FIRSTNET
Built with AT&T

iOS User

4.3

FirstNet® Fusion

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ABOUT FUSION

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

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

LOGGING IN

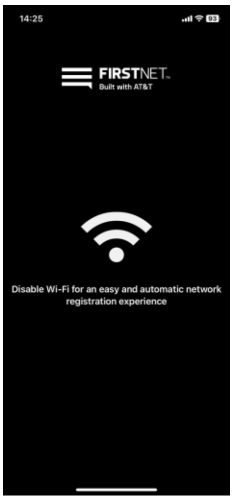
Fusion's onboarding is streamlined for iOS. You can download the app from the Apple App Store.

There are two ways to authenticate:

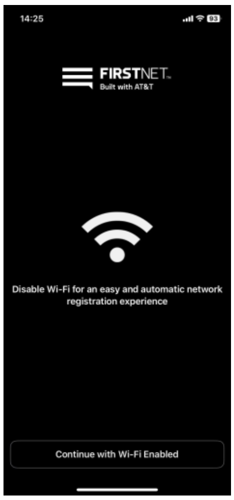
1. Using Wi-Fi, with your wireless number and activation code.
2. Using a secure SIM-based verification process, which eliminates the need for usernames or passwords, and agencies can automate provisioning for rapid deployment across diverse device types.

Registration process

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



Fusion registration screen without the Continue with Wi-Fi Enabled

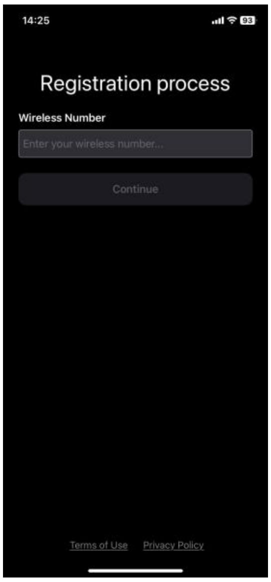


Fusion registration screen with the Continue with Wi-Fi Enabled button

Using Wi-Fi

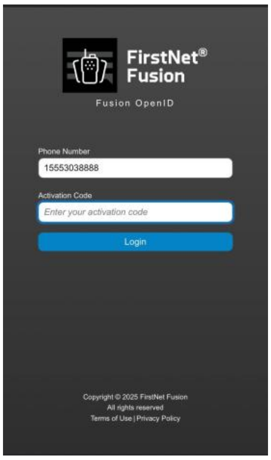
Tap the **Continue with Wi-Fi Enabled** button to start the authentication. The Fusion app displays a Registration process form.

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



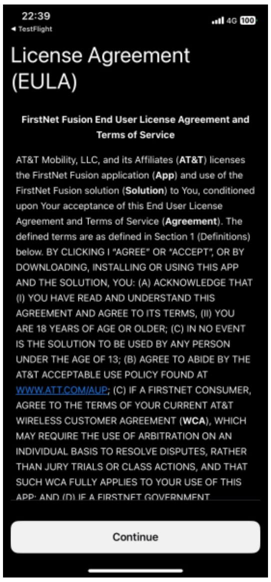
Registration process > Enter your wireless number

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



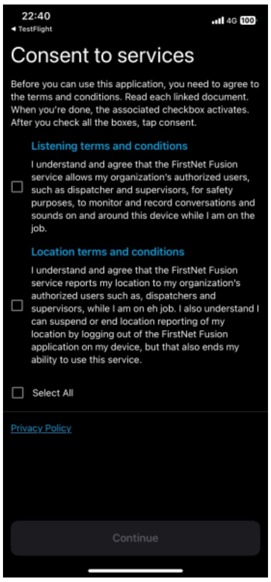
Registration process > Accept the License agreement

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



Registration process > Accept the License agreement

4. Read and give your consent to **Listening terms and conditions** and **Location terms and conditions** and tap **Continue**.



Registration process > Consent to services

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

Using a secure SIM-based verification

Disable Wi-Fi and enable mobile data on your secure SIM card. Fusion automatically starts the registration process and displays the **Connecting** screen. If you do not have a secure SIM card, Fusion displays an error screen informing you the authentication process failed. To log in using your wireless number, tap the **ok** button.

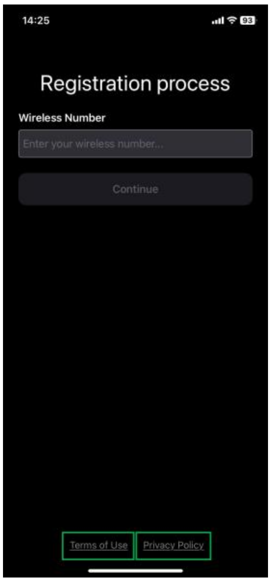
SIM card authentication failed

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

Log in > Main Fusion screen

Terms of use and Privacy policy

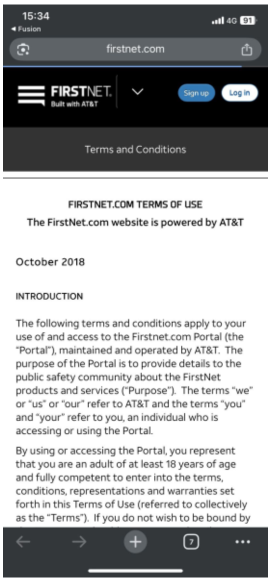
You can find information about the **Terms of Use** and **Privacy policy** at the bottom of the page. After you tap the link, Fusion redirects you to the dedicated webpage.



Terms of use and Privacy policy

Terms of use

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



Terms of use

Privacy policy

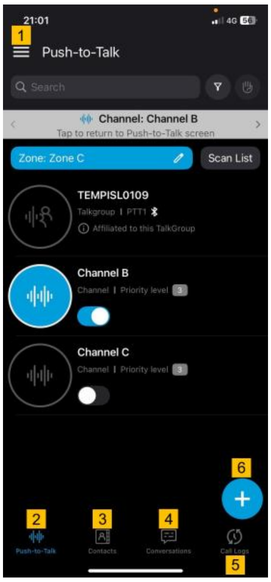
Tap the **Privacy Policy** link at the bottom of the page. Fusion redirects you to the dedicated page where you can find more about the privacy information that applies to your use of and access to FirstNet Fusion.

Privacy policy

DETAILS ABOUT THE APPLICATION MENU

The main navigation menu includes the following menus:

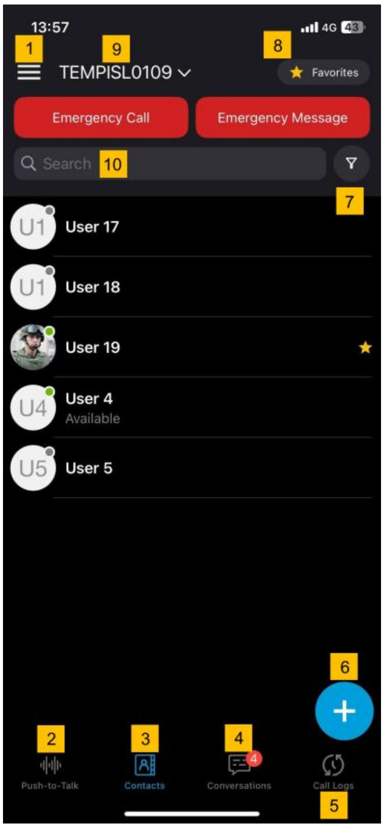
1. **My Account**
2. **Push-To-Talk**
3. **Contacts**
4. **Conversations**
5. **Call Logs**
6. **Plus**



Main menu

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

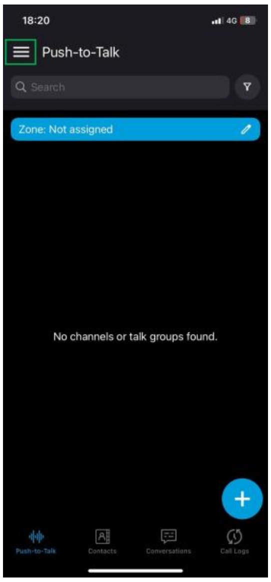
1. **My Account**. Select this hamburger menu for all important information to customize your mobile experience including: your profile picture, your name, alias, user status, operational status, phone number, Agency ID, silent mode, preferences, location, voice, message, and video settings, accessories, notifications and alerts, network, storage, get help section, the Fusion version, and the **Disconnect** option.
2. **Push-To-Talk**. Displays all talkgroups and channels that you can connect to.
3. **Contacts**. Displays all individuals who you can communicate with.
4. **Conversations**. Recent calls and conversations.
5. **Call Logs**. Displays a list of all the calls that you have made and received on your Fusion application.
6. **Plus.** Displays a shortcut menu that allows you multiple ways of communication (Push-To-Talk, broadcast video, send messages, location, favorites).
7. **Filters**. Based on the screen/menu that you access, you will see different filter criteria: - The filters in the **Contacts** screen allow you to filter based on connectivity, user status, and operational status. - The filters in the **Push-To-Talk** screen allow you to filter by channels, disconnected channels, linked channels, talkgroups and de-affiliated talkgroups. - The filters in the **Conversations** screen allow you to filter by unread and read conversations.
8. **Favorites**. Displays only the contacts or conversations that you add as favorites.
9. **My Organization** and **My Contacts**. - My Organization displays the contacts that belong to the company (Fusion shows the name of the organization that you are a part of). - My Contacts displays your personal contacts that have Fusion accounts (if your admin activates the Public Visibility).
10. **Search bar**.



Fusion main menus and buttons

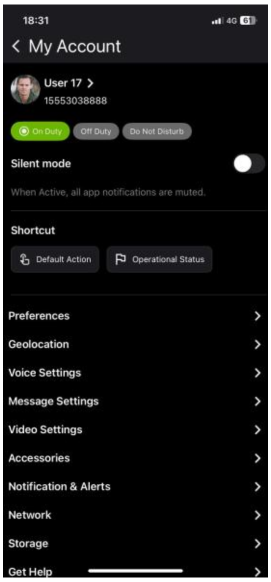
MY ACCOUNT

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



My Account button

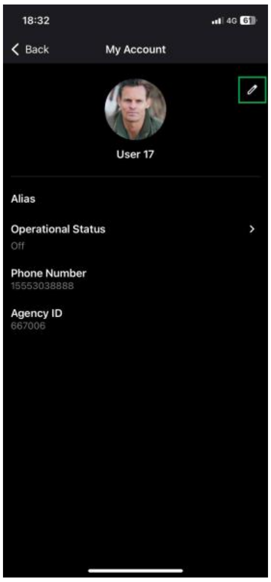
After tapping the 3 horizontal lines button, a new screen appears from the right.



My Account

Tap your name to find informations about **Operational Status**, **Phone number** and **Agency ID**.

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



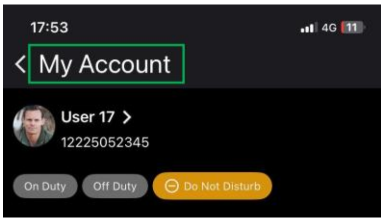
My account > User details

Status

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

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

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

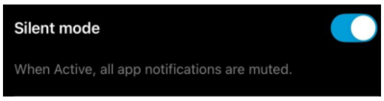


My account > Status > Do Not Disturb

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

Silent mode

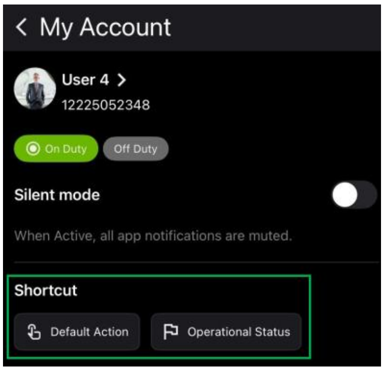
Silent mode is a user-controlled feature in Fusion that allows you to mute all app tones and notifications. When you activate silent mode, the application suppresses alerts for incoming messages, calls, and other notifications, ensuring that you can temporarily mute the application when appropriate.



My account > Silent Mode

Shortcut

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

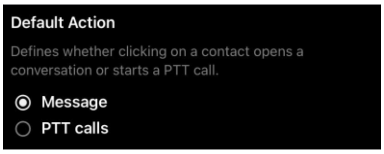


My account > Shortcut

Default action

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

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



My account > Shortcut > Default Action

Operational status

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

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

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

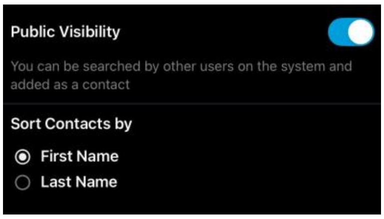
Preferences

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

Public Visibility

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

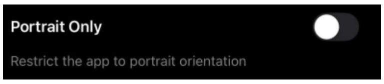
*For more information about this feature go to the **Public Visibility**section in this guide (Contacts > Public Visibility).*



My account > Preferences > Public visibility

Portrait only

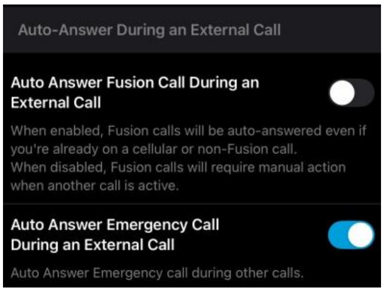
You can choose to block the orientation of your screen to portrait mode.



My account > Preferences > Portrait Only

Auto-answer during an External call

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

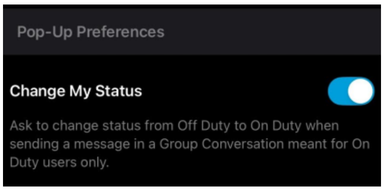


My account > Preferences > Auto-Answer

Pop-up preferences

Change my status

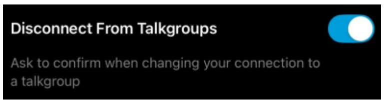
You can enable this feature to change status from Off Duty to On Duty when you want to send a message in a Group Conversation with the **Reach only On Duty users** feature enabled.



My account > Preferences > Change My Status

Disconnect from Talkgroups

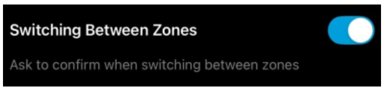
You can enable this feature to receive a confirmation pop-up when you disconnect from a talkgroup.



My account > Preferences > Disconnect From Talkgroups

Switching between Zones

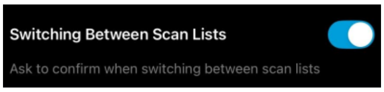
You can enable this feature to receive a confirmation pop-up when you switch between zones.



My account > Preferences > Switching Zones

Switching between Scan lists

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



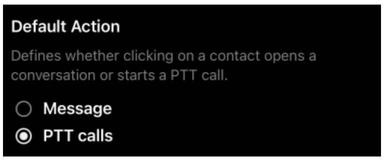
My account > Preferences > Switching Scan Lists

Default action

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

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

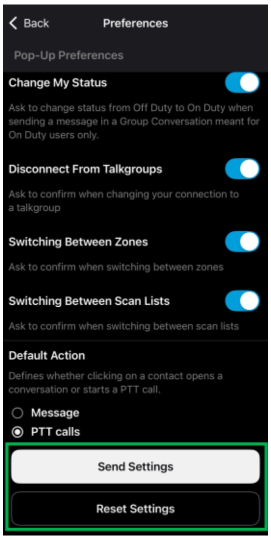
You can also reach this setting by using the shortcut from the **My Account** menu.



My account > Preferences > Default Action

Sending and resetting settings

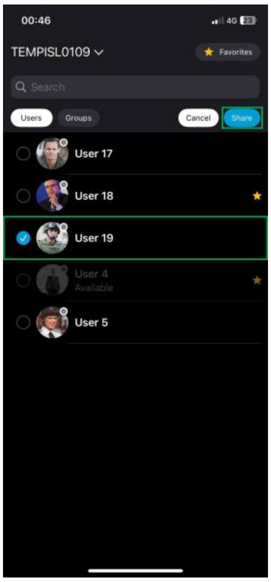
In the lower part of the screen, you can see the **Send Settings** and **Reset Settings** buttons.



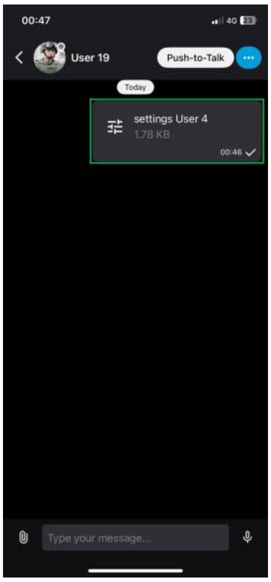
My account > Preferences > Send Settings and Reset Settings buttons

By tapping the **Send Settings** button, you are sent to a new screen where you can choose to whom you want to send the settings. Select the contacts/groups you want and tap the **Share** button. The settings file is sent as an attachment in the conversation.

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

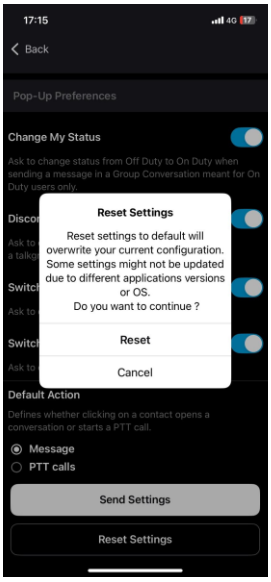


Mu Account > Preferences > Send Settings > Select contacts



My account > Preferences > Send Settings > Attached settings

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

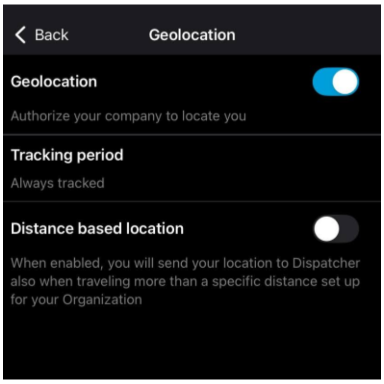


My account > Preferences > Reset Settings

Location

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

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



My account > Location

Distance based location

When enabled, you will send your location to Dispatcher also when traveling

Voice settings

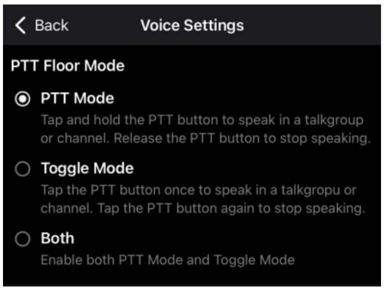
In this menu you can configure multiple voice settings:

1. Push-To-Talk (PTT) floor mode
2. Push-To-Talk (PTT) queueing
3. Push-To-Talk (PTT) audio output
4. Call Handling Mode
5. Push-To-Talk (PTT) floor control sound
6. AI noise reduction
7. Live replay
8. Enable play channel name

PTT floor mode

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

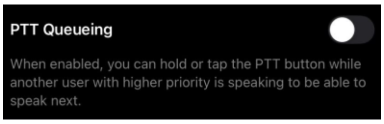
- Push-To-Talk mode: Keep the button tapped while talking.
- Toggle mode: Tap the button once to talk and again to stop.
- Both



My account > Voice settings > PTT Floor mode

PTT queueing

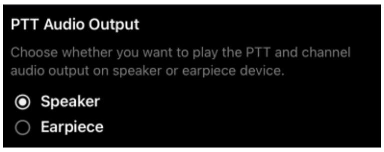
If you activate this feature, you can tap the **Push-To-Talk** button while someone with a higher priority is speaking. By doing this, you are able to speak when the user with a higher priority finishes.



My account > Voice settings > PTT Queueing

PTT audio output

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

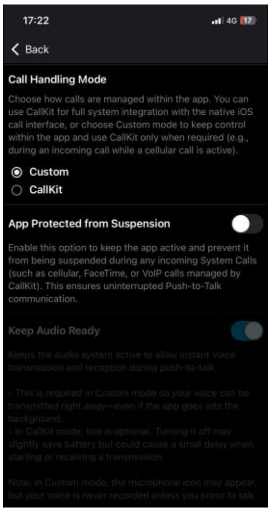


My account > Voice settings > PTT Audio Output

Call handling mode

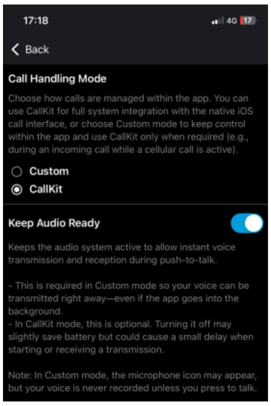
You can choose how calls are managed within the app. There are two options:

- **Custom**: you can keep control of your calls within the app and only use Callkit when required.



My account > Voice settings > Call Handling Mode > Custom

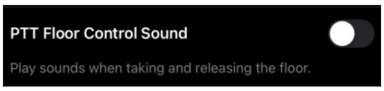
- **Callkit:** is it a full system integration with the native iOS call interface



My account > Voice settings > Call Handling Mode > Callkit

PTT floor control sound

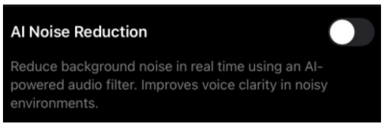
You can play sounds when taking and releasing the floor.



My account > Voice settings > PTT Floor Control Sound

AI noise reduction

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

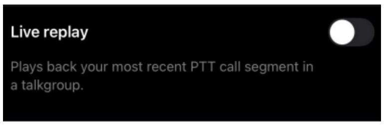


My account > Voice settings > AI Noise Reduction

Live replay

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

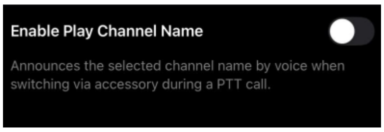
For more information about this feature, go to the ***Live Replay*** *section in this guide (Contacts > Contact Options > Push-To-Talk > Live Replay).*



My account > Voice settings > Live Replay

Enable Play Channel Name

This feature announces the selected channel name by voice when switching via accessory during a PTT call.



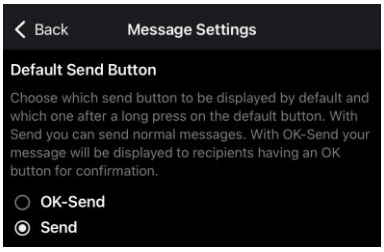
My account > Voice settings > Enable Play Channel Name

Message settings

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

Default send button

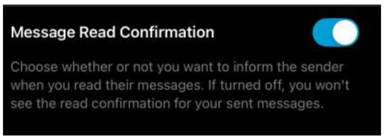
In **Message Settings**, you can choose the default button when you send a message: **Send** or **OK-Send**. **OK-Send** adds to the message a small button to be checked by the recipient as a receipt confirmation.



My account > Message settings > Default Send Button

Message read confirmation

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

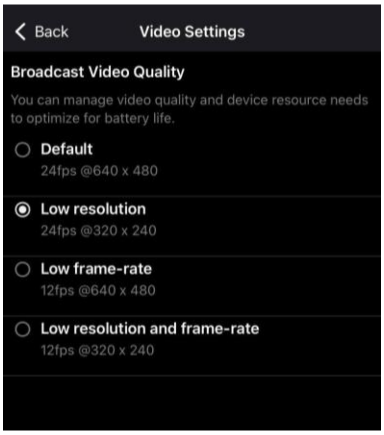


My account > Message settings > Message Read Confirmation

Video settings

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

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



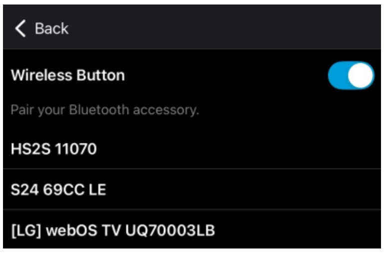
My account > Video settings

Accessories

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

Wireless button

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



My account > Accessories > Wireless Button

Note: Bluetooth must be enabled on your mobile phone to find and pair a wireless button with the application.

Tap the device you want to connect to. A window pop-up appears letting you know the device is connected. The device's name is displayed under the **Wireless button** feature. Similarly, when the feature is disabled, a window pop-up appears confirming the device is disconnected.

Hardware action button

You can assign the iPhone's action button key for PTT floor control or Emergency Call/Alert.

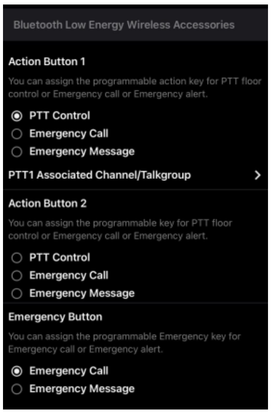
My account > Accessories > Hardware Action Button

You can choose which Channel/Talkgroup is associated with the action button.

My account > Accessories > Hardware Action Button > Associated Channel/Talkgroup

BLE wireless accessories

You can assign the programmable action key for PTT floor control or Emergency Call/Alert.



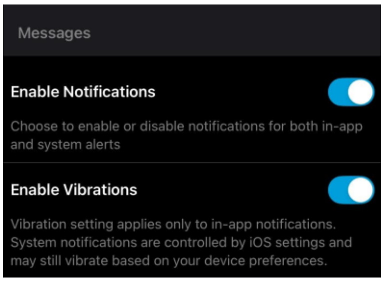
My account > Accessories > BLE Wireless Accessories

Notification & alerts

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

Messages

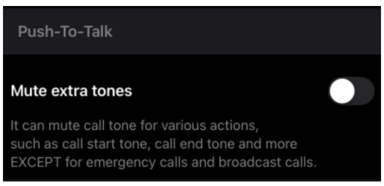
- **Enable Notifications**: you can choose to enable/disable notifications for in-app or system alerts.
- **Enable Vibrations**: you can enable/disable the vibrations for the in-app notifications.



My account > Notification & Alerts > Messages

Push-To-Talk

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

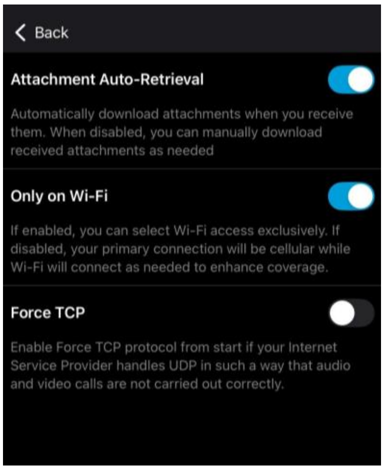


My account > Notification & Alerts > Push-To-Talk

Network

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

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

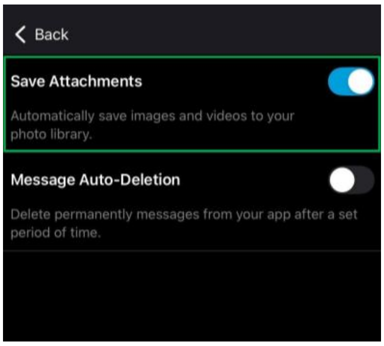


My account > Network

Storage

Save attachments

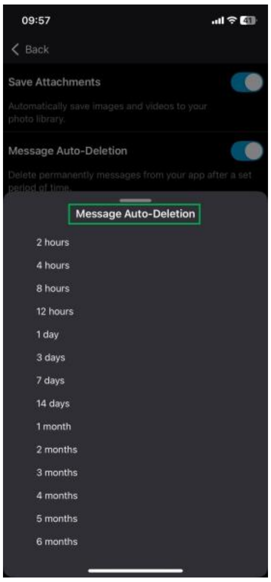
Your settings can be configured so that your attachments are automatically saved in the photo gallery of your device.



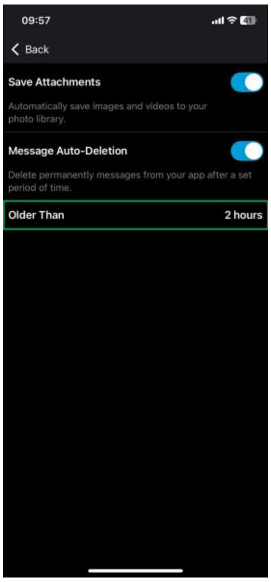
My account > Storage

Message auto-deletion

If enabled, the **Message Auto-Deletion** feature allows you to define a period after which the messages will be automatically removed from the device storage.



Storage > Message Auto-Deletion



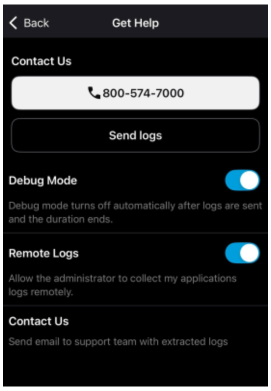
Storage > Message Auto-Deletion > Message Auto-Deletion period

Get Help

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

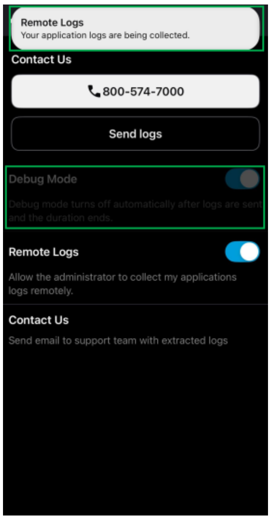
- **Contact Us**: you can contact the number there for support or you can send your logs.
- **Debug Mode**: When contacted by support, you can activate debug mode to capture application call information.
- **Remote Logs**: Allow the administrator to collect your application logs remotely.
- **Contact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

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



My account > Get Help

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

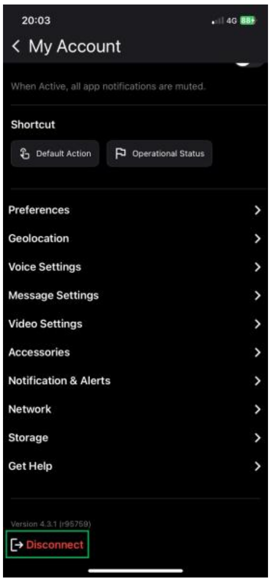


My account > Get Help > Debug Mode grayed out and logs collection notification

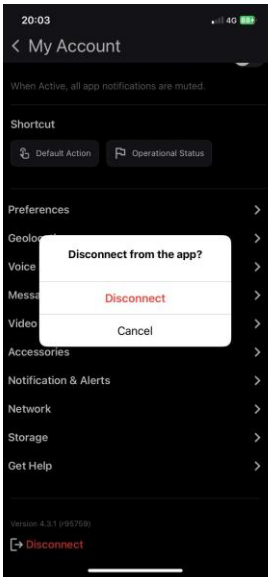
Disconnecting

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

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



My account > Disconnect



My account > Disconnect > Confirmation pop-up

PUSH-TO-TALK

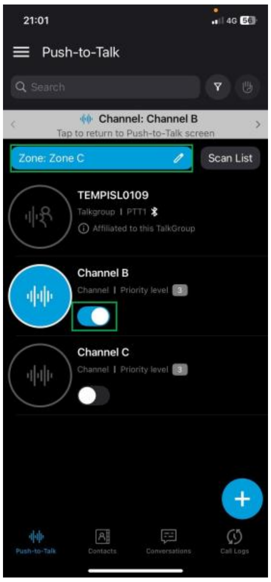
Fusion Push-To-Talk is a next-generation, mission-critical communication feature designed for public safety agencies and enterprise teams. Fusion delivers high-quality, instant voice communications that emulate traditional public safety radio while enabling advanced interoperability across smartphones,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

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

Zones

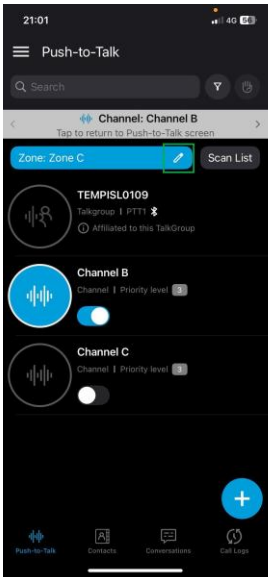
Zones are collections of channels and talkgroups grouped for an event (mission, accident, incident, etc.) or an area. Zones restrict your communication view to only the channels and talkgroups relevant to an event. Every channel and talkgroup must belong to a zone; their defined priorities apply inside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

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

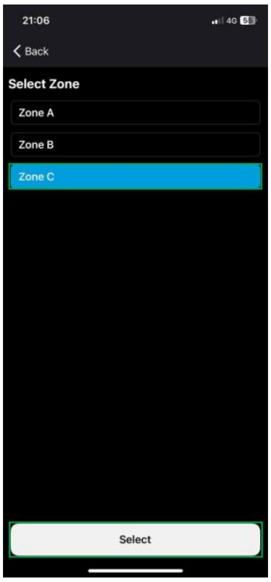


Push-To-Talk > Zones > Connected to zone

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

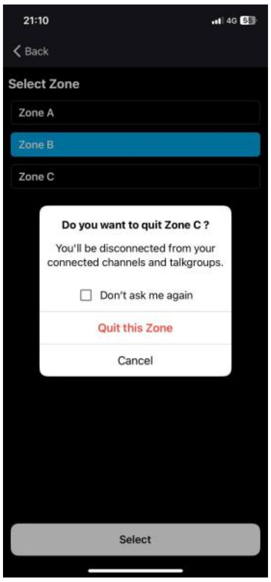


Push-To-Talk > Zones > Change zone



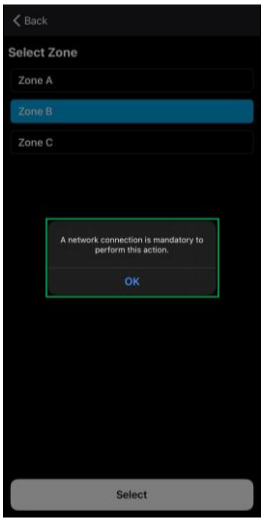
Push-To-Talk > Zones > Change zone > Select the zone

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



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

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



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

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

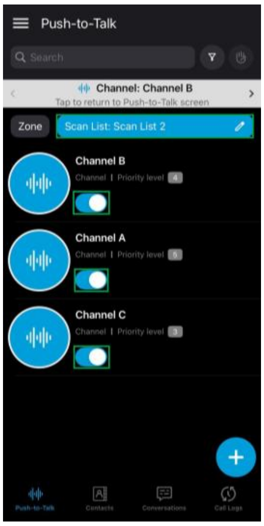
Scan lists

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

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

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

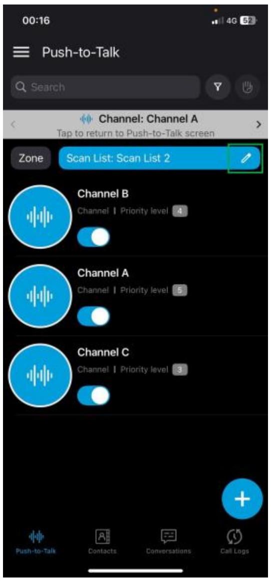
Reception and transmission are based on priority and you can be active to only one Talkgroup at a time.



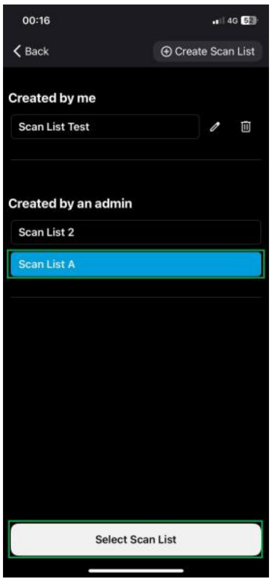
Push-To-Talk > Scan List

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

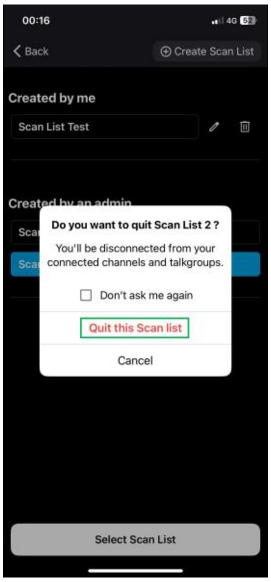
You can choose to change the Scan list with another list created by you or by the admin. To change the Scan list, tap on the pencil button, select the list you want, then tap the **Select Scan List button**. A window pop-up appears informing you that are disconnected from the Channels and Talkgroups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



Push-To-Talk > Scan list > Edit



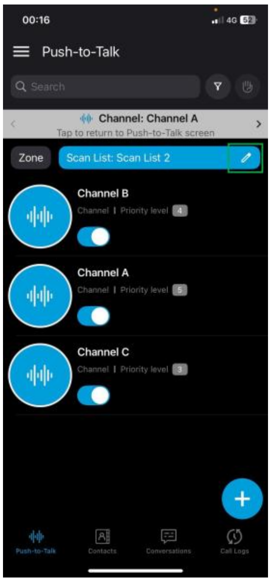
Push-To-Talk > Scan list > Edit > Select Scan List



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

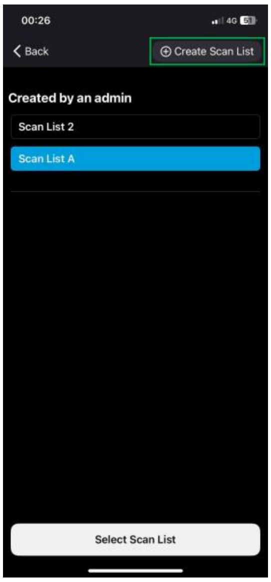
Creating a Scan list

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



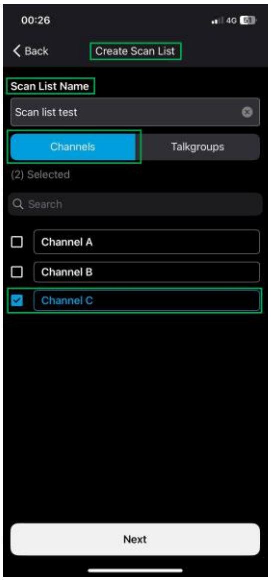
Push-To-Talk > Scan list > Edit

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

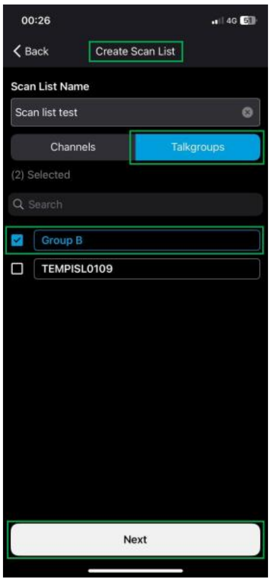


Push-To-Talk > Scan list > Edit > Create Scan List

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



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

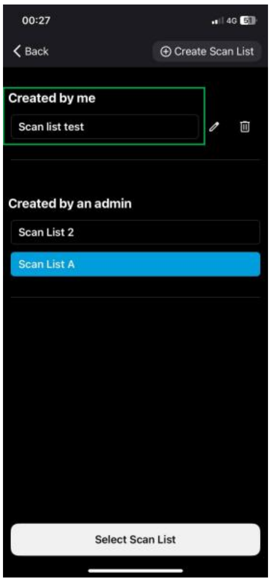


Push-To-Talk > Scan list > Edit > Create Scan list > Choose Talkgroups

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

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

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

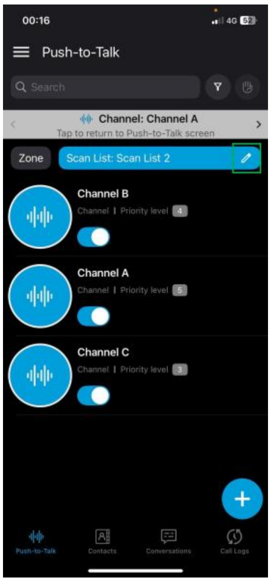


Push-To-Talk > Scan list > Edit > Created scans by me

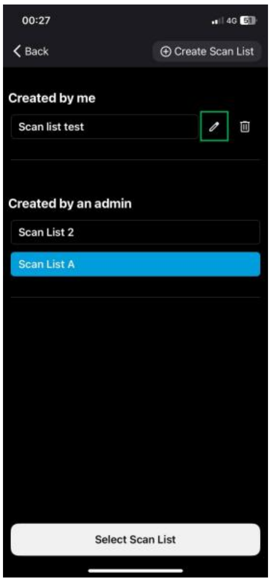
The Scan list created by you, is visible only to you. The maximum number of Scan lists you can create is defined at the platform level.

Editing and deleting a Scan list

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

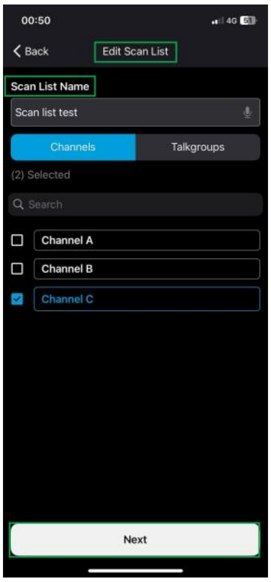


Push-To-Talk > Scan list > Edit



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

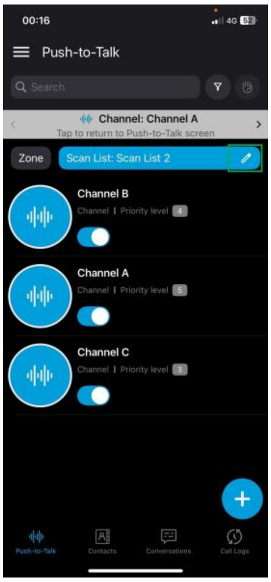
You can edit the name, the list of Channels and Talkgroups or their priority level. After editing, tap on the **Edit Scan List** button in the lower part of your screen.



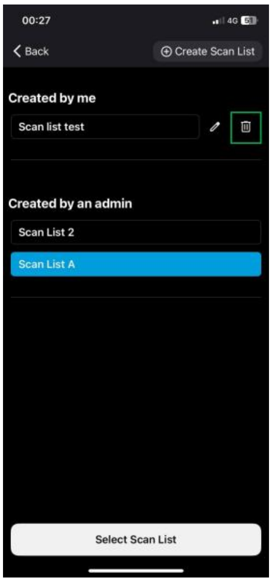
Push-To-Talk > Scan list > Edit Scan list > Name, channels and talkgroups

Push-To-Talk > Scan list > Edit Scan list > Priority level

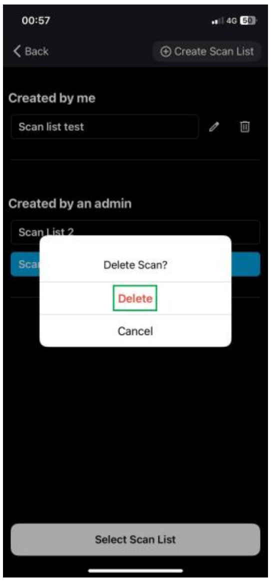
To remove a Scan list, tap the **Edit** button. On the next screen, tap the **Delete** button corresponding to the Scan list you want to delete. Tap the **Delete** button to confirm the action.



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



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

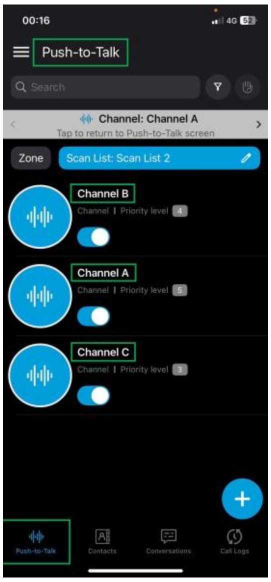


Push-To-Talk > Scan list > Edit Scan list > Delete Scan list > Confirmation

Channels

Channels are persistently connected communication groups. Within a channel conversation, you can initiate a Push-To-Talk call, initiate an emergency call/message, broadcast video and share your location.

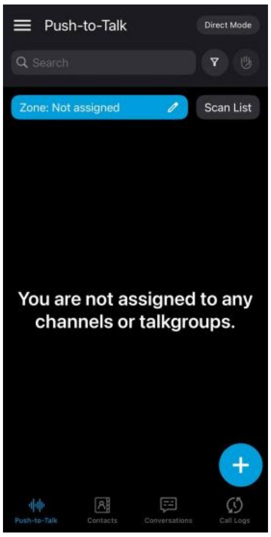
A Push-To-Talk channel allows users from the same group to connect to a channel (like standard walkie-talkie devices). Each organization group has a corresponding Channel automatically created when the admin creates the group. The **Channels** feature can be accessed from the **Push-To-Talk** section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



Push-To-Talk > Channels

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

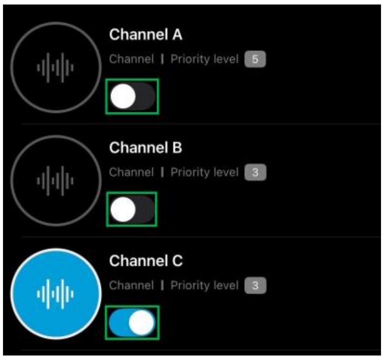
Note: The default **Push-To-Talk** screen displays a message when you have no channels or talkgroups assigned to you.



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

Connecting to one channel

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

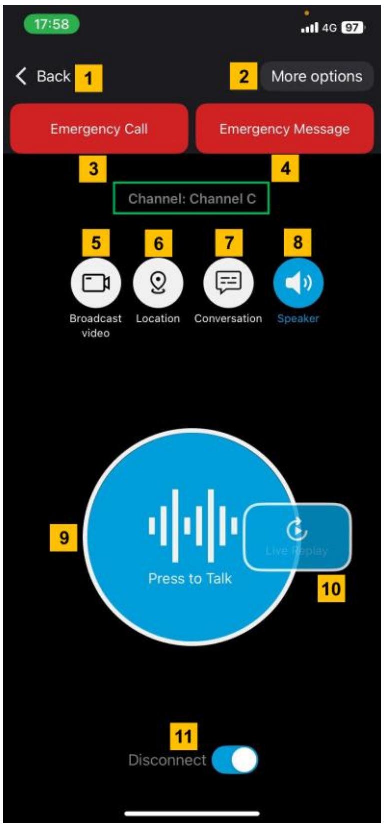


Push-To-Talk > Channels > Connecting to one Channel

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

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

10. **Live Replay:** Allows you to hear again all the bursts from a Push-To-Talk.
11. **Disconnect:** Switching off the toggle disconnects you from the channel.



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

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

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

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

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

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

For more information about setting the beeps and the volume go to the ***Voice Settings*** *section in this guide (My account > Voice settings > Push-To-Talk Floor Control Sounds).*

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

Channel screen > User talking according to burst's duration

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

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

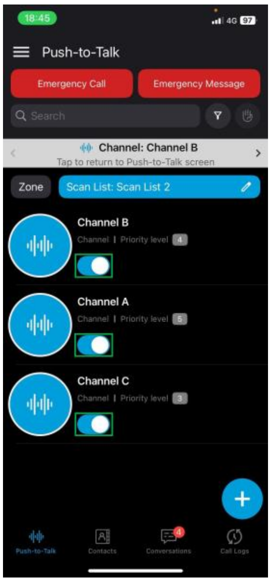
Channel > No other user is connected

Channel > Another user is talking

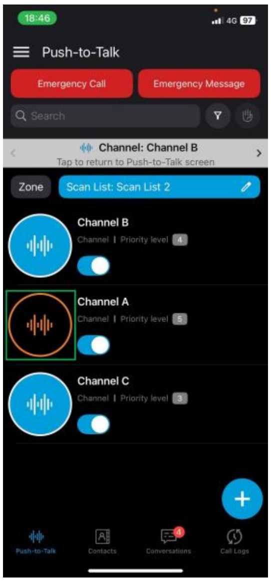
Note: The **Push-To-Talk** button will be inactive, if the **Deny to Transmit** option is activated for that channel.

Connecting to multi-channels

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



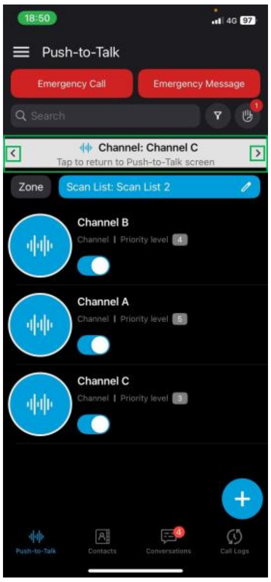
Push-To-Talk > Channels > Connecting to Multi-Channels



Push-To-Talk > Channels > Connecting to Multi-Channels > User speaking in Channel A

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

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



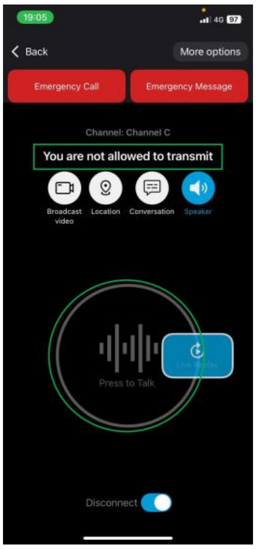
Push-To-Talk > Channels > Connecting to Multi-Channels > Switching between channels

Deny to transmit

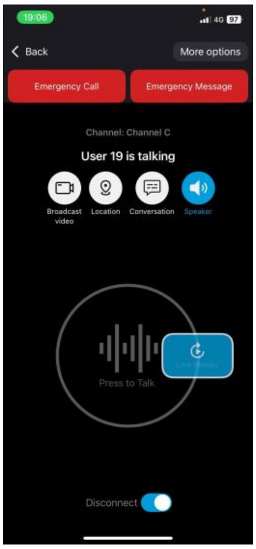
When the feature **Deny to Transmit on Channel** is activated for a channel and you are not set as an exception, you are not able to take the floor in this channel.

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

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

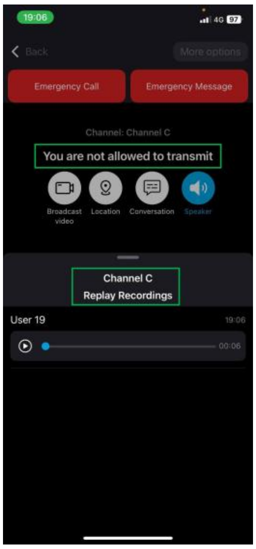


Push-To-Talk > Channels > Deny to Transmit > You are not allowed to talk



Push-To-Talk > Channels > Deny to Transmit > User 19 is set as an exception and can talk in the channel

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



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

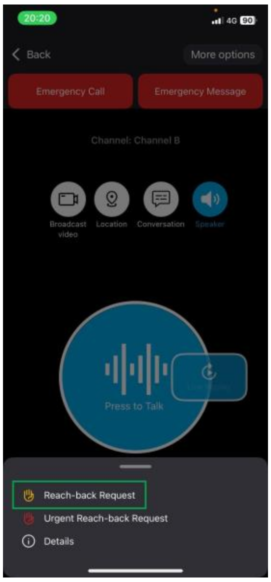
Reach back request

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

Sending a Reach back request

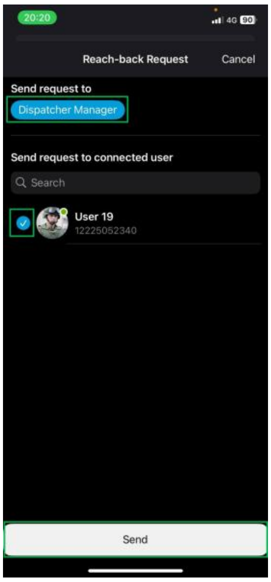
To send a reach back request or an urgent reach back request you must connect to the channel and tap on the **More options** button in the upper right corner. A new menu opens and you can choose between **Reach Back request**, **Urgent Reach Back request** or **Details**.

Channels > More options



Channels > More options > Reach Back Request

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



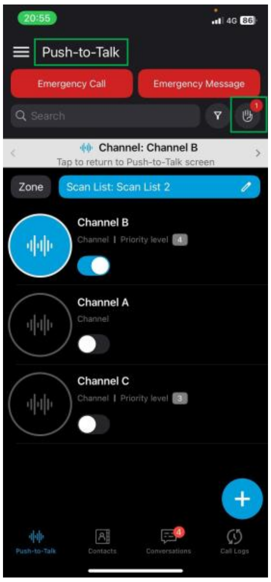
Channels > More options > Reach Back Request > Sending a Reach-Back Request

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

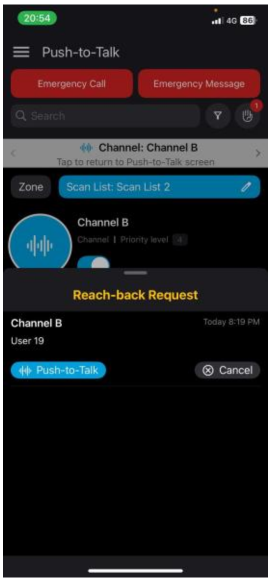
Channels > More options > Reach Back Request > Reach Back Request sent

Receiving a Reach back request

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



Push-To-Talk > Reach Back Request



Push-To-Talk > Reach Back Request received

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

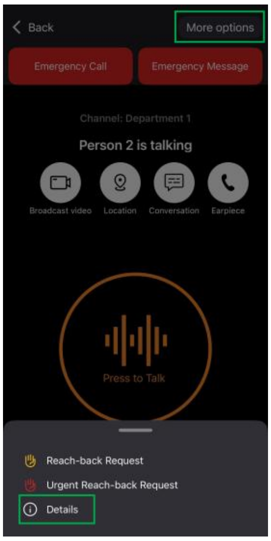
Note: The notification disappears from the notifications center, as you tap the **Push-To-Talk** button or if you delete the notification.

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

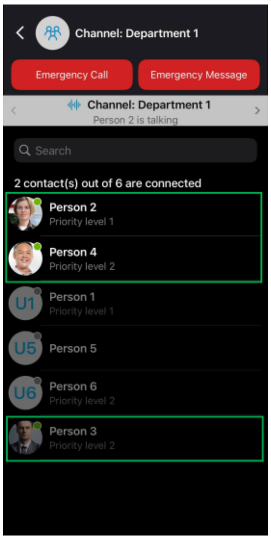
Details

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

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



Channels > More options > Preferences



Channels > More options > Preferences > Details

Live replay

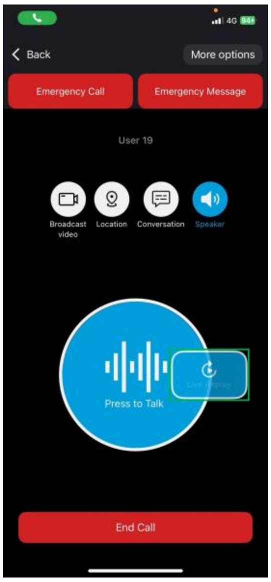
If enabled, the **Live Replay** feature allows you to hear again all the bursts from a channel session. If you are in a noisy environment and you do not understand well the user who is speaking, you can use the **Live Replay** button to hear the last bursts instead of asking the respective user to repeat.

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

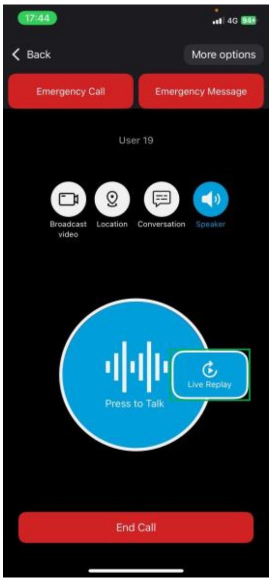
You are able to replay the activity of a Push-To-Talk Call only starting with the moment you joined the channel.

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

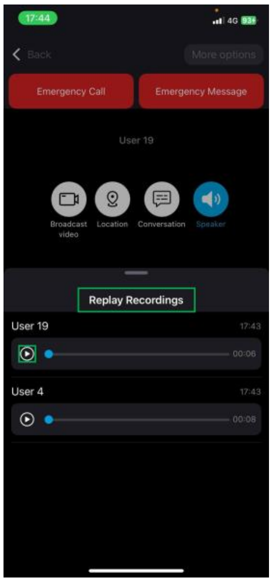
If another participant takes the floor while you are listening to a burst, the recording is automatically paused.



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



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



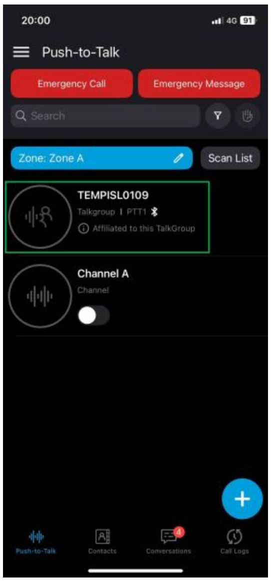
Push-To-Talk > Live Replay > Live Replay bursts

Talkgroups

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

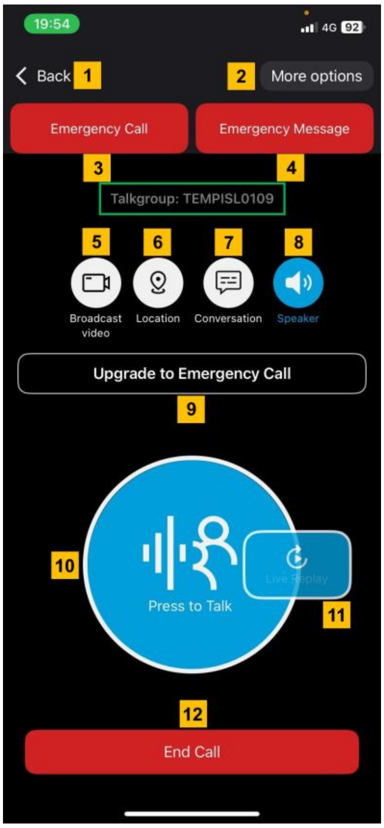
Talkgroups are found in **Zone** and **Scan** list, functioning in the same way. Talkgroups are created by the Fusion Admin.

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



Push-To-Talk > Talkgroups

If you tap on the talkgroup a new Push-To-Talk call is launched:



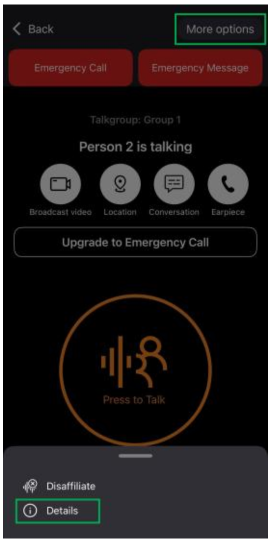
Push-To-Talk > Talkgroups > Call options

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

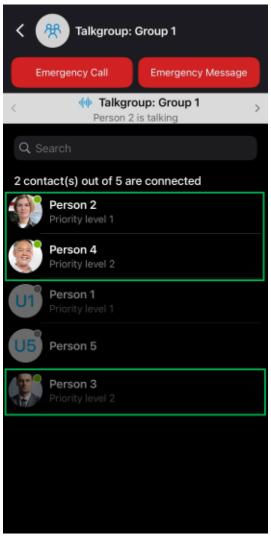
Preferences menu

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

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



Talkgroup > More Options > Preferences menu



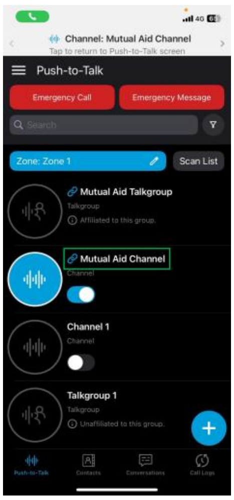
Talkgroup > More Options > Preferences menu > Details

Mutual Aid

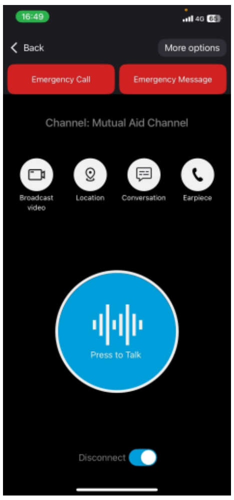
Mutual Aid allows agencies from different Fusion organizations to link channels and talkgroups between their users.

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

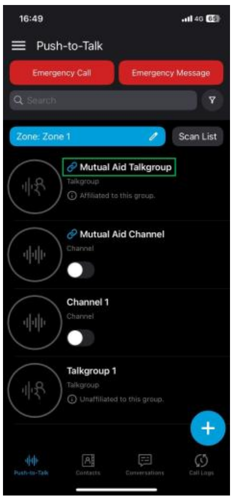
You can identify a Mutual Aid Channel/Talkgroup by the linked symbol before the name.



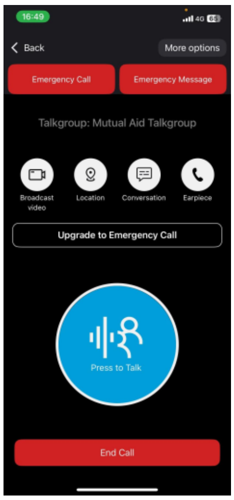
Push-To-Talk > Mutual Aid Channel



Mutual Aid Channel screen



Push-To-Talk > Mutual Aid Talkgroup



Mutual Aid Talkgroup Push-To-Talk screen

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

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

Use case 2: Make a Push-To-Talk Group Call with the linked Talkgroup

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

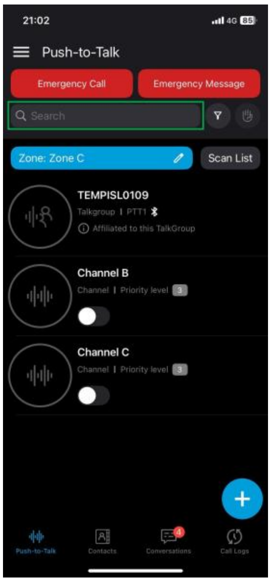
Note: The call can be established if at least one user from the same organization answered the call.

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

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

Search

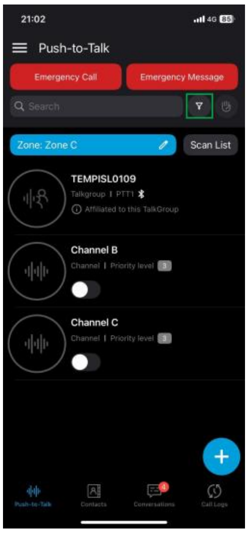
You can search for channels or talkgroups using the search bar.



Push-To-Talk > Search

Filter

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

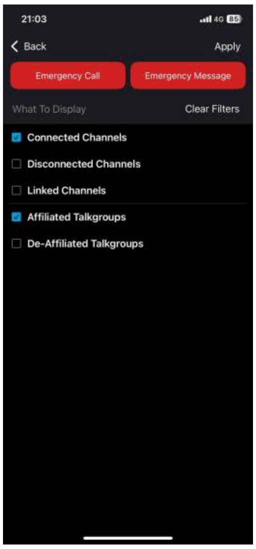


Push-To-Talk > Filter

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

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

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



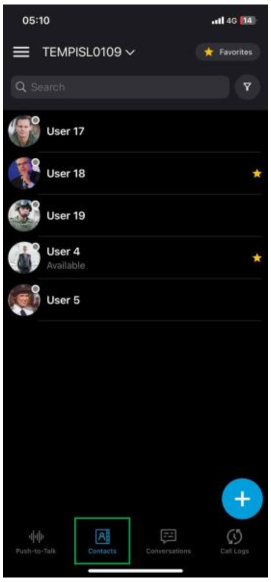
Push-To-Talk > Filter > Filters

Push-To-Talk > Filter > Filters

If you have filters applied on the Push-To-Talk screen, a small red dot is attached to the filter button.

CONTACTS

This menu shows you all the contacts that you have in your list (groups/departments/users).



Contacts

Public visibility

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

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

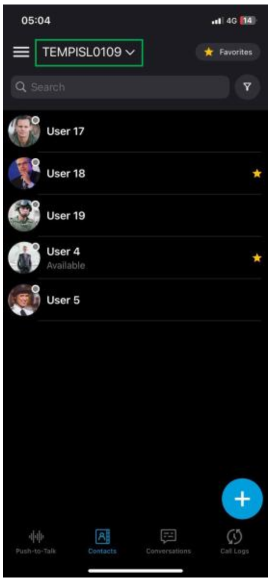
If the **Public Visibility** feature is active you can select from two categories:

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

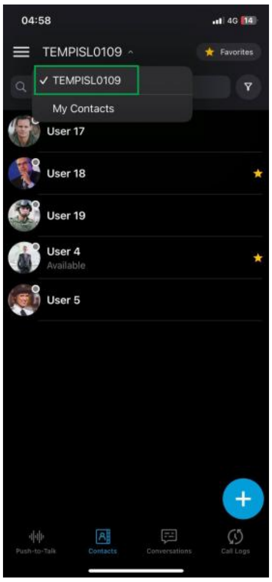
You can tell the difference between contacts from your organization and contacts from another organization. You can initiate any type of communication with people from another organization.

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

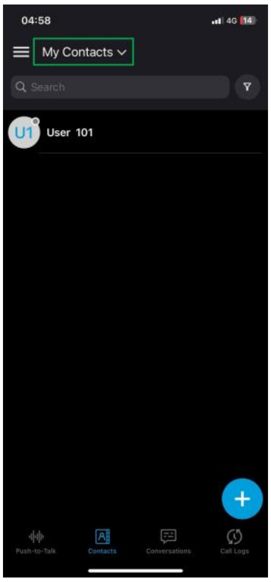
If the **Public Visibility** feature is inactive, you can only see My organization (Fusion displays the organization name) and no drop-down list.



Contacts (when Public visibility is inactive)



Contacts > My Company (when Public visibility is active)

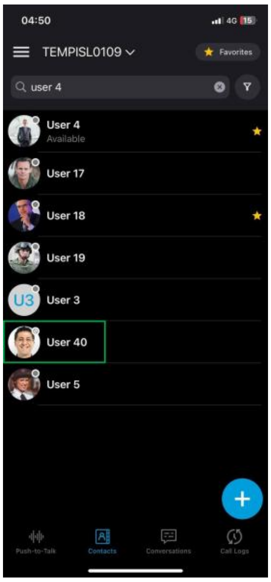


Contacts > My Contacts (when Public visibility is active)

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

Unauthenticated users

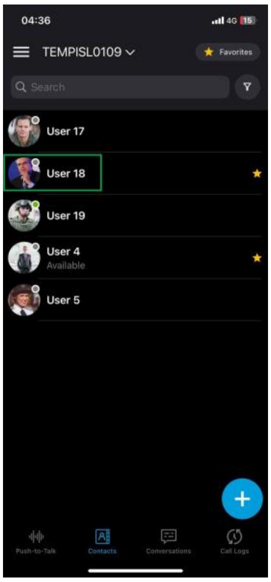
Unauthenticated users, who never logged into the application, are highlighted by an icon representing a gray-cut circle.



Contacts > Unauthenticated user

Not connected users

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

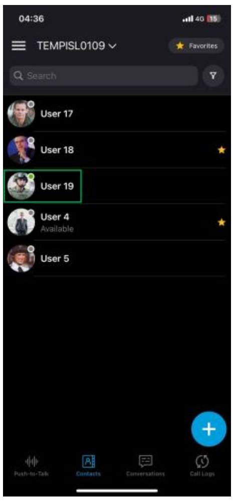


Contacts > Not connected users

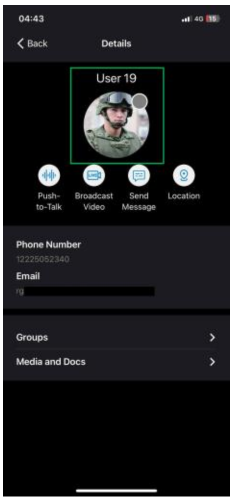
Technically disconnected users

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

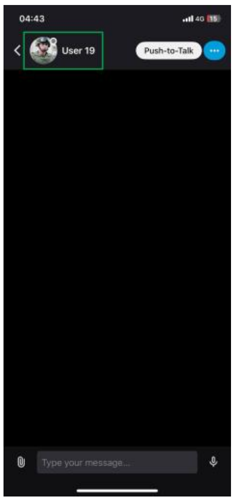
Fusion does not automatically update the unreachable status in the **Contacts** tab. You can only see the unreachable status of a user when you start a conversation with them or when you tap on the user's **Details**.



The Contacts screen displays User 19 as connected



The Contact details screen displays User 19 as disconnected



The conversation thread displays User 19 as disconnected

Operational status

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

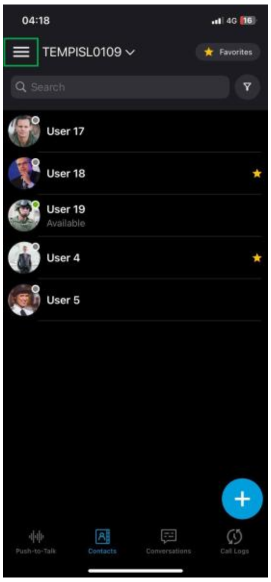
You only see the operational statuses that are available for your department, from the database of operational statuses. The main/organization/department admin creates the database of operational statuses.

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

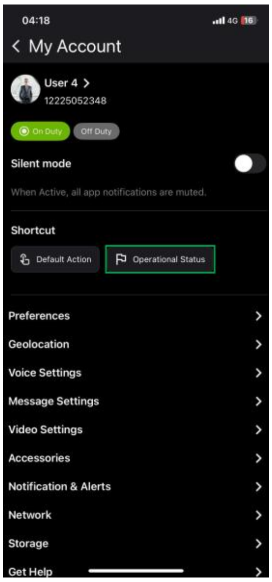
If a department admin deletes an operational status list assigned to a specific department, the department's status changes from List X to database.

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

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



Contacts > My Account

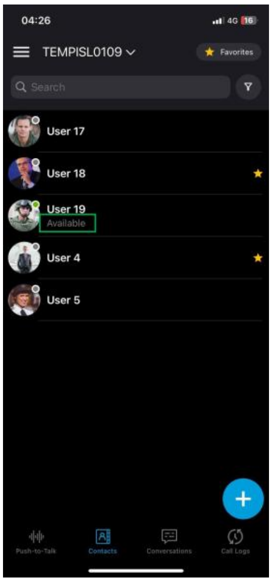


Contacts > My account > Operational Status

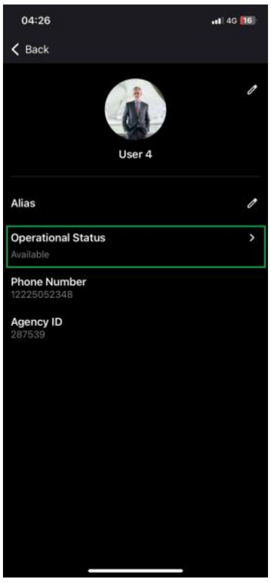
Contacts > My account > Operational Status > List of operational statuses

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

Contacts > Operational status



Contacts > Operational status applied



Contacts > Operational status in My Account

Automated operational status change

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

Use case 1:

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

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

Use case 2:

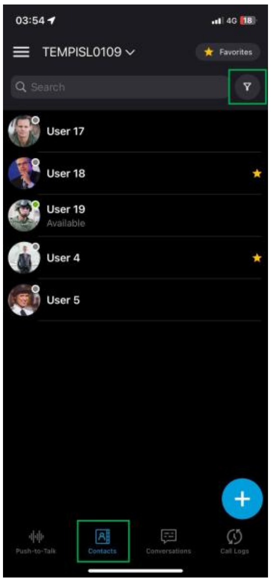
You open the application (log in or connect again). Since the admin does not set any delay, Fusion makes the change when you open the application.

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

Filter

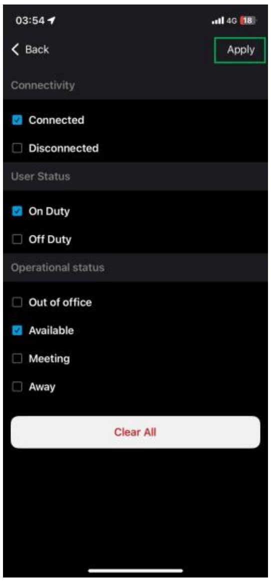
You can filter based on Connectivity (Connected/Not Connected), User Status (On Duty/Off Duty/Do Not Disturb), and Operational Status. The **Filter** button is displayed for all users (not only Dispatchers).

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

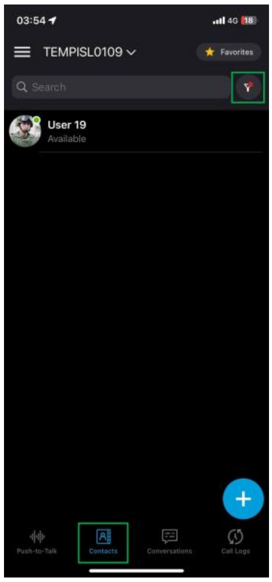


Contacts > Filter

When the filter is active, a red dot is displayed on the filter.



Contacts > Filter > Choose the filters



Contacts > Filter > Filter is applied

Note: The filter does not include the **User Status** category, if the feature is deactivated by the admin.

Filter logic

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

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

- When Connected is selected, it shows the individual connected users in the **Contacts** list.
- When Not Connected is selected, it shows the individual disconnected users in the Contacts list.
- When both are selected or not, it shows both Connected and Not Connected users.

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

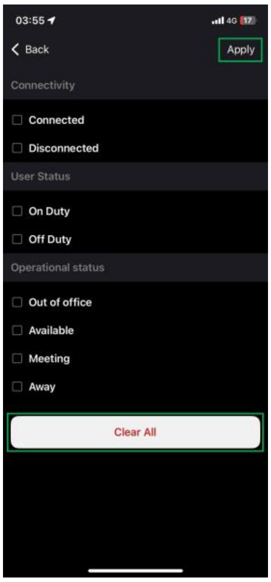
On Duty/Off Duty/Do Not Disturb(this filter is displayed for all the organizations and users, not related to Operational Status):

- When On Duty is selected, it shows individual On Duty users in the **Contacts** list.
- When Off Duty is selected, it shows individual Off Duty users in the **Contacts** list.
- When Do Not Disturb is selected, it shows individual Do Not Disturb users in the **Contacts** list.
- When multiple are selected or not, it shows all On Duty, Off Duty, and Do Not Disturb users.

Operational Status:

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

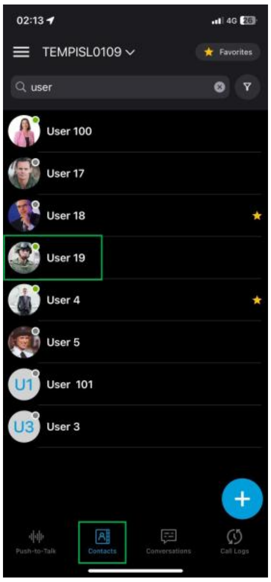
You can clear the filter by tapping the **Clear All** button on the bottom right.



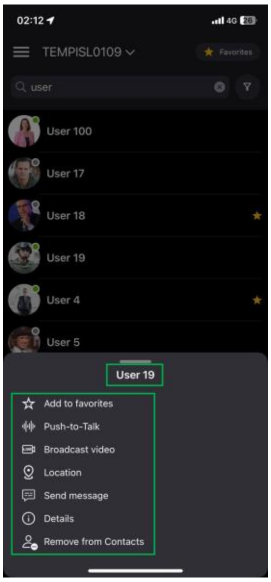
Contacts > Filter > Clear all selected filters

Contact options

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



Contacts

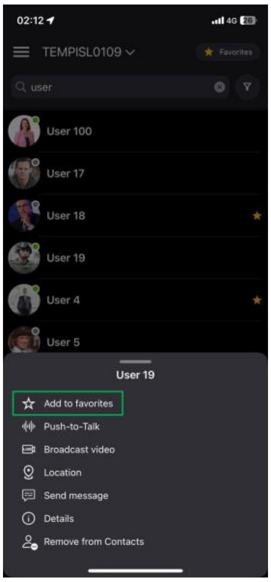


Contacts > Contact Options

Adding to favorites

Add user as favorite

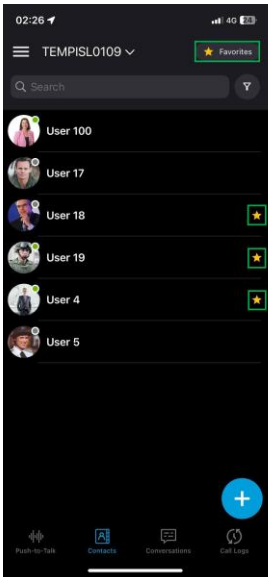
You can make a user your favorite. Tap the **Add to favorites** button.



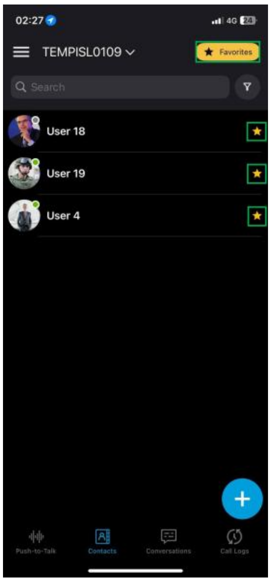
Contacts > Contact Options > Add to favorites

Note: The **Favorite** list between Fusion Dispatch and Mobile is synced.

The users who are on the favorites list are marked with a yellow star next to their name. You can access the favorites list and only see the users who are on the list by tapping on the Favorites button in the upper right corner.



Contacts > Contact options > Adding to favorites

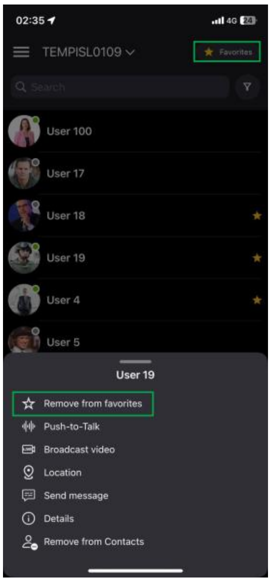


Contacts > Contact options > Favorites list

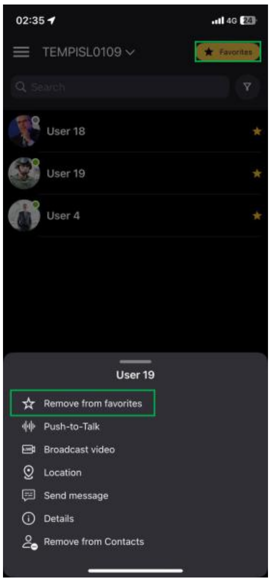
Remove user from favorites

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

Note: You can do the same action from the **Favorites** menu.



Contacts > Contact options > Remove from favorites



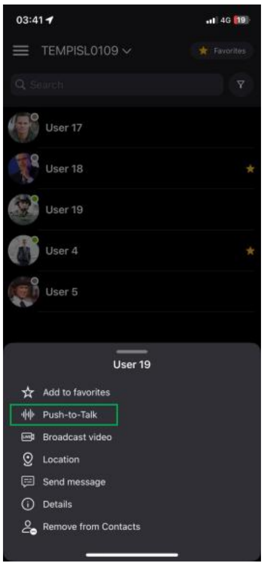
Contacts > Favorites list > Contact options > Remove from favorites

Push-To-Talk

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

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

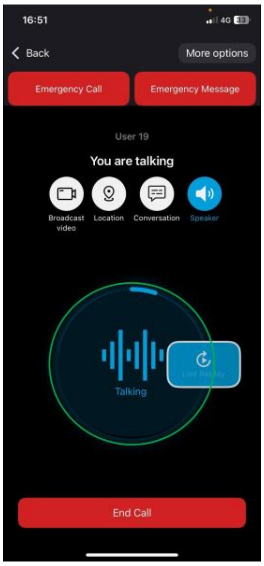
The Push-To-Talk session is now started. Tap and hold on the blue circular button in the middle of your screen to take the floor.



Contacts > Contact Options > Push-To-Talk

Contacts > Contact Options > Push-To-Talk > Push-To-Talk call

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



Contacts > Contact Options > Push-To-Talk > Push-To-Talk call > Call duration

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

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

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

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

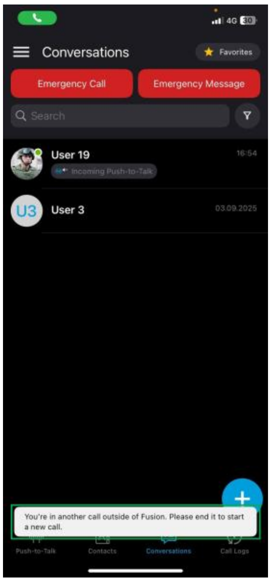
Use case 2: If you are engaged in a Push-To-Talk call and answer a cellular call

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

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

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

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

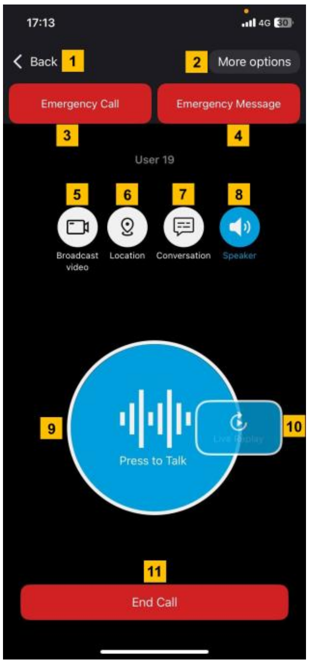


Contacts > Contact options > Push-To-Talk initiation while on call

Push-To-Talk options

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

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



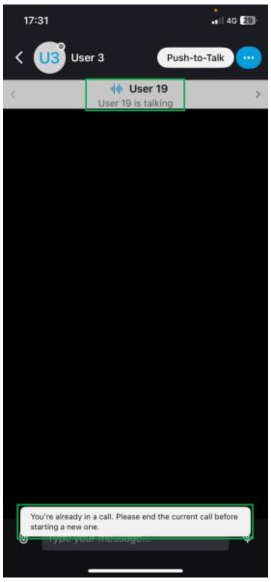
Contacts > Contact Options > Push-To-Talk > Push-To-Talk options

1. **Back button:** Takes you back to the previous menu.

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

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

• User 4 minimizes the Push-To-Talk screen and opens the conversation thread with User 3.
• User 4 taps the Push-To-Talk button. An error message appears indicating that the Push-To-Talk is not available because User 4 is already in a Push-To-Talk call with User 19.



Contacts > Contact Options > Push-To-Talk > Another call in progress

Push-To-Talk auto-answer

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

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

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

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

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

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

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

Priority levels are compared.

- If User B's priority is higher than User A's priority, you automatically answer User B while the call with User A will be terminated.
- If User B's priority is lower or equal to User A's priority, you stay in the call with User A, and User B's call is automatically rejected.

Live replay

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

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

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

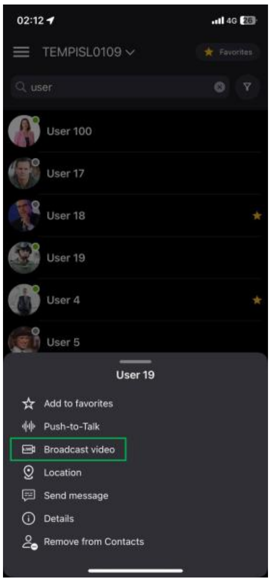
Broadcast video

Outgoing Broadcast Video

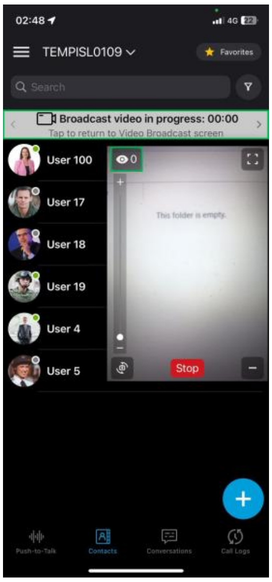
You can broadcast videos from any location, sharing the videos with one or more users.

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

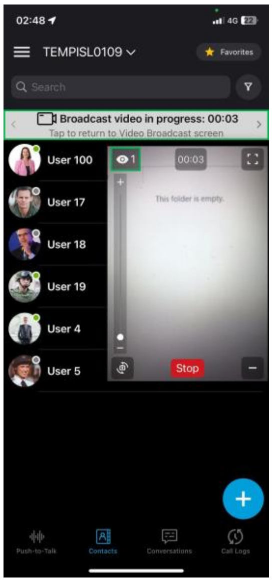
You can send a Broadcast Video to Dispatchers if the Location is set to Tracking or On Demand by the admin and is enabled or disabled in the mobile application (My account > Location).



Contacts > Contact options > Broadcast Video

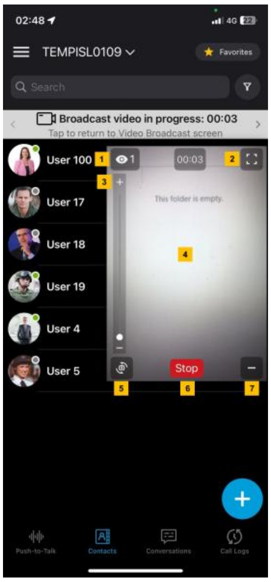


The application is contacting the recipient to broadcast video

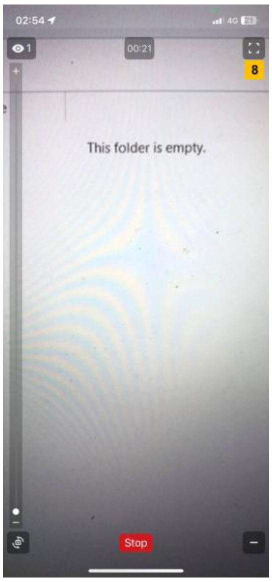


The Broadcast video has started with one user watching it

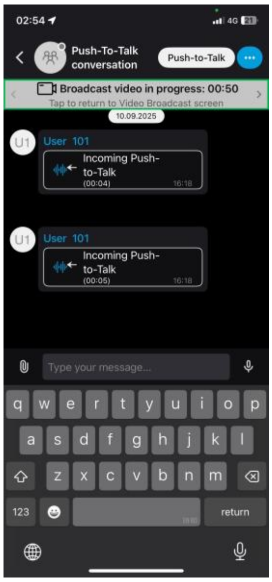
Broadcast Video Options



Broadcast Video options



Broadcast Video full screen



Active Broadcast Video bar

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

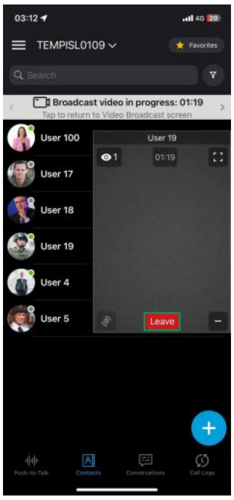
Note: You can keep the Broadcast Video on-screen while performing other tasks on the mobile phone.

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

Incoming Broadcast Video

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

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

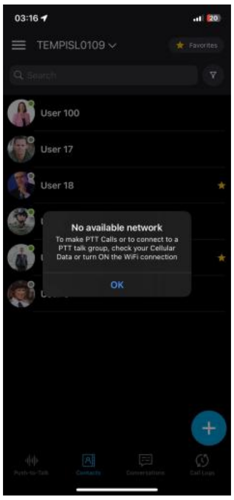


The Broadcast video has started

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

No Public or Private Wi-Fi with data service

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



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

Location

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

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

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

How it works

If a user is assigned as a Dispatcher, they are able to locate users on a map using the Fusion Dispatch interface, mobile application, or both. If a user is not assigned as a Dispatcher, the other users’ location will be displayed as “unavailable”.

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

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

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

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

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

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

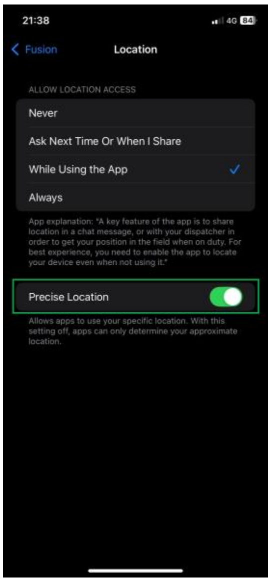
Note: If the **Location** feature is activated but you do not have Internet access for several days, all the requests (positions to be sent to the Backend) are saved, and once the Internet connection is established, all these saved positions are sent in a batch to reduce the number of requests and avoid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

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

Precise location

To ensure the most accurate location, enable the Precise Location feature for the app on your device. If this feature is not turned on, the system will only provide an approximate location. To enable it:

1. Open your device settings and select Fusion from the list of apps
2. Tap on Location
3. Enable Precise Location



Contacts > Contact options > Location > Device settings

Location of a single user on the map

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

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

For more information about this feature, go to the ***Location*** *section in the application (Three lines menu > Location).*

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

The **Contact Details** section shows:

• The user's battery level and network type.

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

• The user's address > street, city, country.

• Their distance from the Dispatcher (to display the distance in kilometers, go to the settings of your Iphone and set the phone language to other types of English than the US as the UK, Belgium, etc.)

• The date and time of the last received location (continuously updated).

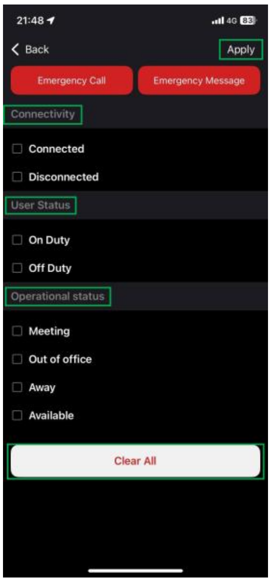
Location of several users on the map

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

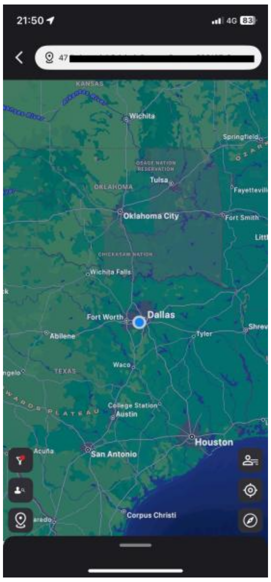
You can filter based on Connectivity (Connected/Not Connected), User Status (On Duty/Off Duty/Do Not Disturb), and Operational Status. The **Filter** button is displayed for all users (not only Dispatchers).

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

When the filter is active, a red dot is displayed on the filter.



Contacts > Contact Options > Location > Filter



Contacts > Contact Options > Location > Filter > Filters applied

Note: When you are tracking a single user, not a group, the filter is not be displayed.

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

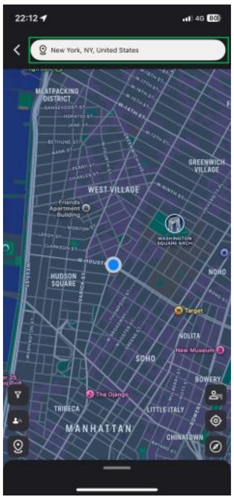
Map features

Contacts > Contact Options > Location > Map features

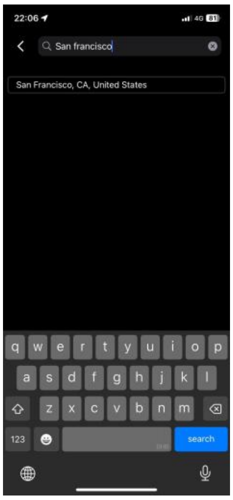
1. Search location
2. **Filter**
3. **Find user** icon
4. **Location**
5. **User role** icon
6. **Center**: Centers the map on the Dispatcher's location.
7. **Compass**: Tap the compass to rotate the map to match the direction the Dispatcher is facing (this feature requires phone support).

Searching location

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



Location > Search bar



Location > Searching for an address

Location > Location found and shown on the map

No location data

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

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

Display PLMN on Where Are You Screen

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

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

User Status

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

- On Duty: Dispatcher sees a green sticker displayed on the user’s picture on the map.
- Off Duty: Dispatcher sees a red sticker displayed on the user’s picture on the map.
- Do Not Disturb: Dispatcher sees an orange sticker displayed on the user’s picture on the map.

Broadcast Video

Fusion supports Broadcast Video from the user to the Dispatcher.

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

Deactivating location

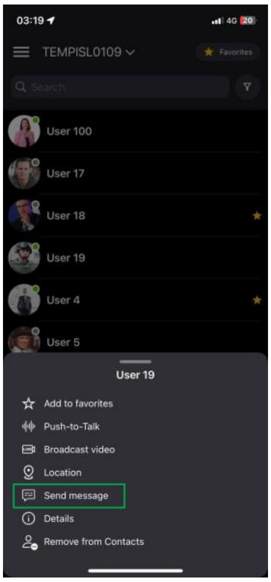
You can deactivate the location by going to **My Account** menu > Location.

*For more information about this setting, go to the **Location** section in the guide(Three line menu > Location).*

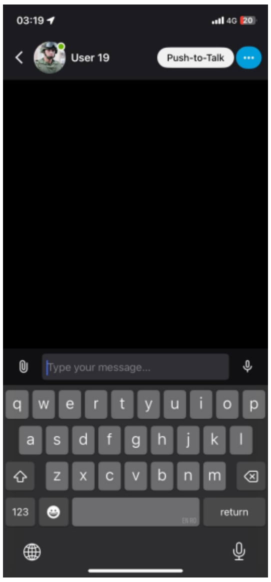
Sending message

Fusion allows you to send and receive text messages.

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



Contacts > Contact options > Send message



Contacts > Contact options > Conversation screen

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

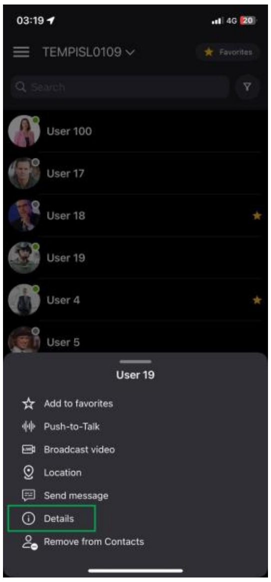
- Tap the user's name and see the **Details** menu.
- Initiate a Push-To-Talk.
- Tap the three dots button to open the **Contact options** menu.
- Send a message.
- Request an acknowledgment.
- Send an attachment (photo, video, documents, location).
- Send a voice message.

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

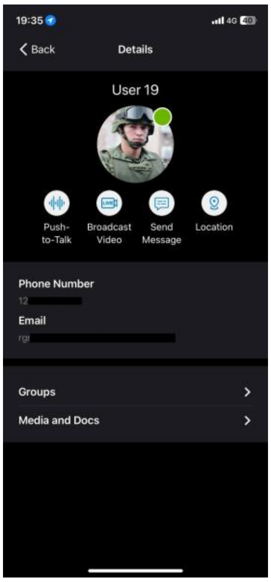
Note: The Conversation initiated from the Group Contact options has the same features, the recipients being all the members of the group.

Details

Tap the **Details** button from the **Options** window pop-up to open the user details menu.



Contacts > Contact options > Details



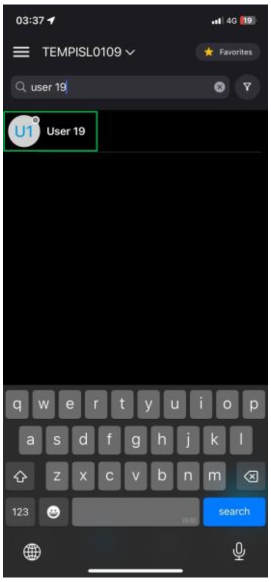
Contacts > Contact options > Details screen

*For more information about the **Details**features, go to the **Details**menu in the guide (Conversations > Conversations screen > Details).*

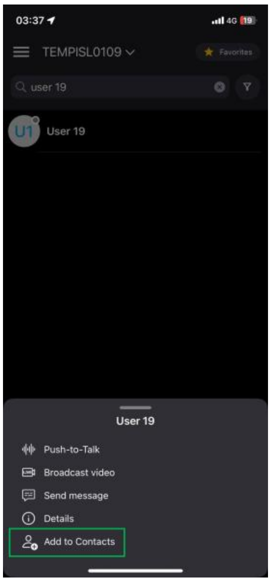
Adding/Removing to/from Contacts

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

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



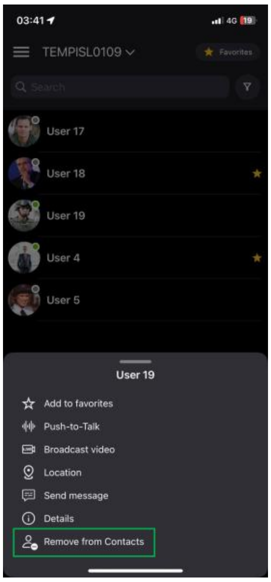
Contacts > Search for an user



Contacts > Contact options > Add to Contacts

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

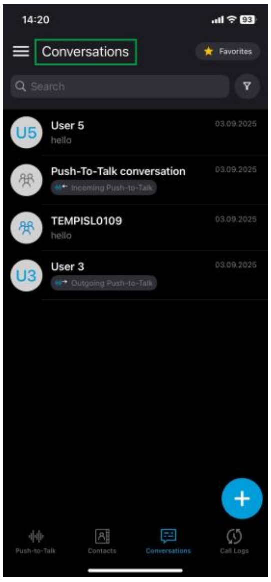
To remove a user from your Contacts list, tap and hold the user’s name and select **Remove from Contacts**.



Contacts > Contact options > Remove from Contacts

CONVERSATIONS

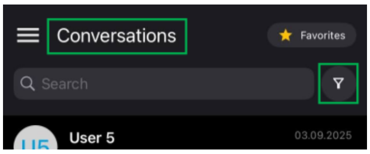
In the **Conversations** section, all recent conversations are displayed in chronological order. If you want to access a conversation, tap on it and a new screen appears where you can talk or interact with another user or group.



Conversations

Filter

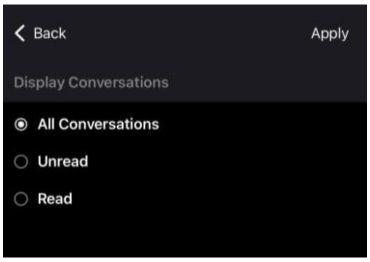
You can filter the conversations using the **Filter** button. You can find the **Filter** button in the upper right corner next to the search bar.



Conversation > Filter button

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

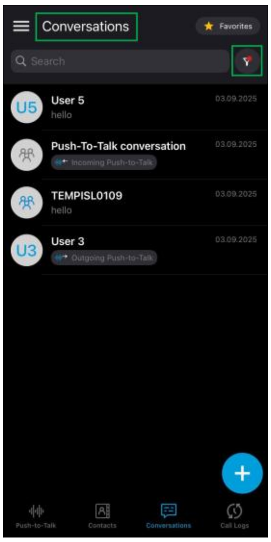
- All conversations
- Unread conversations
- Read conversations



Conversations > Filter menu

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

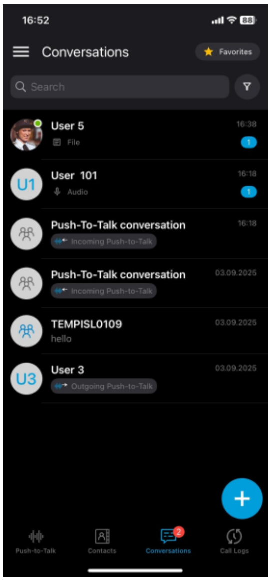
If any filter is already applied to the conversations menu, you see a red dot on the Filter button.



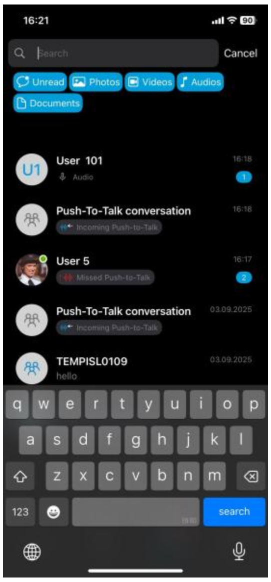
Conversations > Filter applied

Search

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



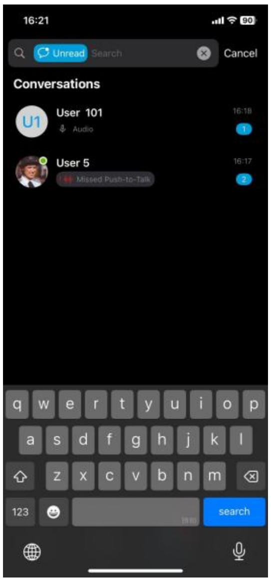
Conversations



Conversations > Search menu

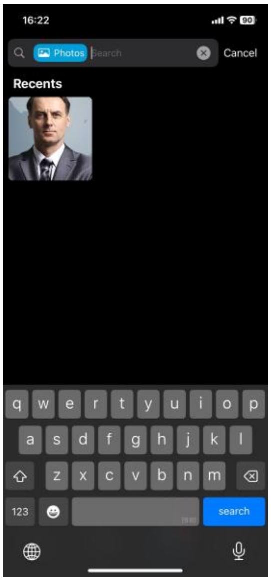
Under the **Search** bar, you can find 5 buttons that can help you search faster through the conversations:

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



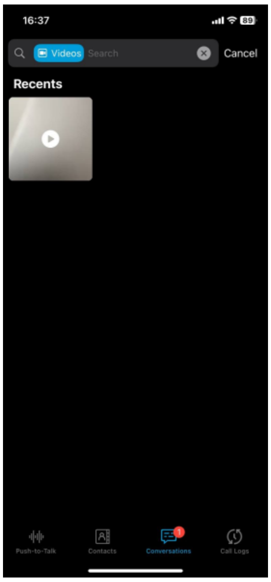
Conversations > Search > Unread messages

2. **Photos**: by tapping the **Photos** button, the application only shows you the recent photos received by you.



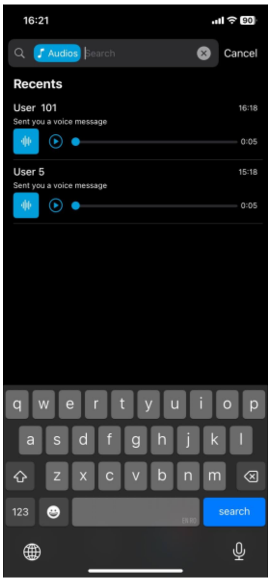
Conversations > Search > Photos

3. **Videos**: by tapping the **Videos** button, the application only shows you the recent videos received by you.



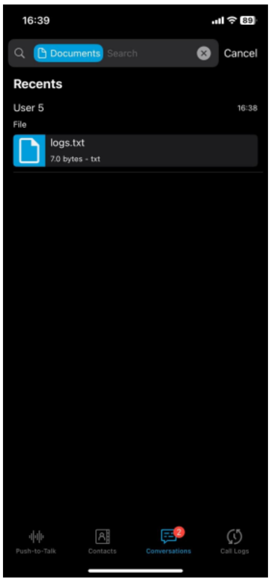
Conversations > Search > Videos

4. **Audios**: by tapping the **Audios** button, the application only shows you the recent audios received by you.



Conversations > Search > Audios

5. **Documents**: by tapping the **Documents** button, the application only shows you the recent documents received by you.

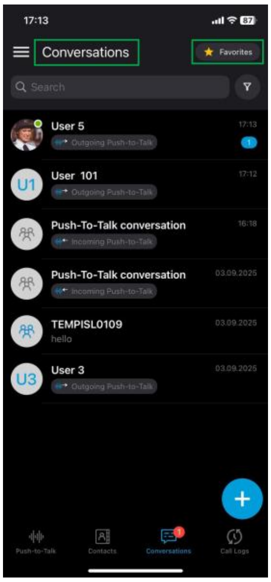


Conversations > Search > Documents

You can cancel any provisional filter you have set by tapping on the **X** button inside the search bar. If you want to cancel the search, tap on the **Cancel** button next to the search bar.

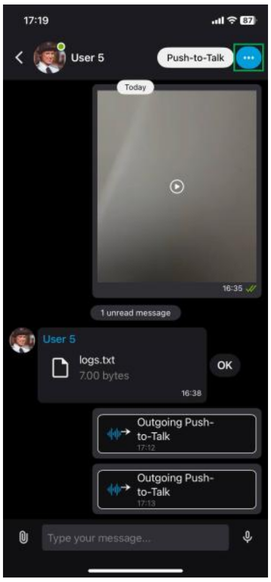
Favorites

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

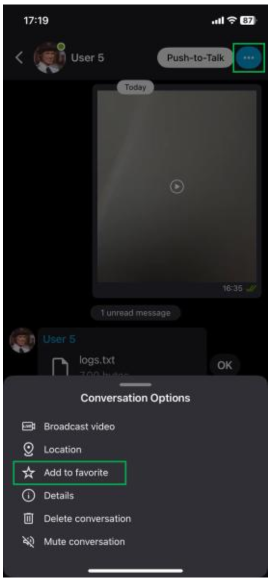


Conversations > Favorites

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

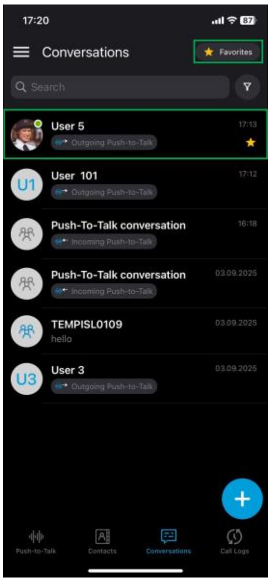


Conversation > Three horizontal dots menu



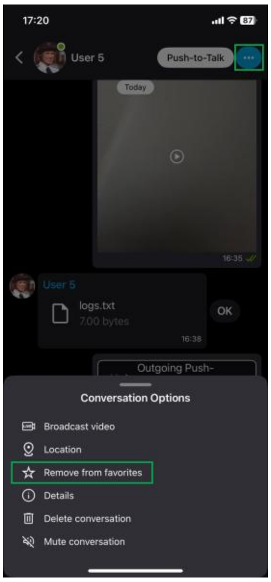
Conversation > Three horizontal dots menu > Add to favorite

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



Conversations > Conversation added as favorite

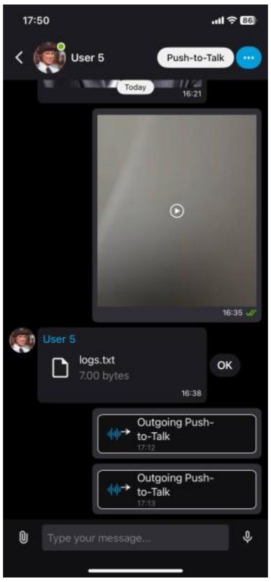
To remove a conversation from favorites, open that conversation by tapping it. In the conversation screen, tap the three horizontal dots menu. Tap the **Remove from favorites** button. The conversation is removed from the favorites.



Conversation > Three horizontal dots menu > Remove from favorites

Conversation screen

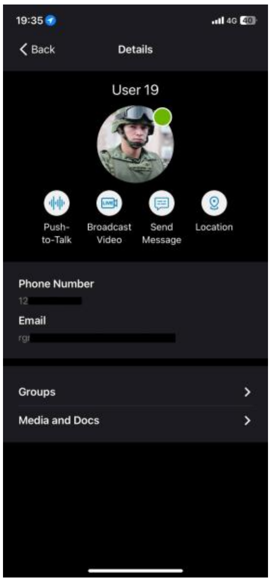
To open a conversation screen, tap any conversation from the menu. Here you can send or receive messages, attachments or your location to the user or group with whom you started the conversation.



Conversations > Conversation screen

User details

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



Conversations > User Details

In this menu you can find information about:

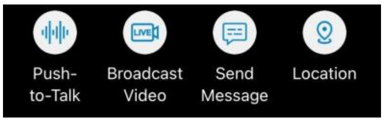
• **User status:** a small colored circle appearing next to the profile picture shows if the user is On Duty, Off Duty or Do not disturb.

Conversations > User Details > User Status > On Duty

Conversations > User Details > User Status > Off Duty

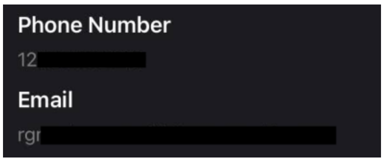
Conversations > User Details > User Status > Do not disturb

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



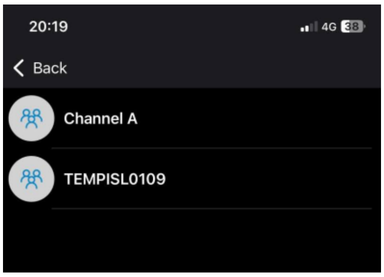
Conversations > User Details > Shortcut buttons

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



Conversations > User Details

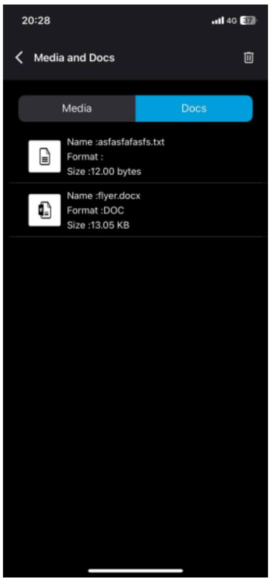
• **Groups**: by tapping on the **Groups** button you can see the groups that both of you are part of.



Conversations > User Details > Groups

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

Conversations > User Details > Media



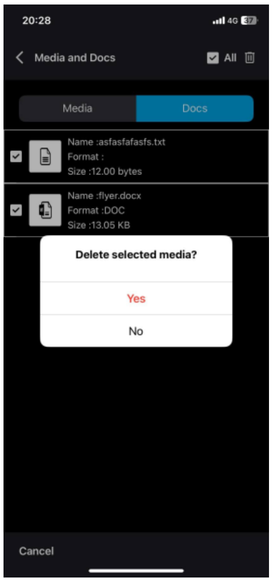
Conversations > User Details > Docs

In the Media sections you can find all the media files you shared with the user: audio, photo, and video.

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

Conversations > User Details > Delete files

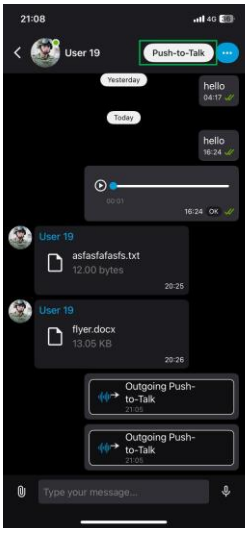
Conversations > User Details > Select the files



Conversations > User Details > Confirmation popup

Push-To-Talk

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



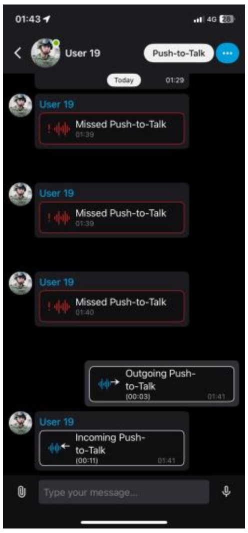
Conversations > Push-To-Talk

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

Multiple Push-To-Talk calls indicator

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

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

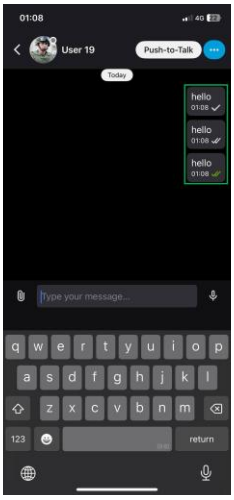


Conversation Screen > Missed calls notification

Visual indicators

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

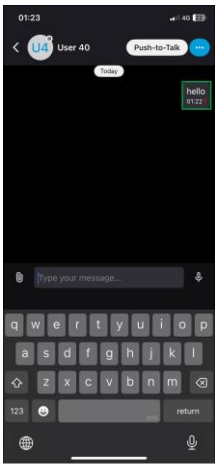
- Successfully sent message (one grey tick icon).
- Sent and received by the recipient (double grey tick icon).
- Sent, received, and read by the recipient (double green tick icon).



Conversations > User conversation > Visual indicators

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

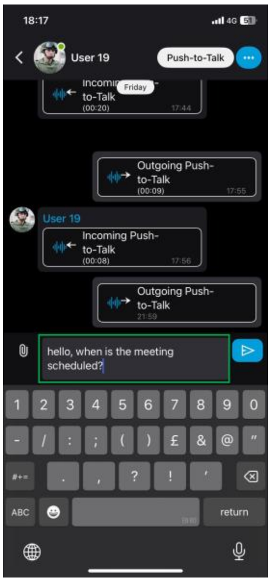
- The user who should receive the message is not authenticated on any device (Fusion Dispatch or Mobile).
- The user who should receive the message has no visibility (if they are in separate departments that are not related to each other).
- The user who should receive the message is blocked by the admin.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



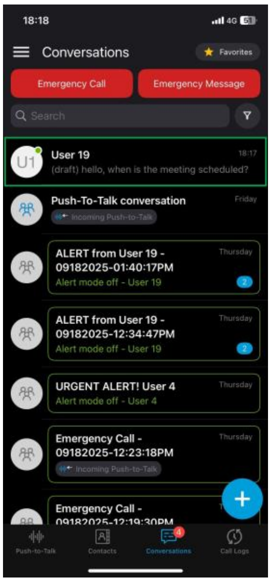
Conversations > Conversation Screen > Visual indicators > Red exclamation mark

Saving a draft message

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



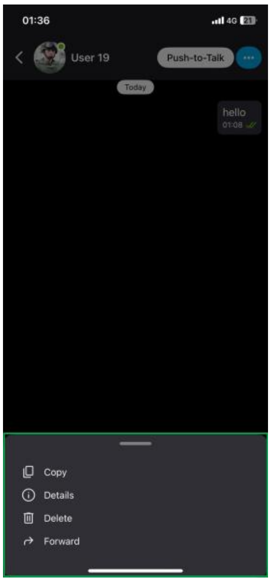
Conversations > Conversation screen > Unsent message



Conversations > Message automatically saved as draft

Message options

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



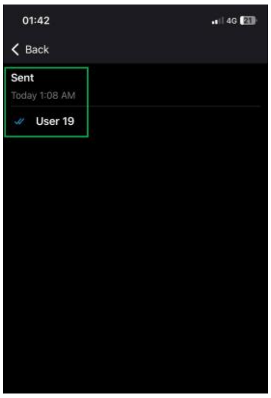
Conversations > Conversation Screen > Message options

Copy

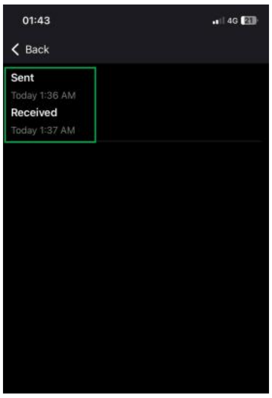
This option enables you to copy the message

Details

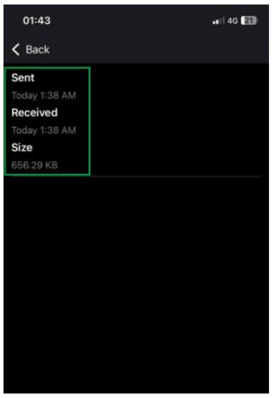
This option shows you the details about a message (date and time of the message, and the contacts who received it).



Message options > Message sent and read



Message options > Message received

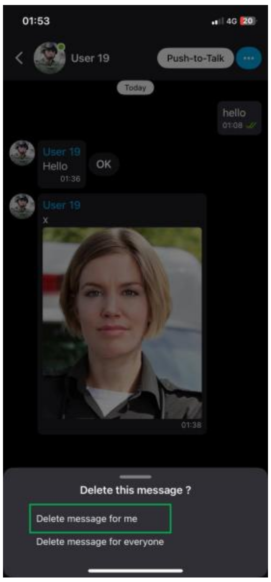


Message options > Message received with attachment

Delete

This options allows you to delete a message or attachment. After tapping **Delete**, a new pop-up appears on your screen asking you if you want to:

Delete message for me: The message or attachment is no longer be visible for you, but the other users in the conversation are still able to see it. You can use this feature to free up space in your application.



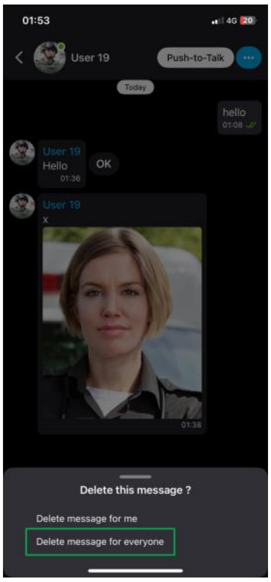
Message options > Delete > Delete message for me

Delete message for everyone: If the option is activated at the organization level, as a Sender or Administrator of a conversation you can remove messages you have sent in a one-to-one conversation or group conversation.

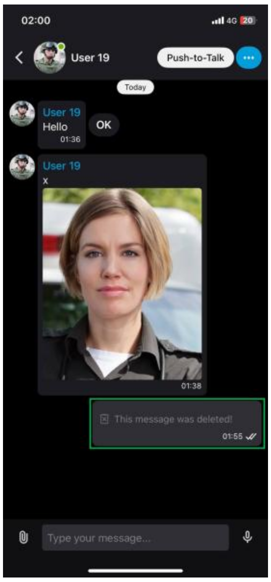
When you delete a message or attachment for everyone, it will be replaced with a gray italic message that says the message was deleted. This gray message will be visible to you and everyone else in the conversation even if the other users have not seen the original message.

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

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



Message options > Delete > Delete message for everyone

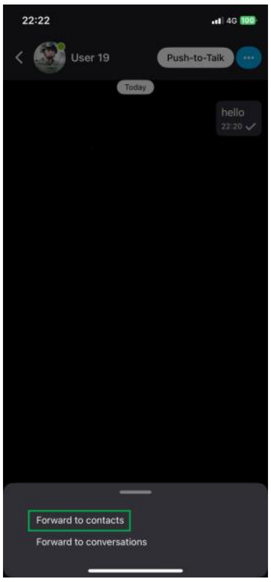


Message options > Delete > Delete message for everyone > Message deleted

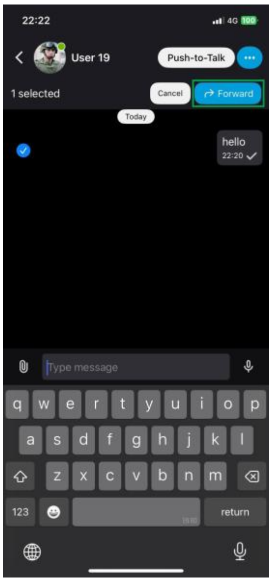
Forward

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

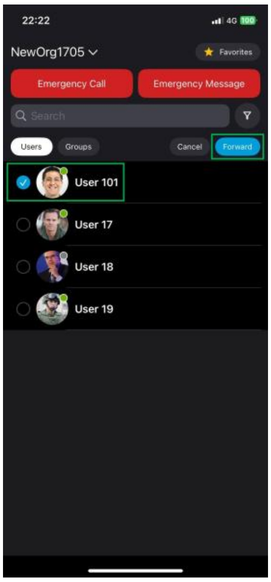
If you select Contacts, you can choose as many individual contacts and predefined groups as you want and create a new group conversation with all the selected.



Message options > Forward to contacts

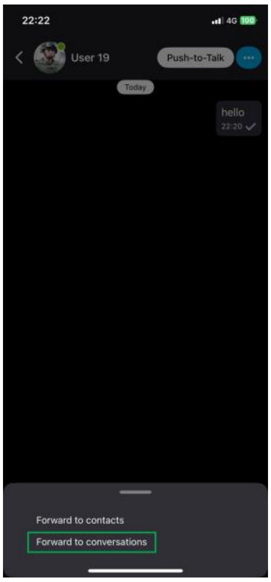


Message options > Forward to contacts > Select the messages

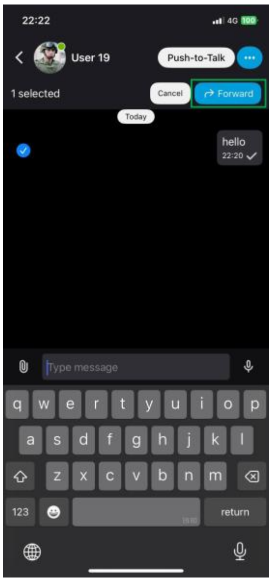


Message options > Forward to contacts > Recipient options list

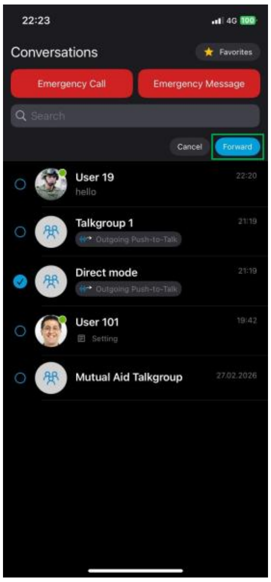
If you select Conversations, you can select as many individual contacts and predefined groups as you want, and the message is sent separately to each selected group/contact.



Message options > Forward to conversations



Message options > Forward to conversations > Select the messages

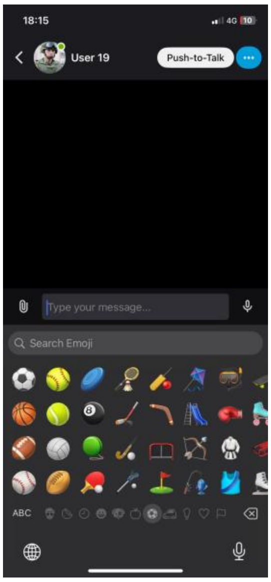


Message options > Forward to conversations > Recipient options list

Emoticon support

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

You can also pick up an emoticon from a visual list and the selected graphic is replaced by a character sequence in the composer and should be displayed as an image or as characters depending on the type of the message and to the type of the recipient's receiving application.



Conversations > Conversation Screen > Emoticon Support

Message acknowledgment

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

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

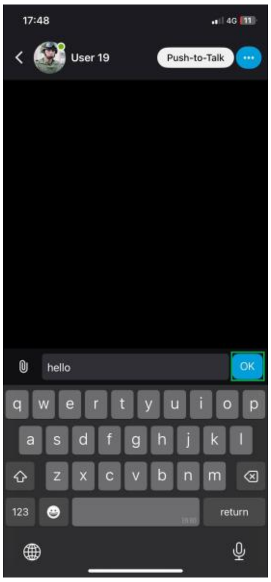
If you want to send a message with acknowledgment, tap and hold the **Send** button to display the acknowledgment option.

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

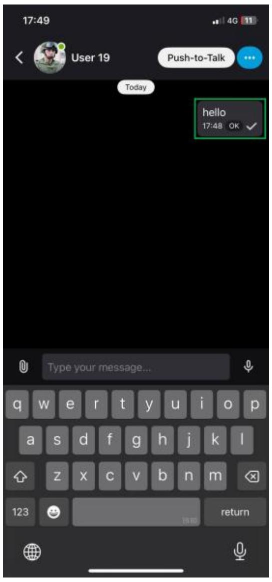
If you want to send a message without acknowledgment, tap and hold the **Send** button to display the option without acknowledgment.

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

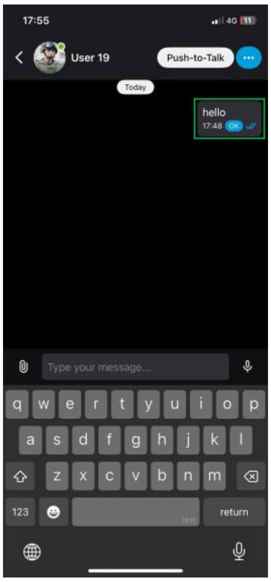
Sender



Message acknowledgment > OK button

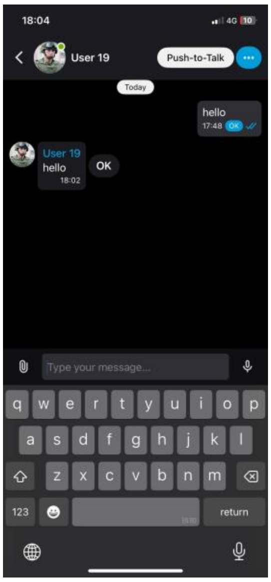


Message acknowledgment > Message sent but not read



Message acknowledgment > Message sent and read

Recipient



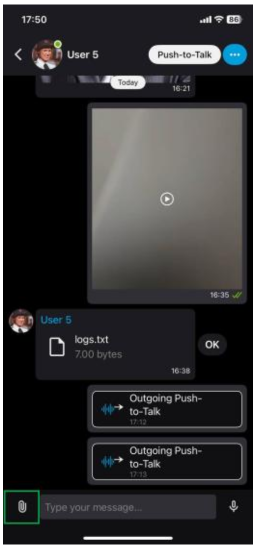
Message acknowledgment > Message received with acknowledgment request. Tap OK to confirm the receipt

Attachments

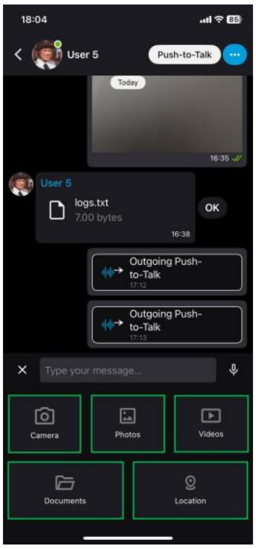
In the lower left part of the conversation screen, you can find the attachments button. Tap on it to open a new menu from where you can send:

- Photos
- Choose a photo
- Take a photo
- Videos

- Choose a video
- Take a video
- Documents
- Location



Conversations > Conversation screen > Attachments button

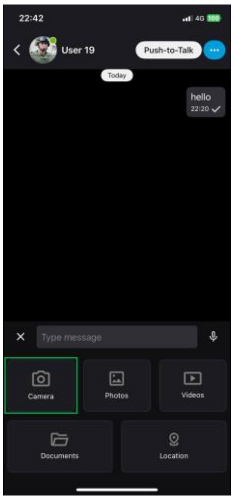


Conversations > Conversation screen > Attachments options

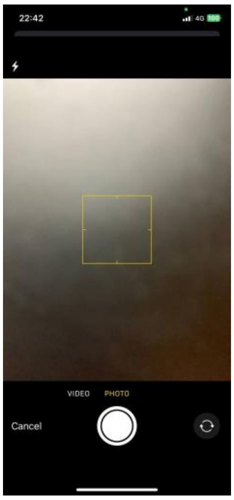
Attaching photos

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

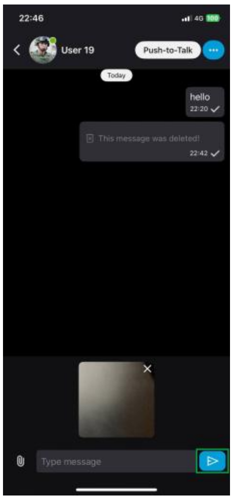
To share an image, tap the **Attachment** button on the **Conversation** screen and then tap **Camera/Photos**. If you select **Camera**, you can take a picture and send it. If you choose **Photos**, you must upload a photo from the gallery of your device.



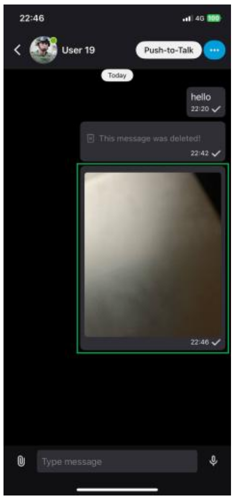
Attachments > Attachments options



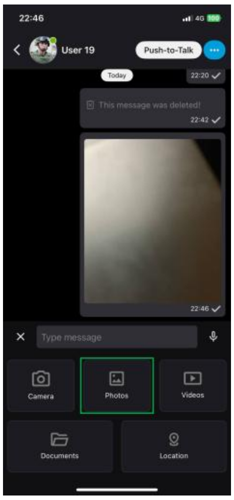
Attachments > Camera



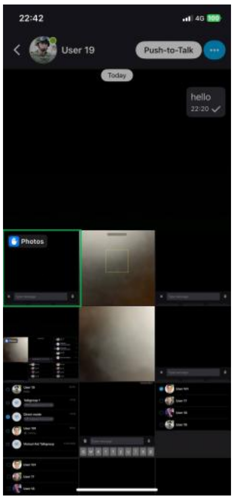
Attachments > Camera > Send the photo



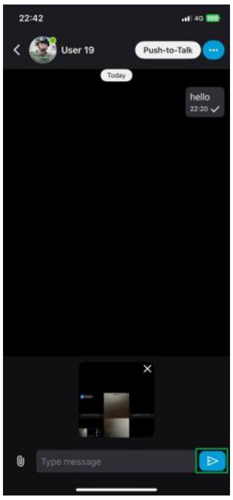
Attachments > Camera > Photo sent in conversation



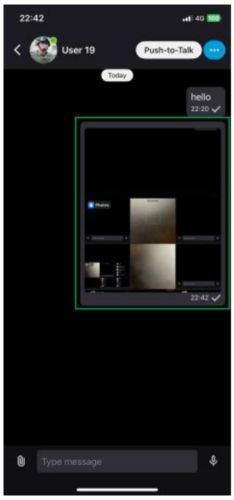
Attachments > Attachments options



Attachments > Choose from Gallery



Attachments > Gallery photos > Send the photo



Attachments > Gallery photos > Photo sent in conversation

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

Photos can be sent with captions.

Attaching videos

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

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

Attaching videos follows the same procedure as attaching photos.

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

Videos can be sent with captions.

Attaching documents

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

Attaching location

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

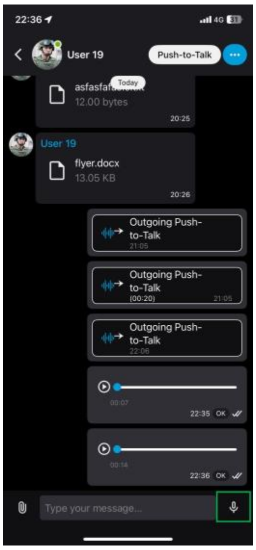
The application also supports Points of Interest (POI) and allows sharing specific places with names and addresses. POIs must be registered in Google Maps data to be shared.

The location transfer is initiated from the dedicated button in the **Conversation** screen. Map locations can be sent along with text and emoticons.

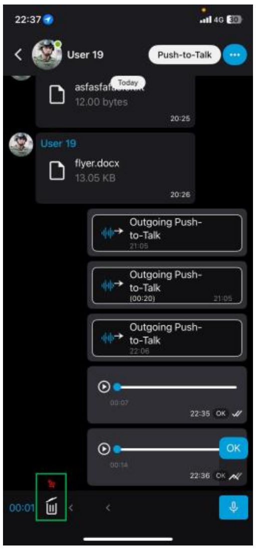
Voice message

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

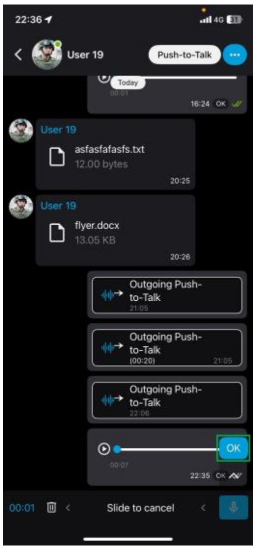
To send a voice message, tap and hold the **Voice Message** button to record. When you release the button, the message is automatically sent . You can delete the record by sliding left towards the trash bin. You can also request confirmation from the user by sliding up towards the OK button.



Conversation screen > Voice message



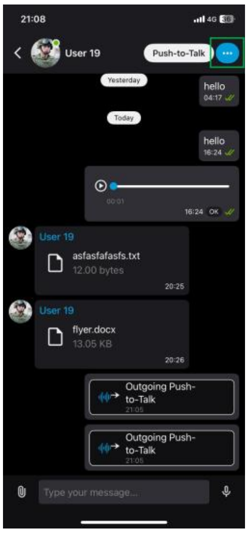
Conversation screen > Voice message deletion



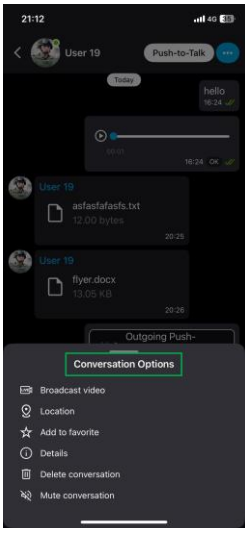
Conversation screen > Voice message > OK confirmation

Conversation options

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



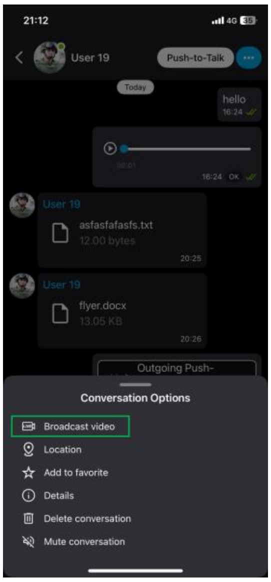
Conversations > Conversation Screen > Conversations Options



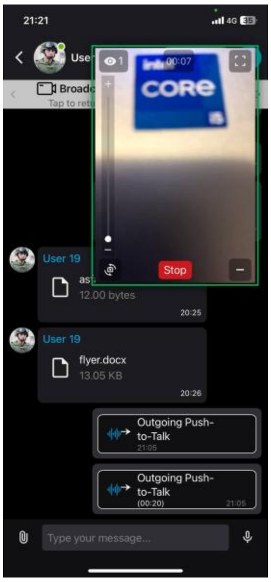
Conversations > Conversation Screen > Conversations Options

Broadcast Video

By tapping the Broadcast Video option, you initiate a Broadcast Video with the user.



Conversation Options > Broadcast Video

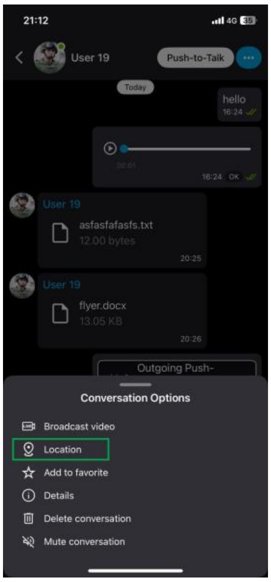


Conversation Options > Broadcast Video

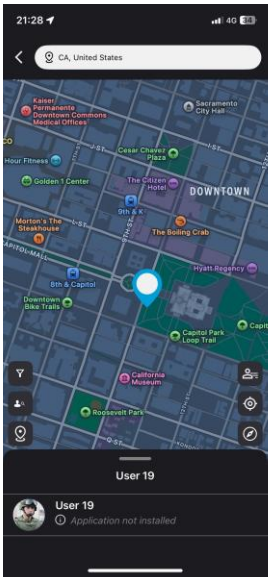
*For more information about this feature, go to the **Broadcast Video** section in the guide (Contacts > Contact Options).*

Location

By tapping the **Location** option, you can initiate the location screen.



Conversation Options > Location



Conversation Options > Location

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

Add/Remove to/from favorite

By tapping the **Add to favorite** option, you are adding the conversation with the user to favorites.

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

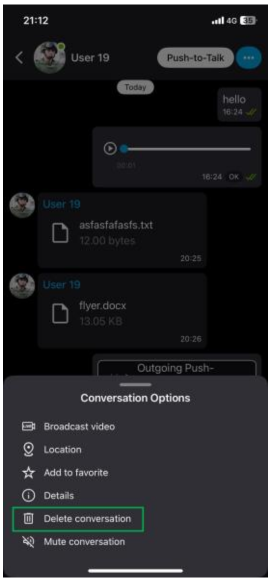
Details

By tapping the **Details** option, the **User Details** menu will appear on your screen.

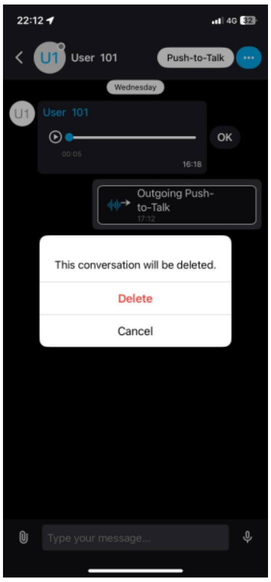
*For more information about this feature, go to the **Details** section in the guide (Conversation Screen > User Details).*

Delete conversation

By tapping on the Delete Conversation option, you initiate the deletion of the conversation with the user. After tapping the option, a confirmation pop-up appears on your screen asking you if you want to delete the conversation. Tap the **Delete** button to confirm your choice or tap the **Cancel** button to close the window pop-up.



Conversation Options > Delete conversation

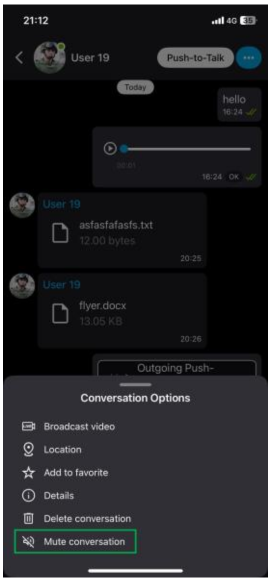


Conversation Options > Delete conversation confirmation

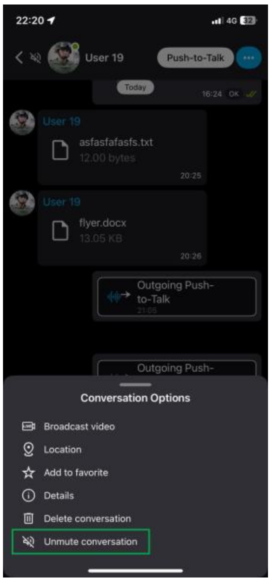
After tapping the **Delete** option, the conversation disappears from the list of conversations.

Mute/Unmute conversation

By tapping the **Mute Conversation** option, the notifications from the user are muted. You can undo it by following the same process and tap **Unmute Conversation**.

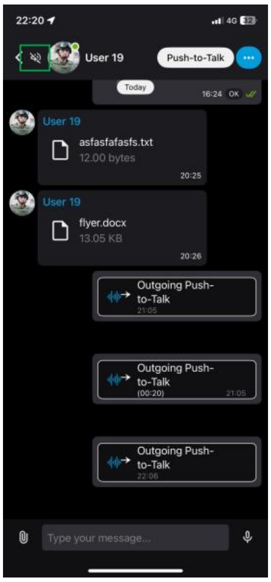


Conversation Options > Mute conversation

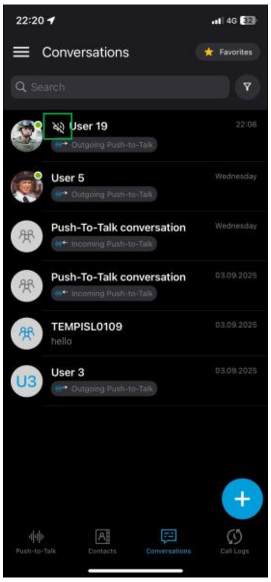


Conversation Options > Unmute conversation

Note: If a conversation is muted, you see a sign next to the name of the user.



Conversation Options > Muted conversations



Conversation Options > Muted conversations

Group conversation options

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

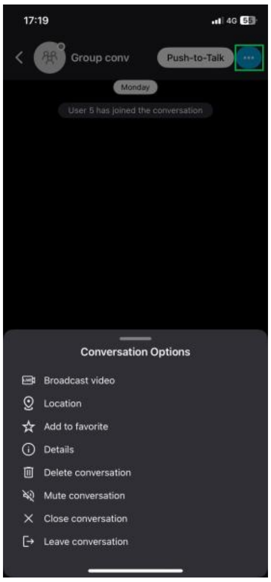
- **Details**
- **Location:** Tap on it to see the location of the participants.
- **Broadcast video:** Tap on it to share a broadcast video.
- **Add to favorite:** Tap on it to add the conversation to favorites.
- **Delete conversation.**
- **Mute conversation.**
- **Close conversation.**
- **Leave conversation.**

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

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

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

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



Conversations > Conversation Screen > Group Conversation Options

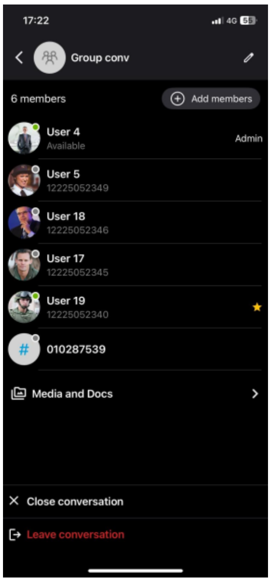
Details

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

- Edit the group name button
- Participants list
- Add members button

- Media and Docs shared in the group conversation
- Close conversation button
- Leave conversation button

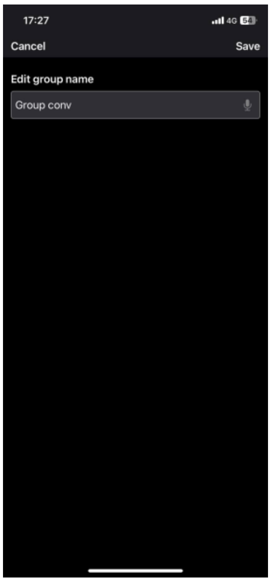
*For more information about this feature, go to the **User details** section in this guide (Conversations > Conversation screen > User details).*



Conversations > Group Conversation Options > Details

Editing the group name

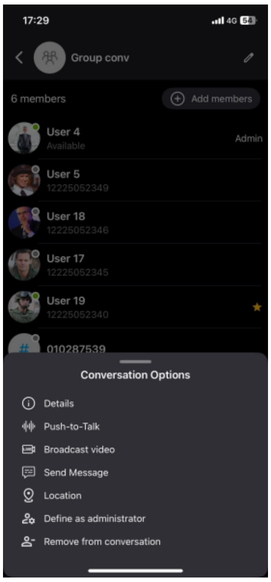
To edit the group name, tap on the **Pencil** button next to the current group name in the **Details** menu. To keep the current name, tap on the **Cancel** button. The **Save** button remains grayed out until you type a different name in the text box. After you type a new name, the button becomes active.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



Details > Edit the group name

Participants list

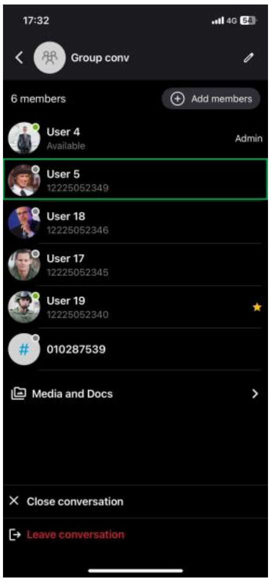
You can see more details about each participant by tapping on and holding the user's name. A Contact options menu opens.



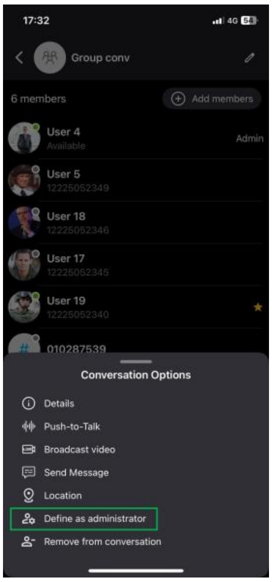
Group Conversation Options > Details > User Options

Defining and removing a new administrator

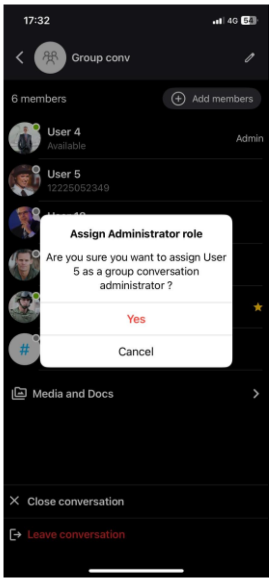
You can assign a new admin by tapping on the **Define as administrator** button.



Conversations > Group Conversation Options > Tap and hold User 5

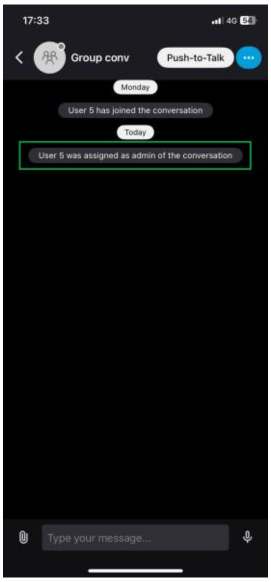


Conversations > Group Conversation Options > Tap and hold User 5 > Define User 5 as administrator



Conversations > Group Conversation Options > Tap and hold User 5 > Define User 5 as administrator > Confirmation

After confirming User 5 as an administrator, you can see a notification about this in the group conversation.



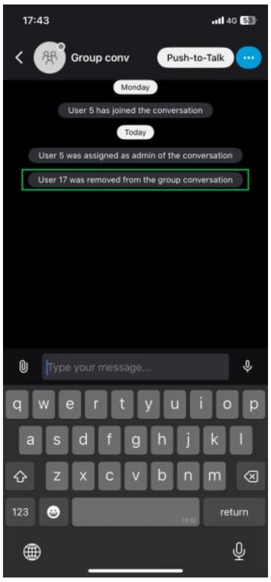
Conversations > Conversation Screen > User 5 is now an administrator

To remove the role from the user, tap on them again and then tap on the **Remove the administrator role** button.

Remove contacts from the group conversation

Tap on the **Remove from the conversation** button to kick the user out of the group conversation. A confirmation pop-up appears on your screen. Tap **Yes** to remove the user.

After removing the user from the conversation, you can see a notification about this in the group conversation.

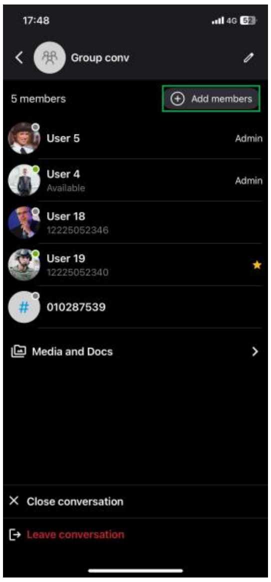


Conversations > Conversation Screen > User removed from the conversation

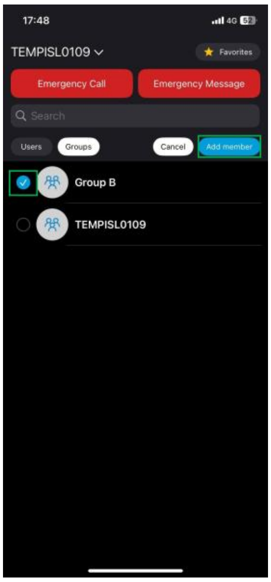
Adding members

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

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



Conversations > Group Conversation Options > Details > Add members

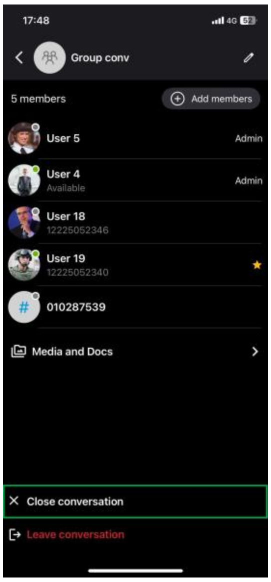


Conversations > Group Conversation Options > Details > Select and Add members

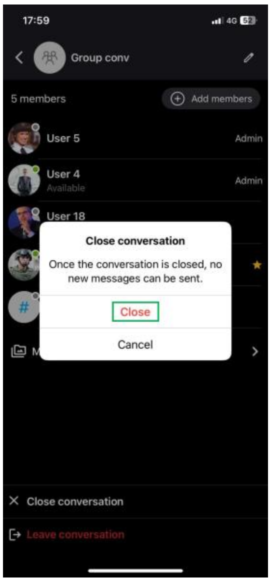
Closing the conversation

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

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



Conversation > Group Conversations Options > Close conversation



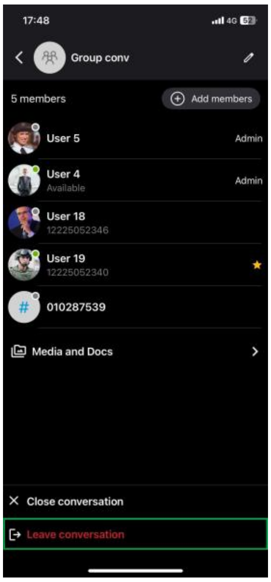
Conversation > Group Conversations Options > Close conversation > Confirmation

The updates appear in the conversation thread.

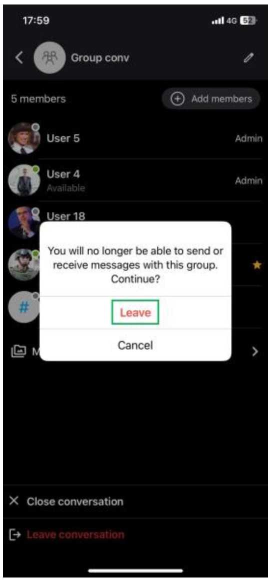
After the conversation is closed, it can still be accessed, but no new messages can be sent.

Leaving the conversation

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



Conversation > Group Conversations Options > Leave conversation



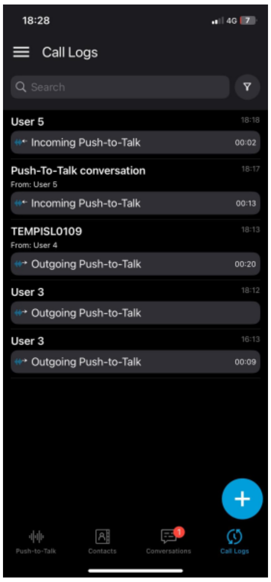
Conversation > Group Conversations Options > Close conversation > Confirmation

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

If you are the only admin, a window pop-up appears, requesting you assign at least one new admin before leaving the conversation. Select at least one user to assign as an administrator and tap the **OK** button.

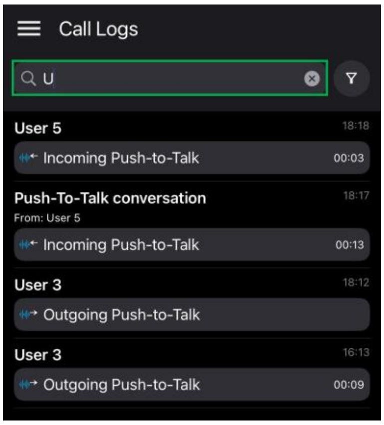
CALL LOGS

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



Call logs

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



Call logs > Search bar

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

- **Push-To-Talk**:

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

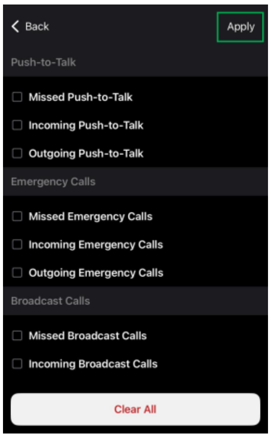
- **Emergency Calls**:

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

- **Broadcast Calls:**

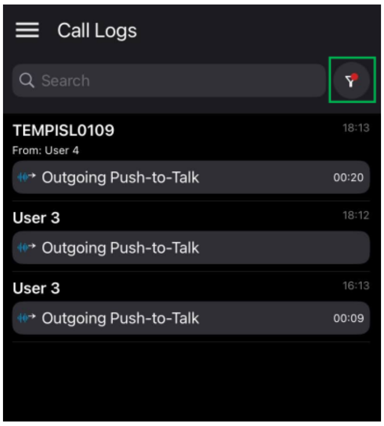
1. Missed Broadcast Calls
2. Incoming Broadcast Calls

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



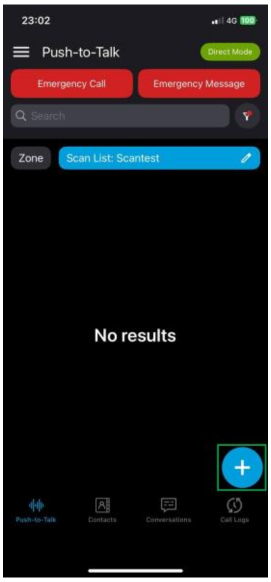
Call Logs > Filter

After tapping the **Apply** button, you can see your new results. A small red dot on the filter button indicates that a filter is already applied on the Call Logs.

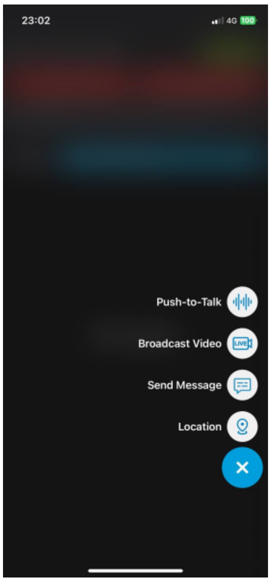


Call logs > Filter applied

In the lower right corner, you can see the blue and white Plus button. From there you can initiate different types of calls with users or groups.



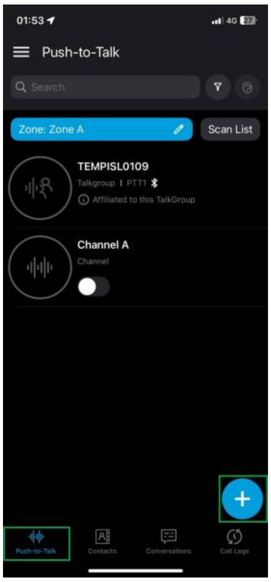
Call logs > Plus button



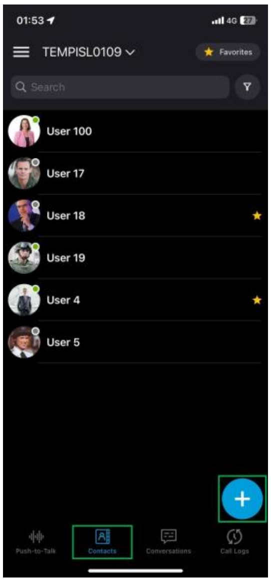
Call logs > Plus menu

PLUS

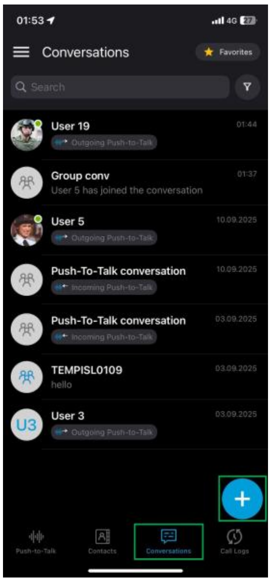
You can find the blue **Plus** button in every section of Fusion in the lower right corner.



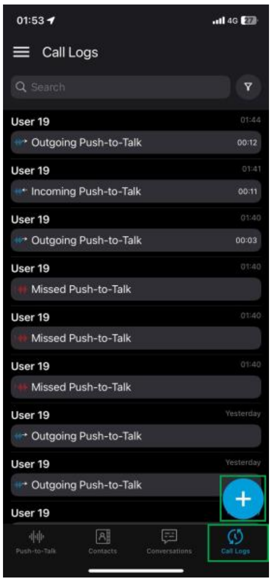
Plus button in Push-To-Talk



Plus button in Contacts



Plus button in Conversations



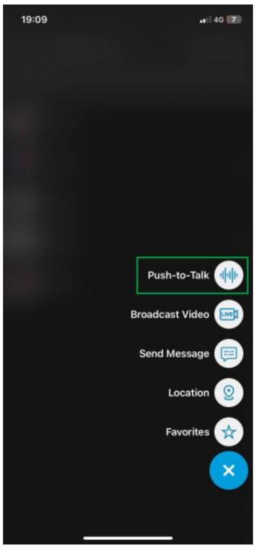
Plus button in Call logs

Tap the **Plus** button to open a new menu with shortcuts for the following features:

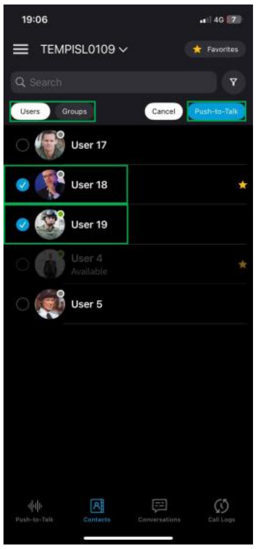
1. **Push-To-Talk**: you can initiate a Push-To-Talk session with one or multiple users/groups.

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

Note: You can select both users and groups for a Push-**t**o-Talk.



Plus > Push-To-Talk



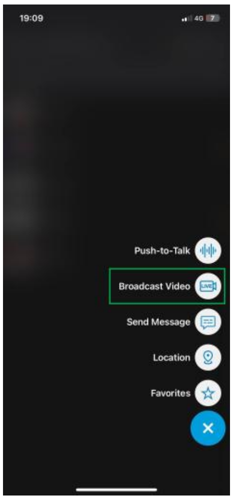
Plus > Push-To-Talk > Select the users and tap the Push-To-Talk button

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

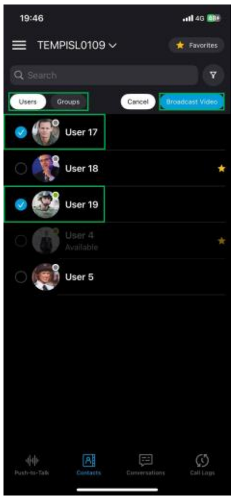
2. **Broadcast Video**: you can start a Broadcast Video with one or multiple users/groups.

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

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



Plus > Broadcast Video



Plus > Broadcast Video > Select the users and tap the Broadcast Video button

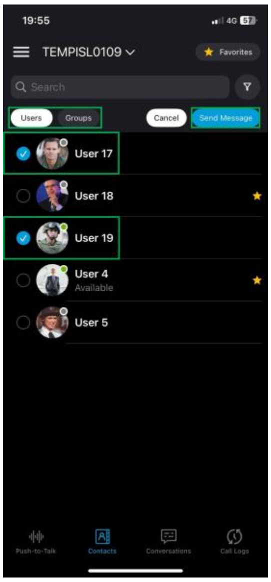
*For more information about this feature, go to the **Broadcast Video** section in the guide. (Contacts > Contact Options > Broadcast Video).*

3. **Send Message**: you can send messages to one or multiple users/groups.

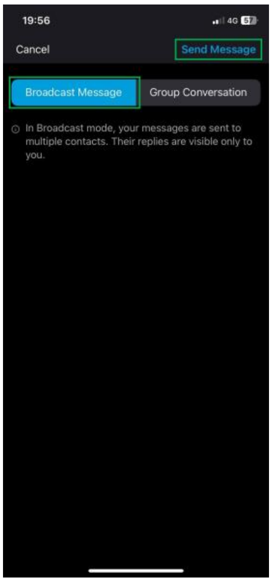
To do this, tap the **Send Message** button on the **Plus** menu. Select the contacts/groups you want to start a conversation with and tap Send Message. To exit this menu, tap **Cancel**. Depending on the number of participants to the conversation, you can:

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

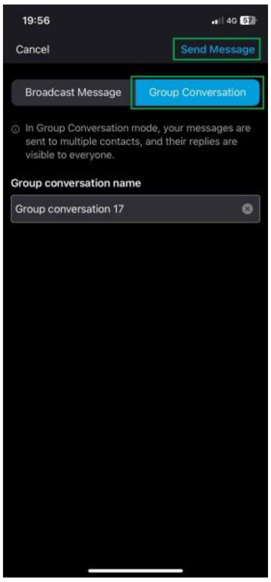
Note: You can select both users and groups for Broadcast Message or Group Conversations.



Contacts > Plus menu > Send Message



Contacts > Plus Menu > Send Message > Broadcast Message



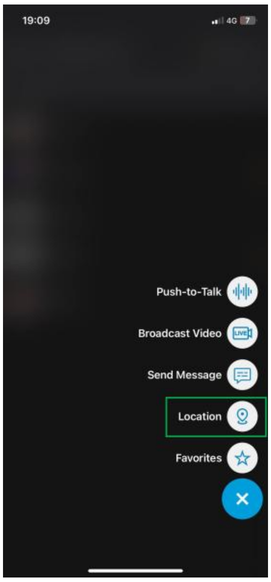
Contacts > Plus Menu > Send Message > Group Conversations

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

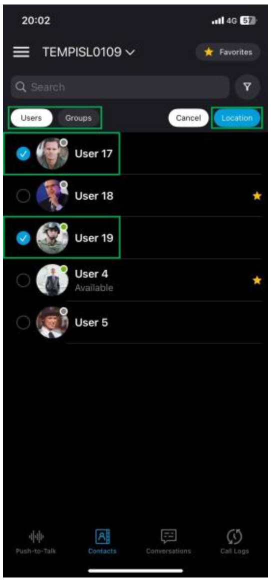
4. **Location**: you can manage your teams on the field by getting real-time position tracking on the map. You can track one or multiple users/groups.

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

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



Plus > Location



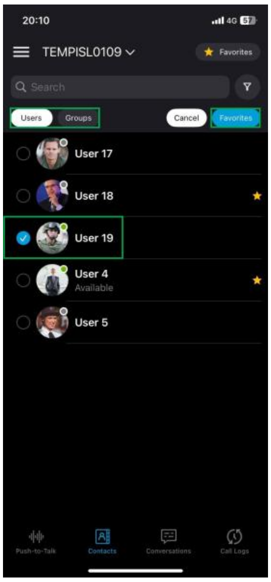
Plus > Location > Select the users and tap the Location button

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

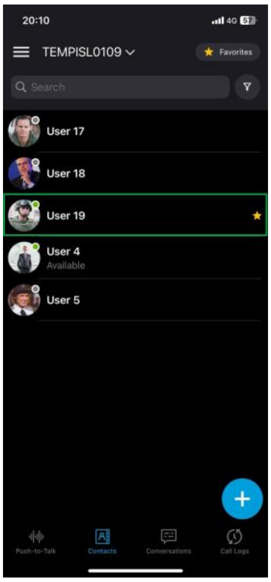
5. **Favorites** (only in Contacts and Conversations sections):

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

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



Plus > Favorites > Adding user to favorites



Plus > Favorites > User added to favorites

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

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

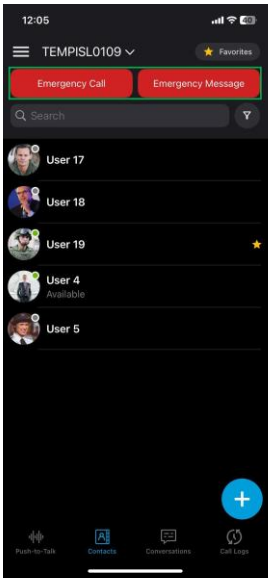
EMERGENCY SERVICES

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

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

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

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



Contacts > Emergency Services

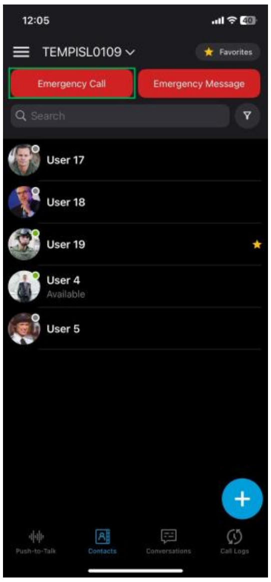
Emergency Call

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

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

Starting and receiving an Emergency Call

The Emergency Call can be initiated if you tap and hold the **Emergency Call** button.



Contacts > Emergency Call

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

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

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

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

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

Initiator

Note: The **Emergency Call** button is inactive if there are no recipients or if you are the only recipient in the Emergency Call profile. When you tap the button, a pop-up message appears that says, “No recipients assigned. Please contact your administrator”.

Recipient

Emergency Call > Receiving an Emergency Call

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

Linked talkgroup

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

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

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

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

Late entry in an Emergency Push-To-Talk call

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

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

The **Join** button appears in the **Recent Chats** tab:

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

• In a group conversation thread when a Push-To-Talk group call was missed/rejected/joined at least once with that group. The **Join** button appears at the top of the screen, under the group name.

Adding users from the selected channel

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

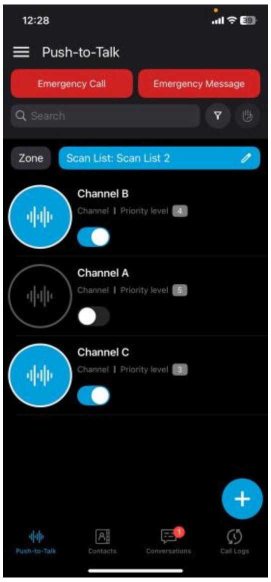
For this feature to function, the **Add Users from the Selected Channel as Recipients** option must be enabled by the admin (in the Emergency Push-To-Talk Group Call Profile).

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

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

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

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



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

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 remains on hold, displayed in red, and warning sounds are played.
• The ongoing call does not end.

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

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

Deactivating the Emergency Call

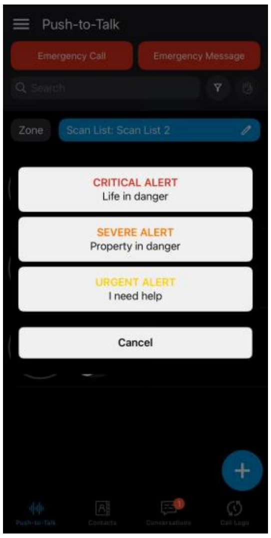
For more information about this option, go to the ***Deactivating the Emergency Message*** *section in the guide (Emergency Services > Emergency Message > Deactivating the Emergency Message).*

Emergency Message

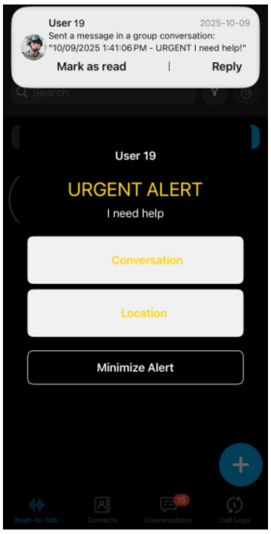
You can send emergency messages to a predefined list of recipients, informing them about critical situations. The feature is activated and configured by the admin, who can choose between a standard or custom message.

Sending and receiving a standard Emergency Message

The Emergency Message can be initiated if you tap and hold the **Emergency Message** button. Choose the type of emergency you are in: Critical, Severe, or Urgent.



Emergency Message > Emergency Message sent

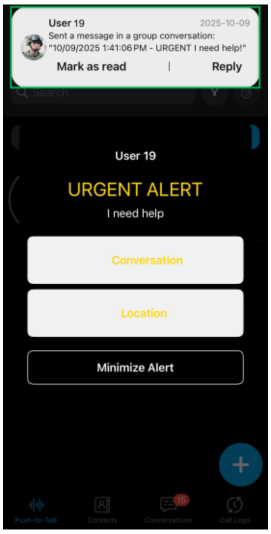


Emergency Message > Emergency Message received

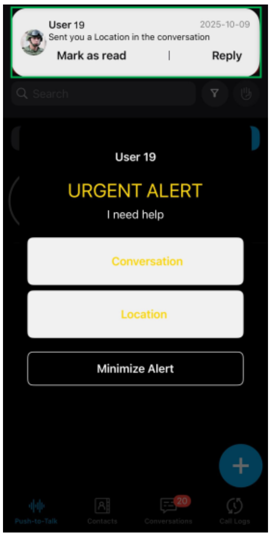
Once the Emergency Message is sent, it stays in pending mode until one of the recipients has received it. While the message is in pending mode, you cannot send a new one.

When the recipient receives the Emergency Message, the alert becomes active (the **Emergency Message** button is flashing).

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



Emergency Message > Emergency Message conversation created



Emergency Message > Location Received

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

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

Adding users from the selected channel

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

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

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

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

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

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

Customizing the Emergency Message

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

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

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

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

Deactivating the Emergency Message

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

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

Bluetooth accessory button support

You have the option to pair a wireless hard button with the app on every iOS device.

Go to My account > Accessories and switch the Wireless button to ON to find and pair a smart button with the app.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