SmartPTT

SmartPTT Mobile 3.6.0

User Guide (iOS)

Revision History

Revision	Description	Date

7.0	Tenth release of the document. The document is compliant with SmartPTT Mobile 3.6.0.
	
	• Multiple enhancements.
	• Added:
	  • Selecting Personalities
	• Modified:
	  • Voice Calls
	  • Reconnection to Radioserver
		March 2023

6.0	Ninth release of the document. The document is compliant with SmartPTT Mobile 3.5.0.	November 2022
5.0	Eighth release of the document. The document is compliant with SmartPTT Mobile 3.4.0.	July 2022
4.1	Seventh release of the document. The document is compliant with SmartPTT Mobile 3.3.1.	December 2021
4.0	Sixth release of the document. The document is compliant with SmartPTT Mobile 3.3.0.	October 2021
3.0	Fifth release of the document. The document is compliant with SmartPTT Mobile 3.2.0.	July 2021
2.1	Fourth release of the document. The document is compliant with SmartPTT Mobile 3.1.1.	January 2021
2.0	Third release of the document. The document is compliant with SmartPTT Mobile 3.1.0.	November 2020
1.1	Second release of the document. The document is compliant with SmartPTT Mobile 3.0.2.	June 2020
1.0	First release of the document. The document is compliant with SmartPTT Mobile 3.0.0 beta.	April 2020

Contents

About This Document

The document explains how to install, configure and use SmartPTT Mobile.

The document uses the following conventions:

- **Bold** represents the names and titles of graphical user interface elements. For example, the **Message** field.

- *Italic* represents the names of referenced manuals.

1 Overview

SmartPTT Mobile is an application that provides the ability to integrate mobile devices and MOTOTRBO radios into a single communication network via SmartPTT Radioserver. SmartPTT Mobile users can receive and initiate private and group voice calls from/to radios and talkgroups, as well as other SmartPTT Mobile users, users of SmartPTT Dispatcher and SmartPTT web client.

SmartPTT Mobile is also integrated with SmartPTT Dispatcher. Administration of virtual groups created in SmartPTT Mobile is also available to dispatchers. For information on integration with SmartPTT Dispatcher, see "SmartPTT Mobile" in *SmartPTT Installation and Configuration Guide*.
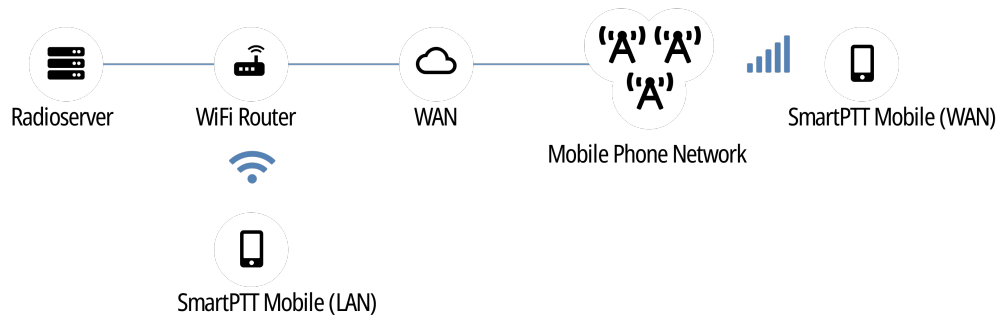

Fig. 1. SmartPTT Mobile Overview

SmartPTT Mobile requires a continuous connection to SmartPTT Radioserver for information exchange.

1.1 Features

SmartPTT Mobile provides the following features:

- Voice communication with radios and DMR talkgroups (group calls and private calls).

- Voice communication with other SmartPTT Mobile users (group calls and private calls).

- Voice communication with users of SmartPTT Dispatcher and SmartPTT web client (group calls and private calls).

- Ability to activate Emergency mode to notify SmartPTT Mobile users and a dispatcher about an emergency as well as to initiate higher priority transmissions during the emergency.

- Text messaging between SmartPTT Mobile users and chats in virtual groups.

- Sending files to another SmartPTT Mobile user or a virtual group.

- Ability to create virtual groups for simultaneous voice communication with SmartPTT Mobile users and DMR talkgroups.

> **NOTE**
> Both SmartPTT Mobile users and dispatchers can manage these groups. Virtual groups consisting only of SmartPTT Mobile users are represented in SmartPTT Dispatcher as dynamic groups. Virtual groups that include DMR talkgroups are presented as cross-patches between DMR talkgroups and dynamic groups (in SmartPTT Dispatcher) or as multigroups (in the SmartPTT Mobile application).

- Ability to display call history of the contact.

- Tracking users' online/offline status in real time.

- Ability to transmit coordinates. SmartPTT Mobile user location is displayed on the map in SmartPTT Dispatcher.

- Automatic and manual reconnection to the radioserver if connection is lost.

- Sending notifications about events in SmartPTT Mobile.

- Adjusting calls volume in the app separately from the device settings.

- Support for wired and wireless headphones of various manufacturers to receive and initiate calls in SmartPTT Mobile.

1.2 System Requirements

For SmartPTT Mobile to operate correctly, the following requirements must be met:

Parameter	Value
iOS Version:	15.0.0
Processor:	Apple A7
Memory (RAM and ROM):	RAM — 1 GB; free disk space — 25 MB
Support 4G networks (LTE):	Yes
Display size:	4”

Networking Requirements

Parameter	Value
Bandwidth	> 65 kbps
Packet Loss	Good voice quality: 0.0–2.5%
	Poor voice quality: 2.5–15.0%
Two-Way Delay	< 90 ms
Jitter	< 90 ms

NOTE
These are minimal system requirements for SmartPTT Mobile. They can change depending on a device.

1.3 Interoperability

It is strongly recommended to use the same version of SmartPTT Mobile across all devices in your system. SmartPTT Mobile supports only limited interoperability with the previous major version.

SmartPTT Mobile is designed to work with a specific version of SmartPTT Radioserver. Limited backwards compatibility is provided for the previous release, but it is still recommended to upgrade all SmartPTT Mobile applications together with SmartPTT.

Important
It is strongly recommended to disable automatic updates for SmartPTT Mobile in App Store. For details, see Disabling Automatic Updates.

SmartPTT Mobile 3.6.0 is designed to work with SmartPTT 9.13. SmartPTT Radioserver 9.9 does not support the multimedia attachments feature.

The Personality feature was introduced in SmartPTT Mobile 6.1.0, and it is compatible with SmartPTT 9.13 and later.

WARNING
If you send a multimedia attachment to a SmartPTT Mobile 3.2 application, it will crash and require reinstallation. This applies to media attachments sent in private chats or to virtual groups.

Audio Accessories

SmartPTT Mobile supports audio accessories of various manufacturers:

•   Wired headphones with 3.5 mm jack (mini jack)

•   Wired headphones with Lightning jack

•   Wireless by Bluetooth technology

When you connect headphones to your device, SmartPTT Mobile will use them for audio output. If your headphones have a microphone, SmartPTT Mobile will use it to transmit voice instead of the device microphone.

2 Installation and Configuration

SmartPTT Mobile is a mobile application distributed via App Store.

After installation, SmartPTT Mobile asks for permission to use the microphone, camera, location, and files on your device. For SmartPTT Mobile to work properly, provide permissions while using the application on its request, or configure permissions after installing SmartPTT Mobile.

> **Important**
> Do **not** enable power-saving mode for SmartPTT Mobile. The application must have the highest possible priority. Otherwise, it may function incorrectly when the device battery is low.

To support SmartPTT Mobile, you must configure client connection in SmartPTT Radioserver Configurator. For information on SmartPTT Radioserver configuration, see "Configuring SmartPTT Mobile Connection" in *SmartPTT Installation and Configuration Guide*.

Before using text chats in SmartPTT Mobile you must activate text chats in SmartPTT Radioserver Configurator. For details, see "Activating Text Message Sending and Receiving" in *SmartPTT Installation and Configuration Guide*.

To record call history in SmartPTT Mobile, activate the Event Log feature in SmartPTT Radioserver Configurator. For details, see "Configuring Event Log Database Connection" in *SmartPTT Installation and Configuration Guide*.

> **Important**
> To access the SmartPTT Mobile functionality, you must have corresponding licenses.
> For information on SmartPTT Mobile licenses, contact the Elcomplus, Inc. representative in your region.

You must also create a client account in SmartPTT Radioserver Configurator for logging in to SmartPTT Mobile. For details, see "Managing Client Accounts" in *SmartPTT Installation and Configuration Guide*.

> **Important**
> It is necessary to assign a profile with configured personality to the client account. For details, see "Managing Profiles" in *SmartPTT Installation and Configuration Guide*.

2.1 Disabling Automatic Updates

SmartPTT Mobile is designed to work with a specific version of SmartPTT Radioserver. Because of that, automatic update when a newer version of SmartPTT Mobile becomes available may cause problems if SmartPTT Radioserver has not been updated first.

To disable automatic updates, perform the following actions:
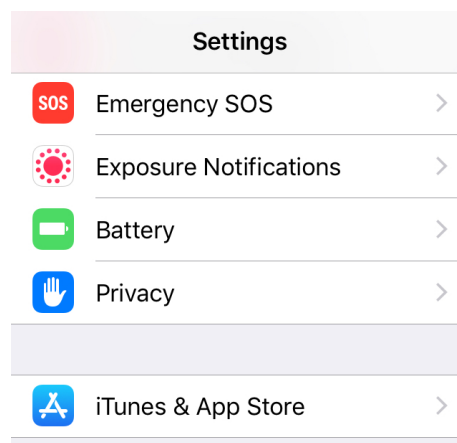
1. Go to **Settings →iTunes & App Store**.

Fig. 2. iOS Settings

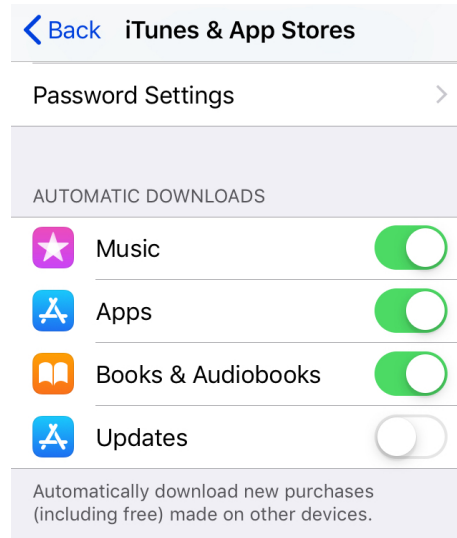2. In the **Automatic Downloads** area, turn off **Updates**.

Fig. 3. Disabling Updates

Important

In iOS, you can enable/disable automatic updates for all applications at one time. You cannot disable automatic updates specifically for SmartPTT Mobile.

If you disable automatic updates, you will need to update your other applications manually. For instructions on manual updates, see this Apple Support article.

3 Reconnection to Radioserver

When reconnecting SmartPTT Mobile to SmartPTT Radioserver, the following scenarios of the mobile application behavior are possible:

- If the reason for the loss of connection with SmartPTT Radioserver is the Internet disconnection, the mobile application start screen will be displayed and the mobile application will wait for the restoration of the Internet connection. As soon as the connection is restored, an attempt to establish a connection with SmartPTT Radioserver is automatically initiated.

NOTE
An attempt to automatically reconnect with SmartPTT Radioserver is initiated every 30 seconds by default (you can configure a different interval). SmartPTT Mobile will keep trying until connection is successfully established or until the user manually terminates the attempts.

Important
Automatic connection to SmartPTT Radioserver will be established if the previous client authorization on SmartPTT Radioserver was successful.

- If the connection with SmartPTT Radioserver is lost because SmartPTT Radioserver closes the connection for some reason, the mobile application start screen will be displayed, connection to SmartPTT Radioserver will not be restored automatically.

- If the mobile application operation is stopped by the iOS operating system for some reason, and the application is unloaded from the device's memory, then the next time you start it manually, the mobile application start screen will be displayed, and an attempt to restore connection with SmartPTT Radioserver will be automatically initiated.

- If the device was rebooted, the mobile application start screen will be displayed, an attempt to restore connection with SmartPTT Radioserver will be automatically initiated.

NOTE
To connect the application automatically (without manual login) to SmartPTT Radioserver, when opening SmartPTT Mobile after its reboot, the autorun permission must be set in the device settings.

- After the client log out, or SmartPTT Radioserver closed forcibly the connection, connection to SmartPTT Radioserver will not be restored automatically.

- If the mobile application was closed by the SmartPTT Mobile user at the moment when connection with SmartPTT Radioserver was lost, then an attempt to restore connection with SmartPTT Radioserver will be automatically initiated at the next launch.

NOTE
If the mobile application was disconnected from SmartPTT Radioserver during an active session of the SmartPTT Mobile user and this user had the active Emergency mode, then SmartPTT Mobile will restore Emergency mode automatically after the connection is restored or the mobile application is restarted, even if the SmartPTT Mobile user logs in to SmartPTT Mobile from another smartphone.

4 Using SmartPTT Mobile

This section describes SmartPTT Mobile functionality and provides instructions on using it.

4.1 Logging in to SmartPTT Mobile

Follow the procedure to log in to SmartPTT Mobile.

Prerequisites:

- Obtain SmartPTT Radioserver IP address and HTTPS port number.

- Obtain a client user name and password.

Procedure:

1. Launch the SmartPTT Mobile application.
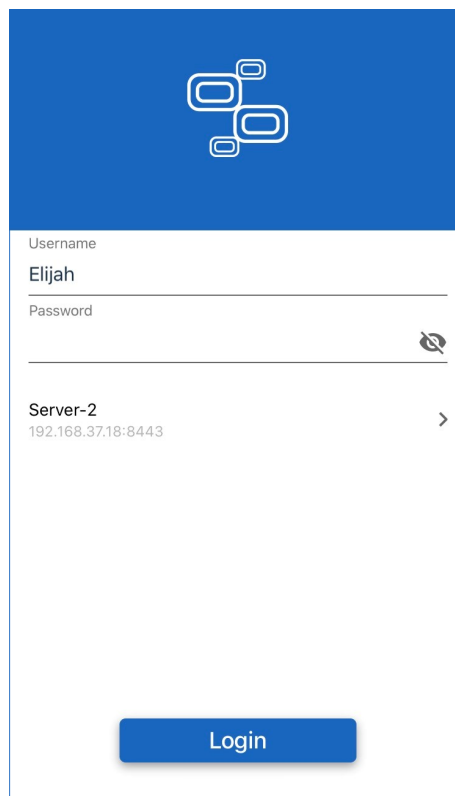   The login screen appears.

Fig. 4. SmartPTT Mobile Login Screen

2. In the **Username** field, type a client user name configured in SmartPTT Radioserver Configurator.

3. In the **Password** field, type the client password.

4. *(Optional)* Tap **View Password (   )** to display password.

5. To select a radioserver to which you want to connect, perform one of the following actions:

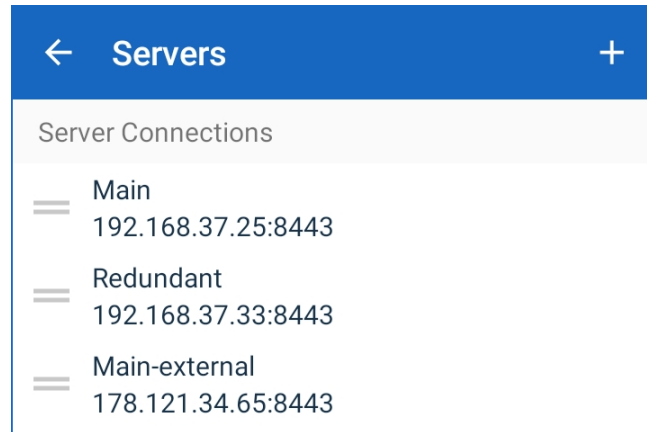| To connect to a previously added radioserver,	perform the following actions:
	1. Below the password field, tap the currently selected radioserver. The **Servers** window appears.

Fig. 5. List of available servers

2. Tap and hold the desired radioserver, and then drag it to the top of the list.

3. In the top left corner of the **Servers** window, tap Back (←).

To add a new radioserver,   perform the following actions:

1. Below the password field, tap the currently selected radioserver.
   The **Servers** window appears (see above).

2. In the top right corner of the window, tap Add (+).
   The **Create connection** window appears.

Fig. 6. List of available servers

3. In the **Name connection** field, enter an alias for the radioserver.

4. In the **Server Address** field, enter the radioserver IP address.

5. In the **Port** field, enter the radioserver TCP port number for client connections. You can find this port number in the **Client Connection** node in SmartPTT Radioserver Configurator. The default value is *8443*.

6. In the top right corner of the window, tap OK (✓).

7. Tap and hold the added radioserver, and then drag it to the top of the list.

8. In the top left corner of the **Servers** window, tap Back (←).

6. Tap **Login**.

Postrequisites:

To quit the SmartPTT Mobile application, you must log out.

4.2 Navigating Contact List

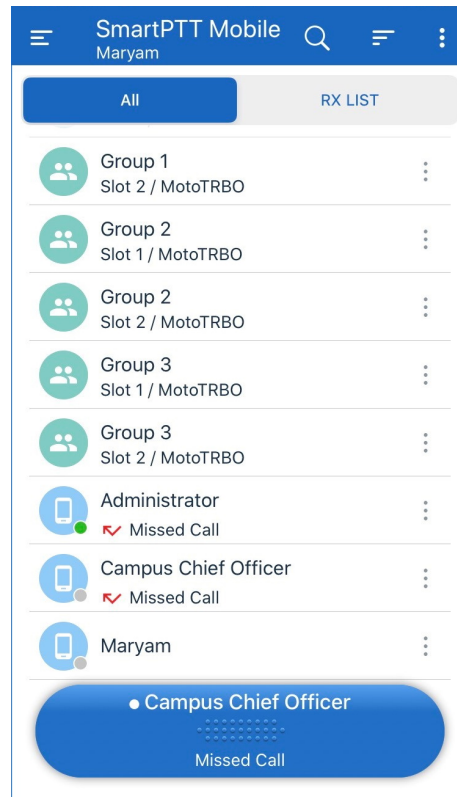Contact List is the SmartPTT Mobile main window that appears after a user logs in.

Fig. 7. Contact List

The toolbar located in the upper part of the window contains the following elements:

Menu (☰)
Opens the SmartPTT Mobile side menu.

Search (🔍)
Provides the ability to search the desired contact from the Contact List by typing the beginning of a contact name in the search field.

Filter (≡)
Filtering the Contact List depending on the call sound settings:

- If the **Mute first** option is selected, the contacts with muted calls will be displayed first.

- If the **Unmute first** option is selected, the contacts that calls are not muted will be displayed first.

- It the **Default** option is selected, the filtering of contacts by the parameters applied above will be canceled.

Actions (⋮)
Contains the following options:

- The **Create Virtual group** option provides the ability to create a virtual group that consists of only SmartPTT Mobile users.
When you tap **Create Virtual group**, the window for creating a new virtual group appears.

- The **Create Multi-group** option provides the ability to create a multigroup that consists of virtual groups and DMR talkgroups.
When you tap **Create Multi-group**, the window for creating a new multigroup appears.

- The **Unmute All** option provides the ability to unmute all voice calls in the SmartPTT Mobile Contact List if at least one object was previously muted. The option is unavailable if all objects are unmuted.

The filter panel below the Toolbar provides the following filters for the Contact List:

- **All** — the Contact List displays all contacts.

- **RX LIST** — the Contact List displays only groups to which the mobile client is allowd to listen

If Emergency mode is enabled, the red indication and the *Emergency* value are displayed above the filter panel.

The Contact List is displayed in the main area of the window. Tapping a contact assigns it to the PTT button at the bottom of the window. Tapping the button will initiate a call to the selected contact.

The icon to the left of the contact name indicates the type of the contact:

	DMR talkgroup
	DMR radio
	SmartPTT Mobile user, SmartPTT dispatcher, SmartPTT web application dispatcher
	Virtual group
	Multigroups

For radios and SmartPTT Mobile users, online/offline status is displayed in the bottom right corner of the icon as a green or gray circle respectively.

For different types of contacts, the following is displayed as their name:

DMR talkgroup	Talkgroup name (as configured in SmartPTT Radioserver Configurator) with its channel below
DMR radio	Radio ID with its channel below
SmartPTT Mobile user	SmartPTT Mobile user login
Virtual group	Group name
Multigroup	Group name

The PTT button at the bottom of the window provides voice call indication and the ability to initiate calls.

4.3 Personalities

Personalities define the list of groups that are available to the mobile client for listening to, and the default contact assigned to the PTT button. One mobile client can be assigned several personalities. The personalities are configured in SmartPTT Radioserver Configurator on the **Profiles** tab. To make certain personalities available to the mobile client, you must assign a profile with the corresponding personalities to it.
For information on personality settings, see "Configuring Personalities" in *SmartPTT Installation and Configuration Guide*.

Each personality can have a default contact assigned to the PTT button. To start calling the default contact, simply hold the PTT button. To temporarily assign another contact to the PTT button, tap it in the contact list

4.3.1 Selecting Personalities

The personality name is displayed in the upper part of the window under the app name. To select another personality, tap the current personality name, and then select a desired personality from the list. The selected personality is marked with a blue circle.

You can switch view between **All** (contact list displays all contacts) and **Rx List** (contact list displays only contacts included in the Rx List of the selected personality).

The default contact for this personality is displayed in the list with a black circle icon to the left of the contact name.
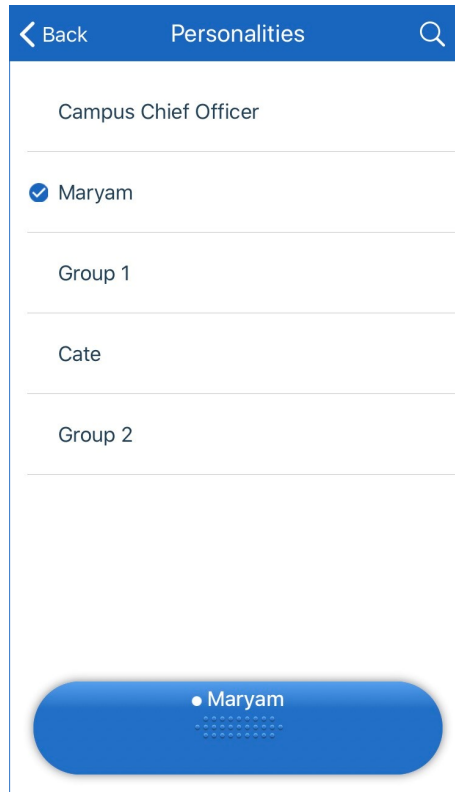
Fig. 8. Personality Selection

4.4 Profile

A profile displays short information about the SmartPTT Mobile user, radio user, virtual group, or multigroup.

4.4.1 SmartPTT Mobile User or Radio Profile

A profile opens when you tap **Profile** in the action menu (⋮) of the desired SmartPTT Mobile user or radio user contact.
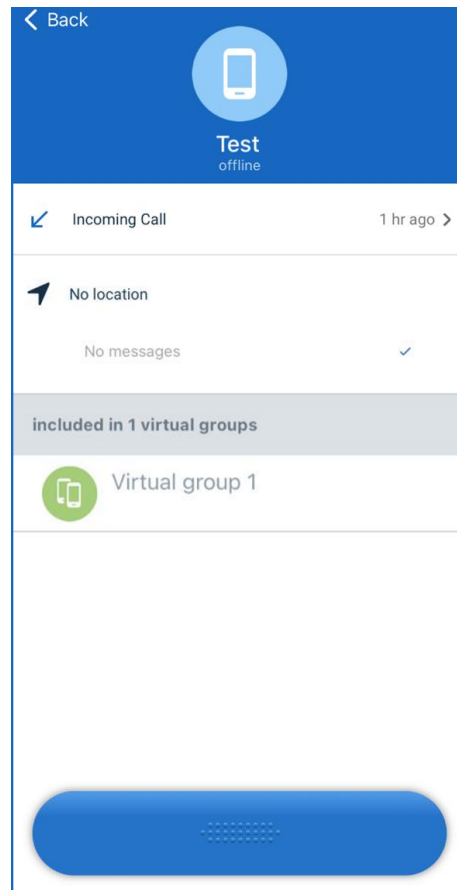

Fig. 9. SmartPTT Mobile User Profile

The SmartPTT Mobile user or the radio user profile provides the following information:

- Contact name.

- Mute icon ( ) that is displayed if the call is muted for the user.

- Network status: online or offline.

- History of incoming and outgoing calls with this contact.

- Information about the location with the time of last coordinates sending.

> **NOTE**
> When you tap the location information, SmartPTT Mobile will open the map and display the object icon on it.

- Last text message in a chat.

> **Important**
> It is displayed only for SmartPTT Mobile users.

> **NOTE**
> When you tap the text message, SmartPTT Mobile will open a chat with the SmartPTT Mobile user.

- List of contact groups.

- PTT button for initiating a call from the profile.

The profile action menu (⋮) contains the following elements:

Mute/Unmute
    Provides the ability to mute/unmute voice calls.

Mute Others
    Provides the ability to mute voice calls for all objects in the Contact List.

4.4.2 Vitual Group Profile

The profile of a virtual group opens when you tap **Profile** in the action menu (⋮) of the desired contact of the virtual group.
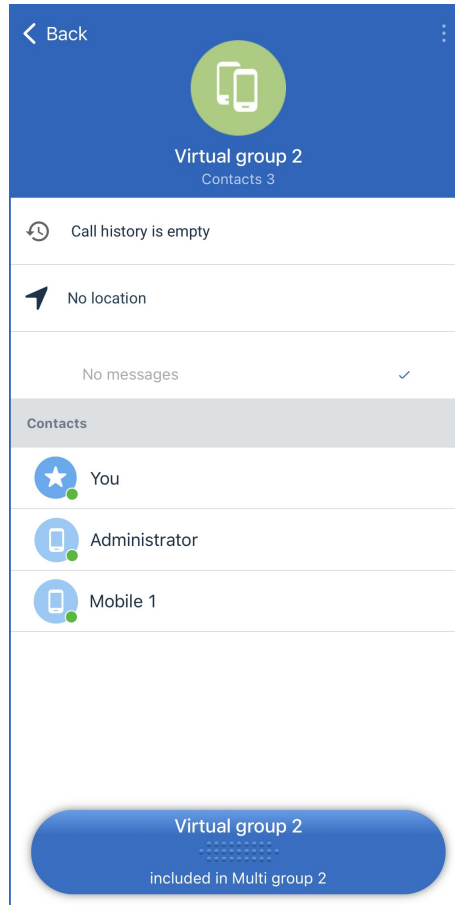

Fig. 10. Virtual Group Profile

The profile of a virtual group consisting only of SmartPTT Mobile users provides the following information:

- Group name.

- Mute icon (🔇) that is displayed if the voice call is muted for the virtual group.

- The total number of group SmartPTT Mobile users.

- Call history.

- Information about the location indicating the name of the user who sent the coordinates last, his coordinates, as well as the time of last coordinates sending.

- List of SmartPTT Mobile users in the group.

- PTT button for initiating a call from the profile.

The profile action menu (⋮) contains the following elements:

Mute/Unmute

Provides the ability to mute/unmute voice calls.

Mute Others

Provides the ability to mute voice calls for all objects in the Contact List.

Edit

Opens the **Edit Virtual Group** window for editing virtual group name and changing its members.

4.4.3 Multigroup Profile

A profile of the multigroup opens when you tap **Profile** in the action menu (⋮) of the desired contact of the multigroup.
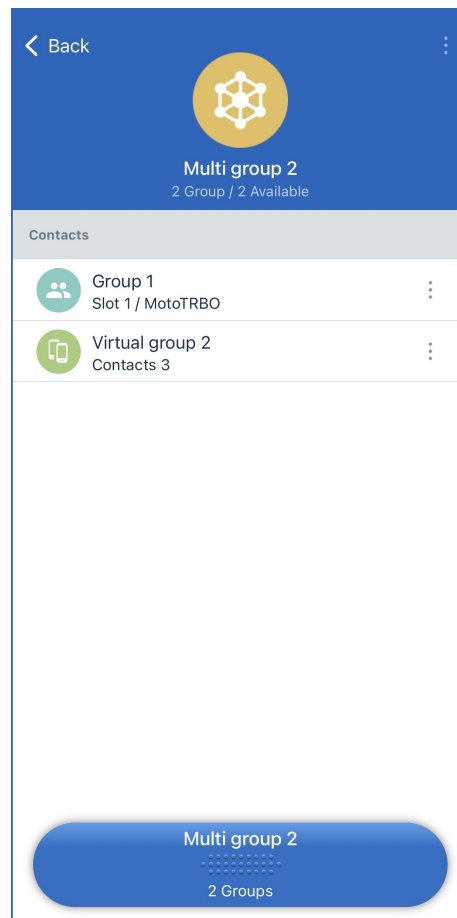

Fig. 11. Multigroup Profile

The multigroup profile provides the following information:

- Group name

- Mute icon (🔇) that is displayed if voice calls are muted for a multigroup

- The total number of groups in the multigroup and the number of active groups

- List of groups included in the multigroup

- PTT button for initiating a call from the profile

The profile action menu (⋮) contains the following elements:

Mute/Unmute

Provides the ability to mute/unmute voice calls.

Mute Others

Provides the ability to mute voice calls for all objects in the Contact List.

Edit

Opens the **Edit Multi-group** window for editing multigroup name and number of members.

Leave the group

Allows to leave the group.

Delete

Allows to delete the group.

4.5 Emergency

SmartPTT Mobile supports Emergency mode. This mode is used in case of emergency when the SmartPTT Mobile user needs to transmit in a higher priority mode.

Emergency mode provides the ability to send an alarm signal as well as initiate an emergency call. This call type is available in SmartPTT Mobile only for group calls and has a higher priority over regular calls, providing the ability to interrupt them. However, emergency calls cannot interrupt other active emergency calls.

> **NOTE**
> In the SmartPTT Mobile side menu, tap the **Emergency** toggle to activate Emergency mode. For all SmartPTT Mobile users who have activated Emergency mode, the corresponding status is displayed in the application.

Emergency mode can be assigned to the following objects:

- Radios.
  In case of receiving an alarm signal or an emergency call from a radio.

- SmartPTT Mobile user.
  When Emergency mode is activated in SmartPTT Mobile.
  Emergency mode is turned off for the SmartPTT Mobile user in the following cases:

  - The SmartPTT Mobile user manually turned off Emergency mode in the application side menu.

  - The timeout specified in the SmartPTT Mobile settings of Emergency mode expired.

  - The dispatcher turned off Emergency mode in the SmartPTT Dispatcher.

> **NOTE**
> The alarm signal received from the SmartPTT Mobile user is displayed in the SmartPTT Dispatcher Event Log as well as on the **Emergencies** panel in SmartPTT Dispatcher.

- Talkgroup.
  Emergency mode is assigned to a talkgroup when a radio in Emergency mode makes a call to that talkgroup.

- Virtual group.
  Emergency mode is assigned to a virtual group if at least one of its members is in Emergency mode and they make a call to this virtual group.

> **NOTE**
> Emergency mode cannot be assigned to a multigroup. However, when you make an emergency call to one of the virtual groups that are part of a multigroup, the call to the multigroup will be displayed as an emergency call to all members of the multigroup.

Emergency mode in SmartPTT Mobile has special sound indication. Every 15 seconds, the mobile application plays a sound notification that is only interrupted when receiving or initating a call. Emergency mode indication in SmartPTT Mobile is colored in red. An active emergency indication is displayed in the following places:

- Contact list

- Contact profile

- Call history log

- Text chats

- Map

When a SmartPTT Mobile user enables or disables Emergency mode, other SmartPTT Mobile users receive a PUSH-message that informs them about the event. The message shows time and name of the user who activated Emergency mode.

After you click the PUSH message, the contact list opens and the PTT button automatically displays the contact that activated Emergency mode.

4.6 Voice Calls

SmartPTT Mobile provides the ability to initiate half-duplex voice calls to the following radio system objects and receive calls from them:

- SmartPTT Mobile users

- Virtual groups (groups of SmartPTT Mobile users)

- Multigroups (groups of SmartPTT Mobile users and DMR talkgroups)

- Radios

- DMR talkgroups

Important
SmartPTT Mobile does not support telephone calls.

Important
To initiate voice calls to SmartPTT Mobile, the license for mobile client voice calls is required.

You will continue to hear incoming voice calls even if you minimize SmartPTT Mobile or lock the device screen.

If you minimize SmartPTT Mobile, switch to another application, or lock the screen when the application is active, connection with SmartPTT Radioserver will remain active, the application will continue to use the speaker, but will stop using the microphone.

If the mobile device screen is locked, then the following occurs when you receive a call:

- Sound signal notifies about the beginning/end of the voice transmission.

- You can hear voice from the speaker.

- Mobile device screen becomes active.

- Notification about the incoming voice call and the Open button appear on the screen. The Open button opens SmartPTT Mobile.

- Before opening the application, you must enter a code to unlock the screen (if the code is set on the mobile device).

If SmartPTT Mobile is not displayed on the screen and at this moment an incoming or outgoing call occurs, a PUSH message appears on the device screen with information about the current call and its participants. Tap the notification to open SmartPTT Mobile and respond to the call.
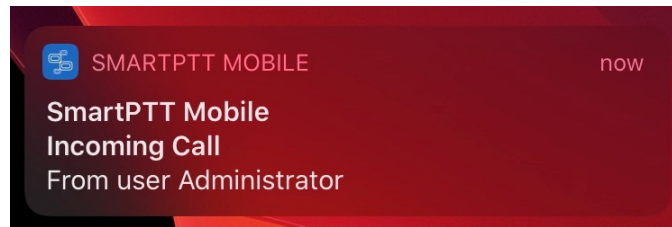
Рис. 12. PUSH Message About Incoming Call

If you do not answer an incoming call within hangtime, this call is considered as missed. In this case, a PUSH message appears on the device screen with information about the missed call and its initiator.

4.6.1 PTT Button Indication

When an incoming or outgoing call occurs, the PTT button of the SmartPTT Mobile mobile application has a certain color indication and displays information about the current call.
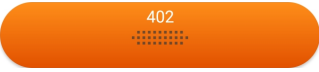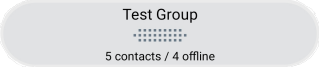
The names of the call initiator/recipient on the PTT button are similar to the names of the contact list in your SmartPTT Mobile mobile application.
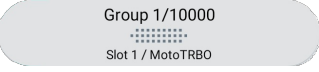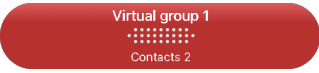
The following captions may occur on the PTT button to inform you about the call initiator or recipient:

Call Type	Indication	Description
Private call to/from a SmartPTT Mobile user	**Mobile Client 2**	Name of the SmartPTT Mobile subscriber making a private call to/from the SmartPTT Mobile subscriber. The name is displayed as the client account name the call initiator uses to log on to SmartPTT Radioserver.
Private call to/from a dispatcher	**Administrator**	Name of the dispatcher making a private call to/from the SmartPTT Mobile subscriber. The PTT button displays the user name the dispatcher uses to log on to the SmartPTT Dispatcher.
Private call to/from a radio	**402**	Identifier of the radio whose subscriber is making a private call to/from the SmartPTT Mobile subscriber.
Group call to/from a virtual group	**Test Group** 5 contacts / 4 offline	Name of the virtual group whose subscribers are recipients of the group call. Or the name of the virtual group whose subscriber is making a group call. The PTT button also displays information about the total number of virtual group users, as well as the number of users who are currently offline.
Group call to/from a talkgroup	**Group 1/10000** Slot 1 / MotoTRBO	Name of the DMR talkgroup that receives a group call and the identifier of the call initiator. The button also provides information about the slot and network to which the DMR talkgroup belongs.

Call Type	Indication	Description
Group call to/from a multigroup	**Multigroup 1** ⋮⋮⋮⋮⋮⋮⋮⋮ **2 Groups**	Name of the multigroup whose subscribers are recipients of the group call. Or the name of the multigroup whose subscriber is making a group call. The button also provides information about the number of groups that are included in this multigroup.

SmartPTT Mobile provides the following color indication for voice calls:

(blue button)	No voice call in progress, no contact is selected.
Test Group contacts 5 / offline 4	No voice call in progress, a contact is selected. You can tap PTT to initiate a call. When the button becomes orange, start speaking.
Test Group contacts 5 / offline 4 **402**	Outgoing group or private voice call in progress.
Test Group 5 contacts / 4 offline Group 1/10000 Slot 1 / MotoTRBO 402	Incoming group or private voice call in progress.
Test Group contacts 5 / offline 4	Hangtime. None of the parties are transmitting voice.
Virtual group 1 Contacts 2	Emergency incoming call in Emergency mode. The PTT button displays the name of the subscriber who initiates the call or the name of the group to which the call is initiated.

4.6.2 Performing Voice Calls

SmartPTT Mobile can initiate or receive only one voice call at a time. In order to receive a call, no action is necessary. Incoming voice is heard immediately and the voice call initiator's name is displayed on the PTT button.

In order to initiate a call, tap the desired contact in the Contact List, and then, depending on SmartPTT Mobile settings, either tap and hold, or single-tap the button. As soon as the outgoing call indication appears (the PTT button becomes orange), you can start speaking.

If you use personalities, a default contact is assigned to the PTT button. the default contact is configured in SmartPTT Radioserver Configurator. In that case, simply press the PTT button to start the call to the default contact. To assign another contact to the PTT button, tap that contact in the contact list. If no action is taken after that, the default contact will be assigned to the PTT button again after time set in SmartPTT Radioserver Configurator.
For information on personality settings, see "Configuring Personalities" in *SmartPTT Installation and Configuration Guide*.

During an active voice call (including hangtime), on the SmartPTT Mobile main window, the icon (🔇) is displayed providing the ability to mute/unmute voice calls for the contact.

> **Important**
> In order for SmartPTT Mobile users to correctly interact with radio networks and receive private calls from radios, assign a unique ID to each mobile client in SmartPTT Radioserver Configurator. Otherwise, private calls initiated from the radio to the SmartPTT Mobile user and vice versa will operate as group calls. For details, see "Managing Account Parameters" in *SmartPTT Installation and Configuration Guide*.

In Capacity Max systems, each mobile client requires a numeric identifier (Radio ID), which is set on the Capacity Max server (CMSS) and must be unique. It represents the unique identifier of a mobile client as a subscriber of the system. The mobile client receives calls addressed to this identifier. When SmartPTT Mobile initiates a call, the recipient of the call sees this ID.

> **Important**
> The number of simultaneous calls that can be transmitted to third-party applications (such as SmartPTT Mobile and SmartPTT Dispatcher) are limited by the TalkPath license of Motorola Solutions. Consider this when planning your system.

4.6.3 Voice Call Mute

In SmartPTT Mobile, you can mute or unmute voice calls from the following objects:

- SmartPTT Mobile users

- Radio users

- DMR talkgroups

- Virtual groups

- Multigroups

This functionality provides the ability to hear voice call sound only from the desired object.

In the SmartPTT Mobile contact list, muted calls are marked with the mute icon (🔇).

> **NOTE**
> Muting or unmuting a call for a multigroup will mute or unmute calls for all its members. If at least one DMR talkgroup or virtual group inside a multigroup is unmuted, the multigroup will also be unmuted.

If the SmartPTT Mobile user makes an outgoing call to an object with muted sound, the voice call for this object will be automatically unmuted.

To mute/unmute voice calls, in the object action menu (⋮), tap **Mute/Unmute**.

4.6.4 Call History

SmartPTT Mobile provides the ability to store and display short information about calls from the SmartPTT Mobile user contact list in the contact profile. Call history functionality is available for SmartPTT Mobile users, radios and virtual groups.

> **NOTE**
> Call history is displayed separately for each contact in the contact list.

Call history log entries provides the following information:

- Type of the event (indicated by the icon and signature under the contact's name). The following types are available:

  - (↙) – incoming call.

  - (↗) – outgoing call.

  - (↙) – multiple call (with indication of the number of calls).

> **NOTE**
> Multiple calls provide the ability to reduce the number of log entries. A multiple call combines calls of the same type if the time interval between them does not exceed 10 minutes. The total duration of multiple call is not limited. Multiple call combines private calls initiated or received by the same SmartPTT Mobile user or radio and group calls initiated by any contact in the same group.

- Participant of the call.

- Start time of the call.

- Call duration.

> **NOTE**
> Call duration is considered as the time interval between the first PTT button tap and the end of the last hangtime or call interrupt.

4.6.4.1 Call History Window

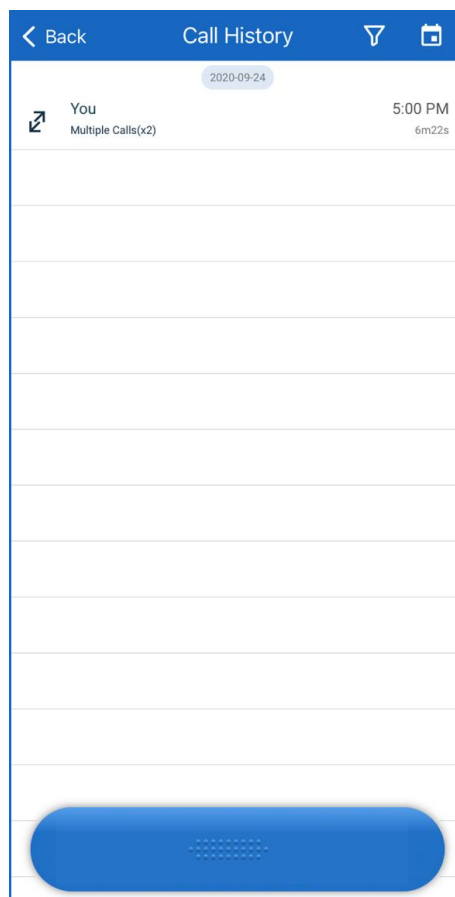The call history window appears after selecting **Call History** from the contact action menu (⋮).

Fig. 13. Call History

The call history window toolbar contains the following elements:

Back (‹)
Returns to the contact list window.

Filter (▽)
Opens the filtering window and provides the ability to filter calls by their type (incoming or outgoing). For virtual groups, you can also filter calls by individual group members.

Date (🗓)
Opens the calendar and provides the ability to select the date to see the call history for the desired day.

Clear (✕)

Cancels the call history filtering. The button appears only if a filter is used.

4.6.4.2 Displaying Call History

Follow the procedure to display the call history of the desired contact.

Prerequisites:

Select the contact whose call history you want to display.

Procedure:

1. Open the call history window in one of the following ways:

To open the call history window from the SmartPTT Mobile user or radio action menu (⋮),	tap **Call History** in the action menu (⋮) of the desired contact. The call history window appears.
To open the call history window from the SmartPTT Mobile user or radio profile,	tap the call history icon (🕘) in the profile of the desired contact. The call history window appears.

2. *(Optional)* Filter calls:

To filter the list by incoming calls,	perform the following actions: 1. On the toolbar, tap the filter icon (☰). 2. Tap **Incoming Calls**.
To filter the list by outgoing calls,	perform the following actions: 1. On the toolbar, tap the filter icon (☰). 2. Tap **Outgoing Calls**.
To filter the list by the virtual group member,	perform the following actions: 1. On the toolbar, tap the filter icon (☰). 2. In the **Subscribers** area, tap the desired group member.

3. To display call history for a specific date, perform the following actions:

   a. Tap the calendar icon (📅) on the toolbar.
   The calendar window appears to select the desired date.

   b. Tap the desired date.
   The call history window appears to display calls for the desired date.

> **NOTE**
> If you want to see the call history for other years, tap the year in the title bar. The calendar opens the call history for January 1 of the selected year.

4.7 Text Chats

SmartPTT Mobile supports text chats. The following types of text chats are available in SmartPTT Mobile:

- Chat with a SmartPTT Mobile user.

- Chat with a virtual group.
  When a new SmartPTT Mobile user is added to a virtual group, all chat history of this virtual group will be available to this user.
  When the SmartPTT Mobile user is removed from the virtual group, the chat of this virtual group will be hidden from the user.

Important
To exchange text messages in SmartPTT Mobile, the mobile data license is required.

In SmartPTT Dispatcher, you can download reports based on text chats between SmartPTT Mobile users. For details, see "Reports" in *SmartPTT Dispatcher User Guide*.

If the SmartPTT Mobile user receives a text message when SmartPTT Mobile is minimized and the smartphone screen is locked, a text notification as well as sound notification about the incoming message will appear on the smartphone screen.
If the **Vibration Control** toggle is enabled in the SmartPTT Mobile settings, the device will vibrate when a new text message is received.

The list of all text chats in SmartPTT Mobile is displayed after tapping **Chats** in the SmartPTT Mobile side menu.

Text chats with a specific SmartPTT Mobile user in the mobile application are opened from the following locations:

- Side menu **Chats**

- Action menu (⋮) of the desired contact

- Contact profile

SmartPTT Mobile provides the ability to transfer files in text chats. To use this feature, perform the following actions:

- Ensure that the license for multimedia exchange in the mobile client is installed in SmartPTT Radioserver Configurator.

- Ensure that the multimedia feature is enabled and configured in SmartPTT Radioserver Configurator. For details, see "Multimedia" in *Installation and Configuration Guide SmartPTT*.

- Allow SmartPTT Mobile to access files on your mobile device.

The multimedia exchange feature has a number of limitations:

- The total size of all files in one message must not exceed 315 MB.

- You can attach maximum 10 files to one text message.

Depending on SmartPTT Radioserver Configurator settings, the mobile client user may be prohibited or allowed to send files of a certain extension.

If multimedia files were sent while the SmartPTT Mobile subscriber was offline, this subscriber receives the sent files on their device after coming online.

4.7.1 Text Chat List

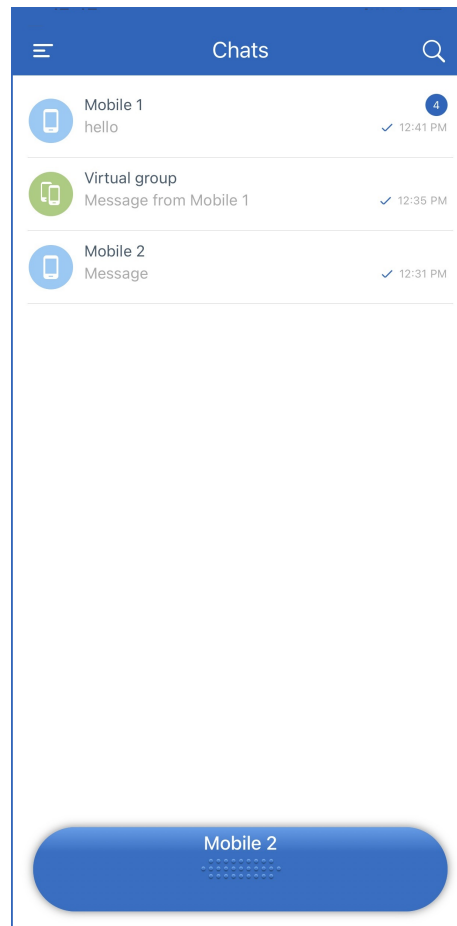A window with a list of all text chats appears when you tap **Chats** in the SmartPTT Mobile side menu.

Fig. 14. Text Chats

The toolbar of the chat list window contains the following elements:

Menu (☰)
Opens the SmartPTT Mobile side menu.

Search (🔍)
Provides the ability to initiate a chat search by typing the names of SmartPTT Mobile users and virtual groups in the search field that appears in the middle of the toolbar.

Clear (✕)
Clears the search field. The button appears when you start typing in the search field.

List of Chats
Contains a list of all currently available chats. Tapping a specific chat opens its chat window. The following information is displayed in the chat list:

- The SmartPTT Mobile username or virtual group name.

- SmartPTT Mobile user or virtual group icon.

- The counter of unread messages in this chat.

- Part of the last text message in a chat.

- The time when the last text message was sent.

- Outgoing message status.

  The status is displayed if the last text message in a chat was outgoing. The following statuses are available in SmartPTT Mobile:

  - Sent (✔)

  - Delivered (✔)

  - Read (✔)

4.7.2 Chat Window

You can open a text chat with a specific SmartPTT Mobile user from the following locations:

- **Chats** side menu

- Contact action (⋮) menu in the contact list
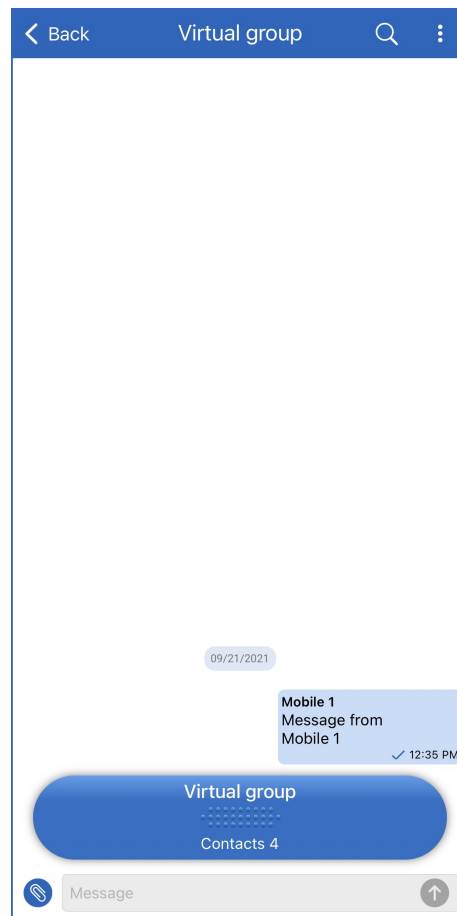
- Contact profile

Fig. 15. Text Chat

The selected SmartPTT Mobile user or virtual group chat window contains the following elements:

Back (‹)
  Returns to the previous window.

Contact name
  Displays the chat participant name.

Status

Displays the status of the SmartPTT Mobile user (online or offline).

Search (🔍)

Provides the ability to initiate a search on messages within a chat. Search becomes available only if there are any text messages in a chat.

Clear (✕)

Clears the search field. The button appears only if there are characters in the search field.

From the action menu (⋮) of the chat window, you can open the profile of the contact.

Message feed

Displays outgoing and incoming messages in the chat. Each message in the feed contains the following information:

- The name of the message sender (for chats with a virtual group).

- Message sender icon (for chats with a virtual group).

- Full text of the message.

- Outgoing message status.

- Time when the message was sent.
  The date format follows the format set in the smartphone operating system.

> **NOTE**
> If a message is sent to a virtual group that has an inactive contact, the SmartPTT Mobile user will receive the message when they become active. When the message is sent, the message sender will receive a notification that not all members of the virtual group receive the message at the moment (S*ome group members can't receive messages*).

At the bottom of the screen, the message area contains the following elements:

- PTT button located at the bottom of the window, provides a voice call indication and the ability to initiate calls

- List of files attached to the message. Files appear after you select them from the device

- Message input field

- Button for attaching files

- Button for sending a message

- Message length counter

- Screen keyboard

4.7.3 Sending Message

Follow the procedure to send a message to another SmartPTT Mobile user or virtual group.

Prerequisites:

Determine the SmartPTT Mobile user or virtual group to which you want to send a text message in a chat.

Procedure:

1. Open a chat with the contact in one of the following ways:

To start a chat with a selected contact from the action menu (⋮),	perform the following actions:
	1. Go the Contact List.

	2. Tap **Chats** in the action menu (⋮) of the desired contact. An empty chat window or window with a previously created chat appears.
To start a chat with a selected contact from the profile window,	perform the following actions: 1. Go the Contact List. 2. Tap **Profile** (⋮) in the action menu of the desired contact. The contact profile window appears. 3. In the middle of the profile window, tap the field with the last text message sent to the chat (in the case of a new chat, the value will be *No messages*). An empty chat window or window with a previously created chat appears.
To send a message to an already created chat,	perform the following actions: 1. In the SmartPTT Mobile side menu, tap **Chats**. A window with all existing chats appears. 2. From the list, tap the desired chat. The chat window of the desired contact appears with the messages sent earlier.

2. Tap the **Message** field at the bottom of the screen and start typing your message.

3. Tap the send button to send the message.
   The message you typed appears in the chat window with the selected contact.

4.7.4 Sending Files

Follow the procedure to send files to another SmartPTT Mobile user or virtual group.

Prerequisites:

- Ensure that the license for multimedia exchange in text chats is installed in SmartPTT Radioserver Configurator.

- Ensure that the feature of multimedia exchange in text chats is enabled in SmartPTT Radioserver Configurator.

Procedure:

1. Open a text chat where you want to send files.

2. *(Optional)* Tap the **Message** field at the bottom of the screen and type your message.

3. To the right of the **Message** field, tap the button for attaching a file from the device (📎).
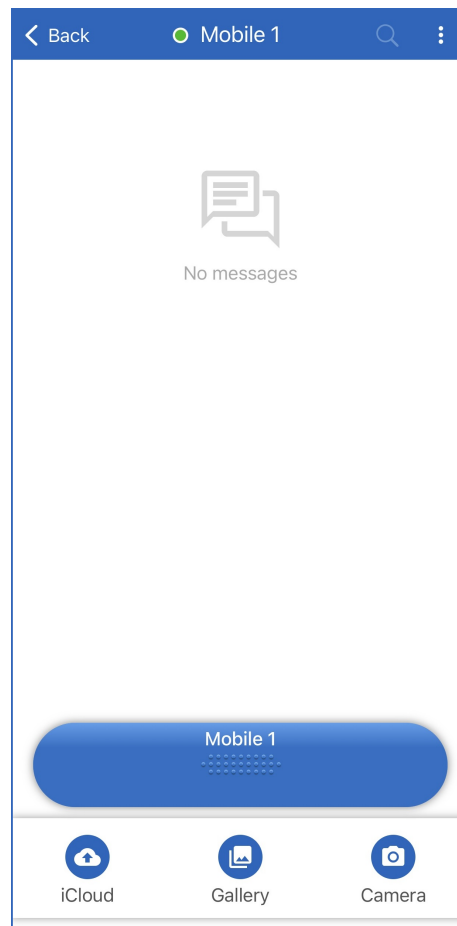   The menu for selecting a file type appears.

Fig. 16. Selecting Multimedia

4. Perform one of the following actions:

To attach a file of any allowed extension,	perform the following actions:
	1. Tap **iCloud** ( ). 2. Select one or several files.
To attach an image or video,	perform the following actions:
	1. Tap **Gallery** ( ). 2. Select one or several files.
To make a photo or video and then attach the created file,	perform the following actions:
	1. Tap **Camera** ( ). 2. Select a photo or video mode of the camera. 3. Make a photo or video. The created file will be attached to the message automatically.

Names of the attached files appear under the **Message** field. Multimedia files appear as thumbnails.
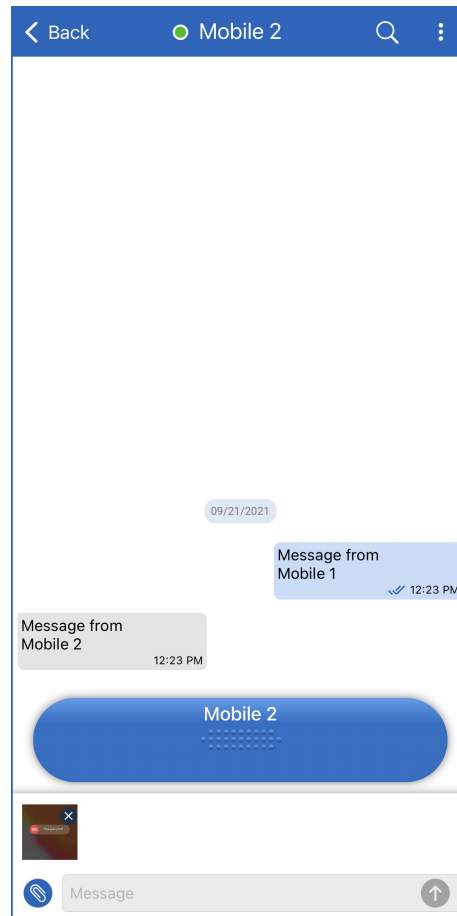
Fig. 17. Attached Files

5. *(Optional)* Change the list of attached files by performing one of the following actions:

To attach multiple files,	again tap the (📎) button and repeat the procedure.
To remove an attached file form the list,	tap the (✕) button.

6. To send the message and attached files, tap **Send (⬆)**.

Postrequisites:

*   To view the uploaded media file, tap its image in the text chat.

*   To download a file from the text chat, tap its name in the chat and in the upper right corner, tap the button for downloading files.

4.8 Location

SmartPTT Mobile supports online and offline maps. Offline maps located on a local server in the internal network of an enterprise are convenient for SmartPTT Mobile users working in an isolated network without access to the Internet. SmartPTT Mobile uses Apple Maps as online maps. SmartPTT Mobile uses OpenStreetMap to work with offline maps.

> **NOTE**
> To work in SmartPTT Mobile with offline maps, type the OpenStreetMap address in SmartPTT Radioserver Configurator. The standard OpenStreetMap URL is the following: *http://b.tile.openstreetmap.org/*.

> **Important**
> SmartPTT Mobile does not provide the ability to use online and offline maps at the same time.

Important
To display the coordinates of SmartPTT Mobile users in the mobile application, the mobile client location license is required.

The Location feature in SmartPTT Mobile provides the ability to monitor the SmartPTT Mobile user location, as well as to find location of radios added to your contact list. SmartPTT Mobile also provides the ability to combine closely located contacts in a cluster.

This functionality can be accessed by selecting the **Location** option in one of the following menus or windows:

- The SmartPTT Mobile side menu

- The contact action menu (⋮)

- The contact profile

NOTE
SmartPTT Mobile sends the device coordinates to SmartPTT Radioserver every 15 seconds.

4.8.1 Map

The map window appears after tapping **Location**.
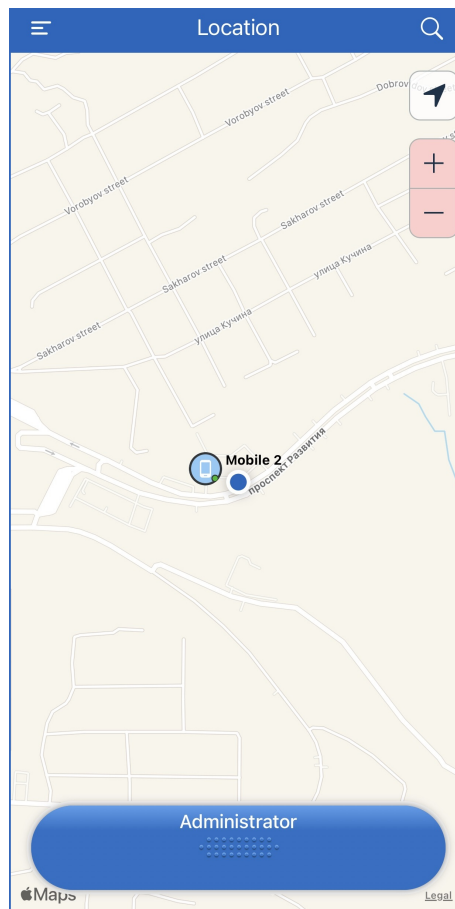
Fig. 18. Map

The map window toolbar contains the following elements:

Menu (≡)
Opens the SmartPTT Mobile side menu.

Search (🔍)
Provides the ability to filter the Contact List by typing the beginning of a contact name in the search field that appears in the middle of the Toolbar.

Apple Maps

Displays in the application window Apple Maps for operation with online maps or OpenStreetMap for operation with offline maps.

The following objects are displayed on the map:

- Radios

- SmartPTT Mobile users

NOTE
The object also displays its status: online or offline. When you tap the object icon, a panel with information is displayed below it. The panel contains the contact name, location coordinates (width and longitude) in degrees, and the PTT button.

- Clusters (combination of closely located SmartPTT Mobile users and radios).

NOTE
The cluster icon displays the number of nearby objects. Clicking on the cluster icon below displays a panel with information about the number of contacts in the cluster and the number of inactive contacts.

Show me (⟁)
Centers the map on the icon of the SmartPTT Mobile user who opens the map.
The button is activated if you move the map in any direction.

Zoom in/Zoom out (+\−)
Provides the ability to change the scale of the map.

When you tap the user icon, a panel appears at the bottom of the screen. The panel contains the following information and elements:

- User name.

- Coordinates of the user's location.

- Icon for calling the user (📞). When you tap the icon, the PTT button displays the name of the user to be called.
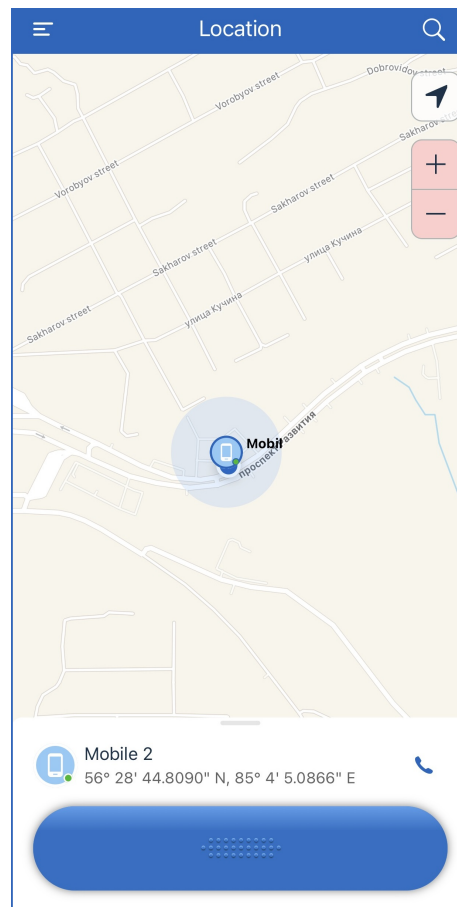
Fig. 19. User Information

4.8.2 Finding User on Map

Follow the procedure to display location of the desired SmartPTT Mobile user or radio.

Prerequisites:

- Ensure the GPS feature is enabled on SmartPTT Radioserver.

- *(Optional)* If you are going to use offline maps, ensure that in SmartPTT Radioserver Configurator the OpenStreetMap address is typed.

- Edit the location settings in the app.

- Ensure you gave the permission to use geolocation on the device.

- Ensure the desired SmartPTT Mobile user or radio is in the SmartPTT Mobile contact list.

Procedure:

1. Open the map window in one of the following ways:

To open a map from the SmartPTT Mobile side menu,	tap **Location** in the SmartPTT Mobile side menu. The map window appears.
To open the map from the action menu (⋮) of the SmartPTT Mobile user or radio,	tap **Location** in the action menu (⋮) of the desired contact. The map window appears.

To open a map from the profile of the SmartPTT Mobile user or radio,	perform the following actions: 1. Tap **Profile** in the action menu (⋮) of the desired contact. 2. Tap the location icon (◁) in the profile of the desired contact. The map window appears.

2. In the search field of the map window at the top of the toolbar, type the name of the contact whose location you want to find:

    a. Type the beginning of the desired contact name to filter the list.

    b. Tap the name of the desired contact to find it on a map.

3. The map is centered on the object.

Postrequisites:

To see the detailed information of the contact, tap its icon again.
A panel with information appears under the object icon.

4.9 Settings

The **Settings** menu contains SmartPTT Mobile settings, including general, location and emergency settings.

4.9.1 Radioserver Connections

If your system contains main and redundant radioservers, or the radioserver has different interfaces for LAN and WAN connections, you can configure a prioritized list of connection addresses. When SmartPTT Mobile disconnects from one of the radioserver's addresses, it will automatically try to reconnect using each configured connection one by one. Thus, when the main radioserver is offline and the connection switches to the redundant radioserver, or when the mobile device switches from Wi-Fi to mobile internet, SmartPTT Mobile will restore radioserver connection automatically.

> **Important**
> Do not use this feature to connect to different radioservers. This will cause SmartPTT Mobile to crash.

At the top of the **Settings** window, you can see to which radioserver you are currently connected, and your login.
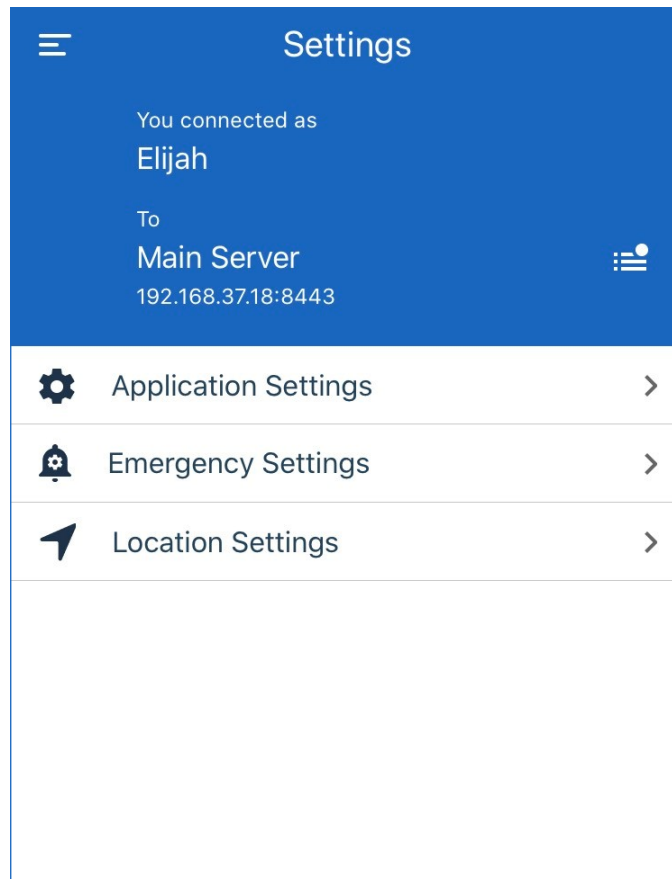

Fig. 20. Settings
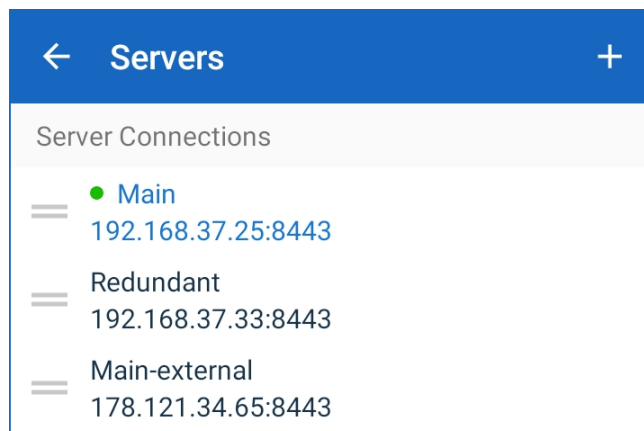
To access radioserver list, tap ☰.

Fig. 21. Radioserver List

To add a new radioserver to the list, tap ＋, and then enter its IP address and TCP port.

To change the order of priority, tap and hold the desired entry. When the entry is highlighted orange, drag it to the desired position.

4.9.2 Editing SmartPTT Mobile Settings

Follow the procedure to edit SmartPTT Mobile settings.

Procedure:

1. In the Contact List, swipe right or tap the Menu (☰) button in the upper-left corner of the window.
SmartPTT Mobile side menu appears.

2. In the menu, tap **Settings** →**Application Settings**.
The **Application** window appears.
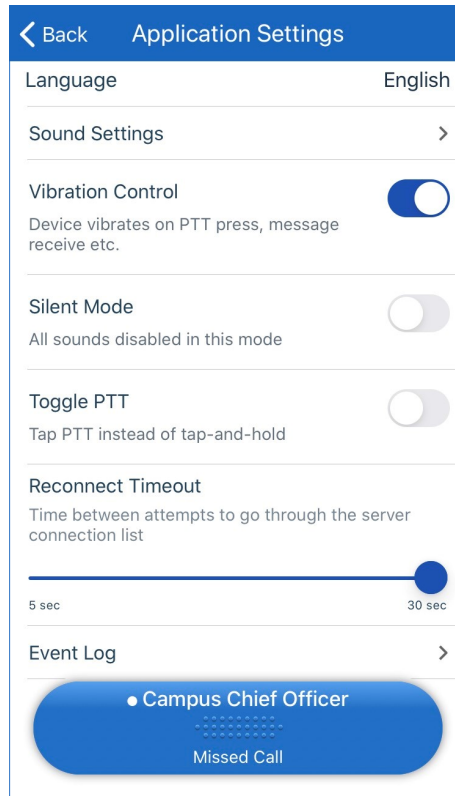
Fig. 22. Application Settings

3. In the **Language** list, select a desired interface language.

4. To configure calls volume, tap **Sound Settings** and perform one of the following actions:

To select a volume of the incoming call,	select the required volume by moving the **Volume Gain** slider to the left or right.
To test the volume of the incoming call,	perform the following actions: 1. Tap **Test sound**. Audio will start playing. 2. Select the required volume by moving the **Volume Gain** slider to the left or right. When you move the slider, the audio volume will be down or up accordingly. 3. To stop the audio, tap **STOP SOUND**.
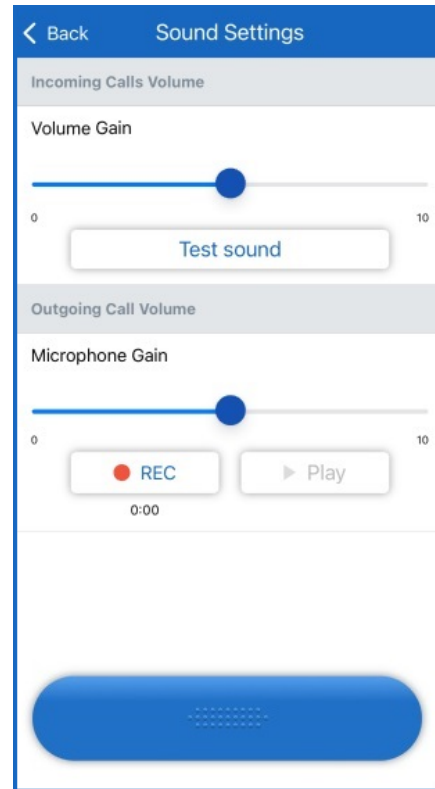
Fig. 23. Configuring Volume

To select a volume of the outgoing call,	select the required volume by moving the **Microphone Gain** slider to the left or right.

To test the volume of the outgoing call,	perform the following actions:

1. Tap **REC** and start talking to the device microphone.
   A timer will appear below the button and show seconds left till the end of the voice recording. The range of possible values is *1–10* seconds.

2. Tap **STOP** to stop recording.
   After recording, the audio will be saved to the internal device buffer, and the **PLAY** button will become available.

3. Tap **Play**, to play the audio that you have just recorded.

4. Select the required volume by moving the **Microphone Gain** slider to the left or right. When you move the slider, the audio volume will be down or up accordingly.

5. To stop playing, tap **STOP**.

NOTE
When you record a new audio, the previous one will be overwritten.
The recorded audio will be deleted from the internal buffer after the user session ends.

4.9.3 Viewing Event Log

SmartPTT Mobile provides the ability to log system errors and warnings to the Event Log.
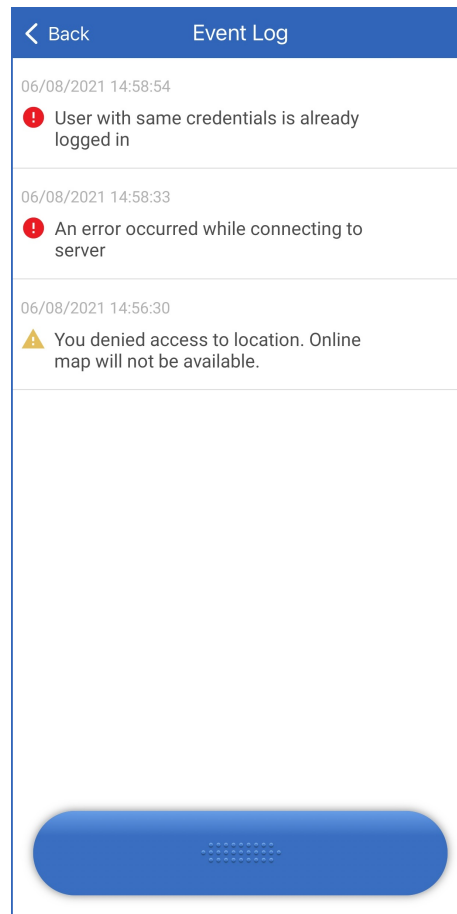
Fig. 24. Event Log

To open and view Event log, open the main application menu and then tap **Settings → Application → Event Log**.

Each log message contains the following information:

- Date and time when the event occurred

- Type of the message: warning (⚠) or error (❗)

- Event description

The log records events that occurred during the current user session. The log is automatically cleared when the user exits SmartPTT Mobile.

The log messages are arranged in the reverse chronological order which means that the top entry displays the latest event.

4.9.4 Editing Emergency Mode Settings

Follow the procedure to edit Emergency mode settings in SmartPTT Mobile.

> **NOTE**
> If SmartPTT Mobile is in Emergency mode, editing Emergency mode settings is not available.

Procedure:

1. In the Contact List, swipe right or tap the Menu (≡) button in the upper-left corner of the window.
   SmartPTT Mobile side menu appears.

2. In the menu, tap **Settings** →**Emergency Settings**.
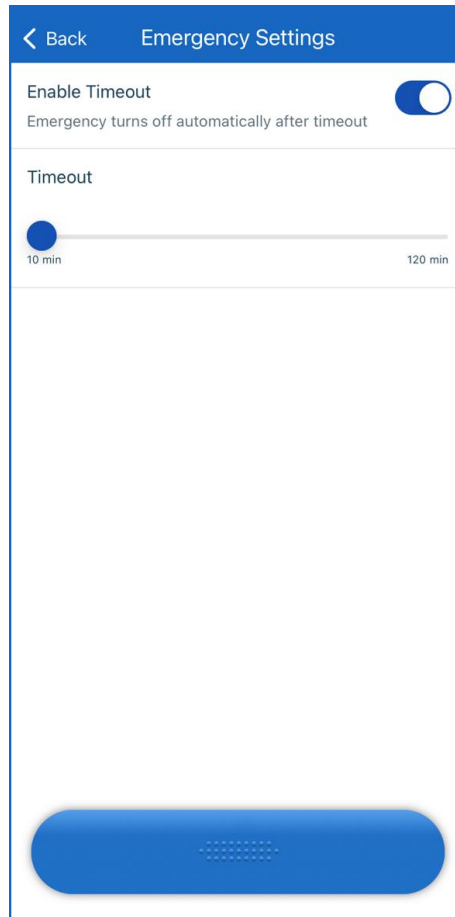   The window **Emergency Settings** appears.

Fig. 25. Emergency Settings

3. Configure exiting Emergency mode by timeout:

To enable exiting Emergency mode after a certain period of time,

perform the following actions:

1. Turn on the **Enable Timeout** toggle.
   This toggle unblocks the **Timeout** parameter.

2. In the **Timeout** string, move the slider to set the time in minutes after which the emergency will be automatically disabled in SmartPTT Mobile.
   The range of available values is from 10 to 120 minutes in increments of 10 minutes.

To disable exiting Emergency mode by timeout,	turn off the **Enable Timeout** toggle.
	NOTE In this case, Emergency mode will be disabled only after the SmartPTT Mobile user turns it off in the SmartPTT Mobile side menu or a dispatcher turns it off in SmartPTT Dispatcher.

4.9.5 Editing Location Settings

Follow the procedure to edit SmartPTT Mobile location settings.

Procedure:

1. In the Contact List, swipe right or tap the Menu (≡) button in the upper-left corner of the window. SmartPTT Mobile side menu appears.

2. In the menu, tap **Settings** →**Location Settings**.
    The **Location Settings** window appears.
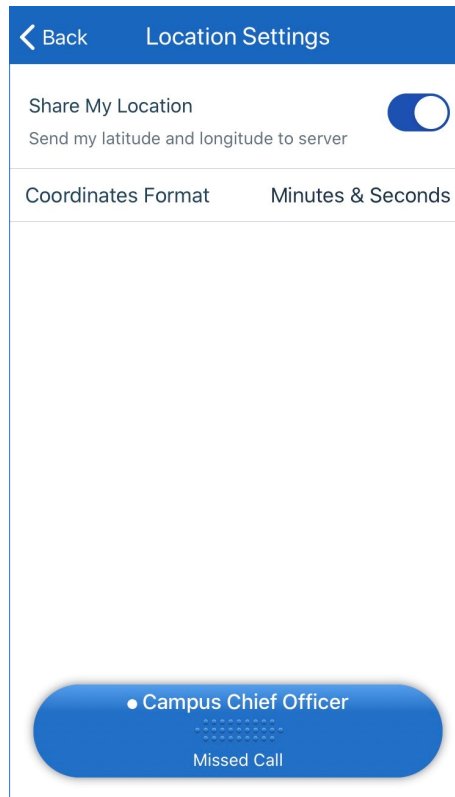
Fig. 26. Location Settings

3. Turn on or turn off the display of coordinates:

To display no coordinates,	turn off the **Share My Location** toggle.
	NOTE By default the toggle is turned on.
To display coordinates,	turn on the **Share My Location** toggle.

4. Set the format to display coordinates:

To display coordinates only in degrees,	from the **Coordinates Format** list, select *Degrees only*.
To display coordinates in degrees, minutes and seconds,	from the **Coordinates Format** list, select *Minutes&Seconds*.

4.10 Managing Virtual Groups

The SmartPTT Mobile application provides the ability to create virtual groups consisting only of SmartPTT Mobile users. These groups can be managed both by the mobile application and by SmartPTT Dispatcher. For details, see "Dynamic Groups" in the *SmartPTT Dispatcher Guide*.

When a virtual group is created, it appears in the contact lists of all SmartPTT Mobile users added to the group. If required, any member of the group can leave it. If a user leaves a virtual group, and only one user remains in this group, the group will be completely deleted from the contact lists of all users that are included in the group.

NOTE
Depending on the group visibility rights assigned to the SmartPTT Mobile client, SmartPTT Mobile users may have limited access to different groups.

Any member of the group can edit or delete a virtual group if it is created by the SmartPTT Mobile user. If a dispatcher edits a virtual group created by the SmartPTT Mobile user, the SmartPTT Mobile user does not lose the permission to edit the created group. However, SmartPTT Mobile users cannot edit or delete groups created by the dispatcher in SmartPTT Dispatcher. All changes made in the SmartPTT Mobile application are displayed in SmartPTT Dispatcher and vice versa.

4.10.1 Creating Virtual Groups

Follow the procedure to create a virtual group.

Procedure:

1. In the upper-right corner of the Contact List window, tap Actions (⋮).

2. Tap **Virtual-Group**.
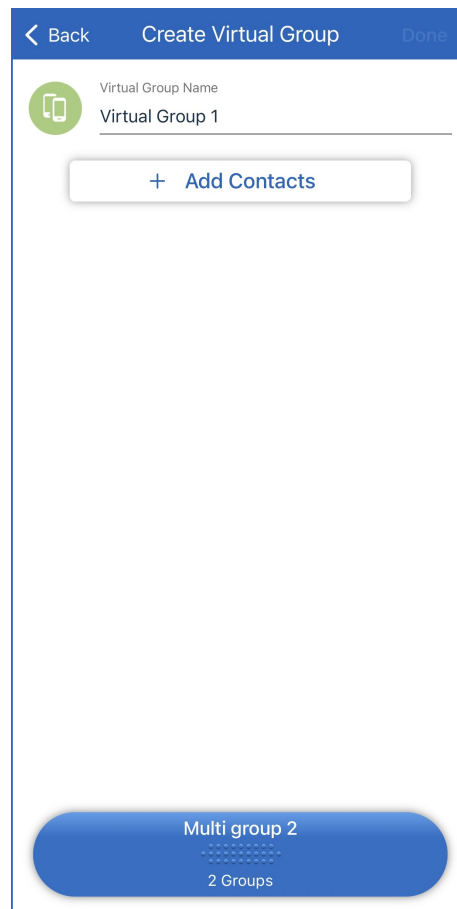   Group creation window appears.

Fig. 27. Group Creation

3. In the **Group Name** field, type the group name. The name can contain maximum 16 characters.

4. Add the desired contacts to the group:

    a. Tap **Add Contacts**.
        The **Add Contacts** window appears.
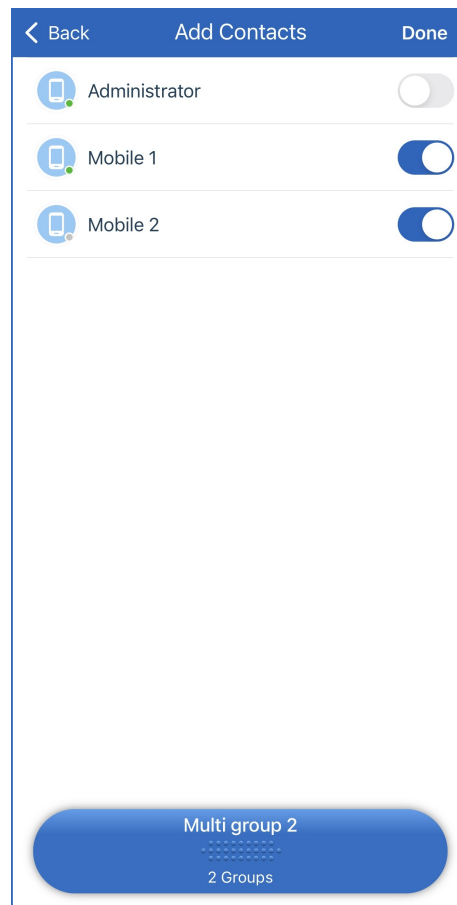
Fig. 28. Adding Contacts

    b.   To add a contact to the group, turn on the toggle to the right of its name.

    c.   At the top of the window, tap **Done** to accept changes or **New Group** to discard them.

5.   In the upper-right corner of the **Back** window, tap **Done** to create the group.

NOTE
SmartPTT Mobile user who created a virtual group, becomes its member automatically.

4.10.2 Editing Virtual Groups

Follow the procedure to to edit a virtual group.

Procedure:

1. In the Contact List, in the action menu (⋮) of the desired virtual group name, tap **Profile**.
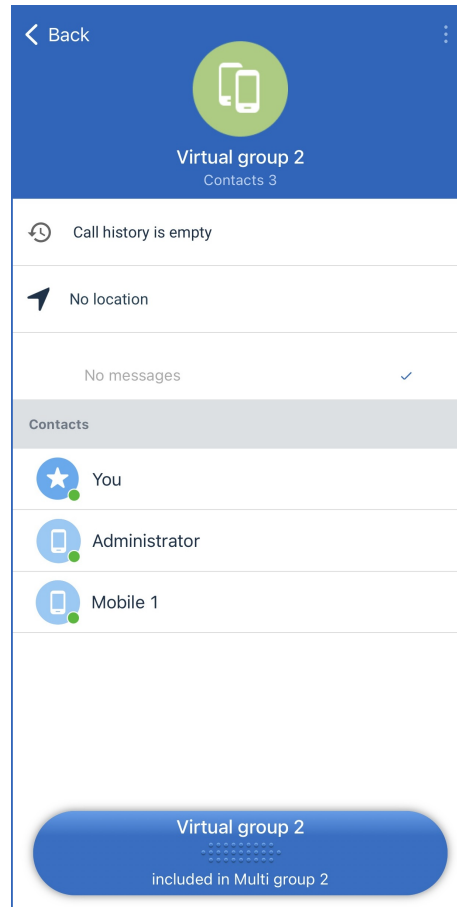   The virtual group profile appears.
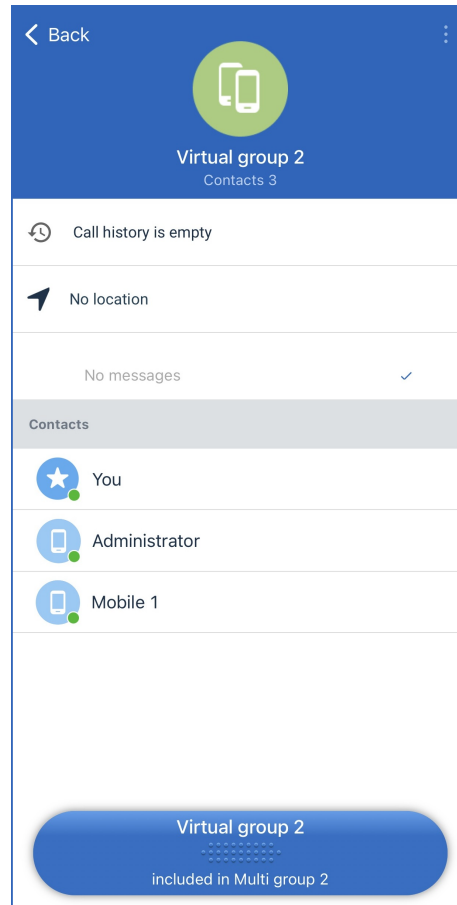
Fig. 29. Virtual Group Profile

2. In the action menu (⋮) of the virtual group profile, tap **Edit**.
   The **Edit** window appears.
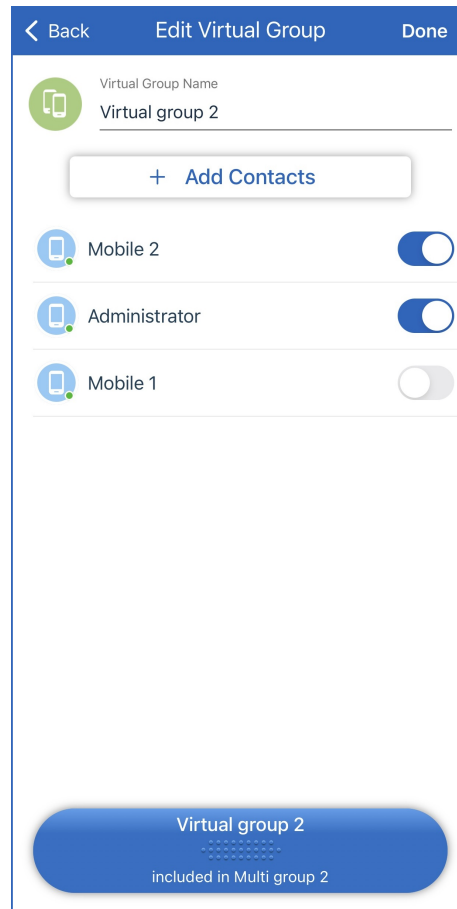
Fig. 30. Adding Contacts

3. Tap the group name to edit the name.

4. Perform one of the following actions:

To remove a group member,	turn off the toggle next to the group member name.
To add a group member,	perform the following actions: 1. Tap **Add contacts**. The **Add Contacts** window appears. 2. To add a contact to the group, turn on the toggle to the right of the contact name. 3. At the top of the window, tap **Done** to accept changes or **Back** not to save the changes.

5. In the upper-right corner of the **Edit** window, tap **Done** to save changes.

4.10.3 Deleting Virtual Groups

Follow the procedure to to delete a virtual group.

Procedure:

1. In the Contact List, in the action menu (⋮) of the desired virtual group name, tap **Profile**.
   The virtual group profile appears.

Fig. 31. Virtual Group Profile

2. In the action menu (⋮) of the virtual group profile, tap **Delete**.

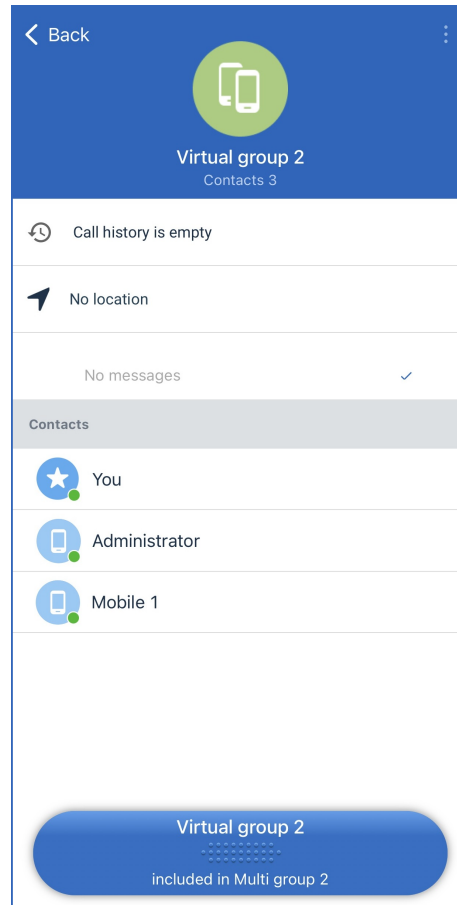3. In the dialog box that appears, confirm deletion.

   NOTE
   If the group is part of a multigroup, then it cannot be deleted.

4.10.4 Leaving Virtual Group

Follow the procedure to leave a virtual group.

Procedure:

1. In the Contact List, in the action menu (⋮) of the desired virtual group name, tap **Profile**.
   Th virtual group profile appears.

Fig. 32. Virtual Group Profile

2. In the action menu (⋮) of the virtual group profile, tap **Leave the group**.

3. In the dialog box that appears, confirm that you want to leave the group.

> **NOTE**
> If a user leaves a virtual group, and only one user remains in this group, the group will be completely deleted from the contact lists of all users that are included in the group.

4.11 Managing Multigroups

The SmartPTT Mobile app provides the ability to create virtual groups consisting of SmartPTT Mobile user groups and DMR talkgroups. These virtual groups are called multigroups in the SmartPTT Mobile app. Multigroups can be managed both by the mobile application and by SmartPTT Dispatcher. For details, see "Cross-patches" in the *SmartPTT Dispatcher Guide*.

> **Important**
> In conventional systems, only one DMR talkgroup from each channel can be added to a multigroup.

Any member of the multigroup can edit or delete a multigroup if it is created by the SmartPTT Mobile user. If a dispatcher edits a multigroup created by the SmartPTT Mobile user, then the SmartPTT Mobile user does not lose the rights to edit the created group.

However, SmartPTT Mobile users cannot edit or delete groups created by the dispatcher. All changes made in the SmartPTT Mobile application are displayed in SmartPTT Dispatcher and vice versa.

> **NOTE**
> If a virtual group created by the SmartPTT Mobile user has been included in a multigroup, it cannot be deleted until it is removed from the multigroup.

4.11.1 Creating Multigroups

Follow the procedure to create a multigroup.

Prerequisites:

- Ensure that you have created virtual teams consisting of SmartPTT Mobile users.

- Ensure your SmartPTT system configuration allows multigroup creation.

Procedure:

1. In the upper-right corner of the Contact List window, tap Actions (⋮).

2. Tap **Create Group → Create Multi-Group**.
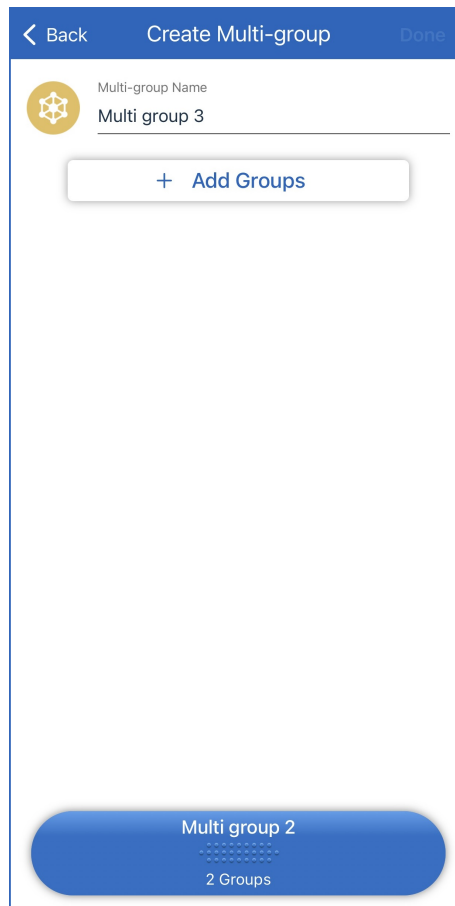   Group creation window appears.

Fig. 33. Group Creation

3. In the **Multi-group Name** field, type the group name.

4. Add the desired groups to the multigroup:

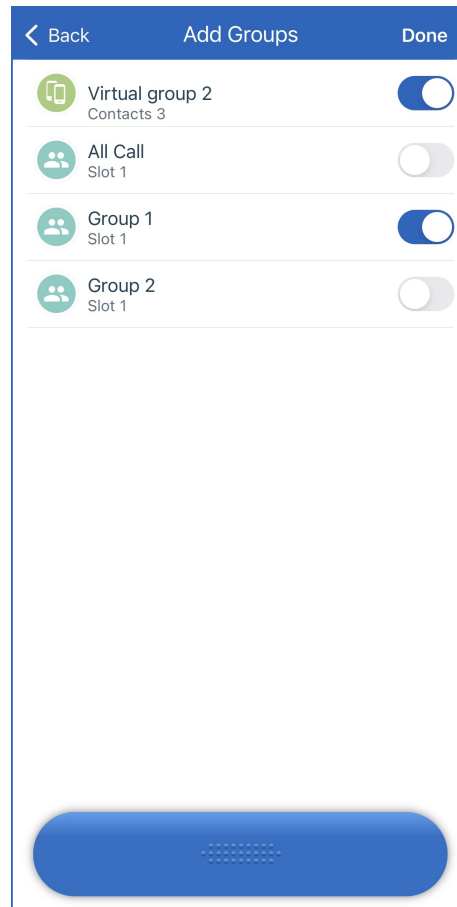   a. Tap **Add Groups**.
      The **Add Groups** window appears.

Fig. 34. Adding Contacts

b.   To add a group to the multigroup, turn on the toggle to the right of its name.

c.   At the top of the window, tap **Done** to accept changes or **New Group** to discard them.

5.   In the upper-right corner of the **Back** window, tap **Done** to create the multigroup.

4.11.2 Editing Multigroups

Follow the procedure to to edit a multigroup.

Procedure:

1. In the Contact List, in the action menu (⋮) of the desired multigroup name, tap **Profile**.
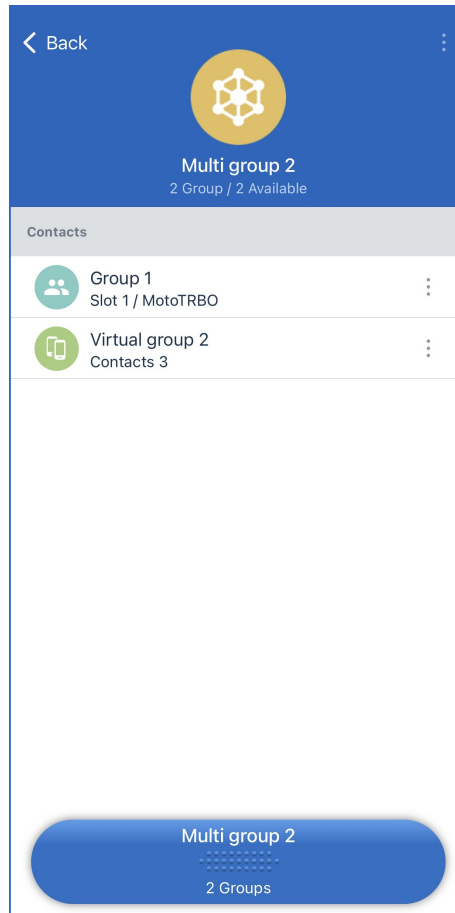   The multigroup profile appears.

Fig. 35. Multigroup Profile

2. In the actions menu (⋮) of the multigroup profile, tap **Edit**.
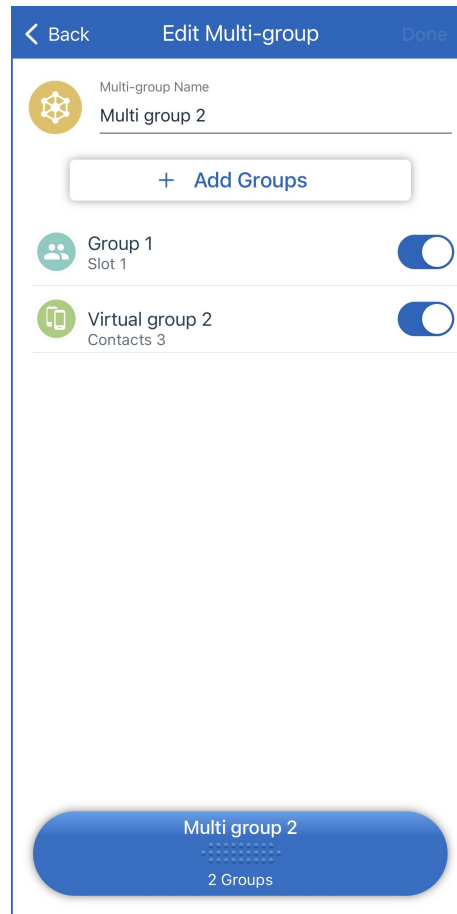   The **Edit Multi-group** window appears.

Fig. 36. Adding Contacts

3.   Tap the multigroup name to edit it.

4.   Perform one of the following actions:

To remove a group from the multigroup,	turn off the toggle next to a group member name.
To add a group to the multigroup,	perform the following actions: 1. Tap **Add Groups**. The **Add Groups** window appears. 2. To add a group to the multigroup, turn on the toggle to the right of its name. 3. At the top of the window, tap **Done** to accept changes or **Back** not to save the changes.

5.   In the upper-right corner of the **Edit** window, tap **Done** to save changes.

4.11.3 Deleting Multigroups

Follow the procedure to to delete a multigroup.

Procedure:

1. In the Contact List, in the action menu (⋮) of the desired multigroup name, tap **Profile**.
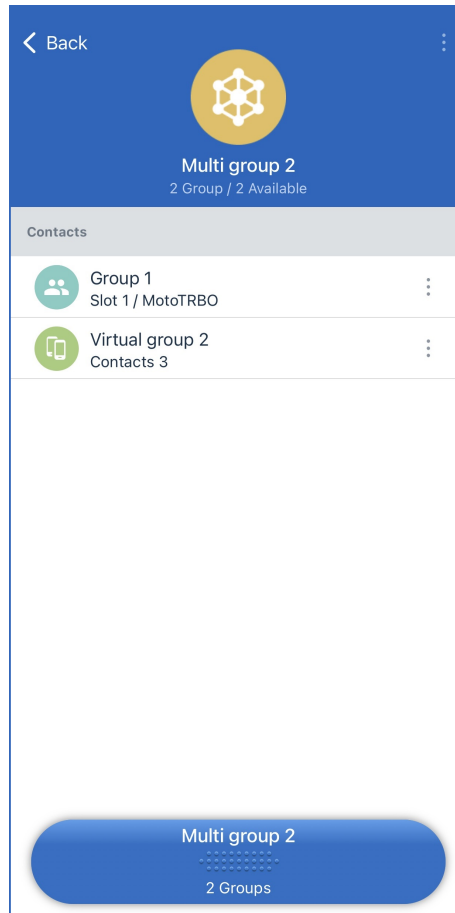   The multigroup profile appears.

Fig. 37. Multigroup Profile

2. In the action menu (⋮) of the multigroup profile, tap **Delete**.

3. In the dialog box that appears, confirm deletion.

5 Troubleshooting

Typical problems you may encounter while installing and using the SmartPTT Mobile application and ways of their resolving are described in the "SmartPTT Mobile Using Problems" section in *SmartPTT Installation and Configuration Guide*.

If the suggested methods do not help to resolve your problem, contact SmartPTT Technical Support Center.

Contact Information

If you have a request or want to learn more about our solutions, please contact our sales managers via email sales@smartptt.com

Customer support is provided by SmartPTT Technical Support Center. You can contact a support engineer via email support@smartptt.com or by submitting a request on the official support website support.smartptt.com

You can find the full SmartPTT Terms of Technical Support on the official website https://smartptt.com/smartptt-terms-of-technical-support/

SmartPTT Technical Support Center does not consult on deployment and maintenance of Motorola Solutions products except on settings related to SmartPTT connection and data communication.

For technical support on Motorola Solutions products, please contact an authorized Motorola Solutions representative in your region.

To share your feedback on the product, documentation, and services, email us at feedback@smartptt.com