

# SmartPTT Express Quick Start Guide



## About This Document

SmartPTT Express Quick Start Guide briefly explains how to install and configure SmartPTT Express and prepare it for supervision and operation.

## Prerequisites

Before you install and configure SmartPTT Express, ensure that the following prerequisites are fulfilled.

#### **Computer Prerequisites**

Use the computer/workstation that complies the following requirements:

- SmartPTT Express hardware and operating system requirements.
- Has one (for voice dispatching only) or two (for voice dispatching and voice logging) IPv4 addresses that can be used simultaneously.

IP addresses must be always assigned to the computer, even if they are provided over the DHCP Server.

In SmartPTT Express, authorization is based on Windows users and user groups. SmartPTT Express requires up to four user groups that correspond to administrators, supervisors, privileged operators, and regular operators. Each user group must contain at least one user account. User groups can be created in the SmartPTT Express Server computer (locally), or in the Active Directory that is available to the computer. Each user must have non-empty permanent password.

If you need an assistance in SmartPTT Express computer configuration, submit a request to the SmartPTT Technical Support Center. For details, see <u>Contact Information</u> on page 7.

#### **DIMETRA Express Prerequisites**

- 1. Ensure that DIMETRA contains the following licenses:
  - a. Dispatch Console Position
  - b. Voice Logging Capacity
- 2. Ensure that DIMETRA utilizes computer IP addresses in the following way:
  - a. First IP address is used as a third-party (API) console address.
  - b. Second IP address is used as an external voice logger address.
- 3. Obtain the following DIMETRA configuration parameters:
  - a. DIMETRA Server IP address.

- b. Credentials (logins and passwords) and IDs of the third-party (API) console users.
- c. Credentials of the voice logging client account.
- d. IDs of radio users.
- e. DIMETRA host names used in the communication with the third-party (API) consoles and voice loggers.

If you need an assistance in DIMETRA Express configuration or information gathering, contact Motorola Solutions representative in your region.

## Installing SmartPTT Express

- 1. Start the installation file from the computer where you want to install SmartPTT Express.
- 2. Accept the license agreement.
- 3. Select the SmartPTT Express components you want to install. Note that the **SmartPTT Express Server** option implies both SmartPTT Express Server and Server Configurator installation.





- 4. Leave default installation paths unchanged.
- 5. If you install SmartPTT Express Server, configure the following parameters:
  - a. In the **System Name** field, type the system name.
  - b. Click the required user authorization type. For domain authorization, from the **Domain** list, select the domain name.
  - c. From the Admin Group list, select the user group of SmartPTT Express administrators.
  - d. In the **Server Configuration** area, in the **Server IP Address** field, type the first IP address of the SmartPTT Express Server computer.

Installing SmartPTT Express



6. If you install Dispatch Position, in the **Client Configuration** area, in the **Server IP Address** field, type the first IP address of the SmartPTT Express Server computer.

SmartPTT Express Setup _ X	SmartPTT Express Setup	SmartPTT Express Setup
Client Configuration	Create a desktop shortcut for:	Create a desktop shortcut for:
Saniar ID Addrass	SmartPTT Express Configurator	SmartPTT Express Configurator
192.168.37.89	SmartPTT Express Client	SmartPTT Express Client

- 7. Determine if shortcuts must appear on the Windows Desktop or not.
- 8. Install the software. After the installation completes, restart the computer.

### **Configuring SmartPTT Express Server**

- 1. Start Server Configurator, and then log on to it using administrator credentials.
- 2. In the left pane, click **Licenses**, and then perform the following actions:
  - a. Obtain the Hardware ID, and then order the license file.
  - b. After you receive the license file, install it.

#### Configuring SmartPTT Express Server

SmartPTT Express Configurator					$ \Box$ $\times$	
System Configuration				= ¢	🛠 🗎	
Licenses System Parameters	Licenses					×
► Consoles	License ID: DD8261E6			4C61-B5C0-38E	3B-8B45-883A-AF23-FF77-FDF	6 Сору
<ul><li>Users</li><li>Radio Systems</li></ul>	Software Upgrade Support Expiratio	on Date: 1/31/2020				Close
Talkgroups	License	Quantity	Start Date	Expiration Date		
▶ Layouts	Primary Dispatch Server		1/31/2019	1/31/2020		
Digital Audio Recording	Desktop Operator Position		1/31/2019	1/31/2020		
	DIMETRA Express Connectivity		1/31/2019	1/31/2020		
	Digital Audio Recording	140	1/31/2019	1/31/2020		
	Dispatch Resources on Server	128	1/31/2019	1/31/2020		
	Install License Sh	ow Hardware ID				
					E2	

- 3. In the left pane, click **System Parameters**, and then perform the following actions:
  - a. In the **System Roles** area, select user groups for the remaining system roles.
  - b. In the **Main Server** area, type the SmartPTT Express Server IP address configured as the third-party (API) console address in DIMETRA.

tangusapa ► Layouts Digital Audio Recording	System Roles Authorization Type Domain	Operator Group SmartPTT Express Operators	Privileged Operator Group	
	Administrator Group     Supervisor Group     SmartPTT Express Administrators     SmartPTT Express Supervisors     Privleged Operator Group     Privleged Operator Group     SmartPTT Express Phylediged Operators     SmartPTT Express Phylediged Operators	Main Sarver IP Address 192.168.37.89 Media IP Address 192.168.37.89	TOP Font 8191 ि First Media Port 85000 ि 55001 ि	Ē

4. In the left pane, expand the **Consoles** node, and then add and configure dispatch consoles.

SmartPTT Express Configurator			– 🗆 ×	SmartPTT Express Configurator			—	$\Box \ \times \ $
System Configuration		- ¢	÷ 🔄 🗎	System Configuration		<b>≓ ¢</b>	¢	
Licenses System Parameters	Console Parameters			Licenses System Parameters	User Parameters			
	Host Name			Consoles	Name User 1			
hostname $ imes$				- Users				
Add new	Dispatch Position Name							
→ Users					Talkgroup Access List			
<ul> <li>Radio Systems</li> </ul>				User 2 X				
Talkgroups				User 3 X	tg-1005, tg-1004, tg-1003			
▸ Layouts				Add new				
Digital Audio Recording				Radio Systems				
				Talkgroups				
				<ul> <li>Layouts</li> </ul>				
				Digital Audio Recording				
			5					E

- 5. Expand the **Users** node, and then add SmartPTT Express users.
- 6. Expand the **Radio Systems** node, and then perform the following actions:

- a. In the **DIMETRA System Parameters** area, enter DIMETRA Express IP addresses. Leave default ports unchanged.
- b. Configure DIMETRA user association with SmartPTT Express users.

SmartPTT Express Configurator		$ \Box$ $\times$		
System Configuration		s		×
Licenses Radio System Parameters	Username	Password	Dispatchers	
System Parameters	user1	•••••	User 1, User 2	
Kadio System 1	user3	••••••	User 2 User 3	
Radio Systems     DIMETRA System Parameters	Click here to add new item			
Kadio System 1     ×       IP Address     Port       Talkgroups     192.168.36.15     71	t 101			
Layouts Media IP Address Medi Digital Audio Recording 192.168.36.15 58	dia Port 3301		ОК	Cancel
DIMETRA User Credentials				

- c. In the **Server Parameters** area, enter the IP address configured as the third-party (API) console address in DIMETRA. Leave default ports unchanged.
- d. If required and licensed, select 🗹 **Enable Audio Recording**, and then configure voice logging:
  - i. Use the IP address configured as an external voice logger in DIMETRA. Leave default ports unchanged.
  - ii. Enter IDs of radio users that are available in DIMETRA and which call records you want to receive.
- e. Click Sync.
- 7. Expand **Talkgroups**, and then, for each talkgroup, perform the following actions:
  - a. In the **Available** column, select the check box to make the talkgroup available.
  - b. In the Audio Recording column, select the check box to record group calls (if provided by DIMETRA).
  - c. Click **Users**, and then select users who must be able to assign and use the talkgroup.

SmartPTT Express Configurator						_ □ ×	SmartPTT Express Configurator			ſ
System Configuration					== ;	¢ ¢ 🗎	stem Configuration	Ŧ	¢	
Licenses System Parameters	Talkgroup	)S					Ucenses Digital Audio Recording Parameters System Parameters			
<ul> <li>Consoles</li> </ul>	Available resou	Name	ю	Audio Recordina	Users		Consoles Retention Period (Months)			
Users     Radio Systems							Users Overflow Policy Radio Systems Radio Childret			
Talkgroups							Talkgroups			
Layouts							Audio Archive Size Layouts Depends on free disk space			
Digital Audio Recording							Digital Audio Recording Fixed size (MB)			
					User 1					
		resource_6			User 1					
		resource_7								
		resource_8	1008		User 1					
		resource_9			User 1					
						E				

8. In the left pane, click **Digital Audio Recording**, and then configure audio archive settings.

9. In the Toolbar, click **Save Configuration** 🗎 , and then restart the SmartPTT Express Server.

#### **Configuration Postrequisites**

- 1. Ensure that each SmartPTT Express user has the Windows user with the same login in one or several user groups.
- Add DIMETRA host names and dispatch console host names to the DNS Server or to the <%WINDIR%>\ System32\drivers\etc\hosts file on the SmartPTT Express Server computer. Resolve them to the DIMETRA Express Server IP address.
- 3. Add SmartPTT Express executable (.exe) files to the ignore list of your antivirus software.
- 4. On the SmartPTT Express Server computer, in its firewall software, unlock TCP and UDP traffic for network ports used in Server Configurator.
- 5. On each dispatch console computer, in its firewall software, unlock TCP and UDP traffic for two different network ports.

#### **Contact Information**

To contact SmartPTT Express 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 ( <u>dial from PC</u> )

By default, phone calls are answered by the Russian-speaking operator. If required, ask the operator to redirect your call to the English-speaking operator.

During the work on your request, an additional contact information may be provided to you.

SmartPTT Express support engineers do not resolve issues occurred in the Motorola's hardware and software. To resolve such issues, contact the Motorola Solutions representatives.