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 Contact Information 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 log-gers.

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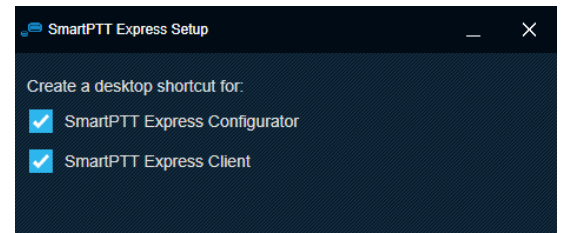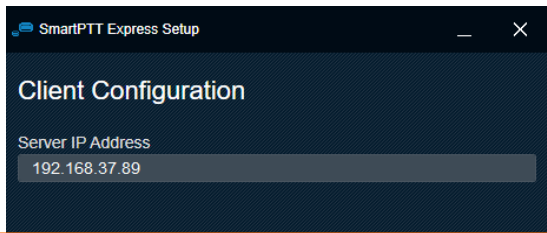
Installing SmartPTT Express

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.
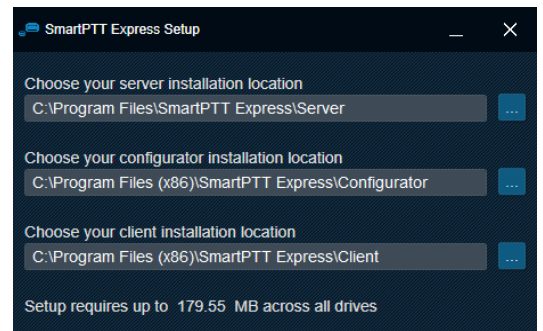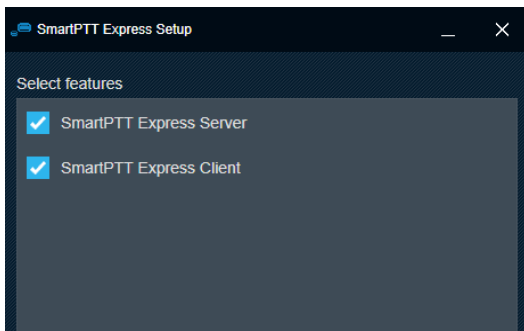
4. Leave default installation paths unchanged.

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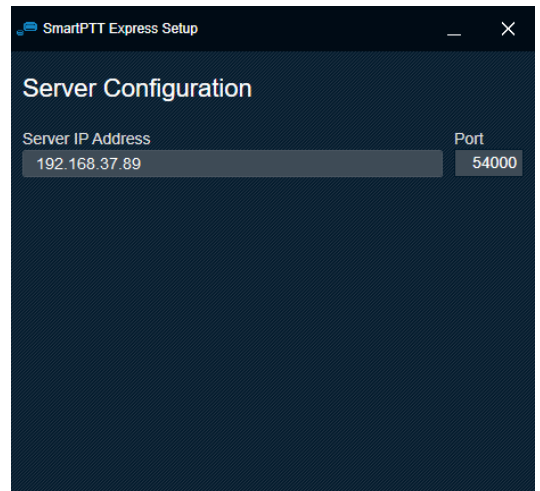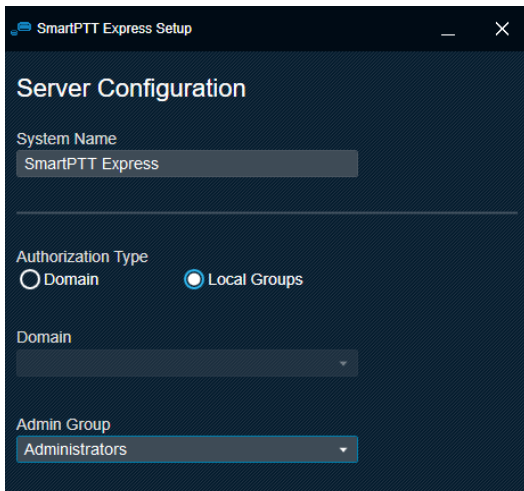
6. If you install Dispatch Position, in the **Client Configuration** area, in the **Server IP Address** field, type the first IP address of the SmartPTT Express Server computer.


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.
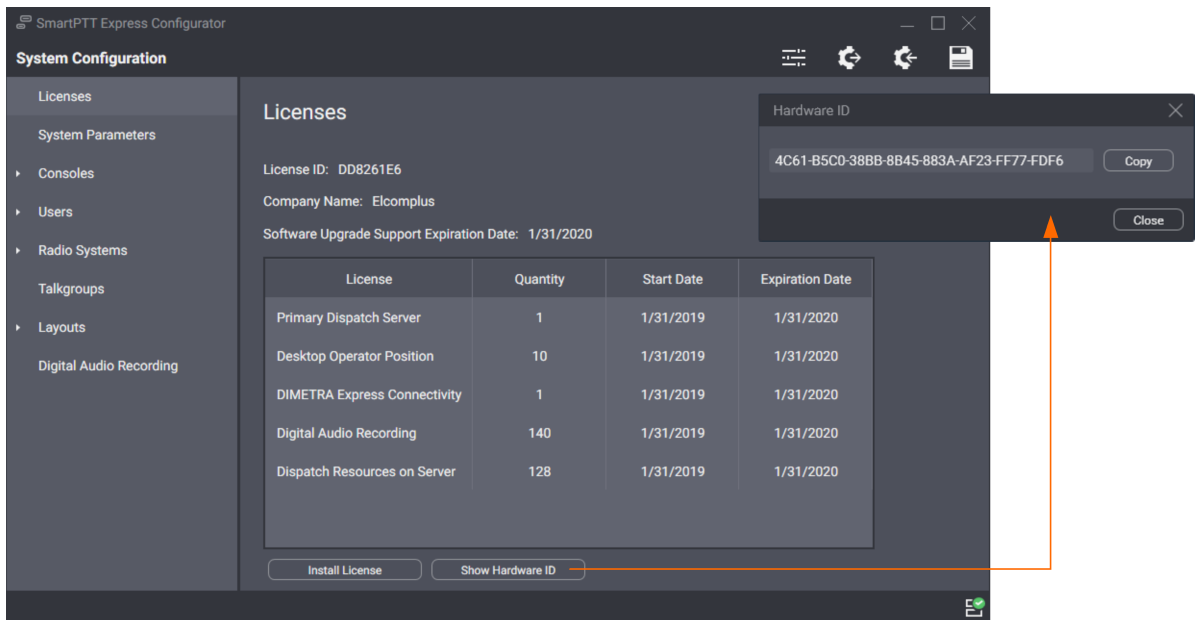
3. In the left pane, click **System Parameters**, and then perform the following actions:

   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.
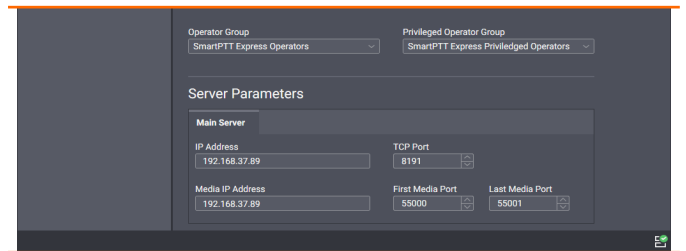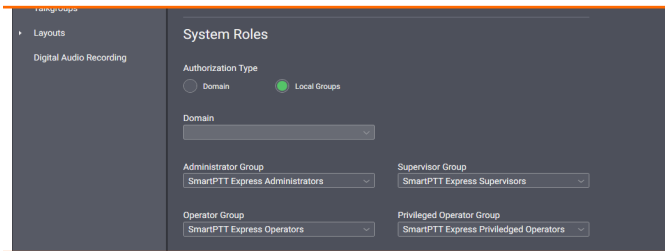

4. In the left pane, expand the **Consoles** node, and then add and configure dispatch consoles.
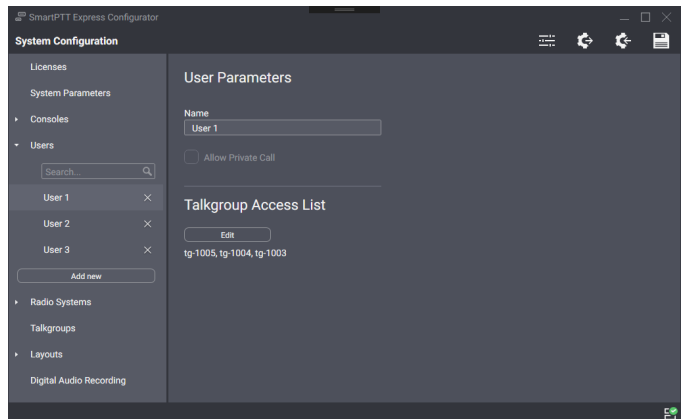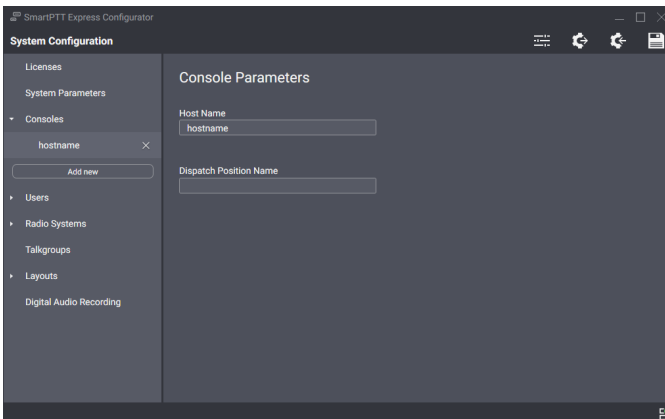
5. Expand the **Users** node, and then add SmartPTT Express users.

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.
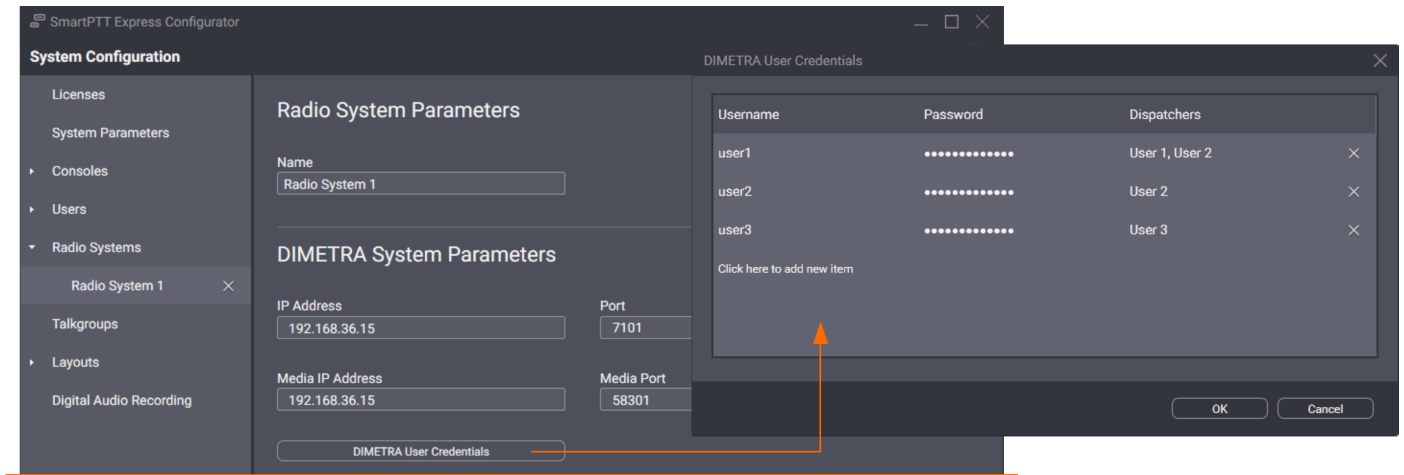
c. In the **Server Parameters** area, enter the IP address configured as the third-party (API) console address in DIMETRA. Leave default ports unchanged.

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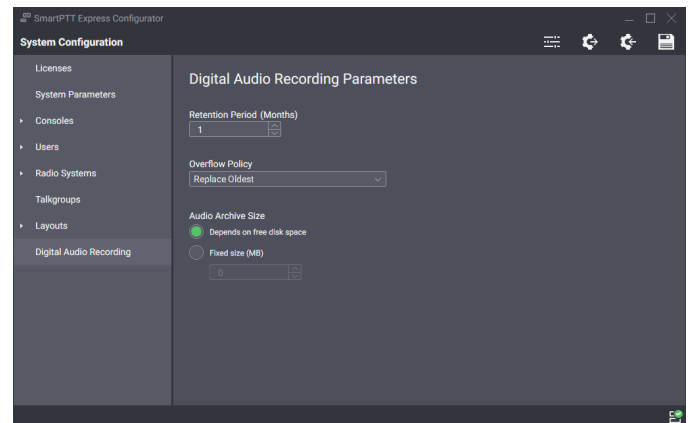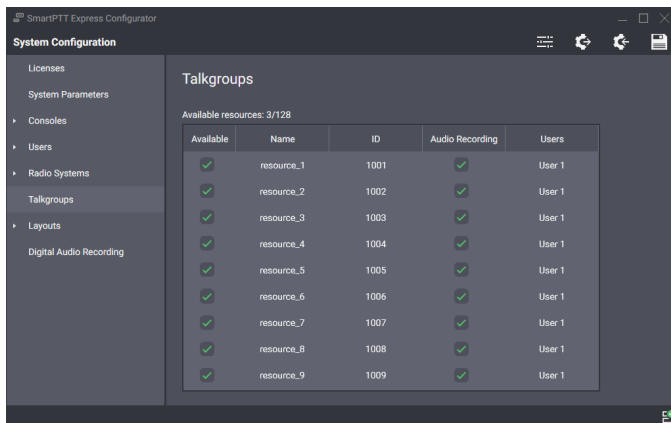
8. In the left pane, click **Digital Audio Recording**, and then configure audio archive settings.

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.

2. 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 (dial from PC)

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.