

# SmartPTT Release Notes

# Features and Updates

SmartPTT Enterprise 9.9 provides updated features and enhancements.

## Emergency Alarms and Calls for Mobile App

SmartPTT now supports emergency calls for SmartPTT Mobile users. In case of an emergency, a user can activate the Emergency mode, which will trigger a dispatcher notification. The user name and map icon will be highlighted in red.

If a member of a virtual group activates the Emergency mode, the group will be highlighted in red during a call from this member to the group. After the emergency situation is resolved, the Emergency mode can be switched off by the user directly in the app or by the dispatcher in SmartPTT Dispatcher.

All calls and messages from a user in the Emergency mode are highlighted. The emergency calls have priority over regular mobile calls.

## Text Chats for Mobile Clients

SmartPTT now supports text chats for SmartPTT Mobile users. The users can participate in private and group chats. Notifications about incoming messages are displayed on the device's screen.

Message statuses provide information about outgoing messages. For example, you can see if the message was read or not.

When new members are added in a virtual group, they can see all previous messages.

The text chat history can be downloaded as the SmartPTT Dispatcher report. The operators can select a radioserver, chat type, private chat participants, time, and other parameters to create the report. They can also download the report in various formats including HTML.

## HID Device Support Enhancements

SmartPTT now supports a greater variety of devices that comply with the HID specification. The support of current SmartPTT HID devices is also enhanced. This update includes the ability to assign actions to the programmable buttons of the Tipro BeFREE console InterCom Module.

## MNIS Connectivity Updates

Support for the MOTOTRBO™ Network Interface Service (MNIS) software gateway is significantly expanded.

SmartPTT now supports MNIS TCP interface that provides the SmartPTT Radioserver with the ability to connect to the MNIS service via TCP without using the SmartPTT MNIS Data Gateway Relay middleware.

The same MNIS instance can now be used by multiple Capacity Plus Multi-Site (Linked Capacity Plus) networks in SmartPTT. MNIS connection settings in the Radioserver Configurator can be duplicated to simplify the configuration of Capacity Plus Multi-Site and IP Site Connect systems.

With this update, dispatchers are able to receive private TMS from subscribers.

You can configure network monitoring for MNIS as a separate peer. When configured, MNIS is displayed as a separate element in the network topology diagram in the SmartPTT Dispatcher.

The ability to specify the number of the MNIS ports used for location update reception over LIP is added to the MNIS settings.

## Administrator Password

A desktop client user now must set a password for the Administrator account when logging in to SmartPTT Dispatcher for the first time after the installation.

### **Important**

After upgrading from an earlier version of SmartPTT, the user will not be prompted to set the Administrator password. The password must be set manually.

# Removed Features

Some features were removed from SmartPTT.

## File Transfer

SmartPTT File Transfer is no longer supported, but you can still use this service in earlier versions of SmartPTT.

## Metadata

Metadata configuration is no longer available.

# Contact Information

The document describes the product developed by Elcomplus LLC. The official product website is [www.smartptt.com](http://www.smartptt.com).

For contact information of Elcomplus LLC representatives, see [www.smartptt.com/contacts](http://www.smartptt.com/contacts).

## Technical Support

Customer support is provided by SmartPTT Technical Support Center. The official website of the Center is [support.smartptt.com](http://support.smartptt.com).

To contact a support engineer, perform one of the following actions:

- Fill in and submit a [support request](#) on the website.
- Email a support request to [support@smartptt.com](mailto:support@smartptt.com).

In America, customer support is also provided by Elcomplus, Inc. To contact support engineers, use the following contact information:

- Phone: +1 786-362-5525
- Email: [miami@smartptt.com](mailto:miami@smartptt.com)
- Mailbox: 290 NW 165th St, Ste P-200, 3rd Flr  
Miami, FL, 33169, USA

SmartPTT Technical Support Center and Elcomplus, Inc. do not consult on deployment and maintenance of Motorola Solutions products except on settings related to SmartPTT connection and data communication. For technical support on Motorola Solutions products, please contact an authorized Motorola Solutions representative in your region.

## Customer Documentation

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