SmartPTT Express User Guide

Revision History

Revision	Description	Date
1.0	Initial release of the document. The document is compliant to SmartPTT Express 2.0.	March 2019

Revision History Conventions

Each document has its own revision number that consists of two dot-separated numbers. Number are "release" and "edition".

The first number (release) represents the compliance to the specific release of the product. The number increases with each new release of the product. The product may have its own versioning.

The second number (edition) indicates that the document content is modified if compared with the previous revision. Modified document contains various enhancements, issue fixes, and more. Changes between document revisions are available in the table for a limited number of editions.

With each new release, revision history provides edition updates only for the documents published before the release date.

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About This Document

The document explains how to use Dispatch Position by means of communication and customization. This includes supervisor procedures on audio system configuration and layout design.

Conventions & Assumptions

The document uses the conventions provided in the following table.

Convention	Example
Named user interface elements	the **Save** button
List options and other values	the **Client.exe** file
Hyperlinks	https://smartptt.com/products/smartptt-express/
Cross references	Glossary on page 78
Another document titles	*SmartPTT Express Installation and Configuration Guide*

The document assumes that the SmartPTT Express Server is properly configured and started.

Related Information

The document does not cover another products configuration until it is explicitly required. In other cases, a reference to another manuals is provided with information on what must be performed.

SmartPTT Express Documentation

The document assumes that SmartPTT Express is properly configured. For details on the configuration process, see *SmartPTT Express Installation and Configuration Guide* .

Miscellaneous Documentation

SmartPTT Express uses IETF language tags to encode the available user interface language. For more information, see *BCP047 Tags for Identifying Languages* (available at https://tools.ietf.org/rfc/bcp/bcp47.txt).

Logging on to Dispatch Position

Follow the procedure to connect Dispatch Position to the SmartPTT Express Server and authenticate in it.

Prerequisites:

- Obtain Dispatch Position user credentials (login and password).

- Obtain SmartPTT Express Server IP address and TCP port used to connect Dispatch Positions.

Procedure:

1. Start **SmartPTT Express Client**.
   Main window and the **SmartPTT Express Login** window appear.
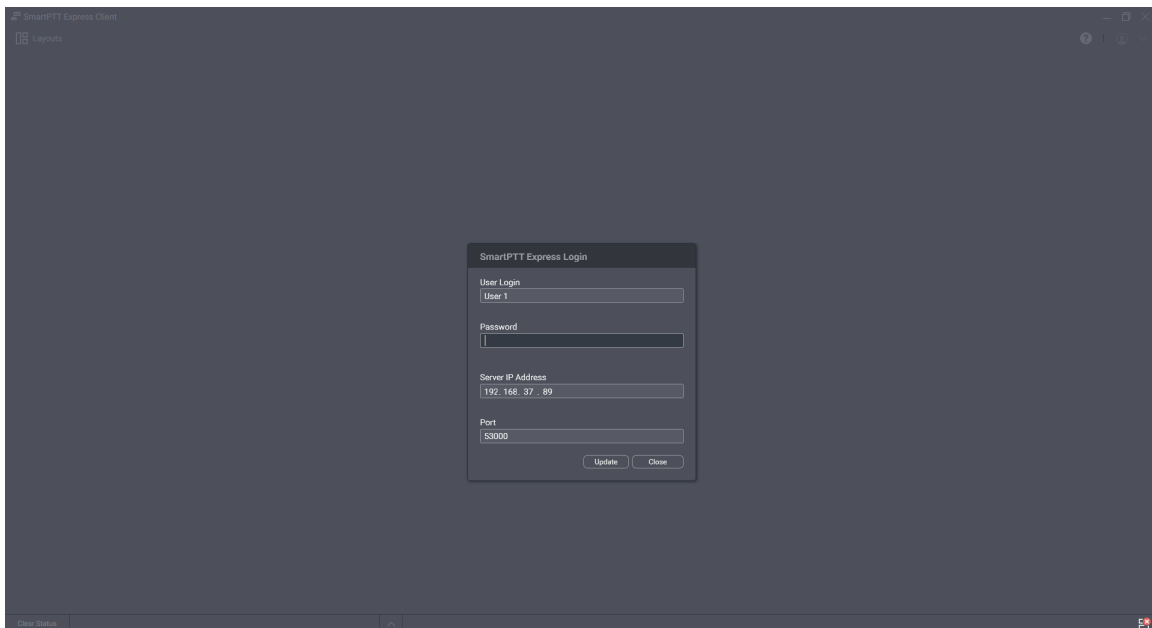
Figure 1: Dispatch Position Logon Process

2. If the **Disconnected** ⬚ icon appears in the Status Bar of the main window, perform the following actions:

   a. In the **SmartPTT Express Login** window, click **Server Connection**.

   b. In the **Server IP Address** field, type the SmartPTT Express Server IPv4 address in dot-decimal notation.

   c. In the **Port** field, type the TCP port number.

   d. Click **Update**.
      The **Connected** ⬚ icon appear in the Status Bar.

Notice:

If the **Connected** ⊡ icon does not appear after the action, contact your system administrator to resolve the issue.

3. In the **User Login** field, type the user login.

4. In the **Password** field, type the user password.

5. Click **Login**.

    Logon window disappears; Dispatch Position main window becomes available.
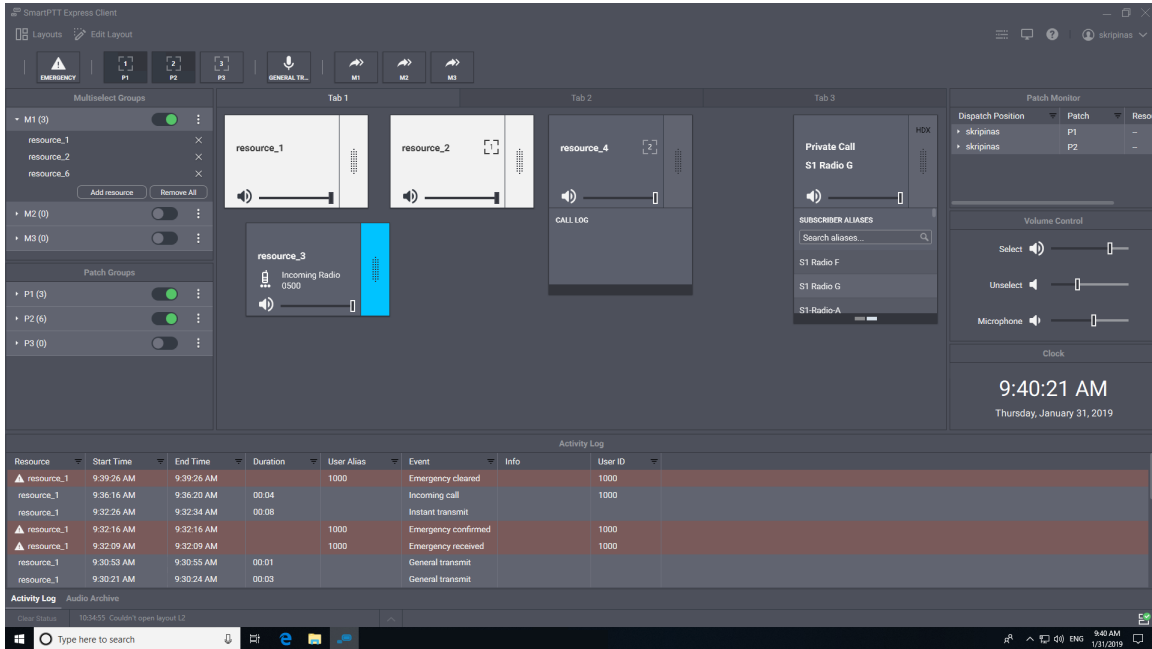
Figure 2: SmartPTT Express Main Window (Example)

Chapter 1. Dispatch Position Configuration

Configuration of the Dispatch Position includes language selection and audio devices configuration. All the procedures are available to supervisors and administrators.

1.1 Changing Interface Language

Follow the procedure to change the Dispatch Position interface language.

Prerequisites:

Log on to the Dispatch Position as a supervisor or administrator.

Procedure:

1. In Dispatch Position, in the Header, click **Dispatch Position Settings** ⊞ .
    The **Dispatch Position Settings** window appears.

2. In the window that appears, in the left pane, click **International Settings**.
    List with supported languages appears in the right pane.
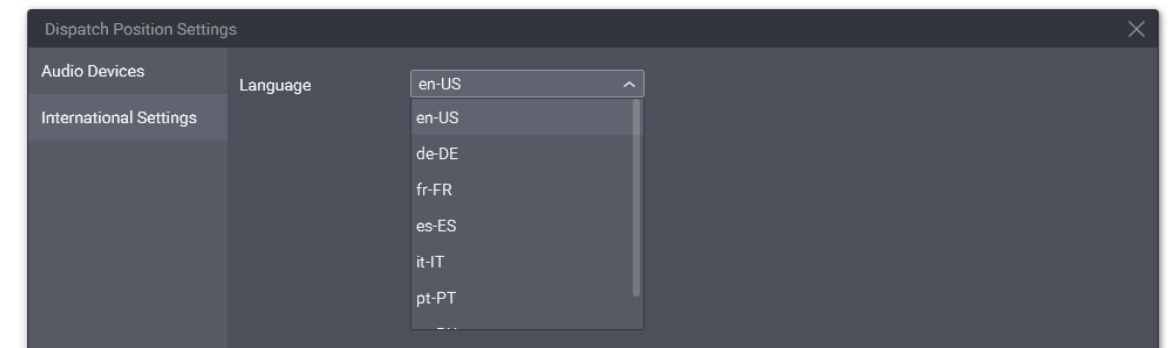
Figure 3: Language Selection

3. In the right pane, from the **Language** list, select the required language presented by the IETF-like tag.
    Then click **OK**.

4. Reopen Dispatch Position to apply changes.

1.2 Configuring Audio Devices

Follow the procedure to configure the required devices that include speakers, microphones, and footswitches.

Prerequisites:

•   Connect microphone, footswitch, and speakers or headsets to the computer. Configure each device in the operating system.

- Log on to the Dispatch Position as a supervisor or administrator.

Procedure:

1. In Dispatch Position, in the Header, click **Dispatch Position Settings** ⸬ .
   The **Dispatch Position Settings** window appears.

2. In the window that appears, in the left pane, click **Audio Devices**.
   Audio device settings appear.
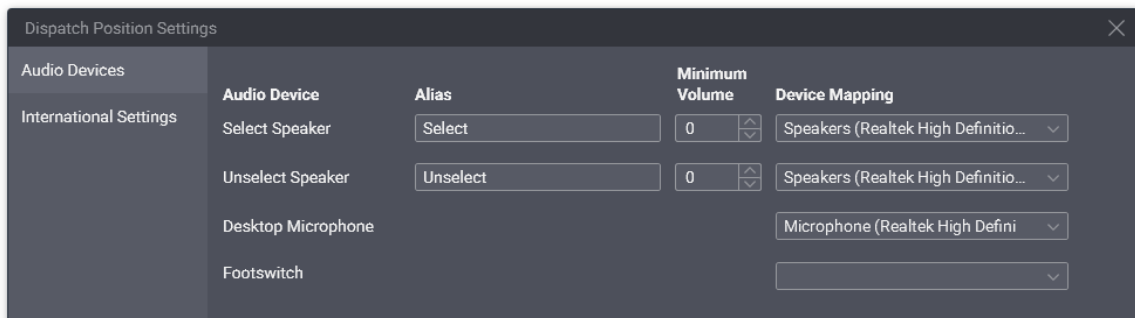
Figure 4: Audio Device Configuration

3. In the right pane, in the **Select Speaker** row, perform the following actions:

   a. In the **Alias** column, in the text field, type the speaker name that will appear in the **Volume Control** panel.

   b. In the **Minimum Volume** column, in the field, enter the minimum speaker volume.

   c. From the list in the **Device Mapping** column, select the required audio output.

4. Repeat the previous step for the **Unselect Speaker** row.

5. In the **Desktop Microphone** row, from the list in the **Device Mapping** column, select the audio capturing device.

6. (Optional) In the **Footswitch** row, from the list in the **Device Mapping** column, select the footswitch.

7. In the **Dispatch Position Settings** window, click **OK** to apply changes and close the window.

1.2.1 Audio System

SmartPTT Express provides settings for two audio outputs used to play incoming voice transmissions. The first output is the Select Speaker. It is used to play incoming calls for selected talkgroups (single or multiple) or selected Private Call tile. The second audio output is the Unselect Speaker that plays mixed incoming calls received by unselected talkgroups and/or Private Call. For more information on selection, see Selection on page 26.

Chapter 2. Layout Configuration

Layout is the console-independent Dispatch Position settings that include, for instance, tabs with talkgroups, available panels, and buttons. Dispatch Position user is able to load the required layout on any dispatch console.

Layout configuration is available to supervisors and administrators only. Privileged operators are able to modify the layout but unable to save their changes. Regular operators cannot modify the layout at all.

2.1 Creating Layouts

Follow the procedure to create a new layout in SmartPTT Express.

Prerequisites:

Log on to the Dispatch Position as a supervisor or administrator.

Procedure:

1. In Dispatch Position, in the Toolbar, click ⊞ **Layouts**.
   The **Layouts** window appears.
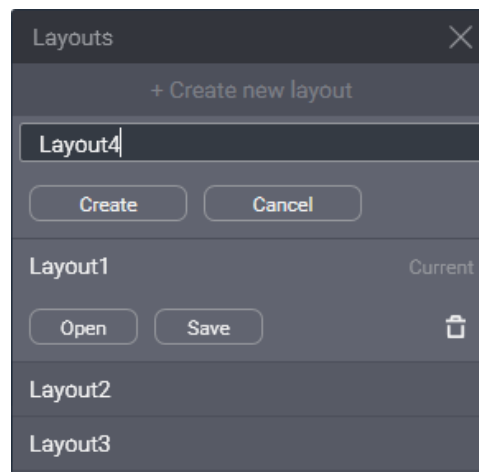
Figure 5: New Layout Creation

2. At the top of the window that appears, click **+Create new layout**.

3. In the text field that appears next to the button, type the layout name. Then click **Create**.

Postrequisites:

In Server Configurator, configure users that will be able to load the layout. For details, see "Editing Layout Availability" in *SmartPTT Express Installation and Configuration Guide* .

2.1.1 Managing Existing Layouts

Follow the procedure to perform various actions on layouts.

Prerequisites:

Log on to the Dispatch Position as a supervisor or administrator.

Procedure:

1. In Dispatch Position, in the Toolbar, click ⊞ **Layouts**.
The **Layouts** window appears.
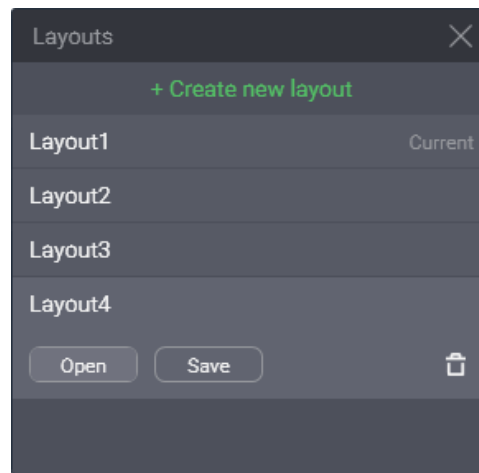
Figure 6: Layout Management

2. Perform one of the following actions:

To open the required layout,	click **Open** next to the required layout. The **Current** label appears on the right of the layout name.
To save the current Dispatch Position appearance and settings to the layout,	click **Save** next to the required layout name.
To delete the layout	click **Delete** 🗑 , and then confirm the deletion.

2.2 Basic Layout Configuration

Basic layout configuration includes the following actions:

- General settings modification. For details, see Editing Layout Settings on page 14.

- Activity log configuration. For details, see Editing Activity Log Settings on page 15.

- Multiselect and patch group configuration. For details, see [Editing Multiselect & Patch Group Settings](#) on page 17.

- Clock settings modification. For details, see [Editing Clock Settings](#) on page 18.

2.2.1 Editing Layout Settings

Follow the procedure to edit the general layout settings.

Prerequisites:

Open the required layout. For details, see [Managing Existing Layouts](#) on page 13.

Procedure:

1. In Dispatch Position, in the Header, click **Layout Settings** 🖥 .
   The **Layout Settings** window appears.

2. In the window that appears, in the left pane, click **General**.
   General layout settings appear in the right pane.
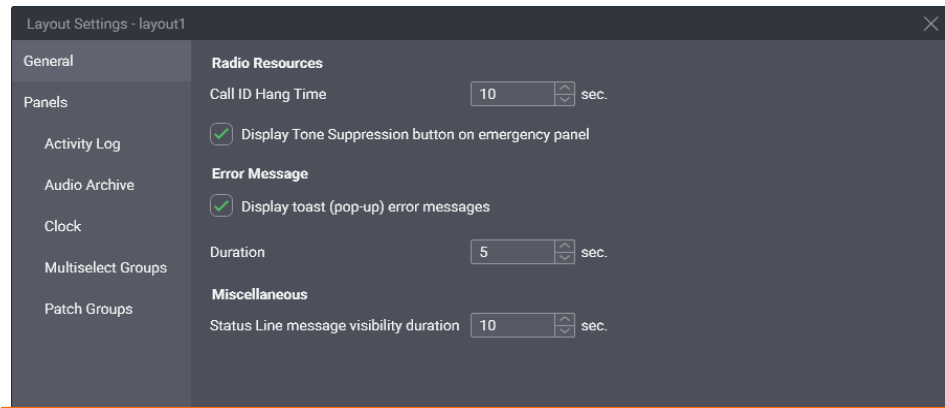
Figure 7: General Layout Settings Modification

3. In the right pane, in the **Call ID Hang Time** field, enter the timeout for the radio name to disappear from the tile after the voice transmission is ended.

   Important:
   The timeout is not related to the radio system hang time and does not change its value.

4. Select ☑ **Display Tone Suppression button on emergency panel** to show the button that turns off the emergency alarm tone.

5. (Optional) Configure error message appearance as a popup message:

   a. Select ☑ **Display toast (pop-up) error messages**.

   b. In the **Duration** field, enter the duration of the message appearance.

6. In the **Status Line message visibility duration** field, enter the duration of the message appearance in the Status Bar.

7. In the **Layout Settings** window, click **OK**.

8. Save layout changes. For details, see Managing Existing Layouts on page 13.

2.2.2 Editing Activity Log Settings

Follow the procedure to edit the Activity Log settings.

Prerequisites:

Open the required layout. For details, see Managing Existing Layouts on page 13.

Procedure:

1. In Dispatch Position, in the Header, click **Layout Settings** 🖵 .
   The **Layout Settings** window appears.

2. In the window that appears, in the left pane, click **Activity Log**.
   The Activity Log settings appear in the right pane.
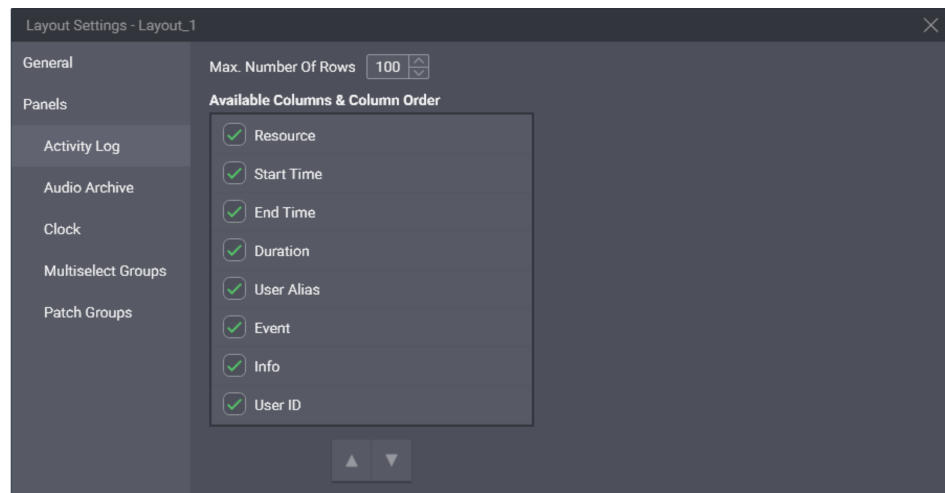
Figure 8: Activity Log Settings Modification

3. In the right pane, in the **Max Number Of Rows** field, enter the maximum number entries to appear.

 Notice:

The parameter effects both filtered and non-filtered entries.

4. In the **Available Columns & Column Order** area, for each entry, perform the following actions:

To show the column in the **Activity Log** panel,	select the corresponding check box.

To hide the column in the **Activity Log** panel,	clear the corresponding check box.

5. (Optional) Reorder columns:

    a. Click the entry that is related to the required column.

    b. Perform one of the following actions:

To show the column closer to the left,	click **Up** ▲ in the bottom part of the area.
To show the column closer to the right,	click **Down** ▼ in the bottom part of the area.

6. Repeat the previous step for other columns.

7. In the **Layout Settings** window, click **OK**.

8. Save layout changes. For details, see Managing Existing Layouts on page 13.

Postrequisites:

Show the **Activity Log** panel. For details, see Showing Toolbar & Function Panels on page 19.

2.2.3 Editing Audio Archive Settings

Follow the procedure to edit the view of the table with audio transmissions.

Prerequisites:

Open the required layout. For details, see Managing Existing Layouts on page 13.

Procedure:

1. In Dispatch Position, in the Header, click **Layout Settings** 🖵 .
    The **Layout Settings** window appears.

2. In the window that appears, in the left pane, click **Audio Archive**.
    Table settings appear.
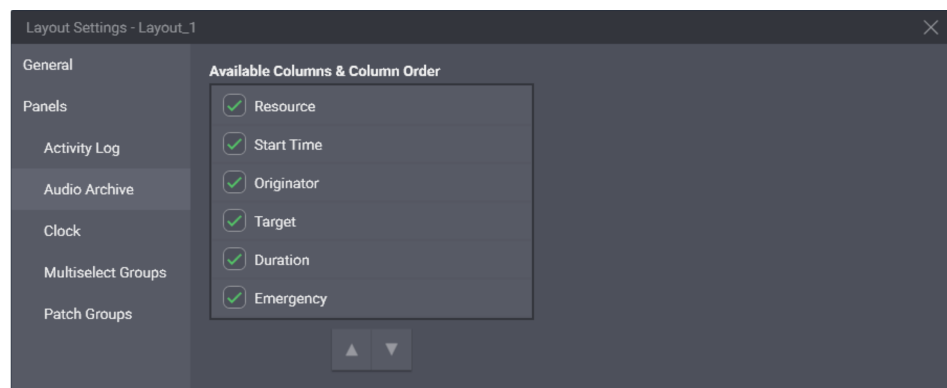
Figure 9: Modification of Table with Voice Transmissions

3. In the right pane, in the **Available Columns & Column Order** area, for each entry, perform the following actions:

To show the corresponding column in the **Audio Archive** panel,	select the corresponding check box.
To hide the corresponding column in the **Audio Archive** panel,	clear the corresponding check box.

4. (Optional) Reorder columns:

   a. Click the entry that is related to the required column.

   b. Perform one of the following actions:

To show the column closer to the left,	click **Up** ▲ in the bottom part of the area.
To show the column closer to the right,	click **Down** ▼ in the bottom part of the area.

5. Repeat the previous step for other columns.

6. In the **Layout Settings** window, click **OK**.

7. Save layout changes. For details, see Managing Existing Layouts on page 13.

Postrequisites:

Show the **Audio Archive** panel. For details, see Showing Toolbar & Function Panels on page 19.

2.2.4 Editing Multiselect & Patch Group Settings

Follow the procedure to configure multiselect and/or patch groups availability.

Prerequisites:

Open the required layout. For details, see Managing Existing Layouts on page 13.

Procedure:

1. In Dispatch Position, in the Header, click **Layout Settings** 🖥 .
   The **Layout Settings** window appears.

2. In the window that appears, in the left pane, select one of the following tabs:

To modify multiselect group settings,	click **Multiselect Groups**.
To modify patch group settings,	click **Patch Groups**.
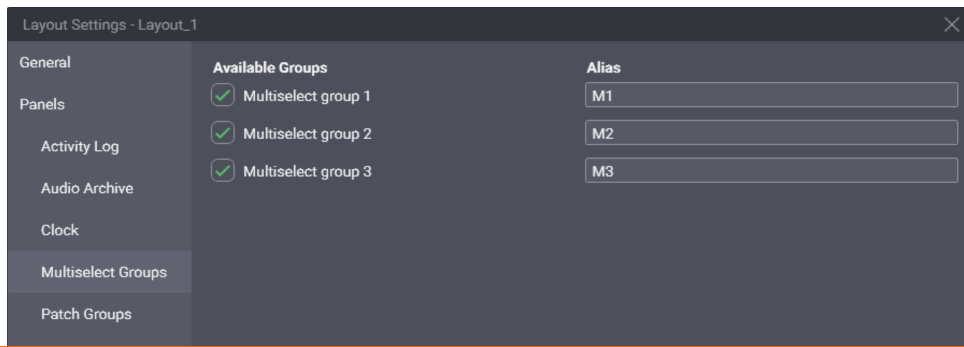
Figure 10: Modification of the Multiselect Group Setting (Identical to Patch Groups)

3. In the right pane, perform the following actions:

   a. Select the check box that is related to the group that must be available in the layout.

   b. In the field next to the check box, enter the group name that will appear in the **Multiselect Groups** panel.

4. (Optional) Repeat the previous step for other groups in the right pane.

5. In the **Layout Settings** window, click **OK**.

6. Save layout changes. For details, see Managing Existing Layouts on page 13.

Postrequisites:

- Repeat the procedure for another group type.

- Show the corresponding panels. For details, see Showing Toolbar & Function Panels on page 19.

2.2.5 Editing Clock Settings

Follow the procedure to edit clock settings.

Prerequisites:

Open the required layout. For details, see Managing Existing Layouts on page 13.

Procedure:

1. In Dispatch Position, in the Header, click **Layout Settings** 🖥 .
   The **Layout Settings** window appears.

2. In the window that appears, in the left pane, click **Clock**.
   Clock settings appear.
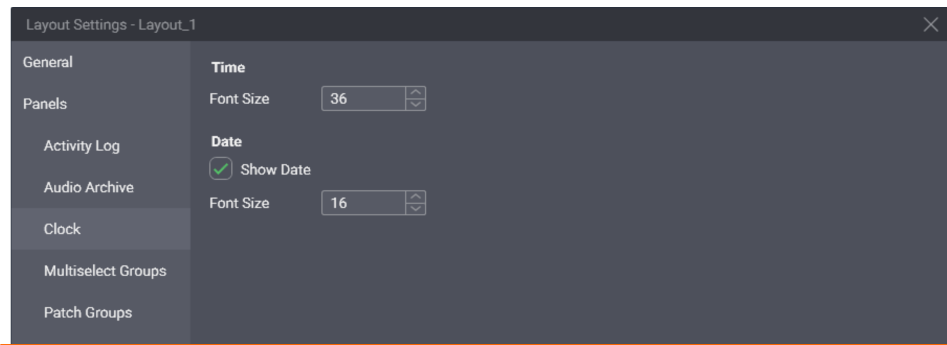
Figure 11: Clock Settings Editing

3. In the right pane, in the **Time** area, from the **Font Size** list, select the required font size for the time in pixels.

4. Configure the date appearance in the **Clock** panel:

   a. In the **Date** area, select ☑ **Show Date**.

   b. In the same area, from the list **Font Size** list, select the required font size for the date in pixels.

5. In the **Layout Settings** window, click **OK**.

6. Save layout changes. For details, see Managing Existing Layouts on page 13.

Postrequisites:

Show the **Clock** panel. For details, see Showing Toolbar & Function Panels on page 19.

2.3 Layout Visual Design

Visual design of the layout include showing panels, creating tabs, and filling them with tiles and buttons. Visual design modification is available to all users except operators. Privileged operators are able to modify the design but unable to save changes to the layout.

2.3.1 Showing Toolbar & Function Panels

Follow the procedure to show or hide panels in the layout.

Prerequisites:

Open the required layout. For details, see Managing Existing Layouts on page 13.

Procedure:

1. In Dispatch Position, in the Header, click ✎ **Edit Layout**.
   Additional buttons appear in the Header.

2. In the Header, click **Panels**.
   The **Panels** window appears.
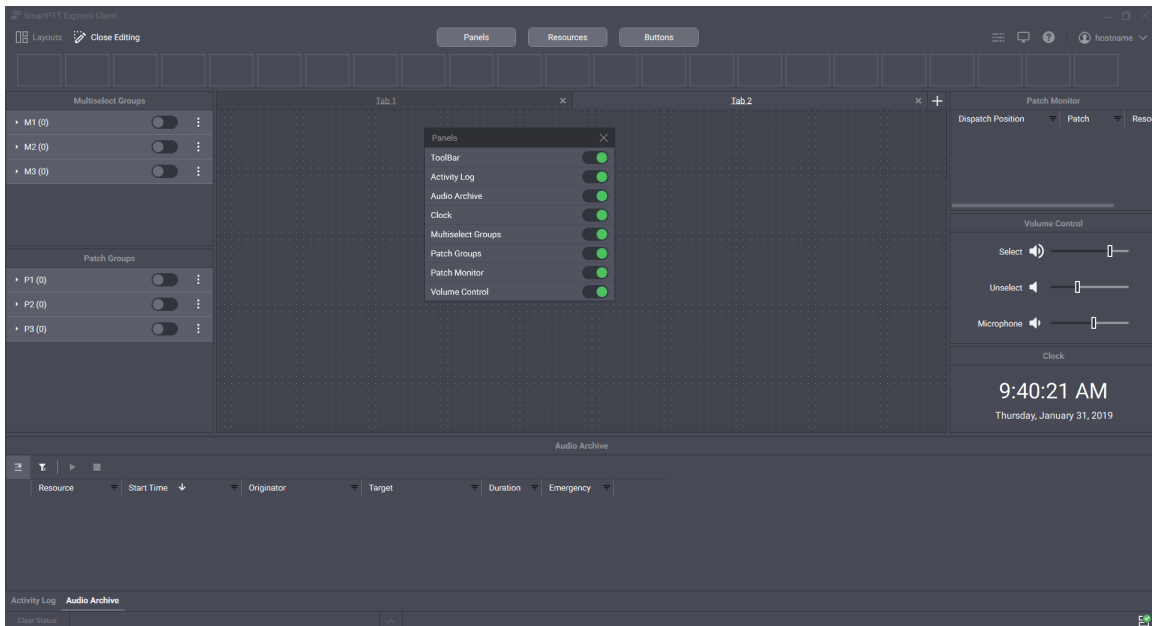
Figure 12: Panels Addition

3. In the window that appears, perform the following actions:

   a. To show the required panels and/or the Toolbar, click **Show** ⬤▬ on the right of its name.

   b. To hide the required panels and/or the Toolbar, click **Hide** ▬⬤ on the right of its name.

4. In the window, click **Close** × .

5. (Optional) In the Header, click ✎ **Close Editing** to exit the edit mode

6. If you are not the Privileged operator, save layout changes. For details, see Managing Existing Layouts on page 13.

Postrequisites:

Modify the content of panels according to their type.

2.3.2 Adding & Renaming Tabs

Follow the procedure to create and/or rename tabs in the layout.

Prerequisites:

Open the required layout. For details, see Managing Existing Layouts on page 13.

Procedure:

1. In Dispatch Position, in the Header, click ✎ **Edit Layout**.
   Additional buttons appear in the Header.

2. Add a new tab:

   a. In the top right corner of the central area, click **Add tab** + .
      Dialog box appears.
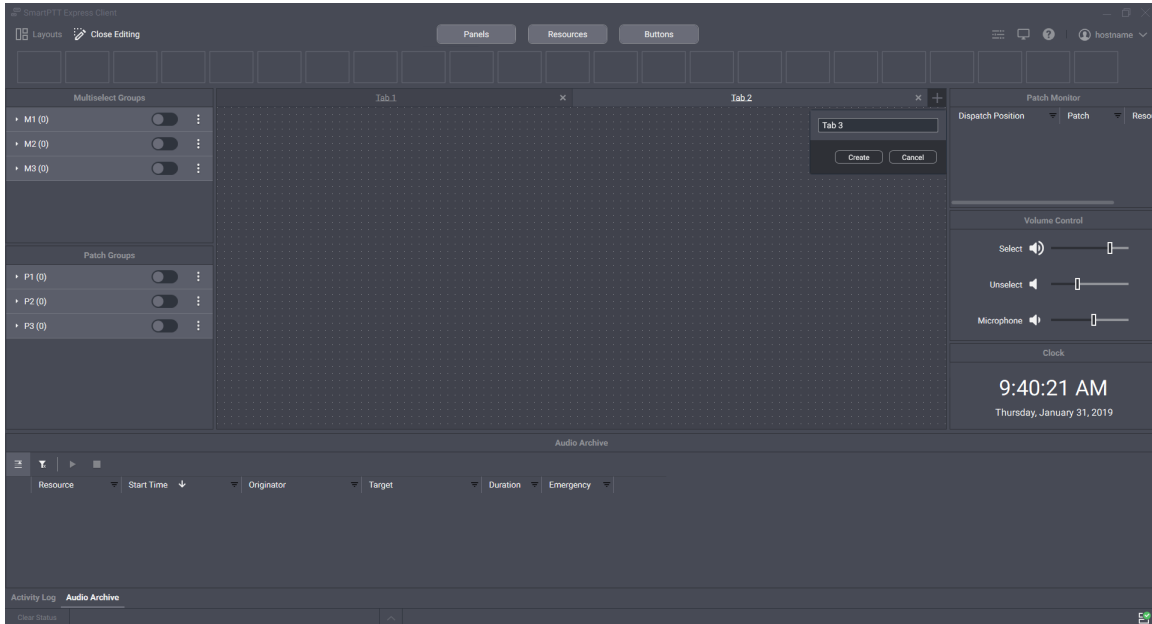
Figure 13: Tabs Creation

   b. In the dialog box, in the text field, type the tab name. Then click **Create**.

3. Repeat the previous step to add more tabs.

4. (Optional) Rename the existing tab:

   a. Double click the name of the required tab.

   b. Enter the new tab name.

5. (Optional) In the Header, click ✎ **Close Editing** to exit the edit mode.

6. If you are not the Privileged operator, save layout changes. For details, see Managing Existing Layouts on page 13.

Postrequisites:

- Add talkgroups and/or the Private Call tile to tabs. For details, see Adding Talkgroup & Private Call Tiles on page 22.

- Add buttons to tabs. For details, see Adding & Editing Buttons on page 23.

2.3.3 Adding Talkgroup & Private Call Tiles

Follow the procedure to add talkgroup & Private Call tiles to the layout.

Prerequisites:

Create tabs in the layout. For details, see Adding & Renaming Tabs on page 20.

Procedure:

1. In Dispatch Position, in the Header, click ✎ **Edit Layout**.
   Additional buttons appear in the Header.

2. In the Header, click **Resources**.
   The **Resources** window appears.
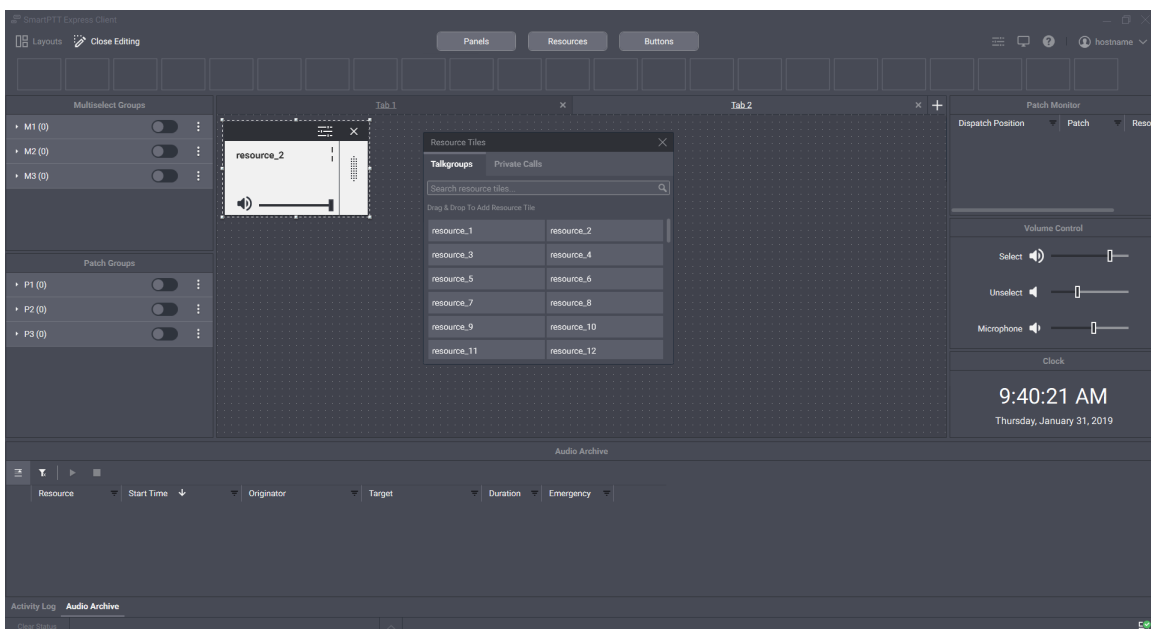
Figure 14: Talkgroup Addition

3. Add the talkgroup or Private Call tile to the tab in the central area of the Dispatch Position:

   a. Select the tab in the central area.

   b. In the **Resources** window, perform one of the following actions:

To add talkgroups,	select **Talkgroups** tab.
To add the Private Call tile,	select the **Private Call** tab.

   c. Drag the talkgroup and/or Private Call tile to the currently selected tab.
   The tile appears on the tab (see Figure 14); in the upper part of the tile, the black Edit Bar appears.

> **Notice:**
> You will receive group and private calls right after you add the tile to the tab.

    d.   Drag the resize controls on the tile to change its size.

    e.   (Optional) Drag the tile by its Edit Bar to the required place of the tab.

4. Repeat the previous step to add more talkgroups and/or Private Call tiles.

5. (Optional) In the Header, click ✎ **Close Editing** to exit the edit mode.

6. If you are not the Privileged operator, save layout changes. For details, see Managing Existing Layouts on page 13.

Postrequisites:

Edit the tile settings. For details, see Editing Tile Settings on page 25.

2.3.4 Adding & Editing Buttons

Follow the procedure to add software buttons to the Toolbar and tabs.

Prerequisites:

Create tabs in the layout and/or show the Toolbar.

Prerequisites:

1. In Dispatch Position, in the Header, click ✎ **Edit Layout**.
   Additional buttons appear in the Header.

2. In the Header, click **Buttons**.
   The **Buttons** window appears.
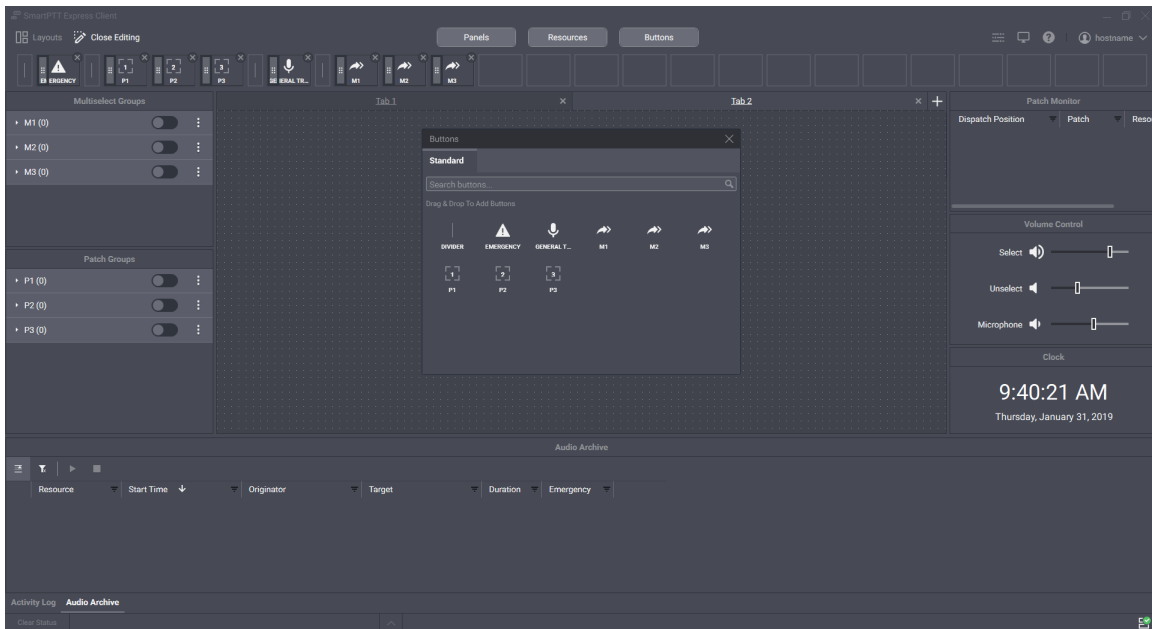
Figure 15: Buttons Addition

3. Perform one of the following actions:

To add a button or the Divider to the Toolbar,	drag the button or the Divider to the Toolbar.
To add a button to the tab,	perform the following actions:
	1. In the central area of Dispatch Position, select the required tab.
	2. Drag the button to the tab.

4. Repeat the previous step to add more buttons to the Toolbar and/or tabs.

Notice:

You cannot add the same button twice to the same destination.

5. To move the button to a new destination, perform the following actions:

   a. Press and hold the Drag icon (⠿) on the button.

   b. Drag the button to the required destination.

   c. When completed, release the icon.

6. (Optional) In the Header, click ✎ **Close Editing** to exit the edit mode.

7. If you are not the Privileged operator, save layout changes. For details, see Managing Existing Layouts on page 13.

2.3.5 Editing Tile Settings

Follow the procedure to edit the tile settings. They will be applied each time you add the same talkgroup to another tab of the layout.

Prerequisites:

Add talkgroups to the layout. For details, see Adding Talkgroup & Private Call Tiles on page 22.

Procedure:

1. In Dispatch Position, in the Header, click ✎ **Edit Layout**.

2. In the central area, select the tab where the required tile is available.

3. In the top part of the tile, click **Settings** ☰ .
   The **Talkgroup Settings** window appears.
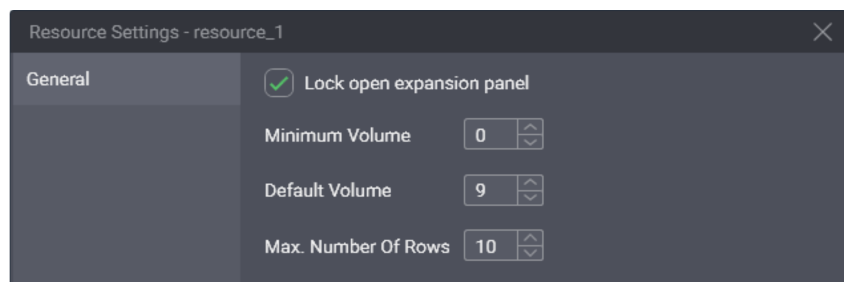
Figure 16: Talkgroup Volume Editing

4. In the window that appears, perform the following actions:

   a. In the **Minimum Volume** field, enter the minimum volume of the resource. Users will be unable to set the smaller volume or mute the call completely.

   b. In the **Default Volume** field, enter the volume that will be set to the talkgroup or the Private Call tile when the layout is loaded or the tile is added to another tab of the layout.

5. In the **Max. Number of Rows** field, enter the number of entries in the **Call Log** panel.

6. (Optional) Select ☑ **Lock open expansion panel** to prevent users from hiding the expansion panel.

7. In the **Talkgroup Settings** window, click **OK**.

8. (Optional) In the Header, click ✎ **Close Editing** to exit the edit mode.

9. If you are not the Privileged operator, save layout changes. For details, see Managing Existing Layouts on page 13.

Postrequisites:

Repeat the procedure for other talkgroups in the layout.

Chapter 3. Dispatch Position Operation

Information in the chapter is available to follow and perform for any Dispatch Position user. This includes Operators, the least privileged group of users.

All the procedures assume that users are successfully logged on to the application.

3.1 Principles of Use

Principles of use include actions required to be known for Dispatch Position users.

3.1.1 Selection

Selection is a one-step action that allows Dispatch Position user to concentrate on particular voice call or be ready to reply the call. When user selects the talkgroup tile or the Private Call tile, the corresponding voice call is heard from the Select Speaker.
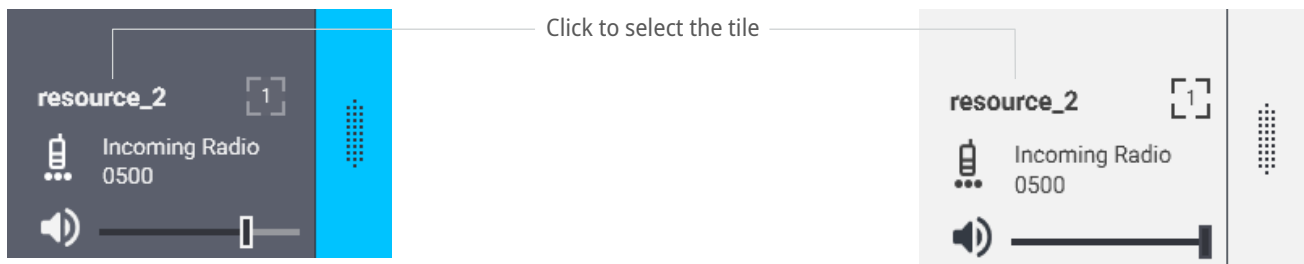
Figure 17: Unselected (left) and Selected (right) Tiles Appearance

To select the talkgroup or the Private Call, user needs to click the tile name. At this, the color of the tile changes (becomes "inverted").

> **Notice:**
> User cannot unselect the talkgroup or Private Call in any other way except selecting another element.

Until a multiselect group is active in Dispatch Position, only one tile can be selected at once.

3.1.2 Volume Level Adjustment

SmartPTT Express provides volume controls for speakers, microphone, and each tile.

Individual Volume Control

Each tile has the individual volume slider in its bottom part of the tile. To increase the volume, user needs to move the slider to the right. To decrease the volume, user needs to move the slider to the left.

To minimize or mute the volume, user may click the Volume Control (🔊) that appears on the left of the volume slider. Minimizing means the volume decrease to the particular level that is set individually for each tile. For details, see Editing Tile Settings on page 25.

> **Important:**
> Volume slider and Volume Control do not effect the emergency tone volume.

Click to minimize/restore the volume

Move right to increase the volume

Move left to decrease the volume
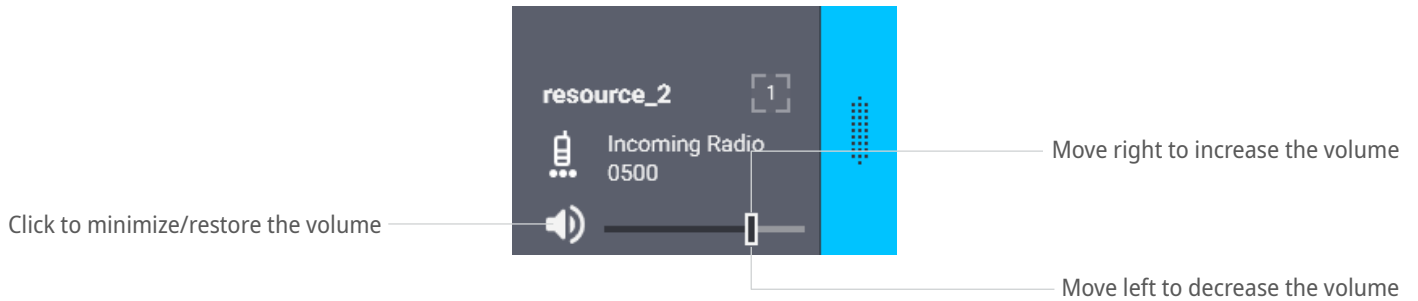
Figure 18: Volume Slider and Volume Control on Tiles

Speaker & Microphone Volume

Users are able to control the volume of Select Speaker, Unselect Speaker, and the connected microphone device from the **Volume Control** panel. Both Select and Unselect Speakers have custom names. For details, see Configuring Audio Devices on page 10.
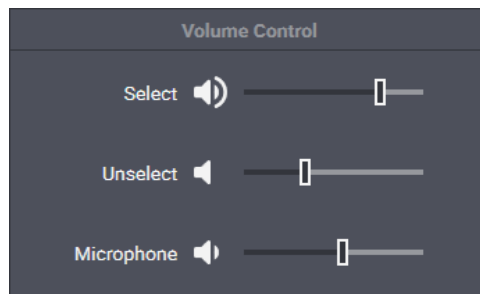
Figure 19: Speaker & Microphone Volume Adjustment

To increase the volume, user needs to move the slider to the right. To decrease the volume, user needs to move the slider to the left. To minimize or mute the volume, user may click the Volume Control that appears on the left of the volume slider.

3.1.3 Viewing Session Information

Follow the procedure to view software and user session information.

Procedure:

1. In Dispatch Position, in the right part of the Header, click **About** ❷ .
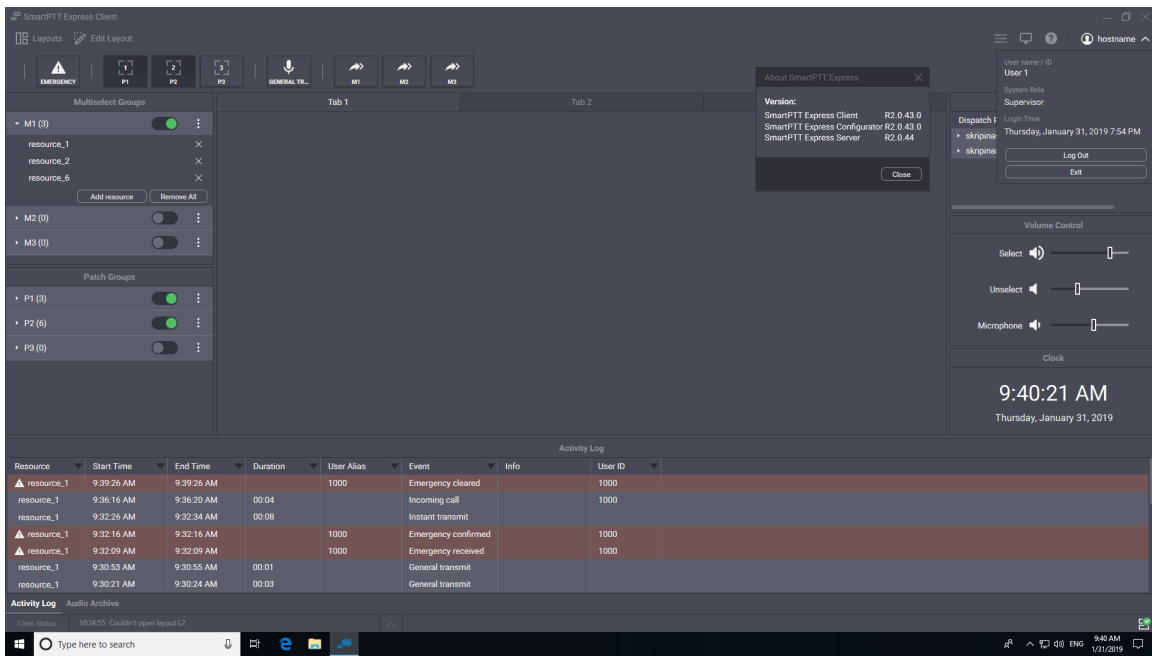
Figure 20: SmartPTT Express Information

2. In the window that appears, view the software information.

3. In the Header, expand ⊕ **{Host name}**.
   Session information appears.

4. In the expanded control, view the following information:

   • User login

   • System role

   • Logon time and date

3.1.4 Viewing Status Messages

Follow the procedure to view recent status messages.

Procedure:

1. In the main window, in the Status Bar, click **Show Messages** ^ .
   List of messages appears.

2. In the list of messages, view the required information.

3. To clear all the current messages, click **Clear Status**.

3.1.5 Logging Off & Exiting Dispatch Position

Follow the procedure to log off from the Dispatch Position or exit it.

Procedure:

1. In Dispatch Position, in the Header, expand ⊕ **{Host name}**.

2. In the expanded control, perform one of the following actions:

To log off from Dispatch Position,	click **Log Out**.
To log off from Dispatch Position and close it,	click **Exit**.

3. If the warning appears, confirm the logoff/exiting.

3.2 Voice Calls

SmartPTT Express supports group and private calls. This includes receiving, replying, and initiating calls. Private calls can be received from and initiated to DIMETRA radio users and DIMETRA console users. They can be performed in half-duplex and full-duplex mode.

3.2.1 Voice Transmission Types

SmartPTT Express supports the several types of outgoing voice transmissions that differ by their priority levels, correspondence to the tile selection state, and initiation simplicity. User is able to use different voice transmission during the same voice call.

Different voice transmission types required to manage voice calls within SmartPTT Express only. They do not correlate with priority levels in DIMETRA Express.

Notice:
Voice calls with equal priority cannot interrupt one another.

General Transmit
Regular voice transmission to the currently selected talkgroup (single or multiple) or over the selected Private Call tile. Transmission is initiated with the hardware PTT button on the microphone, footswitch pedal, and the **General Transmit** button (🎤). For details, see General Transmit Button on page 66.

Instant Transmit
High-priority voice transmission to the individual talkgroup or over the Private Call tile. It is initiated by pressing the **PTT** button (⸬) on the tile. Instant Transmit interrupts General Transmit to the talkgroup. Supervisors and administrators are able to interrupt Instant Transmit to talkgroups initiated by operators and privileged operators.

Important:
SmartPTT Express does not provide different indication for different transmission types.

APB Transmit

High-priority simultaneous voice transmission to talkgroups that were added to the multiselect group. It is initiated by the **APB Transmit** button (→) that is associated with the specific multiselect group. For details, see All-Points Bulletin (APB) Transmit Button on page 65. APB Transmit interrupts General Transmit to the talkgroup. Supervisors and administrators are able to interrupt APB Transmit to talkgroups initiated by operators and privileged operators.

The types are applicable only for outgoing calls within the SmartPTT Express. Call and transmission prioritization in DIMETRA Express is different.

3.2.2 Voice Calls Indication

SmartPTT Express provides intense visual indication of incoming and outgoing calls.

Incoming Call Indication

Incoming call indication appears when Dispatch Position user receives group call voice, private call request, and private voice transmission.
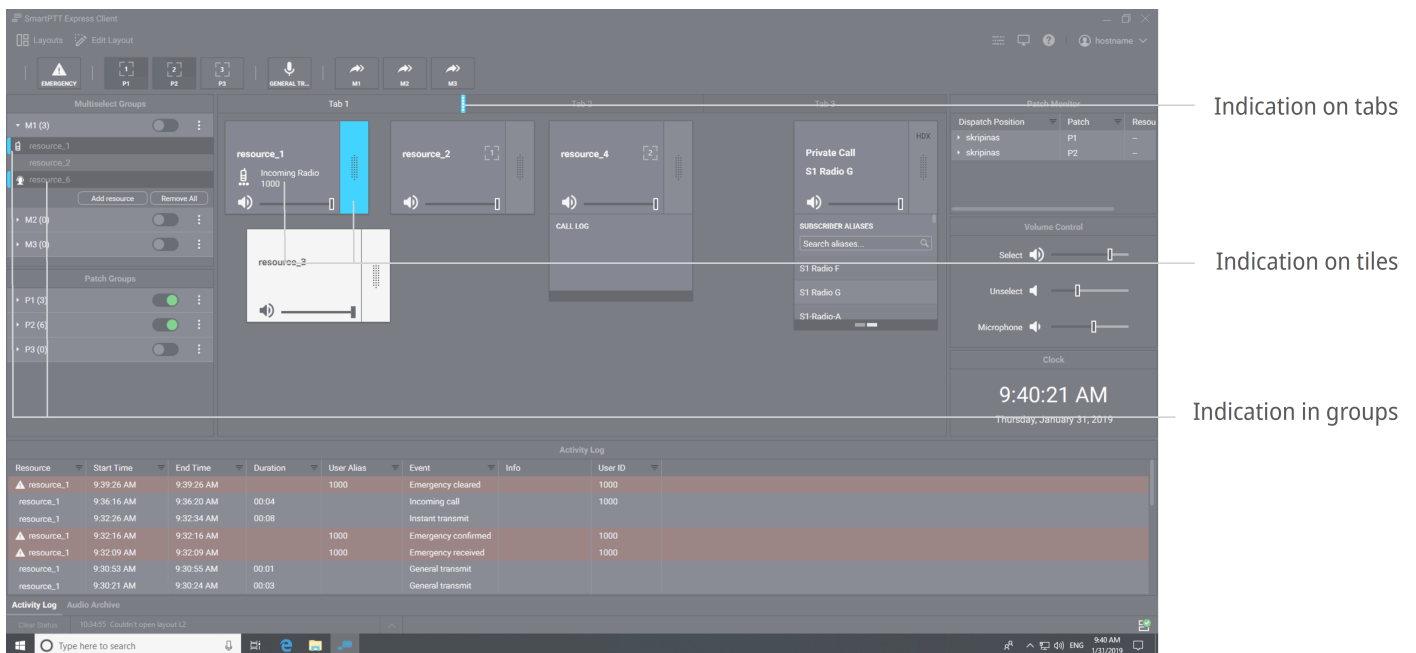
Figure 21: Incoming Call Indication in Dispatch Position

Visual indication (change of the color) appears in the following places of the Dispatch Position:

- Tabs with tiles that are not added to the currently opened tab.

- PTT buttons (⦙) of the corresponding tiles.

- Entries in the **Multiselect Groups** and/or **Patch Groups** panels.

During the call, the caller name appears on the corresponding tile. In addition to the caller name, caller type appears on the tile, in **Multiselect Groups** and **Patch Groups** panels. Caller type is indicated using the following icons:

- Radio user icon (⌷).

- Another Dispatch Position user icon (♟).

Outgoing Call Indication

Outgoing call indication appears when Dispatch Position user transmits to talkgroups and radio users. Outgoing call indication does not appear while user is waiting for the private call acceptance.
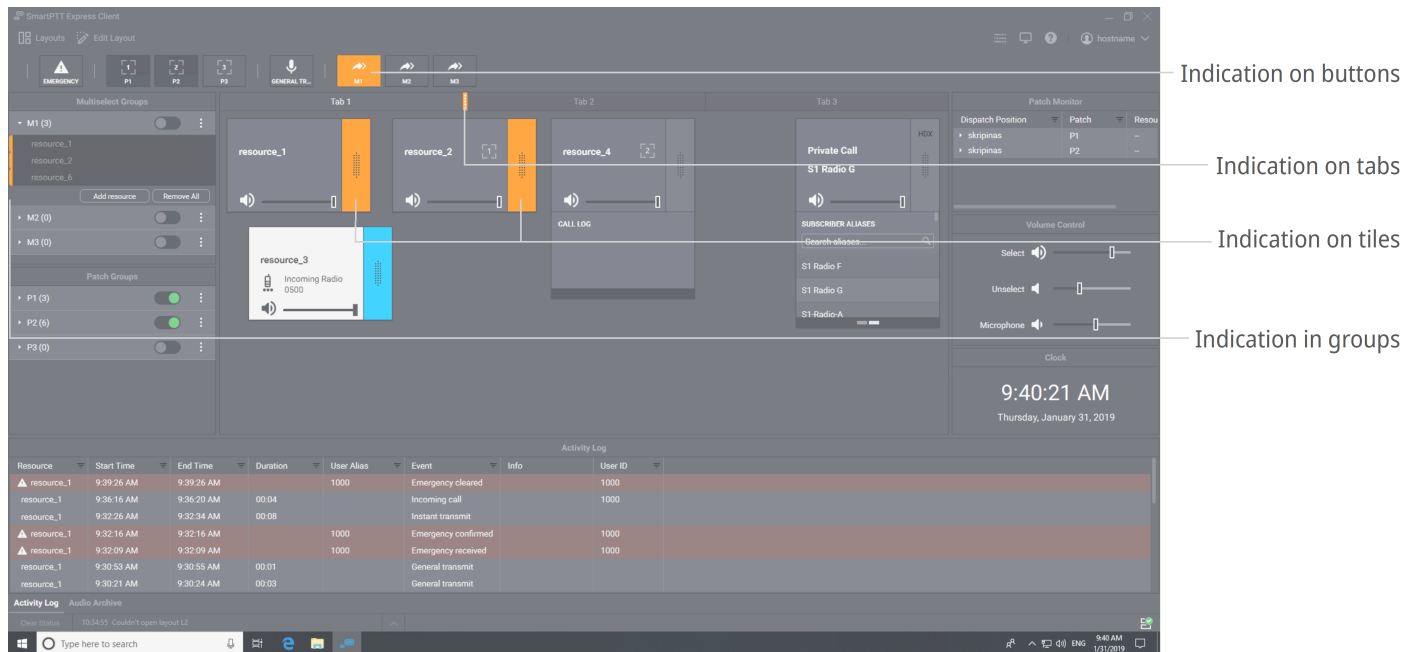
Figure 22: Outgoing Call Indication in Dispatch Position

Visual indication (change of the color) appears in the following places of the Dispatch Position:

- Corresponding software buttons (**General Transmit** 🎙 or **APB Transmit** ⇝).

- Tabs with tiles that are not added to the current tab (applicable for APB Transmit, General Transmit to multiselect groups, and when patch groups are active).

- PTT buttons (⠿) of the corresponding tiles.

- Entries in the **Multiselect Groups** and/or **Patch Groups** panels.

3.2.3 Initiating Group Calls

Follow the procedure to initiate a voice call to the talkgroup.

Prerequisites:

Determine a talkgroup to which you want to transmit.

Procedure:

1. Initiate the required transmit type:

To initiate Instant Transmit,	press and hold **PTT** ⁞ on the talkgroup tile.

To initiate General Transmit,	perform the following actions:
	
	1. Click the tile name to select it.
	
	2. Press and hold one of the following controls:
	
	    • **General Transmit** 🎤 button in the Toolbar or the tab.
	
	    • PTT button on the desktop microphone.
	
	    • Right pedal of the footswitch.

2. When the outgoing call indication appears on the tile, speak to the microphone.

3. Release the button or other control to end the voice transmission.

3.2.4 Receiving & Replying Group Calls

Follow the procedure to receive and reply incoming group calls.

Procedure:

1. Using indication on tabs and/or visible talkgroup tiles, identify the receiving talkgroup. For details, see Voice Calls Indication on page 30.

2. Select the tab where you have the receiving talkgroup.

3. (Optional) To hear the voice clearly, perform the following actions:

    a. Click the tile name to select it.

    b. In the **Volume Control** panel, move the Select Speaker slider to change the volume.

4. Reply the call with Instant Transmit or General Transmit. For details, see Initiating Group Calls on page 31.

> **Notice:**
>
> At some configurations you will be unable to reply until the incoming transmission completes and the incoming call indication disappears from the tile.

5. Repeat the previous step to reply multiple times.

3.2.5 Receiving & Replying Private Calls

Follow the procedure to receive and reply the private call.

Procedure:

1. Using indication on tabs and/or visible talkgroup tiles, identify the tab where the Private Call tile is available. For details, see Voice Calls Indication on page 30.

2. Select the tab where the Private Call tile is placed.

3. Accept or reject the call:

To accept the call,	press and then instantly release the **PTT** ⠿ button.
To accept the call when the Private Call tile is selected,	press and then instantly release one of the following controls: • **General Transmit** 🎤 button in the Toolbar or the tab. • PTT button on the desktop microphone. • Right pedal of the footswitch.
To reject the call,	click **Reject** ✕ at the bottom of the **PTT** ⠿ button.

4. When the incoming call indication appears on the control, listen to it from the corresponding speaker.

5. (Optional) To hear the incoming voice clearly, perform the following actions:

   a. Click the tile name to select it.

Important:

You cannot select the Private Call tile if the multiselect group is active in Dispatch Position.

   b. In the **Volume Control** panel, move the Select Speaker slider to change the volume.

6. Initiate call reply:

   a. Select the transmit type:

To reply with Instant Transmit,	press and hold **PTT** ⠿ on the tile.
To reply with General Transmit,	perform the following actions: 1. Click the tile name to select it. 2. Press and hold one of the following controls: • **General Transmit** 🎤 button on the Toolbar or in the tab.

	• PTT button on the desktop microphone.
	• Right pedal of the footswitch.

Notice:

At some configurations, you will be unable to reply until the incoming transmission completes and the incoming call indication disappears from the tile.

Notice:

In full-duplex mode you are able to hear incoming voice during the call reply.

    b.   When the outgoing call indication appears on the tile, speak to the microphone.

    c.   Release the PTT control to end the transmission.

7.   Repeat the previous step to reply multiple times.

8.   To end the call, perform one of the following actions:

If the **Cancel** ✕ button is available on the **PTT** ⋮ button,	click **Cancel** ✕ .
If the **Cancel** ✕ button is unavailable,	stop transmitting.

3.2.6 **Initiating Private Calls**

Follow the procedure to initiate Private Call.

Prerequisites:

1.   Access the Private Call tile (must be available in one of your tabs).

2.   Select the voice call mode:

To initiate the half-duplex call,	click the HD/FD Switch until it appears as **HDX**.
To initiate the full-duplex call,	click the HD/FD Switch until it appears as **FDX**.

3. Select the radio:

   a. If the expansion panel of the tile is hidden, right-click the tile name.
      Expansion panel appears.

   b. In the expansion panel, switch to the **Subscriber Aliases** panel.
      List of radio users appears.

(3.a) Right-click to show expansion panel

(2) Click to change the mode

(4) Click to request a call

(3.c) Search radio by name

(3.c) Click the required radio

(3.b) Switch to the required panel
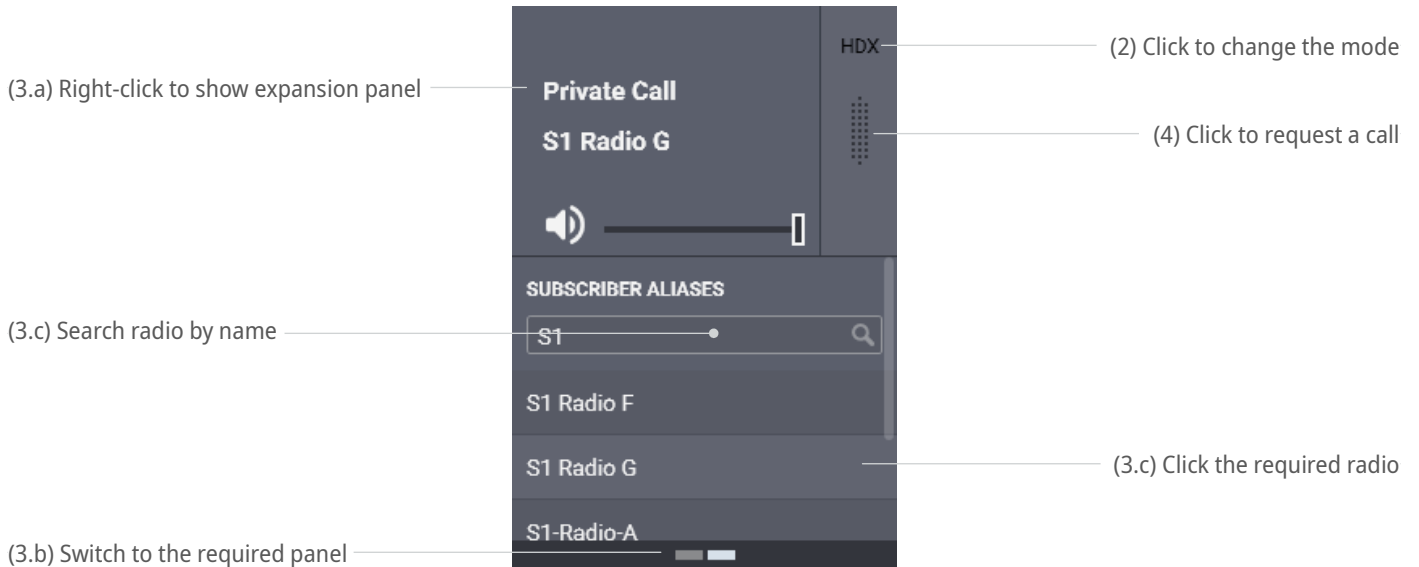
Figure 23: Using Private Call Tile

   c. In the panel that appears, find the required radio user. Then click its name.
      Radio user name appears next to the tile name.

Notice:

Ignore the voice logger name that appears in the contact list. For details, contact your administrator.

4. On the tile, click **PTT** ⬚ to send the call request.

5. (Optional) Click the tile name to select it.

Important:

You cannot make the Private Call tile selected if you have an active multiselect group.

Postrequisites:

Perform the regular private communication. For details, see

3.3 Emergency

Emergency is the situation that requires immediate attention and urgent resolution. Radio users send emergency signals and initiate emergency calls to attract another user's attention. Both emergency signals and emergency calls trigger emergency alarms in Dispatch Position.

Working with emergency includes the confirmation (acknowledgment) action. Each emergency can be confirmed once. If Dispatch Position user confirms an emergency, other users will see it confirmed.

After users resolve emergency, Dispatch Position user clears it (removes the emergency entry).

3.3.1 Emergency Alarms Indication

Dispatch Position provides intense visual and audible indication for emergency. Indication on emergency alarm and emergency call is practically identical.

Figure 24: Emergency Alarms and Calls Indication

Visual indication appears in the following places:

- On the **Emergency** ⚠ button and the **Emergency** panel.

- On the tile, in its emergency panel and the **Call Log** panel.

- On the name of the tab where the corresponding talkgroup is placed (except the current tab).

- In the **Activity Log** panel.

Outline flashes on the button until users confirm all emergency alarms. Outline flashes on the tile until users confirm all its emergency alarms. After this, its starts glowing continuously until user clears all emergency alarms.
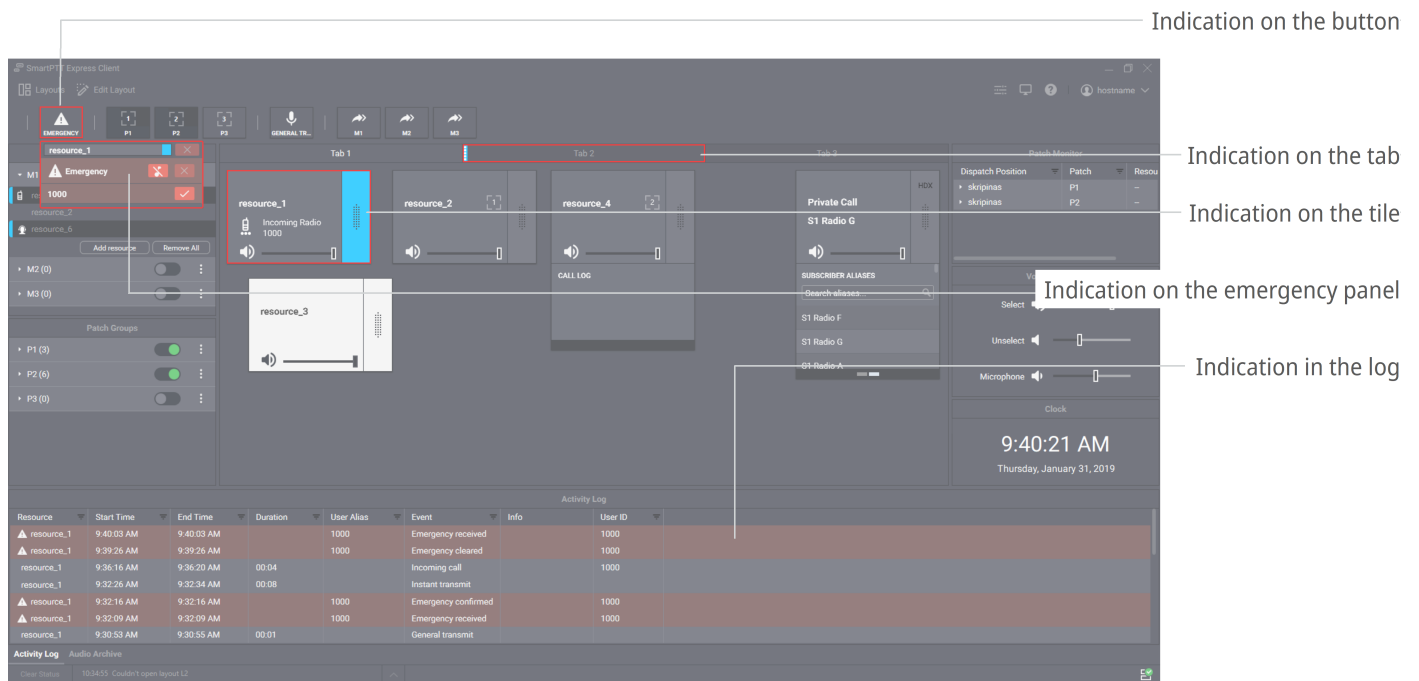
Audible indication works in the following way:

- Emergency alert tone starts playing until the user clicks the **Tone Suppression** ✕ button or confirms all emergency alarms.

> **Notice:**
> At some SmartPTT Express Server configurations, emergency calls will not trigger the tone playback. In contrast to this, emergency alarms always trigger the tone playback.

- Talkgroup volume is maximized.

When emergency is cleared from the talkgroup, its volume level is restored.

3.3.2 Processing Emergency

Follow the procedure to process emergency signals from radio users.

Procedure:

1. Access the required emergency:

To view all active emergencies,	click **Emergency** ⚠ in the Toolbar or in the tab.
To view emergency in the tab,	Perform the following actions: 1. Select the tab with emergency indication. 2. In the tab, right-click the tile with emergency indication to show its emergency panel.

2. If required and if available, click **Tone Suppression** ✕ to turn off the emergency alert tone playback.

3. On the emergency panel, click **Confirm** ✓ next to the user. Then perform all the required actions to resolve emergency.

4. When all emergencies associated with the talkgroup are confirmed and resolved, click **Clear** ✕ to remove emergency entries.

3.4 Multiple Selection

At multiple selection, multiple group calls are heard from Select Speaker. Tiles of the talkgroups that belong to the active multiselect group appear selected, and they are available for simultaneous calls.

3.4.1 Editing & Activating Multiselect Groups

Follow the procedure to edit the multiselect group content and activate the group.

Prerequisites:

Ensure that the **Multiselect Groups** panel is available to you.

Procedure:

1. In the **Multiselect Groups** panel, expand the required group.

2. On the expanded group control, click **Activate** ◖● to activate the group.
   Multiselect group becomes editable.
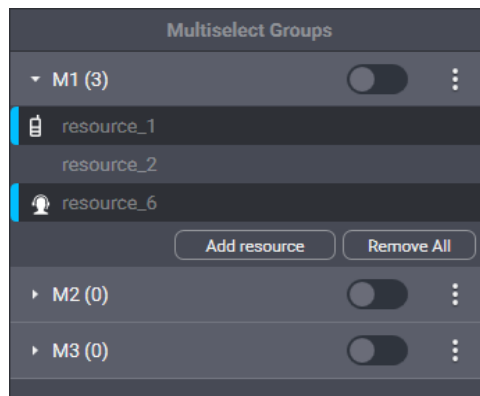
Figure 25: Multiselect Group Modification

3. Edit the expanded group:

To add a talkgroup to the multiselect group from the panel,	perform the following actions: 1. Click the **Add resource** button. List of talkgroups appear instead of the button. 2. From the list, select the required group.
To add a talkgroup to the multiselect group from the tab,	click the tile name.
To delete talkgroups from the multiselect group,	click **Remove** × on the right of the talkgroup.
To delete all talkgroups from the multiselect group,	click **Remove all**.

4. Repeat the previous step to continue editing the group.

5. (Optional) Click **Deactivate** ●◗ to deactivate the group.

Postrequisites:

Repeat the procedure to edit another multiselect groups.

3.4.2 Initiating APB Transmit

Follow the procedure to perform All-Points Bulletin (APB) Transmit.

> **Notice:**
>
> You do not require to activate the multiselect group for APB Transmit.

Prerequisites:

Edit the multiselect group. For details, see Editing & Activating Multiselect Groups on page 38.

Procedure:

1. Initiate the first transmission:

To initiate a call from the **Multiselect Groups** panel,	click the multiselect group name or any talkgroup in the group list.
To initiate a call with the button on the Toolbar or in the tab,	press and hold **APB Transmit** ⤳ .
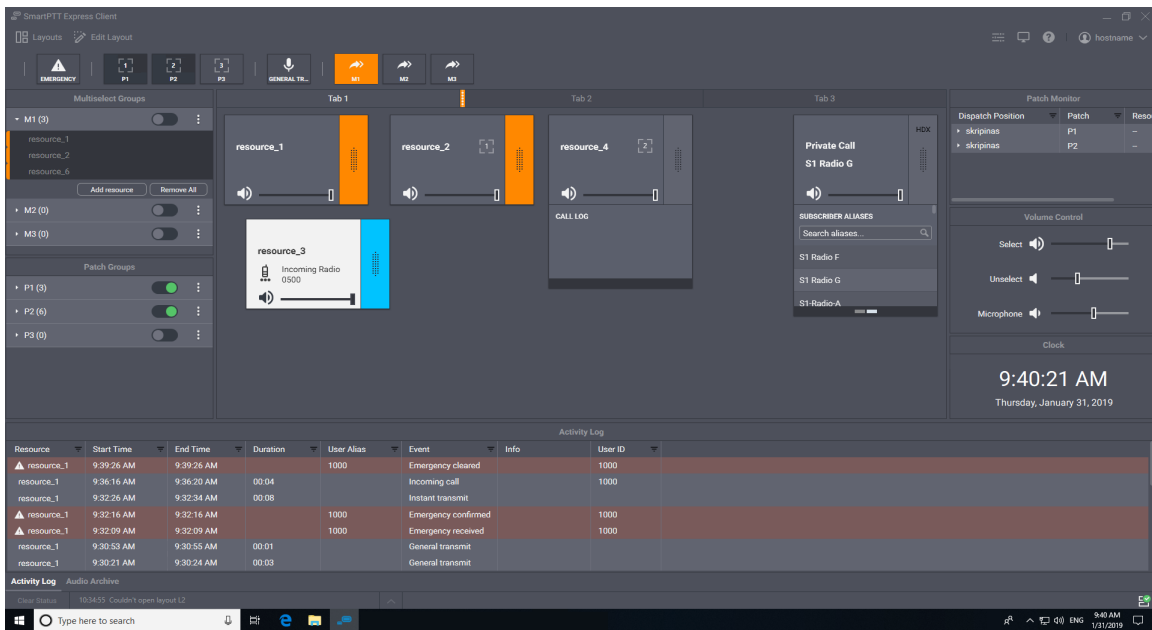
Figure 26: APB Transmit Indication

2. When the outgoing call indication appears, speak to the microphone. For details, see Voice Calls Indication on page 30.

3. Release the control you are keeping pressed to end the transmission.

Prerequisites:

Repeat the procedure to perform APB Transmit again.

3.5 Patching

Patching is the organization of user-operated temporary groups that consist of multiple talkgroups. These talk-groups receive each other group calls. Receiving calls can be implemented in two ways:

- For all talkgroups, ID or name of the original call initiator is provided.

- ID or name of the original call initiator is provided to the target talkgroup only. For other (routed) group calls, ID or name of the Dispatch Position user is provided.

Exact settings depend on the DIMETRA Express configuration and cannot be altered..

3.5.1 Editing & Activating Patch Groups

Follow the procedure to edit the patch group and, if required, activate it.

Prerequisites:

Ensure that the **Patch Groups** panel is available to you.

Procedure:

1. In Dispatch Position, in the **Patch Groups** panel, click **More** ⋮ next to the required patch group name. Then click **Edit**.
   Patch group enters the edit mode and expands automatically.
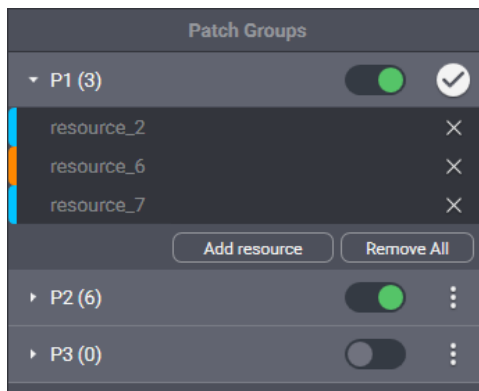
Figure 27: Patch Group Editing

2. Edit the group:

To add a talkgroup to the patch group,	perform the following actions:
	1. Click the **Add resource** button.

	List of talkgroups appear instead of the button.
	2. From the list, select the required talkgroup.
To delete talkgroups from the patch group,	click **Remove** ✕ on the right of the talkgroup.
To delete all talkgroups from the patch group,	click **Remove all**.

3. Repeat the previous step to continue editing the group.

4. When the editing is complete, click **Apply** ✔ to apply changes and exit the edit mode.

5. (Optional) In the entry, click **Activate** ⬤ to activate the group.

Postrequisites:

Repeat the procedure to edit another patch group.

3.5.2 Monitoring Patch Groups

Follow the procedure to view patch groups activated in all dispatch consoles and deactivate patch groups (if required).

Prerequisites:

- Log on to the Dispatch Position as a supervisor or administrator.

- If required, add the **Patch Monitor** panel. For details, see Showing Toolbar & Function Panels on page 19.

Procedure:

1. In Dispatch Position, in the **Patch Monitor** panel, find the required console or patch group. Use filters in the Dispatch Position and/or Patch columns. For details, see Filtering & Sorting Entries on page 42.

2. In the required entry, in the **Dispatch Position** column, click **Expand** ▶ .
   List of talkgroups appears in the **Resources** column.

Figure 28: Patch Groups Monitoring

3. In the **Resources** column, view talkgroups added to the patch group. Use filters if required. For details, see Filtering & Sorting Entries on page 42.

4. (Optional) In the **Dispatch Position** column, next to the console name, click **Knock Down** to deactivate the group.

Postrequisites:

Repeat the procedure for other patch groups if required.

3.6 Events & Voice Records

SmartPTT Express provides information on recent events occurred in the radio network. It does not show information on radio commands which are not supported in Dispatch Position.

3.6.1 Filtering & Sorting Entries

Follow the procedure to use filters in Dispatch Position. The procedure is primarily aimed at the work with the **Activity Log** and **Audio Archive** panels. It can be applied to the information in the **Patch Monitor** panel.

Prerequisites:

Ensure that the required panel is available to you.

Procedure:

1. In the panel, in the required column, click **Filter** ☰ .

2. Depending on the column name, perform the following actions:

If you click **Filter** ☰ in the **Resource** column of the **Activity Log** panel,	perform one of the following actions: • In the filter list, click ◉ **Selected Resources** to filter entries related to the currently selected tiles. • In the filter list, click ◉ **Unselected Resources** to filter entries related to the currently unselected tiles.
If you click **Filter** ☰ in the **Start Time** or **End Time** column,	configure the filter. For details, see Using Time Filters on page 43.
If you click **Filter** ☰ in the **Event** column,	in the filter list, click the required event type.
If you click **Filter** ☰ in the **Emergency** column,	perform one of the following actions: • In the filter list, click ◉ **Emergency** to show

	emergency records only.
	• In the filter list, click ⊙ **Not An Emergency** to shown non-emergency records only.
If you click **Filter** ▽ in another column or you would like to use free-text filter,	perform the following actions: 1. In the expanded filter list, click ⊙ **Filter by keywords**. 2. In the text field, enter the text.

3. (Optional) Sort entries in the table by performing one of the following actions

To sort entries ascending,	click the heading of the corresponding column until the **Ascending** ↑ icon appears next to its name.
To sort entries descending,	click the heading of the corresponding column until the **Descending** ↓ icon appears next to its name.
To restore default sorting,	click the heading of the corresponding column until any icon disappears.

4. (Optional) Turn off filter in the column:

    a. In the required column, click **Filter** ▽ .

    b. In the expanded list, click ⊙ **None**.

3.6.2 Using Time Filters

Follow the procedure to learn how to use time-related filters. This includes filters by the **Start Time** and **End Time** columns.

Procedure:

1. In the required column of the panel, click **Filter** ▽ .
   Time filters appear.
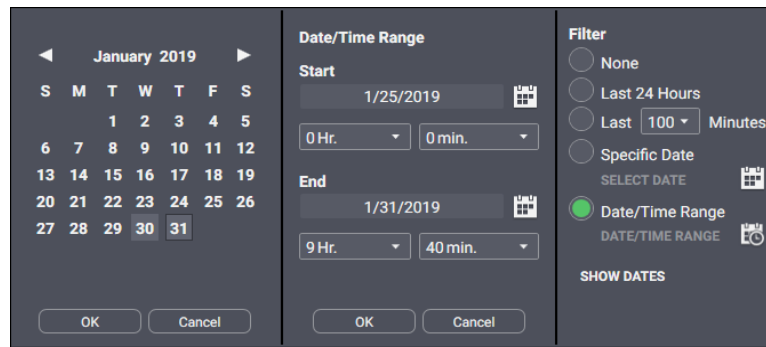
Figure 29: Time Filter Configuration

2. (Optional) Click **Show Dates** to show date in the column.

3. Configure one of the required time filters:

To filter events/records occurred within the last 24 hours,	click ◉ **Last 24 Hours**.
To filter events/records occurred recently,	perform the following actions: 1. Click ◉ **Last # minutes**. 2. From the list, select the required value in minutes.
To filter events/records occurred in the specific date,	perform the following actions: 1. Click ◉ **Specific Date**. 2. Click **Calendar** ▦ next to ◉ **Specific Date**. Calendar widget appears. 3. In the Calendar Widget, select the required date. Then click **OK**. Configured date occurs next to ◉ **Specific Date**.

To filter events/records occurred within the specific time and date range,	perform the following actions:
	
	 1. Click ◉ **Date/Time Range**.
	
	 2. Click **Ranges** ▦ next to ◉ **Date/Time Range**. The **Date/Time Range** widget appears.
	
	 3. In the **Start** area, configure the start time:
	
	   a. In the area, click **Calendar** ▦ . The Calendar Widget appears.
	
	   b. In the Calendar Widget, select the required date. Then click **OK**.

c. From the **# Hr.** list, select start time hours.

d. From the **# min.** list, select start time minutes.

4. Repeat the previous step in the **End** area.

5. Click **OK** to apply changes.

3.6.3 Using Audio Archive
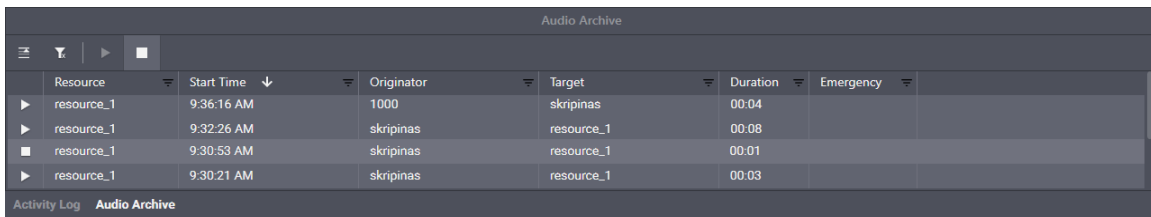
Follow the procedure to view and play the required audio records.

Prerequisites:

Ensure that you have the **Audio Archive** panel at the bottom of the main window.

Procedure:

1. In Dispatch Position, in the bottom part of the main window, click **Audio Archive**.
   List of records appear.

Figure 30: Voice Records View and Playback

2. Filter and sort records as required. For details, see

3. Scroll up or down to load information about more records.

4. (Optional) Click **Newest** ≣ to load the new records and select the newest one.

5. Play the required record:

To play the record visible on the screen,	in the entry, click **Play** ▶ in the leftmost column.
To play the selected record,	perform the following actions: 1. In the table, click the record. 2. in the top part of the panel, click **Play** ▶ .

6. To stop the record playback, click **Stop** ■ in the top part of the panel or in the leftmost column of the entry.

Postrequisites:

To remove filters, in the top part of the panel, click **Clear All Filters** ▼ₓ .

3.6.4 Individual Call Log

Talkgroup and Private Call tiles have individual **Call Log** panels. They are available in the expansion panel of the tile. To show it, users must right-click the tile name or its surrounding area. For some tiles, users will be unable to hide expansion panels.
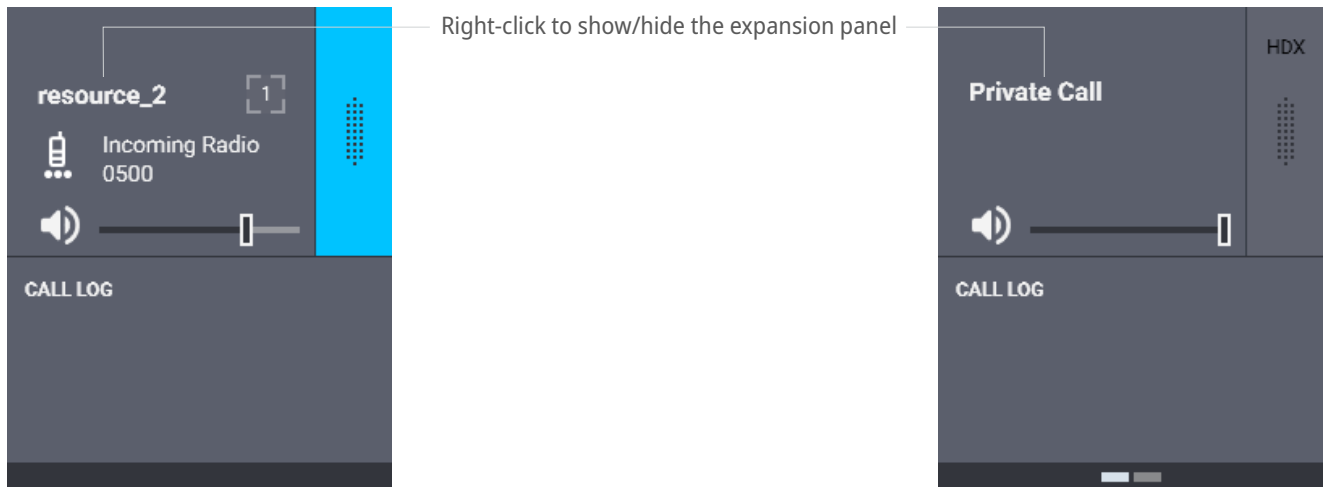
Figure 31: Talkgroup and Private Call Logs

The **Call Log** panel provides information on recent call type, call parties, call time and date. For emergency calls, the dedicated indication is provided.

Appendix A. Dispatch Position User Interface

The appendix describes user interface elements available in Dispatch Position.

A.1 Title Bar & Header

Top part of the Dispatch Position main window includes standard Windows title bar and application header.
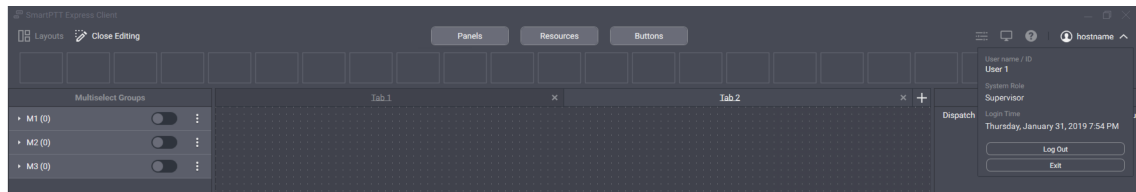
Figure 32: Title Bar & Header

The title bar provides the standard Windows controls and indicators:

- Program name and logo

- Minimize button (–)

- Maximize button (⧉)

- Close button (×)

Header provides the following controls and indicators:

Layouts
The button opens the **Layouts** window. For details, see Layouts Window on page 69.

Edit Layout / Close Editing
The button turns on and off the edit mode in Dispatch Position. In the mode, users are able to created and edit tabs, talkgroups, panels, buttons and more. For details, see Layout Configuration on page 12.

Dispatch Position Settings
The button opens the **Dispatch Position Settings** window. For details, see Dispatch Position Settings Window on page 67.

Layout Settings
The button opens the **Layout Settings** window. For details, see Layout Settings Window on page 70.

About
The button opens the **About** window. For details, see About Window on page 75.

{Host name}
The expandable control shows the host name of the current dispatch console. When expanded, provides

the current session information and the session control buttons. For details, see Session Information on page 48.

In the edit mode (when user clicks ✎ **Edit Layout**), the following buttons become available in the center of the Header:

Panels

The button opens the **Panels** window. For details, see Panels Window on page 49.

Resources

The button opens the **Resources** window. For details, see Resources Window on page 56.

Buttons

The button opens the **Buttons** window. For details, see Buttons Window on page 64.

A.1.1 Session Information

Session information is available when user clicks ☺ **{Host name}** in the right part of the Header. Information includes user login, user role, and login time and date. For details on user roles, see Glossary on page 78.

In the expanded ☺ **{Host name}** control, the following buttons are available:

Log out

The button initiates user logoff process. It shows the confirmation dialog. If user confirms the logoff, all the unsaved changes are canceled and the login window appears.

Exit

The button initiates exiting Dispatch Position. It shows the confirmation dialog. If user confirms exiting, all unsaved changes are canceled, user is logged off, and Dispatch Position is closed.

A.2 Toolbar

Toolbar is a one-line placeholder for software buttons. It appears after the Header. It can be turned on and off in the Panels window. For details, see Panels Window on page 49.

For the list of buttons that can be placed on the Toolbar, see Buttons Window on page 64.

A.3 Tabs

The tab is a placeholder for talkgroup tiles, Private Call tiles, and software buttons. Each tab may include only one instance of each tile and button.

Tabs appear in the space surrounded by Header, Toolbar, panels and Status Line. Each tab has a unique name.

In edit mode, users are able to add, rename, and delete tabs. To add a new tab, they must click **Add** + next to the rightmost tab name and enter the name of a new tab. To delete a tab, users must click **Delete** × next to the required tab name.

> **Notice:**
> You cannot reorder tabs in SmartPTT Express.

A.4 Panels Window

The window provides the list of function panels that advance and facilitate the calling.
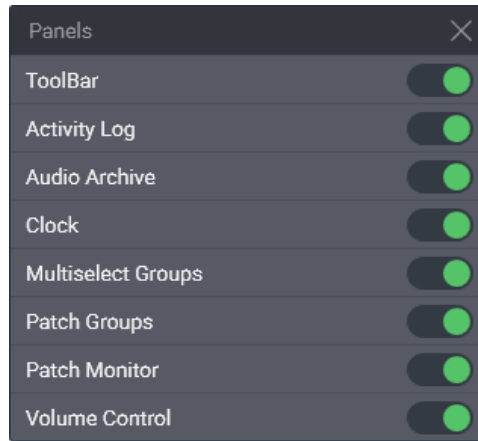
Figure 33: SmartPTT Express Panels

In addition to panels, the Toolbar is turned on and off from the window. By default, all panels are turned off.

A.4.1 Activity Log Panel

The panel shows recent events occurred in Dispatch Position.

Figure 34: Activity Log Panel

Panel provides the table that consists of the following columns:

Resource

The column provides the name of the tile that is associated with the event.

Start Time

The column provides the time of the event occurrence using the long time format in the operating system. User is able to turn on and off the date appearance in the column.

End Time

The column provides the time when the call is ended. For non-call events (for example, patch group activation) it provides the same time as in the **Start Time** column.

Duration

The column provides the total duration of the call. For non-call events it provides the start time instead of the duratio remains empty for non-call events.

User Alias

The column provides name of the user who initiated the call or sent an emergency signal.

Event

The column provides event type information.

Info

The column provides the supplemental information on the event.
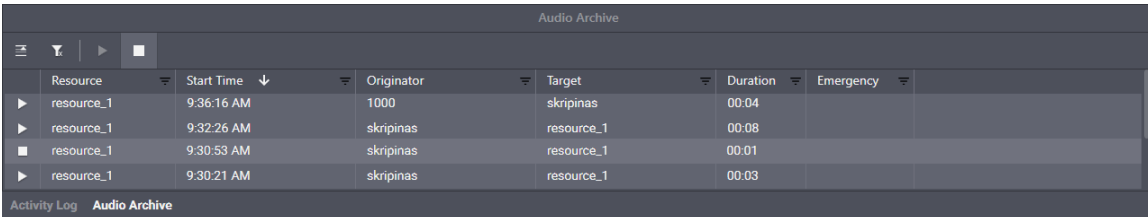
User ID

The column provides Radio ID of the user who initiated the call or sent an emergency signal.

On the right of the column name, the **Filter** button ($\equiv$) is available. When user clicks the button, the corresponding filter panel appears.

A.4.2 Audio Archive Panel

The panel shows recorded voice calls and allows operators to replay them.

Figure 35: Audio Archive Panel

Panel provides the table with recorded voice transmissions and a bar with controls. The bar includes the following controls:

Newest ≣

The button initiates request to the record storage for new records. When records are loaded, the button scrolls table entries up or down (depending on the sorting parameters) and selects the newest record.

Clear All Filters ▼ₓ

The button cancels all the filter parameters.

Play ▶

The button starts playing the currently selected record. The selected record has the different highlighting in the table. If the selected record is already played, the button is unavailable.

Stop ▪

 The button stops playing the currently selected record. If the selected record is not played, the button is unavailable.

The table consists on the following columns:

Play/Stop

 The unnamed column provides the **Play** ▶ and **Stop** ▪ buttons for entries. The buttons appear only when the transmission is ended and it is not limited with license. Otherwise, no buttons will appear in the table.

Resource

 The column provides the tile (resource) name that was used to perform the transmission. For group calls, the talkgroup name appears. For private calls, name of the Private Call tile appears.

Start Time

 The column provides the time when the transmission is started. By default, only the time appears. User is able to turn on the date from the filtering panel of the column.

Originator

 The column provides an information on the call initiator. If the call is initiated by a radio user, his/her name appears in the column. If the call is initiated by the current user, his/her console dispatch position name or host name appears. If the call is initiated by another Dispatch Position user, his/her dispatch position name or host name appears. If the call is retransmitted to a member of the active patch group, radio user name, or dispatch position / host name of the patch group owner appears.

Target

 The column provides an information on the call target. For group calls, name of the talkgroup appears in the column. For private calls, name of the radio user appears in the column.

Duration

 The column provides the duration of the voice record, not the duration of the transmission. The duration is set by DIMETRA and cannot be effected by SmartPTT Express.

Emergency

 The column provides information if the voice record is related to the emergency call or not.

A.4.3 Clock Panel

The panel shows the current date and time using long date and long time formats in the operating system.
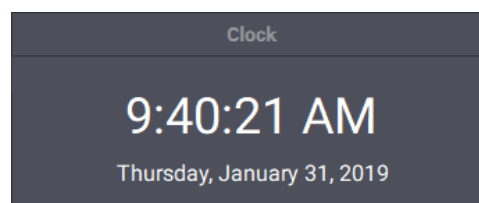
Figure 36: Clock Panel

To change the font size of the date and time, edit the corresponding layout settings. For details, see Clock Tab on page 72.

A.4.4 Multiselect Groups Panel

The panel shows available multiselect groups and provides controls to edit and manage them. No more than three multiselect groups are available in the panel.

Figure 37: Multiselect Groups Panel

For each multiselect group, which name and number of talkgroups is available in the panel, the following controls and indicators are available:

Expand/collapse button

The button sets the expanded or collapsed view of the entry. If user clicks **Expand** ▶ , he/she views talkgroups added to the multiselect group. If user clicks **Collapse** ▼ , he/she hides talkgroups.

Activate (⬤◯) / Deactivate (◯⬤) buttons

Buttons indicate the multiselect group state and allow users to change it. If user clicks **Activate** ⬤◯ , he/she activates the group, selects multiple talkgroups in Dispatch Position, enters it into the edit mode, and deactivates other multiselect groups in Dispatch Position. If user clicks **Deactivate** ◯⬤ , he/she unselects talkgroups and makes the multiselect group non-editable.

APB Transmit Control

To initiate APB Transmit from the panel, user may press and hold the space between the multiselect group name and the Activate/Deactivate buttons, or the list of talkgroups under the expanded multiselect group. The same action can be performed by the **APB Transmit** button. For details, see All-Points Bulletin (APB) Transmit Button on page 65.

Added talkgroups

If user expands the multiselect group, he/she views names of talkgroups added to the group.

Call indicator

Indicator shows if the active group call is in Dispatch Position. If indicator is blue, user receives the group call initiated by a radio user, group call initiated by another Dispatch Position user, or emergency call. If indicator is orange, user performs a call to the talkgroup.

Add resource button

The button is available only if user activates the multiselect group. When user clicks it, a list of talkgroups appears. User is able to select the talkgroup to add it to the multiselect group. Maximum number of talkgroups in the group is **16**.

Notice:

Required talkgroups must be available on Dispatch Position tabs. Otherwise, user will be unable to add them.

Remove all button

The button is available only if user activates the multiselect group. When user clicks it, all talkgroups are removed from the multiselect group. User is unable to cancel the action, only to reopen the layout where the original multiselect group content is saved.

Remove button (✕)

The button is available only if user activates the multiselect group. When user clicks it, the corresponding talkgroup is removed from the multiselect group.

A.4.5 Patch Groups Panel

The panel shows available patch groups and provides controls to edit and manage them. No more than three patch groups are available in the panel.
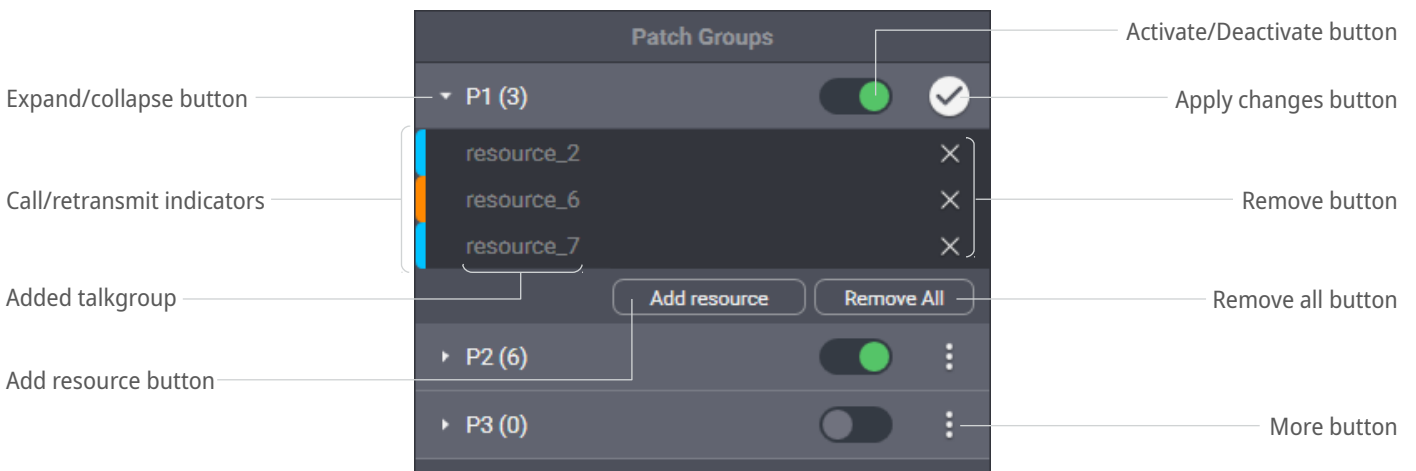
Figure 38: Patch Groups Panel

For each group, which name and number of included talkgroups is available in the panel, the following controls and indicators are available:

Expand/collapse button

The button sets the expanded or collapsed view of the entry. If user clicks **Expand** ▶ , he/she views talk-groups added to the patch group. If user clicks **Collapse** ▼ , he/she hides talkgroups.

Activate/Deactivate button

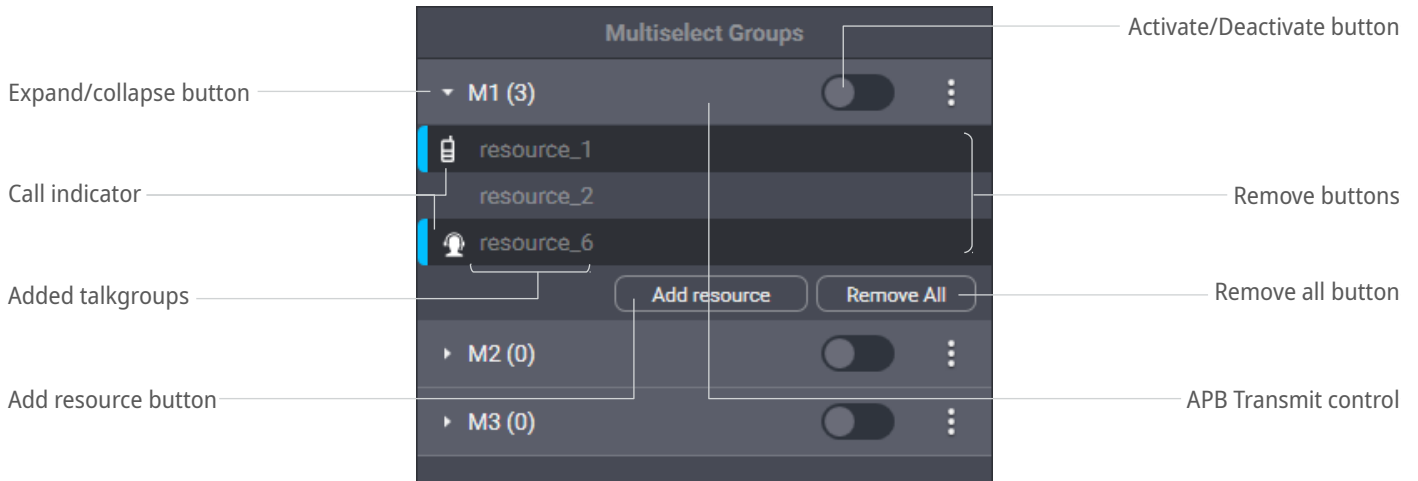The button activates or deactivates the patch group. If user clicks **Activate** ⬤◯ , he/she activates the group. If user clicks **Deactivate** ◉◯ , he/she turns off patching to other talkgroups. The same action can be performed using the **Patch Switch** button. For details, see Patch Switch Button on page 66.

Call/retransmit indicator

Indicator shows if the active group call is in Dispatch Position. If the patch group is active, the call is re-transmitted to other talkgroups on behalf of the Dispatch Position user or radio user. If the group is inac-tive, no retransmission occurs.

Added talkgroups

If user expands the group entry, he/she views names of talkgroups added to the group.

More button (⋮)

The button provides user with capability to edit the patch group. If user clicks **More** ⋮ and then selects the **Edit** option, he/she will be able to add talkgroups and remove them from the patch group.

Add resource button

The button is available only if user edits the patch group. When user clicks it, a list of talkgroups appears. User is able to select the talkgroup to add it to the patch group. Maximum number of talkgroups is **16**.

 Notice:

Required talkgroups must be available on Dispatch Position tabs. Otherwise, user will be unable to add them.

Remove all button

The button is available only if user edits the patch group. When user clicks it, all talkgroups are removed from the patch group. User is unable to cancel the action, only to reopen the layout where the original patch group content is saved.

Remove button (✕)

The button is available only if user edits the patch group. When user clicks it, the corresponding talkgroup is removed from the patch group.

Apply button (✔)

The button is available only if user edits the patch group. When user clicks it, patch group exits the edit mode.

A.4.6 Patch Monitor Panel

The panel shows active patch groups on all dispatch consoles of the SmartPTT Express and provides controls to manage them. The panel is available to supervisors and administrators only. If operator or privileged operator loads the layout, the panel will be hidden.

Figure 39: Patch Groups Panel

Panel provides the table that consists of the following columns:

Dispatch Position

The column provides host names of dispatch consoles where the patch group (single or multiple) is activate. If user expands a host name, the **Knock Down** button appears. By clicking the button, user deactivates the patch group, even if it is in another Dispatch Position.

Patch

The column provides names of active patch groups for the corresponding dispatch console. For every console, no more that three patch groups may appear.

Resources

The column provides name of talkgroups included in the corresponding patch groups. For every patch group, no more that 16 talkgroups may appear.

On the right of the column name, the **Filter** button ( ) is available. When user clicks the button, the corresponding filter panel appears.

A.4.7 Volume Control Panel

The panel provides volume sliders for Select Speaker, Unselect Speaker, and microphone devices. For details, see Audio Devices Tab on page 67.
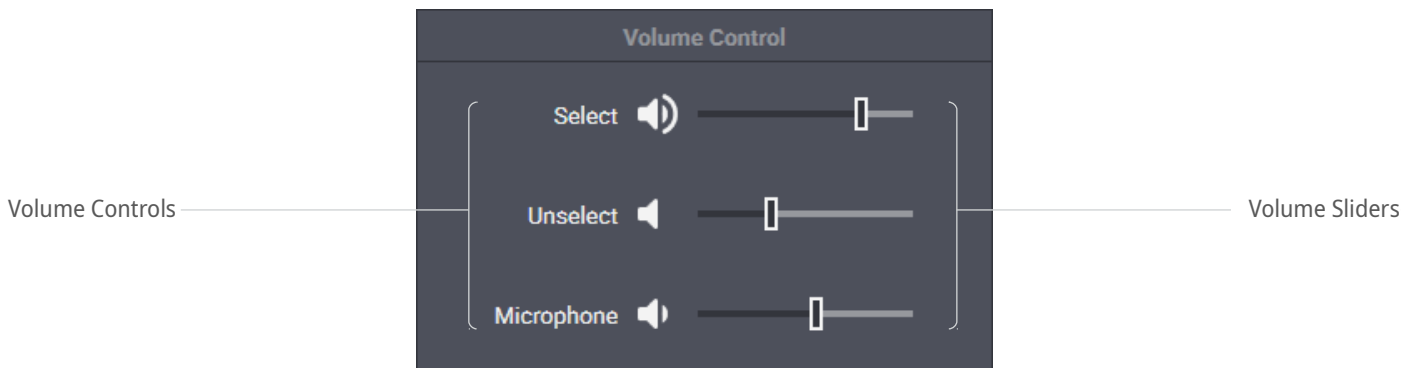
Figure 40: Volume Control Panel

In the panel, the following controls and indicators are available:

Volume Control

Minimizes the speaker volume or restores its previous volume level. Minimization means the volume decrease down to the predefined level. For details, see Audio Devices Tab on page 67. The control indicates the current volume using the High Volume (🔊), Medium Volume (🔉), Low Volume (🔈), and Muted (🔇) icons.

Volume Sliders

Manages the volume of the corresponding audio device. Slider range can be limited in the audio device settings. For details, see Audio Devices Tab on page 67.

A.5 Resources Window

The window provides talkgroup and Private Call tiles available for adding. The tiles distributed between the **Talkgroups** tab and the **Private Call** tab.
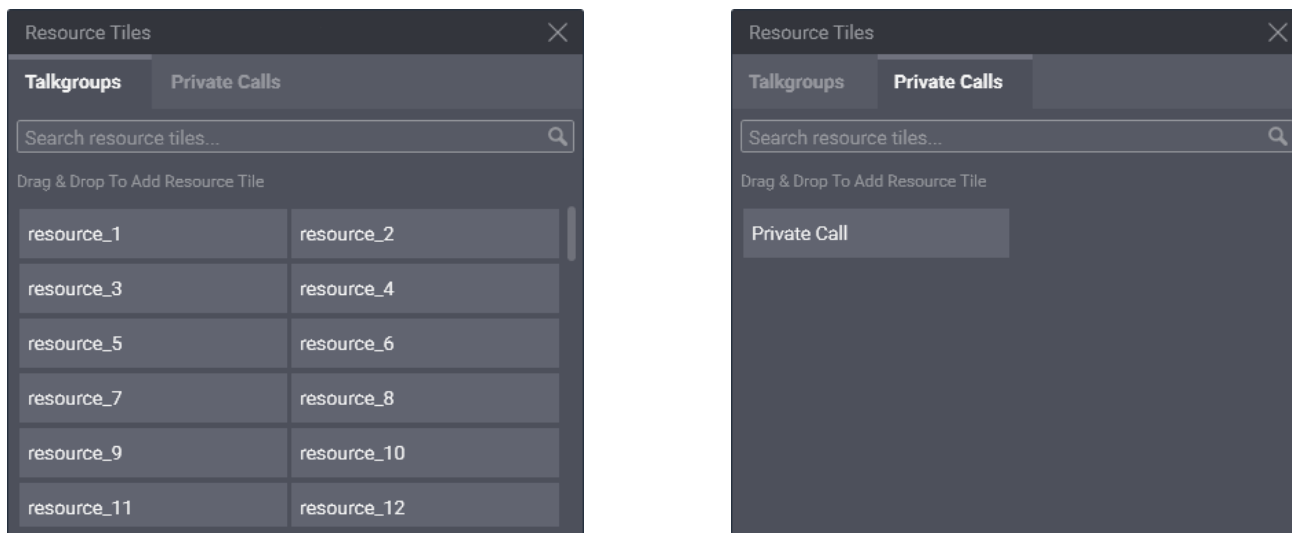
Figure 41: Available Talkgroups & Private Call

Talkgroups Tab

The tab provides DIMETRA talkgroups that can be dragged to the currently selected tab. You can drag only one talkgroup at a time.

The tab provides the search field, that filters talkgroups in real time. User input must be a part of the talkgroup name.

Private Call Tab

The tab provides the single Private Call entry (see Figure 41) that can be dragged to the currently selected tab.

A.5.1 Talkgroup Tiles

The talkgroup tile represents DIMETRA talkgroup that is available to call for user. When added to the tab, user is automatically assigns to the talkgroup and becomes able to receive and initiate the corresponding group calls. He/she is also able to select talkgroups, add them to the multiselect groups (if available) and patch groups (if available).

Figure 42: Talkgroup Tile: Unselected (left), Selected (middle), in Edit Mode (right)

Controls & Indicators

Tile-only controls and indicators are available in Figure 43.
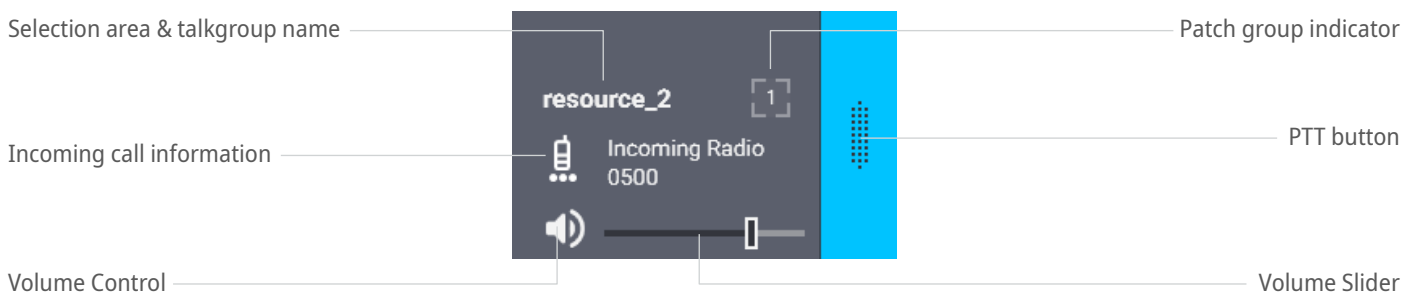
Figure 43: Talkgroup Tile Structure

Controls and indicators are the following:

Selection area

The area contains the talkgroup name. User must click the name to select the tile. If user right-clicks the tile name, the expansion panel appears.

Incoming call information

When the group call occurs in the radio network, user sees the icon that indicates the caller type. Caller can be a radio user ( ) and another Dispatch Position user ( ). Next to the icon, call type and user name appear.

Volume Control

Minimizes the volume of the group call or restores the previous volume level. Minimization here means the volume decrease down to the predefined level. For details, see [Talkgroup Settings Window](#) on page 60. The control indicates the current volume of the group call using the High Volume ( ), Medium Volume ( ), Low Volume ( ), and Muted ( ) icons.

Volume Slider

Manages the volume of the voice transmission. Slider range can be limited in the tile settings. For details, see [Talkgroup Settings Window](#) on page 60.

PTT button ( )

The button initiates outgoing group call as Instant Transmit. For details, see [Voice Transmission Types](#) on page 29.

Patch group indicator ( )

Indicator shows if the talkgroup is included in the active patch group. If indicator contains the number, the patch group is in the current dispatch console. If indicator does not contain a number, the talkgroup is included in the active patch group in another Dispatch Position.

In edit mode, the Edit Bar appears on the talkgroup tile that provides additional controls and indicators.

Settings Button ————————————————— Remove button
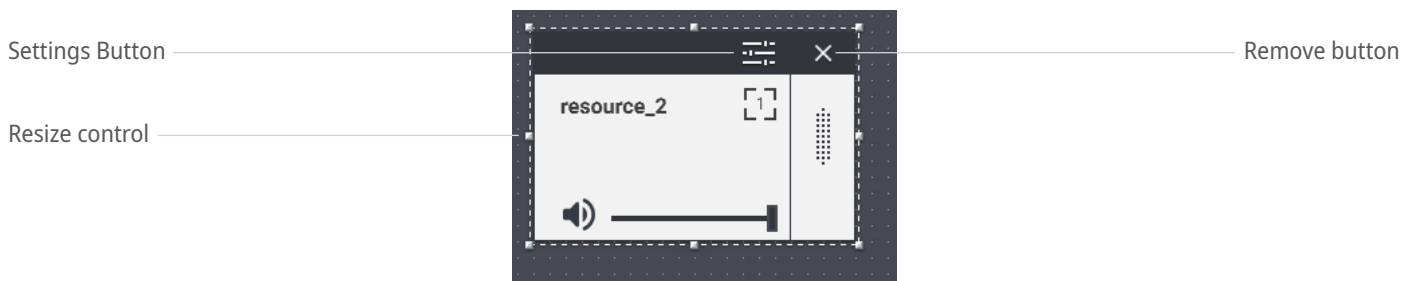
Resize control ————————————————

Figure 44: Edit Mode Controls on Tiles

Controls and indicators are the following:

Settings button ( )

The button opens the talkgroup settings window. For details, see [Talkgroup Settings Window](#) on page 60.

Resize control

Group of small-sized indicators show users where they must press and hold the tile to resize it.

Remove button (✕)

The button removes the tile from the current tab.

Emergency Panel

The panel is the part of the talkgroup expansion panel. It occurs on the tile when emergency alarm or emergency call is received from a radio user. It provides emergency signal information and controls to handle it.

Figure 45: Emergency Panel on Talkgroup Tile

Panel consists of a title area and emergency entries. Title area includes the following buttons:

Tone Suppression Button (⚒)

The button turns off the emergency alert tones until new emergency is received. Depending of the layout settings, the button can be available or unavailable. For details, see General Settings Tab on page 70.

Clear button (✕)

The button is available when all emergency signals are confirmed on the talkgroup. It deletes emergency entries from the panel, hides the emergency panel, and removes emergency indication from the talkgroup.

Each emergency entry provides the following controls and indicators:

Initiator name

Name of the radio user who sent emergency signal or initiated the emergency call.

Confirm Button (✓)

The button confirms that user has received the emergency signal. When user clicks the button, it is replaced with the similarly looking icon.

Call Log

The panel provides information about incoming and outgoing group calls, as well as emergency-related events.
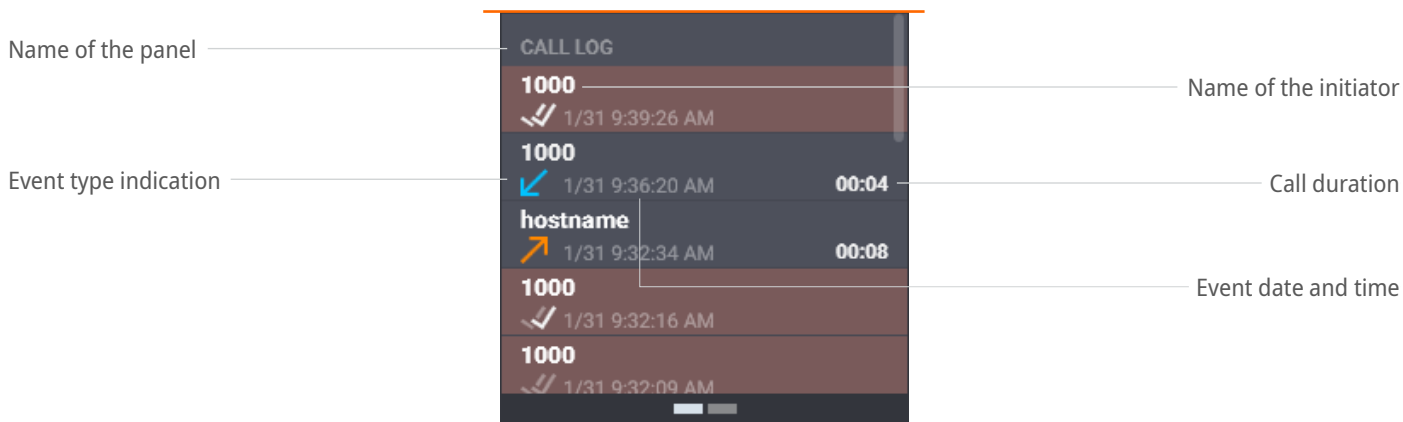
Figure 46: Talkgroup Call Log

Each entry provides the following information:

Name of the initiator

In the top left corner of the entry, name of the radio user (for incoming calls), or dispatch position name / host name (for calls initiated by Dispatch Position users) appears.

Event type indication

In the bottom left corner, event type appears as icons. For incoming calls, the Incoming Call icon (↙) appears. For outgoing calls, the Outgoing Call icon (↗) appears. For emergency alarms, the Emergency Receive icon (⫽) appears. For confirmed (acknowledged) emergency alarms, the Confirmed icon (⫽) appears. For each of the removed (cleared) emergency alarms, the Cleared icon (⫽) appears.

Call duration

For incoming and outgoing calls, the duration of each transmission appears next to the date and time.

Event date and time

The date and time appear next to the event type icon.

Emergency events has the different highlight color in the **Call Log** panel.

A.5.2 Talkgroup Settings Window

The window provides settings that are applicable to all the talkgroups with the same name in the layout.
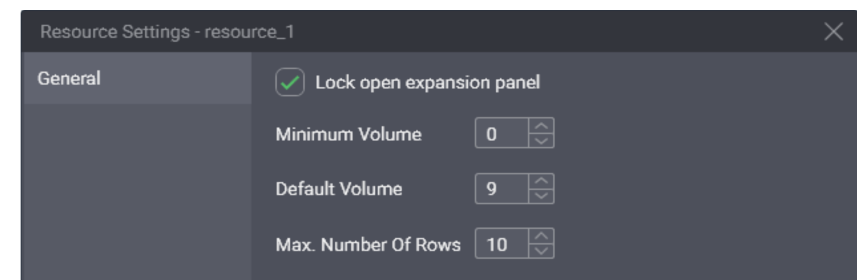
Figure 47: Talkgroup Settings

In the window, in the **General** tab, the following settings are available:

☑ **Lock open expansion panel**

    The check box manages the expansion panel appearance. If user selects the check box, expansion panel will always appear and it will be unavailable to hide. If user clears the check box, expansion panel can be hidden.

Minimum Volume

    In the field, user enters the minimum volume that can be applied to group calls. Ranges are the following: minimum is **0**; maximum is **9**; increment is **1**; default is **0**. If user enters **0** or leaves the default value, the volume will be completely muted.

Default volume

    In the field, user enters the default volume that is set to group calls when the corresponding tiles are added to the tab. Ranges are the following: minimum is **0**; maximum is **9**; increment is **1**; default is **9**.

Max. number of rows

    In the field, user enters the number of recent events to appear in the **Call Log** panel. Older events will be available to view in the **Activity Log** panel only. Ranges are the following: minimum is **1**; maximum is **100**; increment is **1**; default is **10**.

At the bottom of the window, the standard buttons are available. The **OK** button accepts changes, and the **Cancel** button cancels changes. Both buttons close the window.

A.5.3 Private Call Tile

The tile is used to receive, reply, and initiate private calls to radio users and other Dispatch Position users.

Figure 48: Private Call Tile: Unselected (left), Selected (middle), in Edit Mode (right)

The tile cannot be selected until multiselect group is deactivated in Dispatch Position.

Controls & Indicators

Tile-only controls and indicators are presented in Figure 49.

Figure 49: Private Call Tile Controls & Indicators

Controls and indicators are the following:

Selection area

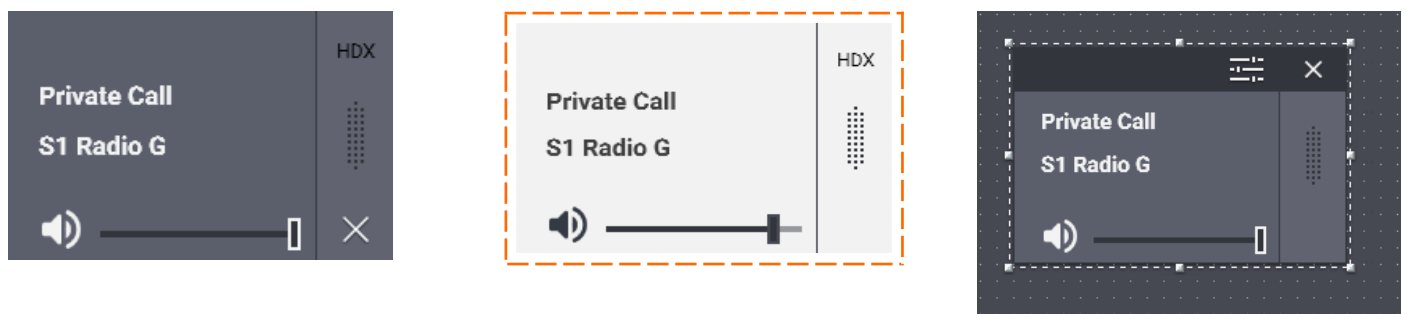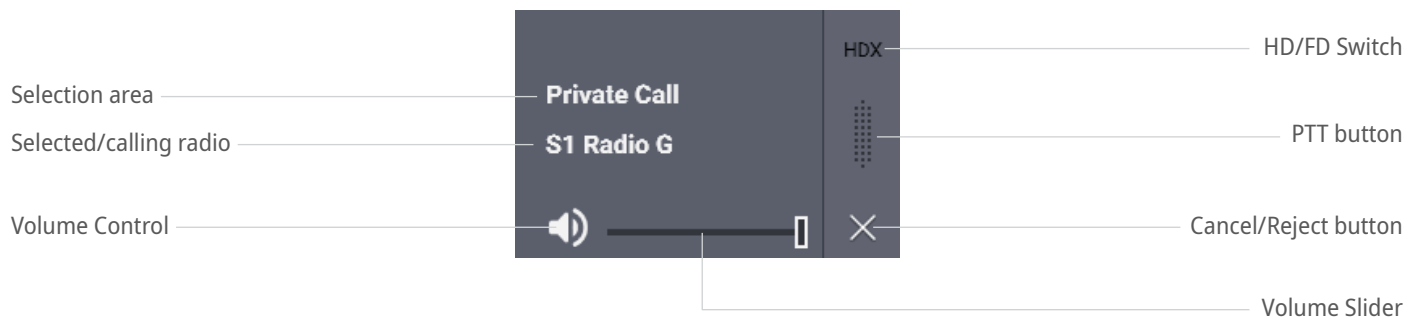The area contains the tile name. The area is used to select the Private Call tile and show/hide its expansion panel. To select the tile, user must click the tile in the area. To show/hide the expansion panel, user must right click the area. When an incoming private call occurs, calling radio name appears below the tile name.

Selected/calling radio

Name of the radio that performs incoming private call to the user or the radio selected by the user in the Subscriber Aliases panel.

Volume Control

Minimizes the volume of the private call or restores its previous volume level. Minimization here means the volume decrease down to the predefined level. For details, see Private Call Tile Settings Window on page 63. The control indicates the current volume of the group call using the High Volume (◀)), Medium Volume (◀), Low Volume (◀), and Muted (◀̸) icons.

Volume Slider

The slider manages the volume of the voice transmission. Slider range can be limited in the Private Call tile settings. For details, see Private Call Tile Settings Window on page 63.

Cancel/Reject button (×)

The button appears when user receives the private call request, participates in full-duplex call, or requests a private call. Clicking the button rejects the private call request, ends the current call, or cancels the outgoing call request.

PTT button (⋮)

The button confirms the acceptance for incoming private calls and performs Instant Transmit within the half-duplex and full-duplex calls.

HD/FD Switch

The button provides the capability to switch between half-duplex (**HDX**) and full-duplex (**FDX**) voice calls. In full-duplex mode, Dispatch Position user receives the continuous audio from the radio. His/her own audio is not sent to radio until the user presses **PTT**.

Controls, that appear in the edit mode on the Private Call tile are identical to those that appear on the talk-group tile. For details, see Talkgroup Tiles on page 57.

Expansion Panel: Call Log & Subscriber Aliases

Expansion panel of the Private Call tile consists of the **Call Log** and **Subscriber Aliases** panels. Users switches between them using buttons at the bottom of the expansion panel. The **Call Log** panel is identical to the Talk-group **Call Log** panel. For details, see Talkgroup Tiles on page 57.
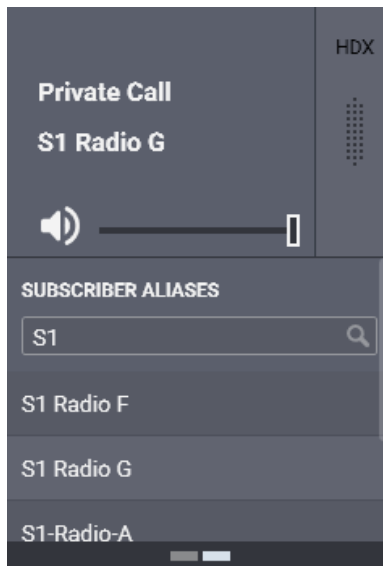
Figure 50: Subscriber Aliases Panel of the Private Call Tile

The **Subscriber Aliases** panel provides the following settings:

Search Field

The field provides users with capability to find the required radio by its name.

List of Radios

The list shows radios available to the user. It users radio names only. No IDs appear in the list.

A.5.4 Private Call Tile Settings Window

The window provides settings that are applicable to all Private Call tiles in different tabs.
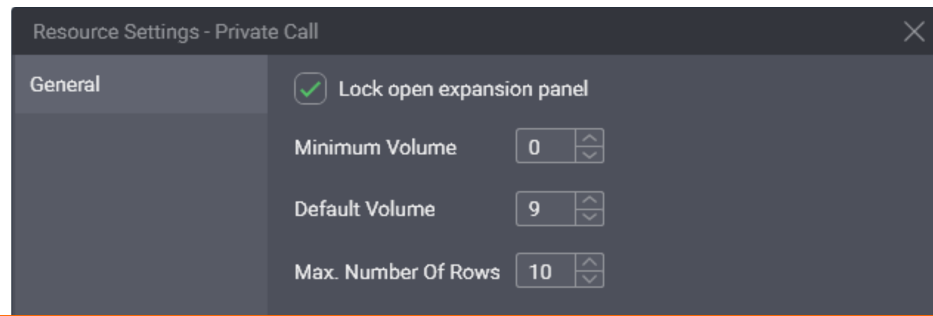
Figure 51: Private Call Settings

In the window, the following settings are available:

☑ **Lock open expansion panel**

The check box manages the expansion panel appearance. If user selects the check box, expansion panel will always appear and it will be unavailable to hide. If user clears the check box, expansion panel can be hidden.

Minimum Volume

In the field, user enters the minimum volume that can be applied to private calls. Ranges are the following: minimum is **0**; maximum is **9**; increment is **1**; default is **0**. If user enters **0** or leaves the default value, the volume will be completely muted.

Default volume

In the field, user enters the default volume that is set to private calls when the tile is added to the tab. Ranges are the following: minimum is **0**; maximum is **9**; increment is **1**; default is **9**.

Max. number of rows

In the field, user enters the number of recent events to appear in the **Call Log** panel. Older events will be available to view in the **Activity Log** panel only. Ranges are the following: minimum is **1**; maximum is **100**; increment is **1**; default is **10**.

At the bottom of the window, the standard buttons are available. The **OK** button accepts changes, and the **Cancel** button cancels changes. Both buttons close the window.

A.6 Buttons Window

The window provides software buttons that can be added to the Toolbar and tabs. Each button can be added to the destination only once.
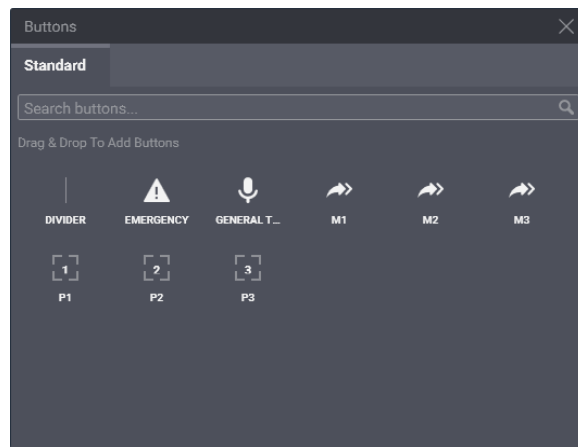
Figure 52: Software Buttons in Dispatch Position

The tab provides the search field that filters buttons in real time. User input must be a part of the button name.

The following information is a brief description of each button. Descriptions are sorted by the button names alphabetically.

A.6.1 All-Points Bulletin (APB) Transmit Button

The button (⤜) initiates the high-priority voice transmission to talkgroups included in the corresponding multiselect group. Each button has a number that is related to the ordinal number of the group in the **Multiselect Groups** panel.

APB Transmit requires you to press and hold the button. When you release it, voice transmission stops. When you perform the APB Transmit, you do not activate the multiselect group or deactivate the group that is currently active.

The button's functionality is duplicated by the multiselect group name in the **Multiselect Groups** panel. For details, see

A.6.2 Emergency Button and Panel

The button (⚠) opens the list of incoming emergency signals grouped by talkgroups. If no emergency signals is received, the panel remains empty. If user receives an emergency signal, flashing outline appears on the button. Outline continues flashing until users confirm all emergency signals. After this, the outline glows until users remove (clear) all the emergency entries.

Talkgroup name ————————————————

Name of the panel ————————————

Initiator name ————————————————

Tone Suppression button ————————

Call indicator ————————————————

Clear button ————————————————

Confirm button ————————————————

Figure 53: Console-Wide Emergency Panel

In the panel, the following controls and indicators are available:

Talkgroup name

Talkgroup name represents the element that groups emergency signals.

Initiator name

Name of the radio user who sent the emergency signal or initiated the emergency call.

Tone Suppression Button (✕)

The button turns off the emergency alert tones in Dispatch Position. The button is always available in the panel.

Call indicator

Indicator shows if the incoming call is performed to the talkgroup or not.

Confirm button (✓)

The button confirms that user has received the emergency signal. When user clicks the button, it is replaced with the similarly looking icon.

Clear button (✕)

The button is available when users confirm all emergency signals related to the particular talkgroup. If user clicks the button, he/she removes the talkgroup and its emergency entries from the panel, and removes the emergency indication from the talkgroup.

A.6.3 General Transmit Button

The button (🎤) initiates General Transmit, a regular-priority voice call to the currently selected talkgroup (talkgroup call), or multiple selected talkgroups, or the radio (when the Private Call tile is selected). During the call, the button provides the outgoing call indication. For details, see Voice Calls Indication on page 30.

Function of the button is duplicated with PTT buttons on microphones and the right pedal of the footswitch.

A.6.4 Patch Switch Button

The button (⛶) activates and deactivates patch group. Each button has a number that is related to the ordinal number of the group in the **Patch Groups** panel. It also indicates if the relevant group is active or inactive.

Patch Switch requires you to click button. After this, only the corresponding patch group will be active. Other patch groups will be inactive.

The button's functionality is duplicated by the switch on the **Patch Groups** panel.

A.6.5 Divider

Divider is a vertical line that can be placed in the Toolbar only. It separates buttons visually.

A.7 Dispatch Position Settings Window

The window provides the computer-specific settings. The settings will not be included in the layout and will not be applied on another dispatch consoles.

A.7.1 Audio Devices Tab

The tab provides configuration parameters for crucial input and output devices.
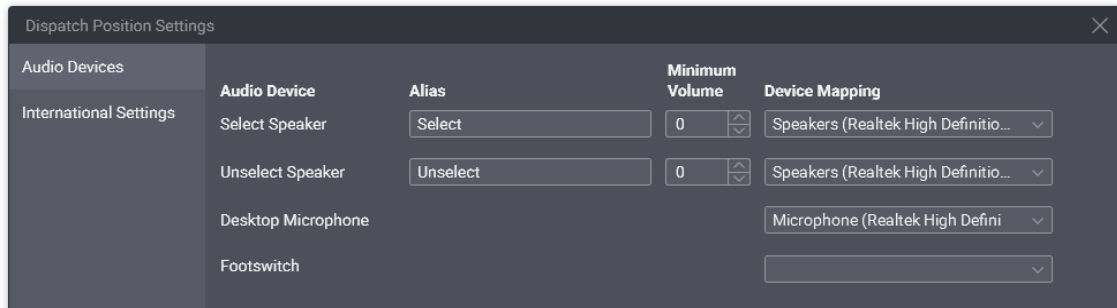
Figure 54: Audio Settings

Information in the right pane is presented in the table-like form. The "table" consists of the following entries:

Audio Device

Type of the input and output device.

Alias

In the text field, user enters the long name of the audio output that will appear in the **Volume Control** panel.

Minimum Volume

In the field, user enters the minimum volume of the corresponding speaker. Ranges are the following: minimum is **0**, maximum is **9**, increment is **1**; default is **0**.

> **Notice:**
>
> Minimum volume is applied to the volume levels set in the operating system.

Device Mapping

From the list, user selects the input or output device that is properly configured in the operating system.

Currently, SmartPTT Express supports the following devices:

Select Speaker

Audio output used to play incoming voice transmissions and/or audio records of the currently selected talkgroups (single or multiple) or the selected Private Call tile. It is also used to play emergency alarm tones. The output can be configured to any audio device (speaker or headset ear) including USB audio.

Unselect Speaker

Audio output used to play incoming voice transmissions and/or audio records related to the unselected talkgroup tiles and unselected Private Call tile. The output can be configured to any audio device (speaker or headset ear) including USB audio.

Desktop Microphone

Audio input used to capture outgoing voice transmissions. The input can be configured to any microphone device including USB microphones.

Footswitch

Dual-pedal device which right pedal is configured to initiate General Transmit. For more information on the supported footswitch devices, see *SmartPTT Express Installation and Configuration Guide* .

A.7.2 International Settings Tab

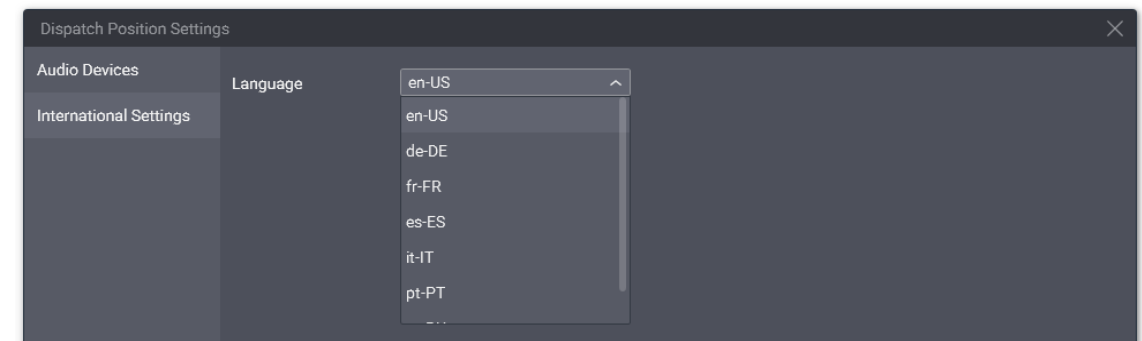The tab provides the list of languages supported in SmartPTT Express.

Figure 55: Language Settings

Currently, the list includes the following languages:

- Brazil Portuguese

- English

- French

- German

- Italian

- Russian

- Spanish

A.8 Layouts Window

The window provides the list of layouts that can be loaded from SmartPTT Express Server. If the window is opened by supervisor or administrator, additional layout controls appear.
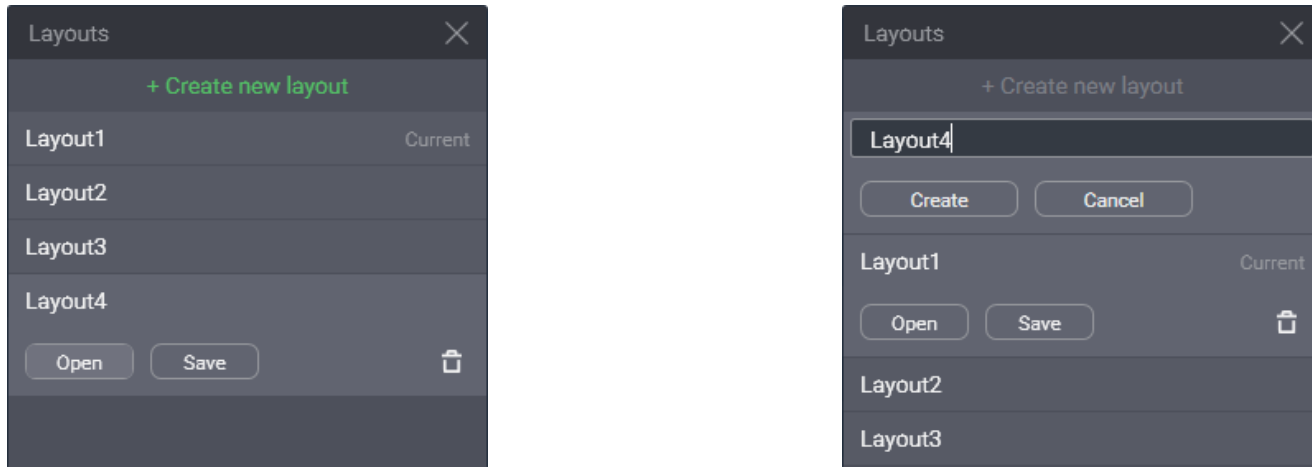

Figure 56: Layouts Window

In the upper part of the window, the following controls and indicators are available:

+ Create new layout

The button provides the text field where supervisor or administrator enters the new layout name. The name must be unique among the existing layouts.

Create

The button appears when supervisor or administrator clicks + **Create new layout**. It validates the layout name for uniqueness and creates a new empty layout.

Cancel

The button cancels the layout creation process.

Major part of the window is filled with existing layout entries. Each entry provides the layout name and the following controls and indicators:

Current

The text appears in the right part of the entry if the corresponding layout is currently loaded.

Open

The button cancels all the unsaved changes in the current layout and initiates the loading of the corresponding layout.

Save

The button saves current behavior settings and Dispatch Position content to the corresponding layout whether it is loaded or not.

Delete 🗑

The button deletes the layout. If user deleted the currently loaded layout, its settings remain available to save until the user session ends.

A.9 Layout Settings Window

The window provides settings that define the features available in the layout.

A.9.1 General Settings Tab

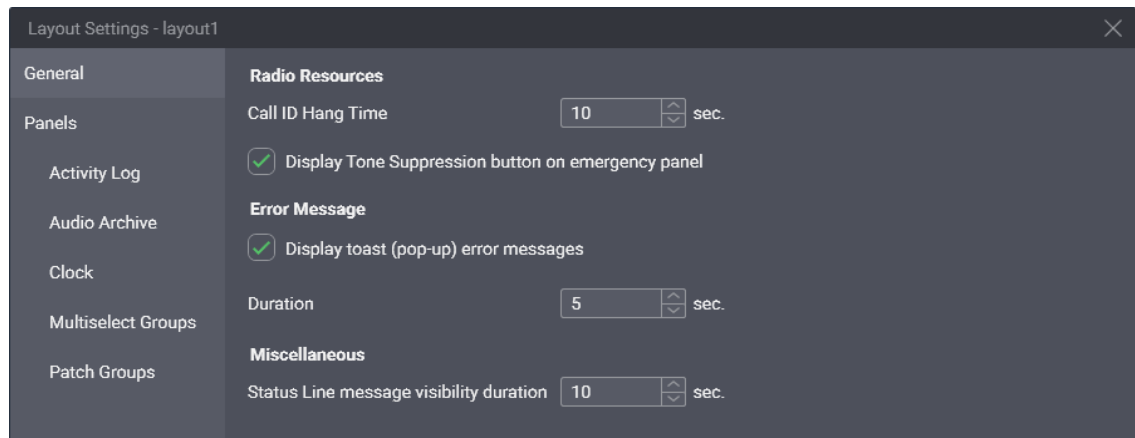The tab provides settings related to the event processing in SmartPTT Express.

Figure 57: General Layout Settings

In the tab, the following settings are available:

Call ID Hang Time

Duration of the initiator name appearance on the talkgroup tile. Ranges are the following: minimum is **0**; maximum is **60**; increment is **1**; default is **10**. If user enters **0**, the name continues to appear until another call is received or initiated.

☑ **Display Tone Suppression button on emergency panel**

The check box determines if the **Tone Suppression** 🗶 button is available on talkgroup tiles when emergency alarm is received. If user selects the check box, the button will be available on any tile. If user clears the check box, the button will be unavailable on any tile. By default, the check box is selected.

☑ **Display toast (pop-up) error messages**

The check box determines if error messages appear close to the control that cannot perform its action at

the particular conditions. If user selects the check box, messages appear. If user clears the check box, error messages appear only in the status line. For details, see Status Bar on page 75.

Duration

The field is available only if user selects ☑ **Display toast (pop-up) error messages**. In the field, user enters the duration (in seconds) of the error message appearance in the form of the toast message. Ranges are the following: minimum is **1**; maximum is **60**; increment is **1**; default is **5**.

Status Line message visibility duration

In the field, user enters the duration of the status line message appearance. This includes error, warning, and information messages. Ranges are the following: minimum is **1**; maximum is **60**; increment is **1**; default is **10**.

A.9.2 Activity Log Tab

The tab provides settings to modify the view of the Activity Log table in the **Activity Log** panel.
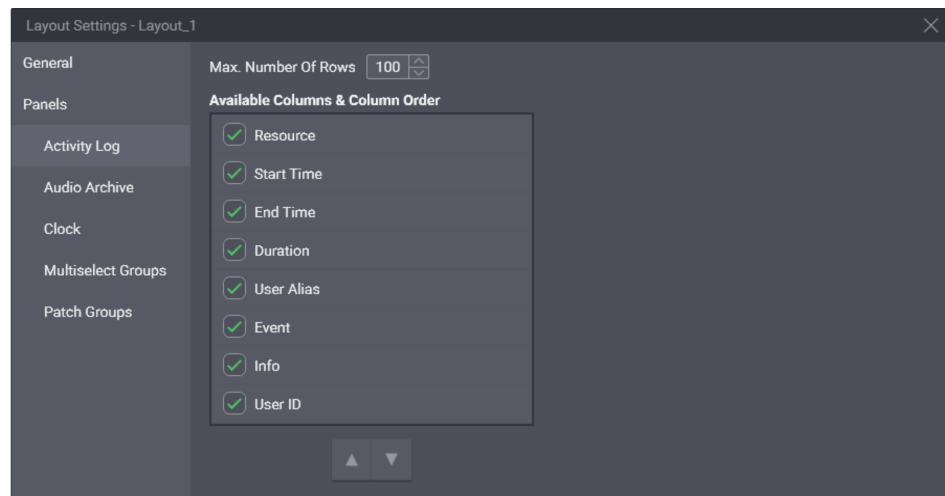

Figure 58: Layout-Specific Activity Log Settings

In the tab, the following settings are available:

Max. Number Of Rows

In the field, user enters the maximum number of rows in the table, filtered and unfiltered. Ranges are the following: minimum is **25**; maximum is **1000**; increment is **1**; default is **100**.

Available Columns & Column Order

In the area, user configures the column availability in the table. Each check box is named after the specific column. If user selects the check box, the column will be available in the table. If user clears the check box, the column will be unavailable in the table.

Up ▲ and Down ▼ buttons

The buttons provides user with capability to reorder columns in the area and in the table. If user clicks **Up ▲** , it moves up the highlighted check box in the **Available columns & Column Order** area, and the

corresponding column will appear closer to the left border of the table. If user clicks **Down ▼** , it moves down the highlighted check box in the area, and the corresponding column will appear closer to the right border of the table.

A.9.3 Audio Archive Tab

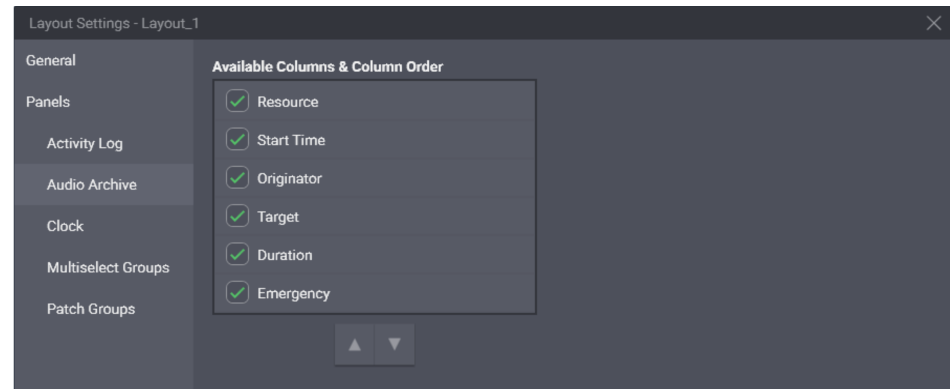The tab provides settings of the table that is available in the **Audio Archive** panel.

Figure 59: Layout-Specific Audio Archive Settings

In the tab, the following settings are available:

Available Columns & Column Order

In the area, user configured the column availability in the table. Each check box is named after the specific column. If user selects the check box, the column becomes available in the table. If user clears the check box, the column becomes unavailable.

Up ▲ and Down ▼ buttons

The buttons provides user with capability to reorder columns in the area and in the table. If user clicks **Up ▲** , it moves up the highlighted check box in the **Available columns & Column Order** area, and the corresponding column will appear closer to the left border of the table. If user clicks **Down ▼** , it moves down the highlighted check box in the area, and the corresponding column will appear closer to the right border of the table.

A.9.4 Clock Tab

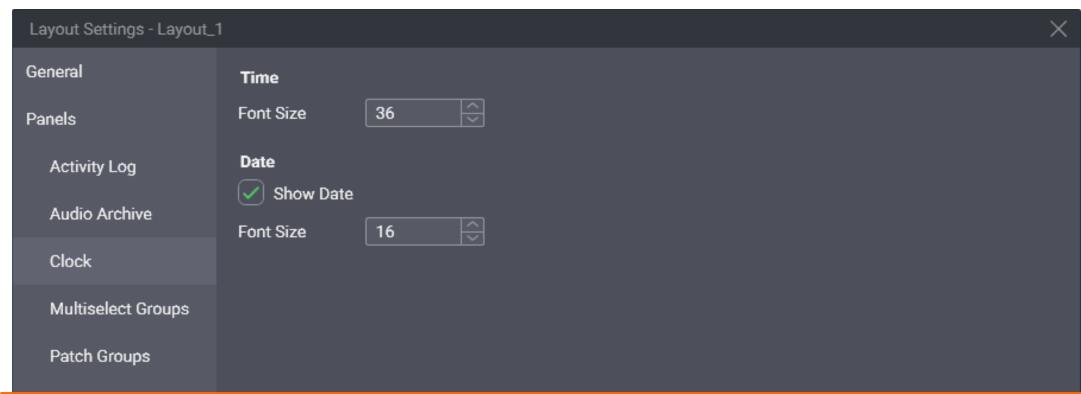The tab provides clock settings applied to the date and time in **Clock** panel.

Figure 60: Layout-Specific Audio Archive Settings

In the tab, the following settings are available:

Font Size (Time)

In the field, user enters the font size (in dips) of the time digits. Ranges are the following: minimum is **8**; maximum is **60**; increment is **1**; default is **36**. To change the time format, users must modify the long time format in the operating system.

☑ **Show Date**

The check box manages date appearance in the panel. If user selects the check box, date will be available on the panel. If user clears the check box, date will be unavailable.

Font Size (Date)

In the field, user enters the font size (in dips) of the date. Ranges are the following: minimum is **8**; maximum is **60**; increment is **1**; default is **16**. To change the date format, users must modify the long date format in the operating system.

> **Notice:**
> Date language is defined by the language selected in Dispatch Position, not the operating system language. For details, see Changing Interface Language on page 10.

A.9.5 Multiselect Groups Tab
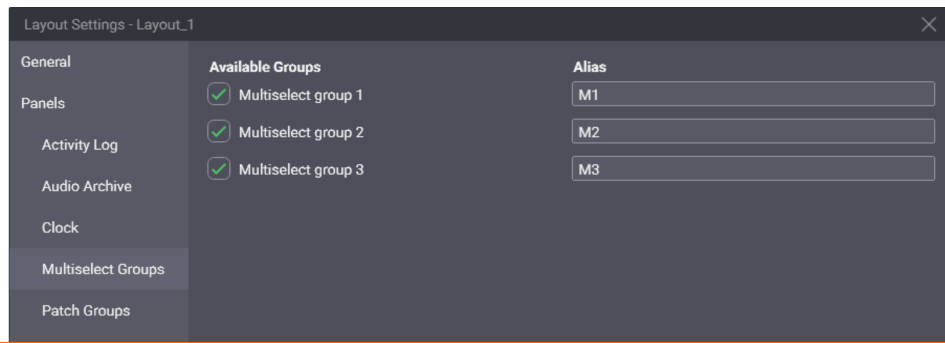
The tab provides multiselect group settings.

Figure 61: Layout-Specific Multiselect Group Settings

Information in the right pane is presented in the table-like form. The table consists of the following columns:

Available Groups

Check boxes determines the availability of the particular multiselect group. If user selects the check box, the corresponding multiselect group and the corresponding **APB Transmit** button (⤻) becomes available. If user clears the check box, the corresponding group and button become unavailable.

Alias

In the fields, user enters the names (aliases) of the corresponding multiselect groups. The same names appear on the **APB Transmit** buttons. Maximum length of the name is 16 UTF-8 characters; default name is M#.

A.9.6 Patch Groups Tab
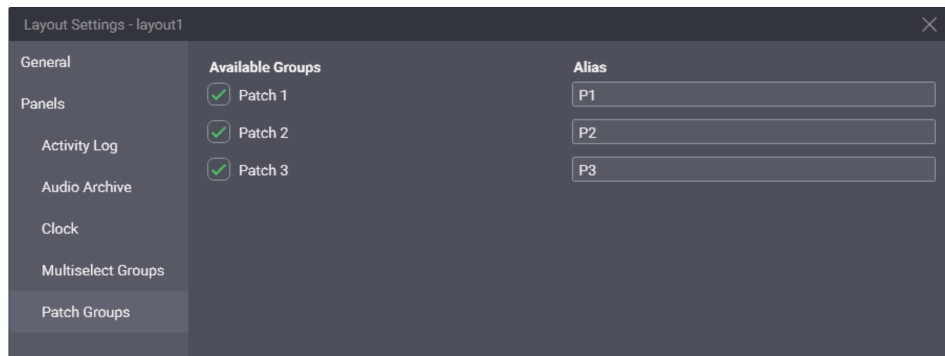
The tab provides patch group settings.

Figure 62: Layout-Specific Patch Group Settings

Information in the right pane is presented in the table-like form. The table consists of the following entries:

Available Groups

Check boxes determines the availability of the particular patch group. If user selects the check box, the corresponding group and the corresponding **Patch Switch** button (⌞⌝) becomes available. If user clears the check box, the corresponding group and button become unavailable.

Alias

In the fields, user enters the names (aliases) of the corresponding multiselect groups. The same names appear on the **Patch Switch** buttons. Maximum length of the name is 16 UTF-8 characters; default name is **P#**.

A.10 About Window

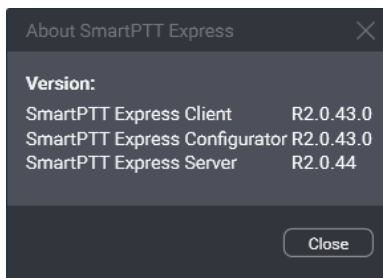The window provides versions of all the software components.

Figure 63: About SmartPTT Express Window

A.11 Status Bar

The bar is placed at the bottom of the main window. It it used to show recent status messages and show the SmartPTT Express Server connection status.

Figure 64: Status Bar in Dispatch Position

Left part of the bar provides the following controls:

Clear Status

The button removes the currently shown status message from the Status Bar. Message appears if user clicks the **Show Messages** ⌃ button.

Recent Status Message

If occurred, the message provides the most recent system event. For example, it can be an information about layout loading failure. For the message, the time of its occurrence is provided.

Show Messages ⌃

The button shows the complete list of messages occurred within the current session.

Right part of the bar provides the SmartPTT Express Server connection status, using the following icons:

- If the Connected icon (⌨) appears, Dispatch Position is connected to the SmartPTT Express Server.

- If the Disconnected icon (⌨) appear, the connection is lost.

Contact Information

SmartPTT Express is developed and released by Elcomplus. For more information on the product, visit https://smartptt.com/products/smartptt-express/.

Technical Support

Support of the SmartPTT Express product is provided by the SmartPTT Technical Support Center. The official web page of the center is support.smartptt.com.

To contact a technical support engineer, use the following information:

Email address	support@smartptt.com
Request support online	https://support.smartptt.com/hc/en-us/requests/new
Phone/fax number	+7 38-22 522-511 (dial now)

By default, phone calls are answered by the Russian-speaking operator. Ask him/her to redirect your call to English-speaking operator.

When your request is being handled, you may receive an additional contact information that includes engineer phone numbers, Skype contacts, and more.

Technical Support Disclaimer

SmartPTT Technical Support Center does **not** resolve issues in Motorola's hardware and/or software. If the hardware and software is improperly configured or occurs inoperable, contact the Motorola Solutions representative in your region.

Technical Support Center does **not** resolve issues occurred after attempts to use any undocumented SmartPTT Express features until those that were used by the Elcomplus technical support engineer or other Elcomplus representative. Please inform technical support engineers if the undocumented features and configurations were used.

Sales & Marketing

If you have any questions related to the SmartPTT Express sales and marketing, use the following information:

Email address	sales@smartptt.com
Online email	https://smartptt.com/contacts/

Documentation

To increase the information completeness and availability, Elcomplus appreciates any feedback on this document. Please send your comments, suggestions, and report documentation issues to support@smartptt.com.

Glossary

In the document, the following terms are used:

Administrator (user role)
> User with unlimited access to layouts, layout settings, and dispatch features. User inherits all supervisor permissions.

Dispatch Console
> Computer-based device with the installed Dispatch Position as a primary software component and connected audio accessories. Can be equipped with any additional tools provided to users by the organization.

Dispatch Position
> SmartPTT Express software component with graphical user interface that provides user controls and indicators required for communication and user management.

Full-Duplex Call
> Call where all parties receive and transmit voice simultaneously.

Group Call
> Call to the specific DIMETRA talkgroup. Synonymous to "talkgroup call".

Half-Duplex Call
> Call where only one party transmits at a time. Other parties receive (listen to) the transmission or initiate their own by interrupting the current transmission.

Host name
> Name of the dispatch console computer.

Layout
> Set of Dispatch Position behavior settings, features, and their visual representation in panels, tabs, tiles, and buttons. Layouts are stored in SmartPTT Express Server and can be loaded by any dispatch console.

Operator (user role)

User that is capable to load layouts and use the provided features. User is unable to modify the layout.

Private Call

One-to-one voice communication that involves two users only. May also be referred to as "individual call".

Privileged operator (user role)

User that is capable to modify the layout content but unable to save layout changes. User inherits all operator permissions.

Supervisor (user role)

User that is capable to work with layouts and modify dispatch console setting. User inherits all privileged operator permissions.

Tile

Element on the tab that is related to the talkgroup or Private Call feature.

User

Any person in SmartPTT Express. If not specified, refers to the current Dispatch Position user.

User ID

Unique identifier of the radio user and Dispatch Position user. The identifier is determined in DIMETRA. May also be referred to as "individual short subscriber identity" (ISSI).

User Role

Set of particular permissions and restrictions applied to SmartPTT Express user.

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