

Fusion iOS Unaffiliated User

4.3



FirstNet[®]
Fusion

PREAMBLE

Note: The images provided in the guide may vary from what individual users observe in their respective applications because of subscription options.

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ABOUT FUSION

Welcome to the Fusion iOS Unaffiliated User Guide, version 1.1. 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.

Types of users

Unaffiliated users

Unaffiliated users are users with limited capabilities who have purchased the Fusion service as sub-paid users and have not yet affiliated to an agency. They can start and receive Push-to-Talk calls, as well as send and receive messages, but only with Fusion users saved in their contacts list.

While waiting for an agency to provide them the affiliation code, unaffiliated users can join a regional organization based on their operational location.

Agency-Verified Subscriber Paid Program users

Agency-Verified Subscriber-Paid Program users are users or organizations where a subscriber-paid (sub-paid) admin verifies a user's eligibility for the FirstNet service.

The sub-paid admin can directly add FirstNet-eligible users to an organization's AVSP program, or they can acquire, manage, and pay for their own FirstNet account.

Users can sign up online or in-store using the organization's affiliation code during onboarding.

Self-Verified Subscriber Paid Program users

Self-Verified Subscriber Paid Program users are unaffiliated to any organization by default. Unaffiliated users verify if they are FirstNet-eligible by uploading their own documents and proof of eligibility and have to complete self-verification periodically.

Self-verified, unaffiliated users can move to the agency-verified program if an admin or their local account team transfers them to the organization's Agency Verified Program.

Self-verified subscriber-paid users have 30 days from the initial sign-up to verify their eligibility. If users do not meet the FirstNet compliance, an admin moves them to the offboarding program and removes them from the FirstNet network.

LOGGING IN

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

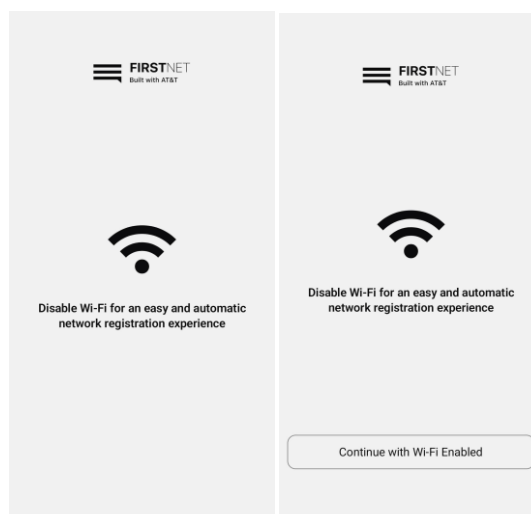
There are two ways to authenticate:

1. Submit a Fusion-affiliated code
 - The organization admin sends you a code
 - You can first join the agency as a pending user with limited access
 - An admin needs to add you to the organization to become an official user within that organization
 - The admin can de-affiliate from the organization
2. If you do not have an affiliation code, use the alternative sign-in method

Registration process

Fusion displays a registration screen and recommends that you disable the 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 login methods.

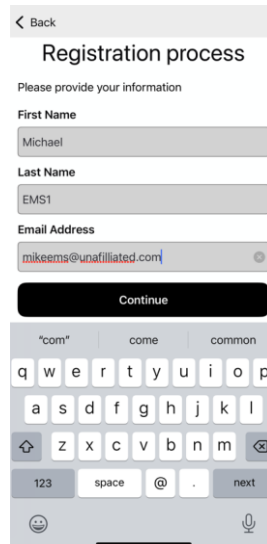


Fusion registration screen with and without the
Continue with Wi-Fi Enabled

Using Wi-Fi

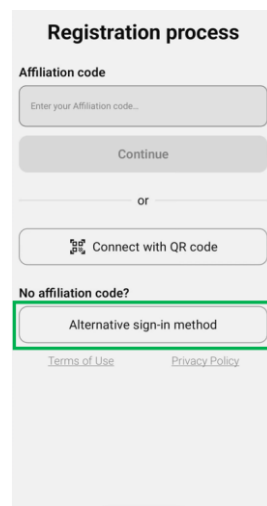
Tap the **Continue with Wi-Fi Enabled** button to start the authentication. Fusion displays the registration process form.

1. Enter your first and last name, your email address, and tap the **Continue** button.

A screenshot of a mobile app's registration process. At the top is a back arrow and the text "Registration process". Below this is the instruction "Please provide your information". There are three input fields: "First Name" with the text "Michael", "Last Name" with the text "EMS1", and "Email Address" with the text "mikeems@unaffiliated.com". Below the email field is a black button with the text "Continue". At the bottom is a standard iOS keyboard with a "next" button.

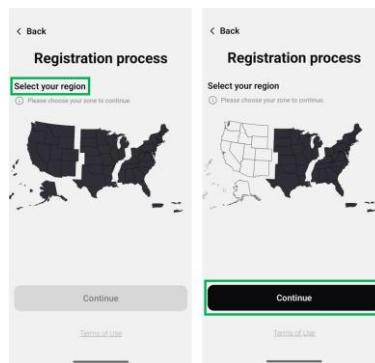
Registration process > Provide your information

2. Since you are not part of an organization, you do not have an affiliation code. Tap the **Alternative sign-in method** button.

A screenshot of a mobile app's registration process. At the top is the text "Registration process". Below this is the section "Affiliation code" with a text input field containing the placeholder "Enter your Affiliation code..". Below the input field is a grey button with the text "Continue". Below the button is the text "or". Below "or" is a button with a QR code icon and the text "Connect with QR code". Below this is the section "No affiliation code?" with a button labeled "Alternative sign-in method" which is highlighted with a green border. At the bottom are two links: "Terms of Use" and "Privacy Policy".

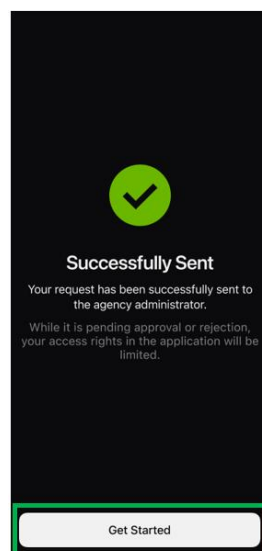
Registration process > Alternative sign-in method

3. Select your region/operational area. You can select West, Central, or East.



Registration process > Select your region

4. Tap the **Get Started** button to start using Fusion.



Pending approval

5. Read the End User License Agreement, then tap the **Continue** button.

License Agreement (EULA)

FirstNet Fusion End User License Agreement and Terms of Service

AT&T Mobility, LLC, and its Affiliates (AT&T) licenses the FirstNet Fusion application (App) and use of the FirstNet Fusion solution (Solution) to You, conditioned upon Your acceptance of this End User License Agreement and Terms of Service (Agreement). The defined terms are as defined in Section 1 (Definitions) below. BY CLICKING I "AGREE" OR "ACCEPT", OR BY DOWNLOADING, INSTALLING OR USING THIS APP AND THE SOLUTION, YOU: (A) ACKNOWLEDGE THAT (I) YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND AGREE TO ITS TERMS, (II) YOU ARE 18 YEARS OF AGE OR OLDER; (C) IN NO EVENT IS THE SOLUTION TO BE USED BY ANY PERSON UNDER THE AGE OF 13; (B) AGREE TO ABIDE BY THE AT&T ACCEPTABLE USE POLICY FOUND AT WWW.ATT.COM/AUP; (C) IF A FIRSTNET CONSUMER, AGREE TO THE TERMS OF YOUR CURRENT AT&T WIRELESS CUSTOMER AGREEMENT (WCA), WHICH MAY REQUIRE THE USE OF CERTAIN EQUIPMENT.

Continue

6. Read each linked terms and conditions document and check the associated boxes.

Consent to services

Before you can use this application, you need to agree to the terms and conditions. Read each linked document. When you're done, the associated checkbox activates. After you check all the boxes, tap consent.

Listening terms and conditions

I understand and agree that the FirstNet Fusion service allows my organization's authorized users, such as dispatcher and supervisors, for safety purposes, to monitor and record conversations and sounds on and around this device while I am on the job.



Location terms and conditions

I understand and agree that the FirstNet Fusion service reports my location to my organization's authorized users such as dispatchers and supervisors, while I am on eh job. I also understand I can suspend or end location reporting of my location by logging out of the FirstNet Fusion application on my device, but that also ends my ability to use this service.



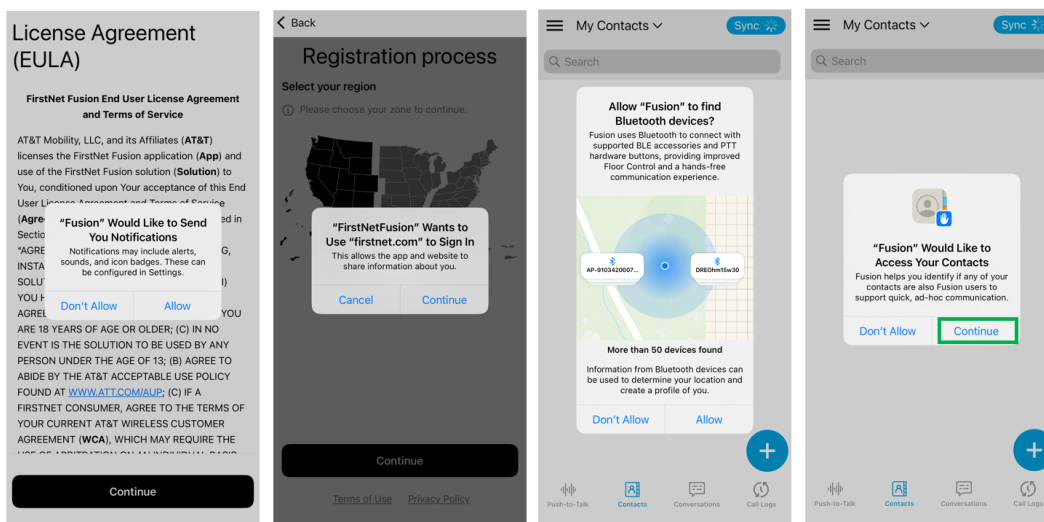
[Privacy Policy](#)

Continue

Registration process > Consent to services

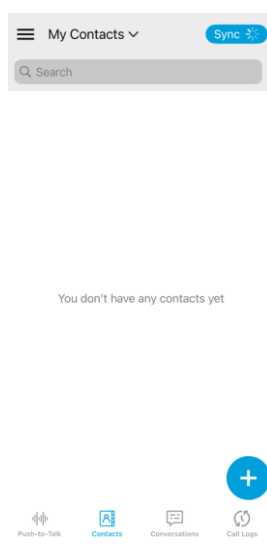
7. Allow Fusion to access permissions such as notifications, camera, microphone, calls, nearby devices, and contacts.

Note: Allowing Fusion to access your contacts is mandatory to be able to use the **Public visibility** feature.



Registration process > Allow Fusion to access permissions

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



Log in > Main Fusion screen

Unaffiliated user capabilities

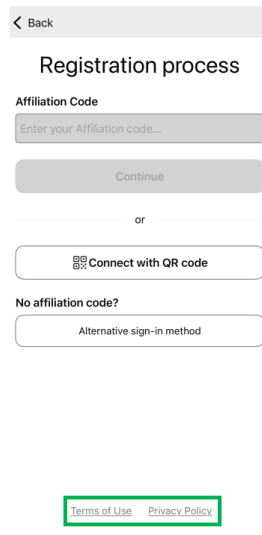
As an unaffiliated user, once you join one of the regions, you can:

- See all the Fusion contacts that are in your device's contacts list
- Start a Push-To-Talk call with other Fusion users, either with only one user, or with a group
- Message other Fusion users

Affiliate to an agency's organization. *For more information on joining an organization, go to My Account > Join an Organization in this guide.*

Terms of use and Privacy policy

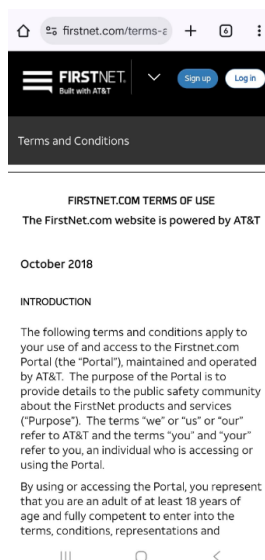
You can find information about the terms of use and privacy policy at the bottom of the page. Tap the **Terms of Use** and **Privacy Policy** links. Fusion redirects you to the dedicated pages.



Terms of use and Privacy policy

Terms of use

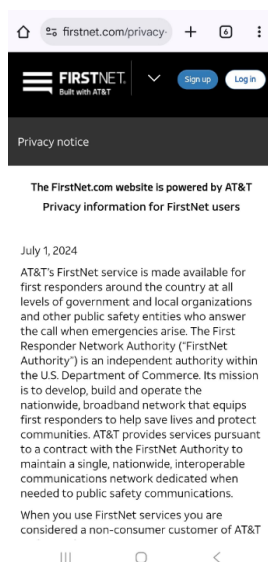
Tap the **Terms of Use** link at the bottom of the page. Fusion redirects you to the dedicated page where you can find more information about the terms and conditions that apply to your use of and access to FirstNet Fusion.



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.

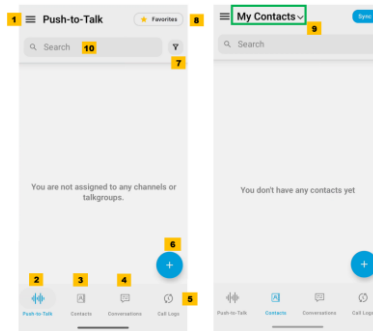


Privacy policy

APPLICATION MENU

The main navigation menu includes the following menus:

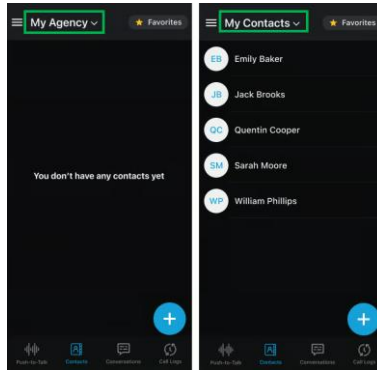
1. My Account
2. Push-To-Talk
3. Contacts
4. Conversations
5. Call Logs
6. Action menu
7. Filters
8. Favorites
9. My Agency/My Contacts
10. Search bar



Fusion main menus and buttons

See below a more detailed description of each main menu and button on your screen:

1. **My Account.** Select the hamburger menu for all the important information to customize your mobile experience. You can customize your profile picture, name, alias, user status, operational status, phone number, silent mode, preferences, voice, message, and video settings, accessories, notifications and alerts, network, storage, access the Customize My App and Get Help options, see the Fusion version, and exit the app by tapping the **Disconnect** button. To set your default Fusion action for the app, tap the **Default Action** button.
2. **Push-To-Talk.** Displays all talkgroups and channels that you can connect to. As a pending user, your Push-To-Talk page can be empty since you are not part of any assigned organization.
3. **Contacts.** Displays all individuals who you can communicate with.
4. **Conversations.** Recent conversations.
5. **Call Logs.** Displays a list of all the calls that you have made and received on your Fusion iOS.
6. **Action menu.** Displays a shortcut menu that allows multiple ways of communication.
7. **Filters.** Based on the screen/menu that you access, you can 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.
 - The filters in the **Call Logs** screen allow you to filter by their types: Push-To-Talk and broadcast calls.
8. **Favorites.** Displays only the contacts or conversations that you add as favorites.
9. **My Agency and My Contacts.**
 - **My Agency** is empty by default since you are not part of an organization. After joining an organization, it displays the contacts that belong to the organization (Fusion shows the name of the organization that you are a part of).
 - **My Contacts** displays your personal contacts that have Fusion accounts. **My Contacts** only shows to you Fusion users that you already have in your device's contacts list. These contacts must have an active **Public Visibility** feature.

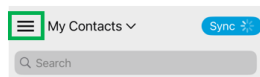


My Agency/My Contacts

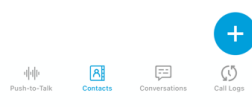
10. Search bar.

MY ACCOUNT

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

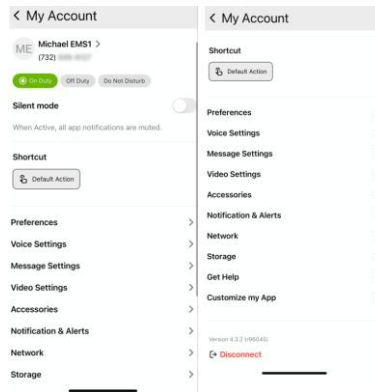


You don't have any contacts yet



My Account button

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



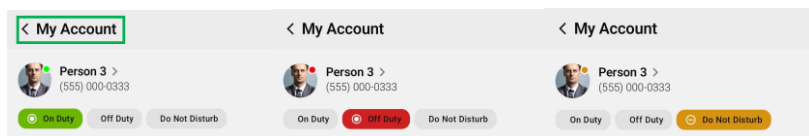
My Account

Tap your name to see your operational status and phone number.

To change your profile photo, tap the small pen in the upper right corner.

Status

The **User Status** feature allows you to signal your availability to your contacts 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.



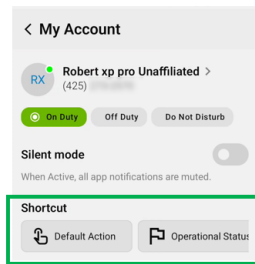
My Account > Status > On Duty > Off Duty > Do Not Disturb

Silent mode

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

Shortcut

You can set the default action or operational status directly from the **My Account** menu using the displayed shortcuts.



My Account > Shortcut

Preferences

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

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. Always Connected mode for calls
5. Push-To-Talk (PTT) floor control sound
6. AI noise reduction
7. Live replay
8. Push-To-Talk audio enhancement
9. Low latency audio

Message settings

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

Video settings

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

Accessories

Fusion supports Bluetooth, USB, and wired accessories, including remote speaker mics, earpieces, and vehicle kits. You can pair devices, configure action buttons, and manage permissions for enhanced usability. Dedicated buttons enable quick access to the **Push-to-Talk** feature. You can configure your hardware accessories, such as Hardware PTT Button, BLE Wireless Accessories, and USB accessories in this menu.

Notifications & 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.

Network

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

Storage

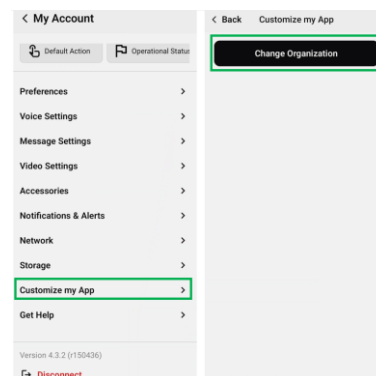
If enabled, the Message Auto-Deletion feature allows you to define a period after which the messages will be automatically deleted from the device storage.

Get Help

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

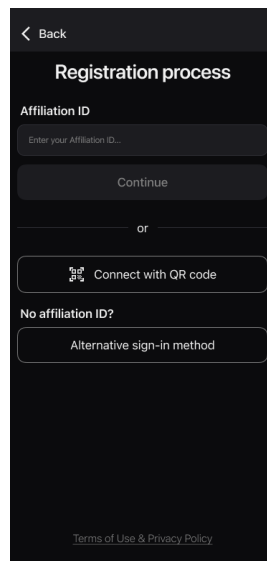
Join an organization

To affiliate to an agency's organization, select the Customize my App option, then tap the **Change Organization** button.



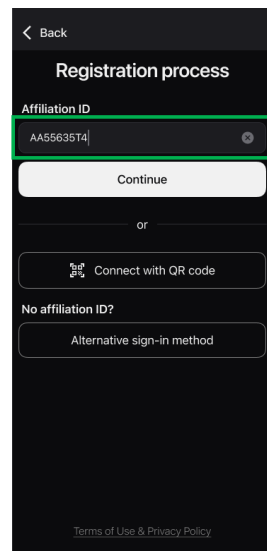
Customize my app > Change organization

Fusion redirects you to the Registration screen.

A mobile app screen titled "Registration process" with a back arrow. It features an "Affiliation ID" section with a text input field containing "Enter your Affiliation ID..." and a "Continue" button. Below this is an "or" separator, followed by a "Connect with QR code" button. A "No affiliation ID?" section contains an "Alternative sign-in method" button. At the bottom is a link for "Terms of Use & Privacy Policy".

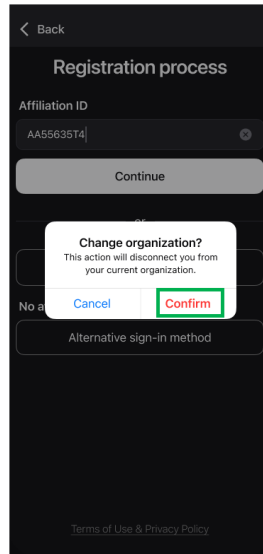
Registration screen

To join another organization, enter the organization ID or connect with a QR code. Tap the **Continue** button to request approval and join that organization.

A mobile app screen titled "Registration process" with a back arrow. The "Affiliation ID" section now has the text "AA55635Td" entered into the input field, which is highlighted with a green border. The "Continue" button is now active and highlighted in white. The rest of the screen, including the "or" separator, "Connect with QR code" button, "No affiliation ID?" section, and "Terms of Use & Privacy Policy" link, remains the same.

Registration process > Enter org ID

Fusion displays a confirmation pop-up. Tap **Confirm** to change the organization. You become a pending user with limited rights in the organization that you want to join.

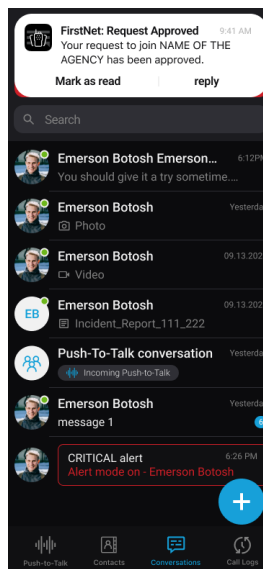


Change organization confirmation pop-up

When the admin accepts or rejects your approval to join an organization, you receive a notification on your iOS.

The admin accepts your request

When the admin approves your request, your contacts list displays the full list of users within the organization. Fusion also updates the Push-To-Talk list so you can fully benefit from the organization's settings and features.

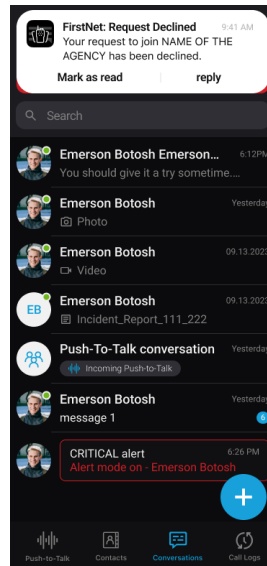


The admin approved your request

The admin rejects your request

When the admin denies your request, Fusion disconnects you from the application.

You can still request to join the same organization or a default organization based on your region.

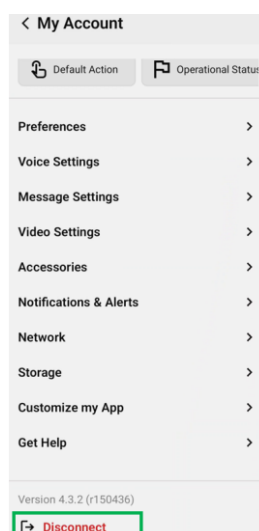


The admin denies your request

Disconnect

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 log into the application, you receive all the notifications of the missed interactions.

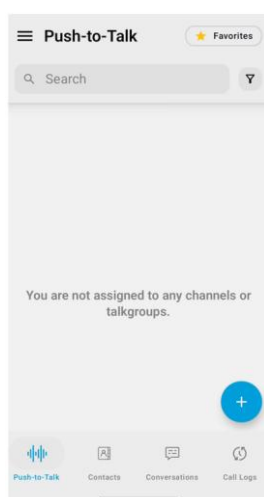


Disconnect button

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, 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.

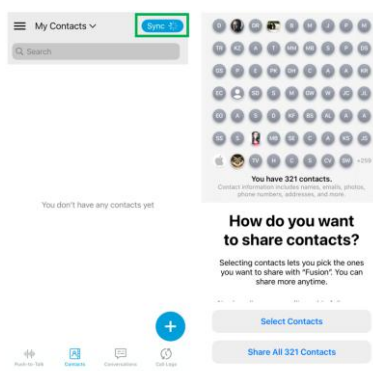


Push-To-Talk

CONTACTS

This menu shows you all the contacts that you have in your list.

To see other Fusion contacts from your iOS contacts list, tap the **Sync** button in the upper right corner of your screen.



Contacts > My contacts

Public Visibility

The **Public Visibility** feature allows you to communicate with contacts that also use the Fusion application. Both you and your contact have to install the application and have each other's phone numbers in the contacts list. Fusion synchronizes and displays an external contact only if they authenticate in the Fusion platform (Fusion Dispatch or Mobile).

The admin activates the **Public Visibility** feature for you, and then you can set it as active or inactive in the application by going to: My Account > Preferences > Public Visibility.

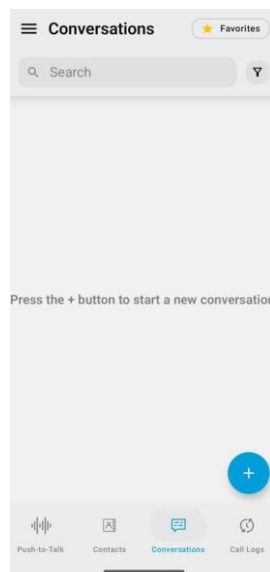
If the **Public Visibility** feature is active, you can select from two categories:

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

CONVERSATIONS

In the **Conversations** section, you can see all the recent conversations in chronological order. If you want to access a conversation, tap on it.

Fusion displays a new screen, where you can talk or interact with another user or group.



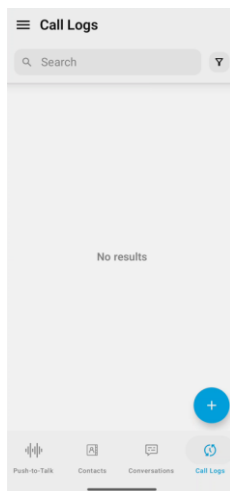
Conversations

In the **Conversations** menu, you can find the **Search** bar. Once you tap inside the search bar, you can search for the conversation that you want to see.

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 you have marked as favorites.

CALL LOGS

In the **Call logs** menu, you can find all the calls that you have sent, received, or missed. Fusion displays them chronologically by the hour.

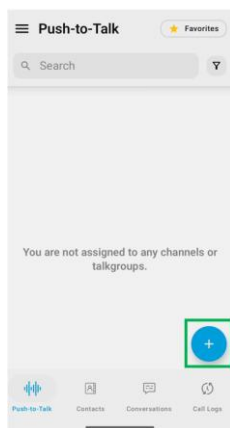


Call logs

ACTION MENU

You can find the **Action** menu in each of the four main menus of the application, at the bottom of the screen. It consists of a list of shortcuts for the following features:

1. **Push-To-Talk:** You can start a Push-To-Talk session with selected users and/or groups.
2. **Broadcast Video:** You can broadcast a video to selected users and/or groups.
3. **Send Message:** You can start a conversation with selected users and/or groups. It can be either a one-to-one conversation, a broadcast message, or a group conversation depending on the number of participants.
4. **Favorites:** You can add to the favorites list selected users and/or groups.



Action menu button



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