



# SmartPTT Sales Course

SSC001

# Course Overview

- SmartPTT Series
- SmartPTT Key Features
- Winning Key Points
- System vs. Off-the-shelf
- Key Segments
- License Policy
- Marketing Support
- Service Support
- Case Studies

## **Sales Course “SmartPTT Marketing and Sales ”**

The course purpose is to give general knowledge about:

1. Positioning and major functionality of SmartPTT products
2. SmartPTT key features making it winning over competitor and substitute products
3. Advantages of doing system business together with SmartPTT and MotoTRBO
4. End customer segments. How SmartPTT suits the customer needs
5. SmartPTT License Policy. Structure of the price list
6. Marketing opportunities
7. Service Support
8. Case Studies. Examples of SmartPTT implementation for the end customers

# Course Agenda

SmartPTT Series Overview, Key Features, Wining Key Points, System vs. Off-the-shelf, Key Segments	1.5 hours
Coffee break	10 min
License Policy, Marketing Support, Service Support, Case Studies	1.5 hours
Q & A session	1 hour

## Course Prerequisites

- Audience skills
  - Basic knowledge of MotoTRBO equipment
- Equipment
  - Projector in the meeting room

## SmartPTT History

- **July, 2009** – First release of SmartPTT Advanced
- **February 2010** – SmartPTT Telephone Interconnect
- **October 2010** – SmartPTT Enterprise. Direct IP connection to the repeaters
- **February 2011** – Network bridging service
- **July 2011** – Direct connection to Capacity Plus
- **December 2011** – Connect Plus support
- **January 2012** – SmartPTT Monitoring

July, 2009 is the first commercial release of SmartPTT Advanced. Starting from this point SmartPTT is updated approximately once per quarter.

February 2010 is the release of Telephone Interconnect service embedded into SmartPTT Radioserver. This was the first software telephone interconnect for MotoTRBO in the world.

October 2010 is the release of SmartPTT Enterprise. Major feature of SmartPTT Enterprise was the direct IP connection to the repeaters working in IP Site Connect Mode. SmartPTT Enterprise is the first dispatch software in the world supporting direct IP configuration.

February 2011 is the release of bridging service for IP Site Connect networks. SmartPTT provided the opportunity to go beyond the limits of 15 repeaters in IP Site Connect and build large distributed networks seamlessly integrated by SmartPTT Radioserver. In the next releases bridging service was enhanced to support any configurations (Capacity Plus, Analog and Digital conventional channels)

July 2011 – new solution for Capacity Plus. Direct connection to Master repeater together with control station pool made possible to control large Capacity Plus systems.

December 2011 – Support for Connect Plus multi-site trunking system.

January 2012 – Release of SmartPTT Monitoring service

# SmartPTT Advanced

- SmartPTT Advanced. Small dispatch systems without repeaters



## **SmartPTT Advanced**

SmartPTT Advanced is the Client-Server application which allows building dispatching systems consisting of multiple radio networks and dispatcher consoles. SmartPTT Dispatcher Console is the software application installed at the Windows-based PC, which can be located on any distance from controlled radio networks. SmartPTT Dispatcher Consoles connect SmartPTT Radioservers via IP to perform dispatching functions.

SmartPTT Advanced Radioserver communicates to radio subscribers only through the **control stations** (MotoTRBO mobile radios), connected by USB and audio cables.

SmartPTT Advanced is ideal solution for small or middle dispatch systems without MotoTRBO repeaters.

# SmartPTT Enterprise

- SmartPTT Enterprise. Middle and large dispatch systems based on IP Site Connect or Capacity Plus



**Direct IP Connection**  
to MotoTRBO Repeaters

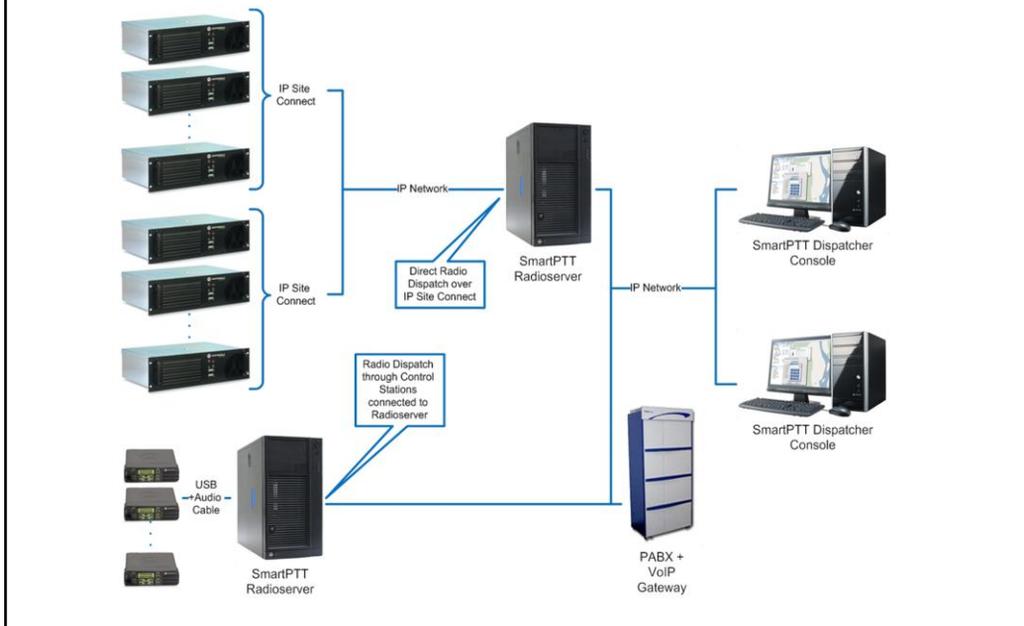


## **SmartPTT Enterprise**

SmartPTT Enterprise software implements effective dispatching solution, network bridging and call routing over MotoTRBO digital radio networks. SmartPTT Enterprise includes all functionality of SmartPTT Advanced, but considerably differs in architecture approach and provides additional services for MotoTRBO networks integration.

The key feature of SmartPTT Enterprise is possibility of direct control over MotoTRBO IP Site Connect networks and Capacity Plus systems (SmartPTT Enterprise connects directly to MotoTRBO repeaters through IP protocol).

# SmartPTT Architecture



## SmartPTT is the Client-Server application

SmartPTT Client (SmartPTT Dispatch Console) key features:

- Window based application providing visual interface for dispatcher functionality.
- SmartPTT Dispatch console doesn't require any radios and can be located on any distance from controlled fleets.
- SmartPTT Dispatch console can connect to SmartPTT Radioserver via public or dedicated IP channels.
- Each Dispatch console can connect multiple SmartPTT Radioservers

SmartPTT Radioserver key features:

- Interface between SmartPTT Dispatch Consoles and radio fleets.
- Up to 15 Control Stations per server (USB/audio connection). 8 Control Stations recommended.
- Direct 2-way control over multiple IP Site Connect systems (IP connection to Master repeater).
- Mixed control over Capacity+. Direct IP connection for incoming voice/data. Control Station pool for outgoing voice/data (will be covered in more details later in the course).
- Telephone Interconnect (will be covered in more details later in the course).
- Permission Profiles (will be covered in more details later in the course).
- Each Radioserver can serve multiple SmartPTT Dispatcher Consoles.

# SmartPTT Key Functionality



RADIO DISPATCH



MONITORING



RADIO NETWORK  
BRIDGING



MOBILE CONSOLE



GPS TRACKING



TELEPHONE  
INTERCONNECT



TEXT AND DATA  
TRANSFER



EVENTS AND  
VOICE LOGGING



SmartPTT implements 8 major functional blocks:

- Radio Dispatch. All types of Calls, Dispatcher Intercom, Telephone Calls, etc
- GPS Tracking. Real time GPS monitoring, Geofencing, etc
- Data Transmission. Text message exchange, status control, telemetry commands
- Event and Voice Logging
- Telephone Interconnect
- Radio Network Bridging
- System Monitoring
- Mobile Consoles



# Radio Dispatch

- Two-way private, group and all calls at the dispatcher console
- Calling subscriber identification
- Emergency calls
- Subscriber remote voice monitoring
- Voice calls between dispatchers (Intercom)
- Telephone calls from the dispatcher console
- Telephone and radio subscribers interconnect
- “Lone Worker”
- Radio Check
- Call Alert
- “Radio Kill”
- Evacuation voice messages
- Voice logging



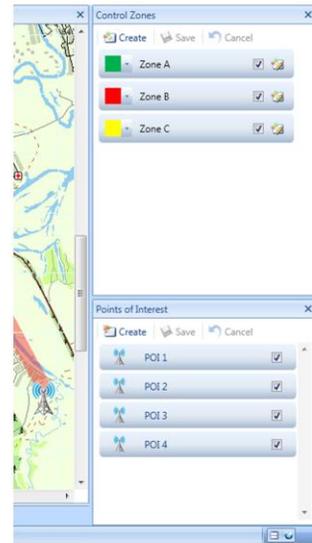
Radio Dispatch functionality implements voice communication and related services at SmartPTT dispatcher console:

- Private Call to selected subscriber
- Group Call to selected talk group
- All Call
- Emergency Call. The dispatcher console is able to receive emergency calls. Emergency call is the special type of call, which can be processed correspondingly by Rules and Alerts service
- Subscriber identification. SmartPTT provides the information about the subscriber which initiated voice calls, sent text messages or did any other possible actions
- Subscriber remote voice monitoring. The dispatcher can initiate hidden voice transmission from the subscriber radio
- Voice calls between SmartPTT dispatchers. Full duplex call by means of VoIP
- Telephone calls from SmartPTT dispatcher console
- “Lone Worker” functionality. Alert Criteria -> Alert to Subscriber -> Alert to Dispatcher
- Radio Check. Check the subscriber presence in radio coverage
- Call Alert. Subscriber alert to respond to the dispatcher
- Radio Kill. Block subscriber radio from the dispatcher
- Evacuation voice messages. Automatic transmission of predefined voice message on the given criteria (Radioserver Rules)
- Voice logging. All voice calls are saved to MP3 files



# GPS Monitoring

- Real-time subscriber location monitoring
- 5 map types supported
- Subscriber location logging
- Track drawing for specified period of time
- Subscriber movement animation in scope of the track
- Subscriber track details
- Geofencing (Zones input/output control)
- Points of Interest
- Predefined Routes
- Automatic location request
- Location request by event
- Manual location request
- Export locations to KML

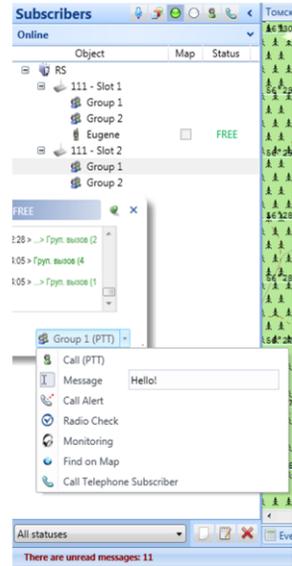
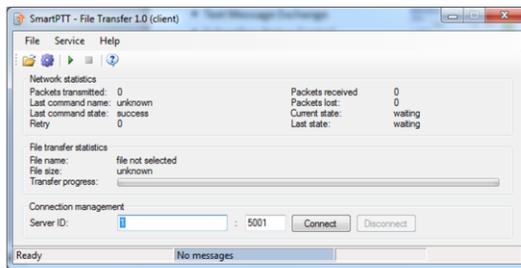


GPS Monitoring includes following functionality:

- Real-time voice monitoring. Number of settings to display the map icons and control validity of GPS data.
- Supported maps: Open vector map, Raster map, MapInfo, MapPoint, Google Map (only for demo purposes).
- All GPS data is saved to SQL Server database.
- Track drawing and animation of subscriber movement.
- Detailed sheet of subscriber locations along the track.
- Geofencing. Check when subscriber enter a zone and leave a zone.
- Points of Interest. Point at the map defined at SmartPTT dispatcher. Point of Interest is assigned with the picture and can be easily centered on the map by clicking at the "Points of Interest" panel.
- Predefined Routes. Routes used to analyze subscriber movement in scope of the given route.
- 3 types of location request: automatic, manual, by event.
- Export locations to KML

# Data Transmission

- Text Message Exchange
- Subscriber Status Control
- Telemetry Control
- File transmission – **SmartPTT File Transfer**



## Data Transmission functionality:

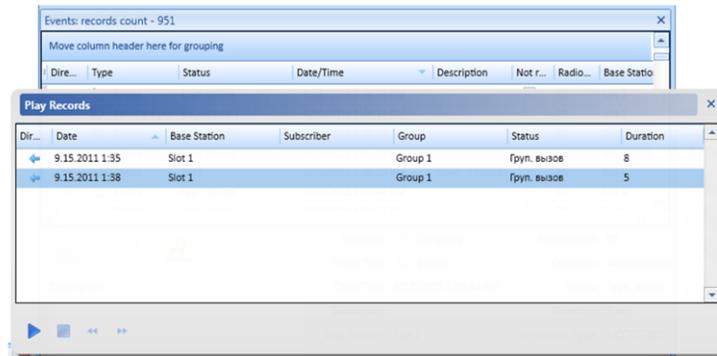
- Text message exchange. Send and receive text messages at the dispatcher console
- Subscriber Status Control. Status is the property of subscriber which can be assigned either by dispatcher or subscriber itself. Status can have color and sound which are applied together with the status change.
- Telemetry Control. SmartPTT supports GPIO contacts of MotoTRBO radio. Using the dispatcher it is possible to control the contacts and track their state.

SmartPTT File Transfer – Freeware application to copy files between computers through the radio channel established by MotoTRBO radios



## Voice and Event Logging

- Event Log – SQL Server Database
- Voice Log – mp3 files
- Double Logging
- Rules & Alerts



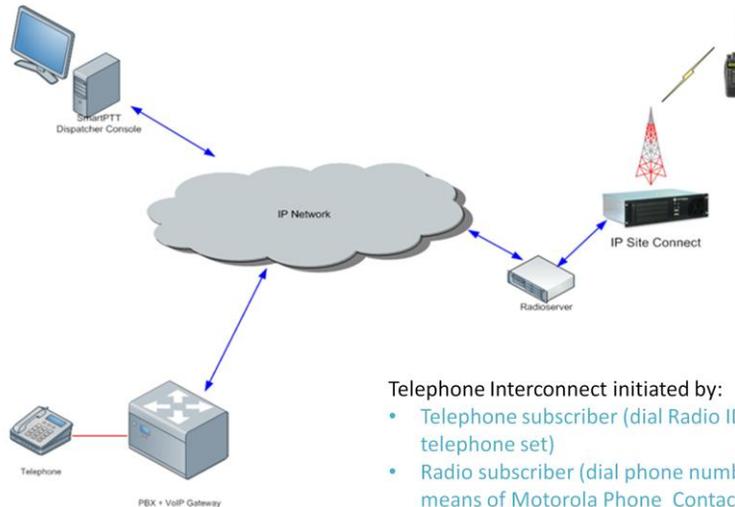
All events processed by SmartPTT are saved into SQL Server Database. Logged events: ARS, Voice Calls, TMS, Telemetry, Status Change, Blocking, Call Alert, Radio Check. All voice calls are saved as MP3 files.

**Important feature of SmartPTT!** Event and voice logging are done at both Radioserver and Dispatcher computers. This feature guarantees safety of collected data and provides better availability. For example, when the server is not available on some reason, event and voice log is still available at the dispatcher computers for analysis.

Rules and Alerts functionality allows processing of the events by arbitrary criteria and do number of actions when the criteria are met. For example, on subscriber status change or emergency signal dispatcher can be notified by special visual alert or sound or text message.



# Telephone Interconnect



**Motorola DTP supported!**

Telephone Interconnect initiated by:

- Telephone subscriber (dial Radio ID from telephone set)
- Radio subscriber (dial phone number by means of Motorola Phone Contacts, DTMF keypad or by sending text message)
- Dispatcher Console

SmartPTT Telephone Interconnect is the best software telephone interconnect solution based on SIP.

5 ways to initiate call between MotoTRBO radio and telephone subscribers:

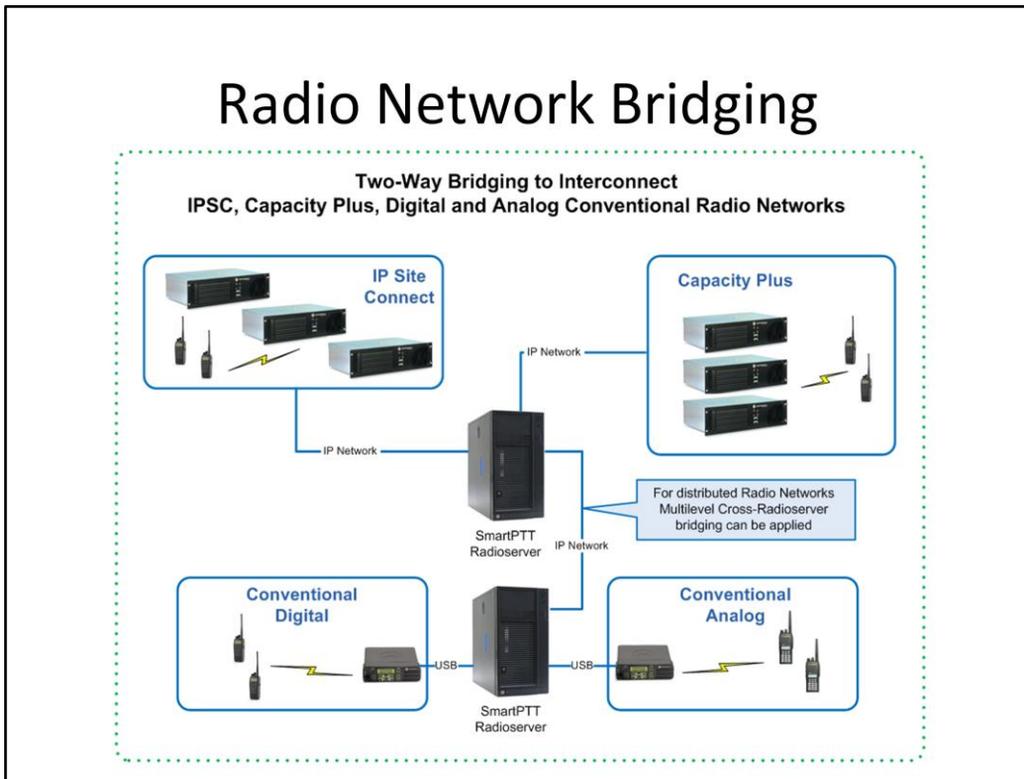
1. Dial Radio ID or Group ID from telephone set
2. Establish patch at the Dispatcher console
3. Send text message with the phone number from MotoTRBO radio to Radoserver
4. Dial telephone number by DTMF tones at MotoTRBO radio
5. Use Motorola DTP features to dial phone number from MotoTRBO radio

SmartPTT Telephone Interconnect supports Motorola Digital Telephone Patch implemented in firmware 1.8.

Key points of DTP support:

- No need to use patch panel with 4-wire connection
- BOTH time slots can be used for telephone call simultaneously
- Remote connection to the repeaters via IP
- SmartPTT Radoserver automatically find destination subscriber in multi-site configuration
- SmartPTT supports DTP only for IPSC configuration

# Radio Network Bridging



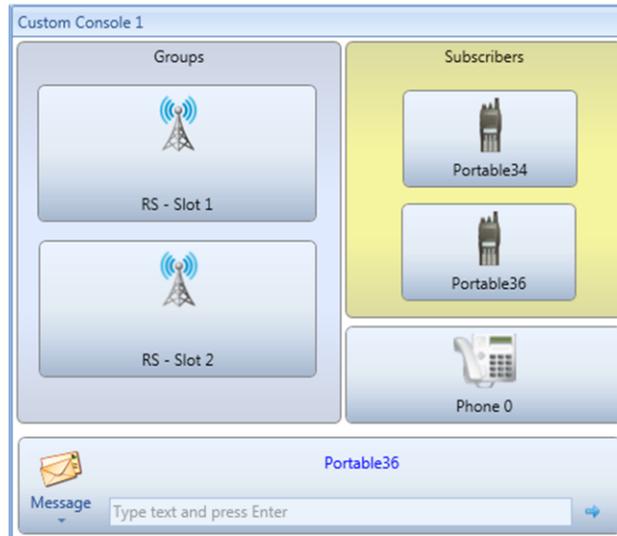
Radio Network Bridging service allows seamless integration of multiple radio networks into single network.

Advantages of SmartPTT bridging:

- Ability to patch different types of radio systems: IPSC, Capacity Plus, Digital and Analog conventional channels
- Cross Radioserver bridging
- Breaks the limit of 15 repeaters per MotoTRBO IP Site Connect
- Direct connection to the MotoTRBO repeaters via IP
- Short voice delay for routed call (from 60ms for direct IP connection)
- Voice quality is not harmed by the routing service (no double voice encode for direct IP connection)
- Selective voice and data routing
- Convenient tool to manage profiles for predefined routing configuration

**Important feature!** SmartPTT routing service provide automatic routing for private and group calls. SmartPTT Radioserver plays as site controller for all connected IP Site Connect systems. When a subscriber makes private call SmartPTT Radioserver automatically finds destination radio and routes the call to corresponding site. For automatic routing of group calls subscribers are joined to so called MultiGroups defined at the Radioserver.

# SmartPTT Custom Consoles



SmartPTT Custom Console is the concept which allows designing visual consoles with the number of controls for the most possible focus on the customer needs. Custom Console designer embedded into SmartPTT dispatcher application provides following controls to be used at the custom console:

- Buttons for private call to predefined subscriber
- Buttons for group call to predefined group
- Buttons to call telephone subscriber
- Buttons to call external dispatcher
- Controls to send text message

## **Important features!**

- MultiTouch screen support. One finger touch selects the object. Two finger touch does PTT
- MultiTouch screen support. Touch radio subscriber and telephone subscriber buttons to interconnect them
- SmartPTT Dispatcher allows using multiple custom consoles simultaneously

# SmartPTT Monitoring



**In-depth analysis and control over connected**

**MotoTRBO infrastructure**

- Real Time Monitoring
- Coverage Map
- Network Topology
- Hardware Diagnostics
- Monitoring Analytics
- Monitoring Reports

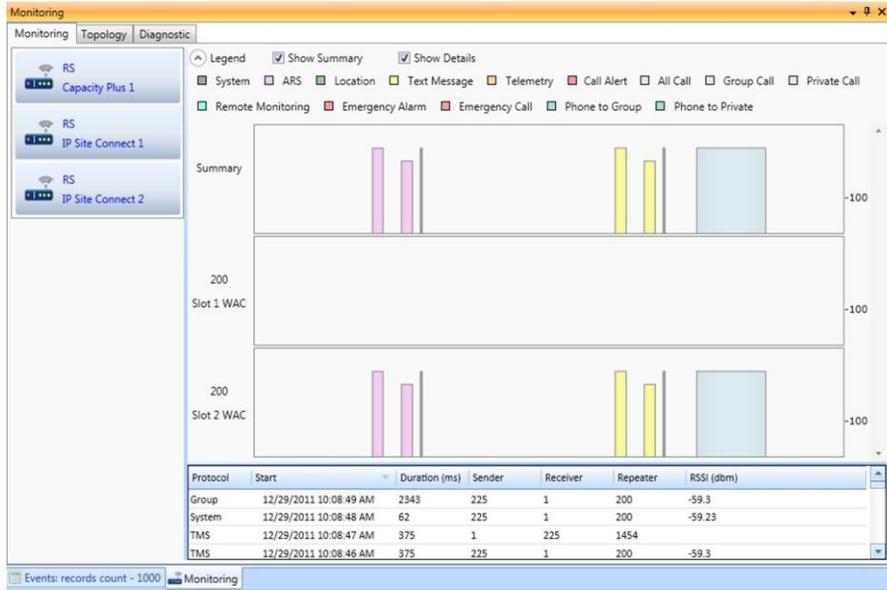
SmartPTT Monitoring is a tool for in-depth analysis and control over connected MotoTRBO infrastructure. SmartPTT Monitoring allows checking the performance of dispatcher system, providing the following information:

- RSSI - received signal strength
- Type of transmission. ARS, GPS, Text, Voice Call, Emergency, etc.
- Transmission duration
- Caller and Receiver IDs
- Repeater ID

Supported MotoTRBO Systems:

- Standalone repeater
- IP Site Connect
- Capacity Plus

# Real Time Monitoring



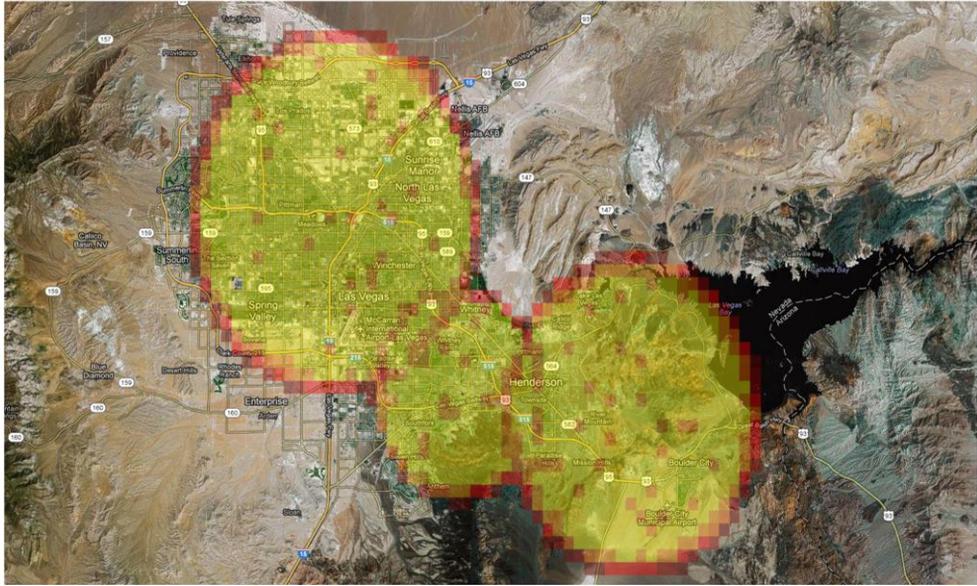
Real Time Monitoring – graphical representation of voice and data activity received from MotoTRBO repeaters allows watching over the system in real time. Flowing bars representing the activity and signal level are displayed for each connected channel individually and in aggregated view. The bar height corresponds to the received signal strength.

# Hardware Diagnostics

Radio Network	Peer Id	IP-address	Model	Firmware V...	Serial Num...	Online	Master	Voice Calls	Data Calls	Slot-1 WAC	Slot-2 WAC	Des
IP Site Connect 1	0					<input checked="" type="checkbox"/>						
IP Site Connect 2	0					<input checked="" type="checkbox"/>						
Capacity Plus 1	2					<input checked="" type="checkbox"/>						
IP Site Connect 1	200	192.168.0.111:50000	M27QPR9JA7...	R01.08.02	484THG0600	<input checked="" type="checkbox"/>						
IP Site Connect 1	1454	0.0.0.0:50002				<input checked="" type="checkbox"/>						

Hardware Diagnostics – information about current state of connected MotoTRBO repeaters.

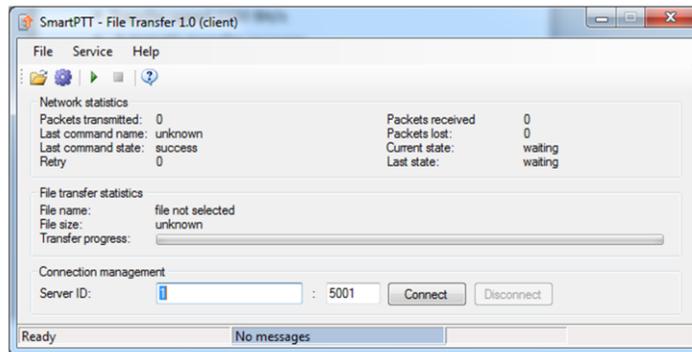
# Coverage Map



Coverage map is the graphical representation of radio coverage. Different colors shows different signal level in the given area.

# SmartPTT File Transfer

- Transfer speed 1150 Bit/s
- Automatic transfer recovery
- List of clients allowed to transfer to the server
- Easy to install, lightweight application

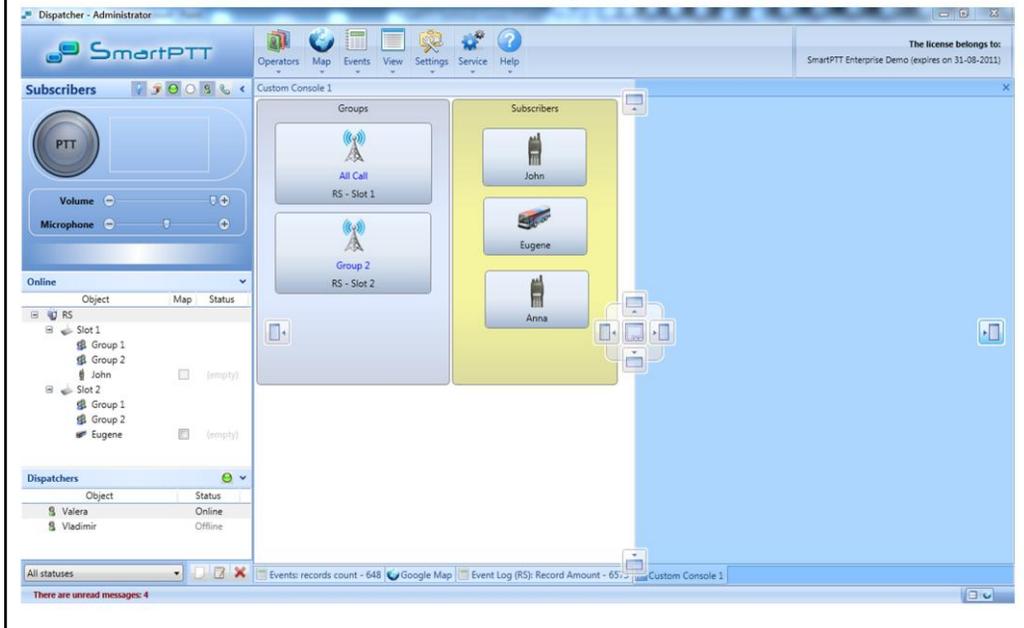


SmartPTT File Transfer is the freeware application to transfer files through the radio channel based on MotoTRBO radios. SmartPTT File Transfer is specially designed for effective data transmission taking into account the limitations of the connection provided by MotoTRBO.

SmartPTT File Transfer consists of 2 parts:

- Client Application. Transfers selected file to the server PC. MotoTRBO radio must be connected to client computer via USB
- Server Application. Accepts the file sent from the client. MotoTRBO radio must be connected to server computer via USB

# Flexible User Interface



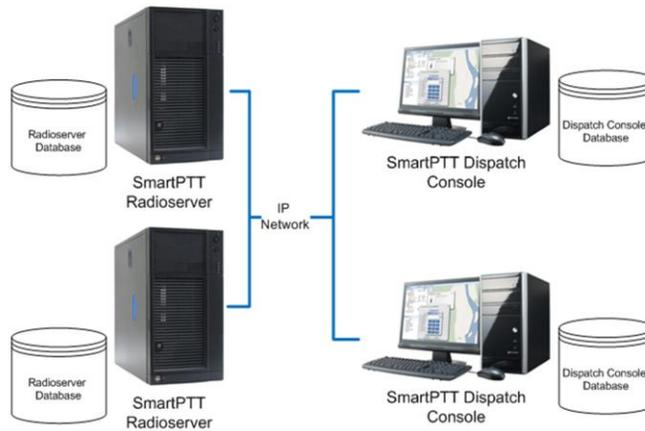
SmartPTT Dispatcher application provides the means of user interface customization. Most of visual service panels available in SmartPTT dispatcher can be arranged in the following ways:

- Multiple panels can be arranged in tabs
- Each panel can be docked to any part of the dispatcher window area and have flexible size

## Important feature!

Panels layout can be saved for further reuse ("Show list of window configurations" button at the bottom-right corner of the dispatcher window)

# Reliable Architecture



- Multiple Radioservers connected from the Dispatch Console
- Distributed log storage (at both Radioserver and Dispatch Console)
- Offline mode for Dispatch Consoles

Systems based on SmartPTT has the architecture providing high reliability and data safety. Multi site architecture allows building independent regional dispatch systems seamlessly integrated into overall radio network under control of the HQ dispatch center.

## Important features of SmartPTT Architecture!

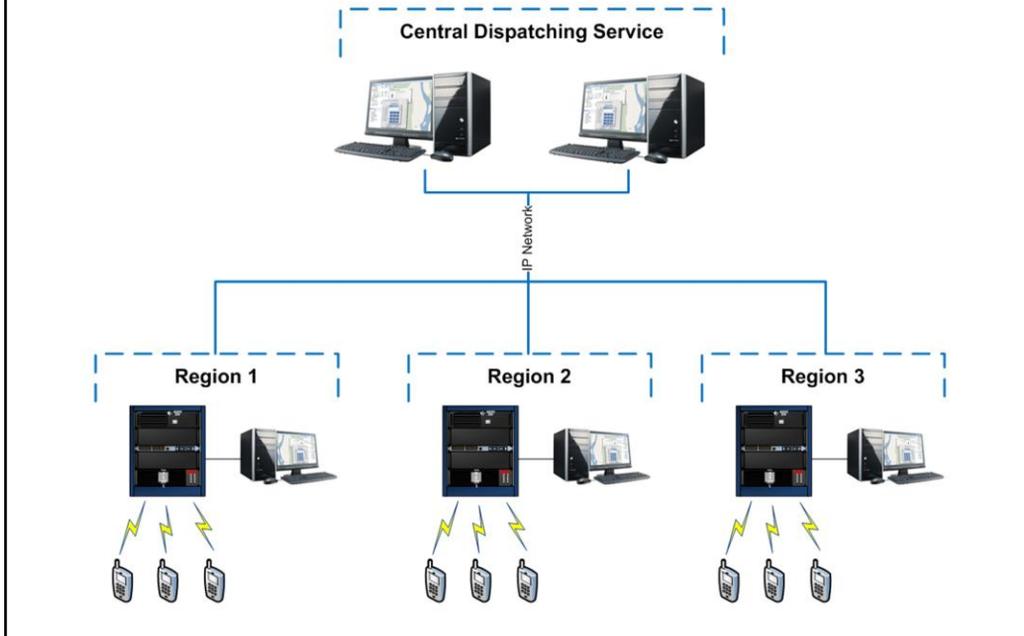
- SmartPTT Dispatcher can connect multiple Radioservers simultaneously
- SmartPTT stores event and voice log at both Radioserver and Dispatcher computers
- SmartPTT Dispatcher can be launched in offline mode (when Radioserver is not available) to analyze event and voice log, GPS tracks
- SmartPTT Dispatcher automatically restore connection to Radioserver upon the network recovery

# SmartPTT Unique Features

- Reliable Architecture
- High data safety (Distributed event and voice log storage)
- Direct IP connection for IP Site Connect and Capacity Plus
- Bridging for IP Site Connect
- Advanced Telephone Interconnect
- Custom Consoles



# 2-Level Dispatching



2-Level Dispatching is the communication schema specific for large multi site professional mobile radio systems covering relatively big areas which are divided into several regions. Each region is basically independent entity having its own dispatching service and local fleet of radio subscribers. Upon all the regions there is the central dispatch service which must have continuous monitoring abilities over regional systems and quick real time access in case of emergency.

SmartPTT is well adjusted to deploy 2-level dispatching by means of following important features:

- Each region can have its own Radioserver and dispatcher console to manage regional fleet
- Central dispatch console can connect all regional Radioservers simultaneously
- Central dispatch console can establish patch between regional Radioservers when it is necessary
- Event and voice logging is distributed between all Radioservers, but can be quickly accessed from both regional and central dispatch consoles

## Key Benefits of SmartPTT & MotoTRBO

MotoTRBO	SmartPTT
High quality of the voice	All type of voice calls are supported in SmartPTT Dispatcher
Double Capacity 2 time slots	Control over all radio network channels
GPS Receiver	Enhanced AVL features
IP Site Connect Multi site conventional	Direct IP Connection Breaks the limit of 15 repeaters by means of the routing service
Capacity Plus One site trunking	Specially adjusted to dispatch large Capacity Plus systems
Digital Telephone Patch	VoIP based telephone patch Enhancements for DTP
ARS, TMS, Telemetry, Emergency, etc	Data flow control Voice and event logging

# SmartPTT & MotoTRBO vs. Tetra and MPT1327

	MPT1327	MOTOTRBO + SmartPTT	TETRA (Dimetra IP Compact)
Signal	Analog	Digital	Digital
Frequency intervals	136-174 MHz, 300-350 MHz, 403-470 MHz	136-174 MHz, 403-470 MHz	370-450 MHz, 800 MHz
Frequency channel width	25 kHz	12,5 kHz	25 kHz
Logical channels per one physical channel	1	2 time-slots (TDMA)	4 time-slots (TDMA)
Type of calls	Private, Group, Emergency	Private, Group, All call, Emergency, Remote monitoring, Block/Unblock, Radio check, Radio de-key, Call by VOX	Private (duplex and half-duplex), Group, Emergency
Text Messaging	Status and text messages	Status and text messages	Status and text messages
Phone interconnect	Half-duplex	Half-duplex	Full duplex
Additional features	Caller ID, Calls queue, Automatic roaming	Caller ID, Automatic roaming, Lone worker, Embedded GPS	Caller ID, Calls queue, Automatic roaming, Embedded GPS
Encryption		Yes	Yes
Data rate per channel	1.2 kbps per channel	2 kbps per time-slot (logical channel)	Up to 7.2 kbps per time-slot Up to 28 kbps per frequency channel
Price	\$\$\$	\$\$	\$\$\$\$\$
Best use cases	Multisite trunking solution	Conventional systems Multisite conventional systems Single-site trunking systems	Multisite trunking solution
Limitations	Outdated system, inefficient use of frequencies pool	Partial functionality in trunking mode	High prices, less radio coverage comparing with others

## System Integration Benefits

- Higher Competence
- Higher Revenue
- More space for the Business:
  - Equipment
  - Software
  - Services
- Focused on the Customer needs
- After sale Services



Cutting edge technologies implemented in MotoTRBO and SmartPTT provide new opportunities and at the same time require more competence from the companies doing business with PMR. Present PMR customers do not need only boxes with the radios, they tend to demand radio communication systems with the number of features which are able to fulfill the requirements in most efficient way. Consequently, modern PMR business is not the ordinary retail, but the system business covered by high-skilled systems integrators.

System business requires more investment to get the skills and experience, but also provide great opportunity for growth:

- Ability to propose to end customer high quality competitive solutions
- Opportunity to get higher revenue by selling the system, but not the boxes
- Opportunity to do more business with the variety of services: equipment and software supply, system consulting, deployment and support

# Customer Segments



Customer segments for MotoTRBO and SmartPTT:

- Pipelines (Oil & Gas)
- Public Transportation (Buses, taxi)
- Energy (Generating companies, Electricity facilities)
- Railroads
- Emergency Services (Ambulance services, fire brigades)
- Highways
- Mines
- Industrial Plants
- Security
- Police
- Airports
- Government authorities

# License Policy

- Base package for SmartPTT Advanced or SmartPTT Enterprise
- Additional Subscriber License
- Additional Dispatcher License
- Additional Radioserver License
- Repeater Connection License
- Telephone Interconnect License
- Routing Service License
- Radioserver Data Registration

Key points of SmartPTT license policy:

- Software cost must be proportional to the overall system size and be equal 10-20% of radio hardware cost
- SmartPTT is not just the marketing tool for MotoTRBO, it is the opportunity for our partners to make the business on the software itself and get considerable revenue on the system business

## **Base Packages**

- SmartPTT Advanced. Includes 1 Dispatcher Console, 1 Radioserver and 5 subscriber licenses
- SmartPTT Enterprise. Includes 1 Dispatcher Console, 1 Radioserver and 10 subscriber licenses

## **Additional Licenses**

- Subscriber license. Subscriber license is required for each digital subscriber working in the system
- Dispatcher license. Additional dispatcher licenses are required to use multiple SmartPTT consoles
- Radioserver license. Additional Radioserver licenses are used when the system consists of multiple Radioservers (for example, multi site 2-level dispatching system)
- Repeater connection license. Makes sense only together with SmartPTT Enterprise base package. Repeater connection license is required when direct IP

connection is used by Radioserver. Quantity of repeater licenses must be equal to total quantity of repeaters used in the system

- IP Site Connect routing service license. Must be available to provide bridging capabilities between IP Site Connect systems connected to the Radioserver.
- Telephone Interconnect license. Must be available to patch telephone and radio subscribers
- Radioserver Data Registration license. Must be available to store event and voice log at the Radioserver (By default, event and voice log is stored at the dispatcher console)

# Marketing Materials

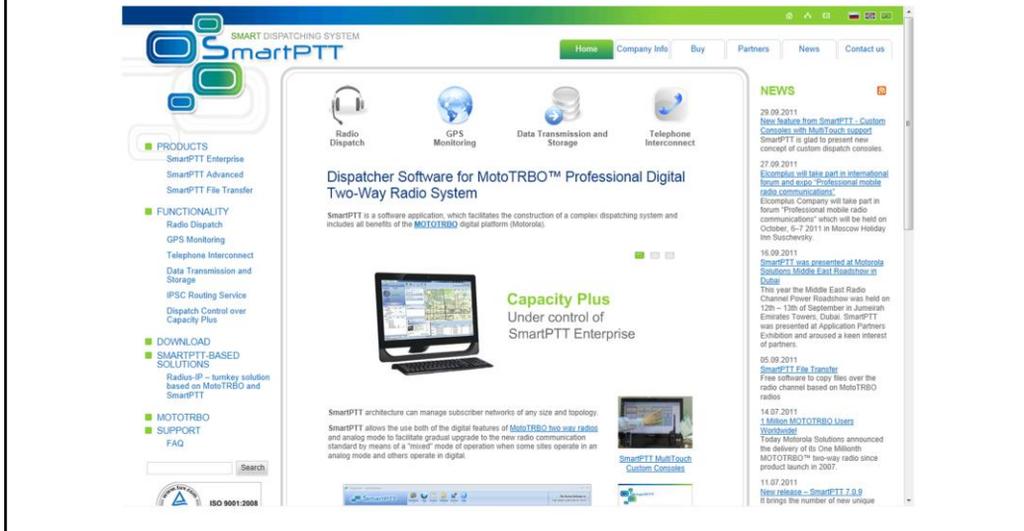


Marketing materials for SmartPTT include number of brochures, quick screens, flag, pen, flash, etc.

SmartPTT partners can get source files of the design for free or order ready materials at Elcomplus.

# SmartPTT Web Site

- SmartPTT Web Site: <http://www.smartptt.com>
- SmartPTT on Facebook: <http://www.facebook.com/SmartPTT>



## Major content of SmartPTT web site:

- SmartPTT functionality overview
- Latest features implemented in SmartPTT
- Latest SmartPTT news. It is possible to subscribe to SmartPTT news RSS channel
- Download section. Setup packages, technical documentation
- Support page. Report the issues to SmartPTT technical support

# SmartPTT Localization



SmartPTT is specially adjusted for easy localization to any language. For the moment of SmartPTT 7.1.0 release, there were supported 9 languages: English, Russian, Portuguese, Spanish, Arabic, Korean, Italian, Polish, German

## SmartPTT Customization

- New functionality developed on the customer needs
- Flexible Visual Platform
- Add-ons for SmartPTT Dispatcher
- 3 months Release Cycle

The great advantage of software over hardware is the flexibility. The development cycle for 70% of the enhancements demanded by the customer is 3 months. Highest priority is provided to the customers whose projects are approved to be implemented with SmartPTT.

In the process of SmartPTT development Elcomplus is focused to provide maximum flexibility of user interface. To adjust visual presence of the dispatch console SmartPTT customers can use following features:

- Custom Consoles
- Dynamic layout of visual panels
- Custom subscriber properties

SmartPTT Dispatcher supports Add-ons modules which can be developed separately and embedded into the console application.

# SmartPTT Technical Support

- **Technical Support**

- 3 SmartPTT engineers
- 3 Radio engineers
- 3 Telephone engineers
- 2 Network engineers
- Certified by Motorola, Cisco, Microsoft, etc
- Remote support by



- **System Deployment Consulting**

- Over 15 years of experience
- Technical trainings
- System Design Office



- **Remote Assistance by**  **TeamViewer**

Having 15 years of system integration experience Elcomplus can provide high quality consulting for system design and deployment covering SmartPTT, MotoTRBO, networking and telephony functionality. Basic level of technical support is provided for free by dedicated service engineers

Technical support contacts:

E-mail: [support@smartptt.com](mailto:support@smartptt.com)

Skype: smartptt

Telephone: +7-3822-522511

# SmartPTT Remote Assistance



SmartPTT Remote Assistance allows remote technical support of SmartPTT right at the customer computer.

Remote assistance is based on the TeamViewer Remote Support solution ([www.teamviewer.com](http://www.teamviewer.com))

To establish remote connection following steps should be done:

- SmartPTT Remote Assistance application must be launched at the customer computer
- ID and Password must be passed to technical support engineer having full functional TeamViewer client to connect to the customer computer.

# SmartPTT Vendor – Elcomplus, LLC

- **Over 15 years on the market**

- **BUSINESS DIRECTIONS**

- Software Development
- Professional Mobile Radio Systems
- SCADA
- Project Design

- **CERTIFICATES**

- Motorola Premier Dealer
- Motorola Application Partner
- ISO 9001:2008

- **CAPACITY**

- 150 employees
- 4 offices in Russia



Elcomplus, LLC is the systems integrator company having over 15 years of experience at the market of PMR, SCADA and Project Design.

Elcomplus has competencies and experience in following PMR technologies:

- MotoTRBO digital radios
- Dimetra IP Compact, Dimetra IP Micro
- MPT1327
- Conventional Analog

Elcomplus HQ is located in Tomsk city, which is one of the scientific and educational centers in Russia. Tomsk is famous as the “city of students” since lots of young people from Russia and other countries come to Tomsk to get the university degree. Tomsk has 6 oldest universities in Russia providing high level of education and acting as the source of high skilled specialists working in Elcomplus in particular.

# Examples of Dispatching over IP Site Connect

## ▪ Police - PDI, Chile

- Voice Calls, Voice and Event Logging
- 4 sites, 90 subscribers, 2 dispatchers



## ▪ SAMU, Brasil

- GPS Monitoring, Voice Calls
- Voice and Event logging
- 2 sites, 70 subscribers, 7 dispatchers



## ▪ Highway – Centrovias, Brasil

- GPS Monitoring, Voice Calls
- Voice and Event logging
- 18 sites, 120 subscribers, 6 dispatchers



# Examples of Dispatching over Capacity Plus

- **SHELL Refining Company, Malaysia**
  - GPS Monitoring, Event Logging
  - 266 subscribers, 4 channels, 2 dispatchers
- **EMDEC (Public transportation), Brasil**
  - GPS Monitoring, Voice Calls
  - Voice and Event logging
  - 250 subscribers, 8 channels, 4 dispatchers
- **Chemical Factory, UK**
  - Voice Calls
  - Voice and Event logging
  - Telephone Interconnect
  - 50 subscribers, 2channels, 2 dispatchers



# Example of 2-Level Dispatching

- **Emergency Service, Russia**

- Voice Calls and Logging
- Telephone Interconnect
- Over 50 regional fire brigades
- Over 500 subscribers
- Regional Dispatch Consoles
- Central Dispatch Console at HQ

