

SmartPTT Mobile User Guide for iOS

Revision History

Revision	Description	Date
2.0	Third release of the document. The document is compliant with SmartPTT Mobile 3.1.0.	September 2020
1.1	Second release of the document. The document is compliant with SmartPTT Mobile 3.1.0.	June 2020
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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 individual and group voice calls from/to radios and talkgroups, as well as other SmartPTT Mobile users.

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*.

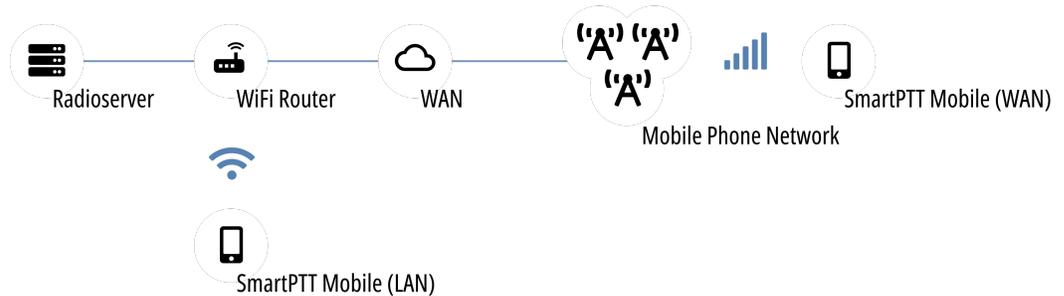


Fig. 1. SmartPTT Mobile Overview

SmartPTT Mobile requires a continuous connection to SmartPTT Radioserver to request and receive information. It operates only with the main SmartPTT Radioserver; alternate/redundant SmartPTT Radioserver is not supported.

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

NOTE

These groups can be managed both by SmartPTT Mobile users and by dispatchers. Virtual groups consisting only of SmartPTT Mobile users are represented in SmartPTT Dispatcher as dynamic groups, and virtual groups, which include DMR talkgroups, are presented as cross-patches between DMR talkgroups and dynamic groups (in SmartPTT Dispatcher) or a multigroup (in the SmartPTT Mobile application).

- Ability to display call history of the contact.
- Tracking users' online/offline status in real time.
- Ability to work in two modes: in high priority mode and in normal mode.
- Ability to see on a map the location of SmartPTT Mobile users and DMR radios.

1.2 Requirements

For the best SmartPTT Mobile operation, the following requirements must be met:

Parameter	Value
iOS Version:	11.0.0 or higher
SmartPTT Version	9.8 or higher
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.

2 Installation and Configuration

SmartPTT Mobile is a mobile application distributed via App Store. Once it has been installed, it needs to be given the permission to use a device microphone to operate correctly.

Before using SmartPTT Mobile you must configure client connections to support SmartPTT Mobile. For information on SmartPTT Radioserver configuration, see "Configuring SmartPTT Mobile Connection" in *SmartPTT Installation and Configuration Guide*.

Besides, you must create a client account in SmartPTT Radioserver Configurator for logging on to the application. For details, see "Managing Client Accounts" in *SmartPTT Installation and Configuration Guide*.

SmartPTT Mobile can also interact with profiles, that are created in SmartPTT Radioserver Configurator and used to limit client access to radio networks and actions within available radio networks. Before using SmartPTT Mobile you must find out the necessity of assigning a profile to the client account. For details, see "Managing Profiles" in *SmartPTT Installation and Configuration Guide*.

3 Reconnection to Radioserver

Below is described the SmartPTT Mobile operation during a loss of connection with SmartPTT Radioserver and reconnection to it.

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. If the SmartPTT Mobile application operates normally, 3 attempts to automatically connect to SmartPTT Radioserver will be initiated. If the SmartPTT Mobile application is running in high priority mode, the number of such attempts is not limited until the connection is successfully established or until the SmartPTT Mobile user manually terminates the attempts.

Important

Automatic connection to SmartPTT Radioserver will be established if successful client authorization was on SmartPTT Radioserver before.

- If the connection with SmartPTT Radioserver is lost because SmartPTT Radioserver for some reason closes the connection, the mobile application start screen will be displayed, connection to SmartPTT Radioserver will not be restored automatically.
- If for some reason the mobile application operation is stopped by the iOS operating system, 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, 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.
- After the client is 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.

4 Using SmartPTT Mobile

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

4.1 Logging On to SmartPTT Mobile

Follow the procedure to log on to SmartPTT Mobile.

Prerequisites:

- Determine SmartPTT Radioserver IP address and HTTPS port number.
- Determine a client user name and password.

Procedure:

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

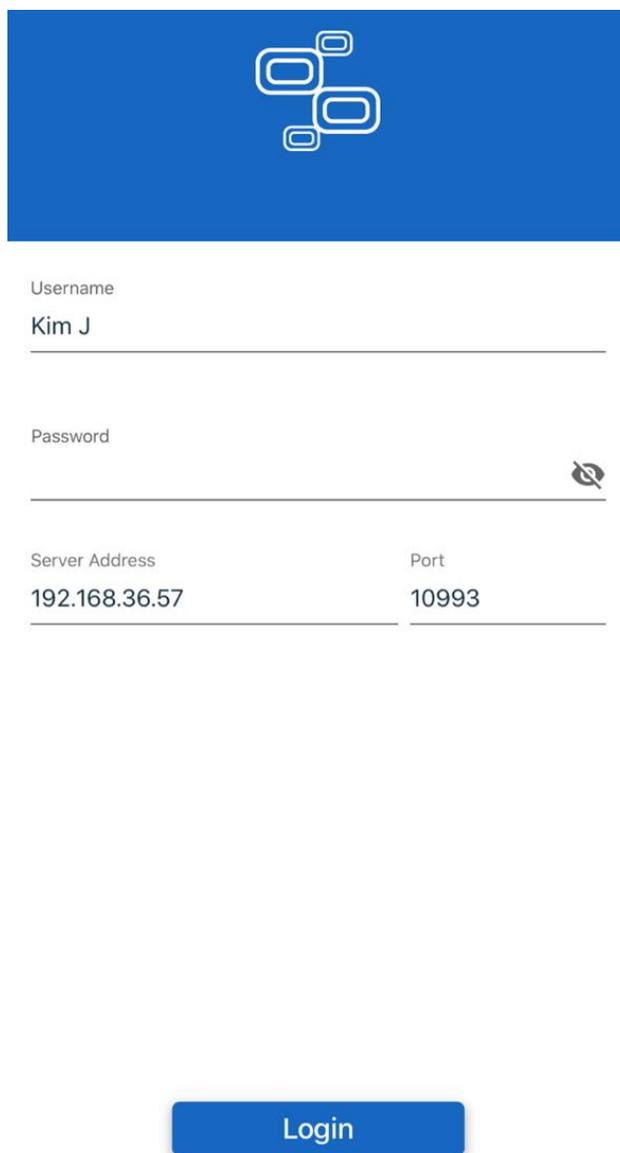


Fig. 2. SmartPTT Mobile Login Screen

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 characters instead of bullets.
5. In the **Server Address** field, type the SmartPTT Radioserver IP address.
6. In the **Port** field, type the SmartPTT Radioserver HTTPS port number.
7. Tap **Login**.

Postrequisites:

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

4.2 Navigating Contact List

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

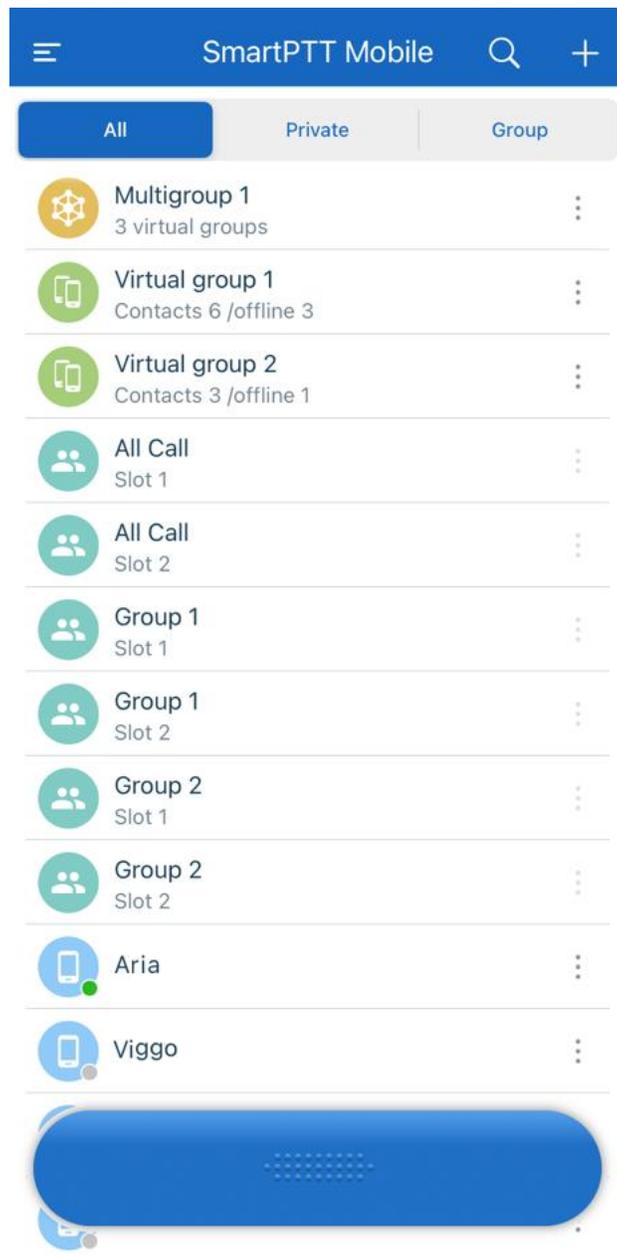


Fig. 3. Contact List

The Toolbar at the top of the window (appears if the window is scrolled up) provides 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.

Select group type (+)

Opens a window for selecting the group creation type. When you tap **Virtual-Group**, a window for creating a new virtual group consisting only of SmartPTT Mobile users appears. When you tap **Multi-Group**, a window for creating a new multigroup consisting of SmartPTT Mobile users and DMR talkgroups appears.

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

- **All** — the Contact List displays all contacts.
- **Private** — the Contact List displays only radios and SmartPTT Mobile users.
- **Group** — the Contact List displays only DMR talkgroups and virtual groups.

The Contact List is the scrollable middle part of the window. Tapping a contact assigns it to the PTT button at the bottom of the window. Clicking 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 ()
- 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 specified 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 Voice Calls

SmartPTT Mobile provides the ability to initiate and receive half-duplex voice calls to/from SmartPTT Mobile users, virtual groups (groups of SmartPTT Mobile users), multigroups (groups of SmartPTT Mobile users and DMR talkgroups), radios and DMR talkgroups.

4.3.1 Color Indication of Voice Calls

SmartPTT Mobile provides the following color indication of voice calls:

- No voice call in progress, no contact selected.



- No voice call in progress, a contact is selected. You can tap PTT to initiate a call.



- Outgoing voice call in progress. Recipient name is displayed on the button.



- Incoming voice call in progress. Voice call initiator name is displayed on the button.



- Channel hold mode (hangtime) in progress. None of the parties are transmitting the voice call.



4.3.2 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 tap the button. As soon as the outgoing call indication appears (the PTT button becomes orange), you can speak.

4.3.3 Profile

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

A profile opens when you click **Profile** in the actions menu of the desired contact.

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

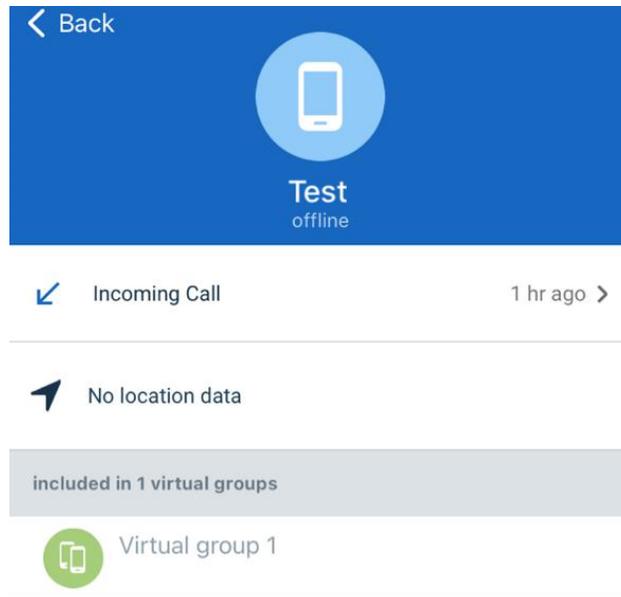


Fig. 4. SmartPTT Mobile User Profile

- Contact name;
- Online status: online or offline;
- Call history;
- Information about the location with the indication of coordinates and time, how long ago the last coordinates were displayed;
- When you tap the location information, SmartPTT Mobile will open the map and display the object icon on it.

- List of groups where the contact participates;
- PTT button for initiating a call from the profile.

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

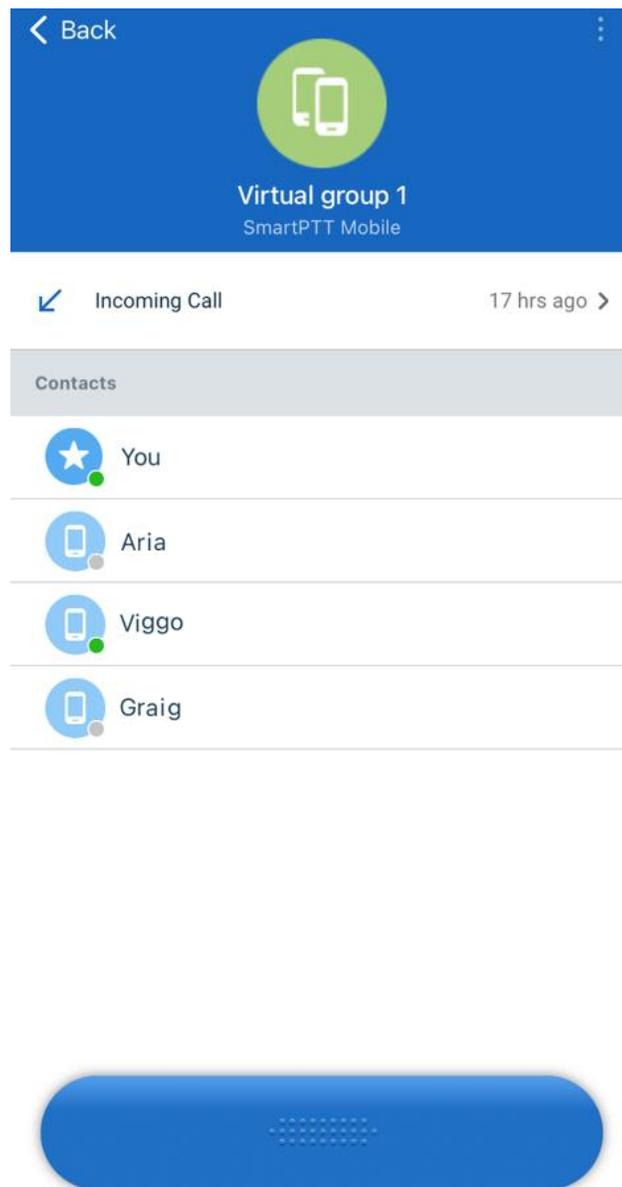


Fig. 5. Virtual Group Profile

- Group name;
- Call history;
- Information about the location indicating the name of the user who sent the coordinates last, his coordinates, as well as how long ago the last coordinates were displayed;
- List of SmartPTT Mobile users included in the group;
- PTT button for initiating a call from the profile.

The multigroup profile provides the following information:



Fig. 6. Multigroup Profile

- Group name;
- List of groups included in the multigroup;
- PTT button for initiating a call from the profile.

4.3.4 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 event (indicated by the icon and signature under the contact's name). The following types are available:
 - () — incoming call;
 - () — outgoing call;
 - () — multiply call (with indicating the number of calls).

NOTE

Multiple calls provides the ability to reduce the number of log entries. Under multiple call is meant a certain type of combined calls, the time interval between which 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 click on the PTT button and the end of the last hangtime or call interrupt.

4.3.4.1 Call History Window

The call history window appears after selecting **Call History** from the contact actions menu.

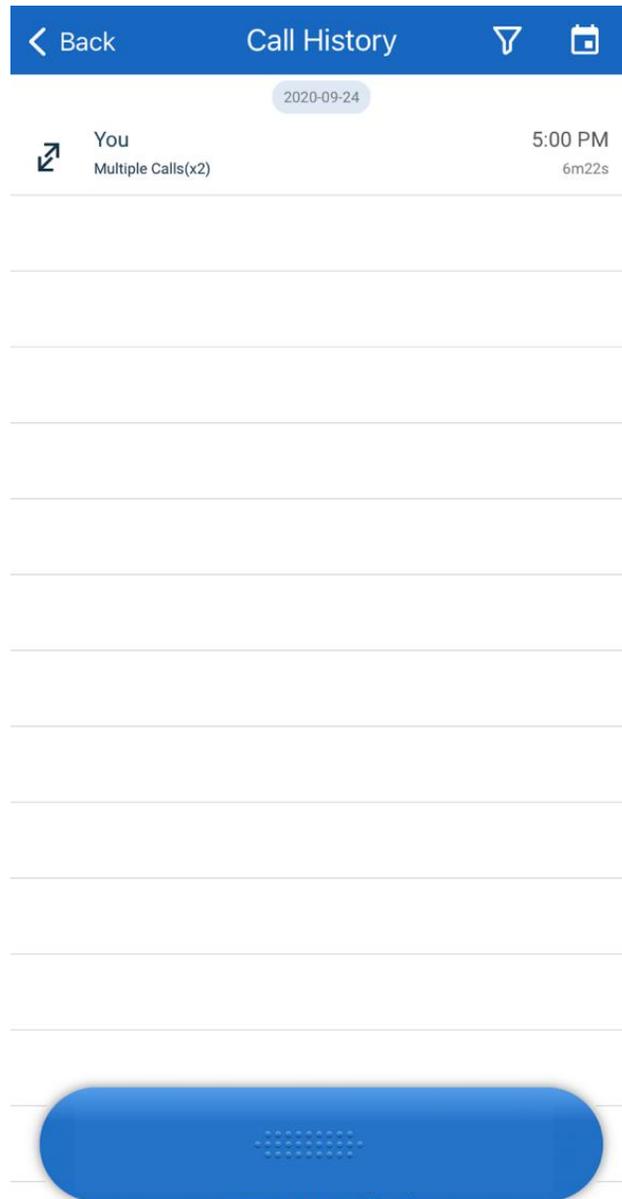


Fig. 7. Call History

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 participants.

Date (📅)

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

Clear (X)

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

4.3.4.2 Displaying Call History

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

Prerequisites:

Log on to SmartPTT Mobile.

Procedure:

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

To open the call history window from the SmartPTT Mobile user or radio actions menu,

perform the following actions:

1. Tap More () next to the desired SmartPTT Mobile user or radio in the contact list.
2. Tap **Call History** in the action menu of the required 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 a list by incoming calls,

perform the following actions:

1. On the toolbar, tap the filter icon ().
2. Tap **Incoming Calls**.

To filter a list by outgoing calls,

perform the following actions:

1. On the toolbar, tap the filter icon ().
2. Tap **Incoming Calls**.

To filter a list by the virtual group participant,

perform the following actions:

1. On the toolbar, tap the filter icon ().
2. In the **Subscribers** area, tap the desired group participant.

4. 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.

4.4 Location

SmartPTT Mobile supports Apple Maps, that provides the ability to know 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 in one of the following ways:

- When you select **Location** from the SmartPTT Mobile side menu.
- When you select **Location** from the contact actions menu.
- When you select **Location** in the contact profile.

NOTE

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

4.4.1 Map

The map window appears after tapping **Location**.

The map window toolbar contains the following elements:

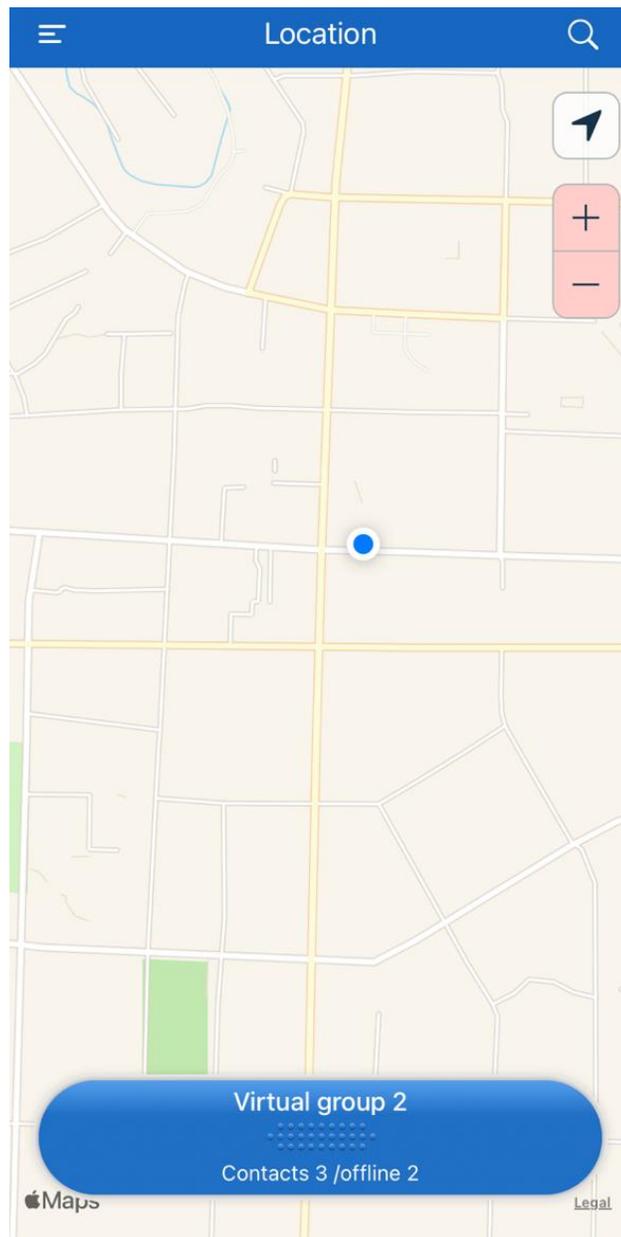


Fig. 8. Map

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.

The following objects are displayed on the map:

- Radios
- SmartPTT Mobile users

NOTE

The object also displays its status: online or offline. When you click on the object icon, a panel with information is displayed below it, which contains the contact name, location coordinates (width and longitude) in degrees, the address corresponding to the coordinates (if the address data provider is enabled in SmartPTT Dispatcher), 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, and is automatically blocked. The button is activated if you swipe the map in any direction.

Zoom in/Zoom out (+/-)

Provides the ability to change the scale of the map.

4.4.2 Using Map

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

Prerequisites:

- Log on to SmartPTT Mobile.
- Ensure the GPS feature is enabled on SmartPTT Radioserver.
- Ensure the address data provider is enabled in the positioning settings of SmartPTT Dispatcher.
- Ensure you gave the permission on a device to use geolocation.
- 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 menu,	tap Location in the SmartPTT Mobile menu. The map window appears.
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To open the map from the actions menu of the SmartPTT Mobile user or radio,	perform the following actions:
---	--------------------------------

1. Tap More (⋮) next to the desired contact in the contact list.
-

	<ol style="list-style-type: none"> 2. Tap Location in the actions menu of the desired contact. The map window appears.
<p>To open a map from the profile of the SmartPTT Mobile user or radio,</p>	<ol style="list-style-type: none"> 1. Tap More () next to the desired contact in the contact list. 2. Tap Profile in the actions menu of the desired contact. 3. Tap the icon location () 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.

4.5 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*.

Virtual groups are a type of group call. When a virtual group is created, it appears in the contact lists of all SmartPTT Mobile users added to the group. If required, any participant of the group can leave it.

Any participant 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, then the SmartPTT Mobile user does not lose the rights to edit the group he created. 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.

4.5.1 Creating Virtual Groups

Follow the procedure to create a virtual group.

Prerequisites:

Log on to SmartPTT Mobile.

Procedure:

1. In the top right corner of the Contact List window, tap Select group type (+).
2. Tap **Virtual-Group**.
Group creation window appears.

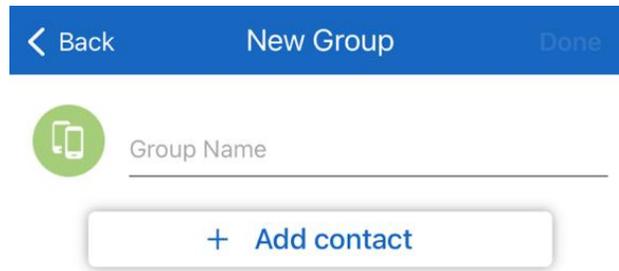


Fig. 9. Group Creation

3. In the **Group Name** field, type the group name.
4. Add the desired contacts to the group:

- a. Tap **Add contact**.
The **All Contacts** window appears.

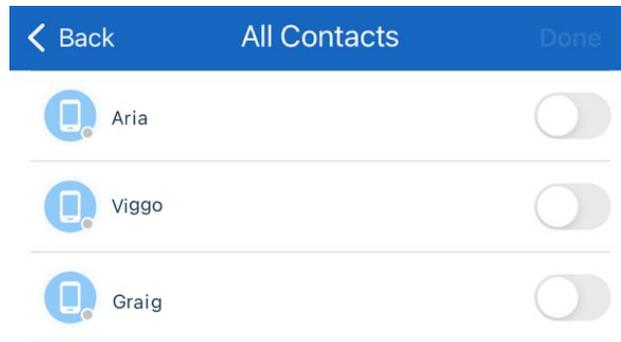


Fig. 10. Adding Contacts

- 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 top right corner of the **Back** window, tap **Done** to create the group.

4.5.2 Editing Virtual Groups

Follow the procedure to to edit a virtual group.

Prerequisites:

Log on to SmartPTT Mobile.

Procedure:

1. In the Contact List, to the right of the desired virtual group name, tap More () → Profile.
Virtual group profile appears.

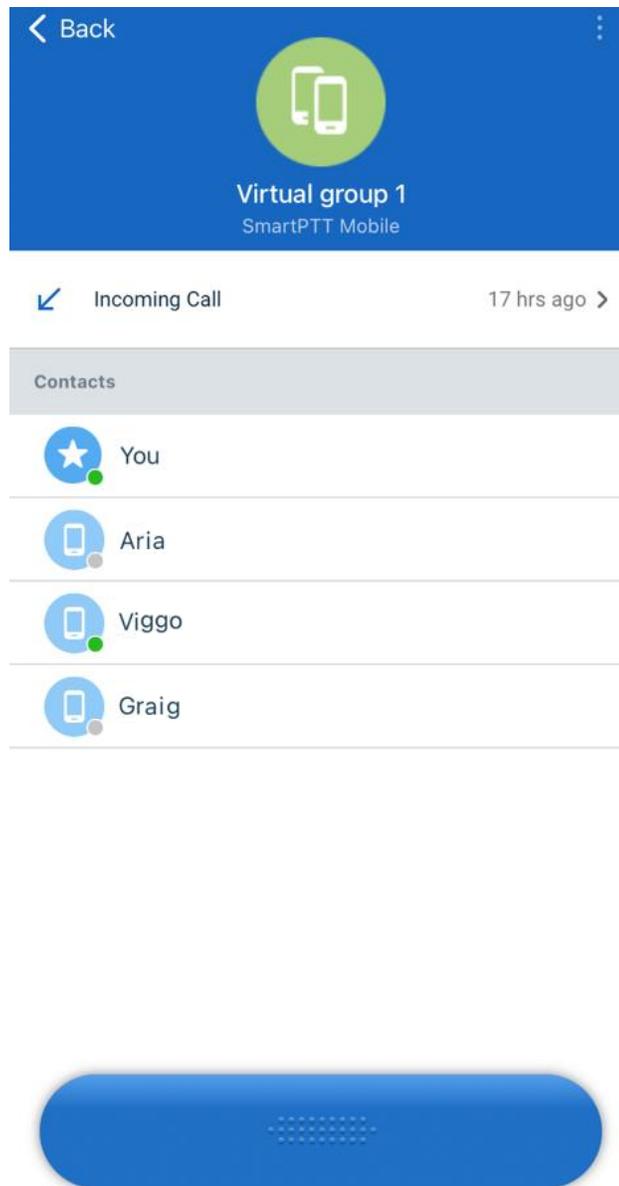


Fig. 11. Virtual Group Profile

2. In the top right corner of the window, tap More () → Edit..
The **Edit** window appears.

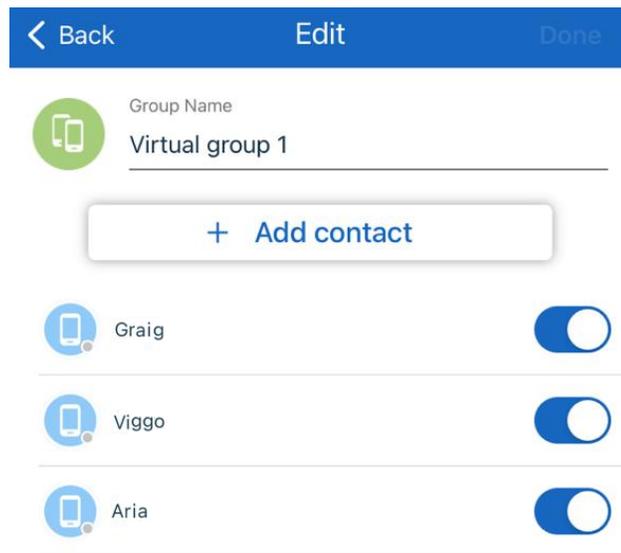


Fig. 12. Adding Contacts

3. Tap the group name to edit it.
4. Perform one of the following actions:

To remove a group participant,

turn off the toggle next to a group member name.

To add a group participant,

perform the following actions:

1. Tap **Add contact**.
The **All Contacts** window appears.
 2. To add a contact to the group, 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 top right corner of the **Edit** window, tap **Done** to save changes.

4.5.3 Deleting Virtual Groups

Follow the procedure to delete a virtual group.

Prerequisites:

Log on to SmartPTT Mobile.

Procedure:

1. In the Contact List, to the right of the desired virtual group name, tap More (\vdots) → Profile.
Virtual group profile appears.

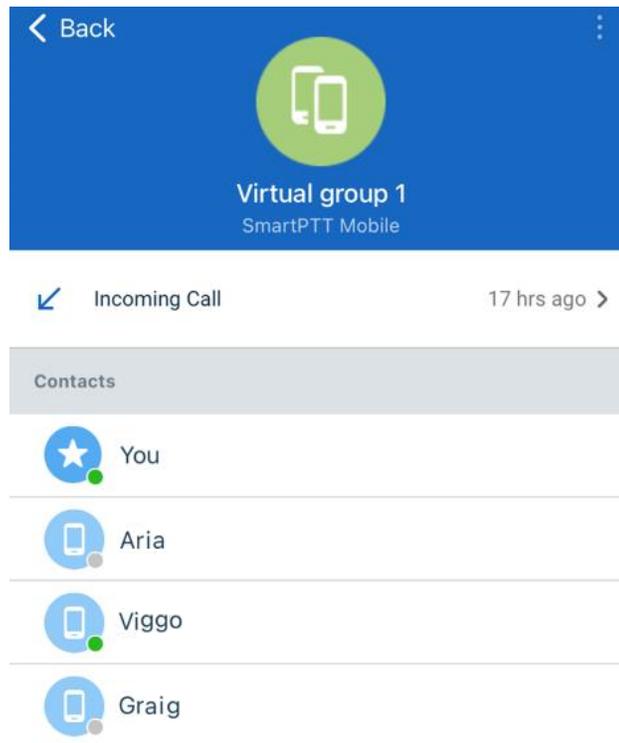


Fig. 13. Virtual Group Profile

2. In the virtual group profile, tap More (\vdots) → Delete.
3. In the dialog box that appears, confirm deletion.

NOTE

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

4.5.4 Leaving Virtual Group

Follow the procedure to delete a virtual group.

Prerequisites:

Log on to SmartPTT Mobile.

Procedure:

1. In the Contact List, to the right of the desired virtual group name, tap More () → Profile.
Virtual group profile appears.

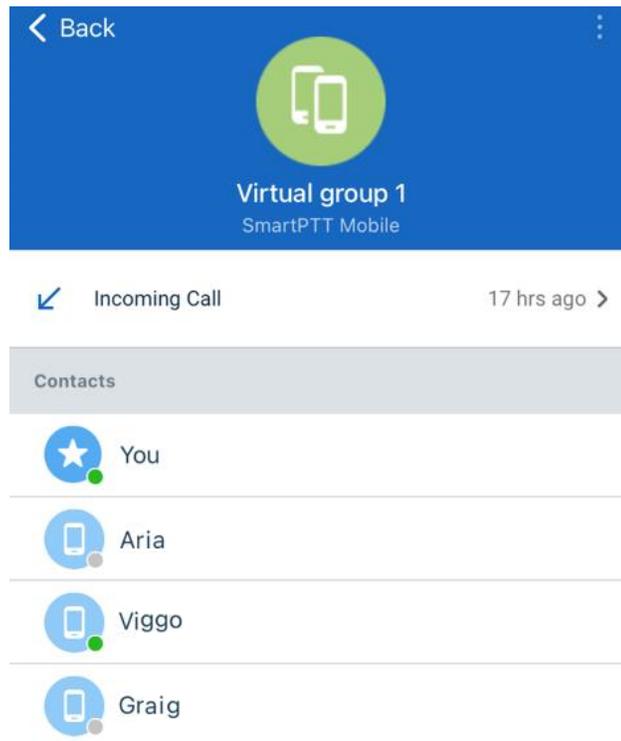


Fig. 14. Virtual Group Profile

2. In the virtual group profile, tap More () → Leave the group.

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

4.6 Managing Multigroups

The SmartPTT Mobile app provides the ability to create virtual groups consisting of SmartPTT Mobile user groups and DMR talkgroups, which are called multigroups in the SmartPTT Mobile app. These groups 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.

NOTE

If the SmartPTT system configuration does not provide for a radio network, then the ability to create a multigroup will be blocked.

Any participant 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 group he created. 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.

4.6.1 Creating Multigroups

Follow the procedure to create a multigroup.

Prerequisites:

- Log on to SmartPTT Mobile.
- Ensure that you have created virtual teams consisting of SmartPTT Mobile users.
- Ensure your SmartPTT system configuration allows multigroup creation.

Procedure:

1. In the top right corner of the Contact List window, tap Select group type (**+**).
2. Tap **Multi-Group**.
Group creation window appears.

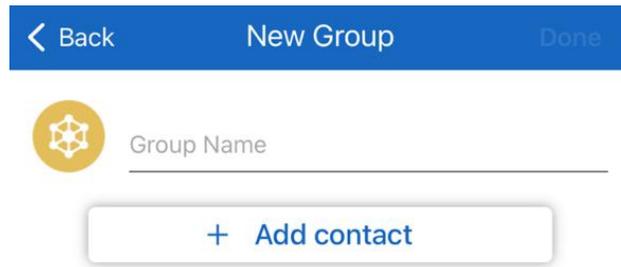


Fig. 15. Group Creation

3. In the **Group Name** field, type the group name.
4. Add the desired groups to the multigroup:
 - a. Tap **Add contact**.
The **All Contacts** window appears.

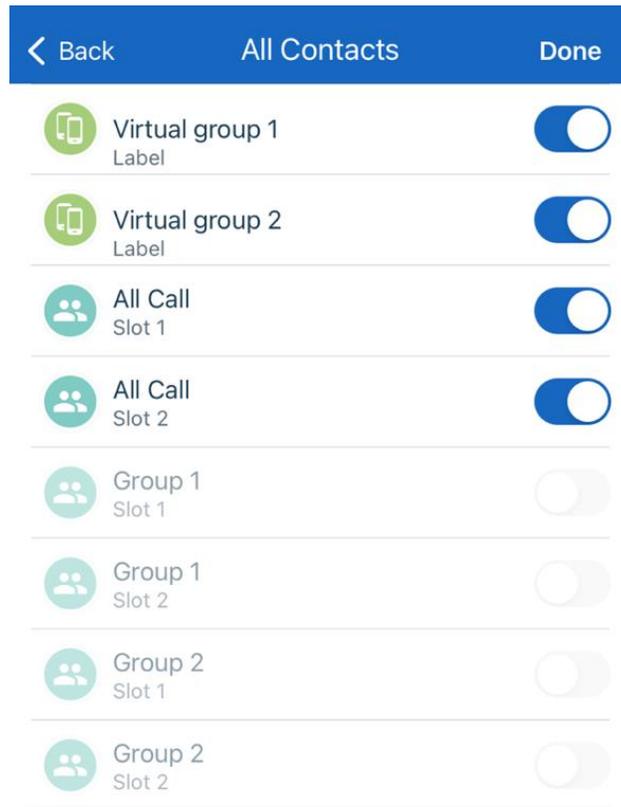


Fig. 16. Adding Contacts

- a. To add a group to the multigroup, turn on the toggle to the right of its name.
 - b. At the top of the window, tap **Done** to accept changes or **New Group** to discard them.
5. In the top right corner of the **Back** window, tap **Done** to create the multigroup.

4.6.2 Editing Multigroups

Follow the procedure to to edit a multigroup.

Prerequisites:

Log on to SmartPTT Mobile.

Procedure:

1. In the Contact List, to the right of the desired multigroup name, tap More (\vdots) → Profile. Multigroup profile appears.



Fig. 17. Multigroup Profile

2. In the profile of a multigroup, tap Edit. The **Edit** window appears.

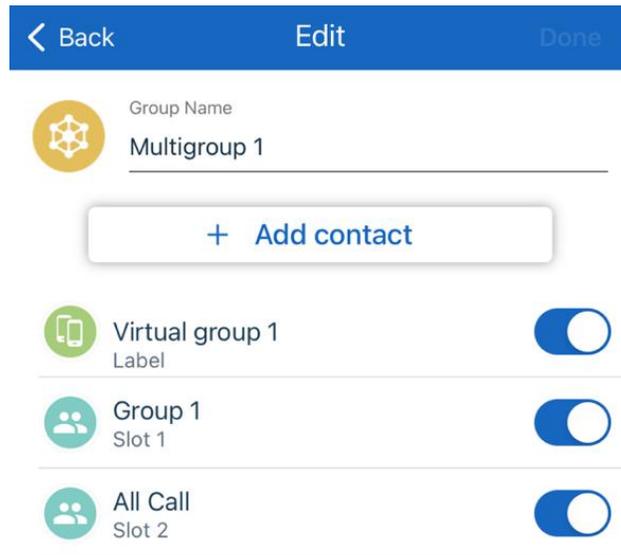


Fig. 18. Adding Contacts

3. Tap the group 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 contact**.
The **All Contacts** 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 top right corner of the **Edit** window, tap **Done** to save changes.

4.6.3 Deleting Multigroups

Follow the procedure to to delete a multigroup.

Prerequisites:

Log on to SmartPTT Mobile.

Procedure:

1. In the Contact List, to the right of the desired multigroup name, tap More () → Profile. Multigroup profile appears.



Fig. 19. Multigroup Profile

2. In the profile of a multigroup, tap Delete ().

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

Contact Information

The document describes the product developed by Elcomplus LLC. The official company's website is www.elcomplus.com.

For contact information with the Elcomplus LLC representatives, see www.smartptt.com/contacts/.

Technical Support

Customer support is provided by Technical Support Center. The official website of the Center is support.smartptt.com.

To contact the support engineer, perform one of the following actions:

- Fill in and submit the [support request](#) from the website.
- Email the support request to support@smartptt.com.

In America, customer support is also provided by Elcomplus, Inc. To contact support engineers, use the following contact information:

- Phone: +1 786-362-5525
- Email: miami@smartptt.com
- Mailbox: 290 NW 165th St, Ste P-200, 3rd Flr
Miami, FL, 33169, USA

Technical Support Center and Elcomplus, Inc. do not consult on deployment and maintenance of Motorola Solutions products except on settings related to SmartPTT connection and data communication. For the technical support on Motorola Solutions products, please contact an authorized Motorola Solutions representative in your region.

Customer Documentation

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