

SmartPTT Express Release Notes

Features

SmartPTT Express 2.0 provides voice features and highly customizable user interface.

DIMETRA Support

SmartPTT Express supports DIMETRA Express, a multisite TETRA-compliant radio system from Motorola Solutions. The support implies up to 10 active dispatch consoles, access to talkgroups and radio users, IDs and aliases support, and access to voice records. Each Dispatch Position user is able to operate with up to 60 talkgroups and any number of radio users limited only by DIMETRA licenses.

Voice Calls & Voice Recording

SmartPTT Express provides voice call features. This includes up to 138 simultaneous group and private calls. Users are able to perform the following actions:

- Receive, reply, and initiate calls to talkgroups, radio users and other Dispatch Position users.
- Select if they want to transmit privately in half-duplex or full-duplex mode.

SmartPTT Express provides call modes familiar to Motorola's product users. This includes the following:

- General Transmit (call to the selected talkgroups or radio users).
- Instant Transmit (high-priority call to the required talkgroup or radio user)
- All-Points Bulletin (APB) Transmit (high-priority call to multiple predefined talkgroups).

To initiate calls, users are able use software buttons available in Dispatch Position, hardware buttons on headsets, desktop microphones, and footswitches.

Each voice transmission, received or initiated one, becomes available for playback. Users are able not only to replay records, but filter them as required.

Emergency

SmartPTT Express supports notification on emergency situations in the radio network. When the emergency signals are sent to a talkgroup, alarm tones starts playing in Dispatch Position and visual indication occurs that is intended to attract user attention.

Dispatch Position users are able to confirm (acknowledge) emergency reception and reply emergency calls. All the relevant information is added to the dispatch console activity log and to the call log of each individual talkgroup.

Multiple Selection

SmartPTT Express supports multiple selection based on multiselect groups. Each user is able to configure and manage up to 3 multiselect groups. Each group may include up to 16 talkgroups.

With multiple selection, user is able to hear incoming calls from the Select Speaker, and initiate simultaneous voice calls to the selected talkgroups. This includes calls performed in the General Transmit and All-Points Bulletin (APB) Transmit modes.

Patching

SmartPTT Express supports talkgroup patching based on patch groups. Each user is able to configure and manage up to 3 patch groups and even activate all of them at the same time. Each group may include up to 16 talkgroups.

When the group call is initiated to the talkgroup from the active patch group, the voice is immediately routed to other talkgroups on behalf of the user or initiator (depends on DIMETRA settings). User with supervisor or administrator permissions is able to monitor active patch groups on other dispatch consoles, and deactivate them remotely, if required.

User Interface Customization

SmartPTT Express supports configurable layouts, a set of visual and behavior-specific settings. Layouts include the following settings:

- Tabs that contain, talkgroup tiles, Private Call tiles, and software buttons.
- Panels with feature-specific content and view.
- Event indication settings (placement, duration).
- Individual talkgroup settings, and more.

User interface customization is performed by supervisors or administrators. Smaller customization capabilities are available to privileged operators.

Known Issues

Current release of the SmartPTT Express product contains several issues that may affect user experience during the installation, configuration, and usage.

Voice Logging Failure with Multiple Audio Recording Licenses

If the SmartPTT Express license file contains multiple Digital Audio Recording licenses and at least one of them is expired, SmartPTT Express starts rejecting voice records provided by DIMETRA.

To avoid such issue, Customer must contact Elcomplus representative to reorder a new license file that will contain only one audio recording license.

APB Transmit Fails Until General Transmit Ends

When dispatcher tries to initiate APB Transmit to inactive multiselect group before he/she ends General Transmit (for example, using a footswitch), no call will be initiated. This occurs despite the fact that the call priority of APB Transmit is higher than the call priority of General Transmit.

No workaround is available to resolve this issue.

Patching Fails When DIMETRA Connection Settings are Updated

If DIMETRA Express configuration is updated and applied, patching fails in SmartPTT Express.

To restore patching, restart SmartPTT Express Server after changes are applied in DIMETRA Express.

Incorrect Retransmission Indication in Patch Groups

If the patch group is active, retransmitted voice calls appear as voice calls from another dispatch console, not as outgoing voice calls. This may confuse dispatchers and make them think that they view a call from that dispatch console.

No workaround is available to resolve this issue.

Interrupted APB Transmit is not Restored

If active APB Transmit is interrupted by a higher-priority transmission (for example, by Instant Transmit in another dispatch console), it is not restored after the interrupting transmission ends.

No workaround is available to resolve this issue.

Reconnected Audio Devices Become Inoperable

If speakers are disconnected from the active dispatch console and then connected to it again, voice may stop playing from them. If the microphone is disconnected from the active dispatch console and then connected to it again, no voice is transmitted from the console to SmartPTT Express Server. Same problems occur if devices are reassigned multiple times in the **Audio Devices** tab of the **Dispatch Position Settings** window.

To restore the device operation, restart the Dispatch Position application.

Several Configuration Changes Require Restart

When a new license file is installed or SmartPTT Express system parameters are modified, saving changes does not result in their application. To apply changes, SmartPTT Express Server restart is required. Restart may also require if modified DIMETRA user credentials are saved.

No workaround is available to resolve this issue.

Multiple Calls From the Same Dispatch Console Fail

Dispatchers are unable to initiate multiple calls from the same dispatch console. They must end any current voice transmission to initiate another one.

No workaround is available to resolve this issue.

Indication in Patch Groups Depends on DIMETRA Settings

If the patch group is active, retransmitted voice calls may appear as incoming transmission, and as outgoing transmissions. Indication depends on talkgroup settings (the **Regroupable** parameter) in DIMETRA Express Server.

To resolve this issue, configure talkgroups in DIMETRA as required, and then inform your dispatchers on the correct indication.