

Sonim XP5+ User

4.3



FirstNet®
Fusion

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ABOUT FUSION

Welcome to the Fusion Sonim XP5 User Guide, version 4.3. This guide is designed to empower users of the FirstNet® Fusion application, built with AT&T, to navigate its robust suite of features and maximize operational efficiency and communication. Whether you are a first responder, dispatcher, administrator, or team member, Fusion provides secure, real-time collaboration tools tailored for mission-critical environments.

OVERVIEW

New version of the application

Make sure that you are up to date with the latest version of the application. You can download it from Sonim Scout Store, which is the main store for Sonim devices, that support the application.

This guide is available only for Sonim XP5 using the Sonim Scout.

Sonim XP5 device



SONIM XP5plus Android 11 AOSP Qualcomm Octa Core 2GB RAM LCD 320x240 Non touch display

Login

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



Fusion app installed

If you are connected to Wi-Fi and cannot disable it, for the login part you need to insert authentication information.

1. Enter your assigned phone number in the **MSISDN** field.
2. Enter the Activation Code provided by your admin.
3. Once both fields are filled, press the **Sign In** button to access the platform.



After authentication, select Fusion app and press **Down** button then the **Accept** button. Next, the app asks you to consent to services and agree to terms and condition. To do so, add the required ticks and press the **Continue** button.



Press down button



Accept User License Agreement and Terms of Service



Add checks > Continue

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



Allow application to record audio



Allow application to make and manage calls



Allow application to access the device's location

PUSH-TO-TALK

FirstNet Fusion is a mission-critical push-to-talk solution designed for public safety agencies and those that support them. Fusion delivers high-quality, instant voice communications that emulate traditional public safety radio while enabling advanced interoperability across smartphones, radio and purpose-built devices.

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

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

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

1. **Selector Knob:** It allows switching from an active channel or talkgroup to the next one.
2. **Selected Channel:** It refers to the channel that you are connected to, and where you can communicate with other members.
3. **Menu** button
4. **Select** button



Channels screen and buttons: SONIM XP5plus device

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

1. **Name of the channel**
2. **Previous channel:** You can go to the previous channel or talkgroup by turning the **Selector** knob.
3. **Next channel:** You can go to the next channel or talkgroup by turning the **Selector** knob
4. **Display:** Push-to-Talk
5. **Options:** You can click for details about the channel and audio options
6. **Disconnect:** You can disconnect from the channel by clicking on the highlighted button.
7. **Push-To-Talk** key: It allows you to take and release the floor.
8. **Volume key**



Joining a Channel screen



Channels buttons

Push-to-Talk Options menu

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



Select channel



Channels > Options



Options Menu

Push-To-Talk Audio Options

Through the Push-To-Talk Audio Options, you can choose to listen through the speaker or an earpiece.



Select Channel > Options > Audio



Select Channel > Options > Audio >
PTT Audio Output Options



Select Channel > Options > Audio >
PTT Audio Output Options > OK

Details Options

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



Select Channel > Options > Audio



Select Channel > Options > View users list

Connecting to one channel

By turning the **Selector** knob, you can go from one channel to the next. And by pressing the **Up** and **Down** buttons, you can go through the **Channels** list. Then, press the **Select** button on the name of channel that you want to join.



Channels > Connect to one channel



Channels > You are talking



Channels > Channel member is talking

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

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

Starting and receiving calls with a talkgroup

To initiate a call with a talkgroup, turn the knob until you find the desired talkgroup. Press the **Push-To-Talk** button to start the call. You can also select the talkgroup using the **Up** and **Down** buttons in the list, then press the **Select** button.



Choose talkgroup and press Menu button

While on the list of talkgroups and channels, and connected to one of the talkgroups you can see on the screen:

1. The name of the talkgroup you are connected to
2. Selected talkgroup
3. **Select** button - to select the talkgroup and return to Push-To-Talk screen
4. **Menu** button - to go to the application menu



Talkgroup connected in list

When talkgroup is selected, the call is ongoing and you are on the Push-To-Talk screen you can see:

1. The name of the talkgroup
2. Current status:
 1. You are talking
 2. Another user is talking
 3. The floor is available

3. Options
4. Disconnect



Push-To-Talk talkgroup screen >
You are talking



Push-To-Talk talkgroup screen >
Another user is talking



Push-To-Talk talkgroup screen >
The floor is available

While connected, in the Options screen you can see the following options:

- **Audio** - to select audio output, speaker or earpiece
- **Details** - to see the other users of the talkgroup
- **Upgrade to Emergency Call** - to set the ongoing call as an Emergency Call



Push-To-Talk talkgroup screen > Options

Emergency Calls

To trigger an Emergency Call long press the SOS button.

Another way to trigger an Emergency Call is to upgrade a standard Push-To-Talk. To do this, go to Options, then select the **Upgrade to Emergency Call**.



Long press SOS button to update call to Emergency Call



Push-To-Talk call > Options > Update to Emergency Call

While the Emergency Call is ongoing, you can see:

1. The type of call - red screen
2. Which user is talking



Emergency Call - floor available



Emergency Call - another user is talking



Emergency Call - you are talking

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

MENU

Select one of the three areas from the menu:

1. **Zone:** A zone is a preset grouping of channels and talkgroups. Users are pre-assigned to talkgroups and channels in Fusion Admin.
2. **Scan:** A scan list is a set of talkgroups and channels. Sonim users are pre-assigned to talkgroups and channels in Fusion Admin.
3. **Settings:** Browse through and configure settings preferences.



Menu

Note: You can access the menu option when you are about to select a channel or talkgroup.

Zone

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

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



Menu



Menu > Zone



Menu > Zone > Zone list

One Zone can have multiple channels and talkgroups . You can toggle through them by turning the knob.



Toggle through Channels and Talkgroups



Navigate through Channels and Talkgroups

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

Use case 1: Channel to Channel

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

Use case 2: Channel to Talkgroup

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

Use case 3: Talkgroup to Channel

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

Use case 4: Talkgroup to Talkgroup

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

When you receive a call from a talkgroup, while on a channel, the call is auto-answered and the channel connection is put on hold as long as the call is ongoing.

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

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

Scan list

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

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



Menu



Menu > Scan



Menu > Scan > List of Scans

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

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

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

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

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

Settings

On the Settings page you can configure the following features:

- **Name** and **number** of the user connected on the device
- **Agency ID**- ID of the company you are assigned to
- **Silent Mode** – Toggle the device to silent or normal sound.
- **Preferences** – Adjust general device settings such as language and region.
- **Voice Settings** – Manage microphone, voice output, and speech-to-text options.
- **Location** - Location settings such as authorize company to locate you
- **Accessories** – Pair or manage connected devices (e.g., headphones, smartwatches).
- **Get Help** – Access support resources and troubleshooting guides.
- **Notifications & Alerts** – Set which alerts appear and how they are delivered.
- **Availability Mode** – Define when the device is considered “available” for use.
- **Operational Status** – View current battery level, storage, and health indicators.
- **Version** - Version of the application installed on the device
- **Disconnect** – End active connections or reset network settings.

These options provide straightforward control over the device’s basic functions.

Press the **Select** button to enter the **Settings** option from the menu.



Settings > Select

User's name and number

At the top of the Settings, you can see your name and the phone number associated with your account, once you are authenticated in the application.



Settings > User name and number

Agency ID

In the Settings page, under your name and phone number, you can see the Organization ID to which you are assigned to.



Settings > Agency ID

Silent mode

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



Settings > Silent Mode Off



Settings > Silent Mode On

Preferences

Customize how you Auto Answer calls during an external call. Enable Auto Answer Fusion Call or Auto-Answer Emergency call to match your workflow and privacy needs. The system respects these preferences across the app, ensuring a seamless and personal experience.

To access Preferences, go to **Settings** from the Menu app, then select **Preferences**.



Settings > Preferences

If you enable Auto Answer Fusion Call, the calls are automatically answered even if you are already on a cellular or non-Fusion Call. When disabled, Fusion calls require manual action when another call is active.



Settings > Preferences > Auto Answer is disabled



Settings > Preferences > Auto Answer is enabled

Similarly, you can enable Auto-Answer Emergency call, and the call is automatically answered during another call.



Settings > Preferences > Auto Answer on Emergency Call is disabled



Settings > Preferences > Auto Answer on Emergency Call is enabled

Voice settings

Here you can customize your preferences regarding Push-to-Talk speaking, voice control, and audio.

- **Push-to-Talk Floor Mode**

Select the mode you prefer to use for Push-to-Talk.

Push-To-Talk Mode

If you select Push-To-Talk Mode, you need to tap and hold the **Push-To-Talk** button to take the floor in a talkgroup or channel. Release the **Push-To-Talk** button when you are done transmitting.



Push-To-Talk button



Settings > Voice Settings > Push-To-Talk Mode

Toggle Mode

You can select to press the **Push-To-Talk** button once to speak in a talkgroup or a channel. To stop transmitting, press it again.



Push-To-Talk button



Settings > Voice Settings > Toggle Mode

Both

Alternatively, you can opt for both Push-To-Talk Mode and Toggle Mode.



Settings > Voice Settings > Both Toggle Mode and Push-To-Talk

- **Push-To-Talk Audio Output**

Choose whether to use the speaker or an earpiece when using the **Push-To-Talk** feature.



Settings > Voice Settings > Push-To-Talk Audio Output options

- **Always Connected Mode for Calls**

When enabled, the option allows a permanent connection of the application for calls and Push-To-Talk sessions.



Settings > Voice settings > Always Connected Mode for Calls

- **Push-To-Talk Floor Control Sound**

When enabled, the speaker will play sounds to signal taking and releasing the floor. To disable, select the blue button.



Settings > Voice settings > Push-To-Talk Floor Control Sound ON

- **Push-to-Talk Audio Enhancement**

This feature can improve the voice quality.

Note: Improving the voice quality will lower the volume during the Push-To-Talk call.

To disable, select the blue button.



Settings > Voice settings > Push-To-Talk Audio Enhancement

- **Low Latency Audio**

You can improve audio latency or avoid echo by using another low latency API for audio calls.



Settings > Voice settings > Low Latency Audio options

- **AI Noise Reduction**

You can reduce background noise and improve voice clarity using an AI-powered audio filter.



Settings > Voice settings > AI Noise Reduction ON

Location

Location - you allow your company to locate you. To disable it, select the blue button.



Settings > Location > Location

Wake Device Up- when enabled, the feature will wake up the device when the app is in deep sleep mode or in the background, allowing your location to be determined.



Settings > Location > Wake Device Up

Ignore Battery Optimization - When enabled, the feature removes the listening of motion sensor and keep listening for location services, which can significantly drain the battery of the device.



Settings > Location > Ignore Battery Optimization

High Speed Location Tracking - When enabled, your position is sent in real time.



Settings > Location > High Speed Location Tracking

Accessories

Fusion supports Bluetooth and you can pair devices, configure action/emergency buttons or manage permissions for enhanced usability. Dedicated buttons enable quick access to Push-to-Talk and emergency features.

Select how you would like to use your hardware accessories.

- **Hardware Push-To-Talk button**



Settings > Accessories > Hardware Push-To-Talk button

Choose whether you would like to connect the hardware button to Push-To-Talk Control or associate it to a specific Channel or Talkgroup.



Settings > Accessories > Hardware Push-To-Talk button > Button associated to Push-To-Talk Control



Settings > Accessories > Hardware Push-To-Talk button > Push-To-Talk button associated to Channel/Talkgroup

The Emergency Alert Button is set to Upgrade Pre-arranged Calls to Emergency



Settings > Accessories > Hardware Push-To-Talk button > Emergency Alert Button

- **BLE Wireless Accessories**



Settings > Accessories > BLE Wireless Accessories

You can pair your Bluetooth accessory.



Settings > Accessories > BLE Wireless Accessories > Enable the Wireless Button



Select the device name



Bluetooth paired

1.

2. Action Button 1

You can assign the programmable action key for Push-To-Talk floor control or associate it with a Channel/Talkgroup.



Settings > Accessories > BLE Wireless Accessories > Action Button 1 option selection

2. Action Button 2

You can assign the programmable action key for Push-To-Talk floor control or associate it with a Channel/Talkgroup.



Settings > Accessories > BLE Wireless Accessories > Action Button 1 option selection

Note: The displayed Channels and Talkgroups depend on the Zone or Scan List you are connected to.

- **USB Accessories**

Choose the connected USB device from the list:

- Valor
- TPL
- X-Comm
- X-Command



Settings > Accessories > USB Accessories



Settings > Accessories > USB Accessories > USB Accessories valor



Settings > Accessories > USB Accessories > USB Accessories valor > Accessories list

Get help

In the Get Help screen, you can enable debugging mode and send logs to your company admin, for troubleshooting:

- **Debug Mode**

It provides the application's internal processes and errors.



Debug Mode enabled

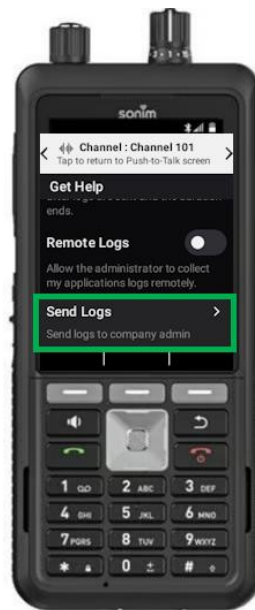
- **Remote logs**

Allow the admin to collect application logs remotely.



Send Logs

You can send logs to your admin.



Send Logs

Notifications & alerts

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

Here you can change tone settings for Push-To-Talk notifications and alerts.

You can mute the call tone for various actions, such as call start tone, call end tone, and more, except for Emergency calls and Broadcast Calls.



Settings > Notifications & Alerts > Mute extra tones feature: ON

Availability mode

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

To inform others if you are available during working hours or not, set your status as On Duty, Off Duty, Do Not Disturb.



Settings > Availability mode options

Operational status

The main/organization/department admin creates a database of Operational Statuses. They can add a list of Operational Statuses for a given department based on this database, so you only see the Operational Statuses available for your department.

Select your Operational Status from the available options or simply set it to Off.



Settings > Operational Status > Operational Status set to Off



Settings > Operational Status > Operational Status List

Version

See the version of the installed application.



Settings > Version

Disconnecting

This is how you can disconnect from the app.



Settings > Disconnect



Select Disconnect



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Fusion