

Fusion Link Admin

4.3



FirstNet[®]
Fusion

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ABOUT FUSION

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

OVERVIEW

Fusion Link is the first mission-critical standards-based interoperability solution and the only universal MCPTT-to-LMR gateway.

Fusion Link enables real-time, encrypted communication between Fusion MCPTT users and users on virtually any radio system. Fusion Link supports all standard **Land Mobile Radio (LMR)** interfaces (ISSE, CSSI and DFSI) and strictly adheres to the 3GPP mission-critical standards for interworking functionality.

At the heart of Fusion Link is the **Interworking Function (IWF)**. The IWF is a network gateway that enables communication between two different types of networks that use incompatible protocols.

Its primary purpose is to translate signaling and data formats so that devices on one network can seamlessly communicate with devices on another network.

You can see IWF as a language translator at a conference. The attendees speak different languages, so you need a translator to convert a speaker's words into a format that the listeners can understand. Similarly, an IWF receives data from one network's protocol and translates it into a format that the receiving network can process.

Accessibility

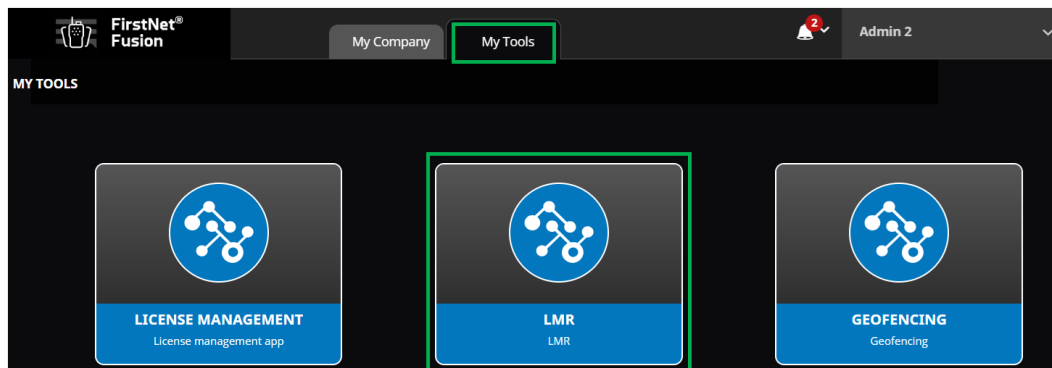
The organization and department admins can access the **LMR** module.

Any Care role can access the **LMR** module: AT&T Product team agent, FNOM/CAST agent, and Care agent.

The platform admin associates this module to the organizations when they create them.

ACCESSING LMR

From the **Fusion Admin** interface, go to the **My Tools** menu and then click the **LMR** module. Fusion redirects you to the **LMR** home page.



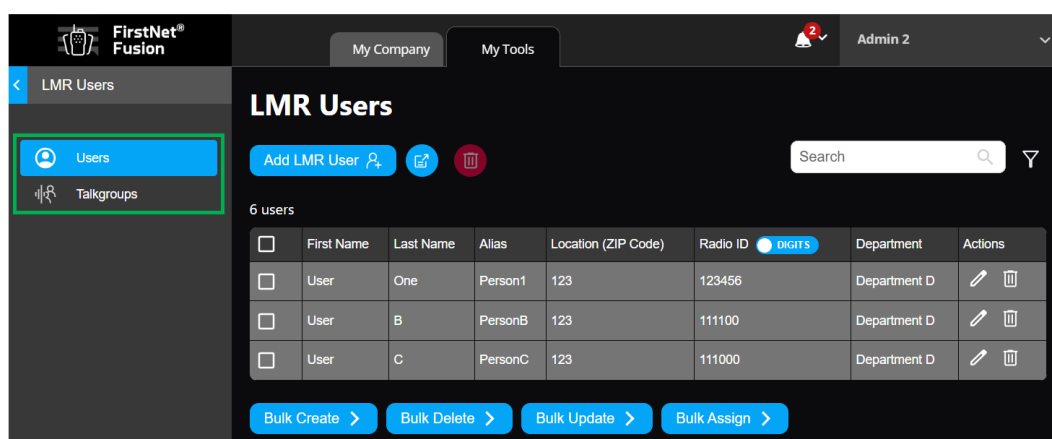
Fusion Admin > My Tools > LMR module

LAND MOBILE RADIO (LMR)

The **Land Mobile Radio (LMR)** module has two menus: Users and Talkgroups.

You can create, update, and delete LMR users and talkgroups. At the same time, you can assign LMR users to talkgroups and perform bulk actions like creating, deleting, updating, and assigning LMR users.

The **LMR** module also includes search and filter actions, allowing easy tracking of LMR users and talkgroups across the organization.



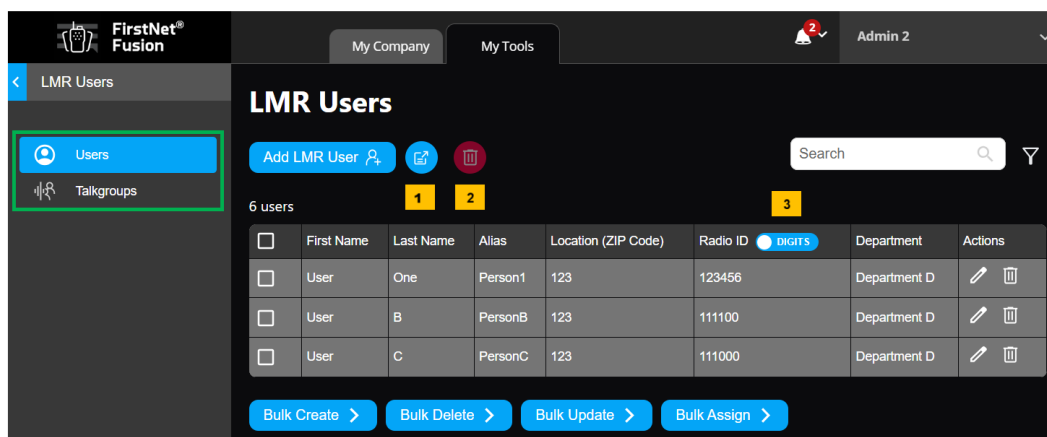
LMR

USERS

As an organization admin or department admin, you can see a list of users relevant to your role with their information and an **Edit** action. You can quickly identify users and easily update their information.

The table includes columns for the first and last name, alias, location (ZIP code), radio ID, and department. The radio ID is a number that the platform admin defines.

In the Users page, you can access the Export (1) and Delete (2) quick actions and switch the Radio ID column header between hexadecimal and decimal from the toggle button (3).

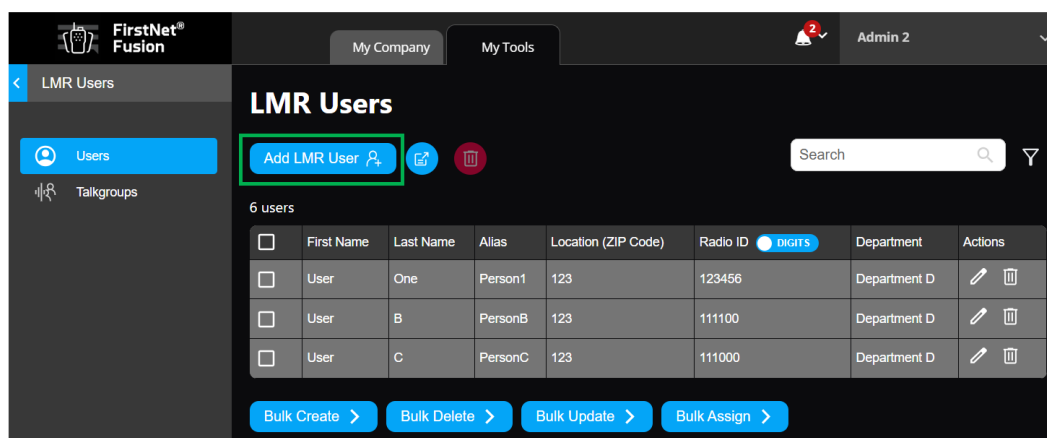


Users

Adding an LMR user

To add LMR users, follow these steps:

1. Click the **Add LMR User** button.



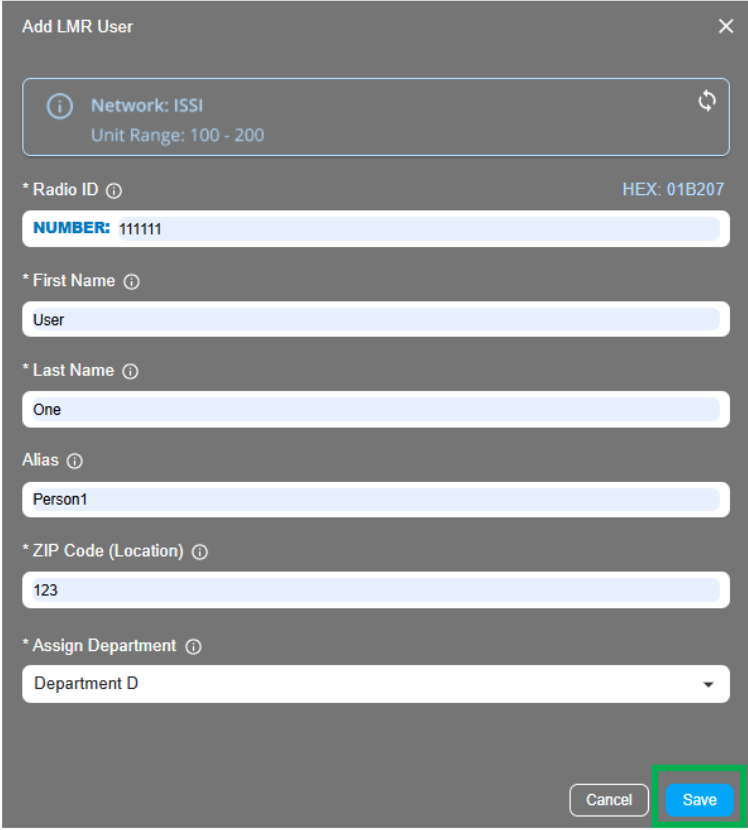
LMR > Adding LMR user

Fusion displays a form.

2. Enter the data in each field of the form, considering the tooltips.

Note: The fields marked with an asterisk are mandatory.

An info box shows you the Radio ID unit range that the admin has set.

A screenshot of the 'Add LMR User' form. At the top, there's a network selection box showing 'Network: ISSI' and 'Unit Range: 100 - 200'. Below this are fields for 'Radio ID' (with a 'NUMBER: 111111' label and 'HEX: 01B207' on the right), 'First Name' (containing 'User'), 'Last Name' (containing 'One'), 'Alias' (containing 'Person1'), 'ZIP Code (Location)' (containing '123'), and 'Assign Department' (a dropdown menu showing 'Department D'). At the bottom right, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a green box.

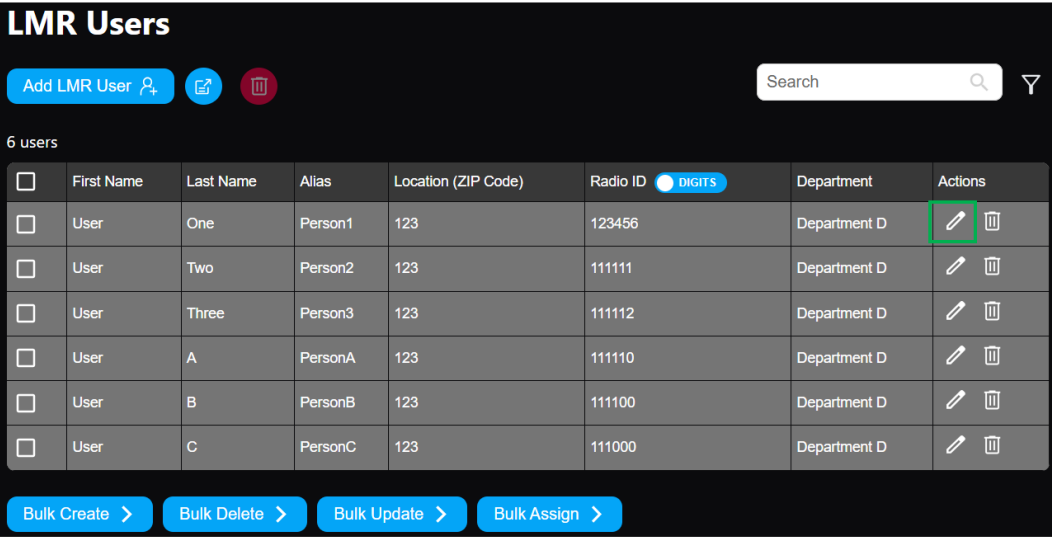
LMR > Adding LMR user > Save LMR user

3. Click the **Save** button. Fusion displays the new LMR user in the users list.

Editing an LMR user

To edit an LMR user, follow these steps:

1. On the user that you want to edit, click the pencil button from the Actions column.

A screenshot of the 'LMR Users' interface. It features a table with 6 users. The first row is highlighted. In the 'Actions' column of the first row, the pencil icon is highlighted with a green box. Below the table are four buttons: 'Bulk Create', 'Bulk Delete', 'Bulk Update', and 'Bulk Assign', each with a right-pointing arrow.

	First Name	Last Name	Alias	Location (ZIP Code)	Radio ID	Department	Actions
☐	User	One	Person1	123	123456	Department D	 
☐	User	Two	Person2	123	111111	Department D	 
☐	User	Three	Person3	123	111112	Department D	 
☐	User	A	PersonA	123	111110	Department D	 
☐	User	B	PersonB	123	111100	Department D	 
☐	User	C	PersonC	123	111000	Department D	 

LMR > LMR users list

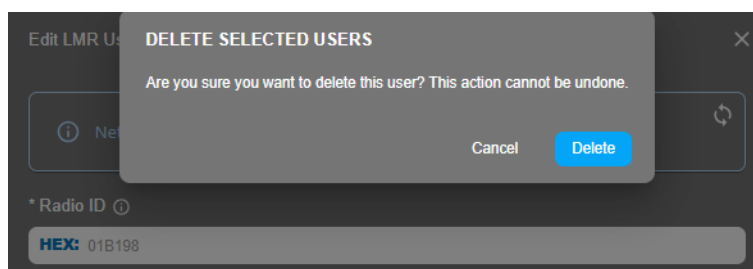
The Edit LMR User form pops up.

2. Edit the fields, considering the tooltips, and click the **Save** button to save the changes. To close the form without saving the changes, click the **Cancel** button.

LMR > Edit LMR user

To delete the LMR user, click the **Delete** button. A pop-up message asks you to confirm that you want to permanently delete the selected user.

3. If you do not want to save the changes, click the **Cancel** button. Click **Cancel** again to go back to the LMR users list.



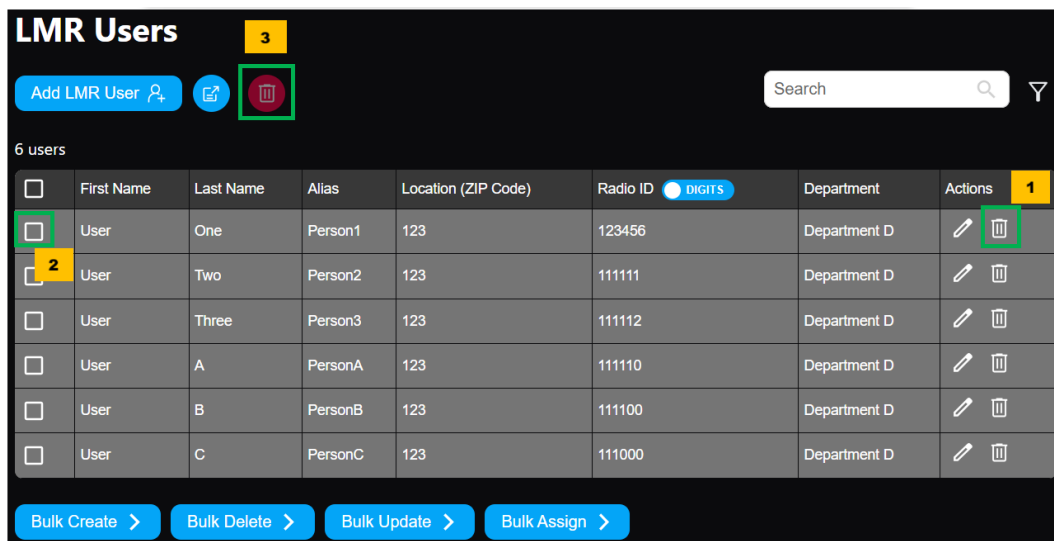
LMR > Edit LMR user > Delete selected user

Deleting an LMR user

To delete an LMR user, you have two ways:

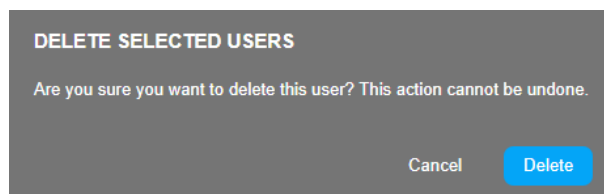
- Click the **Delete** button from the Actions column (1).

- Check the box (2) next to the user's name, then click the red delete button (3).



LMR > LMR Users list

A pop-up message asks you to confirm that you want to permanently delete the user. To confirm the action, click the **Delete** button. To keep the user and go back to the LMR users list, click the **Cancel** button.

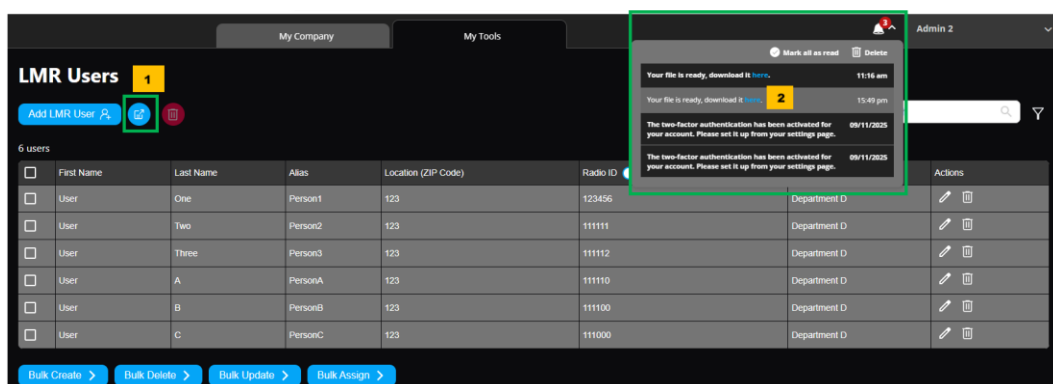


LMR > Delete selected user

Exporting the LMR Users list

To export the LMR Users list, click the **Export** button (1).

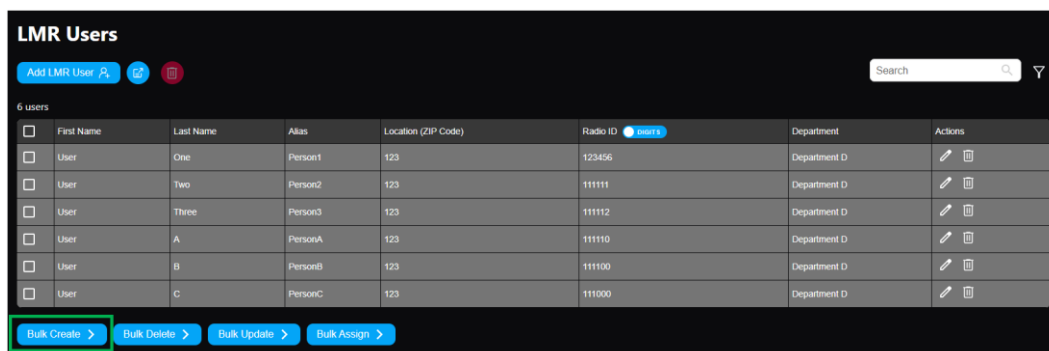
Fusion exports your list as an .xls file. To download the users list, click the blue link (2) from the **Account Notifications** area at the top part of the screen.



LMR > LMR Users > Export LMR Users list

Bulk Create

To add multiple users at once, click the **Bulk Create** button.



LMR > Bulk Create

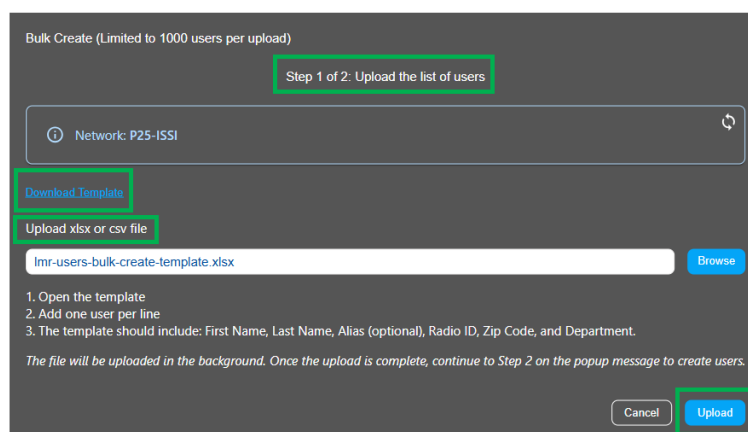
Follow these steps to add the users list:

1. Upload a list of users with their details. There are two methods to upload a user list: download the Excel template (recommended) or create an XLSX/CSV file (use the same columns as the Excel template).

Add one user per line. The template must include Radio ID, First Name, Last Name, ZIP Code, and Department. You can also add the Alias (optional).

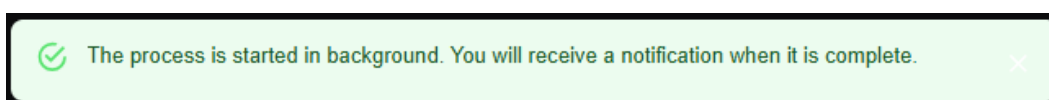
Note: The limit is 1000 users per upload.

Click the **Upload** button.

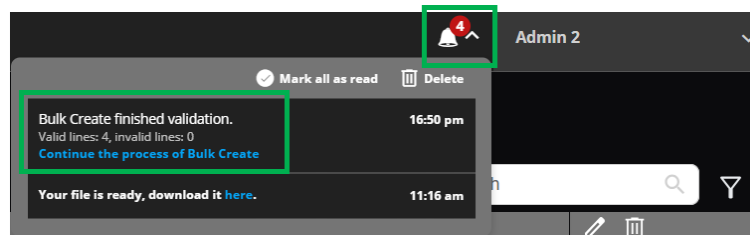


LMR > Bulk create > Step 1: Upload the list of users

A pop-up message shows you when the upload process starts in the background.



Once Fusion validates the file, it displays the validation in the **Account Notifications** area. Click Continue the process of Bulk Create.



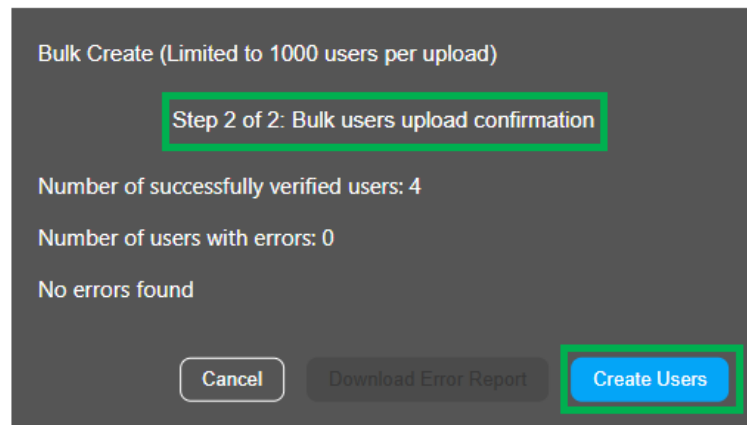
LMR > Bulk create > Account notifications

2. Create the users list

A pop-up message shows you the number of successfully verified users, the number of users with errors, and if there are errors.

Note: If there are errors, you can download an error report.

Click the **Create Users** button.

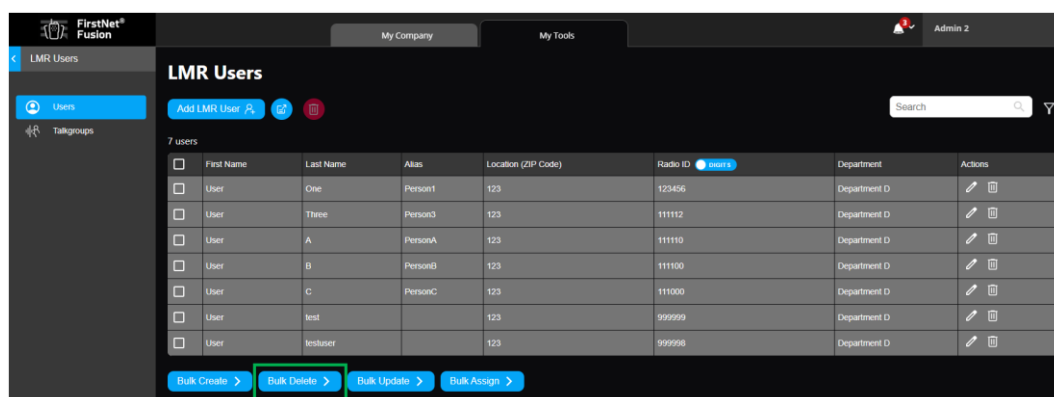


LMR > Bulk create > Step 2: Create users

Once Fusion finishes the bulk users upload, you can check the results. Users are added to the User List.

Bulk Delete

To delete multiple users at once, click the **Bulk Delete** button.



LMR > Bulk Delete

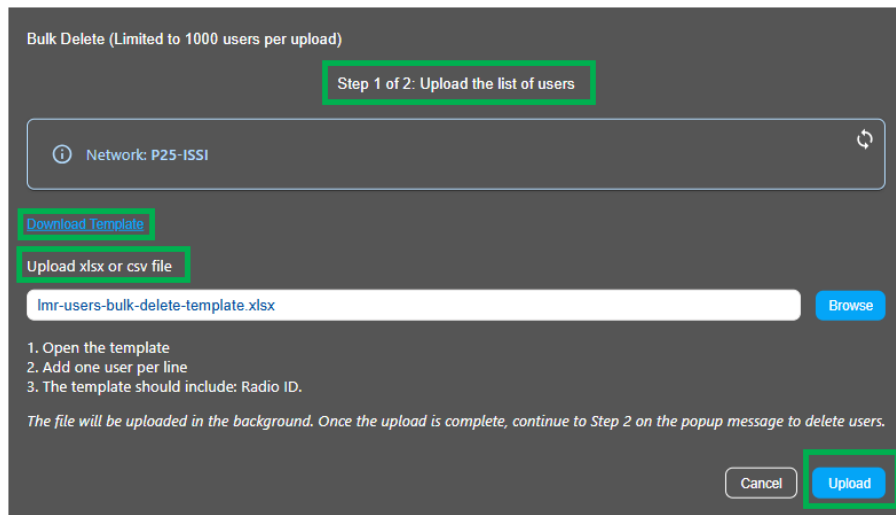
Follow these steps to delete the users list:

1. Upload a list of users with their details. There are two methods to upload a user list: download the Excel template (recommended) or create an XLSX/CSV file (use the same columns as the Excel template).

Add one user per line. The template must include the Radio ID.

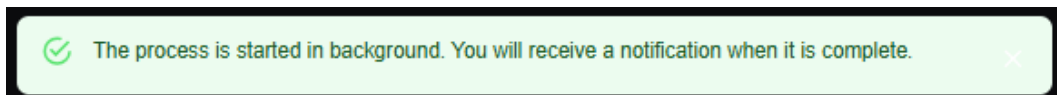
Note: The limit is 1000 users per upload.

Click the **Upload** button.

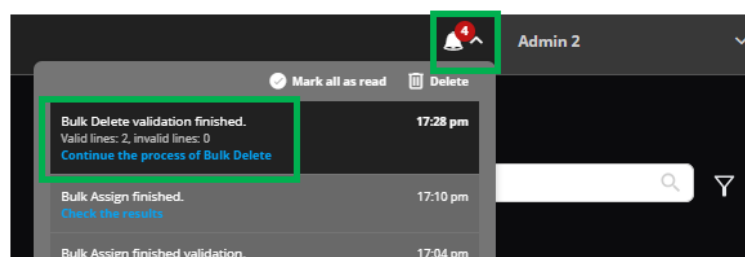
The screenshot shows a 'Bulk Delete' window with the title 'Bulk Delete (Limited to 1000 users per upload)'. At the top, it says 'Step 1 of 2: Upload the list of users'. Below this is a network selection dropdown showing 'Network: P25-ISSI'. There are two options: 'Download Template' and 'Upload xlsx or csv file'. The 'Upload xlsx or csv file' option is selected, and a file named 'lmr-users-bulk-delete-template.xlsx' is shown in the input field with a 'Browse' button. Below the input field, there are three numbered instructions: 1. Open the template, 2. Add one user per line, and 3. The template should include: Radio ID. A note states: 'The file will be uploaded in the background. Once the upload is complete, continue to Step 2 on the popup message to delete users.' At the bottom right, there are 'Cancel' and 'Upload' buttons. The 'Upload' button is highlighted with a green box.

LMR > Bulk Delete > Step 1: Upload the list of users

A pop-up message shows you when the upload process starts in the background.



Once Fusion validates the file, it displays the validation in the **Account Notifications** area. Click Continue the process of Bulk Delete.



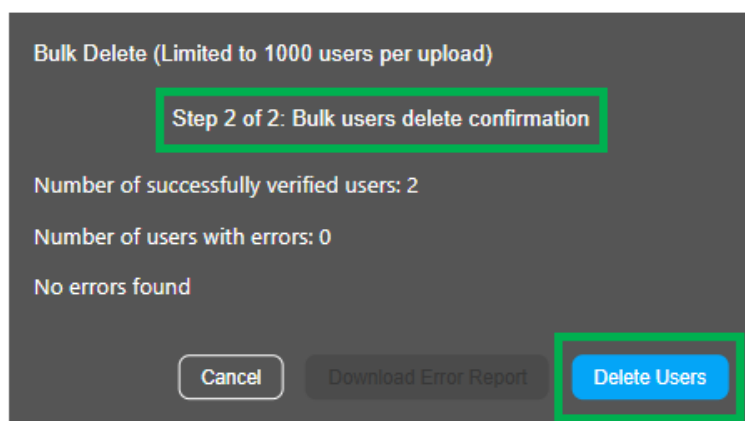
LMR > Bulk Delete > Account notifications

2. Delete the users list

A pop-up message shows you the number of successfully verified users, the number of users with errors, and if there are errors.

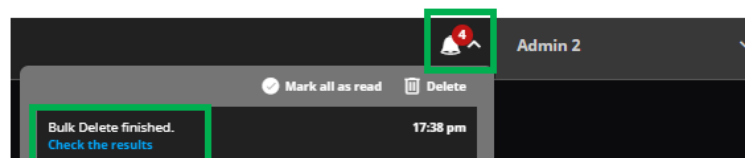
Note: If there are errors, you can download an error report.

Click the **Delete Users** button.



LMR > Bulk Delete > Step 2: Delete users

Once Fusion finishes the bulk delete, it displays the confirmation in the **Account Notifications** area. Click **Check the results**.

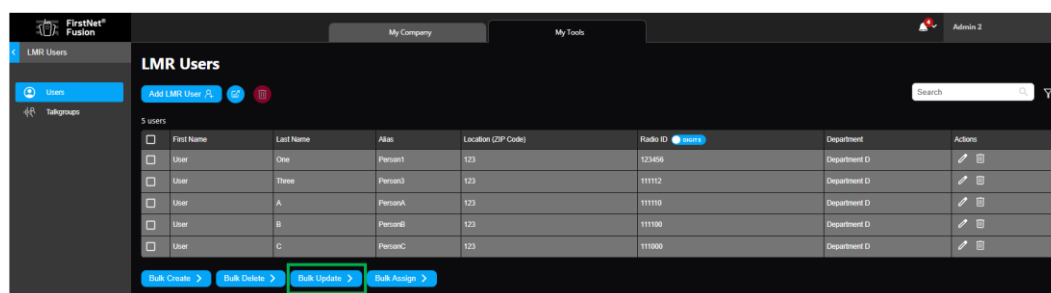


LMR > Bulk Delete > Step 2: Check the results

The Users list no longer displays the users that Fusion has deleted.

Bulk Update

To update multiple users at once, click the **Bulk Update** button.



LMR > Bulk Update > Step 1: Upload the list of users

Follow these steps to update the users list:

1. Upload a list of users with their details. There are two methods to upload a user list: download the Excel template (recommended) or create an XLSX/CSV file (use the same columns as the Excel template).

Add one user per line. The template must include the Radio ID. The First Name, Last Name, Alias, ZIP Code, and Department are optional.

Note: The limit is 1000 users per upload.

Click the **Upload** button.

Bulk Update (Limited to 1000 users per upload)

Step 1 of 2: Upload the list of users

Network: P25-ISSI

Download Template

Upload xlsx or csv file

lmr-users-bulk-update-template.xlsx

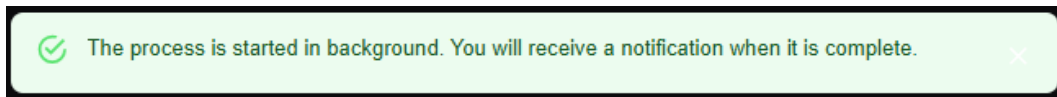
1. Open the template
2. Add one user per line
3. The template should include: Radio ID, First Name (optional), Last Name (optional), Alias (optional), Zip Code (optional), and Department (optional).

The file will be uploaded in the background. Once the upload is complete, continue to Step 2 on the popup message to update users.

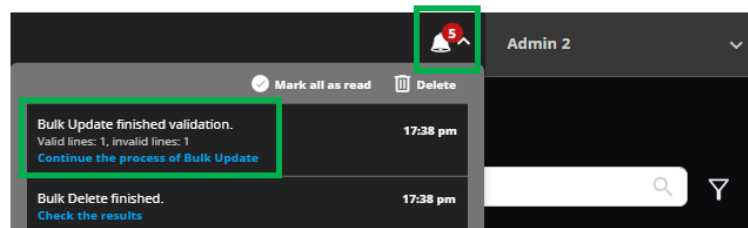
Cancel Upload

LMR > Bulk Update > Step 1: Upload the list of users

A pop-up message shows you when the upload process starts in the background.



Once Fusion validates the file, it displays the validation in the **Account Notifications** area. Click Continue the process of Bulk Update.



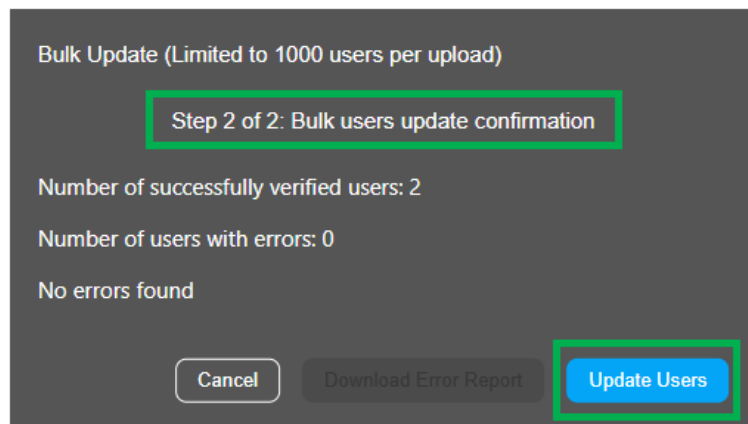
LMR > Bulk Update > Account notifications

2. Update the users list

A pop-up message shows you the number of successfully verified users, the number of users with errors, and if there are errors.

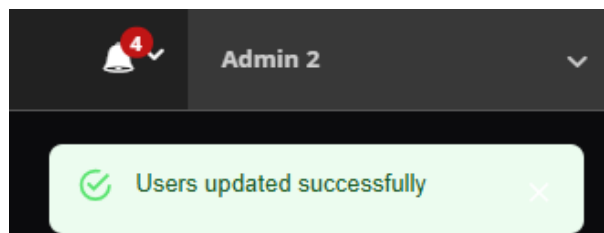
Note: If there are errors, you can download an error report.

Click the **Update Users** button.



LMR > Bulk Update > Step 2: Update users

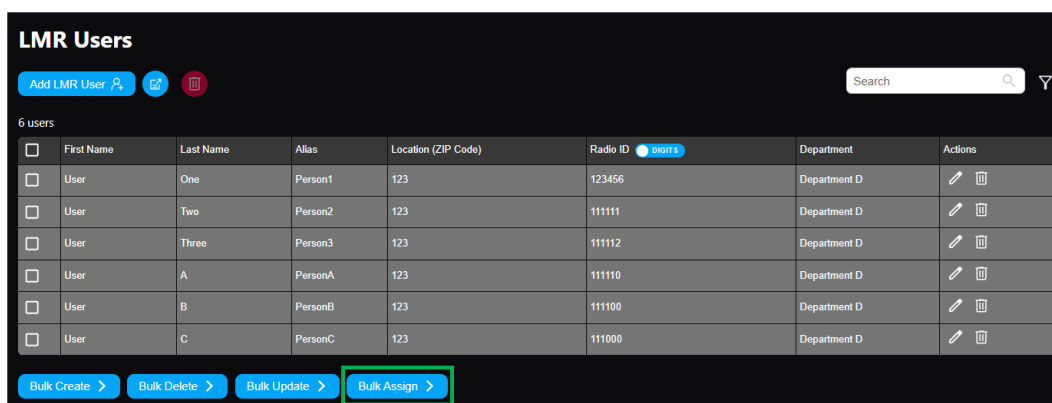
Once Fusion finishes the Bulk update, you will see a confirmation message in the **Account Notifications** area, and you can check the updated users list.



LMR > Bulk Update > Step 2: Users updated successfully

Bulk Assign

To assign multiple users to talkgroups at once, click the **Bulk Assign** button.



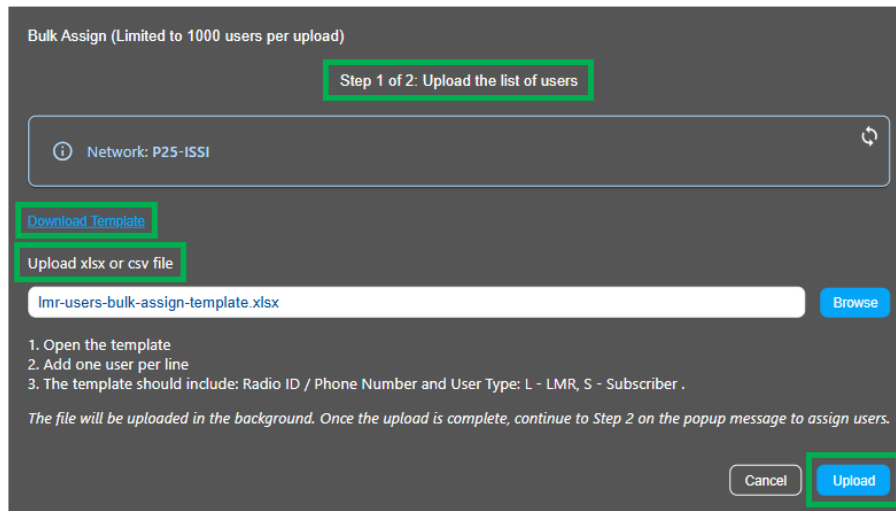
LMR > Bulk assign

1. Upload a list of users with their details. There are two methods to upload a user list: download the Excel template (recommended) or create an XLSX/CSV file (use the same columns as the Excel template).

Add one user per line. The template must include: Radio ID/Phone number and user type (L-LMR, S - Subscriber).

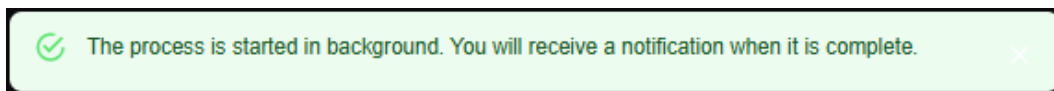
Note: The limit is 1000 users per upload.

Click the **Upload** button.

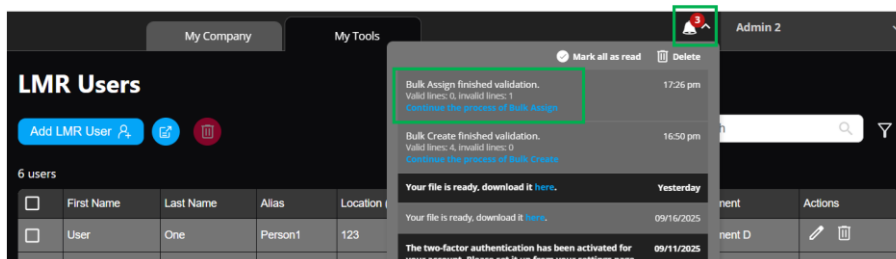


LMR > Bulk assign > Step 1: Upload the list of users

A pop-up message shows you when the upload process starts in the background.



Once Fusion validates the file, it displays the validation in the **Account Notifications** area. Click Continue the process of Bulk Assign.



LMR > Bulk assign > Account notifications

2. Assign users.

Fusion displays a confirmation message about the number of successfully verified users, the number of users with errors, and if there are any errors.

If there are errors, you can download a report with the errors. Click the **Download Error Report** button and fix the errors.

Bulk Assign (Limited to 1000 users per upload)

Step 2 of 2: Bulk users assign confirmation

Number of successfully verified users: 0

Number of users with errors: 1

Error on row # 2: The user type is invalid!

Buttons: Cancel, Download Error Report, Assign Users

LMR > Bulk assign > Step 2: Assign users

After you fix the errors, to finish the Bulk Assign process, click the **Assign Users** button.

Bulk Assign (Limited to 1000 users per upload)

Step 2 of 2: Bulk users assign confirmation

Number of successfully verified users: 4

Number of users with errors: 0

No errors found

Buttons: Cancel, Download Error Report, Assign Users

LMR > Bulk assign > Step 2: Assign users

Filter and search LMR users

Filter

You can filter users by Departments, Location (ZIP Code), and User Radio IDs.

Fusion displays the filter criteria in check boxes. Select or search for the users and click the **OK** button.

FirstNet Fusion

LMR Users

5 users

	First Name	Last Name	Alias	Location (ZIP Code)	Radio ID
☐	User	One		123	123456
☐	User	Three		123	111112
☐	User	A	PersonA	123	111110
☐	User	B	PersonB	123	111100
☐	User	C	PersonC	123	111000

Buttons: Bulk Create, Bulk Delete, Bulk Update, Bulk Assign

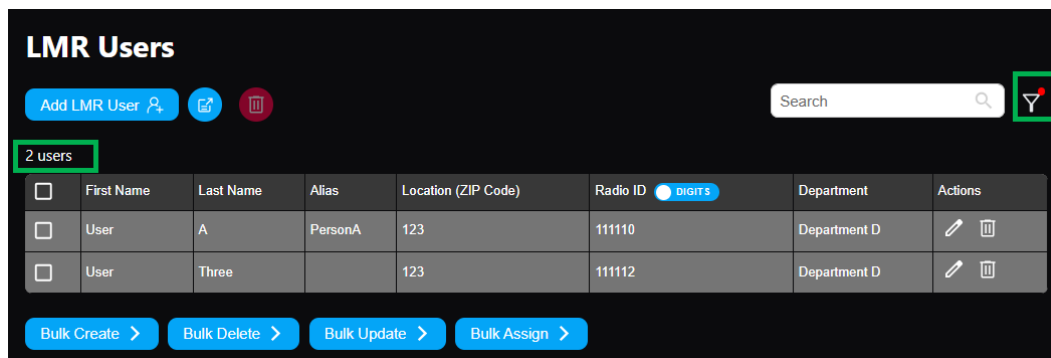
Filter Dialog:

- Departments: ☐ Department D
- Location (ZIP Code): ☐ 123
- User Radio IDs: ☒ 01B1, ☐ 01B2, ☐ 01E2

Buttons: Clear, OK

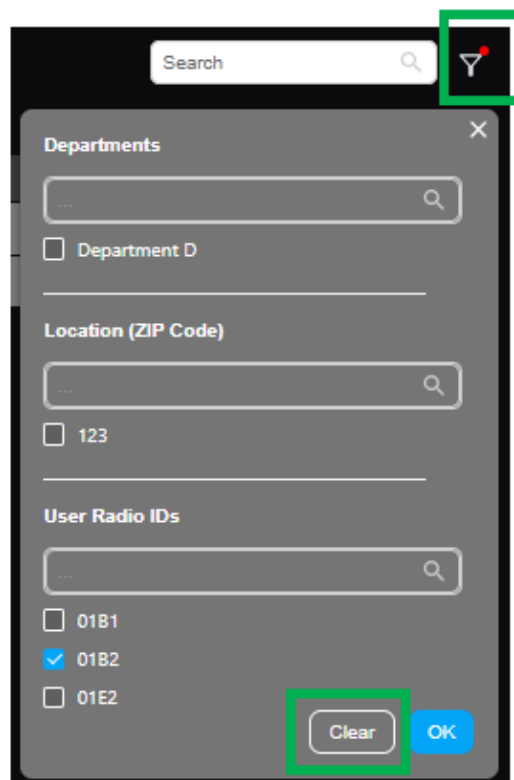
LMR > LMR Users > Filter users

The LMR Users table only displays the users based on the filter results. The filter icon has a red dot, showing you that it applied the filter criteria.



LMR > LMR Users > Filter users

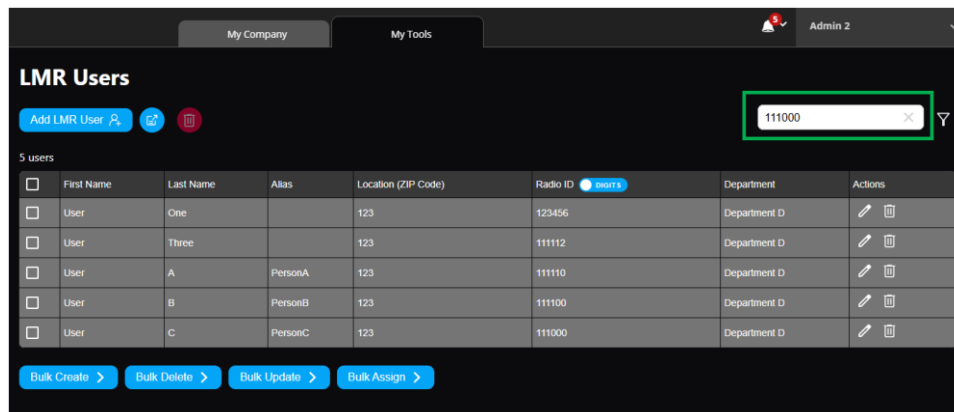
To delete the filtering criteria, uncheck the boxes and click the **Clear** button. The filter icon no longer displays the red dot.



LMR > LMR Users > Filter users

Search

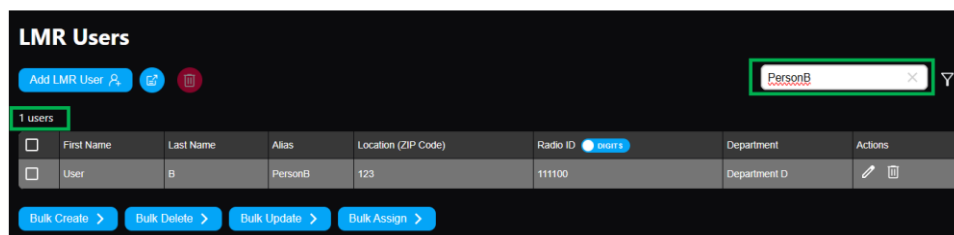
Use the search bar to find users.



LMR > LMR Users > Search for users

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

The user list table only shows users who match the search query.

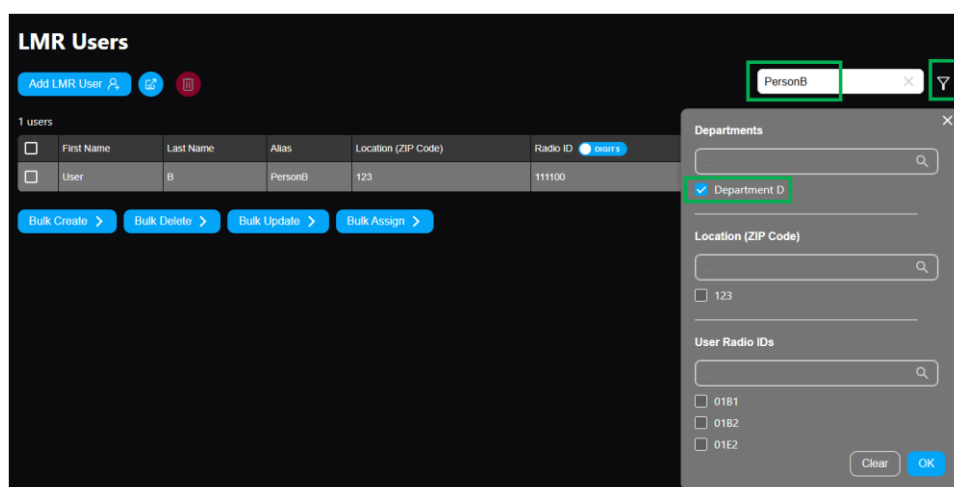


LMR > LMR Users > Search for users > Fusion displays the results

Combining Filter and Search features

You can use both the filters from the drop-down list and keywords in the search bar at the same time.

Select a filter criterion from the drop-down list, and then enter both letters and/or digits in the search bar.



LMR > LMR Users > Filter and search for users > Fusion displays the results

TALKGROUPS

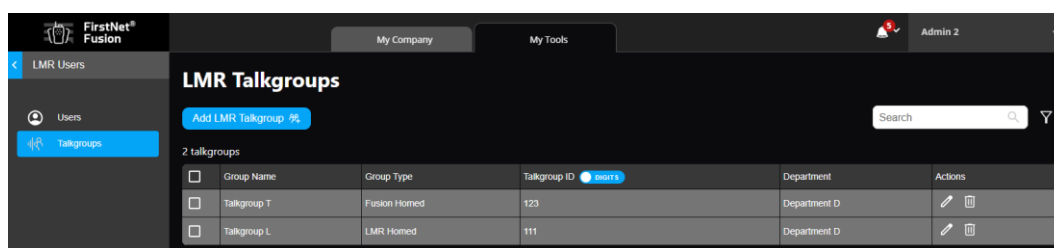
Talkgroups are communications groups that support interoperability features for efficient communication. You can join, manage, and affiliate/deaffiliate from talkgroups, send messages, broadcast video, and share the screen.

As an organization admin or department admin, you will see a list of talkgroups relevant to your role with their information and an **Edit** action. You can quickly identify talkgroups and easily update their information.

The table includes columns for the group name, group type, talkgroup ID, and department.

IWF Talkgroups are groups that contain MCPTT and LMR users.

- LMR Homed: The LMR network manages calls to these groups. The IWF handles call setup and floor control, while the MCPTT server relays messages between the MCPTT clients and the IWF server.
- MCX Homed (Fusion Homed): The MCPTT server manages calls to these groups. The MCPTT server handles call setup and floor control. The IWF acts on behalf of all LMR participants.



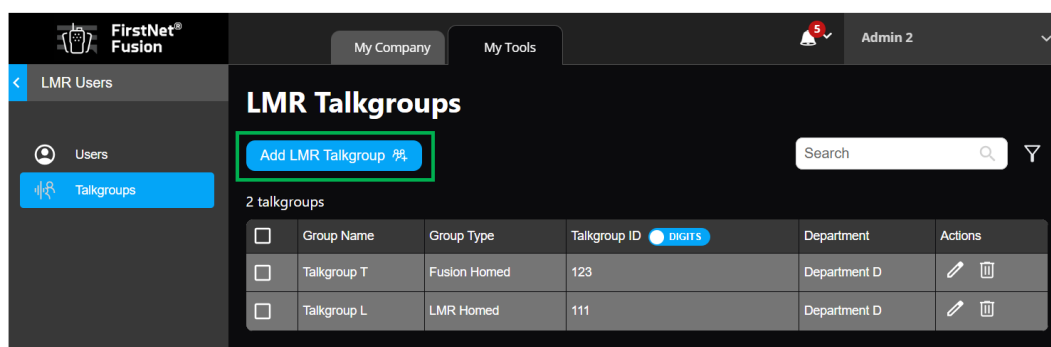
Group Name	Group Type	Talkgroup ID	Department	Actions
Talkgroup T	Fusion Homed	123	Department D	
Talkgroup L	LMR Homed	111	Department D	

LMR > LMR Talkgroups

Adding an LMR talkgroup

To add LMR talkgroups, follow these steps:

1. Click the **Add LMR Talkgroup** button.



Group Name	Group Type	Talkgroup ID	Department	Actions
Talkgroup T	Fusion Homed	123	Department D	
Talkgroup L	LMR Homed	111	Department D	

LMR > Add LMR Talkgroup

Fusion displays a form.

2. Enter the data in each field of the form, considering the tooltips.

Note: The fields marked with an asterisk are mandatory. You can only add users with IWF licenses to LMR-Homed and Fusion-Homed talkgroups.

Add LMR Talkgroup

* Define Talkgroup name ⓘ

Enter the group Name

Talkgroup Type * ⓘ

☒ Fusion Homed
☐ LMR Homed

Network: P25-ISSI

* Define Talkgroup ID (TGID) ⓘ

NUMBER: Enter the group ID

* Group Priority ⓘ

Level 1

* Assign Department ⓘ

Please select a department

Available MCX users

Search for users

MCX USERS
LMR USERS

☐ Select the list displayed

☐ User 1
☐ User 2
☐ User 3

Assigned MCX users

Search for users

MCX USERS
LMR USERS

☐ Select the list displayed

no items

Zones ⓘ *

Search and select zones

Scan List ⓘ

Search and select scan list

Cancel

Create

LMR > Add LMR Talkgroup

- Click the **Save** button. Fusion displays the new LMR talkgroup in the talkgroups list.

Editing an LMR talkgroup

To edit an LMR talkgroup, follow these steps:

1. On the talkgroup that you want to edit, click the pencil button from the Actions column.

LMR Talkgroups

Add LMR Talkgroup %%

Search

2 talkgroups

☐	Group Name	Group Type	Talkgroup ID DIGIT 5	Department	Actions
☐	Talkgroup T	Fusion Homed	123	Department D	
☐	Talkgroup L	LMR Homed	111	Department D	

Edit LMR talkgroup

The Edit LMR Talkgroup form pops up.

2. Edit the fields, considering the tooltips, and click the **Save** button to save the changes. To close the form without saving the changes, click the **Cancel** button.



Edit LMR Talkgroup

* Define Talkgroup name ⓘ
Talkgroup T

Talkgroup Type * ⓘ
☒ Fusion Homed
☐ LMR Homed

Network: P25-ISSI

* Define Talkgroup ID (TGID) ⓘ
HEX: 007B

* Group Priority ⓘ
Level 3

* Assign Department ⓘ
Department D

Available MCX users

Search for users

MCX USERS LMR USERS

☐ Select the list displayed

User 1
User 2
User 3

Assigned MCX users

Search for users

MCX USERS LMR USERS

☐ Select the list displayed

User 1
User 2
User 3

Zones ⓘ *
Zone test Search and select zones

Scan List ⓘ
Search and select scan list

Cancel Delete Save

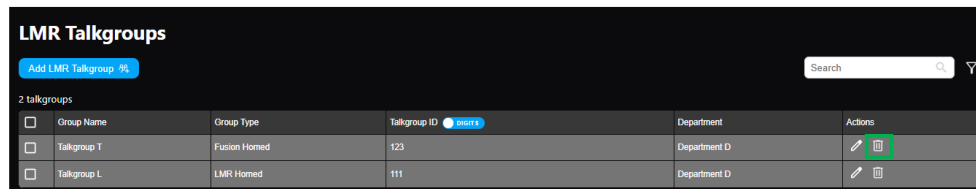
LMR > Edit LMR Talkgroup

To delete the LMR talkgroup, click the **Delete** button. A pop-up message asks you to confirm that you want to permanently delete the selected talkgroup.

3. If you do not want to save the changes, click the **Cancel** button. Click **Cancel** again to go back to the LMR Talkgroups list.

Deleting an LMR talkgroup

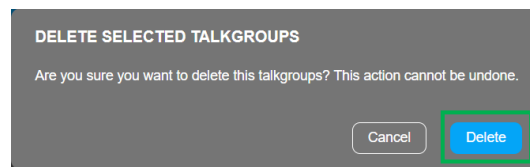
To delete an LMR talkgroup, click the delete button from the Actions column.



Delete talkgroup

A pop-up message asks you to confirm that you want to permanently delete the talkgroup. To confirm the action, click the **Delete** button.

To keep the talkgroup and go back to the LMR Talkgroups list, click the **Cancel** button.



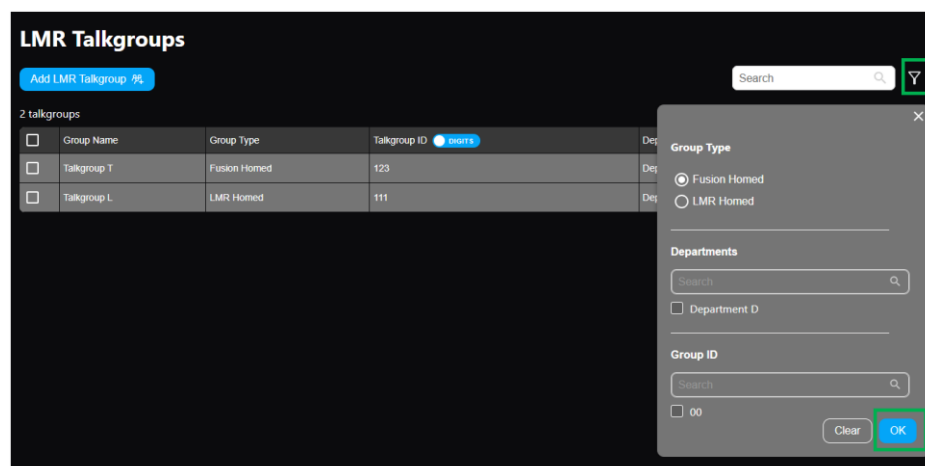
Delete talkgroup > confirmation message

Filter and search LMR talkgroups

Filter

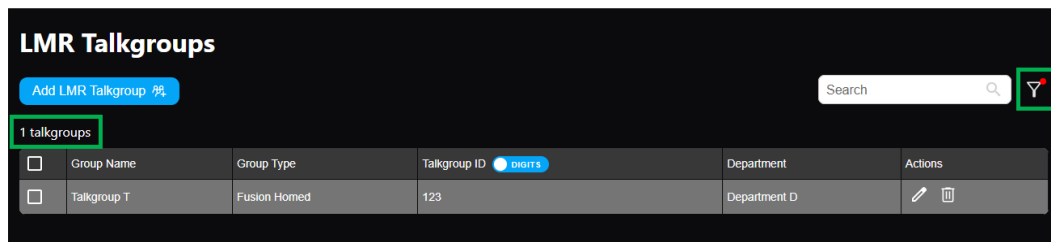
You can filter talkgroups by Group Type, Departments, and Group IDs.

Fusion displays the filter criteria in check boxes. Select or search for the talkgroups and click the **OK** button.



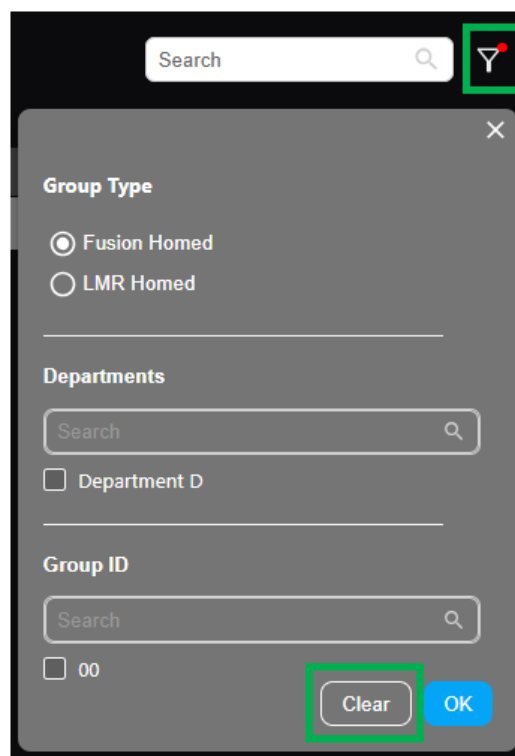
LMR > LMR Talkgroups > Filter talkgroups

The LMR Talkgroups table only displays the talkgroups based on the filter results. The filter icon has a red dot, showing you that it applied the filter criteria.



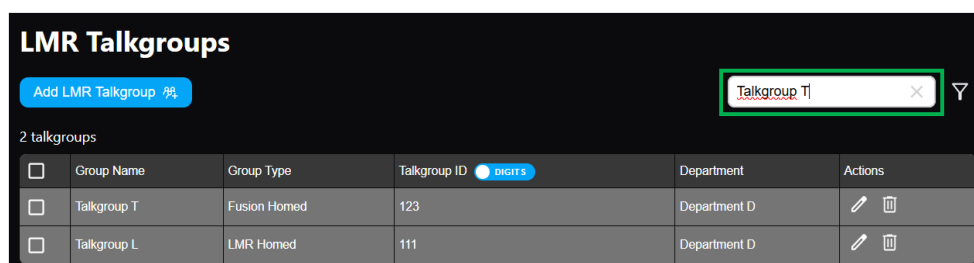
LMR > LMR Talkgroups > Filter talkgroups

To delete the filtering criteria, uncheck the boxes and click the **Clear** button. The filter icon no longer displays the red dot.



Search

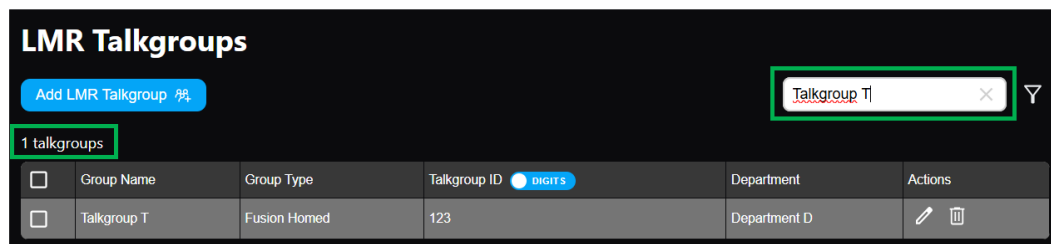
Use the search bar to search for talkgroups.



LMR > LMR Talkgroups > Search for talkgroups

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

The LMR Talkgroups table only shows talkgroups that match the search query.

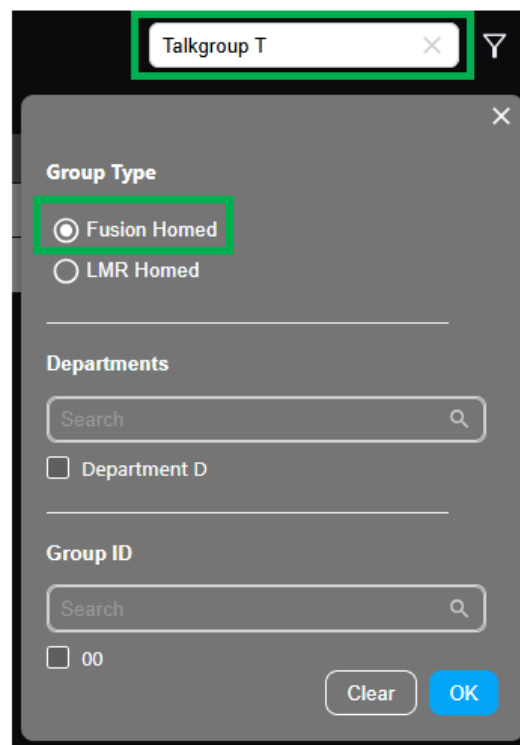


LMR > LMR Talkgroups > Search for talkgroups > Fusion displays the results

Combining Filter and Search features

You can use both the filters from the drop-down list and keywords in the search bar at the same time.

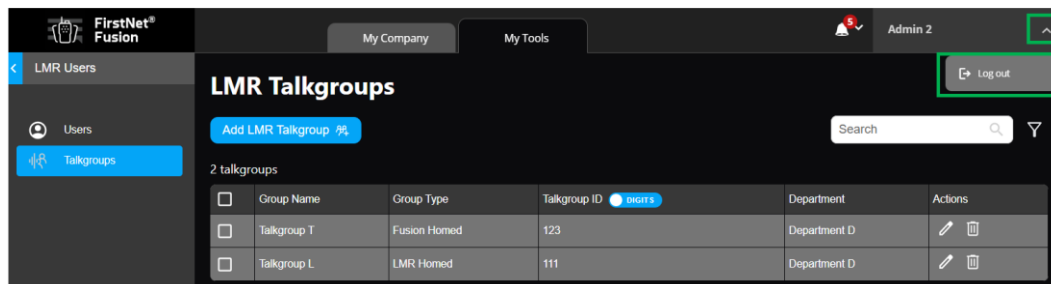
Select a filter criterion from the drop-down list, and then enter letters and/or digits in the search bar.



LMR > LMR Talkgroups > Filter and search for talkgroups

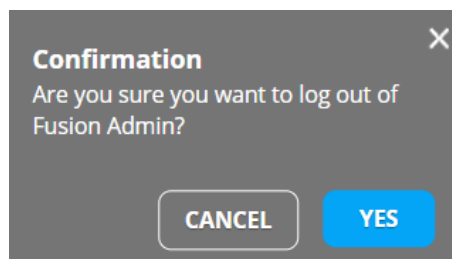
LOGGING OUT

If you want to log out from your account, click the **Log Out** button at the top right corner of the screen.



LMR > Log out

Fusion displays a confirmation pop-up. After you confirm the action, the logout will be complete. The logout action will not take place if you click the **Cancel** button.



Log out > Confirmation pop-up



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Fusion