to that talkgroup is treated as an Emergency Call, delivered to all users within the talkgroup, and handled with the highest emergency-priority level.

If you are already on a call when an Emergency Call is triggered, the Emergency Call is automatically answered and the existing call ends. A normal call to the talkgroup is rejected for the users who are already connected to the Emergency Call.

If you are already in an Emergency call, and you receive another Emergency Call, the new call is rejected. You cannot start a new emergency call if you share the same profile as the original caller. However, you can still initiate an Emergency Call if you belong to a different emergency profile.

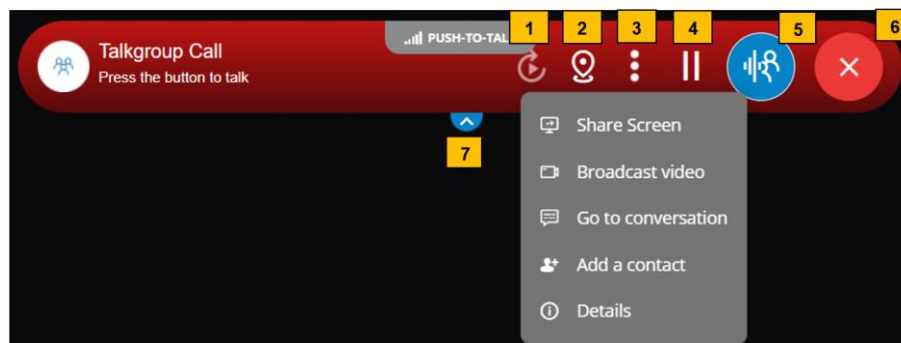
For more information about the Mutual Aid linked groups, go to the Mutual Aid section in the guide (Push-To-Talk > Channels)

Incoming Emergency Call



Emergency call > Incoming emergency call pop-up

1. **Replay recording** button
2. **Location** button
3. **Options:** Share Screen, Broadcast Video, Go to conversation, Add a contact, Details
4. **Call on Hold** button
5. **Push-To-Talk** button: The behavior is the same as for the outgoing Emergency Call
6. **End Call** button
7. **Hide/Show** button (choose whether you want to see the banner or not)

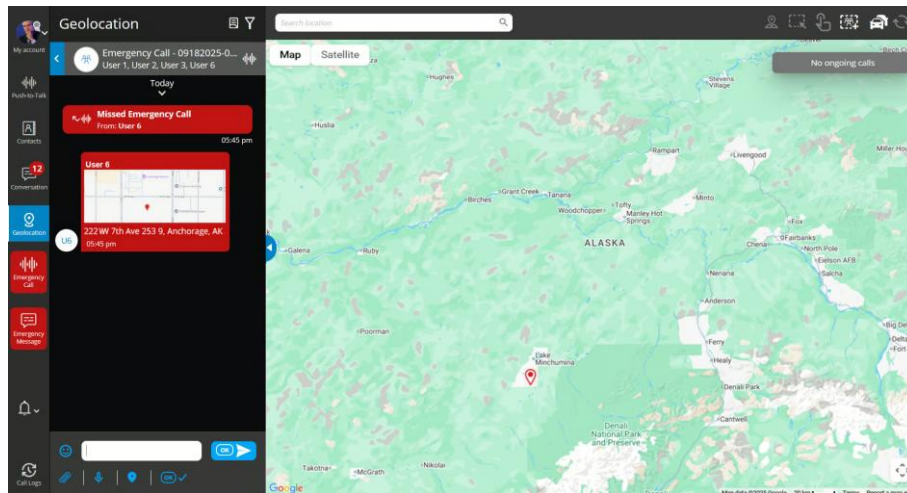


Emergency call > Incoming emergency call > Call banner

Locating the User

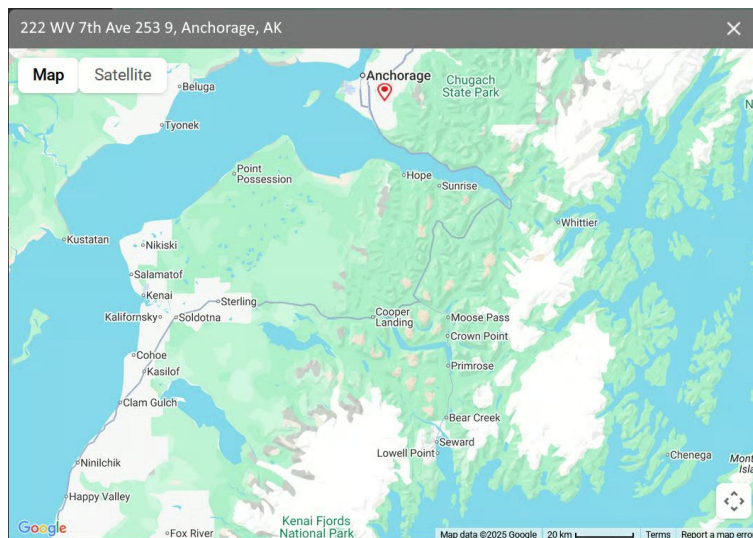
If the location services are active, the location is sent as an attachment in the conversation created after making an Emergency Call.

Click the **Location** button from the Push-To-Talk Call banner to go to Location. The user who sent the alert is displayed in red; the location of call recipients is also shown.



Incoming emergency call > Conversation created

Click the location attachment in the conversation thread then the Map pop-up is displayed.



Emergency call > Map pop-up

Fallback to Emergency Cellular Call

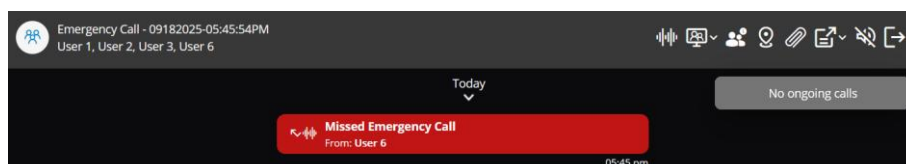
In case there is a bad internet connection, Fusion makes a standard cellular call:

- **No Mobile data:** A pop-up with the emergency number set by the admin is displayed. Click to call.
- **Server connection fails:** The application tries to establish a connection for 30 seconds after which the call ends. The user is redirected to the phone dialer.

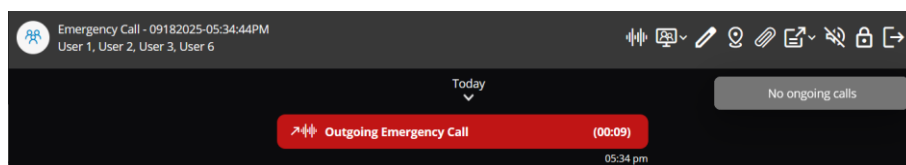
Emergency Call Log

The Emergency Call log with one user is displayed in the associated conversation thread, including the following information:

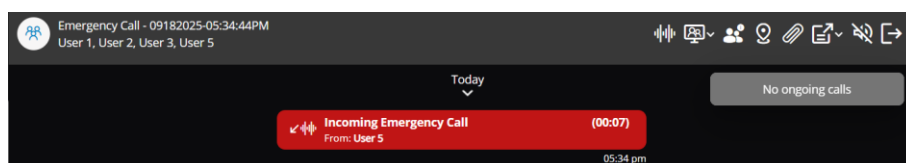
- Missed calls
- Outgoing calls
- Incoming calls



Emergency call > Missed emergency call



Emergency call > Outgoing emergency call



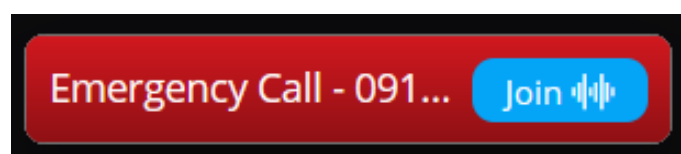
Emergency call > Incoming emergency call

Late entry in Emergency Call

Note: You automatically re-enter an ongoing Emergency Call after a loss of network coverage or any other unintentional disconnection which lasts up to five minutes.

If you reject an Emergency Call or accept it, and then you are disconnected for more than five minutes or end the call while it is still ongoing between at least two participants, you can still join the group call by simply clicking the **Join** button, no matter how many times you have already joined the Emergency Call.

The **Join** button is displayed as a pop-up.



Emergency Call Join pop-up

In Emergency calls with a prearranged group set as recipient, the users who are active on the call (A and B) will only be able to add users from this group on the call (this feature should work as a recall option if the call is still ongoing).

It is not possible to:

- Add users from outside Group One
- Call people outside the company (Dialer is not displayed)

If all the users from Group One are active on the call, the **Add** button is inactive.

Use case:

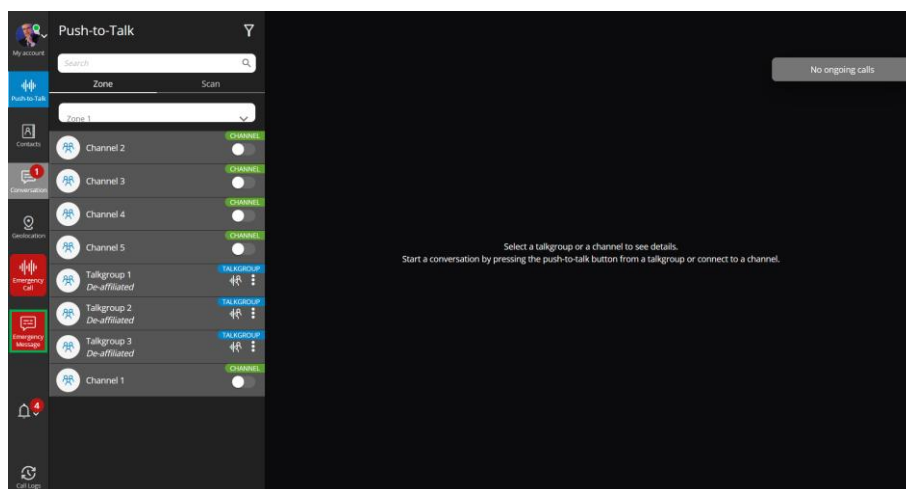
- Prearranged Group One includes members A, B, C, D, F.
- A makes an Emergency Call to Group One.
- Users C and D respond to the call.
- A, C, and D are now in a prearranged group call.
- B makes another Emergency Call in prearranged emergency Group One.
- B automatically enters the already ongoing call between A, C, and D.
- A new conversation is created for the Emergency reported by user B.

These two Emergency Calls have one ongoing Group Push-To-Talk call and two conversations created. If three Emergency alerts are ongoing at the same time in the same Group, three conversations are created and only one call. And so on for four, five, etc.

In Emergency calls with a ad hoc groups, the users who are active on the call (X, A, B, and C or Y, A, B, and C) can add any other user in this call or to use the **Dialer** feature.

Emergency Message

The **Emergency Message** feature allows you to send an emergency message. The application automatically includes your current location in the alert. An admin activates and configures the feature, choosing either a standard or a custom message. The alert is sent to a preset list of recipients. If the admin enables it, the alert also goes to any users who are on the same channels as you at the moment you trigger it – except for users in large channels.

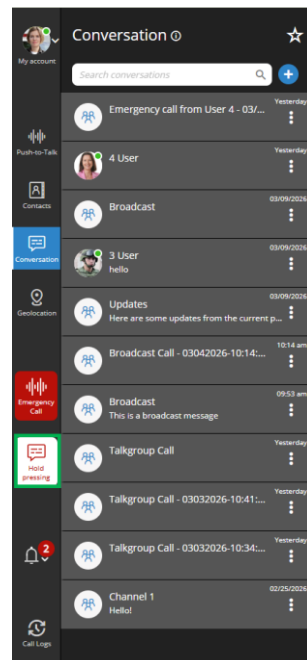


Emergency message > Standard outgoing emergency message

Standard Emergency Message

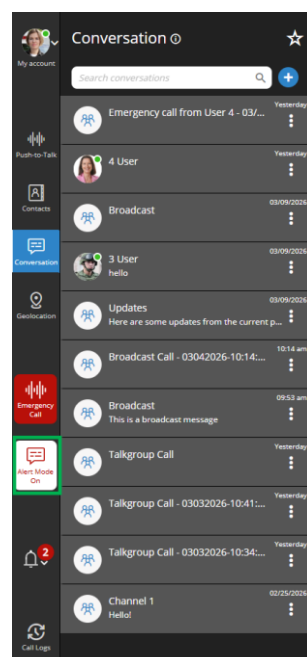
Note: If no recipients are available in the **Emergency Message** profile, the **Emergency Message** button is inactive.

Long press the **Emergency Message** button to trigger the alert.



Emergency message > Hold pressing the Emergency Message button

When released, the alert is triggered and the message appearing on the button is Alert Mode On.



Emergency message > Alert triggered

Adding Users from the Selected Channel

When you start an Emergency message, the system automatically includes:

1. The users selected as recipients by an admin.
2. Any users who are on the same channels as you.

An alert conversation is created, and all of those users are added to it.

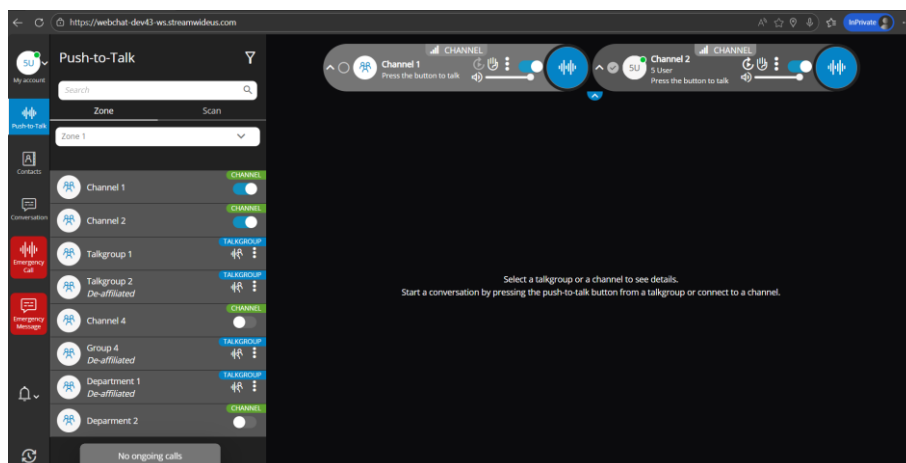
For this feature to work, the **Add Users from the Selected Channel as Recipients** option must be enabled by an admin.

Note: If no recipients are added by an admin, you can only send the message to members connected to the channels.

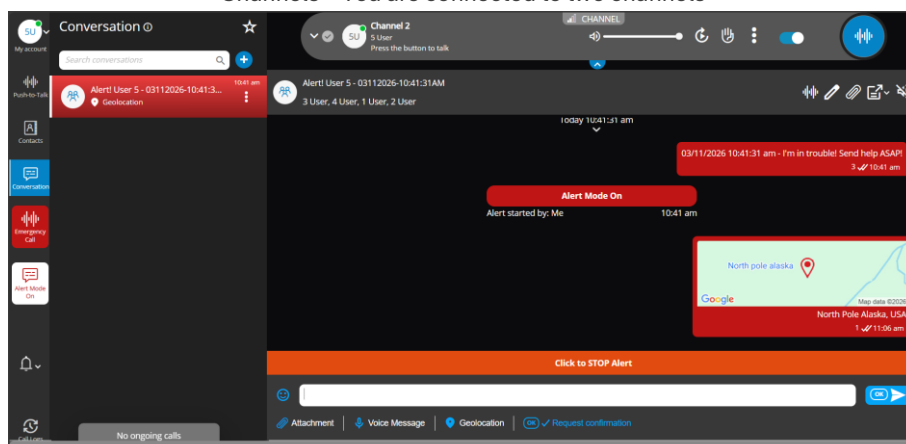
Note: This option is also available for large channels.

Use case: You are connected to Channel 1 and Channel 2 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 Channel 1 and Channel 2.

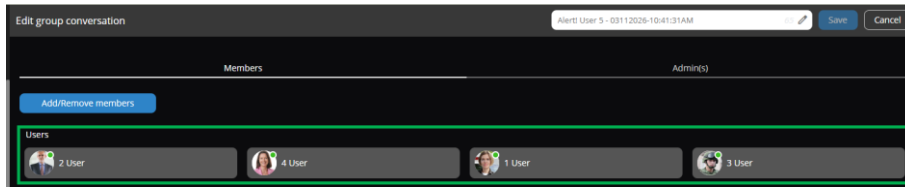
User 1 and User 2 are the users set as recipients by an admin. User 3 is connected to Channel 1. User 4 is connected to Channel 2.



Channels > You are connected to two channels



Conversations > Outgoing Emergency message

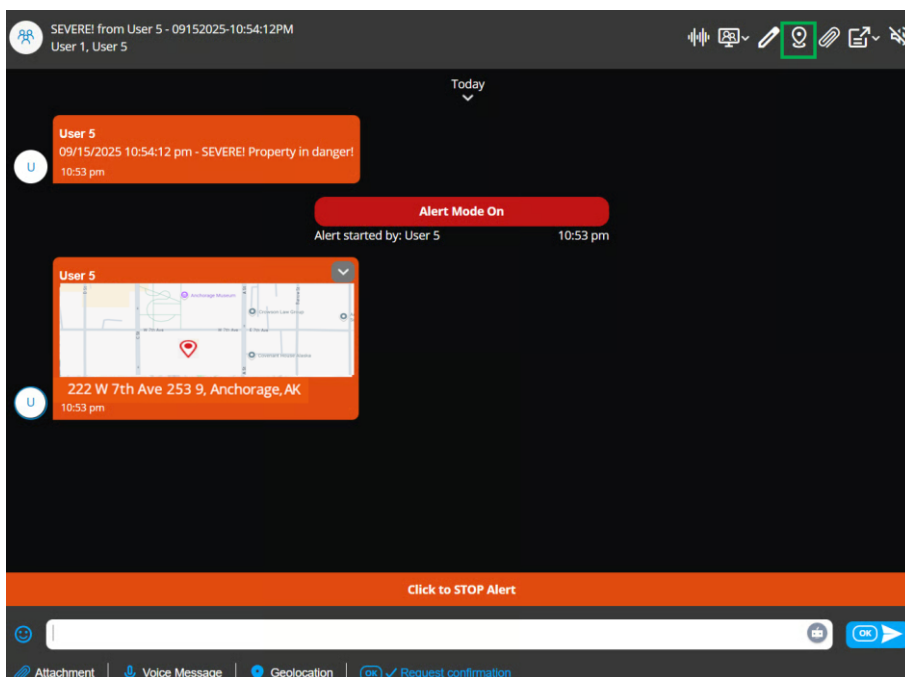


Users who received the Emergency message

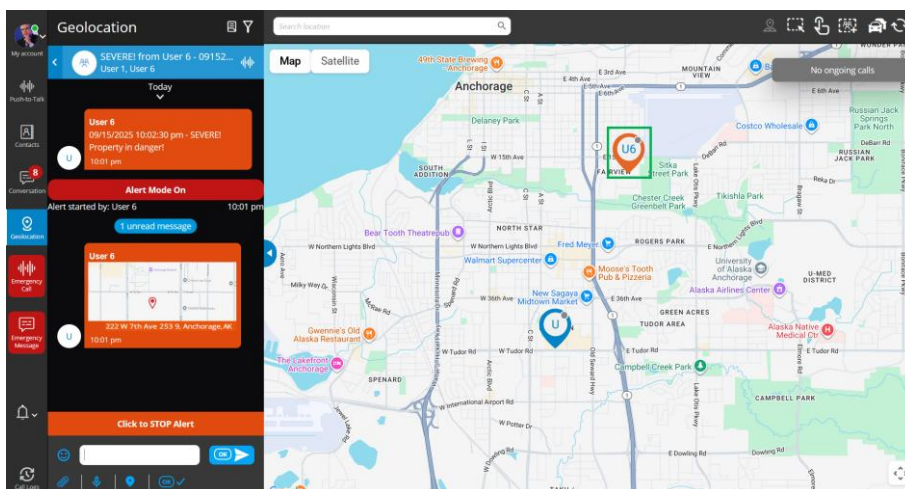
Locating the User

If the location services are active, the user's location is sent as an attachment in the conversation created after making an Emergency Message. The emergency conversation includes all the users set as recipients by an admin.

Click the **Location** button from the conversation thread to go to Location. The user who sent the alert is displayed in red; the location of call recipients is also shown.

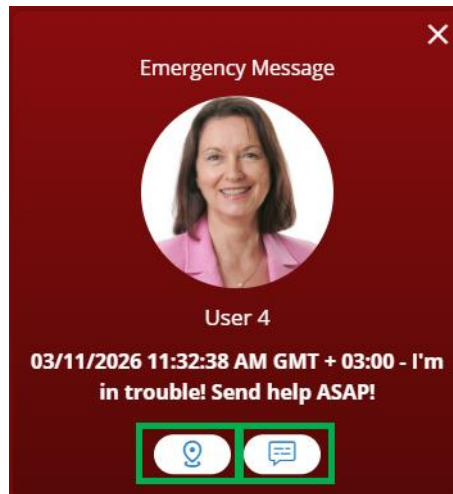


Emergency message > Standard outgoing emergency message > Conversation created



Emergency message > Standard outgoing emergency message > User's location

Incoming Emergency Message

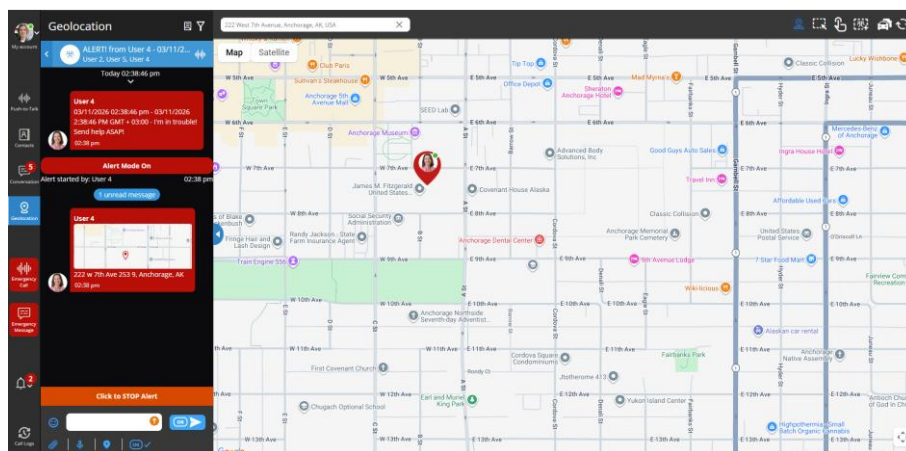


Emergency message > Receiving alert

The available options are: **Locate the user** (if Location is active) or **Send a Message**.

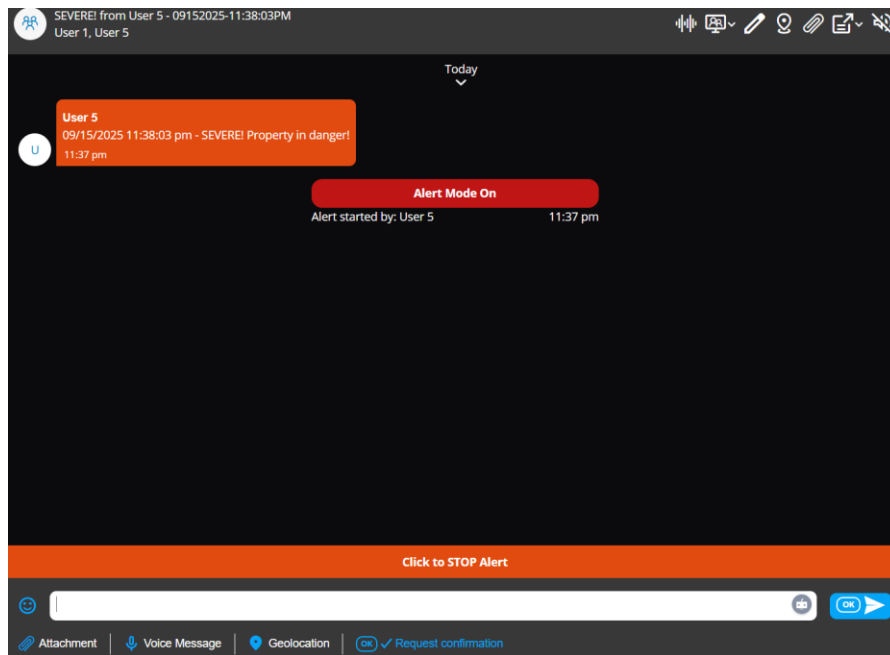
Locating the User

The user who sent the alert is displayed in red; the location of call recipients is also shown.



Emergency message > Standard outgoing emergency message > User's location

Sending a Message

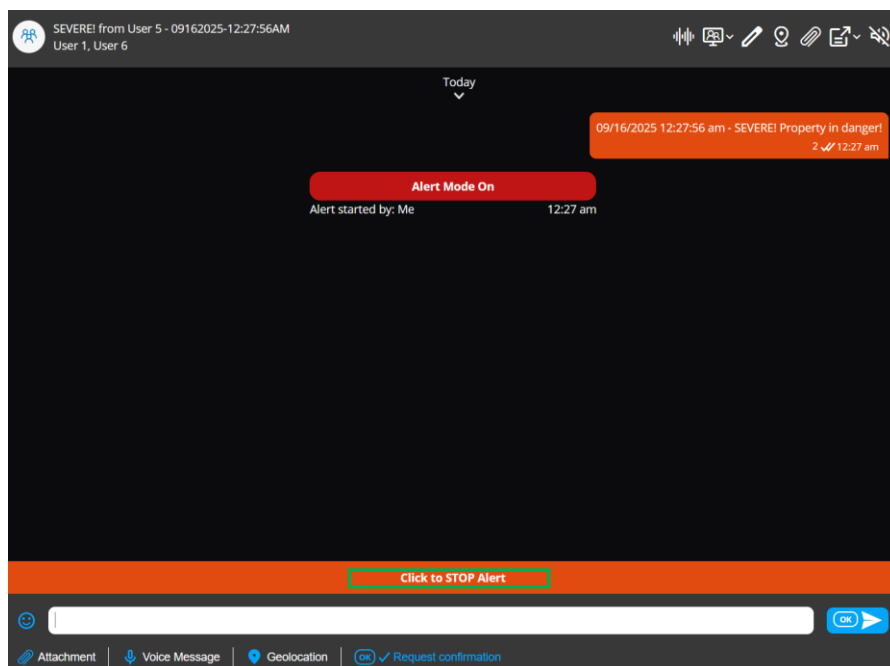


Emergency message > Standard incoming emergency message > Send a message

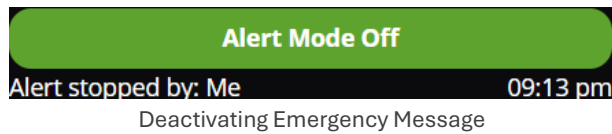
For more information about the **Messages** feature, go to the dedicated chapter in the guide (*Conversations*).

Deactivating the emergency message alert

The alert can be deactivated by the sender after one of the recipients acknowledges it by pressing **Click to STOP Alert**. This will change the red **Alert Mode** button to green **Alert Mode Off** button.



Deactivating Emergency Message

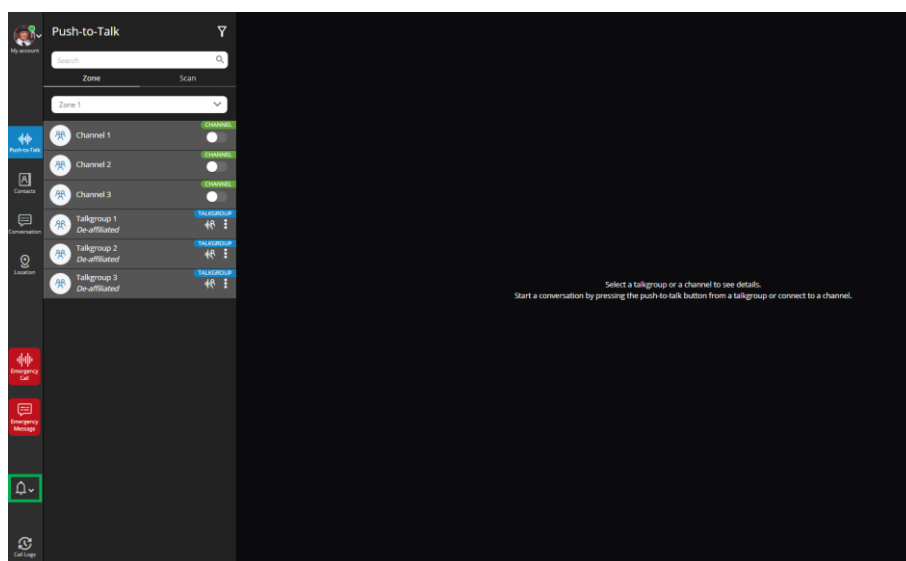


If you are not on a Dispatch page, a notification is displayed at the bottom right of the screen. Go to Dispatch to view the message.

NOTIFICATIONS

Click the **Notifications** button. You see notifications about:

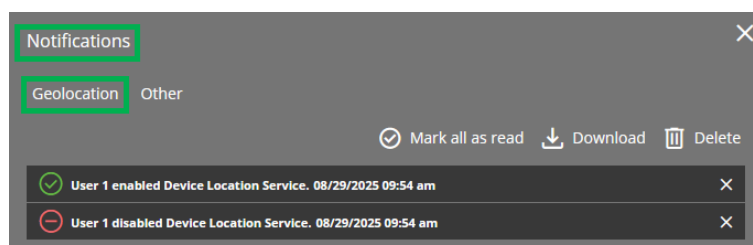
- The expiration of the organization.
- The expiration of various passwords.
- The changes on **Location** by different admins.



Notifications

Some examples of such notifications are about:

- The expiration of the organization.
- The changes to Location by different admins.



Location notifications

You have three options:

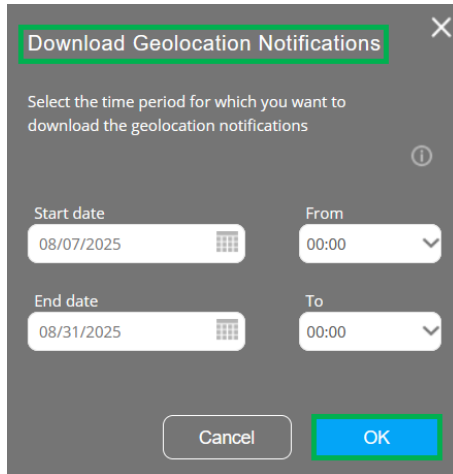
1. **Mark all as read**

The notifications in the menu disappear.

2. **Download**

Select the period of time for which you want to download the Location notifications and click **OK**.

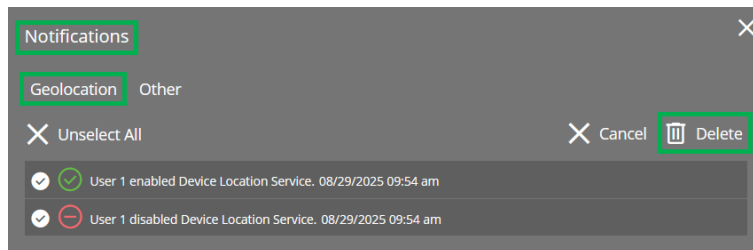
All the Location notifications from the selected period of time will be exported into an Excel file.

A screenshot of a dialog box titled "Download Geolocation Notifications" with a close button (X) in the top right corner. Below the title, it says "Select the time period for which you want to download the geolocation notifications" with an information icon (i) to the right. There are four input fields: "Start date" with the value "08/07/2025" and a calendar icon, "End date" with the value "08/31/2025" and a calendar icon, "From" with the value "00:00" and a dropdown arrow, and "To" with the value "00:00" and a dropdown arrow. At the bottom, there are two buttons: "Cancel" and "OK".

Location notifications > Download

3. **Delete**

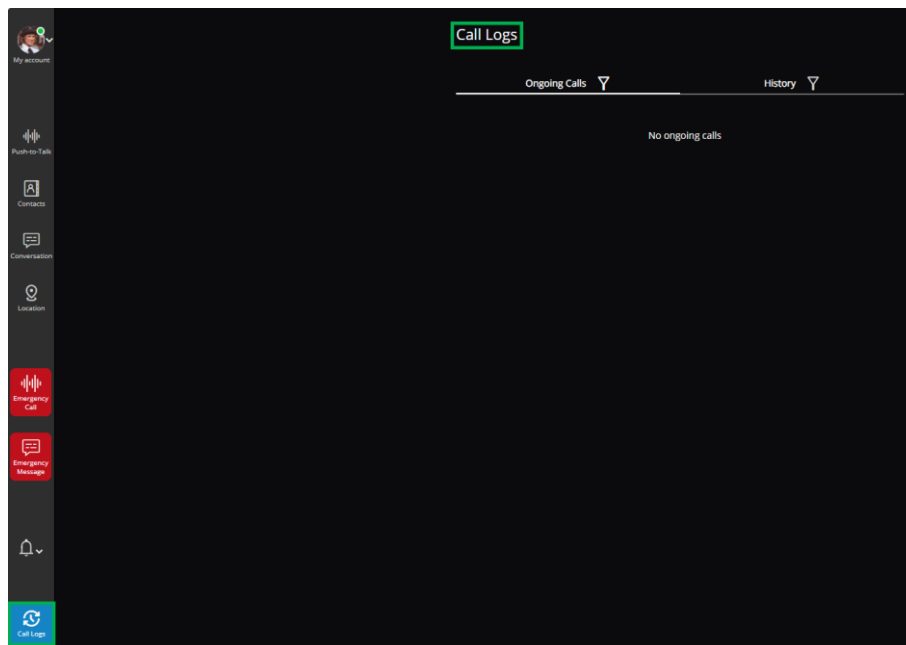
You can remove notifications one by one or all at once by clicking the **Delete** button.

A screenshot of a dialog box titled "Notifications" with a close button (X) in the top right corner. Below the title, there are two tabs: "Geolocation" (selected) and "Other". Below the tabs, there is a "Unselect All" button with an 'X' icon. To the right of "Unselect All" are "Cancel" and "Delete" buttons. The "Delete" button has a trash can icon. Below these buttons, there is a list of notifications. The first notification is "User 1 enabled Device Location Service. 08/29/2025 09:54 am" with a green checkmark icon. The second notification is "User 1 disabled Device Location Service. 08/29/2025 09:54 am" with a red circle icon.

Location notifications > Delete

CALL LOGS

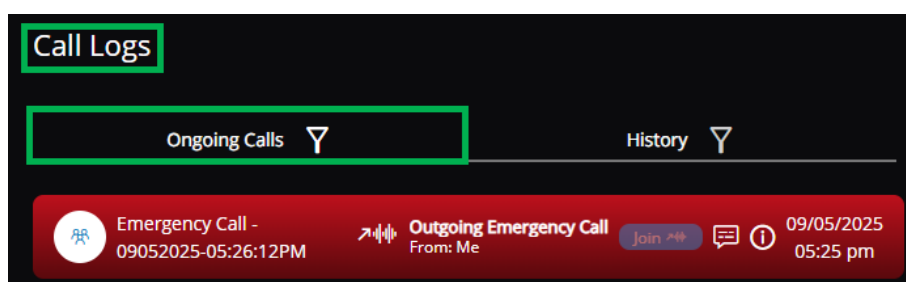
The **Call Logs** menu provides an overview of your call activities, divided into two sections: **Ongoing Calls** and **History**.



Call logs

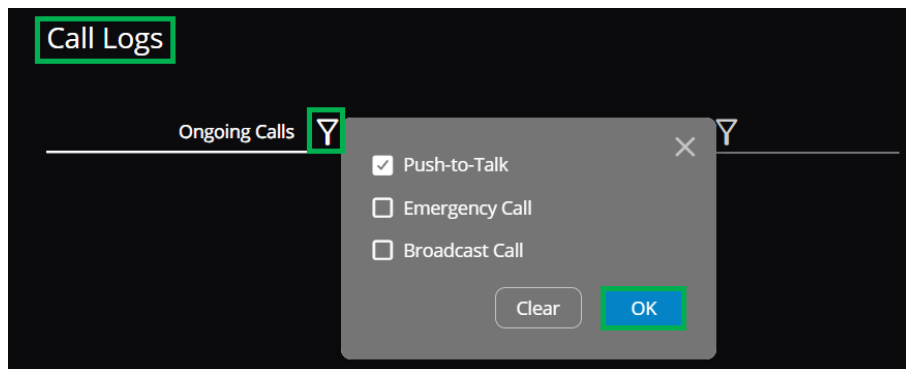
Ongoing Calls

The **Ongoing Calls** section displays all active calls (Push-To-Talk, Emergency Call, Broadcast Call), with a **Filter** option to sort them.



Call logs > Ongoing calls > Emergency call in progress

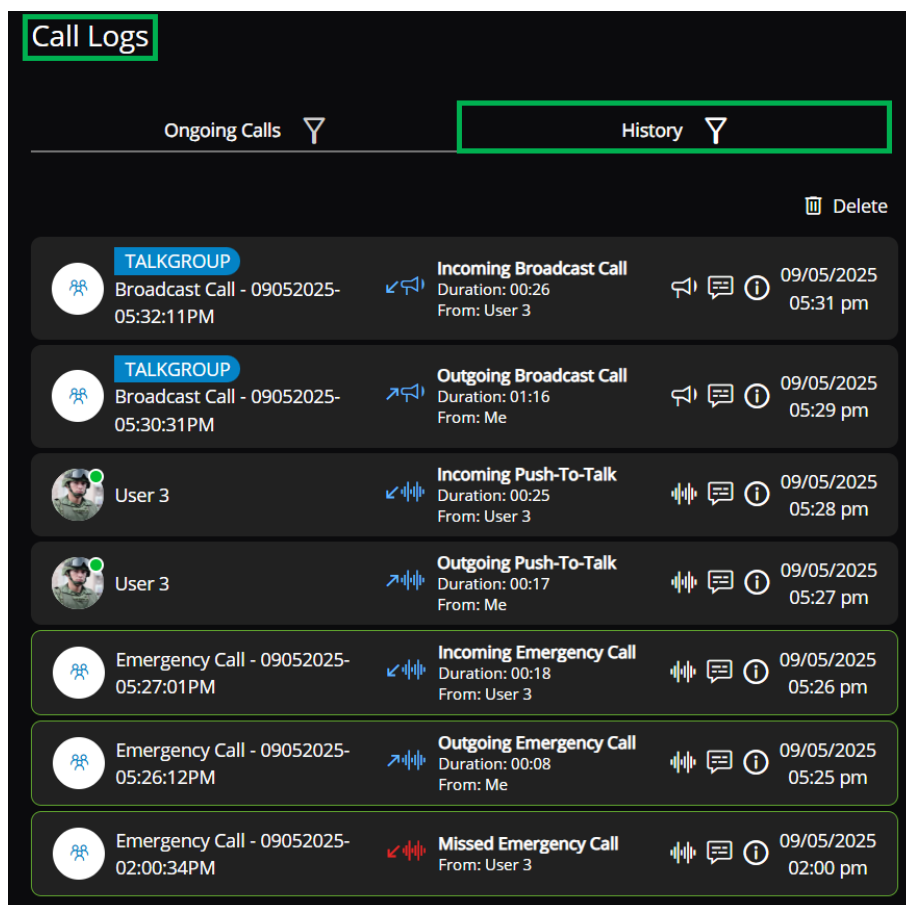
Click the **Filter** button, then choose a call type from the predefined list and click the **OK** button.



Call logs > Ongoing calls > Filter

History

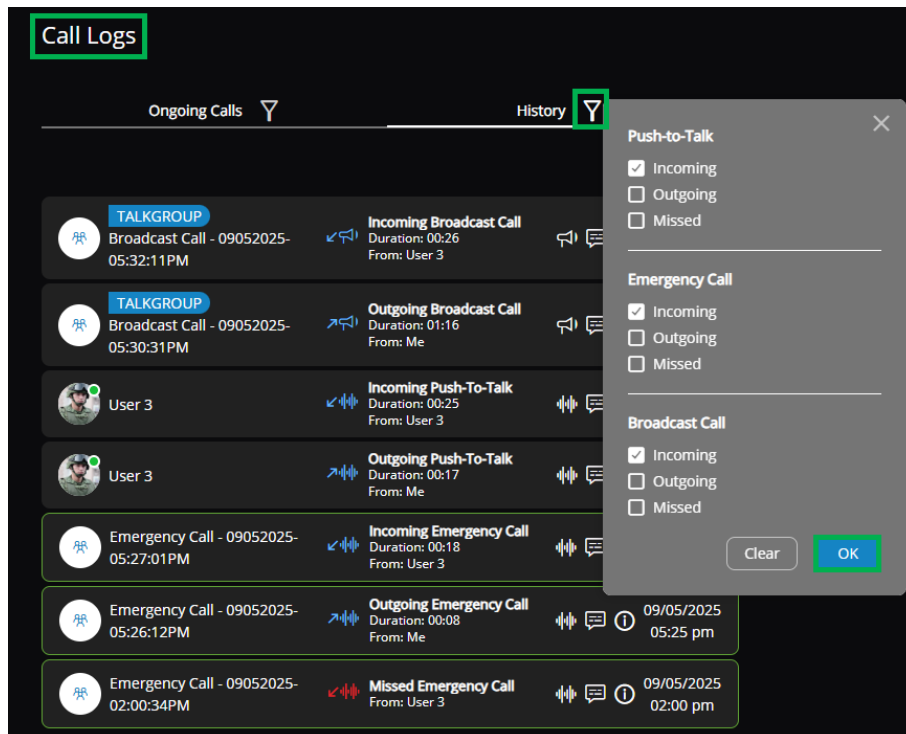
The **History** section shows a record of past calls (Push-To-Talk, Emergency Call, Broadcast Call), also featuring a **Filter** option for customized views.



Call logs > History

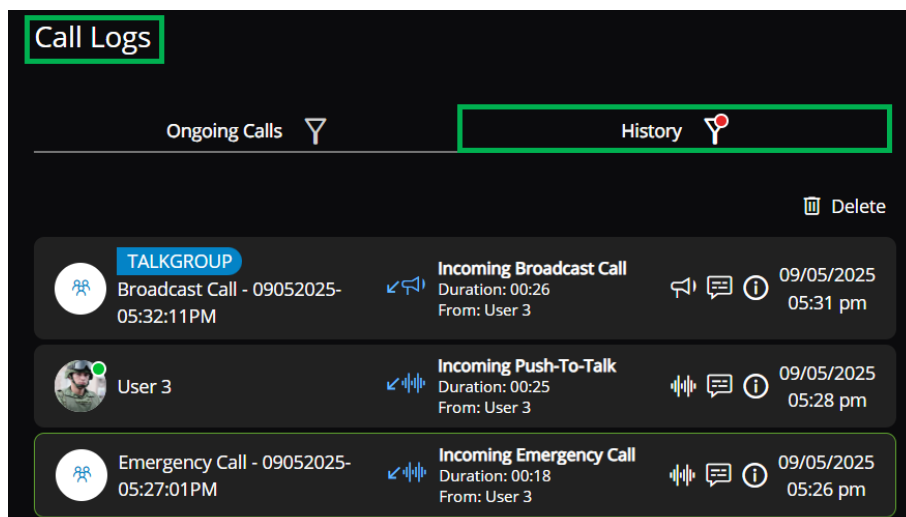
Each type of call can be sorted according to three statuses: Incoming, Outgoing, and Missed.

Click the **Filter** button, then choose a call type and status from the predefined list and click the **OK** button.



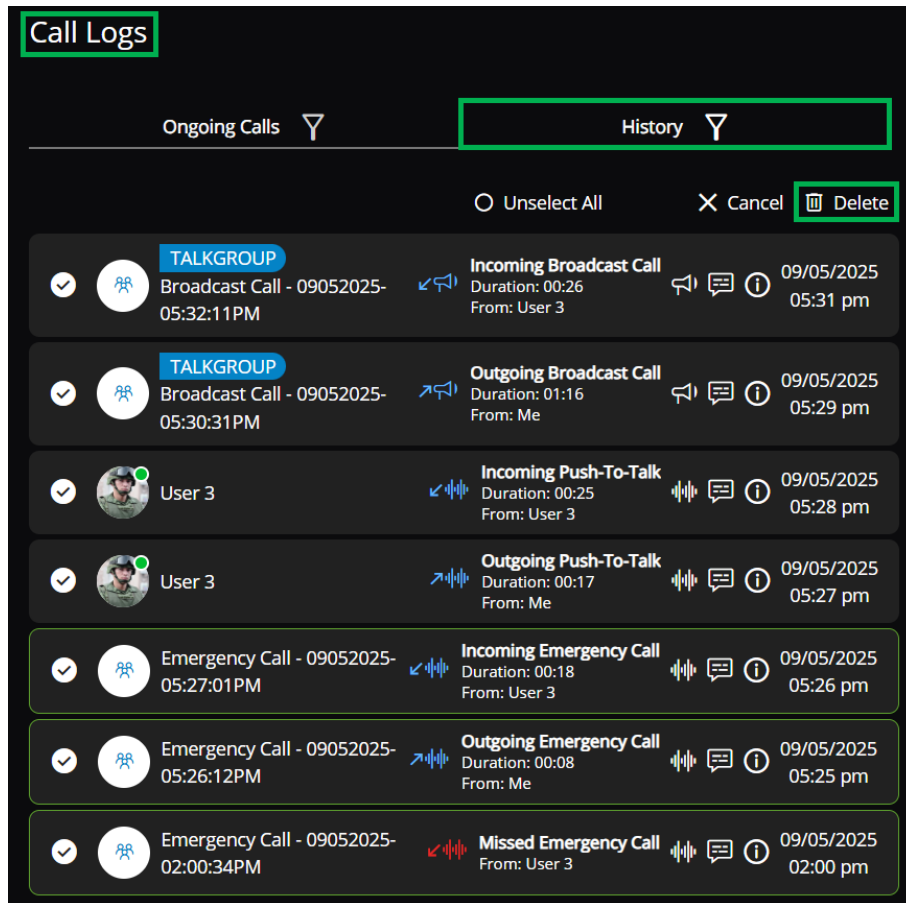
Call logs > History > Filter

The results will be displayed according to the filter applied.



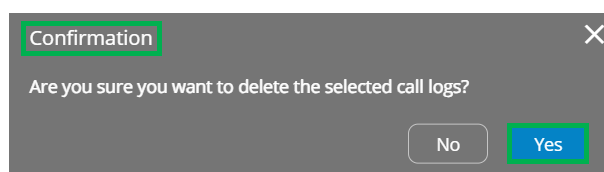
Call logs > History > Filter > The results are displayed

You can remove call logs one by one or all at once by clicking the **Delete** button.



Call logs > History > Delete

A confirmation message appears. Click the **Yes** button to confirm.



Call logs > History > Delete call logs confirmation



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