

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.

Before the Installation

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

Computer Prerequisites

- Use a computer/workstation that complies with SmartPTT Express hardware and operating system requirements.
- Assign an IPv4 address to each of the SmartPTT Express computers to support IP connection, voice calls, and radio user tracking on maps.
- Assign a second IP address to the SmartPTT Express Server computer to support voice record reception and storage.

Notice:

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

Authorization Requirements

SmartPTT Express uses Windows user accounts to implement user authorization. It supports accounts created either on the SmartPTT Express Server computer, or in Windows Active Directory.

SmartPTT Express requires up to four user groups that correspond to the following system roles:

- administrators
- supervisors
- privileged operators
- regular operators.

If you need assistance in SmartPTT Express computer configuration, submit a request to the SmartPTT Technical Support Center. For details, see [Contact Information](#) on page 9.

DIMETRA Express Prerequisites

- Ensure that DIMETRA Express contains the following licenses:

License	Description
DIMETRA Express Core	Core license.
Dispatch Console Position	Supports dispatch console connection with the following features: <ul style="list-style-type: none"> • voice calls • radio user location.
Voice Logging Capacity	Supports SmartPTT Express Server connection as an external voice logger and limits the number of simultaneous transmissions that can be recorded.
Radio User	Limits the number of radio users and console users in DIMETRA Express. Each console user refers to an authorized SmartPTT Express dispatcher.

- Configure IP addresses of SmartPTT Express Server in DIMETRA Express according to the expected SmartPTT Express functions (Dispatch Console and/or External Voice Logger).
- Add console users to DIMETRA Express.
- If location service is required in SmartPTT Express, configure the Short Data Transport Service in DIMETRA Express:
 - Ensure that at least one SDTS Host is configured.
 - Ensure that radios are configured to send their coordinates to that SDTS Host using the Location Information Protocol (LIP). The system may have several SDTS hosts, each receiving location updates from different radios.
- Obtain the following DIMETRA Express configuration parameters:
 - IP address of the DIMETRA Express system.
 - Credentials of the voice logging client account.
 - DIMETRA Express host names used in communication with third-party (API) consoles and voice loggers.
 - Short Data host IDs and passnumbers (required for outdoor location support in SmartPTT Express).

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

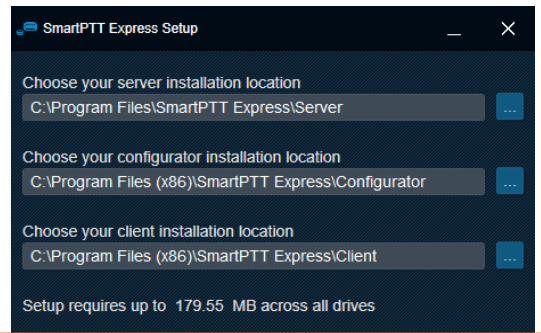
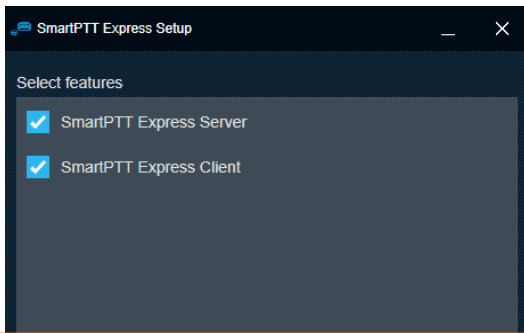
Map Access Prerequisites

To show user location on maps, SmartPTT Express requires an HTTP/HTTPS server that hosts maps. The supported map format is OpenStreetMap (OSM) only. Other map formats are not supported yet.

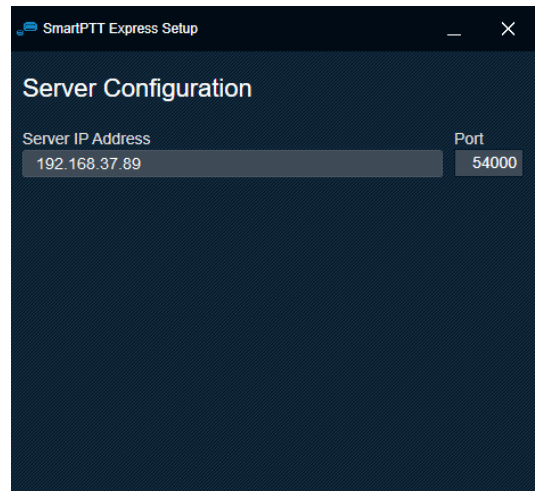
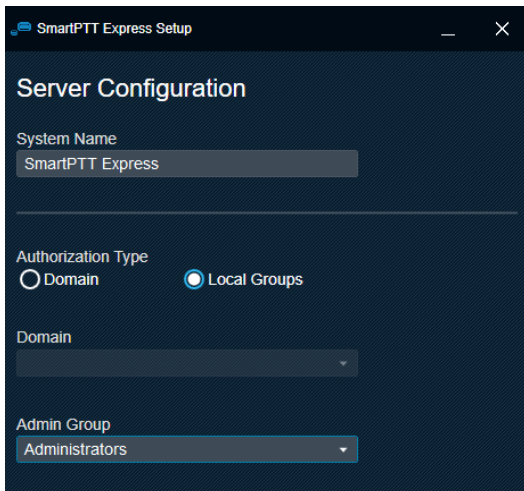
SmartPTT Express supports basic HTTP authentication in the map server. It also supports authorization with credentials (login and/or password) provision in the URL address.

Installing SmartPTT Express

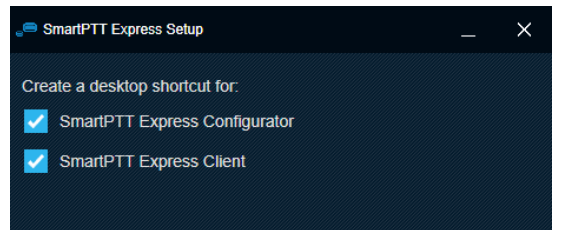
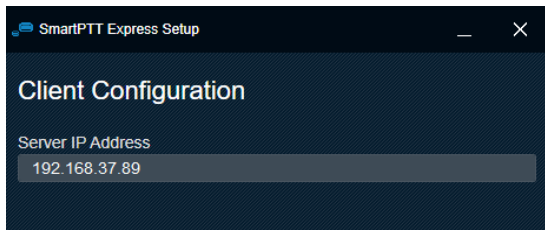
1. Start the installation file from the computer where you want to install SmartPTT Express.
2. Read and accept the license agreement.
3. Select the SmartPTT Express components you want to install. Note that the **SmartPTT Express Server** option implies both SmartPTT Express Server and SmartPTT Express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



4. Leave default installation paths unchanged unless required to install to a different location.
5. If you are installing SmartPTT Express Server, configure the following parameters:
 - a. In the **System Name** field, type the SmartPTT Express system name.
 - b. Select the required user authorization type. If domain authorization is selected, from the **Domain** list, select the desired domain name.
 - c. From the **Admin Group** list, select the Windows user group that will have administrator privileges in SmartPTT Express.
 - d. In the **Server IP Address** field, type the IP address of the SmartPTT Express Server computer that will be used for communication with SmartPTT Express Configurator.



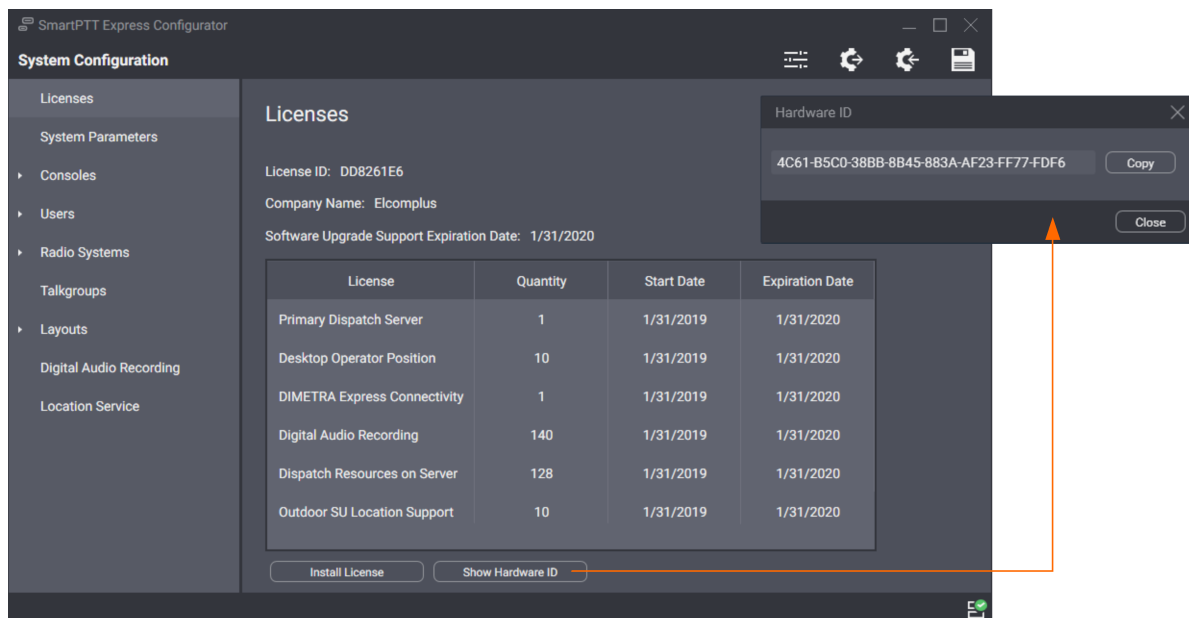
6. If you are installing SmartPTT Express Client, in the **Client Configuration** area, in the **Server IP Address** field, type the IP address of the SmartPTT Express Server computer that is configured as the address for communication with SmartPTT Express Client applications.



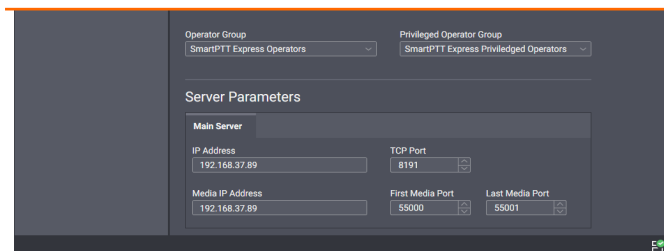
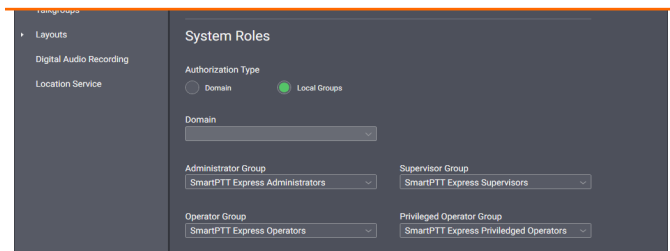
7. Determine if shortcuts must appear on Windows Desktop or not.
8. Initiate installation. After it completes, restart the computer.

Configuring SmartPTT Express Server

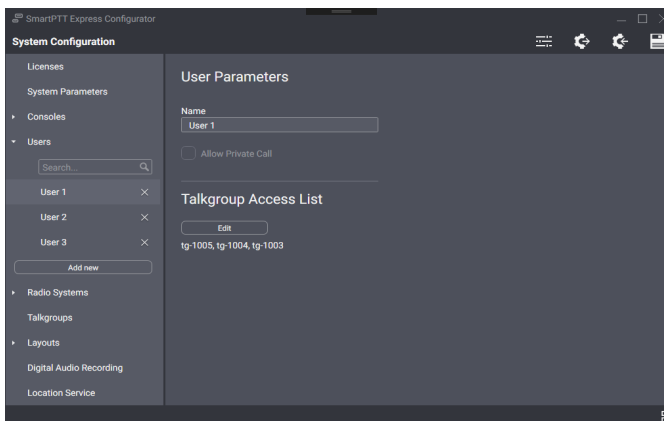
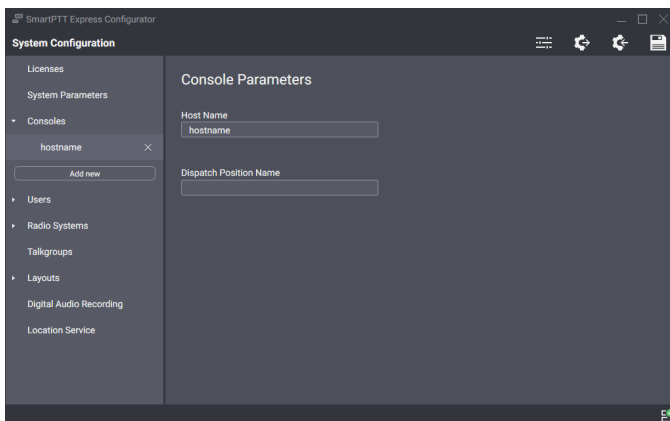
1. Start SmartPTT Express Configurator, and then log on to it using SmartPTT Express administrator credentials.
2. On the left pane, click **Licenses**, and then perform the following actions:
 - a. Obtain the Hardware ID, and then order the license file.
 - b. After you receive the license file, install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



3. On 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 that will be used for communication with SmartPTT Express Client applications.

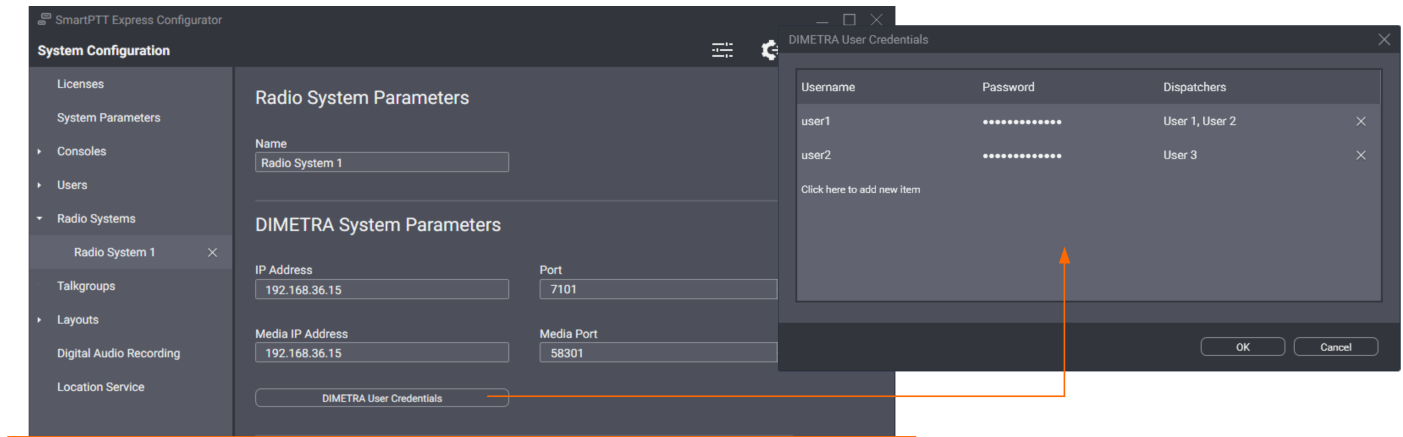


4. On the left pane, expand the **Consoles** tab, and then add and configure dispatch consoles.



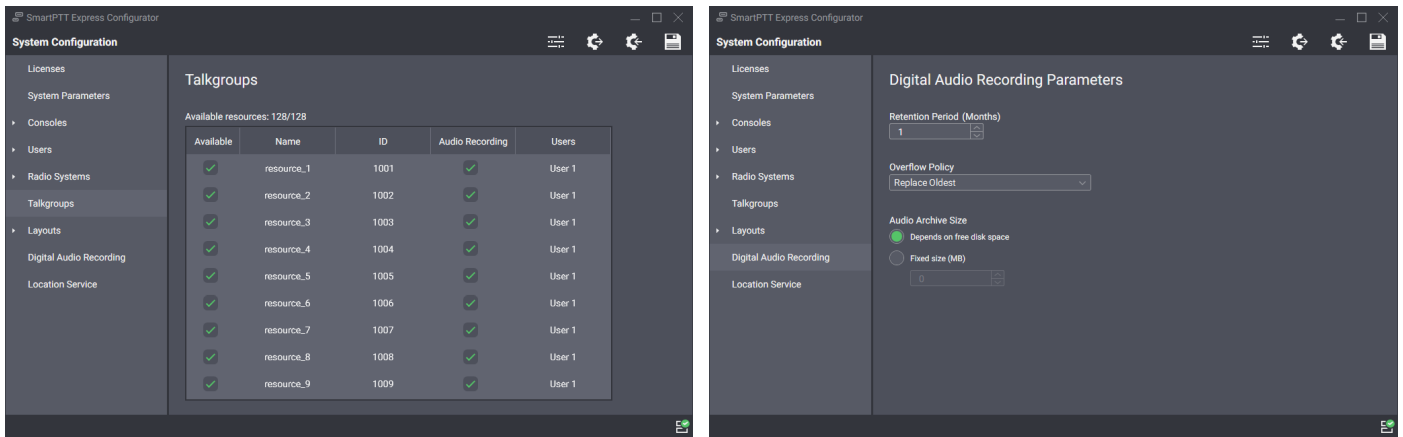
5. Expand the **Users** tab, and then add users whose names must be equal to Windows user names.
6. Expand the **Radio Systems** tab, and then perform the following actions:

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

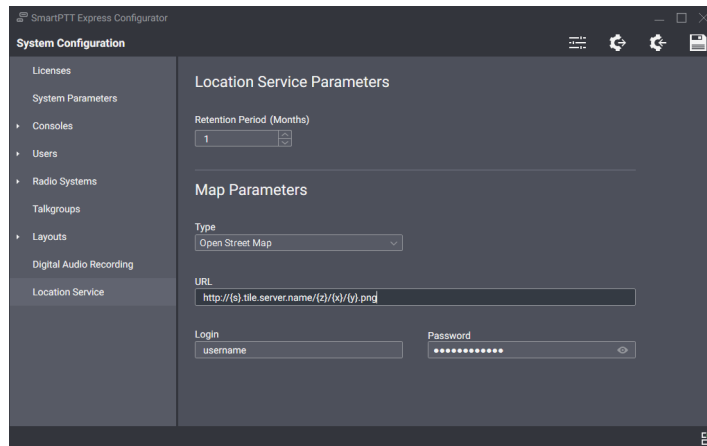


- c. In the **Server Parameters** area, enter the IP address configured as a third-party (API) console address in DIMETRA Express. Leave default ports unchanged.
 - d. At the bottom of the right pane, click **Sync**.
 - e. If voice logging is required and licensed, select **Enable Audio Recording**, and then configure voice logging:
 - i. Use the IP address configured as an external voice logger in DIMETRA Express. Leave default ports unchanged.
 - ii. Enter the external voice logger **Username** and **Password** configured in DIMETRA Express.
 - iii. Click the **Radio IDs** button and then, in the **Radio IDs** window, select users whose transmissions must be stored in the SmartPTT Express database (if provided by DIMETRA Express).
 - f. If radio user tracking is required and licensed, select **Enable Short Data Transport** and then configure location data reception from DIMETRA Express:
 - i. Enter the Short Data Host ID and passnumber obtained from DIMETRA Express in the **Application ID** and **Pass Number** columns.
 - ii. Enter SmartPTT Express Server IP address and TCP port number in the **Local IP Address** and **Local Port** columns.
 - iii. Enter DIMETRA Express Server IP address and SDTS port number in the **Remote IP Address** and **Remote Port** columns.
 - iv. Click **Assign** and select radio users whose location must be tracked in SmartPTT Express.
7. Expand the **Talkgroups** tab, 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 they are provided by DIMETRA Express).
- c. Click **Users**, and then select SmartPTT Express Client users who will have access to the talkgroup.



8. On the left pane, click **Digital Audio Recording** (if available), and then configure audio archive settings.
9. On the left pane, click the **Location Service** tab (if available), and complete the location service configuration:
 - a. Configure the connection and authentication in the HTTP/HTTPS map service.
 - b. Set the retention period for user coordinates in SmartPTT database.



10. On the Toolbar, click **Save Configuration**  , and then restart SmartPTT Express Server.

After the Configuration

- Add SmartPTT Express executable (.exe) files to the ignore list of your antivirus software.
- On the SmartPTT Express Server computer, in its firewall software, unlock TCP and UDP traffic for network ports used in SmartPTT Express Configurator.
- On each dispatch console computer, in its firewall software, unlock traffic for a TCP and a UDP port.

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 a Russian-speaking operator. If required, ask the operator to redirect your call to an English-speaking operator.

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

SmartPTT Express support engineers do not resolve issues with Motorola Solutions hardware and software. To resolve such issues, contact Motorola Solutions representative in your region.