

# SmartPTT Web Client Guide

# Revision History

Revision	Description	Date
5.0	Seventh release of the document. The document is compliant with SmartPTT Enterprise Web Client 9.9.	July 2021
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# Contents

<b>Revision History</b> .....	<b>2</b>
<b>About This Document</b> .....	<b>5</b>
<b>1. Overview</b> .....	<b>6</b>
1.1 Features .....	6
1.2 Requirements .....	7
1.3 User Interface .....	8
<b>2. Installation and Configuration</b> .....	<b>10</b>
2.1 Web Client Installation .....	10
2.1.1 Uninstalling Audio Proxy .....	10
2.2 Dispatch Host Configuration .....	11
2.3 Importing SmartPTT Certificate .....	11
2.4 SmartPTT Configuration .....	16
2.5 Firewall Configuration .....	17
2.6 Logging on to Web Client .....	18
2.7 Web Client Configuration .....	20
2.7.1 Configuring Interface .....	20
2.7.2 Control Devices .....	21
2.7.3 Configuring Event Tones .....	22
2.8 SmartPTT Radioserver Disconnection .....	23
<b>3. Using the Client</b> .....	<b>24</b>
3.1 Radio Fleet .....	24
3.1.1 Radio Actions .....	25
3.1.2 Renaming Radios .....	26
3.2 Event Log .....	27
3.3 Speaker Volume .....	29
3.4 Voice Calls .....	30
3.4.1 Initiating Calls .....	31
3.5 Emergency .....	33
3.5.1 Handling Emergency .....	34
3.6 Cross Patches .....	34
3.6.1 Creating Cross Patches .....	35
3.6.2 Editing or Deleting Cross Patches .....	36

## Contents

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3.7 Custom Console .....	38
3.7.1 Configuring Custom Console .....	39
3.8 Using Radio Signaling Commands .....	41
3.9 Text Messaging .....	42
3.9.1 Sending Private Text Messages .....	42
3.10 Map .....	43
3.10.1 Tracking Radios on Map .....	44
3.11 Logging Over SmartPTT Web Client .....	45
<b>Contact Us .....</b>	<b>46</b>

# About This Document

The document explains how to install, configure, and use SmartPTT Web Client. It is intended for installation engineers, and dispatchers who will use SmartPTT Web Client.

## Conventions

The document uses the following conventions:

- **Bold** represents names and titles of the graphical user interface elements. For example, the **Message** field.
- *Italic* represents names of the referenced manuals and values that user should select in the graphical user interface.
- Monospaced in triangular brackets (<>) represents format of the user-specific input. For example, <SmartPTT Radioserver IP Address>.
- Web Client screen captures are taken in Google Chrome operated in the Incognito Mode.

# 1 Overview

SmartPTT Web Client is a lightweight dispatch application with web interface. It is an optional SmartPTT Enterprise extension that provides access to radio networks. For available networks, it provides voice and data communication capabilities.

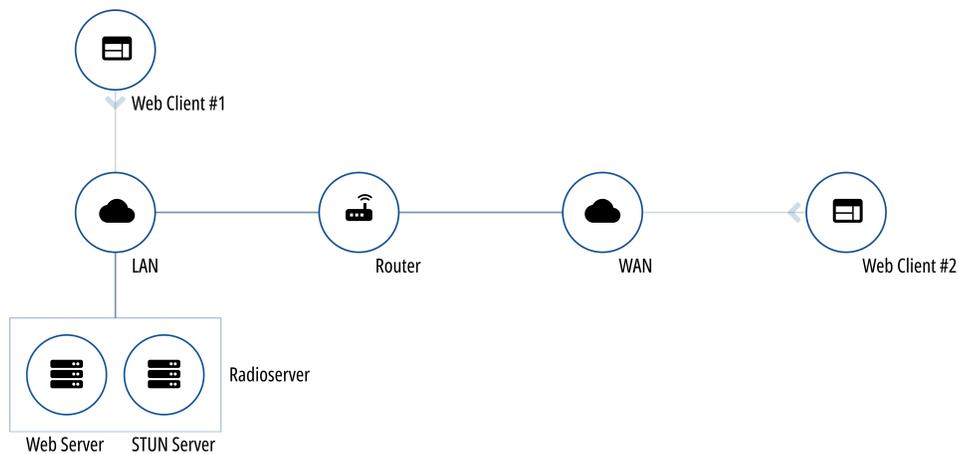


Fig. 1—SmartPTT Web Client Connection Overview

SmartPTT Web Client requires continuous connection to SmartPTT Radioserver to request and receive information. It operates only with the main SmartPTT Radioserver. No alternate/redundant SmartPTT Radioserver is supported.

SmartPTT Web Client is included in the SmartPTT installation package. It always installs together with SmartPTT Radioserver and it does not require any additional services.

## 1.1 Features

SmartPTT Web Client provides the following features:

- Voice communication with radios (private calls, group calls, and All Calls)
- Voice communication with SmartPTT Mobile users (private and group calls)
- Emergency alarms and calls
- Cross patches
- Basic radio signaling commands
- Private text messages
- Configuring custom consoles
- Radio location (visualization in Google Maps)
- Per-session Event Log
- Event tones
- Direct VoIP communication with SmartPTT Radioserver (no additional software is required)
- Customizable user interface (including theme selection)

The current SmartPTT Web Client release has the following limitations:

- SmartPTT Web Client does not keep SmartPTT Radioserver connection when the user reloads/refreshes the web page. Each reload starts a new session and requires authentication.
- SmartPTT Web Client does not support SmartPTT Radioserver alternation/redundancy.
- SmartPTT Web Client does not support multichannel audio systems and routes the same audio to all configured audio outputs.
- SmartPTT Web Client does not provide channel/frequency selection on control stations.

## 1.2 Requirements

For the best SmartPTT Web Client performance, the following requirements must be met:

Parameter	Value
Display Size	15" and greater
Screen Resolution	1368×768 px and greater
Input/Output Ports	1 audio input (analog or USB) 1 audio output (analog or USB)
Web Browsers	Google Chrome (Desktop only)

### Networking Requirements

Parameter	Value
Bandwidth	> 65 kbps per voice call > 2.1 kbps per event (TMS, location update)
Packet Loss	Good voice quality: 0.0–2.5% Poor voice quality: 2.5–15.0%
Two-Way Delay	< 90 ms
Jitter	< 90 ms

## 1.3 User Interface

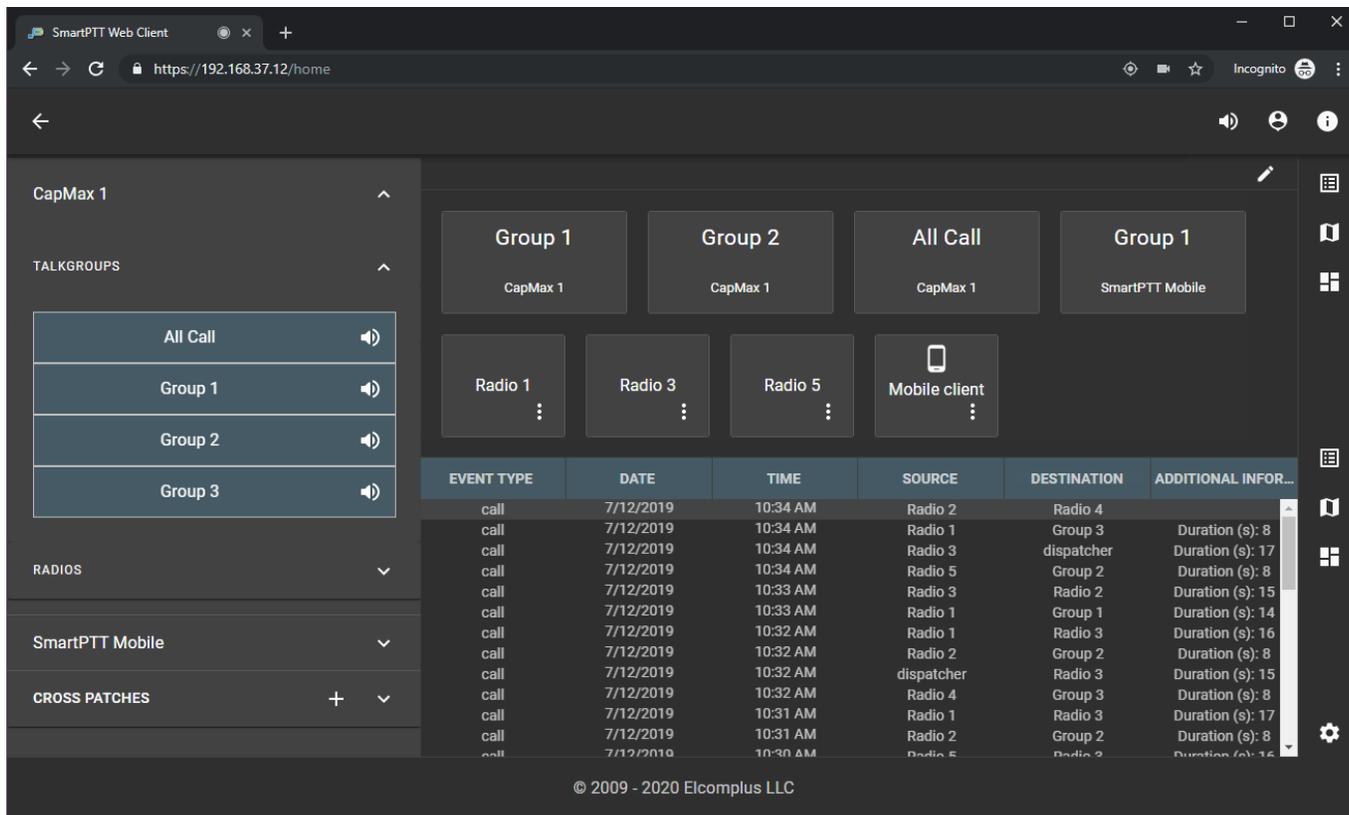


Fig. 2—User Interface Overview

SmartPTT Web Client user interface consists of the following areas:

### Toolbar

The toolbar is located in the top part of the web page. It provides the following elements:

- The **Hide Radio Fleet** ( ← ) / **Show Radio Fleet** ( → ) button shows or hides the pane with radio objects.
- The **Volume Level** ( 🔊 ) button adjusts the volume level in SmartPTT Web Client. For details, see [Speaker Volume](#).
- The **Log Out** ( 🚪 ) button ends current session and returns user to the logon screen. For details, see [SmartPTT Radioserver Disconnection](#).
- The **About SmartPTT Web Client** ( ⓘ ) button provides information on SmartPTT Web Client version and available functionality.

### Sidebar

The sidebar is located in the right part of the web page. It provides the following elements:

- The **Event Log** ( 📄 ) button opens the Event Log. For details, see [Event Log](#).
- The **Map** ( 🗺 ) button opens the map. For details, see [Map](#).
- The **Custom Console** ( 🖨 ) button opens the custom console. For details, see [Custom Console](#).

### NOTE

Displaying of the **Event Log**, **Map**, or **Custom Console** buttons depends on the interface settings. For details, see [Configuring Interface](#).

- The **Settings** (  ) button opens the menu for configuring SmartPTT Web Client settings. For details, see [Web Client Configuration](#).

### **Radio Fleet**

Radio Fleet is located in the left part of the web page. For details, see [Radio Fleet](#).

### **Working Area**

The working area is located in the central part of the page. It is used for displaying map, Event Log, or custom console as well as the **Emergencies** panel. It can be split into two separate parts with different content. For information on configuring the working area, see [Configuring Interface](#).

# 2 Installation and Configuration

This section describes all installation and configuration procedures required for making SmartPTT Web Client ready for use. It also explains how to customize the user interface.

## 2.1 Web Client Installation

SmartPTT Web Client installation includes the following procedures:

- Audio Proxy uninstallation. For details, see [Uninstalling Audio Proxy](#).

### Important

Audio Proxy uninstallation must be performed before upgrading SmartPTT.

- Installation of the new SmartPTT Web Client which is performed together with SmartPTT Radioserver installation. For details, see “Software Installation” in *SmartPTT Enterprise Installation and Configuration Guide*.

### NOTE

If you need to uninstall SmartPTT Web Client for SmartPTT Enterprise 9.4 or earlier, contact [SmartPTT Technical Support Center](#).

### 2.1.1 Uninstalling Audio Proxy

Follow the procedure to uninstall Audio Proxy on the dispatch console computer. The procedure is applicable to SmartPTT Enterprise 9.4 and SmartPTT Enterprise 9.5 only.

### Important

Audio Proxy uninstallation must be performed before installing new Web Client. For this, use your current installation program.

#### Prerequisites:

- Log on to the computer as a Windows Administrator.
- Obtain the installation package of your current SmartPTT version.

#### Procedure:

1. Start **SmartPTTSetup.exe**.
2. In the window that appears, click **Next**.
3. In the **Program Maintenance** window, click **Modify**, and then click **Next**.
4. In the **Custom Setup** window, clear the **SmartPTT Audio Proxy** check box, and then click **Next**.
5. In the **Ready to Install the Program** window, click **Install**.
6. In the **Setup Completed** window, click **Finish** to close the setup window and exit the installation program.

#### Postrequisites:

- Restart the computer to guarantee changes application.
- Perform the procedure on each computer that uses SmartPTT Web Client.

## 2.2 Dispatch Host Configuration

Proper environment configuration includes the following actions:

- (Optional) If SmartPTT is not installed on the dispatcher computer, import the SmartPTT certificate to it to prevent a certificate warning. For details, see [Importing SmartPTT Certificate](#).
- At first start, allow SmartPTT Web Client to use your microphone for initiating voice calls.
- At first start, allow SmartPTT Web Client to know your location for using Google Maps.
- Connect the audio input and output devices to the computer and configure them in the operating system.
- Ensure that the desired audio devices are assigned to your browser or set as default in the operating system.
- Ensure that your web browser allows web pages or SmartPTT Web Client specifically access to audio input and output devices.
- Ensure that your web browser allows JavaScript code execution.

For information on web browser settings configuration, see “[Change Site Permissions](#)” in Google Chrome Help.

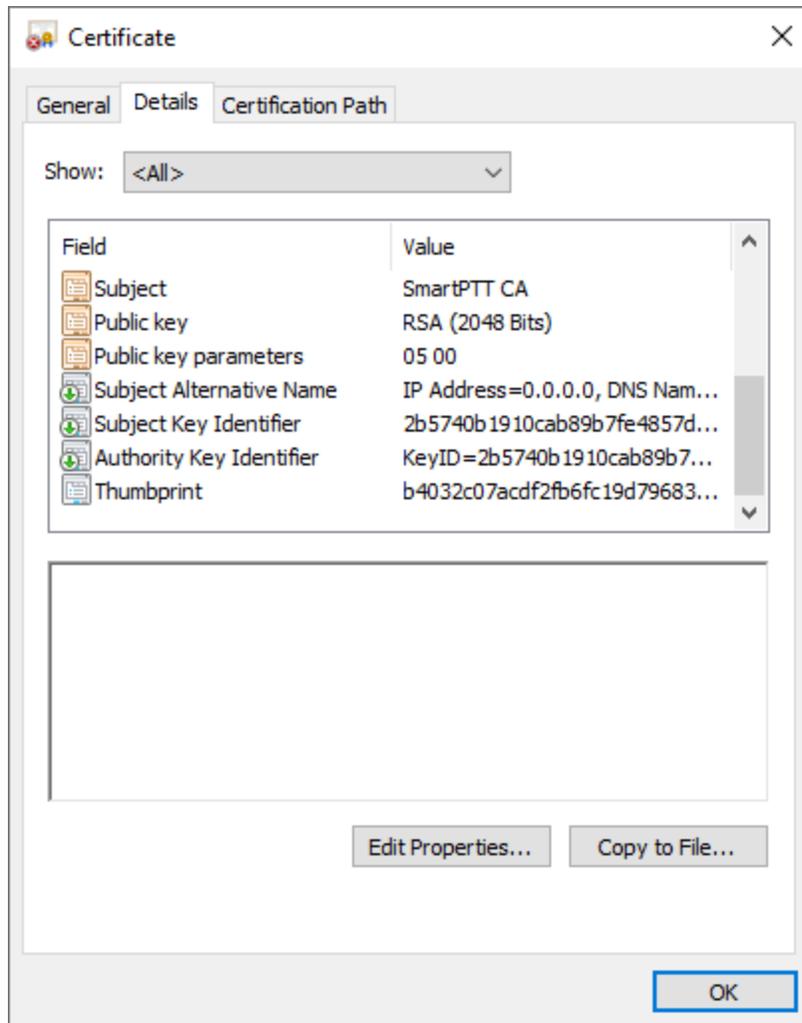
## 2.3 Importing SmartPTT Certificate

Follow the procedure to import the SmartPTT certificate to the computer without installed SmartPTT and prevent a certificate warning when logging on to SmartPTT Web Client.

### Procedure:

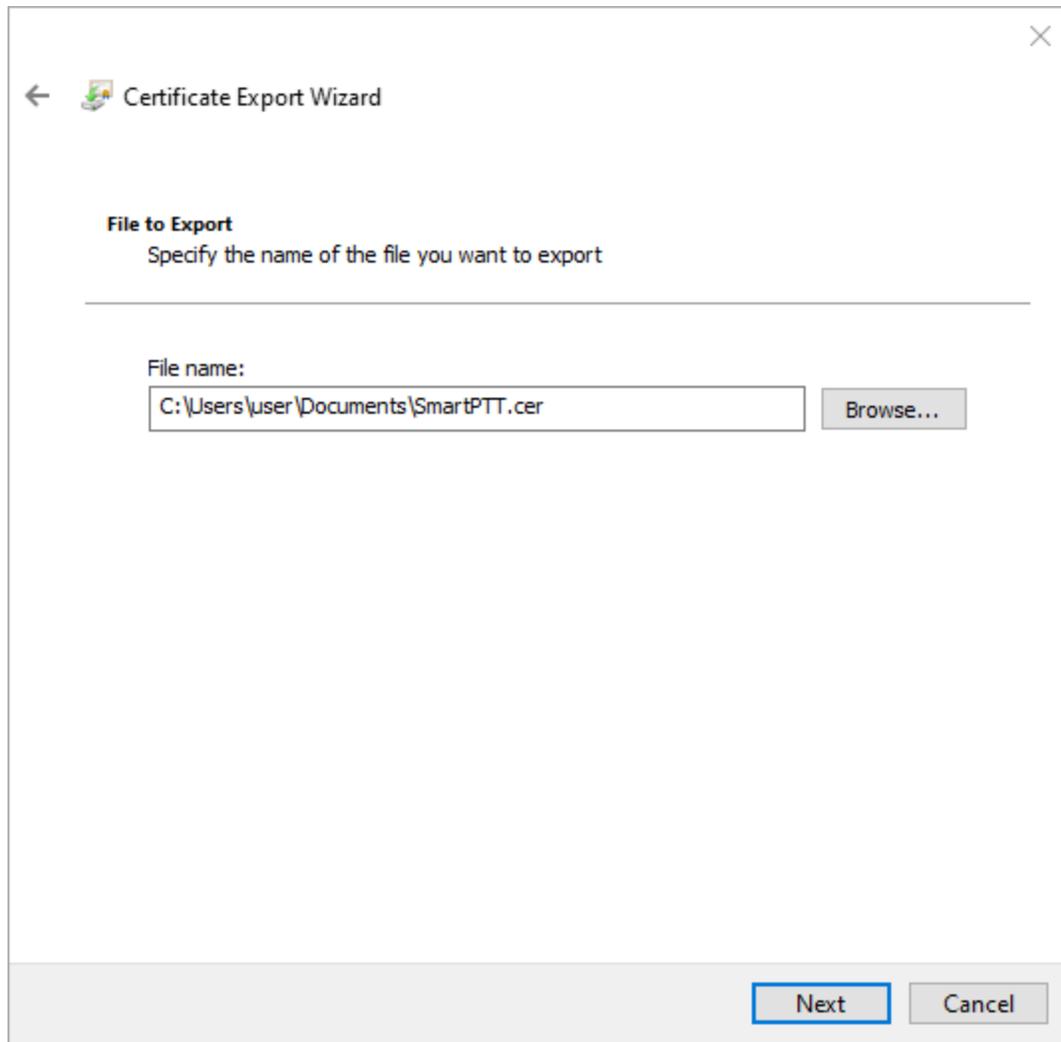
1. On the computer with the SmartPTT dispatch software installed, press Win + R.  
The **Run** window appears.
2. In the window that appears, in the **Open** field, type `certmgr.msc`, and then click **OK**.  
The Certificates snap-in of Microsoft Management Console appears.
3. In the left pane of the snap-in, select **Trusted Root Certification Authorities** → **Certificates**.
4. In the right pane of the snap-in, double-click the SmartPTT CA certificate.  
The **Certificate** window appears.

5. In the window that appears, open the **Details** tab.



6. On the tab, click **Copy to File**.  
The Certificate Export Wizard window appears.

- Click **Next** several times until the **File to Export** window appears.



- In the **File to Export** window, click **Browse**, specify the desired folder and name for the exported file, and then click **Save**.

The specified path and file name are displayed in the **File name** field.

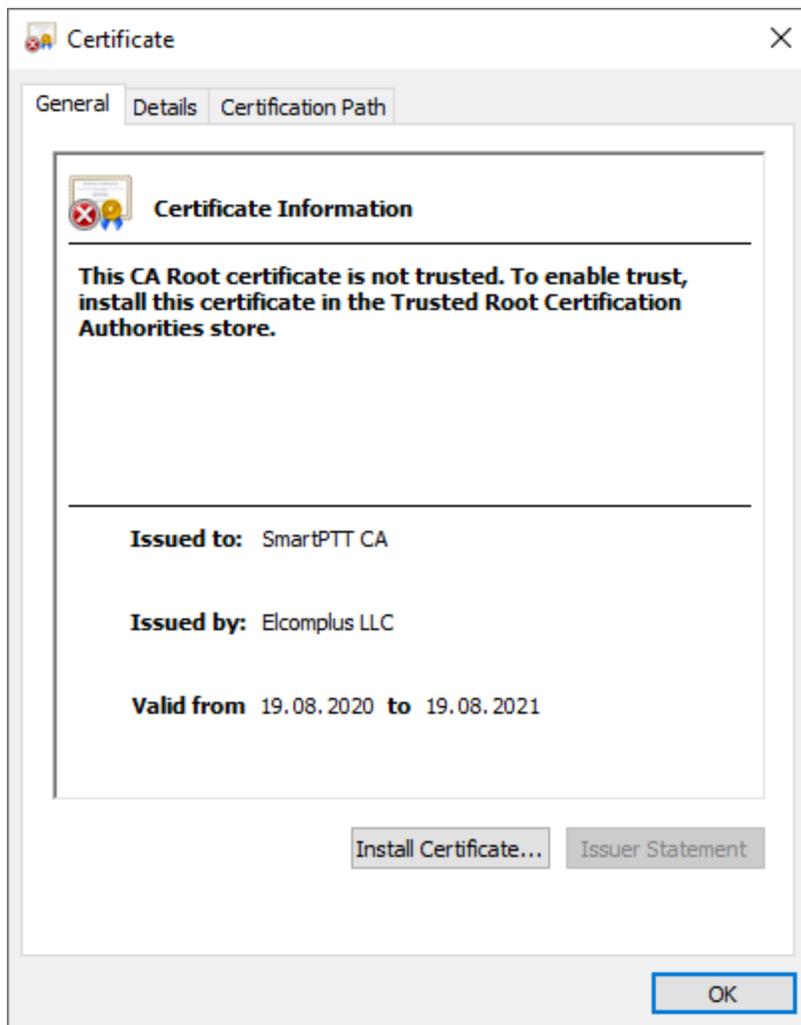
#### NOTE

You can type or paste the full path to the file with its extension into this field.

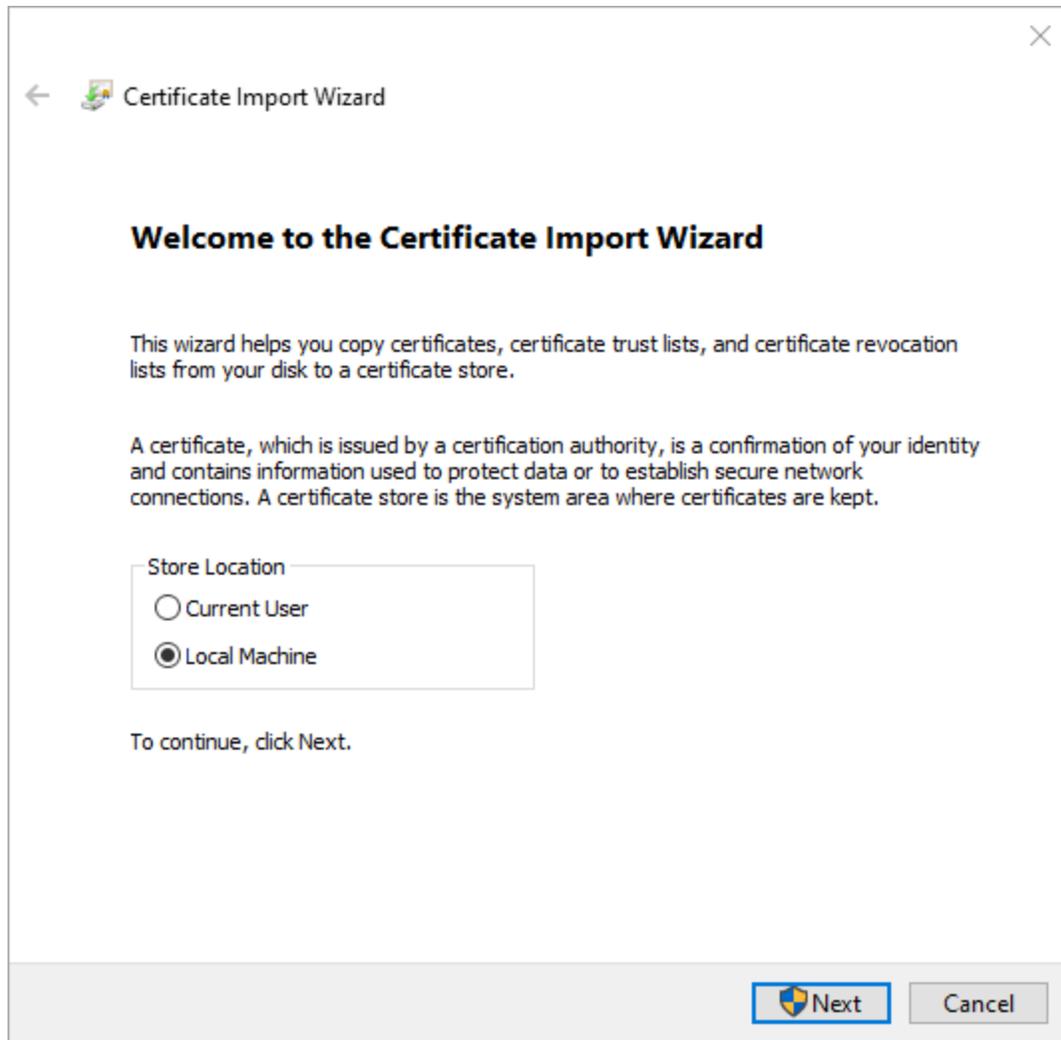
You can also specify only the desired file name in the field, in which case the file will be exported to the default directory.

- Click **Next**.
- Click **Finish** to export the file, and then, in the confirmation window, click **OK**.
- Copy the exported file to the desired computer without SmartPTT installed.

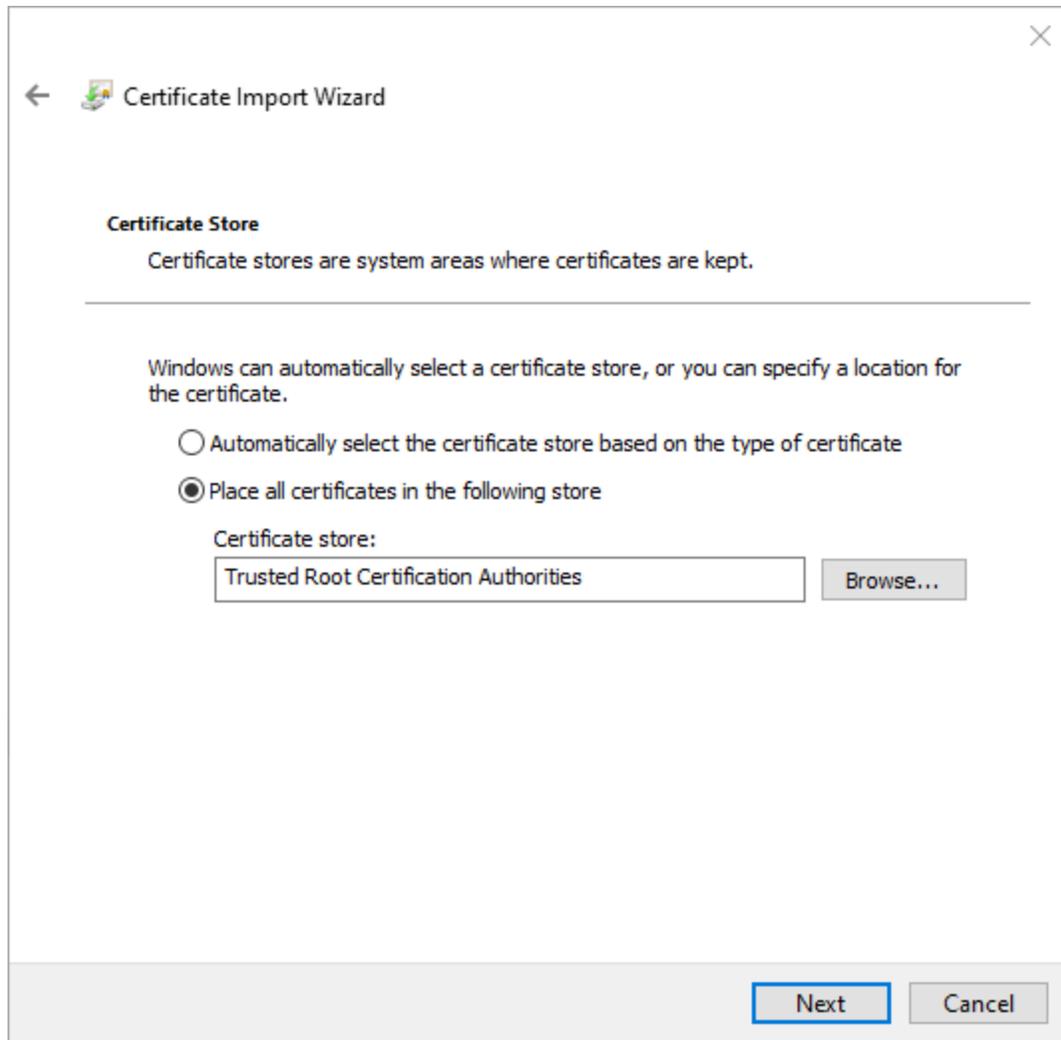
- On the computer without installed SmartPTT, double-click the exported file.  
The **Certificate** window appears.



13. On the **General** tab, click **Install Certificate**.  
The Certificate Import Wizard window appears.



- In the window that appears, select **Local Machine** and click **Next**.  
The **Certificate Store** window appears.



- In the window that appears, select **Place all certificates in the following store**, and then click **Browse**.  
The **Select Certificate Store** window appears.
- In the window that appears, select *Trusted Root Certification Authorities*, and then click **OK**.
- In the **Certificate Store** window, click **Next**.
- Click **Finish** to import the certificate, and then, in the confirmation window, click **OK**.

## 2.4 SmartPTT Configuration

### Radioserver Configuration

To configure Web Clients support in SmartPTT Radioserver, the following actions must be performed:

- The desired licenses must be installed.  
SmartPTT license allows voice and/or data communication for Web Clients.  
For details, see "Installing License" in *SmartPTT Installation and Configuration Guide*.

- Web Client connection must be configured.  
It provides the ability to establish connection between SmartPTT Radioserver and SmartPTT Web Client.  
For details, see “Configuring Web Client Connection” in *SmartPTT Installation and Configuration Guide*.
- Client accounts must be created.  
Accounts provide the ability to authorize in SmartPTT Web Client.  
For details, see “Managing Account Parameters” in *SmartPTT Installation and Configuration Guide*.
- (Optional) Profiles must be created and configured.  
Profile is a tool for user permissions and restrictions management.  
For details, see “Managing Profiles” in *SmartPTT Installation and Configuration Guide*.
- Google API key with active billing must be generated.  
It provides the ability to track radios with GPS coordinates on Google Maps in SmartPTT Web Client.  
For details, see “Google Map Keys” in *SmartPTT Installation and Configuration Guide*.

## External Access Configuration

To establish connection between SmartPTT Web Client and SmartPTT Radioserver over the Internet (not LAN), you need to perform the following actions:

- Configure IP address forwarding from the external router IP address to SmartPTT Radioserver IP address.

### WARNING

Do **not** use the Symmetric NAT mode in your network.

- Configure port forwarding from the external router TCP port to the SmartPTT Radioserver HTTPS port. The default port value is 8443. The external router TCP port must be the same as the SmartPTT Radioserver HTTPS port.
- Configure port forwarding from the external router UDP port to the SmartPTT Radioserver VoIP port. The default port value is 18500.
- Configure port forwarding from the external router TCP/UDP port to the SmartPTT Radioserver STUN server port. The default port value is 3478.

For information on configuring port forwarding, see “Configuring Web Client Connection” in *SmartPTT Installation and Configuration Guide*.

After the configuration, SmartPTT Web Client will be available at the `https://<external router IP>:<HTTPS Port>` address.

## 2.5 Firewall Configuration

SmartPTT Web Client is a network web application. For successful communication, it requires some ports to be unlocked for two-way communication.

### SmartPTT Radioserver Host

All port numbers below are default ones. They can be changed if required.

---

Transport	Value	Description
TCP	8443	SmartPTT Web Client connection and commands exchange.
UDP	18500	Audio routing between SmartPTT Radioserver and SmartPTT Web Client.
TCP and UDP	3478	STUN service port.

---

## User Device

---

Transport	Value	Description
TCP	any	SmartPTT Radioserver access and communication.
UDP	any	Audio routing between SmartPTT Radioserver and SmartPTT Web Client.

---

## 2.6 Logging on to Web Client

Follow the procedure to log on to SmartPTT Web Client.

### Prerequisites:

- Obtain the SmartPTT Radioserver IP address and port number for SmartPTT Web Client connection.
- Obtain SmartPTT Web Client user credentials.

**Procedure:**

1. Open the web browser.
2. In the search field, enter the SmartPTT Web Client address in the `https://<IP address>:<HTTPS Port>` format. The web page with the **Authorization on Server** box appears.

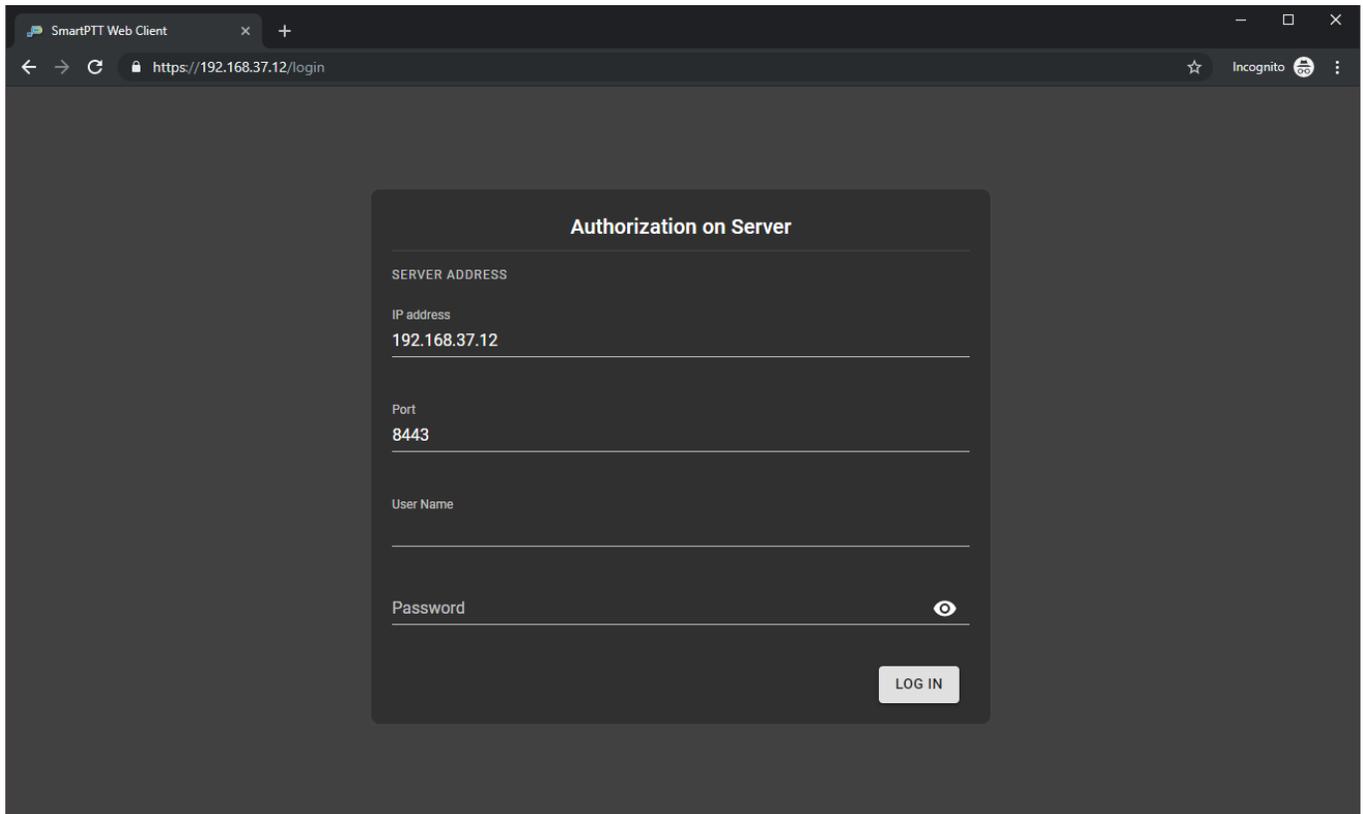


Fig. 3—SmartPTT Radioserver Connection at Logon

3. If the **SERVER ADDRESS** displayed in the box is incorrect, perform the following actions:
  - a. Click the **CHANGE** button.  
The **IP address** and **Port** fields are displayed.
  - b. In the **IP address** field, type the SmartPTT Radioserver IP address.
  - c. In the **Port** field, type the WSS port number.
4. In the **User Name** field, type the user login.
5. In the **Password** field, type the user password.
6. (Optional) Check the password correctness:
  - a. Click Show password (  ) to show the typed password.  
The button changes to Hide password (  ).
  - b. Click Hide password (  ) to hide the typed password.
7. Click **LOG IN**.  
The main page of the SmartPTT Web Client appears.

## 2.7 Web Client Configuration

SmartPTT Web Client configuration includes configuring interface, pointing devices, and event tones.

### 2.7.1 Configuring Interface

Follow the procedure to configure SmartPTT Web Client interface (interface language, color theme, working area, and use of cross patches).

#### Procedure:

1. On the sidebar, click **Settings ( ⚙ )** → **Interface Settings ( ⚙ )**.  
The **Interface Settings** window appears.

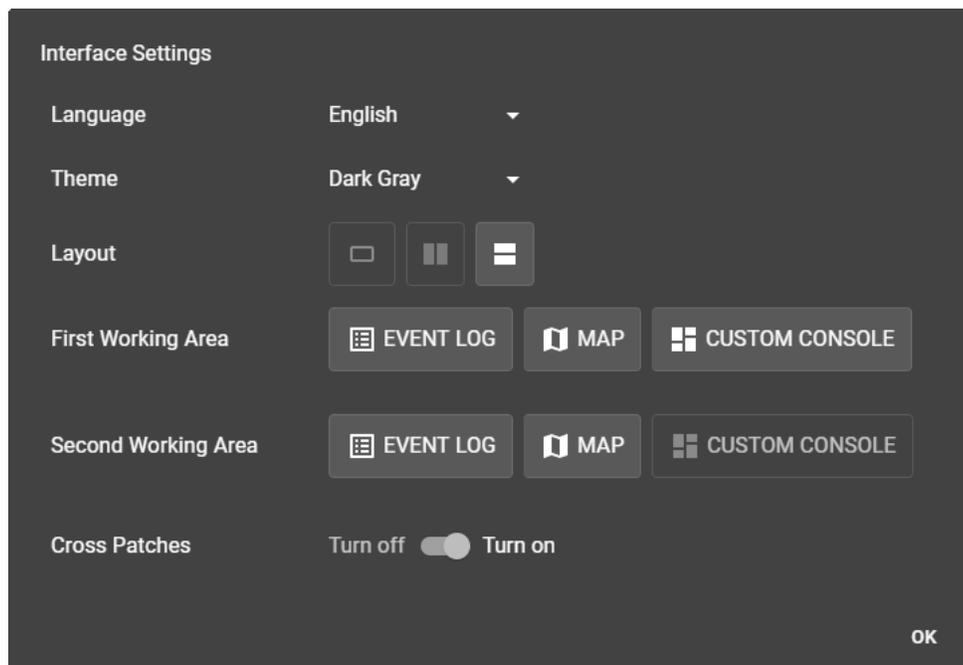


Fig. 4—Interface Settings

2. From the **Language** list, select the desired interface language.
3. *(Optional)* From the **Theme** list, select the desired color theme (*Dark Gray* or *White*).
4. In the **Layout** line, set the desired layout view:

---

To display a single working area, click No Split (  ).

---

To split the working area vertically, click Vertical Split (  ).

---

To split the working area horizontally, click Horizontal Split (  ).

5. In the **First Working Area** line, select the desired features to be available:

---

To enable the Event Log feature, click  **EVENT LOG**.

---

To enable the Map feature, click  **MAP**.

To enable the Custom Console feature, click **CUSTOM CONSOLE**.

6. If the working area is split, repeat the previous step for the **Second Working Area**.

#### NOTE

For both **First Working Area** and **Second Working Area**, at least one feature must be enabled, you cannot disable all of them.

7. (Optional) In the **Cross Patches** line, configure the use of cross patches:

To allow the use of cross patches, click **Turn on** (  ).

To deny the use of cross patches, click **Turn off** (  ).

8. In the **Interface Settings** window, click **OK**.

## 2.7.2 Control Devices

In the **Control Devices** window, you can configure actions when interacting with a radio object using a pointing device.

You can open the **Control Devices** window by clicking **Settings** (  ) → **Control Devices** (  ) on the sidebar.

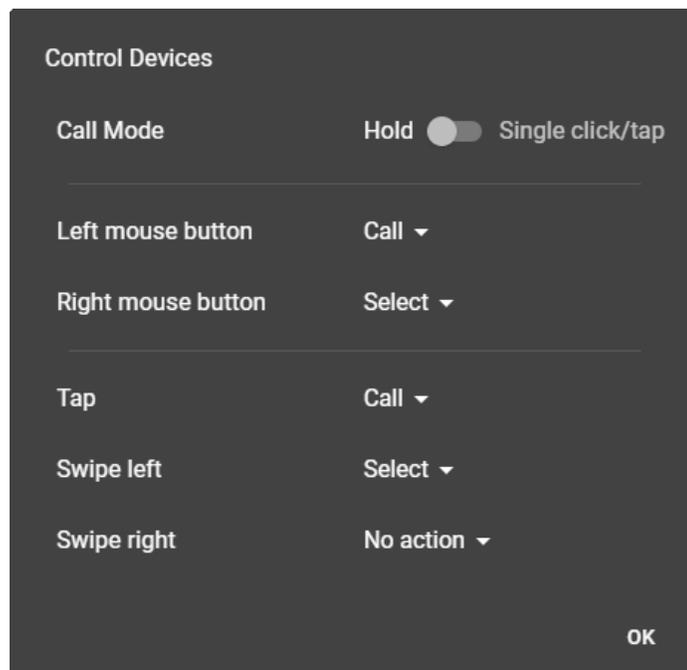


Fig. 5—Control Devices Settings

In the **Call Mode** line, you can configure the call mode:

- The **Hold** (  ) option provides the ability to initiate and continue calls by pressing/tapping and holding radio objects.  
You can end the call by releasing the mouse button or releasing the call object on the touchscreen.
- The **Single click/tap** (  ) option provides the ability to initiate calls by single clicking/tapping radio objects.  
You can end the call by clicking or tapping the call object.

The **Left mouse button** and **Right mouse button** lists provide the ability to configure desired actions for mouse buttons, if using a mouse as a pointing device.

The **Tap**, **Swipe left**, and **Swipe right** lists provide the ability to configure desired action for tapping and swiping, if using a touchscreen as a pointing device.

The following actions for configuring interaction with a radio object using a pointing device are available:

Action	Description
<b>Call</b>	Starts a call by interacting with a radio object.
<b>Select</b>	Selects a radio object by interacting with it.
<b>NOTE</b> The selected object has a special icon ( ✓ ).	
<b>No action</b>	Takes no action when interacting with a radio object.

## 2.7.3 Configuring Event Tones

Follow the procedure to configure event tones for call press and incoming messages.

### Procedure:

1. On the sidebar, click **Settings** ( ⚙ ) → **Notification Settings** ( 🔔 ).

The **Notification Settings** window appears.

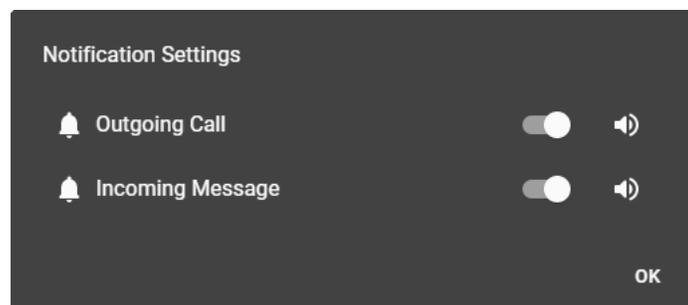


Fig. 6—Notification Settings

2. Configure the call press tone:

To turn on the tone,

in the **Outgoing Call** line, perform the following actions:

1. Click Turn on (  ).
2. Next to the Turn on switch, right-click **Volume Level** ( 🔊 ).
3. Move the slider to the right or left to increase or decrease notification volume.

To turn off the tone,

in the **Outgoing Call** line, click Turn off (  ).

---

3. Configure the incoming message notification:

To turn on the tone,

in the **Incoming Message** line, perform the following actions:

1. Click Turn on (  ).
2. Next to the Turn on switch, right-click **Volume Level** (  ).
3. Move the slider to the right or left to increase or decrease notification volume.

---

To turn off the tone,

in the **Incoming Message** line, click Turn off (  ).

---

4. In the **Notification Settings** window, click **OK**.

## 2.8 SmartPTT Radioserver Disconnection

In order to disconnect from the radioserver, in the top right corner of the web page click **Log Out** (  ). This will end your current session and return you to the logon screen.

# 3 Using the Client

This section describes the use of SmartPTT Web Client.

## 3.1 Radio Fleet

The Radio Fleet pane (radios, SmartPTT Mobile users, talkgroups, dynamic groups, All Call entries, and cross patches) appears in the left part of the web page.

You can show or hide the pane by clicking the **Hide Radio Fleet ( ← ) / Show Radio Fleet ( → )** button.

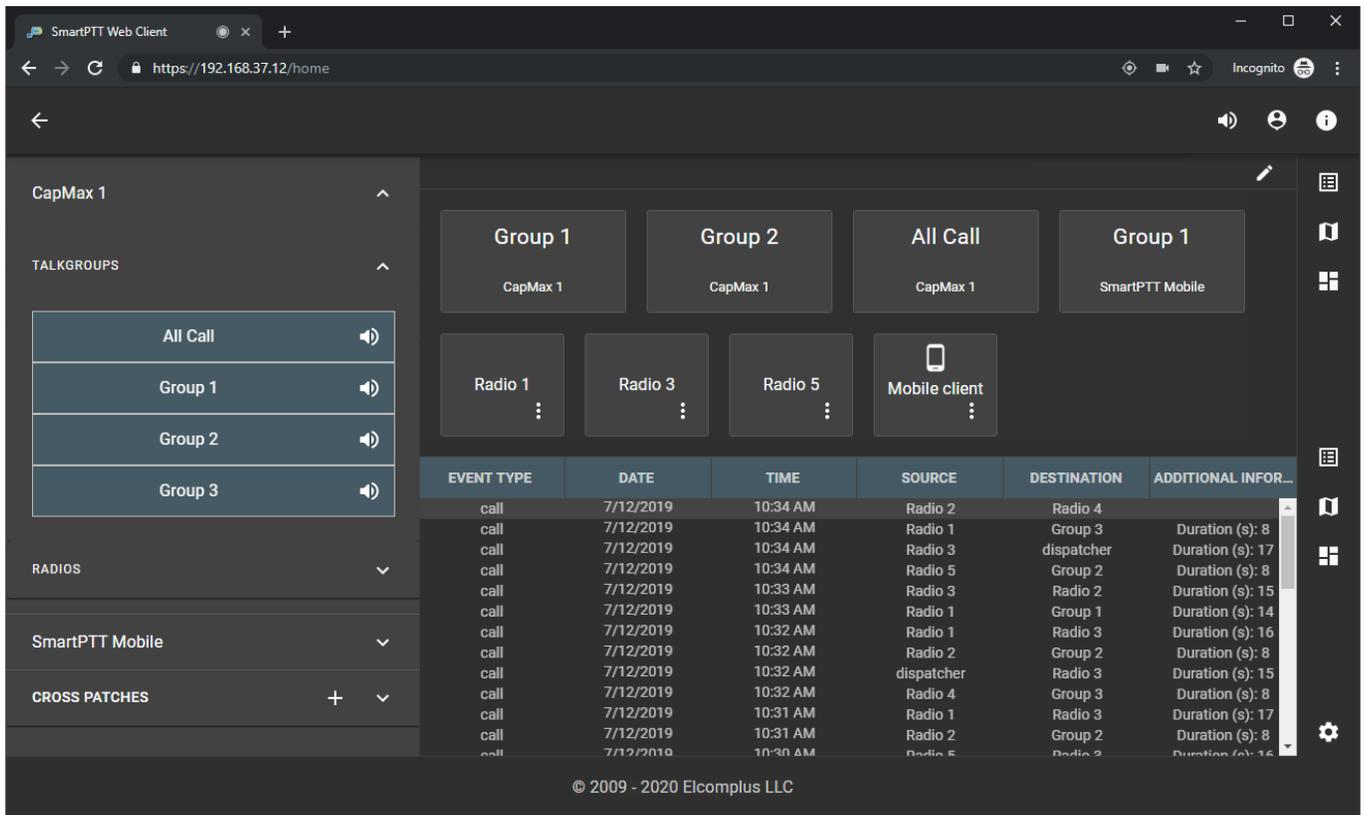


Fig. 7—Radio Fleet Example

The pane contains expandable lists that correspond to radio systems and control stations as well as the **CROSS PATCHES** list that provides existing cross patches. Radio system list includes separate expandable lists:

- The **RADIOS** list provides the list of registered radios.
- The **TALKGROUPS** list includes talkgroups and All Call entries.

The SmartPTT Mobile virtual control station list includes the following expandable lists:

- The **RADIOS** list provides the list of registered SmartPTT Mobile users.
- The **TALKGROUPS** list includes dynamic groups (virtual groups consisting of SmartPTT Mobile users only). It is not possible to create, edit or delete dynamic groups in SmartPTT Web Client. Dynamic groups are available for creating cross patches with them.

### NOTE

Cross patches with dynamic groups are cross patches between DMR talkgroups and dynamic groups. For details, see [Cross Patches](#).

For information on the mobile application, see “SmartPTT Mobile” in *SmartPTT Installation and Configuration Guide*.

### 3.1.1 Radio Actions

SmartPTT Web Client provides various actions for interacting with radios.

Actions can be performed from the radio Actions menu that opens by clicking the **Actions** ( ⋮ ) button.

The following actions are available:

Action	Description
<b>Rename</b> ( ✎ )	<p>Renames the selected radio. For details, see <a href="#">Renaming Radios</a>. The action is available from the Radio Fleet pane only.</p> <p><b>NOTE</b> The action is also available to SmartPTT Mobile users. For information on the mobile application, see “SmartPTT Mobile” in <i>SmartPTT Installation and Configuration Guide</i>.</p>
<b>Find on Map</b> ( 📍 )	<p>Finds the radio on map. For details, see <a href="#">Tracking Radios on Map</a>. If the map is closed, it opens automatically. For this, the <b>Map</b> ( 🗺 ) button must be displayed on the sidebar. For details, see <a href="#">Configuring Interface</a>.</p> <p><b>NOTE</b> The action is also available to SmartPTT Mobile users.</p>
<b>Update Location</b> ( 📍 )	<p>Updates the radio location. For details, see <a href="#">Tracking Radios on Map</a>.</p> <p><b>NOTE</b> The action is also available to SmartPTT Mobile users.</p>
<b>Send Message</b> ( ✉ )	<p>Opens the window for sending message to the selected radio. For details, see <a href="#">Sending Private Text Messages</a>.</p>
<b>Radio Check</b> ( ✓ )	<p>Sends the Radio Check command to the radio. For details, see <a href="#">Using Radio Signaling Commands</a>.</p>
<b>Block Radio</b> ( 🔒 ) / <b>Unblock Radio</b> ( 🔓 )	<p>Sends the Block Radio (Radio Disable) / Unblock Radio (Radio Enable) command to the radio. For details, see <a href="#">Using Radio Signaling Commands</a>.</p>

## 3.1.2 Renaming Radios

Follow the procedure to rename a radio.

### NOTE

The procedure is also applied to SmartPTT Mobile users.

### Procedure:

1. In the Radio Fleet pane, expand **<system name>** → **RADIOS**.
2. In the list of radios, to the right of the desired radio name, click **Actions ( ⋮ )**.  
The Actions menu appears.
3. In the Actions menu, click **Rename ( ✎ )**.  
The radio name becomes editable.

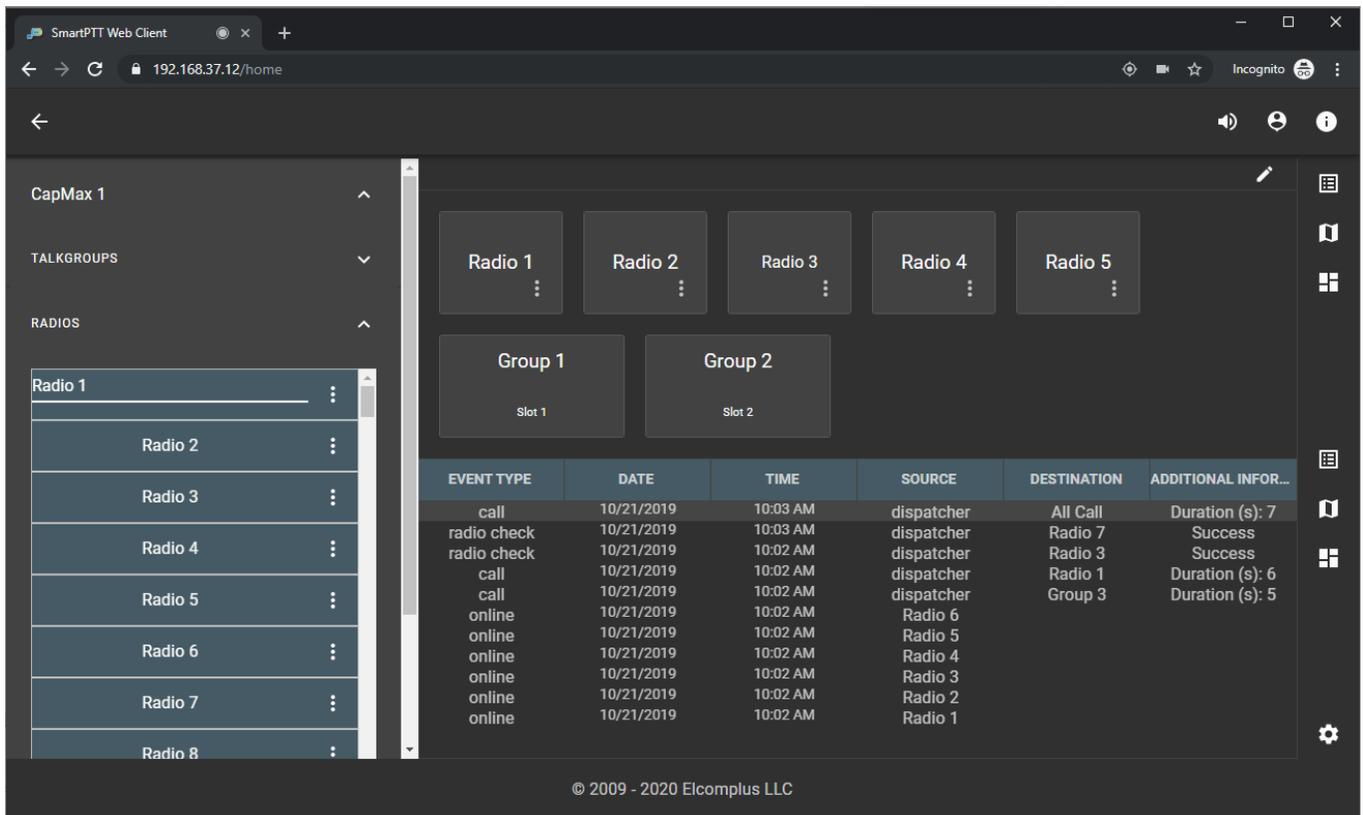
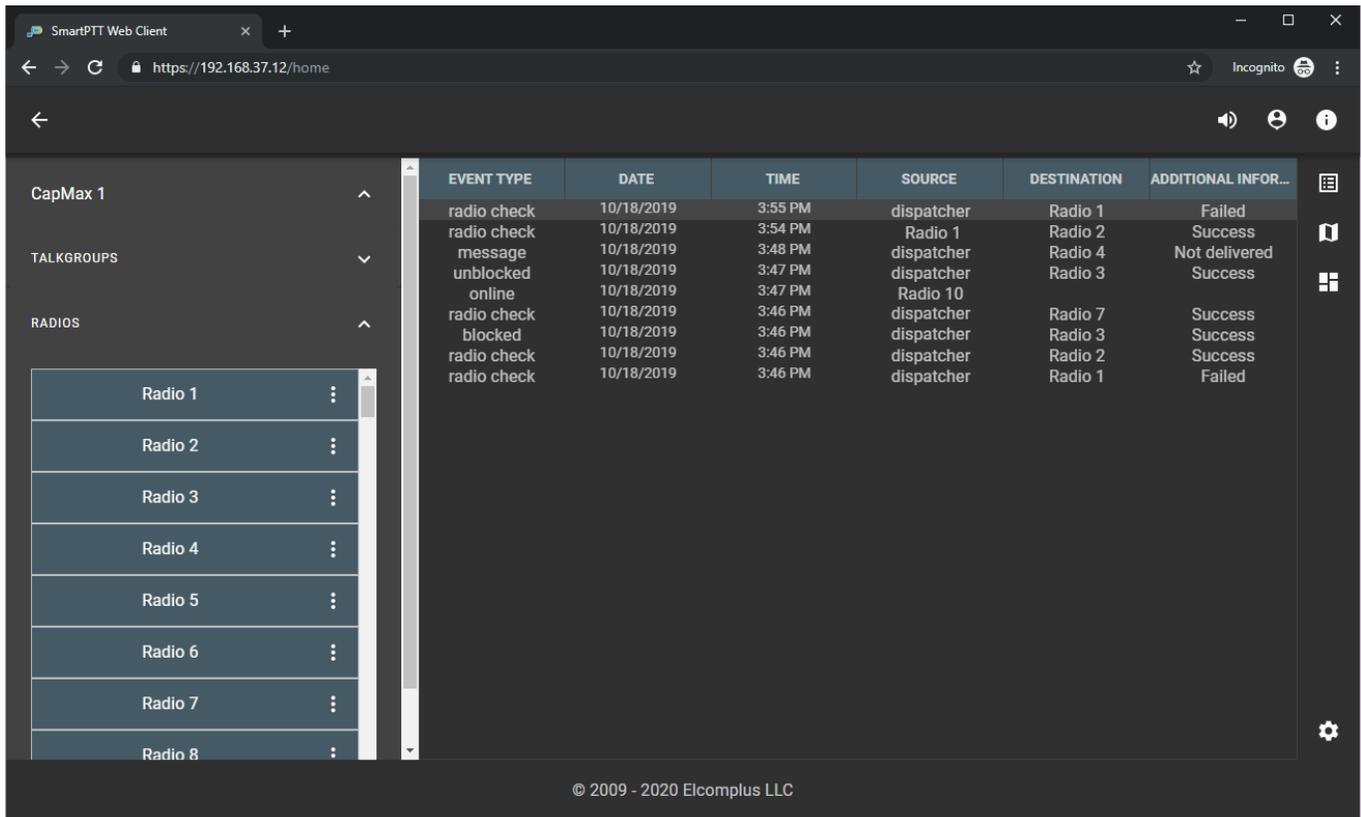


Fig. 8—Editable Radio Name

4. Type a new radio name, and then press Enter.  
The radio name changes.

## 3.2 Event Log

The Event Log feature provides brief information on events associated with the monitored objects within the current user session. It appears when the user clicks **Event Log** (  ) on the sidebar.



EVENT TYPE	DATE	TIME	SOURCE	DESTINATION	ADDITIONAL INFOR...
radio check	10/18/2019	3:55 PM	dispatcher	Radio 1	Failed
radio check	10/18/2019	3:54 PM	Radio 1	Radio 2	Success
message	10/18/2019	3:48 PM	dispatcher	Radio 4	Not delivered
unblocked	10/18/2019	3:47 PM	dispatcher	Radio 3	Success
online	10/18/2019	3:47 PM	Radio 10		
radio check	10/18/2019	3:46 PM	dispatcher	Radio 7	Success
blocked	10/18/2019	3:46 PM	dispatcher	Radio 3	Success
radio check	10/18/2019	3:46 PM	dispatcher	Radio 2	Success
radio check	10/18/2019	3:46 PM	dispatcher	Radio 1	Failed

Fig. 9—Event Log Example

Information in the Event Log is presented as a table with the columns described below. The width of the columns can be adjusted by dragging the dividers between columns left or right.

Column Name	Description
<b>EVENT TYPE</b>	<p>The column provides information about the event type:</p> <ul style="list-style-type: none"> <li>The <b>online</b> entry appears when a radio registers in the radio network.</li> <li>The <b>offline</b> entry appears when a radio deregisters from the radio network.</li> <li>The <b>call</b> entry appears when a voice call is detected by SmartPTT Web Client.</li> <li>The <b>cross patch added</b>, <b>cross patch disabled</b>, <b>cross patch enabled</b>, <b>cross patch edited</b>, <b>cross patch renamed</b>, or <b>cross patch removed</b> entries appear when the corresponding actions are performing involving the cross patch.</li> <li>The <b>renamed</b> entry appears when a radio is renamed.</li> <li>The <b>message</b> entry appears when a text message is sent over the radio network.</li> <li>The <b>radio check</b>, <b>blocked</b>, or <b>unblocked</b> entries appear when the corresponding signaling commands are sent over the radio network.</li> </ul>

---

Column Name	Description
	<ul style="list-style-type: none"><li>The <b>emergency alarm</b> entry appears when a radio sends an emergency alarm.</li><li>The <b>emergency call</b> entry appears when a radio initiates a call in emergency state.</li></ul>
<b>DATE</b>	The column provides the date when the event was detected. It uses the short date format configured on the user computer.
<b>TIME</b>	The column provides the time when the event was detected. It uses the short time format configured on the user computer.
<b>SOURCE</b>	The column provides the name or ID of the event initiator.
<b>DESTINATION</b>	The column provides the name or ID of the event recipient.
<b>ADDITIONAL INFORMATION</b>	Depending on the event type, the column provides the following information: <ul style="list-style-type: none"><li>For voice calls, call duration in seconds.</li><li>For cross patches, composition of the added or edited cross patch. You can click/tap the event log entry to expand the cross patch composition.</li><li>For renamed radios, the old name of the radio.</li><li>For text messages, the content of the message or <i>Not delivered</i> if a message is not delivered.</li><li>For alarms, date and time of alarm acknowledgment, and the name of the operator who acknowledged them.</li></ul> <div data-bbox="428 1163 1511 1285" style="background-color: #f0f0f0; padding: 5px;"><p><b>NOTE</b> For the event log entries above, you can point to the entry to display additional information as a popup.</p></div> <ul style="list-style-type: none"><li>For radio commands, the result of sending (<i>Success</i> or <i>Failed</i>).</li></ul>

---

### 3.3 Speaker Volume

You can adjust the volume level of voice calls and event tones in SmartPTT Web Client.

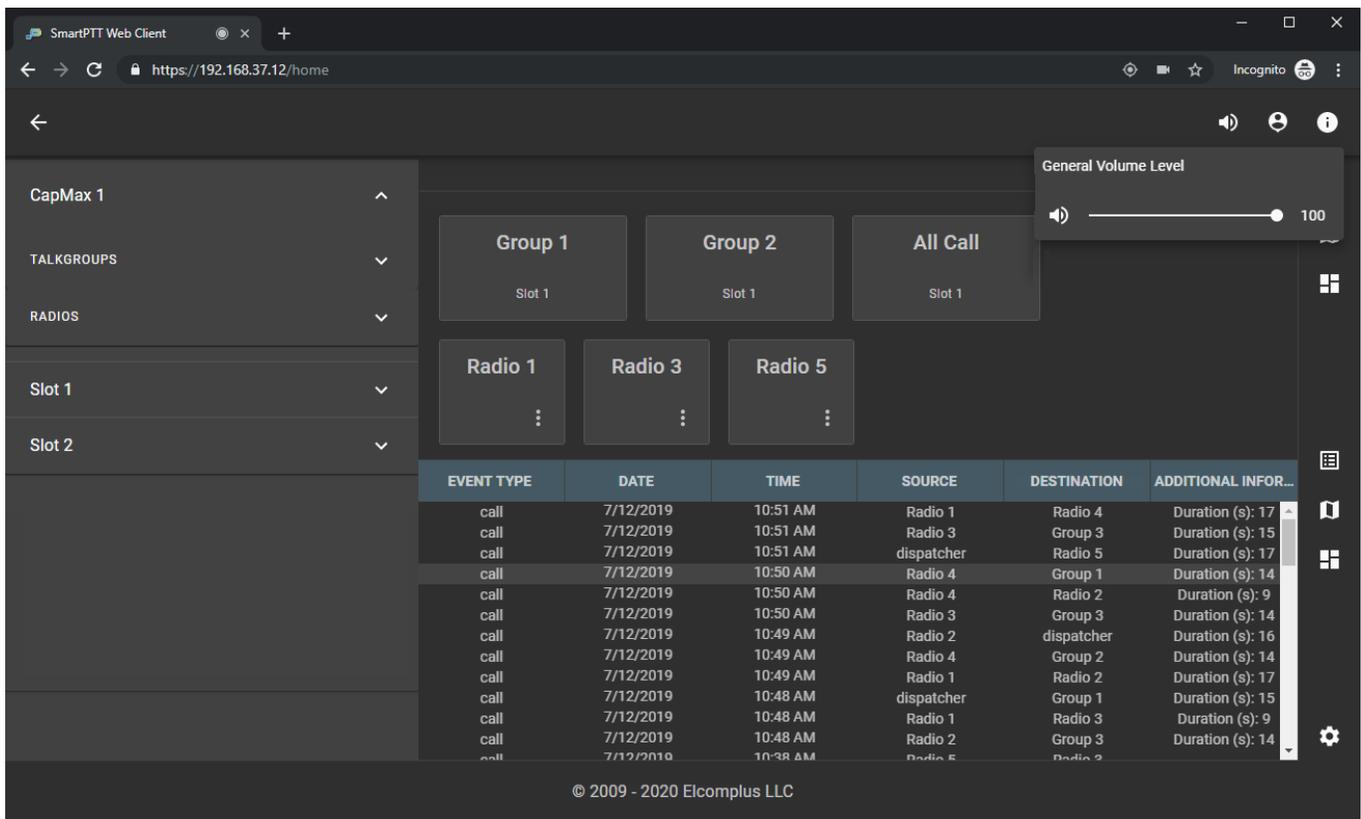


Fig. 10—General Volume Level

The speaker volume slider appears when you right-click **Volume Level** (  ) in the upper-right corner of the web page. You can drag the volume slider to the right or left to increase or decrease speaker volume respectively. The icon changes in accordance with the current volume level in the following way:

- When the volume level is 66–100%, the High Volume Level (  ) icon appears.
- When the volume level is 33–65%, the Medium Volume Level (  ) icon appears.
- When the volume level is 1–32%, the Low Volume Level (  ) icon appears.
- When the volume level is 0%, the Muted Volume (  ) icon appears. You can also click **Volume Level** (  ) to mute speaker volume.

You can also adjust the volume level of separate talkgroups and All Calls:

- Adjust volume by right-clicking **Volume Level** (  ) of the desired group.
- Mute volume by clicking **Volume Level** (  ) of the desired group.

## 3.4 Voice Calls

SmartPTT Web Client provides the ability to receive and initiate voice calls. If the corresponding permission is granted to the client account, it also provides the ability to listen to private voice calls between radios.

### Incoming Call Indication

The following indication notifies dispatchers of incoming calls:

- The Radio Fleet entry of the radio, SmartPTT Mobile user, talkgroup, dynamic group or All Call, or the cross patch entry header becomes green (■).
- The radio, talkgroup, All Call element, or the header of the cross patch element on the custom console becomes green (■).
- The Radio (📶) icon appears to the right of the system name. The icon has a counter that displays the number of current calls for that system.
- If the system where the call is in progress is hidden from view (for example, because the customer radio network has too many radio systems to fit in the Radio Fleet), the Radio (📶🚩) icon appears in the top left corner of the web page.
- The event tone is played from speakers.
- A call entry appears in the Event Log.

EVENT TYPE	DATE	TIME	SOURCE	DESTINATION	ADDITIONAL INFOR...
call	10/21/2019	10:24 AM	15	Group 2	
call	10/21/2019	10:24 AM	Radio 5	Radio 10	
call	10/21/2019	10:24 AM	dispatcher	Radio 7	Duration (s): 15
call	10/21/2019	10:24 AM	Radio 4	Group 1	Duration (s): 8
radio check	10/21/2019	10:24 AM	dispatcher	Radio 7	Success
radio check	10/21/2019	10:24 AM	dispatcher	Radio 4	Success
call	10/21/2019	10:24 AM	Radio 5	Radio 6	Duration (s): 9
call	10/21/2019	10:24 AM	Radio 8	Group 2	Duration (s): 14
call	10/21/2019	10:23 AM	Radio 2	dispatcher	Duration (s): 16
call	10/21/2019	10:23 AM	14	Group 1	Duration (s): 8
call	10/21/2019	10:23 AM	dispatcher	Group 2	Duration (s): 5
call	10/21/2019	10:23 AM	dispatcher	Radio 1	Duration (s): 7

Fig. 11—Incoming Voice Call

When the web page of the SmartPTT Web Client is inactive in a web browser or a full-screen map is open, notifications about incoming calls appear. You can click the notification to open the Web Client page or exit the full-screen map. To hide the notification, click **Move notification to action center** ( → ).

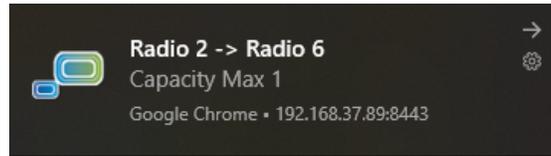


Fig. 12—Call Notification

You can turn off SmartPTT Web Client notifications in your web browser or operating system settings.

**NOTE**

Notification design may vary depending on the version of the operating system.

### 3.4.1 Initiating Calls

Follow the procedure to initiate a call.

**Prerequisites:**

- Determine the call recipient (a radio, a SmartPTT Mobile user, a talkgroup, a dynamic group, an All Call, or a cross patch).
- Determine the call initiation method in SmartPTT Web Client. For details, see [Control Devices](#).

**Procedure:**

1. In the Radio Fleet pane or on the custom console, start a call using the preferred method of call initiation.
2. When the call object background or the cross patch header becomes orange (■), start speaking in the microphone.

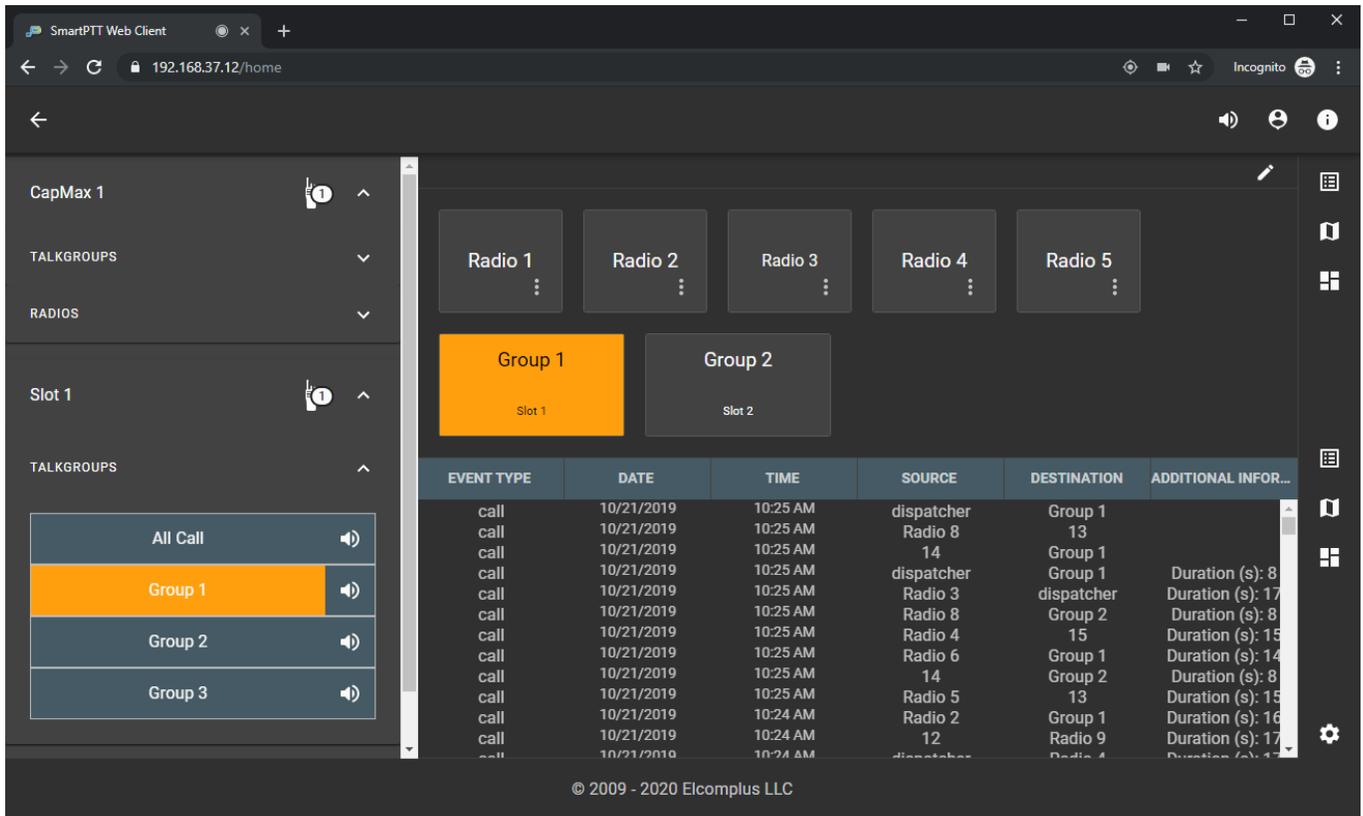


Fig. 13—Call Example

3. To stop transmitting, release or click again the object.  
The object background or the cross patch header may become blue (■).
4. (Optional) To transmit again, perform one of the following actions:

---

To continue the call,

use the preferred method of call initiation while the object background or the cross patch header is blue (■).

---

To start a new call,

use the preferred method of call initiation when the blue color (■) disappears from the object background or the cross patch header.

---

## 3.5 Emergency

When a radio sends an emergency alarm, the following happens:

- The emergency tone starts playing.
- The **Emergencies** panel opens in the lower part of the web page.
- An emergency alarm entry appears in the Event Log.
- If the radio is tracked on Google Maps, the radio icon becomes red on the map.

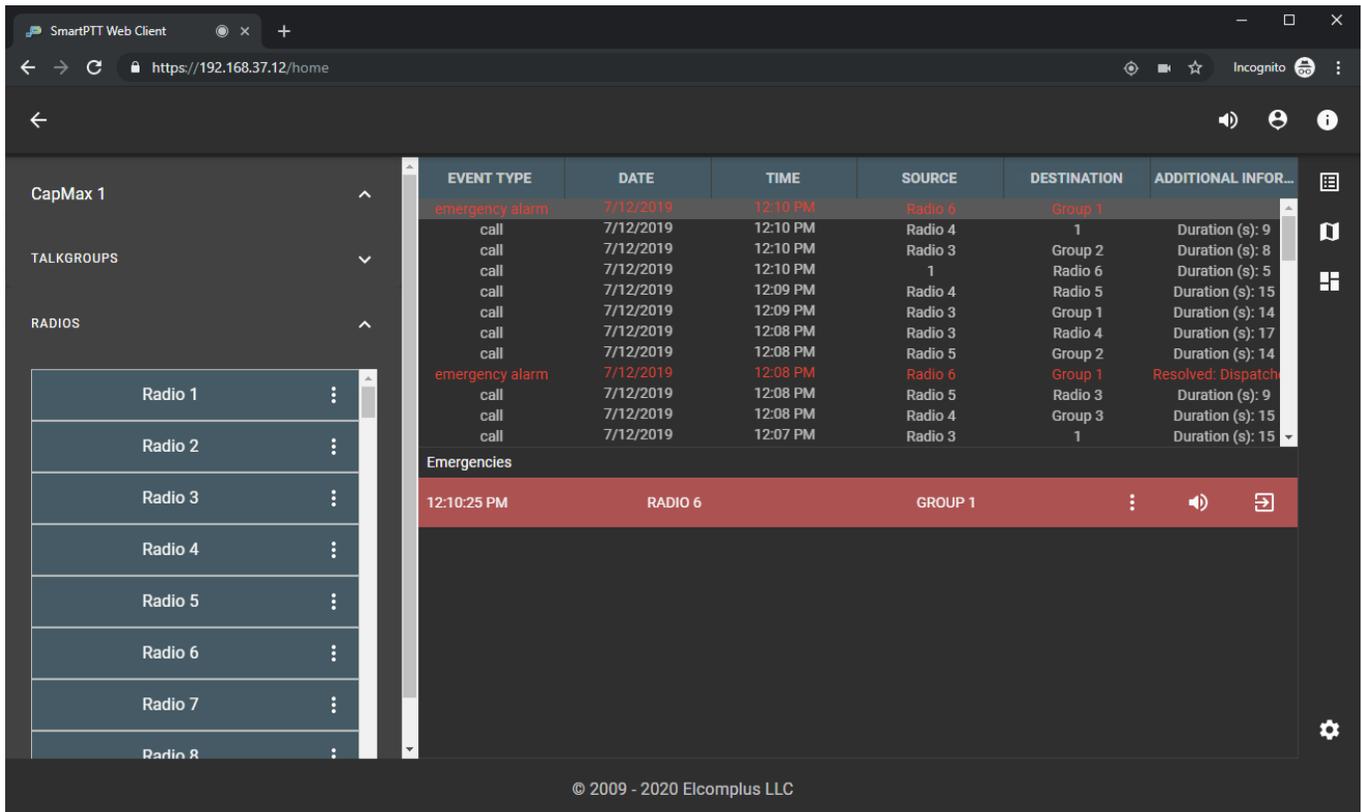


Fig. 14—Emergency Example

An emergency notification on the **Emergencies** panel provides the following information and controls to handle the emergency:

- Time when the emergency started.

### NOTE

At pointing to the time, the date and time of receiving an incoming alarm signal are displayed.

- The name of the radio that sent the alarm. You can initiate a call to the radio using the preferred method of call initiation. For information on the call initiation methods, see [Control Devices](#).
- The group which the radio belongs to. You can initiate a call to the group using the preferred method of call initiation.
- The **Actions** ( ⋮ ) button that opens the radio Actions menu. For details, see [Radio Actions](#).
- The **Turn off sound alert** ( 🔊 ) / **Turn on sound alert** ( 🔇 ) button that turns off or on the emergency tone sound.

- The **Resolve Emergency** (  ) button that marks the emergency as resolved in the Event Log. If no unresolved emergencies remain, the **Emergencies** panel is closed.

### 3.5.1 Handling Emergency

Follow the procedure to handle an emergency.

#### Prerequisites:

Check the current settings of the pointing devices. For details, see [Control Devices](#).

#### Procedure:

1. On the **Emergencies** panel, click **Turn off sound alert** (  ) to turn off the emergency tone. The button changes to **Turn on sound alert** (  ).

2. Perform the desired actions:

To initiate a private call to emergency initiator,	press and hold or click the radio name.
--	---

To transmit to the radio's emergency talkgroup,	press and hold or click the group name.
---	---

To perform other actions with the emergency initiator,	perform the following actions: <ol style="list-style-type: none"> <li>1. Click <b>Actions</b> (  ). The Actions menu appears.</li> <li>2. From the Actions menu, select the desired action. For details, see <a href="#">Radio Actions</a>.</li> </ol>
--	---

3. Click **Resolve Emergency** (  ) to remove the emergency notification.

### 3.6 Cross Patches

In SmartPTT Web Client you can use cross patches for establishing connection between talkgroups from different bandwidths or network types.

#### NOTE

Virtual groups consisting of DMR talkgroups and SmartPTT Mobile users appear in SmartPTT Dispatcher and SmartPTT Web Client as cross patches between talkgroups and dynamic groups. For details, see “Cross Patches” in *SmartPTT Dispatcher User Guide*.

To use cross patches in SmartPTT Web Client, you should enable the Cross Patches feature in the **Interface Settings** window. For details, see [Configuring Interface](#).

You can create cross patches in the Radio Fleet pane. For details, see [Creating Cross Patches](#).

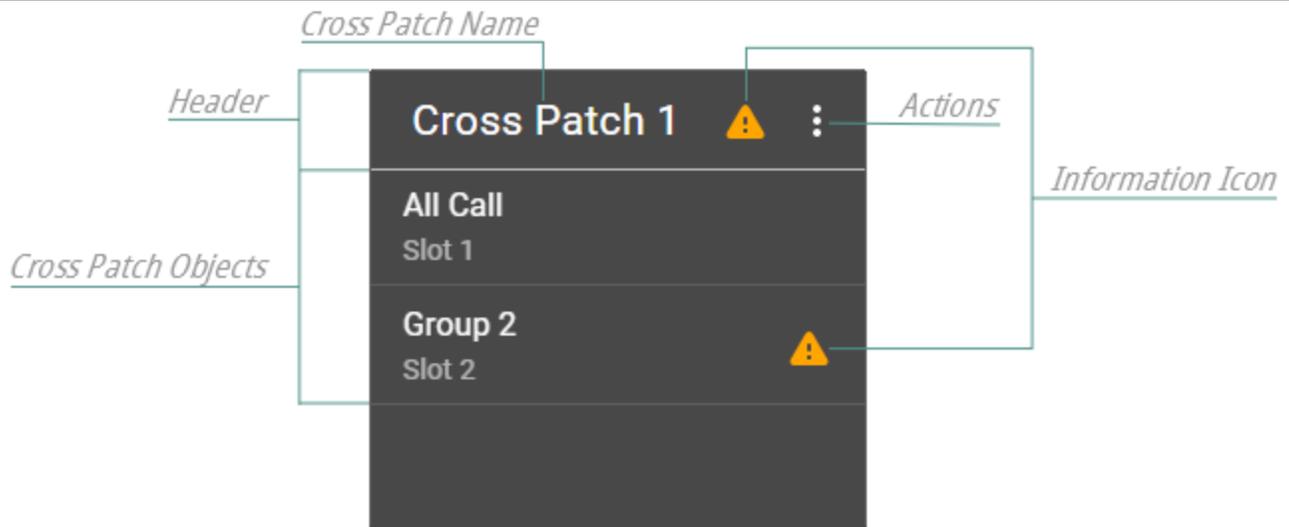


Fig. 15—Cross Patch Element on Custom Console

Under the cross patch header, the cross patch objects list is located. The list displays talkgroups and All Calls that are included in the cross patch.

In the Radio Fleet pane, the cross patch objects list is expandable.

#### NOTE

Cross patch objects are unavailable for initiating calls from the cross patch list.

If a talkgroup or an All Call is included in other active cross patch, the Information ( ⚠ ) icon appears in the header of the cross patch that contains an object from another cross patch. The icon also appears next to the name of such object in the active patch and in the window for adding/editing the cross patch.

At pointing to the icon, a list of other active patches that include the object is displayed.

The **Actions** ( ⋮ ) button provides the ability to manage a cross patch:

Action	Description
<b>Disable</b> ( ■ ) / <b>Enable</b> ( ► )	Deactivates or activates the cross patch. Inactive cross patch is displayed in grey and unavailable for initiating calls.
<b>Edit</b> ( ✎ )	Opens the window for editing the cross patch.
<b>Delete</b> ( ■ )	Deletes the cross patch.

### 3.6.1 Creating Cross Patches

Follow the procedure to create a cross patch.

#### Prerequisites:

Ensure that the cross patches feature is enabled. For details, see [Configuring Interface](#).

#### Procedure:

1. In the Radio Fleet pane, click **Add cross patch** ( + ).

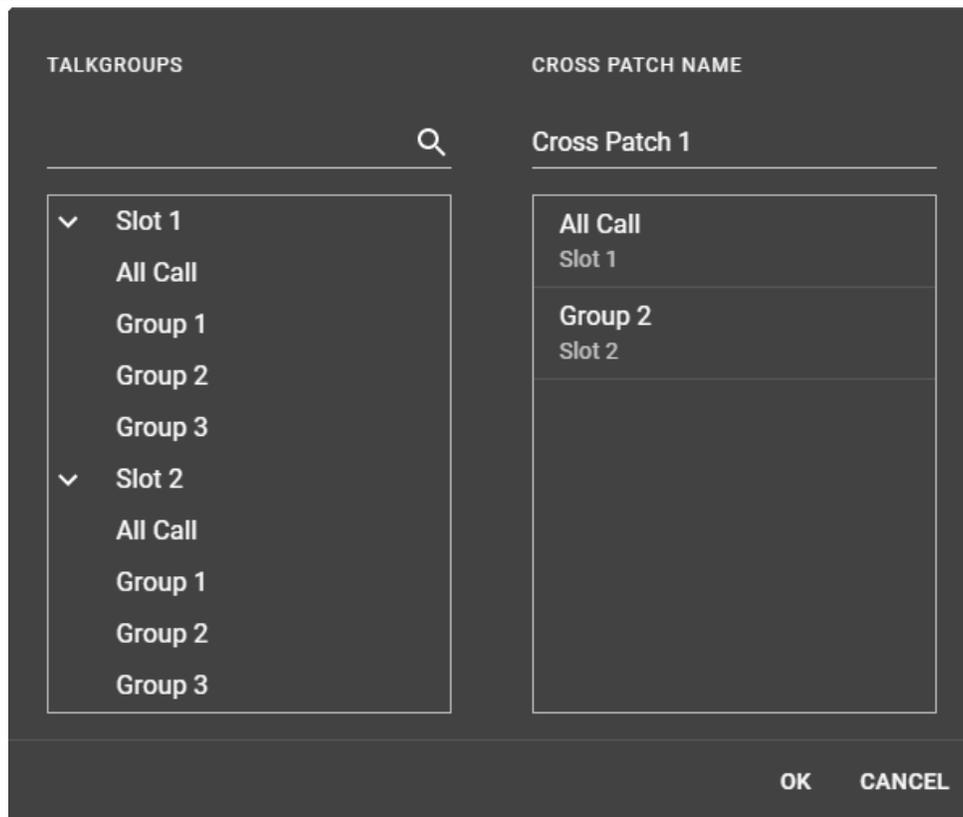


Fig. 16—Add/Edit Cross Patch Window

2. In the window that appears, perform the following actions:
  - a. In the **TALKGROUPS** box, expand <system name>.
  - b. Add the desired talkgroups or All Calls to the cross patch by double-clicking them.

**NOTE**

If needed, use the search ( 🔍 ) field to find the desired objects. Use comma to find several objects.

- c. Type the desired name of the cross patch in the **CROSS PATCH NAME** field.
- d. Click **OK**.

### 3.6.2 Editing or Deleting Cross Patches

Follow the procedure to edit or delete a cross patch.

**Prerequisites:**

Ensure that the cross patches feature is enabled. For details, see [Configuring Interface](#).

**Procedure:**

1. In the Radio Fleet pane or on the custom console, click the **Actions** ( ⋮ ) button of the desired cross patch. The Actions menu appears.
2. In the Actions menu, perform one of the following actions:

---

To edit an existing cross patch,                      perform the following actions:

---

1. Click **Edit** (  ).
2. In the window that appears, perform the desired changes.
3. Click **OK**.

---

To delete a cross patch,

click **Delete** (  ).

**NOTE**

When deleting a cross patch, the corresponding cross patch element remains on the custom console in an inactive state. For information on removing elements from the custom console, see [Configuring Custom Console](#).

### 3.7 Custom Console

In SmartPTT Web Client you can configure a custom console to provide easy access to the desired radio objects available in the radio system.

You can manage custom console layout in the edit mode by clicking **Edit Custom Console** (✎) in the top-right corner of the custom console.

In the edit mode, you can add radio, talkgroup, All Call, and cross patch elements to the console and customize them in the following ways:

- Move elements to the desired positions and resize them.
- Set the font size for the element text by specifying it in the **Font Size** list.
- Enable or disable word wrapping for the text inside the element by activating or deactivating **Word Wrap** (≡).
- Set the icon applied to the element by specifying it in the **Icon** (🗑) list.
- Set the color applied to the element by specifying it in the **Background Color** (🎨) palette.

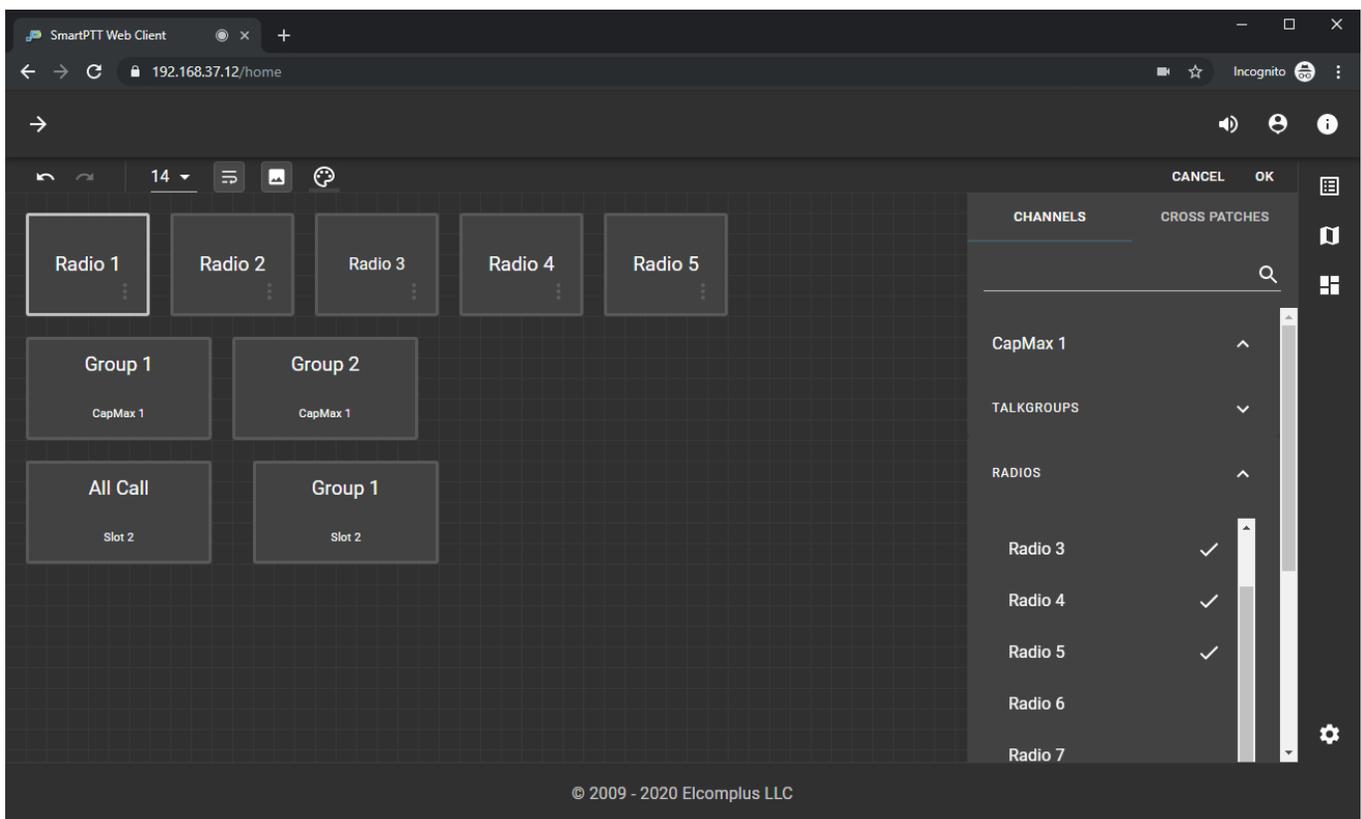


Fig. 17—Custom Console

In the right part of custom console, the Add (+) button opens the radio objects pane. The pane provides two tabs:

- The **CHANNELS** tab contains expandable lists that correspond to radio systems. Radio system list includes separate expandable lists with radios and talkgroups that can be added to the custom console.
- The **CROSS PATCHES** tab contains available cross patches. For details, see [Cross Patches](#).

## 3.7.1 Configuring Custom Console

Follow the procedure to configure a custom console.

### Prerequisites:

Ensure that the **Custom Console** (  ) button is displayed on the sidebar. For details, see [Configuring Interface](#).

### Procedure:

1. On the sidebar, click **Custom Console** (  ).
2. In the top-right corner, click **Edit Custom Console** (  ).  
Custom console enters edit mode.
3. Click Add (  ) in the right part of the custom console to open the radio objects pane.
4. In the pane, perform one of the following actions:

---

To add talkgroups or All Calls to the custom console,

perform the following actions:

1. Open the **CHANNELS** tab.
2. Expand **<system name>** → **TALKGROUPS**.
3. Add the desired talkgroups or All Calls to the console in one of the following ways:
  - Click the desired objects.
  - Drag the desired objects to the custom console area.

The Check (  ) marks appear next to the selected groups.

---

To add radios to the custom console,

perform the following actions:

1. Open the **CHANNELS** tab.
2. Expand **<system name>** → **RADIOS**.
3. Add the desired radios to the console in one of the following ways:
  - Click the desired radios.
  - Drag the desired radios to the custom console area.

The Check (  ) marks appear next to the selected radios.

---

To add cross patches to the custom console,

perform the following actions:

1. Open the **CROSS PATCHES** tab.
-

2. Add the desired cross patches to the console in one of the following ways:

- Click the desired cross patches.
- Drag the desired cross patches to the custom console area.

The Check ( ✓ ) marks appear next to the selected cross patches.

To remove objects from the custom console,

perform the following actions:

1. Perform one of the following actions:

- Click the desired objects with the Check ( ✓ ) marks in the **CHANNELS** or **CROSS PATCHES** tab.
- Click the cross ( ✕ ) button on the desired element.
- Drag the desired element to the Bin ( 🗑 ) that appears when you start dragging the element.
- Select the desired element, then press Delete key.

2. Perform [step 8](#).

#### NOTE

If needed, use the search ( 🔍 ) field to find the desired objects. Use comma to find several objects.

5. Place elements on the custom console to desired positions.
6. *(Optional)* If needed, resize the element by dragging the resizing controls that appear when you point to the element boundaries.
7. Select the desired element to customize it:

To change the element font size,

from the **Font Size** list select the desired size.

To enable word wrapping for the text inside the element,

click **Word Wrap** ( ☰ ).

To set or change the element icon,

click the **Icon** ( 🗒 ), and then select the desired icon.

To change the element color,

click the **Background Color** ( 🎨 ), and then select the desired color.

**NOTE**

You can apply changes for several elements simultaneously, if you press and hold Ctrl, and then click desired elements.

**NOTE**

You can use the **Undo** (↶) and **Redo** (↷) buttons to cancel last actions applied to elements.

- In the top-right corner, click **OK** to exit edit mode.

## 3.8 Using Radio Signaling Commands

Follow the procedure to send one or several radio signaling commands (Radio Check, Block Radio, or Unblock Radio).

**Prerequisites:**

- Determine the radio that should receive the command.
- Ensure that the **Event Log** (📄) button is displayed on the sidebar. For details, see [Configuring Interface](#).

**Procedure:**

- In the Radio Fleet pane or on the custom console, click the **Actions** (⋮) button of the desired radio. The Actions menu appears.

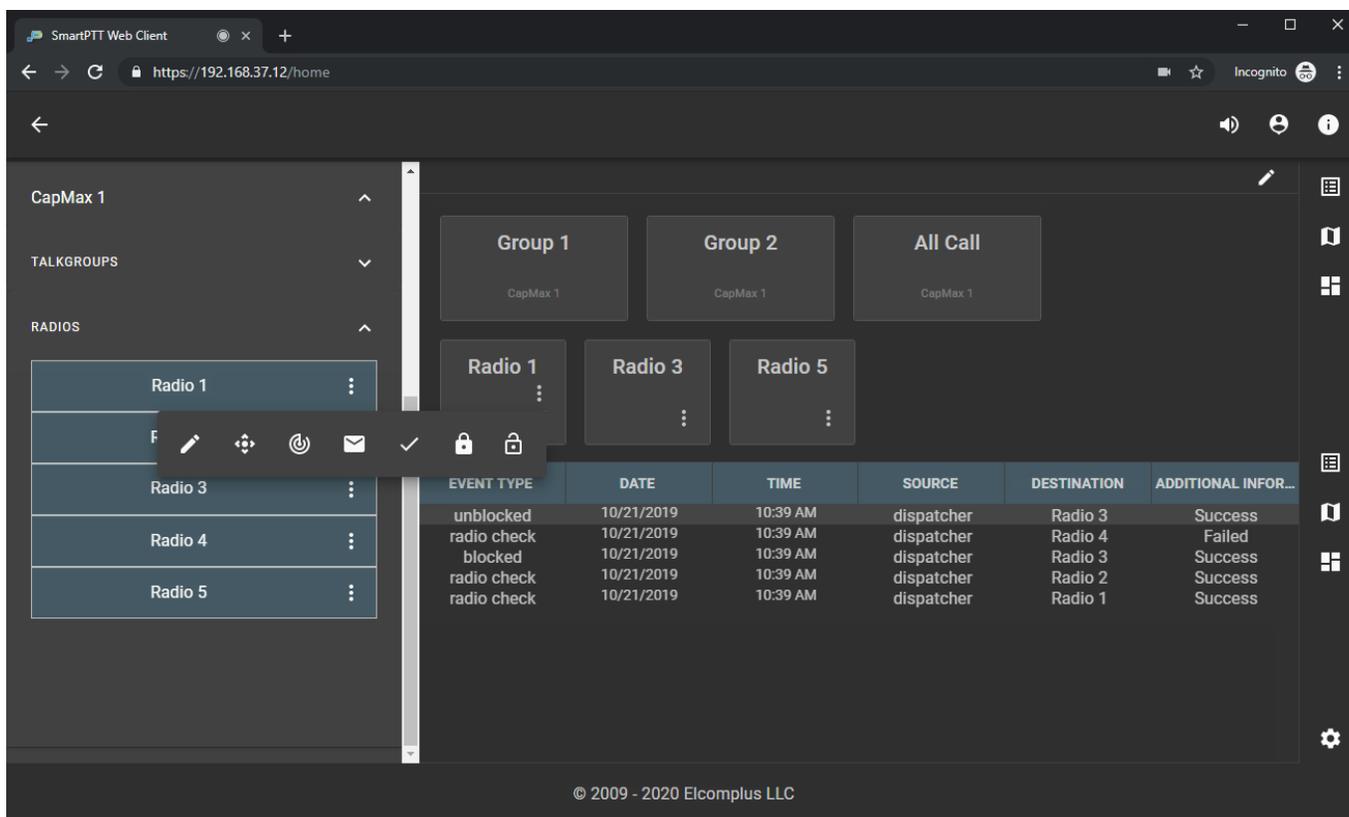


Fig. 18—Radio Signaling Commands

- In the Actions menu, perform one of the following actions:

To send the Radio Check command, click **Radio Check** (✓).

To send the Block Radio (Radio Disable) command, click **Block Radio** (🔒).

---

To send the Unblock Radio (Radio Enable) command, click **Unblock Radio** (  ).

---

3. View information about the command result (*Success* or *Failed*) in the Event Log.

## 3.9 Text Messaging

SmartPTT Web Client is able to receive and send text messages (TMS) if the corresponding permission is granted to the dispatcher. It also monitors text messages sent between radios.

### Incoming Text Messages

Dispatchers identify incoming text messages in the following way:

- The event tone is played from speakers.
- The corresponding entry appears in the Event Log. Message text is displayed in the **ADDITIONAL INFORMATION** column.

#### Important

No visual indication is provided.

#### NOTE

If the message is longer than the **ADDITIONAL INFORMATION** column width, full text can be viewed by pointing to it or by adjusting the column width.

### 3.9.1 Sending Private Text Messages

Follow the procedure to send a text message to a radio.

#### Important

Group text messages are not supported.

#### Prerequisites:

Determine the radio that should receive your message.

#### Procedure:

1. In the Radio Fleet pane or on the custom console, click the **Actions** (  ) button of the desired radio. The Actions menu appears.

- In the Actions menu, click **Send Message** (✉).  
The dialog box for entering message text appears.

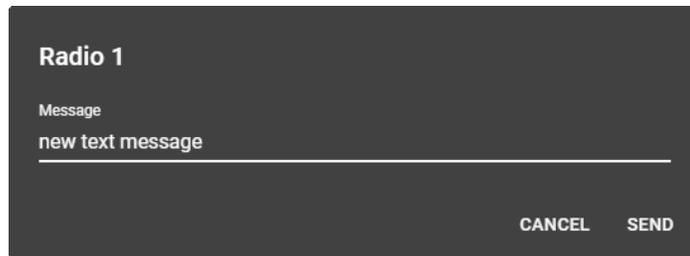


Fig. 19—Send Message Dialog Box

- In the dialog box, in the **Message** field, type the message, and then click **SEND**.  
Information about the message appears in the Event Log.

### 3.10 Map

SmartPTT Web Client provides the ability to track radios and SmartPTT Mobile users with GPS coordinates on Google Maps.

Updating the radio location on a map depends on GPS settings in SmartPTT Radioserver Configurator and SmartPTT Dispatcher.

For details, see “Configuring GPS” in *SmartPTT Installation and Configuration Guide* and “Configuring Radio GPS Settings” in *SmartPTT Dispatcher User Guide*.

When too many radios are displayed on a map, a special marker (☀) with number of radios located in this area appears. You can click it to zoom the map.

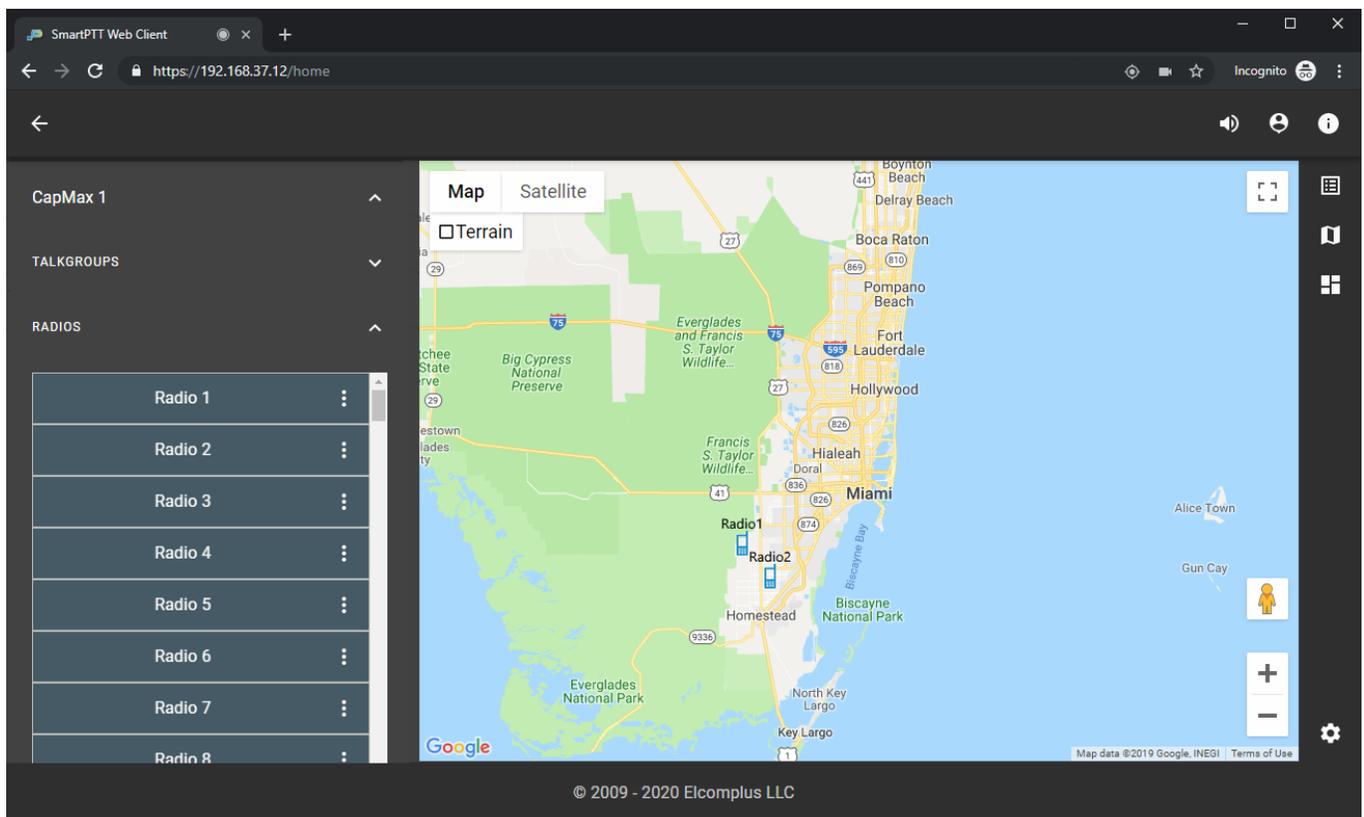


Fig. 20—Map View Example

### 3.10.1 Tracking Radios on Map

Follow the procedure to track a radio on the map.

#### NOTE

The procedure is also applied to SmartPTT Mobile users.

#### Prerequisites:

- Ensure that the **Map** (  ) button is displayed on the sidebar. For details, see [Configuring Interface](#).
- Determine the radio you want to track.

#### Procedure:

1. In the Radio Fleet pane or on the custom console, click the **Actions** (  ) button of the desired radio. The Actions menu appears.
2. In the Actions menu, perform one of the following actions:

To center the map on the radio,

click **Find on Map** (  ).

The map centers on the radio. If the map is closed, it opens automatically.

To update the radio location,

click **Update Location** (  ).

#### NOTE

The action is inapplicable for radios in whose properties GPS is activated. For details, see “Configuring Radio GPS Settings” in *SmartPTT Dispatcher User Guide*.

3. (Optional) To change the map view, perform one of the following actions:

To change zoom level,

in the bottom-right corner of the map, click **Zoom in** (  ) or **Zoom out** (  ).

To switch to the satellite view,

in the top-left corner of the map, click **Satellite**.

To switch to the terrain view,

in the top-left corner of the map, click **Map** → **Terrain**.

To open a map on full screen,

in the top-right corner of the map, click **Toggle fullscreen view** (  ).

#### NOTE

Do not use Street View on a map.

## 3.11 Logging Over SmartPTT Web Client

Follow the procedure to log off from the current session and log on using another account.

The procedure is similar to the logon procedure. For details, see [Logging on to Web Client](#).

### Important

You cannot cancel the procedure.

### Procedure:

1. In SmartPTT Web Client, on the toolbar, click **Log Out** (  ).  
The **Authorization on Server** window appears.
2. In the **User Name** field, type another user name.
3. In the **Password** field, type the user password.
4. Click **LOG IN**.  
The main page of SmartPTT Web Client appears.

# Contact Us

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.

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