SmartPTT Express 2.3

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SmartPTT Express User Guide

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Revision History

Revision	Description	Date
2.2	Fourth release of the document. The document is compliant with SmartPTT Express 2.2.	October 2019
2.1.1	Third release of the document. The document is compliant with SmartPTT Express 2.1.17.	July 2019
2.1.0	Second release of the document. The document is compliant with SmartPTT Express 2.1.	June 2019
1.0	Initial release of the document. The document is compliant with SmartPTT Express 2.0.	March 2019

Revision History Conventions

Each document has its own revision number. Revision number of the initial release is 1.0. For the following releases, it consists of three numbers separated with dots.

The first and the second number represent the product version the document complies with. The third number (edition) indicates that the document content is modified if compared with the previous revision. Modifications can include various enhancements, issue fixes and more. Changes between document revisions are available in the table for a limited number of editions.

With each new release, revision history provides edition updates only for the editions of that release.

Contents

About This Document

The document explains how to use, configure and customize SmartPTT Express Client. This includes supervisor procedures on audio system configuration and layout design.

Conventions & Assumptions

The document uses the conventions provided in the following table.

Convention	Example
Named user interface elements	the **Save** button
List options and other values	the *Always* option
File names/paths or strings that must be typed exactly as given	type `net start "SmartPTT Express Server"`
Hyperlinks	https://smartptt.com/products/smartptt-express/
Cross references	Glossary on page 116
Other document titles	*SmartPTT Express Installation and Configuration Guide*

The document assumes SmartPTT Express Server has been properly configured and started.

Related Information

The document does not cover other products configuration until it is explicitly required. In other cases, a reference to other manuals is provided with information on what must be performed.

SmartPTT Express Documentation

The document assumes that SmartPTT Express has been properly configured. For details on the configuration process, see *SmartPTT Express Installation and Configuration Guide*.

Logging on to SmartPTT Express Client

Follow the procedure to connect SmartPTT Express Client to SmartPTT Express Server and authenticate in it.

Prerequisites:

- Obtain SmartPTT Express Client user credentials (login and password).

- Obtain SmartPTT Express Server IP address and TCP port used to connect SmartPTT Express Client applications.

Procedure:

1. Run SmartPTT Express Client.
   The main window and the **SmartPTT Express Login** window appear.
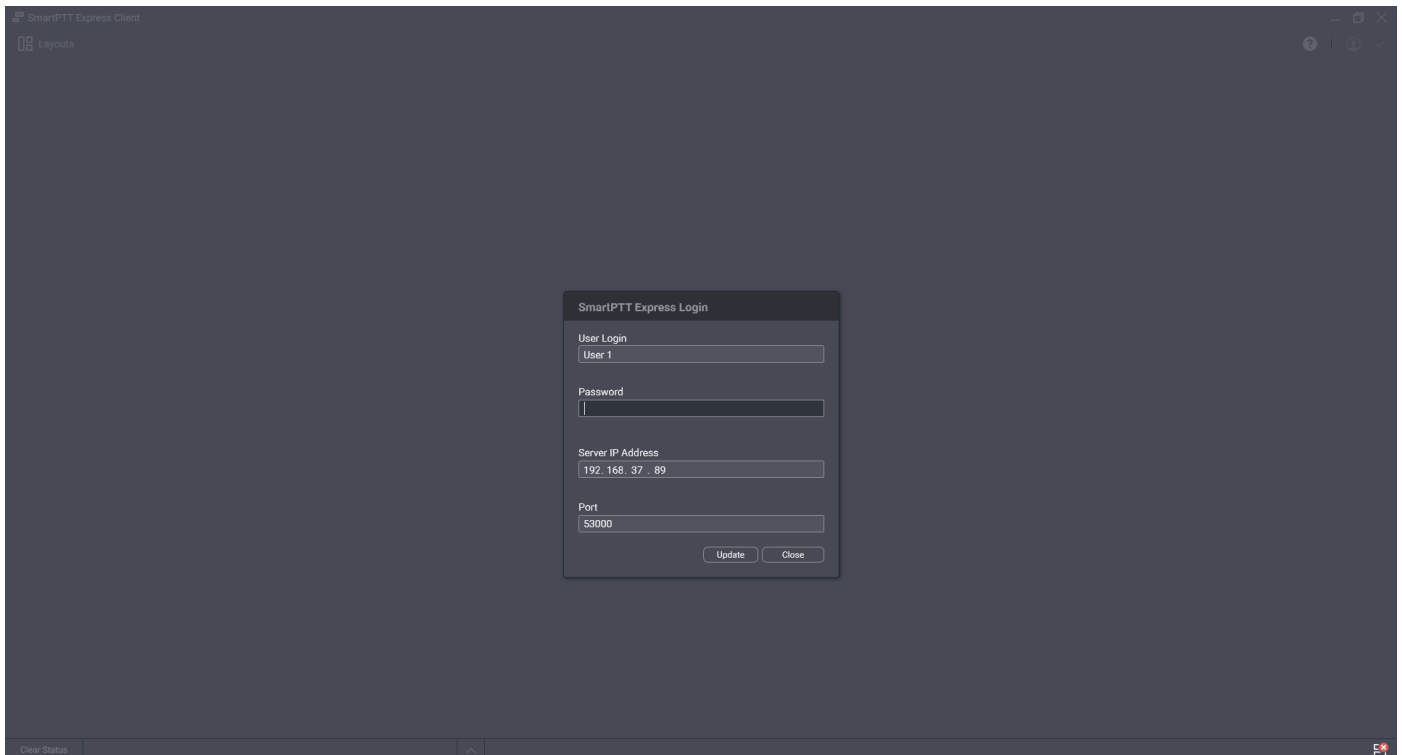
Figure 1: SmartPTT Express Client Logon Process

2. If the **Disconnected** ⊡ icon appears in the Status Bar of the main window, perform the following actions:

   a. In the **SmartPTT Express Login** window, click **Server Connection**.

   b. In the **Server IP Address** field, type the SmartPTT Express Server IPv4 address in dot-decimal notation.

c. In the **Port** field, type the SmartPTT Express Server TCP port number.

d. Click **Update**.
The **Connected** ⊞ icon appears in the Status Bar.

NOTICE: If the **Connected** ⊞ icon does not appear after the action, contact your system administrator to resolve the issue.

3. In the **User Login** field, type the user login.

4. In the **Password** field, type the user password.

5. Click **Login**.
Logon window disappears; SmartPTT Express Client main window becomes available.
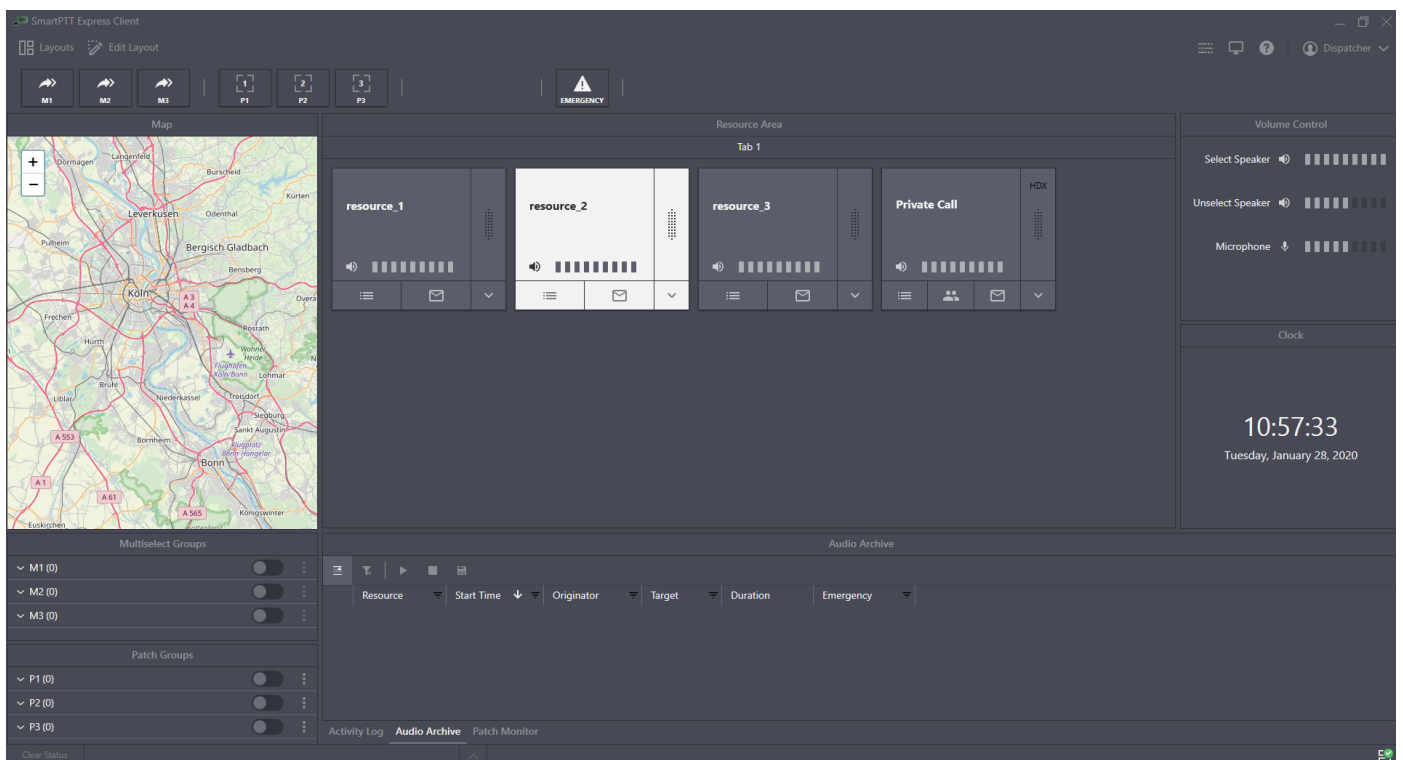
Figure 2: SmartPTT Express Main Window (Example)

Chapter 1. SmartPTT Express Client Configuration

Configuration of SmartPTT Express Client includes language selection as well as audio devices and PTT accessories configuration. All the procedures are available only to supervisors and administrators.

1.1 Changing Interface Language

Follow the procedure to change SmartPTT Express Client interface language.

Prerequisites:

Log on to SmartPTT Express Client as a supervisor or administrator.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click **Dispatch Position Settings** ☲. The **Dispatch Position Settings** window appears.

2. In the window that appears, on the left pane, click **International Settings**. The list of supported languages appears on the right pane.
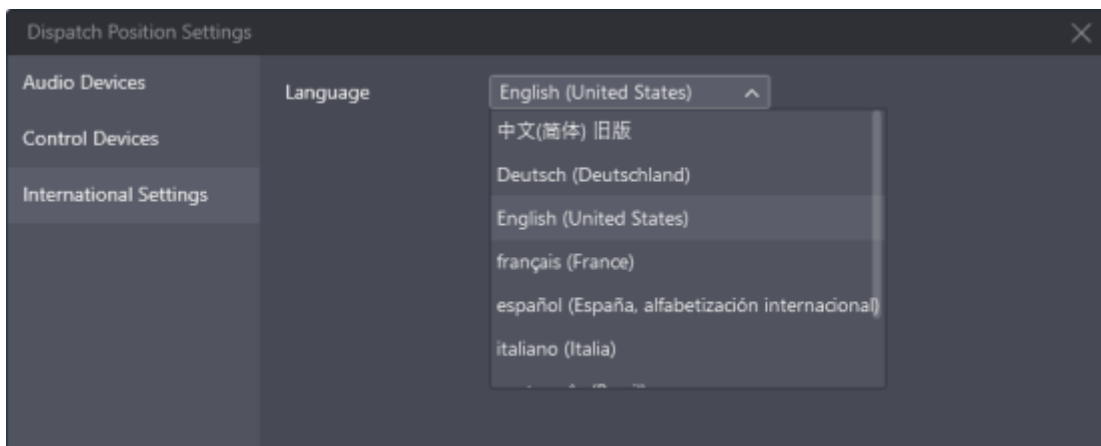
Figure 3: Language Selection

3. On the right pane, from the **Language** list, select the required language. Then click **OK**.

4. Reopen SmartPTT Express Client to apply changes.

1.2 Audio System

SmartPTT Express provides settings for two audio outputs used to play incoming voice transmissions. The first output is the Select Speaker. It is used to play incoming calls for selected talkgroups (single or multiple) or selected Private Call tile. The second audio output is the Unselect Speaker that simultaneously plays all incoming calls received by unselected talkgroups and/or Private Call. For more information on selection, see Selection on page 39.

1.2.1 Configuring Audio Devices

Follow the procedure to configure the required audio input and output devices.

Prerequisites:

- Connect the devices to be configured to the computer. Configure them in the operating system.

- Log on to SmartPTT Express Client as a supervisor or administrator.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click **Dispatch Position Settings** ≡.
   The **Dispatch Position Settings** window appears.

2. In the window that appears, on the left pane, click **Audio Devices**.
   Audio device settings appear.
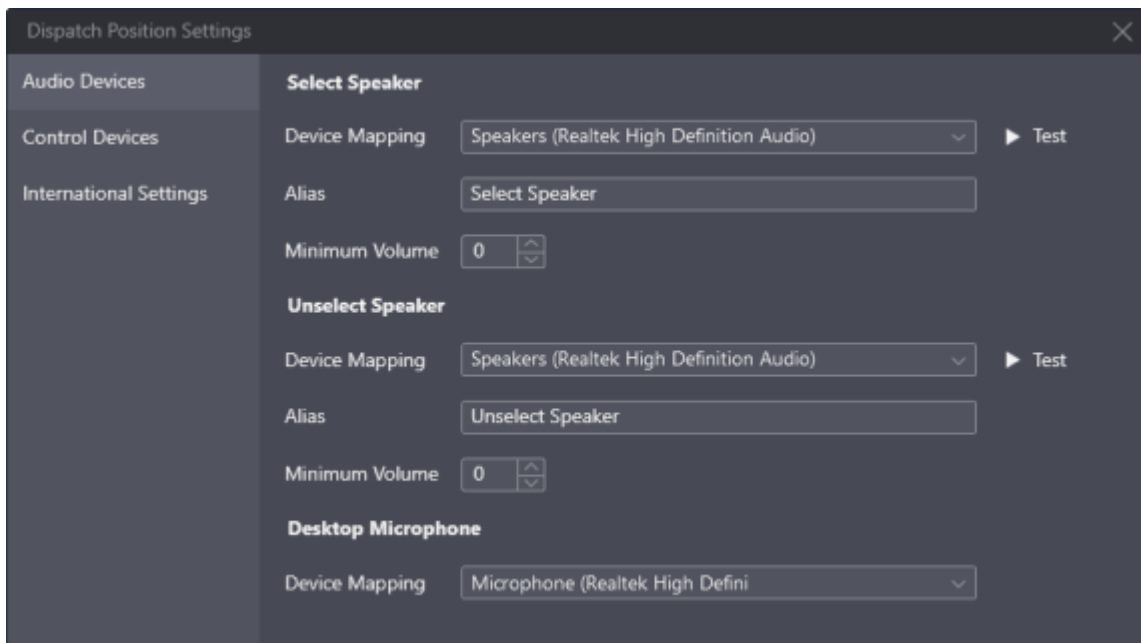
Figure 4: Audio Device Configuration

3. On the right pane, in the **Select Speaker** area, perform the following actions:

a. From the **Device Mapping** list, select the required audio output device.

b. (Optional) To the right of the list, click **Test** to check if the device is operational. If it is, it will play a chime tone.

c. In the **Alias** field, type the speaker name that will appear in the **Volume Control** panel.

d. In the **Minimum Volume** field, enter the minimum speaker volume.

4. Repeat the previous step for the **Unselect Speaker** area.

5. In the **Desktop Microphone** area, from the **Device Mapping** list, select the audio capturing device.

6. In the **Dispatch Position Settings** window, click **OK** to apply changes and close the window.

1.3 Configuring Control Devices

Follow the procedure to assign hardware controls to the General Transmit action.

Prerequisites:

- Connect the desired HID-compatible devices to the computer.

- Log on to SmartPTT Express Client as a supervisor or administrator.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click **Dispatch Position Settings** ☰.
   The **Dispatch Position Settings** window appears.

2. In the window that appears, on the left pane, click **Control Devices**.
   Control devices settings appear.
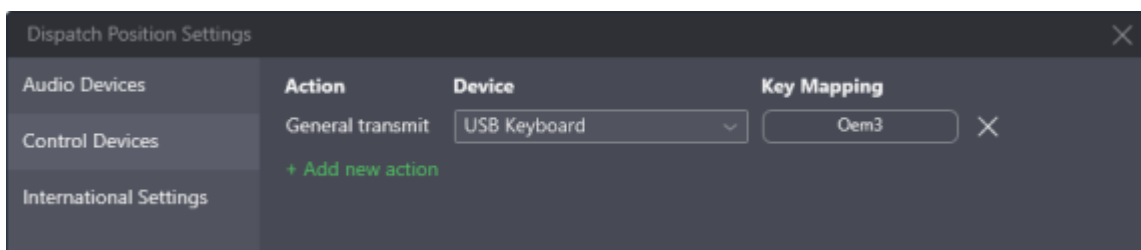
Figure 5: Control Devices Configuration

3. On the right pane, click **+ Add new action**.
   A new entry is added.

4. From the drop-down list in the **Device** column, select the desired device.

5. In the **Key Mapping** column, click **Assign**.
   The button caption changes to **...**

6. Press the desired hardware control.
   The button caption changes to the PTT control identifier or keyboard key / mouse button name.

   NOTICE: Eligible controls are keyboard keys, mouse buttons (except the left and right button) and PTT buttons/pedals.

7. (Optional) Repeat steps 3-6 to bind another control to the General Transmit action.

8. (Optional) Click **Delete** ✕ to delete an entry.

9. In the **Dispatch Position Settings** window, click **OK** to apply changes and close the window.

Chapter 2. Layout Configuration

A layout is a console-independent set of SmartPTT Express Client settings that includes selection and placement of user interface elements, as well as a variety of settings. SmartPTT Express Client user is able to load the required layout on any dispatch console.

Layout configuration is available to supervisors and administrators only. Privileged operators are able to modify layouts but unable to save their changes. Regular operators cannot modify layouts at all.

Access to layouts is managed in SmartPTT Express Configurator. The user that created a layout always has access to it. For details, see "Editing Layout Availability Settings" in SmartPTT Express Installation and Configuration Guide.

2.1 Creating Layouts

Follow the procedure to create a new layout in SmartPTT Express.

Prerequisites:

Log on to the SmartPTT Express Client as a supervisor or administrator.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click ⊞ **Layouts**.
   The **Layouts** window appears.
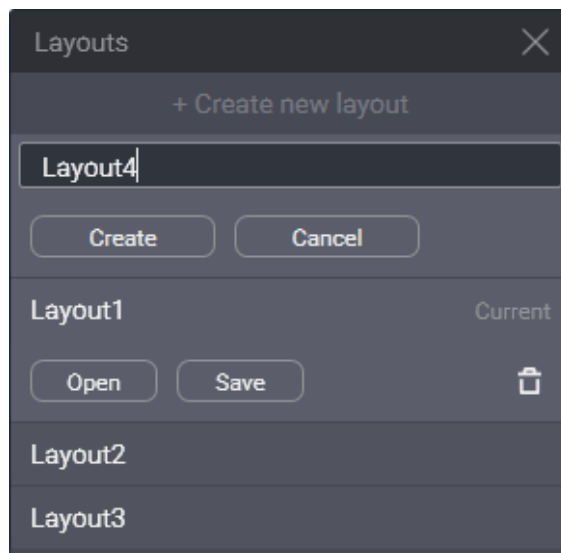
Figure 6: New Layout Creation

2. At the top of the window that appears, click **+Create new layout**.

3. In the text field that appears below the button, type the layout name. Then click **Create**.

Postrequisites:

In SmartPTT Express Configurator, set users that will be able to load the layout. For details, see "Editing Layout Availability Settings" in *SmartPTT Express Installation and Configuration Guide*.

> **NOTICE:** If SmartPTT Express Configurator is open at the time of a new layout creation, the layout will not appear on its layout list until SmartPTT Express Configurator is restarted.

2.1.1 Managing Existing Layouts

Follow the procedure to perform various actions on layouts.

Prerequisites:

Log on to the SmartPTT Express Client as a supervisor or administrator.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click ⊞ **Layouts**.
   The **Layouts** window appears.
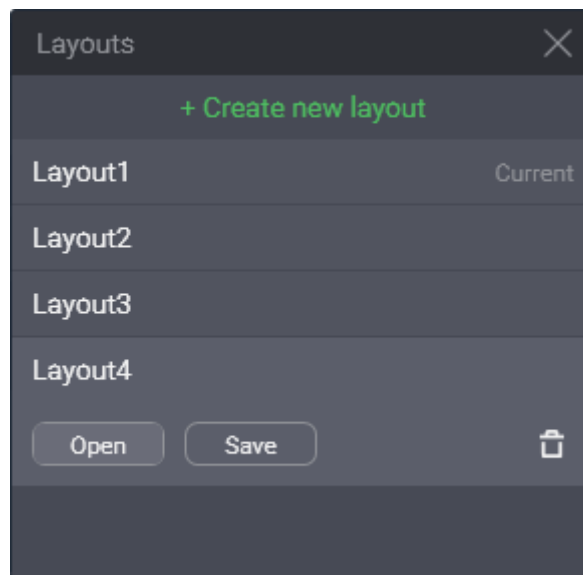
Figure 7: Layout Management

2. Click a layout name in the list to select it.
   Open, **Save** and **Delete** 🗑 buttons appear below the name.

3. Perform one of the following actions:

To open the layout,	click **Open**. The **Current** label appears to the right of the layout name.

To save current SmartPTT Express Client appearance and settings to the layout (this includes current zoom and focus of the map),	click **Save**.
To delete the layout,	click **Delete** 🗑, and then confirm deletion.

2.2 Basic Layout Configuration

Basic layout configuration includes the following actions:

- General settings modification. For details, see Editing Layout Settings on page 15.

- Activity log configuration. For details, see Editing Activity Log Settings on page 16.

- Audio archive configuration. For details, see Editing Audio Archive Settings on page 18.

- Clock settings modification. For details, see Editing Clock Settings on page 20.

- Multiselect and patch group configuration. For details, see Editing Multiselect & Patch Group Settings on page 21.

- Map configuration. For details, see Editing Map Settings on page 22.

- Text messaging configuration. For details, see Text Messaging Configuration on page 25.

2.2.1 Editing Layout Settings

Follow the procedure to edit general layout settings.

Prerequisites:

Open the desired layout. For details, see Managing Existing Layouts on page 14.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click **Layout Settings** 🖥.
   The **Layout Settings** window appears.

2. In the window that appears, on the left pane, click **General**.
   General layout settings appear on the right pane.

Figure 8: General Layout Settings Modification

3. On the right pane, in the **Call ID Hang Time** field, enter the timeout for the radio name to disappear from a tile after a voice transmission has ended.

   IMPORTANT: The timeout is not related to radio system hang time and does not change that value.

4. Select ☑ **Display Tone Suppression button on emergency panel** to show the button that turns off the emergency alarm tone.

5. (Optional) Configure error message display as a popup message:

   a. Select ☑ **Display toast (pop-up) error messages**.

   b. In the **Duration** field, enter the duration of message display.

6. In the **Status Line message visibility duration** field, enter the duration of message display in the Status Bar.

7. In the **Layout Settings** window, click **OK**.

8. Save layout changes. For details, see Managing Existing Layouts on page 14.

2.2.2 Editing Activity Log Settings

Follow the procedure to edit Activity Log settings.

Prerequisites:

Open the desired layout. For details, see Managing Existing Layouts on page 14.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click **Layout Settings** 🖵.
   The **Layout Settings** window appears.

2. In the window that appears, on the left pane, click **Activity Log**.
   Activity Log settings appear on the right pane.
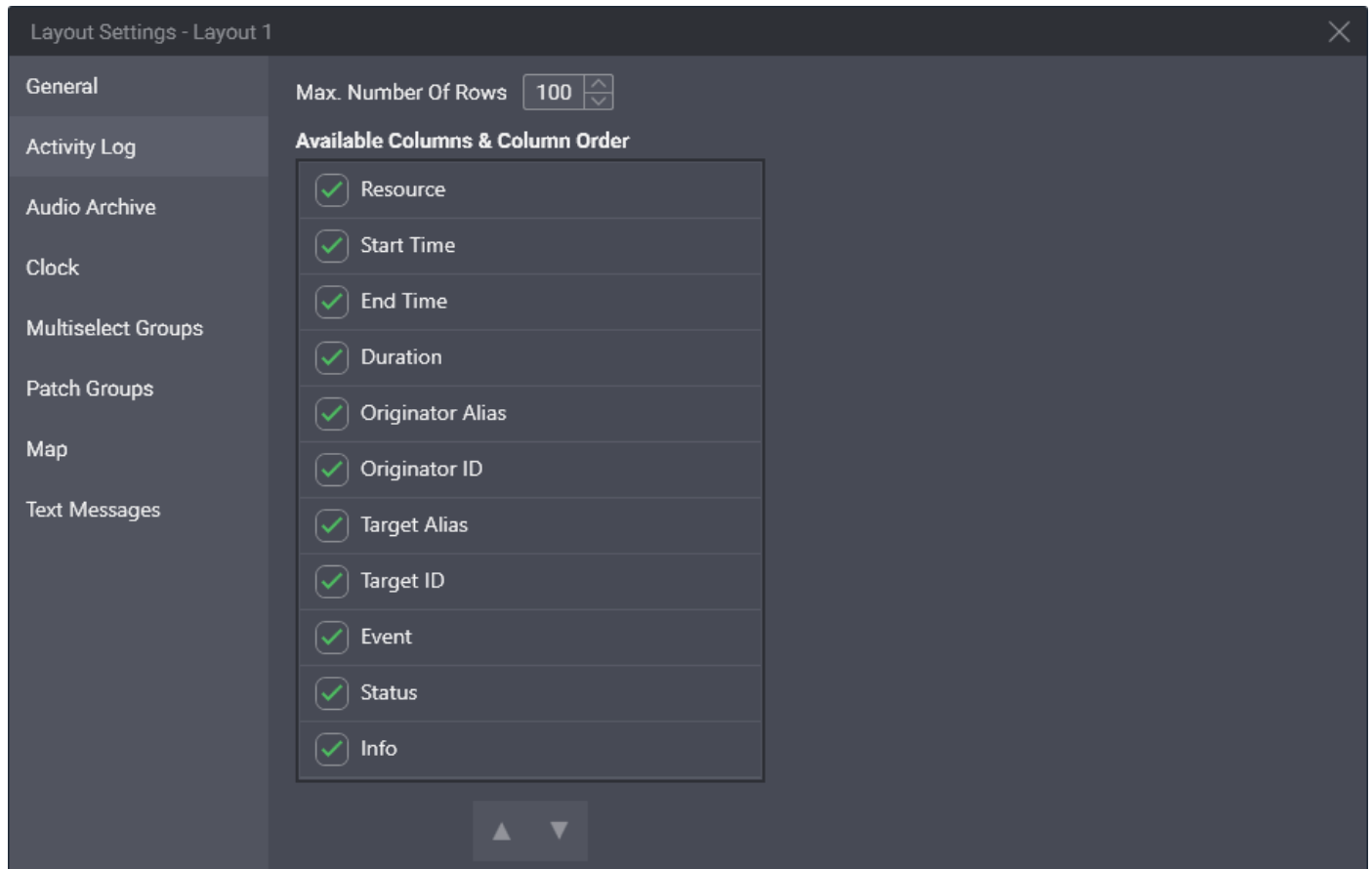
Figure 9: Activity Log Settings Modification

3. On the right pane, in the **Max Number Of Rows** field, enter the maximum number of entries to be displayed.

   NOTICE: The parameter determines how many entries are displayed, not how many are stored in the **Activity Log**. When filters are applied, they affect all entries.

4. In the **Available Columns & Column Order** area, for each entry, perform the following actions:

To display the column in the **Activity Log** panel,	select the corresponding check box.
To hide the column in the **Activity Log** panel,	clear the corresponding check box.

5. (Optional) Reorder columns:

   a. Click the entry that represents the required column.

   b. Perform one of the following actions:

To display the column closer to the left,	click **Up** ▲ in the bottom part of the area.
To display the column closer to the right,	click **Down** ▲ in the bottom part of the area.

6. Repeat the previous step for other columns.

7. In the **Layout Settings** window, click **OK**.

8. Save layout changes. For details, see <u>Managing Existing Layouts</u> on page 14.

Postrequisites:

Show the **Activity Log** panel. For details, see <u>Showing and Positioning the Toolbar and Panels</u> on page 28.

2.2.3 Editing Audio Archive Settings

Follow the procedure to edit the table of audio transmissions appearance.

Prerequisites:

Open the desired layout. For details, see <u>Managing Existing Layouts</u> on page 14.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click **Layout Settings** 🖥.
   The **Layout Settings** window appears.

2. In the window that appears, on the left pane, click **Audio Archive**.
   Audio Archive settings appear on the right pane.
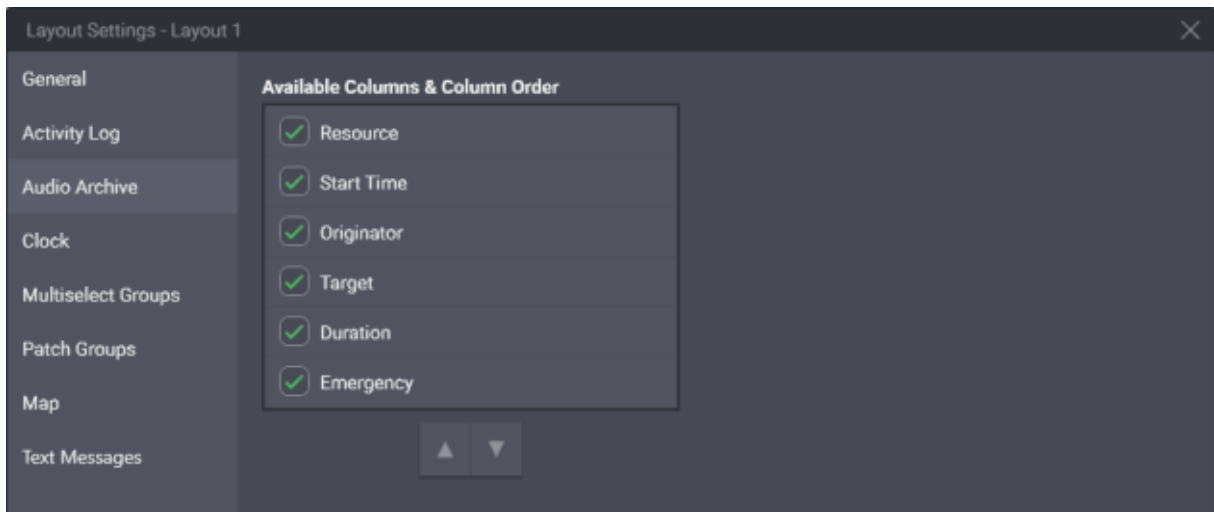
Figure 10: Configuration of the Table of Voice Transmissions

3. On the right pane, in the **Available Columns & Column Order** area, for each entry, perform the following actions:

To display the corresponding column on the **Audio Archive** panel,	select the corresponding check box.
To hide the corresponding column on the **Audio Archive** panel,	clear the corresponding check box.

4. (Optional) Reorder columns:

   a. Click the entry that corresponds to the required column.

   b. Perform one of the following actions:

To display the column closer to the left,	click **Up** ▲ in the bottom part of the area.
To display the column closer to the right,	click **Down** ▲ in the bottom part of the area.

5. Repeat the previous step for other columns.

6. In the **Layout Settings** window, click **OK**.

7. Save layout changes. For details, see Managing Existing Layouts on page 14.

Postrequisites:

Show the **Audio Archive** panel. For details, see Showing and Positioning the Toolbar and Panels on page 28.

2.2.4 Editing Clock Settings

Follow the procedure to edit clock settings.

Prerequisites:

Open the desired layout. For details, see Managing Existing Layouts on page 14.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click **Layout Settings** 🖥.
   The **Layout Settings** window appears.

2. In the window that appears, on the left pane, click **Clock**.
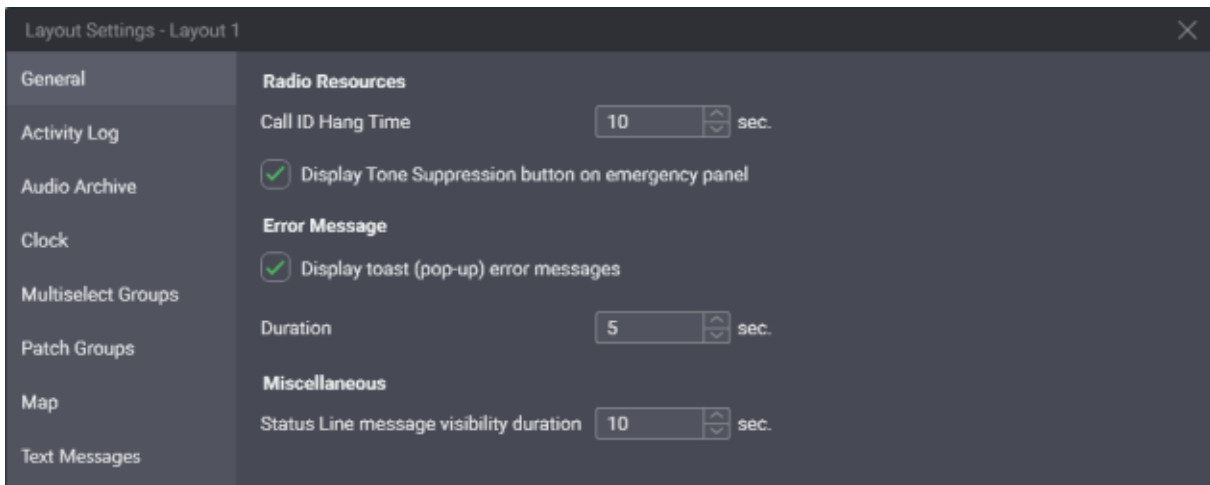   **Clock** settings appear on the right pane.
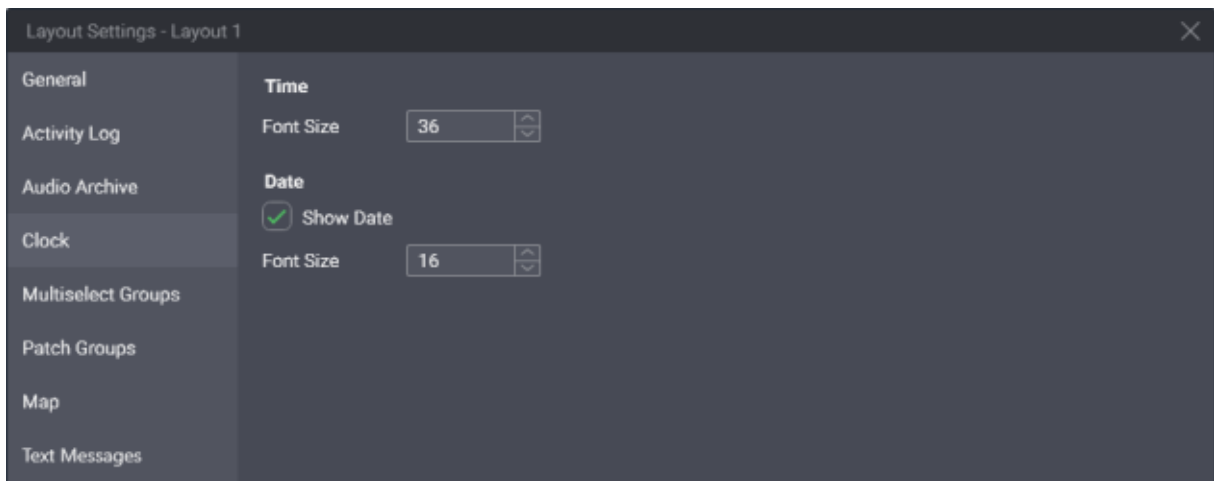
Figure 11: Clock Settings Editing

3. On the right pane, in the **Time** area, from the **Font Size** list, select the required font size for the time in pixels.

   a. Configure date display on the **Clock** panel:

   b. In the **Date** area, select ☑ **Show Date**.

4. In the same area, from the **Font Size** list, select the required font size for the date in pixels.

5. In the **Layout Settings** window, click **OK**.

6. Save layout changes. For details, see Managing Existing Layouts on page 14.

Postrequisites:

Show the **Clock** panel. For details, see Showing and Positioning the Toolbar and Panels on page 28.

2.2.5 Editing Multiselect & Patch Group Settings

Follow the procedure to configure multiselect and/or patch groups availability.

> **NOTICE:** Multiselect and patch group functionality requires the **Dispatcher Voice Channel** license.

Prerequisites:

Open the desired layout. For details, see Managing Existing Layouts on page 14.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click **Layout Settings** 🖵.
   The **Layout Settings** window appears.

2. In the window that appears, on the left pane, select one of the following tabs:

To modify multiselect group settings,	click **Multiselect Groups**.
To modify patch group settings,	click **Patch Groups**.

Figure 12: Modification of Multiselect Group Settings (Identical to Patch Groups)

3. On the right pane, perform the following actions:

   a. Select the check box to the left of a group that must be available in the layout.

b. In the **Alias** column, enter the group name that will appear on the **Multiselect Groups** / **Patch Groups** panel.

4. (Optional) Repeat the previous step for the other groups.

5. In the **Layout Settings** window, click **OK**.

6. Save layout changes. For details, see Managing Existing Layouts on page 14.

Postrequisites:

- Repeat the procedure for the other group type.

- Show the corresponding panels. For details, see Showing and Positioning the Toolbar and Panels on page 28.

2.2.6 Editing Map Settings

Follow the procedure to configure map settings for a layout.

Prerequisites:

Open the desired layout. For details, see Managing Existing Layouts on page 14.

Procedure:

1. On the Menu Bar, click **Layout Settings** ⬚.
    The **Layout Settings** window appears.

2. In the window that appears, on the left pane, click **Maps**.
   **Map** settings appear on the right pane.
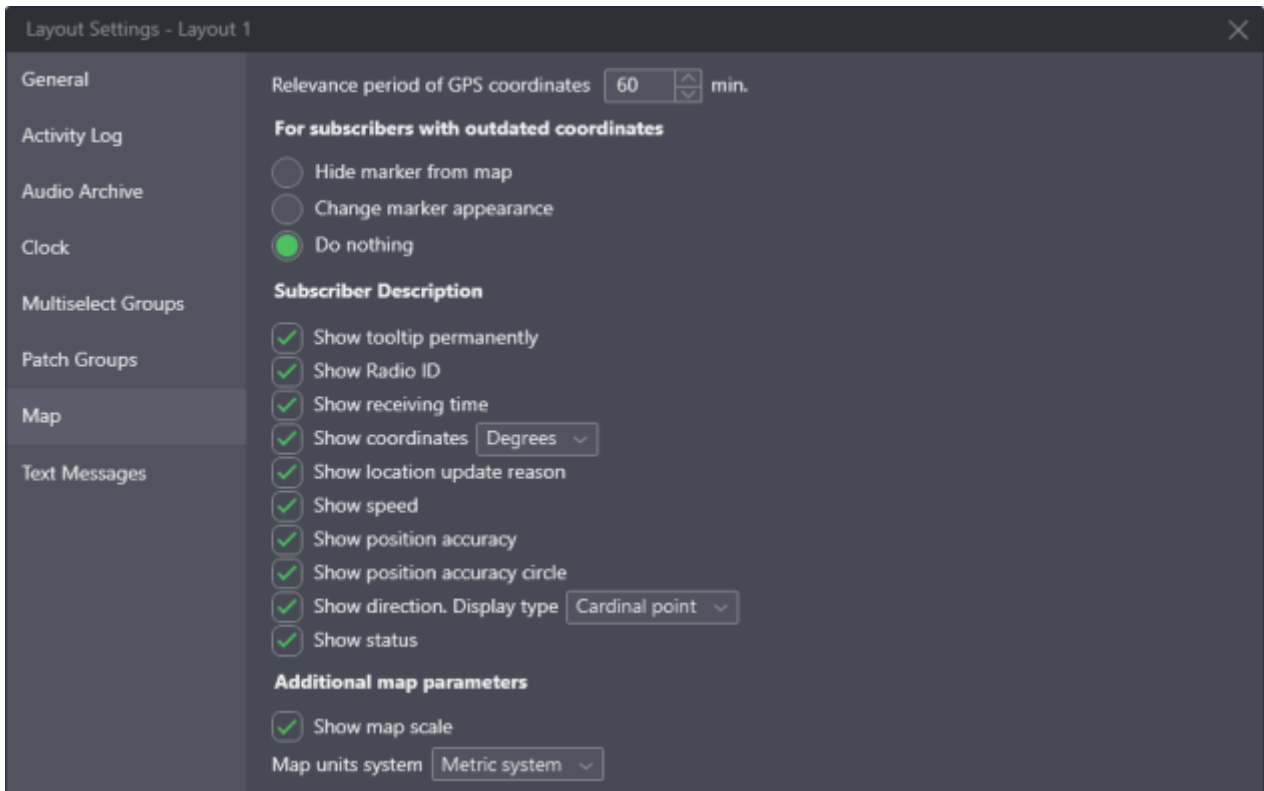
Figure 13: Map Settings Configuration

3. On the right pane, in the **Relevance period of GPS coordinates** field, enter validity timeout.

4. In the **For subscribers with outdated coordinates** area, configure SmartPTT Express Client behavior when coordinates become invalid (outdated):

To hide the marker from the map,	select **Hide marker from map**.
To dim the marker on the map,	select **Change marker appearance**.
To ignore the coordinates invalidity,	select **Do nothing**.

5. In the **Subscriber Description** area, configure the information about radios that will be displayed on the **Map** panel:

   a. Configure radio name display:

To always show radio name above the marker,	select the **Show tooltip permanently** check box.
To show radio name above the marker only on mouseover,	clear the **Show tooltip permanently** check box.

   b. Configure the callout that appears above a marker when the user clicks it:

To show radio ID next to radio name,	select the **Show Radio ID** check box.
To show the time when the coordinates were reported by the radio,	select the **Show Receiving Time** check box.
To show radio coordinates (latitude and longitude),	perform the following actions: 1. Select the **Show Coordinates** check box. 2. From the list next to the check box, select the coordinates format (degrees with a decimal point, or degrees, minutes and seconds).
To show the reason why the coordinates were updated,	select the **Show location update reason** check box.
To show radio movement speed,	select the **Show speed** check box.
To show coordinates accuracy as a number,	select the **Show position accuracy** check box.
To show coordinates accuracy as a circle on the map,	select the **Show position accuracy circle** check box.
To show radio movement direction,	perform the following actions: 1. Select the **Show direction** check box. 2. From the list next to the check box, select the direction format (azimuth or cardinal point).
To show the status message sent by the radio,	select the **Show status** check box.

6. In the **Additional map parameters** area, configure map display settings:

   a. To display map scale, select the **Show map scale** check box.

   b. From the **Map units system** list, select the desired measurement units to be used.

7. In the **Layout Settings** window, click **OK**.

8. Save layout changes. For details, see [Managing Existing Layouts](#) on page 14.

Postrequisites:

Show the **Map** panel. For details, see [Showing and Positioning the Toolbar and Panels](#) on page 28.

2.2.7 Text Messaging Configuration

Follow the procedure to configure text messaging settings for a layout.

Prerequisites:

Open the desired layout. For details, see [Managing Existing Layouts](#) on page 14.

Procedure:

1. On the Menu Bar, click **Layout Settings** 🖵.
   The **Layout Settings** window appears.

2. In the window that appears, on the left pane, click **Text Messages**.
   Text messaging settings appear on the right pane.
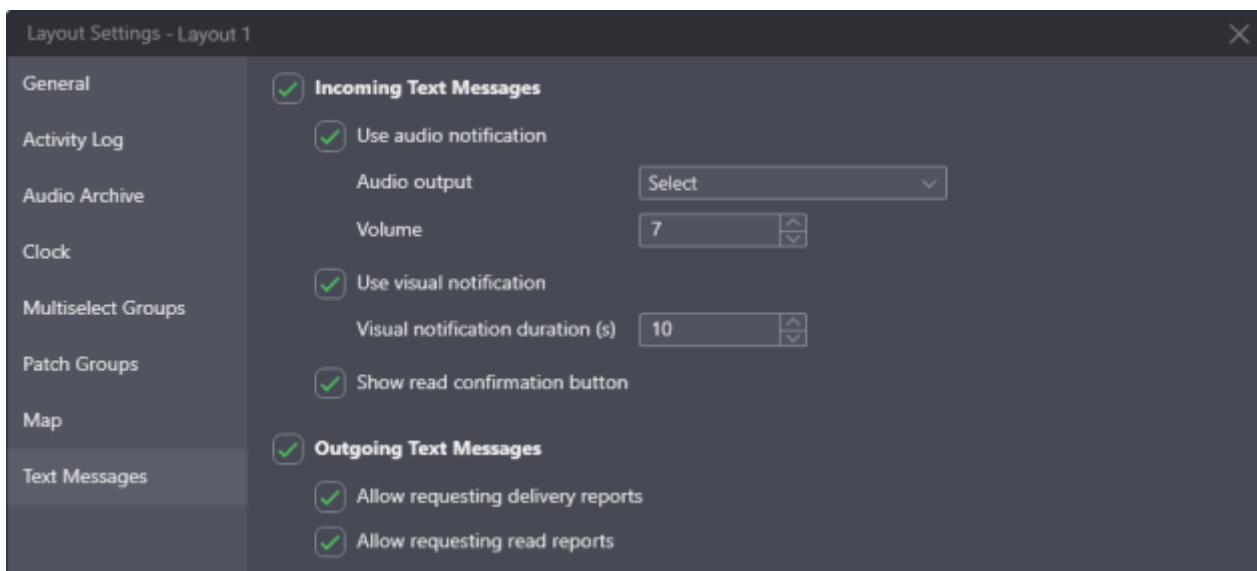
Figure 14: Text Messaging Configuration

3. If inbound text message reception is desired, perform the following actions:

   a. Select the **Inbound Text Messages** check box.

   b. Configure inbound text messages settings:

To play an audio notification when a text message is received,	perform the following actions:

	1. Select the **Use audio notification** check box.
	2. From the **Audio output** list, select the speaker to be used for playing audio notifications.
	3. In the **Volume level** field, enter audio notification volume.
To display an icon on a resource tile with unread text messages and on an unselected tab that contains such tile,	perform the following actions: 1. Select the **Use visual notification** check box. 2. In the **Visual notification duration** field, enter the visual notification display duration.
To display a confirmation button next to the message when its sender requests a read report,	select the **Show read confirmation button** check box.
To have SmartPTT Express Server automatically send a read report if the message sender requests it,	clear the **Show read confirmation button** check box.

4. If the ability to send text messages is desired, perform the following actions:

   a. Select the **Outbound Text Messages** check box.

   b. If the ability to request delivery reports is desired and the **Allow requiring delivery report** check box appears, select the check box.

   c. If the ability to request read reports is desired and the **Allow requiring read report** check box appears, select the check box.

   NOTICE: In order for the **Allow requiring delivery report** and **Allow requiring read report** check boxes to appear, the corresponding report type must be set to *On Demand* in SmartPTT Express Configurator.

5. In the **Layout Settings** window, click **OK**.

6. Save layout changes. For details, see

2.3 Layout Visual Design

Visual design of a layout includes showing panels, creating tabs in the **Resource Area**, and filling them with tiles and buttons. Visual design modification is available to all users except operators. Privileged operators are able to modify the design but unable to save changes to the layout.

> **NOTICE:** While in edit mode, SmartPTT Express Client remains fully operational.

2.3.1 Panels in SmartPTT Express Client

Panels provide a variety of functions and information and can be turned on or off, resized or repositioned (this includes moving a panel to another display).

The **Toolbar** is a one-line container for software buttons. When enabled, it is placed at the top of the SmartPTT Express Client window, below the Menu Bar. It is the only panel whose size and position cannot be changed.

The **Resource Area** is a container for resource tiles and software buttons. To be enabled, it requires a **Dispatcher Voice Channel** license.

Talkgroup tiles, the Private Call tile, and the System-wide Call tile can be added to the **Resource Area**. This is the only way to make them available for dispatching in SmartPTT Express. As soon as a talkgroup tile is added, the SmartPTT Express Client user becomes a member of the talkgroup and starts receiving its voice calls. Software buttons (such as **General Transmit** or **Emergency**) can also be placed in the **Resource Area**.

Users with permissions to edit layouts can create tabs in the **Resource Area**. Each tab can have a different set of tiles and buttons added. As long as the **Resource Area** is enabled, it always has at least one tab. Users switch between tabs by clicking the desired tab name. Voice from talkgroups placed on tabs that are not currently open is still received. Only a single instance of a given talkgroup tile or the Private Call tile can be added to each tab.

Up to 15 tabs can be created in a layout. Tab names are limited to 32 characters and must be unique within the layout.

All other panels provide information and/or controls related to various SmartPTT Express features. By default, they are placed around the **Resource Area**, but can be moved around or tabbed with each other as convenient. Some panels can only be displayed if the **Resource Area** is enabled and others — if specific licenses are installed.

2.3.2 Showing and Positioning the Toolbar and Panels

Follow the procedure to configure the **Toolbar** and panels in a layout.

Prerequisites:

Open the desired layout. For details, see <u>Managing Existing Layouts</u> on page 14.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click ✎ **Edit Layout**.
   Additional buttons appear on the Menu Bar.

2. On the Menu Bar, click **Panels**.
   The **Panels** window appears.
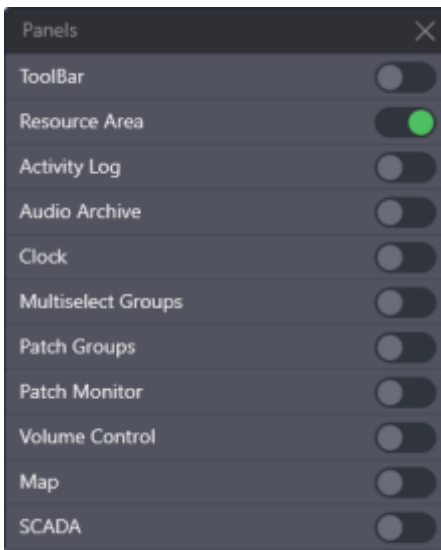
Figure 15: Panels Configuration

3. In the window that appears, perform the following actions:

To show a panel or the **Toolbar**,	click **Show** ⬤ to the right of its name.
To hide a panel or the **Toolbar**,	click **Hide** ⬤ to the right of its name.

> **NOTICE:** Panel availability depends on the installed license. For details, contact the Elcomplus LLC representative in your region.

4. In the window, click **Close** ✕.

5. Move panels to the required positions:

To undock a panel (open it as a window),	perform the following actions: 1. Drag the panel by its title bar to an open space and then release it. 2. Resize the window as required.
To tab a panel with another panel,	perform the following actions: 1. Drag the panel by its title bar to another panel. 2. When the Tabbing icon ▪ appears over the required panel, drag the panel to that icon, and then release the panel.
To move a panel to another position or dock it back,	perform the following actions: 1. Drag the panel by its title bar to the required position. 2. When the position icons appear (Left ◀, Top ▲, Right ▶, and Bottom ▼), drag the panel to the required icon, and then release the panel.

6. Resize panels as required.

7. If the **Map** panel is shown, drag the map itself to the required default location.

8. (Optional) On the Menu Bar, click ✎ **Close Editing** to exit the edit mode.

9. If you are a supervisor or administrator, save layout changes. For details, see Managing Existing Layouts on page 14.

Postrequisites:

Modify the content of panels according to their types.

2.3.3 Adding & Renaming Tabs in the Resource Area

Follow the procedure to create and/or rename tabs in the **Resource Area**.

Prerequisites:

- Ensure that your license includes **Dispatcher Voice Channel**.

- Open the required layout. For details, see [Managing Existing Layouts](#) on page 14.

- Enable the **Resource Area**. For details, see [Showing and Positioning the Toolbar and Panels](#) on page 28.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click 🖊 **Edit Layout**.
   Additional buttons appear on the Menu Bar.

2. Add a new tab:

   a. In the top right corner of the **Resource Area**, click **Add tab** +.
      A dialog box appears.
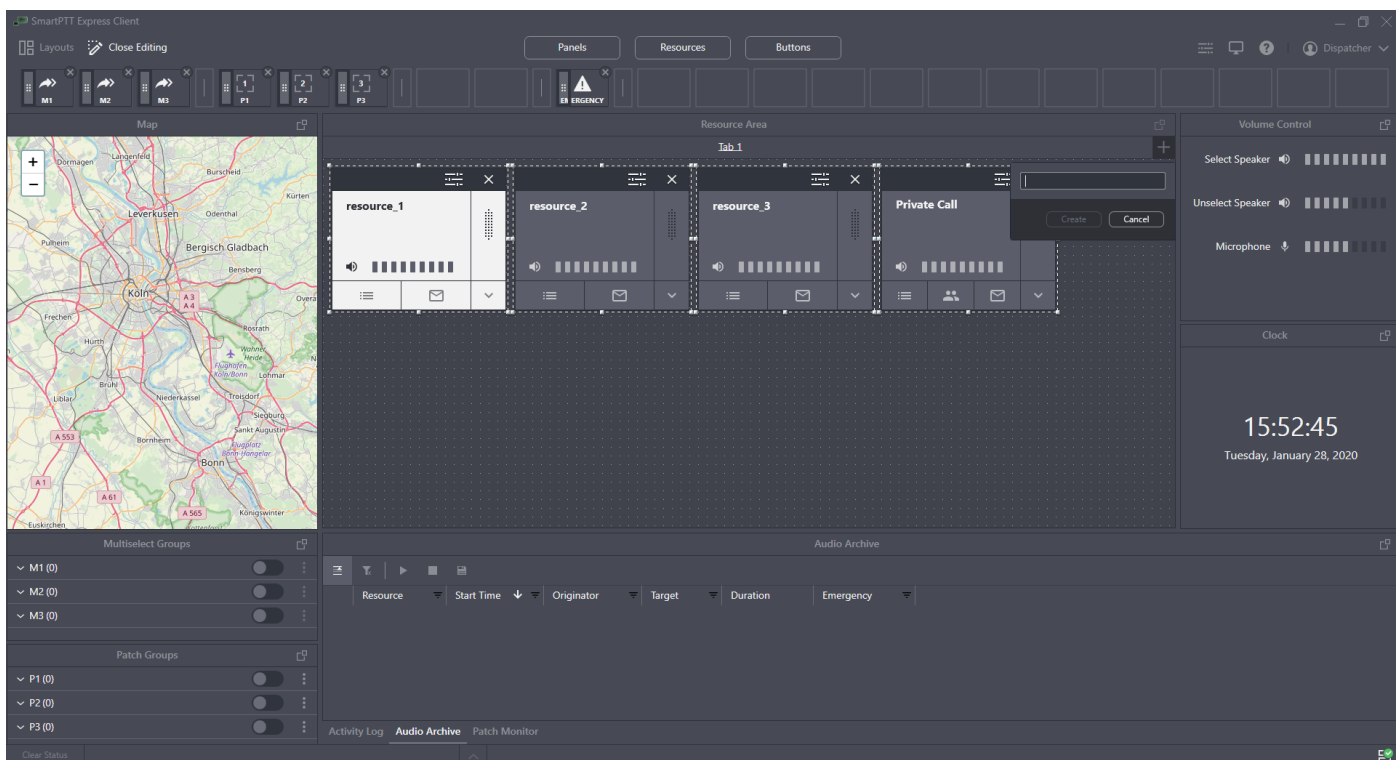
Figure 16: Tabs Creation

   b. In the dialog box, in the text field, type the tab name. Then click **Create**.

3. Repeat the previous step to add more tabs.

4. (Optional) Rename an existing tab:

   a. Double click the name of the required tab.

   b. Enter the new tab name.

5. (Optional) On the Menu Bar, click 🖊 **Close Editing** to exit the edit mode.

6. If you are a Supervisor or Administrator, save layout changes. For details, see Managing Existing Layouts on page 14.

Postrequisites:

- Add talkgroups and/or the Private Call tile to tabs. For details, see Adding Resource Tiles on page 32.

- Add buttons to tabs. For details, see Adding & Editing Buttons on page 37.

2.3.4 Resource Tiles

Radio system entities are represented in SmartPTT Express by tiles that can be added to the **Resource Area**. The following types of resource tiles are available:

Talkgroup tiles
Represent DIMETRA Express talkgroups. The System-wide Call feature is represented by the *SWC-TG* tile that behaves in the same way as any other talkgroup tile, the only exception being that it cannot be added to a patch group.

Private Call tile
Represents DIMETRA Express Private Call feature.

Radio tiles
Represent donor radios connected via a RG-1000e radio gateway or Conventional Channel Gateway (CCGW) using 4-wire E&M interface.

Only those talkgroups to which the current SmartPTT Express Client user has access can be added to the **Resource Area**. The Private Call tile can be added only if the user has the permission to perform private calls. For details on user permissions, see "Adding & Editing Users" and "Managing Talkgroup Access" in *SmartPTT Installation and Configuration Guide*.

Adding resources to the **Resource Area** is the only way to make them available for dispatching in SmartPTT Express. As soon as a talkgroup tile is added, the SmartPTT Express Client user becomes a member of the talkgroup and starts receiving its voice calls.

On the right of a resource tile, the PTT button is available. Pressing and holding it initiates a transmission to the resource. Resource name and its surrounding area can be clicked to select the resource or right-clicked to open the expansion panel. At the bottom of a resource tile, volume controls are available.

The expansion panel of a resource tile provides the **Call Log** tab that displays information on recent calls to or from the resource.

If a talkgroup has uncleared emergencies, the expansion panel also provides the emergency panel that displays information about them along with controls to suppress the emergency tone, acknowledge and clear the emergency.

The expansion panel of the Private Call tile also has a **Subscriber Aliases** tab that provides the ability to select a radio user for initiating a private call.

If text messaging is licensed and enabled, the expansion panel also provides the **Text Messages** tab that displays text messages which were sent or received in the current session. It also provides the ability to type outbound text messages.

At the top part of a tile, the **Settings** ⊞ button is available. It provides the ability to configure individual settings that are applied to all instances of a particular resource tile across all tabs of the **Resource Area**.

When a radio sends a status message (Radio Status), it is displayed on the tile of the corresponding talkgroup, below the group's name. It also generates a **Call Log** entry.

For a detailed description of resource tile controls and indicators, see Talkgroup Tiles on page 88 and Private Call Tile on page 93.

2.3.5 Adding Resource Tiles

Follow the procedure to resource tiles to the layout.

Prerequisites:

- Ensure that your license includes **Dispatcher Voice Channel**.

- In SmartPTT Express Configurator, configure access to the desired resources. For details, see "Managing Talkgroup Access" in *SmartPTT Express Installation and Configuration Guide*.

  NOTICE: Users with administrator privileges have access to all talkgroups.

- In SmartPTT Express Configurator, enable voice dispatch for the desired resources. For details, see "Configuring Talkgroups" in *SmartPTT Express Installation and Configuration Guide*. Otherwise, the user will not be able to receive or initiate group calls.

- Enable the **Resource Area**. For details, see Showing and Positioning the Toolbar and Panels on page 28.

- Create tabs in the **Resource Area**. For details, see Adding & Renaming Tabs in the Resource Area on page 29.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click ✐ **Edit Layout**.
   Additional buttons appear on the Menu Bar.

2. On the Menu Bar, click **Resources**.
   The **Resources** window appears.
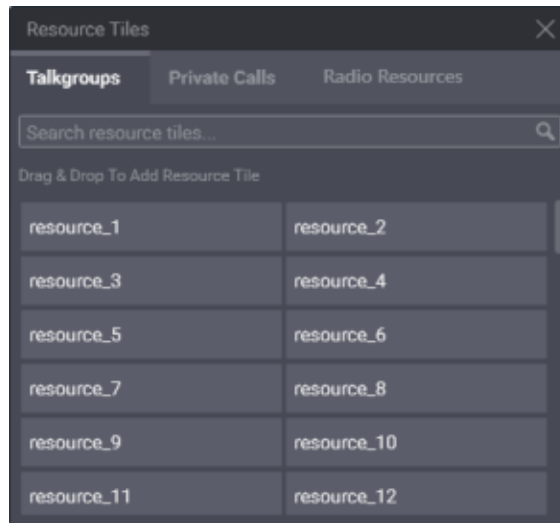
Figure 17: Adding a Talkgroup

3. Add a resource tile to the **Resource Area**:

   a. Select the desired tab in the **Resource Area**.

   b. In the **Resources** window, perform one of the following actions:

To add talkgroup tiles,	select the **Talkgroups** tab.
To add the Private Call tile,	select the **Private Call** tab.
To add donor radio tiles,	select the **Radio Resources** tab.

   c. Drag the talkgroup or Private Call tile to the desired place in the **Resource Area**.
   The tile appears in the **Resource Area** (see Figure 17); in the upper part of the tile, the black Edit Bar appears.

   NOTICE: The System-wide Call feature is present on the **Talkgroups** tab as a talkgroup named *SWC-TG*. It can be added to the layout in the same way as any talkgroup.

   NOTICE: You will be able to receive group and private calls right after you add the tile to the layout.

   d. Drag the resize controls on the tile to change its size.

4. Repeat the previous step to add more resource tiles.

   NOTICE: A resource can be added to multiple tabs of the **Resource Area**.

5. (Optional) On the Menu Bar, click ✒ **Close Editing** to exit edit mode.

6. If you are a supervisor or administrator, save layout changes. For details, see Managing Existing Layouts on page 14.

Postrequisites:

Edit the tile settings. For details, see Editing Tile Settings on page 34.

2.3.6 Editing Tile Settings

Follow the procedure to edit tile settings. They will be applied each time you add the same resource to the layout.

   NOTICE: If you remove all instances of a tile from the layout, that tile's settings will be reset to default.

Prerequisites:

Add resources to the layout. For details, see Adding Resource Tiles on page 32.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click ✒ **Edit Layout**.

2. In the **Resource Area**, select a tab where the desired tile is available.

3. In the top part of the tile, click **Settings** ☰.
   The **Resource Settings** window appears.
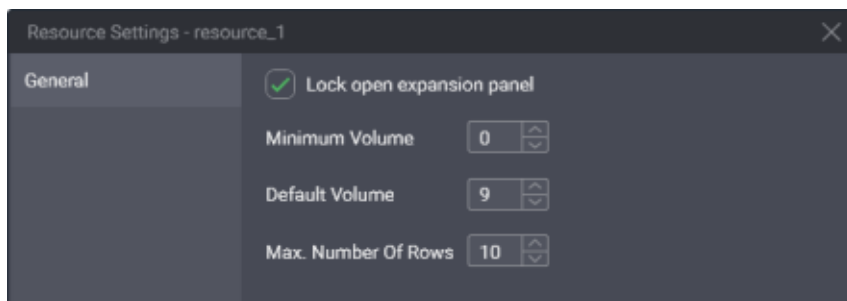
Figure 18: Resource Settings

4. In the window that appears, perform the following actions:

a. In the **Minimum Volume** field, enter the minimum volume of the resource. Users will be unable to set lower volume or mute the resource.

b. In the **Default Volume** field, enter the volume that will be set to the resource when the layout is loaded.

5. In the **Max. Number of Rows** field, enter the maximum number of entries in the resource **Call Log**.

6. (Optional) Select ☑ **Lock open expansion panel** to prevent users from hiding the expansion panel.

7. In the **Talkgroup Settings** window, click **OK**.

8. (Optional) On the Menu Bar, click ✎ **Close Editing** to exit edit mode.

9. If you are a Supervisor or Administrator, save layout changes. For details, see Managing Existing Layouts on page 14.

Postrequisites:

Repeat the procedure for other resources in the layout.

2.3.7 Software Buttons

SmartPTT Express Client features software buttons that can be added to layouts. These provide an easily accessible way of performing common actions, such as initiating a transmission, activating/deactivating a patch group or viewing all emergency entries from different talkgroups in a single panel. Software buttons can be added to the **Resource Area** or the **Toolbar**. Only one instance of a button can be added to the same destination. The following information is a brief description of each button. Descriptions are sorted alphabetically by button name.

All-Points Bulletin (APB) Transmit Button

The button (⇸) is available only if the installed license includes Dispatcher Voice Channel, and the corresponding multiselect group is enabled in layout settings. The button initiates a high-priority voice transmission to talkgroups included in the corresponding multiselect group. Each button has a number that matches the number of the group on the **Multiselect Groups** panel.

APB Transmit requires the user to press and hold the button. When it is released, voice transmission stops. When the user performs APB Transmit, he/she does not activate the multiselect group or deactivate the group that is currently active.

The button's functionality is duplicated by the multiselect group name on the **Multiselect Groups** panel. For details, see Initiating APB Transmit on page 60.

Emergency Button

The button (⚠) opens the list of incoming emergency signals grouped by talkgroups. If no emergency signals have been received, the panel remains empty. If the user receives an emergency signal, flashing outline appears on the button. The outline continues flashing until users confirm all emergency signals. After this, the outline remains solid until users remove (clear) all emergency entries.

General Transmit Button

The button (🎤) is available only if the installed license includes Dispatcher Voice Channel. It initiates General Transmit, a regular-priority voice call to the currently selected talkgroup, or multiple selected talkgroups, or the radio (when the Private Call tile is selected). During the call, the button provides outgoing call indication. For details, see Voice Calls Indication on page 45.

The function of the button is duplicated by the PTT controls assigned in **Dispatch Position Settings**. For details, see Configuring Control Devices on page 11.

Patch Switch Button

The button (⬚) is available only if the installed license includes Dispatcher Voice Channel, and the corresponding patch group is enabled in layout settings. It activates and deactivates a patch group. Each button has a number that matches the number of the group in the **Patch Groups** panel. It also indicates if the corresponding group is active or inactive.

The button's functionality is duplicated by the switch on the **Patch Groups** panel.

Divider

The Divider is a vertical line that can be placed only on the **Toolbar**. It visually separates buttons.

2.3.8 Adding & Editing Buttons

Follow the procedure to add software buttons to the **Toolbar** and the **Resource Area**.

Prerequisites:

Create tabs in the **Resource Area** and/or show the **Toolbar**.

NOTICE: Button availability depends on the installed license and layout settings. For details, see Software Buttons on page 35.

Procedure:

1. In SmartPTT Express Client, on the Menu Bar, click ✏ **Edit Layout**.
   Additional buttons appear on the Menu Bar.

2. On the Menu Bar, click **Buttons**.

   The **Buttons** window appears.
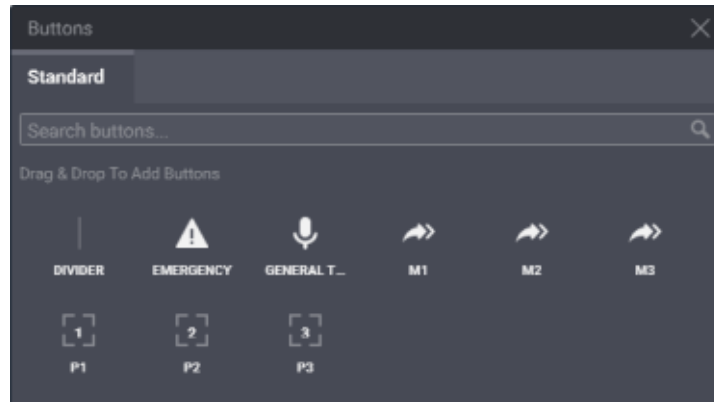
Figure 19: Adding Buttons

3. Perform one of the following actions:

To add a button or the Divider to the **Toolbar**,	drag the button or the Divider to the **Toolbar**.
To add a button to the **Resource Area**,	perform the following actions: 1. In the **Resource Area**, select the required tab. 2. Drag the button to the **Resource Area**.

4. Repeat the previous step to add more buttons to the **Toolbar** and/or the **Resource Area**.

   NOTICE: You cannot add the same button twice to the same destination.

5. To move the button to a new destination, perform the following actions:

   a. Press and hold the Drag icon (⠿) on the button.

   b. Drag the button to the required destination and release the icon.

6. (Optional) On the Menu Bar, click ✎ **Close Editing** to exit the edit mode.

7. If you are a supervisor or administrator, save layout changes. For details, see Managing Existing Layouts on page 14.

Chapter 3. SmartPTT Express Client Operation

This chapter describes actions and functionality involved in using SmartPTT Express Client as dispatch software. All of it is available to SmartPTT Express Client users regardless of privilege.

All the procedures assume that users have successfully logged on to the application.

3.1 Principles of Use

This section describes basic actions all SmartPTT Express Client users need to know.

3.1.1 Selection

Selection is a one-step action that allows the SmartPTT Express Client user to concentrate on a particular voice call or be ready to reply to a call. When the user selects a resource, the corresponding voice call is heard from the Select Speaker.
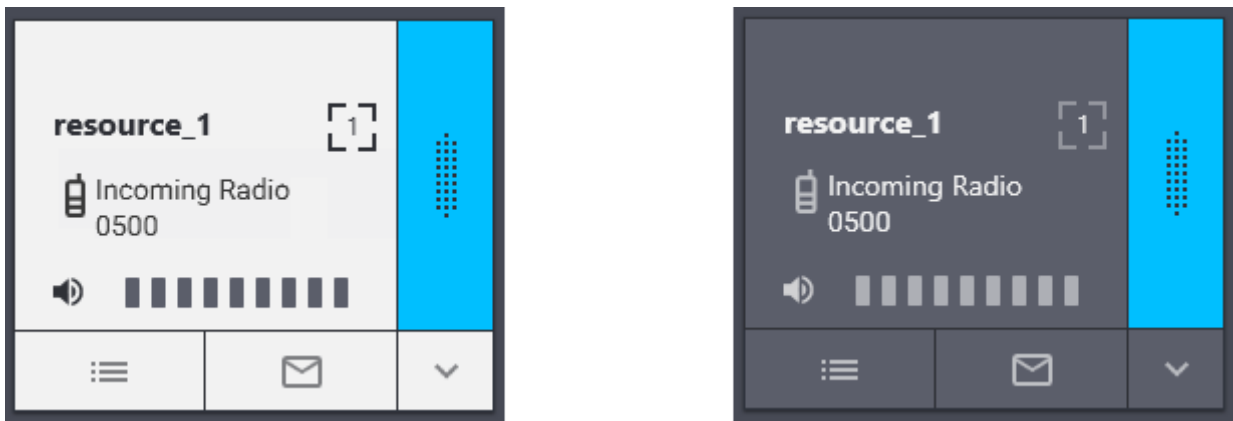
Figure 20: Selected (left) and Unselected (right) Tiles Appearance

To select a resource, the user needs to click the tile name. At this, the color of the tile changes (becomes "inverted").

> **NOTICE:** The user cannot unselect a resource in any way except by selecting another element.

Unless a multiselect group is active in SmartPTT Express Client, only one tile can be selected at once.

3.1.2 Volume Level Adjustment

SmartPTT Express provides a variety of ways to control audio volume. First of all, volume depends on the levels set by the device hardware controls and Windows system volume. In SmartPTT Express, volume is set separately for the three input/output devices (Select Speaker, Unselect Speaker, Microphone) and then the audio output of specific resources (talkgroups and private call) can be individually adjusted.

NOTICE: Emergency automatically sets volume to maximum for the corresponding resource.

Speaker & Microphone Volume

Users are able to control the volume of Select Speaker, Unselect Speaker, and microphone from the **Volume Control** panel. Both Select and Unselect Speakers can have custom names.
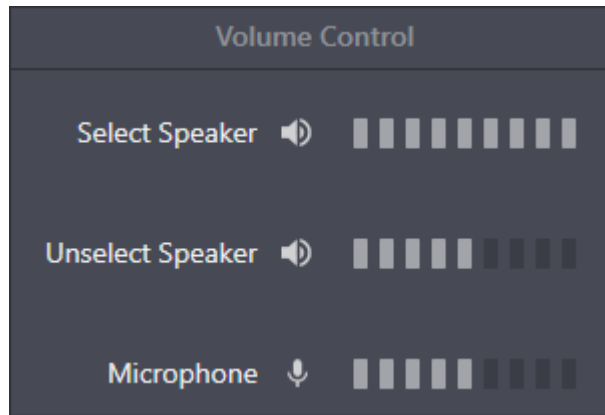
Figure 21: Speaker & Microphone Volume Adjustment

Moving the volume scale to the right or left respectively increases or decreases volume. Clicking the Volume Button 🔊 to the left of the scale minimizes volume (sets it to the minimum level specified in the device settings). Clicking the button again will restore the previous level. For details on audio device configuration, see Configuring Audio Devices on page 10.

NOTICE: When the **Volume Control** panel is disabled (hidden), device volume levels are reset to the values saved in the layout.

Individual Volume Control

Each tile has an individual volume scale in its bottom part. Moving it to the right or left respectively increases or decreases the volume.

Clicking the Volume Button 🔊 to the left of the volume scale minimizes volume (sets it to the minimum level specified in the tile settings). Clicking the button again will restore the previous level. For details on tile settings, see Editing Tile Settings on page 34.

IMPORTANT: Volume scale and Volume Button do not affect emergency tone volume.

3.1.3 Viewing Session Information

Follow the procedure to view software and user session information.

Procedure:

1. In SmartPTT Express Client, in the right part of the Menu Bar, click **About** ❷.
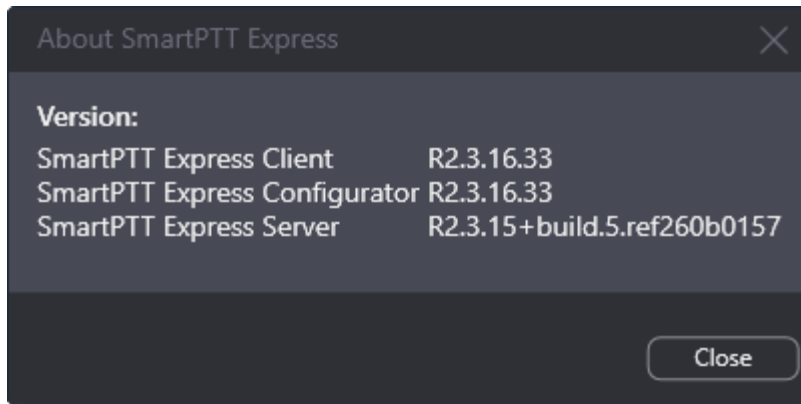
Figure 22: SmartPTT Express Information

2. In the window that appears, view software information.

3. On the right of the Menu Bar, click ⓐ **{Dispatch position name}**.
   Session information pop-up appears.

4. In the pop-up, view the following information:

   - User login

   - System role

   - Logon time and date

3.1.4 Viewing Status Messages

Follow the procedure to view recent status messages.

Procedure:

1. In the main window, in the Status Bar, click **Show Messages** ˄.
   The list of messages appears.

2. In the list of messages, view the available information.

3. To clear the current message, click **Clear Status** (available only if a message is currently displayed).

3.1.5 Logging Off & Exiting SmartPTT Express Client

Follow the procedure to log off from the SmartPTT Express Client or exit it.

Procedure:

1. In SmartPTT Express Client, on the right of the Menu Bar, click ⓧ **{Dispatch position name}**.

2. In the pop-up that appears, perform one of the following actions:

To log off from SmartPTT Express Client,	click **Log Out**.
To log off from SmartPTT Express Client and close it,	click **Exit**.

3. If a warning appears, confirm logoff/exit.

3.2 Voice Dispatch

SmartPTT Express supports voice dispatch features. These include voice calls, ambience listening and emergency processing. Voice dispatch requires licensing and the license is limited in the number of available resources.

Voice dispatch can be enabled or disabled for a particular resource in SmartPTT Express Configurator. A resource with disabled voice dispatch can still be added to a layout, but the user will not be able to receive or initiate voice calls for it. Furthermore, access to resources can be granted or denied to specific dispatcher accounts. Resources to which the dispatcher does not have access will be unavailable for adding to a layout. If a layout that includes such a resource is loaded, the resource will not appear in the **Resource Area**.

For details on configuring voice dispatch availability and access to resources, see "Configuring Talkgroups" and "Managing Talkgroup Access" in *SmartPTT Express Installation and Configuration Guide*.

3.2.1 Voice Call Types and Interactions

SmartPTT Express supports the following types of voice calls:

Group calls

When a talkgroup tile is added in SmartPTT Express Client, the user automatically becomes its member and as such can receive and initiate group calls.

System-wide Call

The feature is supported via a resource named *SWC-TG*. This resource behaves in the same way as any talkgroup tile, the only exception being that it cannot be added to a patch group.

Private calls

These can be received from and initiated to radio users and SmartPTT Express Client users. Half-duplex and full-duplex modes are supported.

Emergency calls

Group calls initiated by pressing the emergency button on a radio. When an emergency call occurs in the system, the corresponding resource volume is automatically maximized and audio and visual indication begins in SmartPTT Express Client (if configured in SmartPTT Express Configurator). For details, see Emergency on page 55.

Ambience listening

A special type of private call that can be initiated by a SmartPTT Express Client user. It puts a radio in transmit mode without that radio user's knowledge. No indication is provided on the radio. The feature is intended for ensuring safety of lone workers or workers who may be in a dangerous situation. To be available, it must be enabled in DIMETRA Express settings for the desired dispatcher accounts. The feature also requires licensing in SmartPTT Express.

SmartPTT Express defines incoming calls as those initiated by radio users or other dispatch console users, and outgoing calls as those initiated by the current dispatch console user. By default, dispatcher transmissions interrupt those of radio users. This can be changed so that dispatchers have to wait for the incoming transmission to finish before they can speak. For details, see "Editing Miscellaneous Settings" in *SmartPTT Express Installation and Configuration Guide*.

For outgoing calls, several types of voice transmissions are supported. These differ by their priority levels, correspondence to the tile selection state, and initiation simplicity. The user is able to use different transmission types during the same voice call.

The different voice transmission types are used only to manage outgoing voice calls within SmartPTT Express. They do not correlate with priority levels in DIMETRA Express.

NOTICE: Voice calls with equal priority cannot interrupt one another.

General Transmit

Regular voice transmission to the currently selected talkgroup (single or multiple) or over the selected Private Call tile. Transmission is initiated with the software **General Transmit** button (🎤) or a hardware control assigned to this action. For details, see Configuring Control Devices on page 11.

Instant Transmit

High-priority voice transmission to an individual talkgroup. It is initiated by pressing the **PTT** button (🎙) on the tile. Instant Transmit interrupts General Transmit to the same talkgroup. Supervisors and administrators are able to interrupt Instant Transmit initiated by operators and privileged operators.

APB Transmit

High-priority simultaneous voice transmission to talkgroups in a multiselect group. It is initiated by pressing and holding the **APB Transmit** button (↠) associated with the specific multiselect group, or the multiselect group name or its surrounding area on the **Multiselect Groups** panel. The multiselect group does not have to be activated to initiate APB Transmit. APB Transmit interrupts General Transmit to the talkgroup. Supervisors and administrators are able to interrupt APB Transmit initiated by operators and privileged operators.

IMPORTANT: SmartPTT Express does not provide different indication for different transmission types.

SmartPTT Express provides the following ways of initiating calls:

- By pressing and holding the **PTT** button on a resource tile in the **Resource Area**.
  For details, see Initiating Group Calls on page 46 and Initiating Private Calls from the Private Call Tile on page 48.

- By pressing and holding the software button for the desired transmission type.
  For details, see Software Buttons on page 35.

- By pressing and holding a hardware control assigned to General Transmit with the desired resource selected.
  For details, see Configuring Control Devices on page 11.

- By pressing and holding a multiselect group name, its surrounding area or talkgroup list on the **Multiselect Groups** panel.
  For details, see Multiple Selection on page 58.

- By right-clicking an entry in the **Audio Archive**, **Activity Log** or in a resource tile's individual **Call Log**, or a radio marker on the **Map**, and then clicking **FD Private Call**, **HD Private Call** or **Ambience Listening** in the action menu that appears.
  For details, see Initiating Private Calls from the Action Menu on page 49 and Initiating Ambience Listening on page 52.

3.2.2 Voice Calls Indication

SmartPTT Express provides intense visual indication of incoming and outgoing calls.

Incoming Call Indication

Incoming call indication appears when the SmartPTT Express Client user receives a group call, private call request, and private voice transmission.
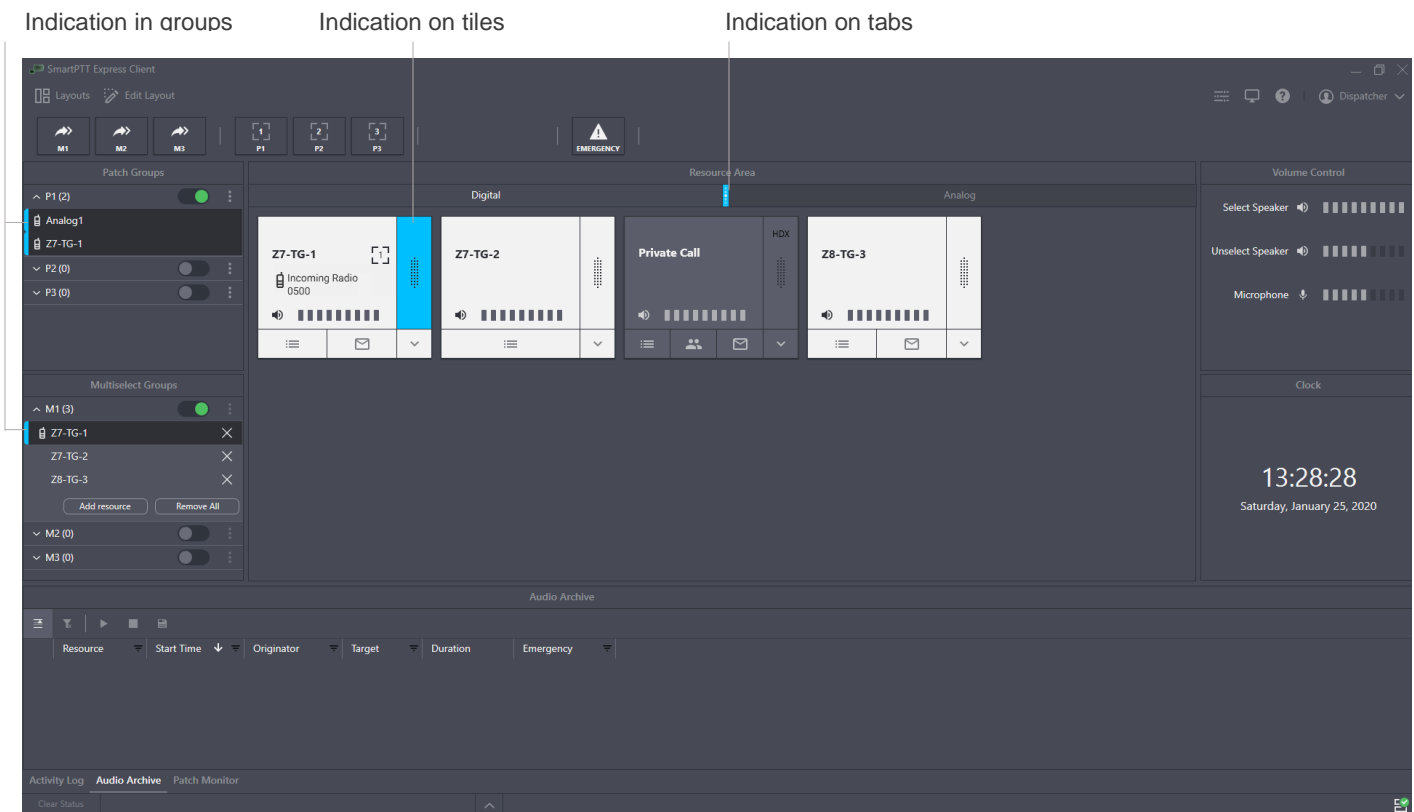
Figure 23: Incoming Call Indication in SmartPTT Express Client

Visual indication (color change) appears in the following places of the SmartPTT Express Client:

- Tabs containing tiles that are not added to the currently opened tab of the **Resource Area**.

- PTT buttons (⠿) of the corresponding tiles.

- Entries in **Multiselect Groups** and/or **Patch Groups** panels.

During a call, the caller name appears on the corresponding tile. In addition, caller type appears on the tile, in **Multiselect Groups** and **Patch Groups** panels. Caller type is indicated using the following icons:

- Radio user ( ).

- SmartPTT Express Client user ( ).

Outgoing Call Indication

Outgoing call indication appears when the SmartPTT Express Client user transmits to talkgroups and radio users.
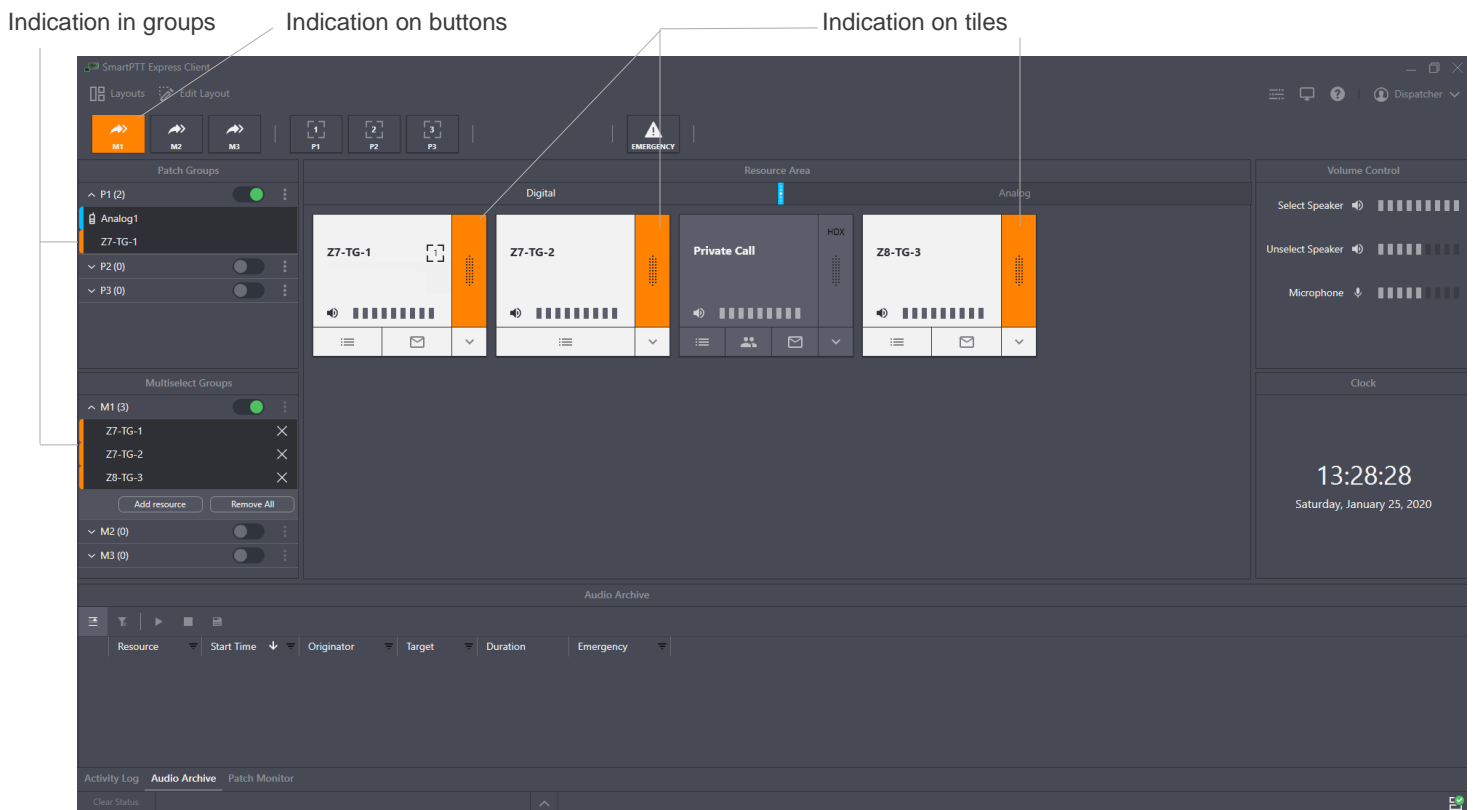
Figure 24: Outgoing Call Indication in SmartPTT Express Client

Visual indication (change of color) appears in the following places of the SmartPTT Express Client:

- Corresponding software buttons (**General Transmit** 🎤 or **APB Transmit** ↠).

- PTT buttons (⣿) of the corresponding tiles.

- Entries in **Multiselect Groups** and/or **Patch Groups** panels.

3.2.3 Initiating Group Calls

Follow the procedure to initiate a voice call to a talkgroup.

Prerequisites:

- Ensure that your license includes **Dispatcher Voice Channel**.

- Enable the **Resource Area**. For details, see Showing and Positioning the Toolbar and Panels on page 28.

- Add the required talkgroup tile to the **Resource Area**. For details, see Adding Resource Tiles on page 32.

Procedure:

1. Initiate the required transmit type:

To initiate Instant Transmit,	press and hold **PTT** ⠿ on the desired talkgroup tile.
To initiate General Transmit,	perform the following actions: 1. Click the tile name to select it. 2. Press and hold one of the following controls: • **General Transmit** ⍾ button on the Toolbar or the **Resource Area**. • A hardware control assigned to the General Transmit action.

2. When the outgoing call indication appears on the tile, speak in the microphone.

3. Release the button or other control to end the voice transmission and receive a reply.

4. Repeat the previous steps if necessary.

3.2.4 Receiving & Replying to Group Calls

Follow the procedure to receive and reply to incoming group calls.

Procedure:

1. Using indication on tabs of the **Resource Area** and/or visible talkgroup tiles, identify the receiving talkgroup. For details, see .

2. Select the tab where you have the receiving talkgroup tile.

3. (Optional) To hear the voice clearly, perform the following actions:

   a. Click the tile name to select it and hear incoming voice from the Select Speaker.

   b. Adjust volume. For details, see .

4. Reply to the call with Instant Transmit or General Transmit. For details, see .

   NOTICE: If **Prevent Dispatch Interrupting** is selected in SmartPTT Express Server settings, you will be unable to reply until the incoming transmission completes and the incoming call indication disappears from the tile. For details, see "Editing Miscellaneous Settings" in *SmartPTT Express Installation and Configuration Guide*.

5. Repeat the previous step to reply multiple times.

3.2.5 Initiating Private Calls from the Private Call Tile

Follow the procedure to initiate a private call from the Private Call tile.

Prerequisites:

- Ensure that your license includes **Dispatcher Voice Channel**.

- Enable the **Resource Area**. For details, see Showing and Positioning the Toolbar and Panels on page 28.

- Add the Private Call tile to the **Resource Area**. For details, see Adding Resource Tiles on page 32.

Procedure:

1. Access the Private Call tile (must be available in the **Resource Area**).

2. Select voice call mode:

To initiate a half-duplex call,	click the HD/FD Switch on the Private Call tile until it appears as *HDX*.
To initiate a full-duplex call,	click the HD/FD Switch on the Private Call tile until it appears as *FDX*.

   NOTICE: If a full-duplex call is initiated to a radio that does not support full-duplex mode, the call does not start and is instantly rejected.

3. Select the desired radio:

   a. At the bottom of the Private Call tile, click **Subscriber Aliases** ⚎.
      The list of radio users appears.

(2) Click to switch mode

(4) Click to request a call

(3a) Click to display subscriber list

(3b) Filter subscriber list

(3b) Click the desired radio
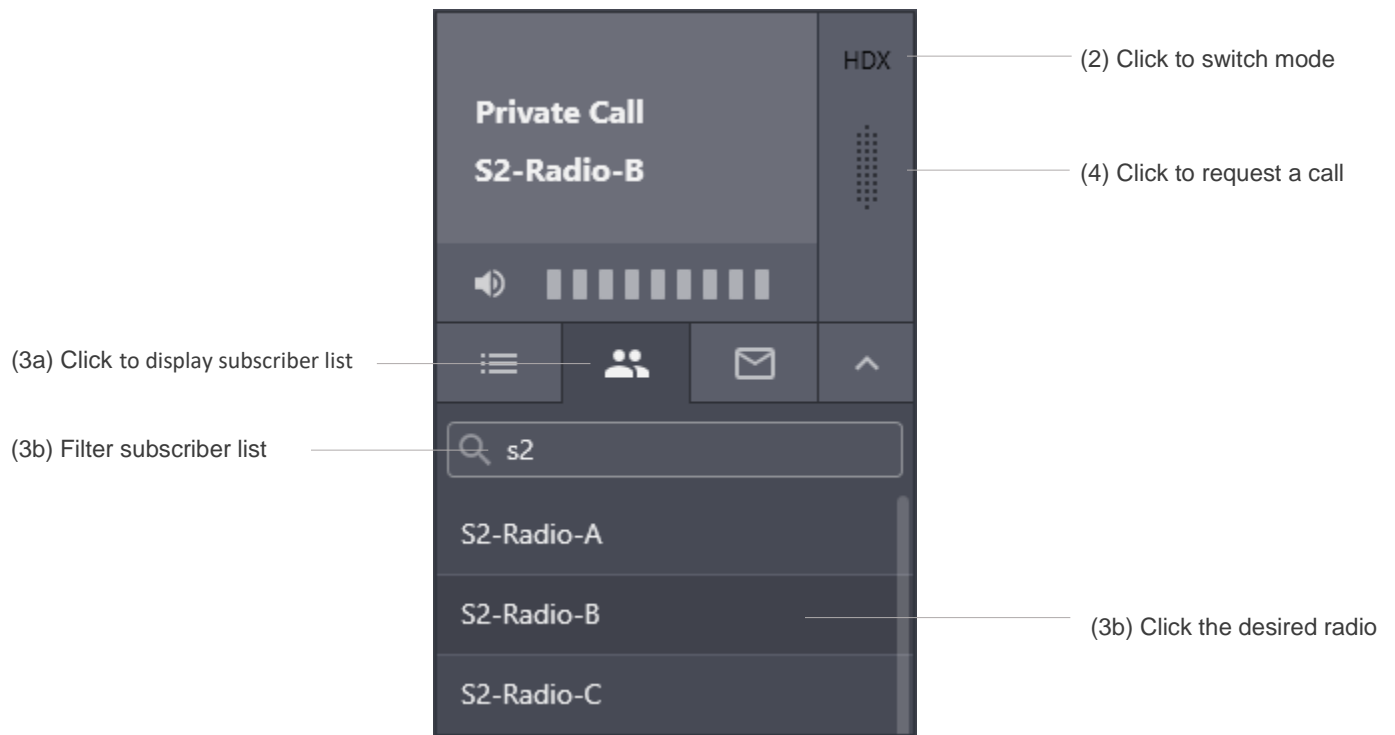
Figure 25: Using Private Call Tile

b. On the expansion panel, find the desired radio user. Then click their name.
    Radio user name appears next to the tile name.

NOTICE: Ignore the voice logger name that appears in the contact list. For details, contact your SmartPTT Express administrator.

4. On the tile, click **PTT** ⬚ to send a call request.

5. (Optional) Click the tile name to select it.

IMPORTANT: You cannot select the Private Call tile if a multiselect group is active in SmartPTT Express Client.

Postrequisites:

Perform regular private communication. For details, see <u>Receiving & Replying to Private Calls</u> on page 50.

3.2.6 Initiating Private Calls from the Action Menu

Follow the procedure to initiate a private call from the **Activity Log**, **Audio Archive** or **Map** panel, or from the individual **Call Log** of a resource tile.

Prerequisites:

- Ensure that your license includes **Dispatcher Voice Channel**.

- Enable the **Resource Area** and the other necessary panels. For details, see <u>Showing and Positioning the Toolbar and Panels</u> on page 28.

- Add the Private Call tile to the **Resource Area**. For details, see <u>Adding Resource Tiles</u> on page 32.

Procedure:

1. Access the **Activity Log**, **Audio Archive** or **Map** panel, or the individual **Call Log** of a resource tile.

2. Right-click the entry of a call initiated by the desired radio user, or their marker on the map. The action menu appears.

3. In the action menu, click **FD Private Call** or **HD Private Call** to send a full-duplex or half-duplex call request respectively.
   Outgoing call indication appears on the Private Call tile.

   NOTICE: If a full-duplex call is initiated to a radio that does not support full-duplex mode, the call does not start and is instantly rejected.

Postrequisites:

Perform regular private communication. For details, see <u>Receiving & Replying to Private Calls</u> on page 50.

3.2.7 Receiving & Replying to Private Calls

Follow the procedure to receive and reply to a private call.

Procedure:

1. Using indication on tabs of the **Resource Area**, identify the tab where the Private Call tile is available. For details, see <u>Voice Calls Indication</u> on page 45.

2. Select the tab where the Private Call tile is placed.

3. Accept or reject the call:

To accept the call,	press and then instantly release the **PTT** ⁞ button.
To accept the call when the Private Call tile is selected,	press and then instantly release one of the following controls:

	• **General Transmit** button on the Toolbar or in the **Resource Area**.
	• A hardware control assigned to the General Transmit action.
To reject the call,	click **Reject** × at the bottom of the **PTT** button.

4. When the incoming call indication appears on the control, listen to it from the corresponding audio device.

5. (Optional) To hear incoming voice clearly, perform the following actions:

   a. Click the tile name to select it.

   IMPORTANT: You cannot select the Private Call tile if a multiselect group is active in SmartPTT Express Client.

   b. In the **Volume Control** panel, move the Select Speaker slider to change the volume.

6. Reply to the call:

   a. Initiate a transmission using one of the following methods:

To reply with Instant Transmit,	press and hold **PTT** on the tile.
To reply with General Transmit,	perform the following actions: 1. Click the tile name to select it. 2. Press and hold one of the following controls: • The **General Transmit** button on the **Toolbar** or in the **Resource area**. • A hardware control assigned to the General Transmit action.

   NOTICE: If **Prevent Dispatch Interrupting** is selected in SmartPTT Express Server settings, you will be unable to reply until the incoming transmission completes and the incoming call indication disappears from the tile. For details, see "Editing Miscellaneous Settings" in *SmartPTT Express Installation and Configuration Guide*.

NOTICE: In full-duplex mode you are able to hear incoming voice during the call reply.

    b. When the outgoing call indication appears on the tile, speak in the microphone.

    c. Release the control to end the transmission.

7. Repeat the previous step to reply multiple times.

8. To end the call, perform one of the following actions:

To end the call from the Private Call tile,	if the **Cancel** ✕ button is available on the **PTT** ⁝ button, click it. Otherwise, simply stop transmitting.
To end the call from the action menu,	perform the following actions: 1. Right-click the radio user marker or an entry of a call initiated by them. 2. In the action menu, click **Finish private call**.

3.2.8 Initiating Ambience Listening

Follow the procedure to initiate ambience listening.

Prerequisites:

- Ensure that your license includes **Dispatcher Voice Channel** and **Remote Monitor**.

- Enable the **Resource Area** and the other necessary panels. For details, see Showing and Positioning the Toolbar and Panels on page 28.

- Add the Private Call tile to the **Resource Area**. For details, see Adding Resource Tiles on page 32.

Procedure:

1. Locate the desired radio user's marker on the map, or an entry of a transmission initiated by that user in the **Activity Log**, **Audio Archive** or the individual **Call Log** of a resource tile.

2. Right-click the marker or entry.
   The action menu appears.

3. In the action menu, click **Ambience Listening**.
   Incoming call indication appears on the Private Call tile.

4. To stop ambience listening, perform one of the following actions:

To stop ambience listening from the Private Call tile,	click **Cancel** × on the **PTT** ⠿ button of the Private Call tile.
To stop ambience listening from the action menu,	perform the following actions: 1. Right-click the radio user marker or an entry of a call initiated by them. 2. In the action menu, click **Cancel ambience listening**.

3.3 Text Messaging

SmartPTT Express supports sending and receiving group and individual text messages (TMS). This functionality requires licensing. The text messaging service as a whole needs to be configured in SmartPTT Express Configurator. Furthermore, it must be enabled for each individual talkgroup. For details, see "Text Message Service Configuration" and "Configuring Talkgroups" in *SmartPTT Express Installation and Configuration Guide*.

Inbound and outbound text messages can also be enabled/disabled and configured on a per-layout basis. For details, see Text Messaging Configuration on page 25.

If text messaging is enabled for a talkgroup, its expansion panel will have a tab that displays all text messages sent or received during the current session (until the user logs off). The tab also provides a field for typing outbound group text messages. The Private Call tile has a similar tab for individual messages.

When a text message is sent or received, an entry is created in the **Activity Log**. The message text is displayed in the **Info** column.

SmartPTT Express supports delivery and read reports for individual text messages. These can be disabled, configured to be requested automatically by SmartPTT Express Server, or by SmartPTT Client users on a per-message basis.

> **IMPORTANT:** For about two minutes after logging on to SmartPTT Express Client text messaging is unavailable (incoming text messages are not delivered to the dispatch console; outgoing messages are not sent). This is a DIMETRA Express limitation that cannot be worked around.

3.3.1 Viewing and Sending Group Text Messages

Follow the procedure to view and send group text messages.

Prerequisites:

- Enable the **Resource Area**. For details, see [Showing and Positioning the Toolbar and Panels](#) on page 28.

- Add the desired talkgroup tiles to the **Resource Area**. For details, see [Adding Resource Tiles](#) on page 32.

Procedure:

1. Locate the desired talkgroup tile in the **Resource Area**.

2. At the bottom part of the tile, click **Text Messages** ✉.

3. On the expansion panel, view group text message history for the current session.

4. To send a message, type the text in the **Text Message** field, and then click Send ➤ or press Enter on the keyboard.

3.3.2 Viewing and Sending Individual Text Messages

Follow the procedure to view and send individual text messages.

Prerequisites:

- Enable the **Resource Area**. For details, see [Showing and Positioning the Toolbar and Panels](#) on page 28.

- Add the Private Call tile to the **Resource Area**. For details, see [Adding Resource Tiles](#) on page 32.

Procedure:

1. Locate the Private Call tile in the **Resource Area**.

2. At the bottom part of the tile, click **Text Messages** ✉.

3. (Optional) On the expansion panel, in the **Search aliases** field, type a part of the desired radio user's alias to filter the list.

4. On the expansion panel, click the desired radio user's alias.

5. View text message history with the selected radio user for the current session.

6. If the read confirmation icon ✔ appears next to a message, click it to send a read report to the radio user.

7. To send a message, perform the following actions:

   a. (Optional) Click the button ✿ at the top of the expansion panel, and then select **Delivery report request** and/or **Read report request** to request the corresponding report(s).

   NOTICE: Delivery/read reports can only be requested if enabled in the layout settings. For details, see Text Messaging Configuration on page 25.

   b. Type message text in the **Text Message** field, and then click Send ➤ or press Enter on the keyboard.

8. (Optional) To return to the radio user list, click the Back ‹ button at the top of the expansion panel.

3.4 Emergency

Emergency is a situation that requires immediate attention and urgent resolution. Radio users send emergency signals and initiate emergency calls to attract another user's attention. Both emergency signals (always) and emergency calls (if configured in SmartPTT Express Configurator) trigger emergency alarms in SmartPTT Express Client.

The first step in working with emergency is the confirmation (acknowledgment) action. Each emergency can be confirmed once. If a SmartPTT Express Client user confirms an emergency, other users will see it as confirmed.

After the emergency is resolved, the SmartPTT Express Client user clears it (removes the emergency event).

3.4.1 Emergency Alarms Indication

SmartPTT Express Client provides intense visual and audible indication for emergency. Indication on emergency alarm and emergency call is practically identical.
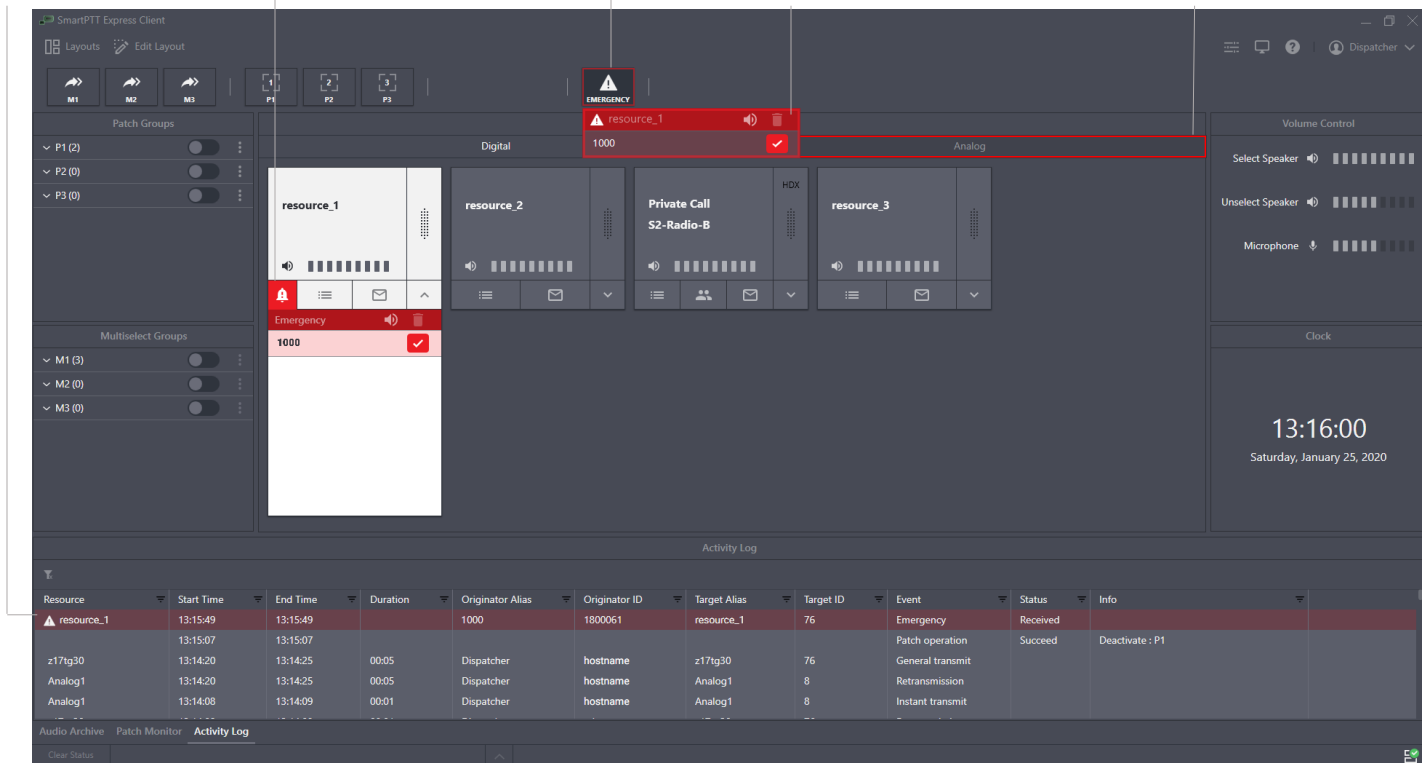
Figure 26: Emergency Alarms and Calls Indication

Visual indication appears in the following places:

- On the **Emergency** ⚠ button and its **Emergency** panel.

- On the tile, on its emergency panel.

- On the name of the tab of the **Resource Area** where the corresponding talkgroup is placed (except the current tab).

- On the **Activity Log** panel.

- On the **Map** panel (the marker of the radio that sent the emergency becomes red).

Emergency icon 🔔 appears at the bottom of the resource tile with uncleared emergencies. Clicking it opens the resource emergency panel. Tabs with such resources are highlighted with a red outline, as well as the Emergency button.

The map marker of the radio that sent the emergency signal changes color.

Emergency visual indication disappears after the relevant emergencies have been cleared (marked as resolved) by a dispatcher.

Audible indication works in the following way:

- Emergency alert tone plays until the user clicks the **Tone Suppression** 🔊 button or confirms all emergency alarms.

NOTICE: Emergency calls do not trigger tone playback unless configured to do so in SmartPTT Express Configurator. In contrast to this, emergency alarms always trigger tone playback.

- Talkgroup volume is maximized.

When the emergency is cleared from the talkgroup, its volume level is restored.

Emergency Panel

The **Emergency** panel appears when the user clicks the **Emergency** software button. It provides the list of emergencies across all talkgroups.

Figure 27: Console-wide Emergency Panel

On the panel, the following controls and indicators are available:

Talkgroup name

Groups emergency signals by the talkgroup where they have originated.

Initiator alias

The name of the radio user who sent the emergency signal or initiated the emergency call.

Tone Suppression Button

Turns off emergency alert tones in SmartPTT Express Client. The button can be disabled in **Layout settings**.

Acknowledge button

Confirms that the user has received the emergency signal. When the user clicks the button, it is replaced with the Acknowledged 🔔 icon.

Clear button

The button is available when users have confirmed all emergency signals related to a particular talkgroup. If the user clicks the button, he/she removes the talkgroup's emergency entries from the panel and removes emergency indication from the talkgroup.

3.4.2 Processing Emergency

Follow the procedure to process emergency signals from radio users.

Procedure:

1. Access the required emergency:

To view all active emergencies,	click the **Emergency** ⚠ software button on the **Toolbar** or in the **Resource Area**.
To view emergency for a specific talkgroup,	Perform the following actions: 1. Select the tab with emergency indication. 2. In the **Resource Area**, right-click the tile with emergency indication to show its emergency panel.

2. If desired and available, click **Tone Suppression** ♨ to turn off the emergency alert tone playback.

3. On the emergency panel, click **Confirm** ✓ on the right of the emergency entry. Then perform all the required actions to resolve emergency.

4. When all emergencies associated with the talkgroup are confirmed and resolved, click **Clear** 🗑 to remove emergency entries.

3.5 Multiple Selection

At multiple selection, multiple group calls are heard from Select Speaker. Tiles of the talkgroups that belong to the active multiselect group are selected, and they are available for simultaneous calls.

NOTICE: Multiselect group functionality requires the **Dispatcher Voice Channel** license.

3.5.1 Editing & Activating Multiselect Groups

Follow the procedure to edit multiselect group content and activate the group.

Prerequisites:

• Ensure that the **Multiselect Groups** panel is available to you.

• Enable the desired multiselect groups in layout settings. For details, see Editing Multiselect & Patch Group Settings on page 21.

Procedure:

1. On the **Multiselect Groups** panel, in the desired entry, click **Activate** ⬤ to activate the group. The multiselect group becomes editable.
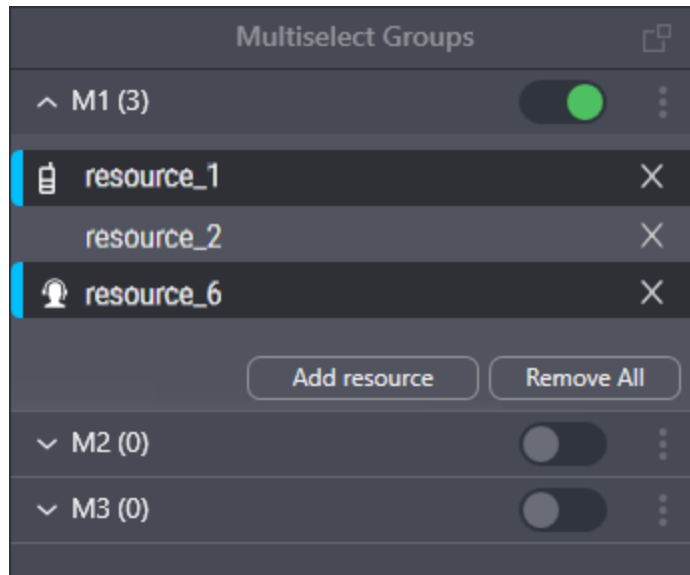
Figure 28: Multiselect Group Modification

2. Edit the multiselect group:

To add a talkgroup to the multiselect group from the panel,	perform the following actions: 1. Click the **Add resource** button. A drop-down list of talkgroups added to the **Resource Area** appears. 2. From the list, select the required group.
To add a talkgroup to the multiselect group from the **Resource Area**,	click the name of a tile added to the **Resource Area**.
To delete a talkgroup from the multiselect group,	click **Remove** × to the right of the talkgroup, or click its tile name in the **Resource Area**.
To delete all talkgroups from the multiselect group,	click **Remove all**.

NOTICE: Required talkgroups must be available in the **Resource Area**. Otherwise, the user will be unable to add them.

3. Repeat the previous step to continue editing the group.

4. (Optional) Click **Deactivate** ⬤◯ to deactivate the group.

Postrequisites:

Repeat the procedure to edit other multiselect groups.

3.5.2 Initiating APB Transmit

Follow the procedure to perform All-Points Bulletin (APB) Transmit.

> **NOTICE:** You do not need to activate the multiselect group for APB Transmit.

Prerequisites:

Edit the multiselect group. For details, see Editing & Activating Multiselect Groups on page 59.

Procedure:

1. Initiate the first transmission:

To initiate a call from the **Multiselect Groups** panel,	click the multiselect group name or any talkgroup in the group list.
To initiate a call with the button on the **Toolbar** or in the **Resource Area**,	press and hold **APB Transmit** ⇻.

2. When the outgoing call indication appears, speak in the microphone. For details, see Voice Calls Indication on page 45.

3. Release the control you are keeping pressed to end the transmission.

Postrequisites:

Repeat the procedure to perform APB Transmit again.

3.6 Patching

Patching is the organization of user-operated temporary groups that consist of multiple talkgroups. These talkgroups receive each other's group calls. Receiving calls can work in two ways:

- For all talkgroups, the ID or name of the original call initiator is provided.

- The ID or name of the original call initiator is provided to the target talkgroup only. For other (routed) group calls, the ID or name of the SmartPTT Express Client user is provided.

Exact settings depend on DIMETRA Express configuration and cannot be changed in SmartPTT Express.

Up to three patch groups can be configured in each dispatch console. A resource cannot be an active member of more than one patch group. If a resource is added to more than one patch group, its state will be *Active* in the group that was activated first (calls will be routed to it) and *Patch pending* in all others (the resource will be considered group member, but calls will not be routed to it). As soon

as the first patch group is deactivated or the resource is removed from it, the resource will become *Active* in another patch group (selected randomly). *Patch pending* state is indicated by an icon ⸠⸡ to the left of the resource name on the **Patch groups** panel.

Membership in a patch group is indicated by the ⸠⸡ icon on the resource tile. If the patch group belongs to the current dispatch console, patch group number is displayed in the middle of the icon.

> **NOTICE:** Patch group functionality requires the **Dispatcher Voice Channel** license.

Patch monitor is a feature available to SmartPTT Express supervisors and administrators. It provides the ability to view all active patch groups (including those active on other dispatch consoles) and disable them. If an operator or privileged operator loads a layout with the **Patch Monitor** panel enabled, it will be hidden.

The **Patch Monitor** panel lists the active patch groups across all dispatch consoles and the resources included in them. Expanding a dispatch console name provides the **Deactivate** button that deactivates the corresponding patch group. The contents of the **Patch Monitor** panel can be sorted and/or filtered as desired.

Bridges configured in SmartPTT Express Configurator are also displayed on the **Patch Monitor** panel with "--" in place of dispatch console name. When the user deactivates a bridge, it does not disappear from the panel. Instead, the **Deactivate** button switches to **Activate**. For details on bridging, see "Non-DIMETRA Radio System Connection" in *SmartPTT Express Installation and Configuration Guide*.

3.6.1 Editing & Activating Patch Groups

Follow the procedure to edit a patch group and, if required, activate it.

Prerequisites:

Configure patch group settings. For details, see Editing Multiselect & Patch Group Settings on page 21.

Procedure:

1. In SmartPTT Express Client, on the **Patch Groups** panel, click **More** ⋮ next to the required patch group name. Then click **Edit**.
   Patch group enters edit mode and expands automatically.
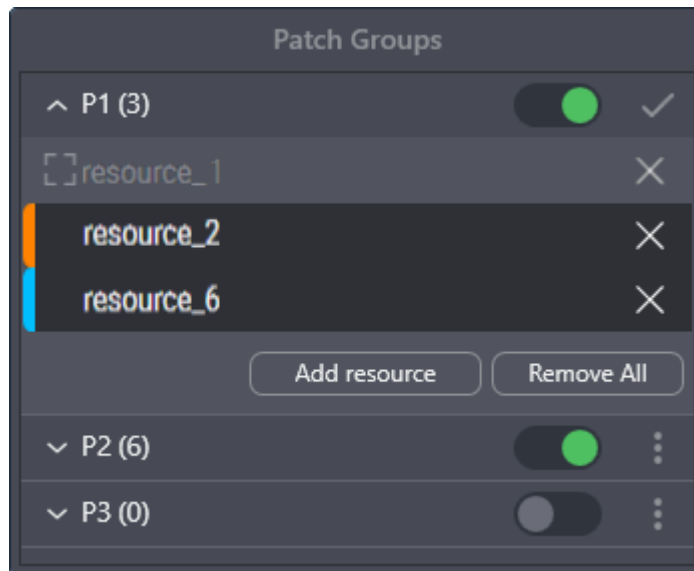
Figure 29: Patch Group Editing

2. Edit the group:

To add a talkgroup to the patch group,	perform the following actions: 1. Click the **Add resource** button. A drop-down list of talkgroups added to the **Resource Area** appears. 2. From the list, select the required talkgroup.
To delete a talkgroup from the patch group,	click **Remove** × to the right of the talkgroup.
To delete all talkgroups from the patch group,	click **Remove all**.

3. When the editing is complete, click **Apply** ✔ to apply changes and exit the edit mode.

4. (Optional) In the patch group entry, click **Activate** ⬤ to activate the group.

Postrequisites:

Repeat the procedure to edit other patch groups.

3.6.2 Monitoring Patch Groups
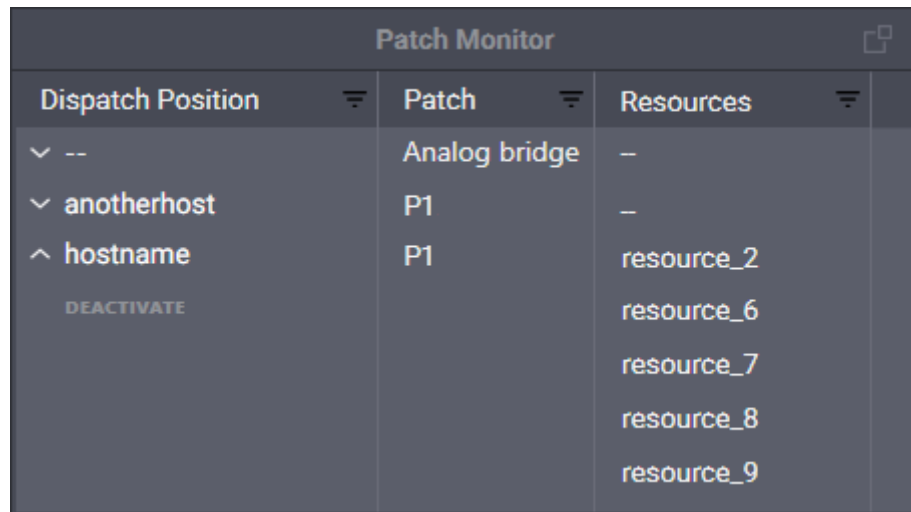
Follow the procedure to view patch groups activated in all dispatch consoles and all bridges and deactivate them (if required). This feature is only available to supervisors and administrators.

Prerequisites:

- Log on to the SmartPTT Express Client as a supervisor or administrator.

- Enable the **Patch Monitor** panel in the layout. For details, see Showing and Positioning the Toolbar and Panels on page 28.

Procedure:

1. In SmartPTT Express Client, on the **Patch Monitor** panel, find the desired console and patch group, or the desired bridge. Use filters in the **Dispatch Position** and/or **Patch** columns. For details, see Filtering & Sorting Entries on page 66.

2. In the desired entry, in the **Dispatch Position** column, click **Expand** ˅.
   The list of resources appears in the **Resources** column.

Figure 30: Patch Groups Monitoring

3. In the **Resources** column, view the talkgroups added to the patch group or radio resources added to the bridge. Use filters if required. For details, see Filtering & Sorting Entries on page 66.

4. (Optional) In the **Dispatch Position** column, below the console name, click **Deactivate** to deactivate the group/bridge or **Activate** to activate the bridge.

Postrequisites:

Repeat the procedure for other patch groups and bridges if required.

3.7 Map

SmartPTT Express supports displaying radio user location on maps in the OpenStreetMap format. Maps can be accessed either by means of a private or public HTTP/HTTPS server or via file storage. For details on map source configuration, see "Map Providers" in *SmartPTT Express Installation and Configuration Guide*.

Clicking a radio marker opens a callout that displays additional information about that user's position and movements. The contents of the callout can be selected and copied to Windows clipboard. The information displayed can be customized for each layout. For details, see Editing Map Settings on page 22.

Right-clicking a radio marker opens an action menu that provides the ability to request an immediate coordinates update, initiate a private call and activate ambience listening.

When a radio sends an emergency alarm, its map marker becomes red until the emergency is cleared.

You can find a specific radio user on the map by right-clicking the entry of a call they initiated in the **Activity Log**, **Audio Archive** or a resource tile's **Call Log** and then clicking **Search on map** in the action menu that appears. The map will center on the radio user's location and their callout will appear.

> **IMPORTANT:** If SmartPTT Express Server is restarted or the connection between it and DIMETRA Express is broken, radio user location updates may be unavailable for up to two minutes.

3.8 Events & Voice Records

SmartPTT Express provides information on recent events (voice calls, emergency, patch group activation and more) that occurred in the radio network. This information is displayed on the **Activity Log** panel. Information on radio commands that are not supported in SmartPTT Express Client is not shown. Event records can be sorted and/or filtered as desired. If a radio sends a status message, a *Radio status* event is generated with the status message displayed in the **Info** column.

Expansion panels of talkgroup and Private Call tiles have individual **Call Log** tabs. To show the expansion panel, users right-click the tile name or its surrounding area. If **Lock open expansion panel** is selected in tile settings, users will be unable to hide expansion panels. For details, see Editing Tile Settings on page 34.

The **Call Log** panel provides the following information on recent calls: call direction, initiator and recipient, time and date. Emergency calls are highlighted. Radio status messages are also displayed as **Call Log** entries.

Information about system events such as failure to load a layout is displayed in the **Status Bar** at the bottom of the main SmartPTT Express Client window. The **Status Bar** shows only the latest status message, but can be expanded to display all status messages from the current session.

Audio Archive

If digital audio recording is licensed and configured, the **Audio Archive** panel is available in SmartPTT Express Client. It provides access to the records of voice transmissions made in SmartPTT Express. Entries in the **Audio Archive** can be sorted and/or filtered as desired. For a transmission to be recorded, the following conditions must be met:

- Digital audio recording is licensed and configured. For details, see "Voice Logging Configuration" in *SmartPTT Express Installation and Configuration Guide*.

- Voice logging capacity licensed in DIMETRA Express is sufficient. If the number of simultaneous voice transmissions exceeds voice logging capacity, some of them will not be recorded. **Audio Archive** entries for those transmissions will appear, but audio will be unavailable for listening or export.

- For group calls: audio recording is enabled for the receiving talkgroup. For details, see "Configuring Talkgroups" in *SmartPTT Express Installation and Configuration Guide*.

- For private calls: the initiator or recipient of the transmission are selected in the list of radio users whose transmissions must be recorded. If both are selected, two identical records will appear in the **Audio Archive**. For details, see "Connecting to DIMETRA Express Voice Logging Service" in *SmartPTT Express Installation and Configuration Guide*.

> **IMPORTANT:** SmartPTT Express cannot guarantee voice recording. Transmissions are recorded by DIMETRA Express if the voice logging capacity permits it, and then they are provided to SmartPTT Express if the latter has been configured to request them.

The controls in the top part of the **Audio Archive** panel provide the ability to enable/disable loading new records in real time, reset filters, play the selected record or export it as an audio file.

To the left of each entry, the **Play/Stop** button is available. It provides the ability to play/stop the record. If the button does not appear, it means that the transmission was not recorded by DIMETRA Express due to insufficient voice logging capacity.

3.8.1 Filtering & Sorting Entries

Follow the procedure to use filters in SmartPTT Express Client. The procedure is primarily aimed at work with the **Activity Log** and **Audio Archive** panels. It can also be applied to the information in the **Patch Monitor** panel.

Prerequisites:

Ensure that the required panel is available to you.

Procedure:

1. In the panel, in the required column, click **Filter** ⇲.

2. Depending on the column, perform the following actions:

If you have clicked **Filter** ⇲ in the **Resource** column of the **Activity Log** panel,	perform one of the following actions: • In the filter list, click ◉ **Selected Resources** to display only entries related to the currently selected tiles. • In the filter list, click ◉ **Unselected Resources** to display only entries related to the currently unselected tiles.
If you have clicked **Filter** ⇲ in the **Start Time** or **End Time** column,	configure a time filter. For details, see Using Time Filters on page 68.
If you have clicked **Filter** ⇲ in the **Event** column,	in the filter list, click the desired event type.
If you have clicked **Filter** ⇲ in the **Emergency** column of the **Audio Archive** panel,	perform one of the following actions: • In the filter list, click ◉ **Emergency** to display emergency records only. • In the filter list, click ◉ **Not An Emergency** to display non-emergency records only.
If you have clicked **Filter** ⇲ in another column or you would like to use free-text filter,	perform the following actions: 1. In the filter list, click ◉ **Filter by keywords**. 2. In the text field, enter text to display only records that contain it.

3. (Optional) Sort entries in the table by performing one of the following actions:

To sort entries in ascending order,	click the heading of the corresponding column until the **Ascending** ↑ icon appears next to its name.
To sort entries in descending order,	click the heading of the corresponding column until the **Descending** ↑ icon appears next to its name.
To restore default sorting,	click the heading of the corresponding column until no icon is displayed next to its name.

4. (Optional) Turn off the filter in a column:

   a. In the required column, click **Filter** ⊤.

   b. In the expanded list, click ◉ **None**.

Postrequisites:

To remove filters, in the top part of the panel, click **Clear All Filters** ▼x.

3.8.2 Using Time Filters

Follow the procedure to use time-related filters. This includes filters by the **Start Time** and **End Time** columns.

Procedure:

1. In the required column of a panel, click **Filter** ⊤.
   Time filters appear.
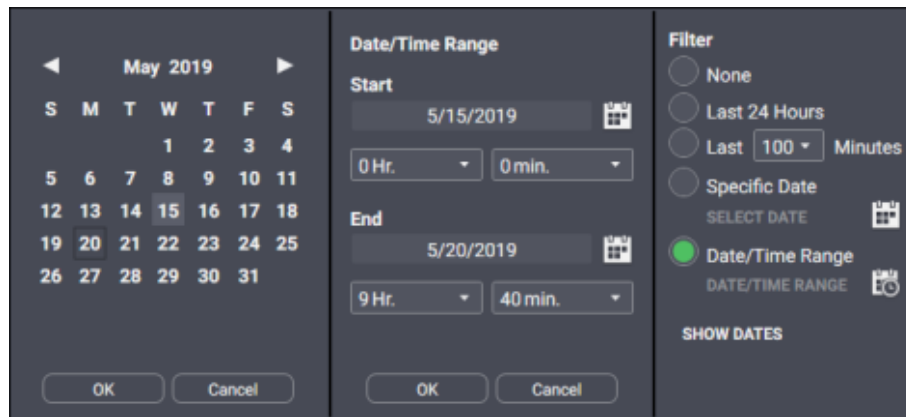
Figure 31: Time Filter Configuration

2. (Optional) Click **Show Dates** to show date in the column.

3. Configure one of the required time filters:

To display only events/records that occurred within the last 24 hours,	click ◉ **Last 24 Hours**.
To display only events/records that occurred recently,	perform the following actions: 1. Click ◉ **Last # minutes**. 2. From the list, select the required value in minutes.
To display only events/records that occurred on a specific date,	perform the following actions: 1. Click ◉ **Specific Date**. 2. Click **Calendar** ▦ next to ◉ **Specific Date**. Calendar widget appears. 3. In the Calendar Widget, select the required date. Then click **OK**. The configured date is displayed next to ◉ **Specific Date**.
To display only events/records that occurred within a specific time and date range,	perform the following actions: 1. Click ◉ **Date/Time Range**. 2. Click **Ranges** ▥ next to ◉ **Date/Time Range**. The **Date/Time Range** widget appears. 3. In the **Start** area, configure the start time: a. In the area, click **Calendar** ▦. The Calendar Widget appears. b. In the Calendar Widget, select the required date. Then click **OK**. c. From the **# Hr.** list, select start time hours. d. From the **# min.** list, select start time minutes.

4. Repeat the previous step in the **End** area.

5. Click **OK** to apply changes.

3.8.3 Using Audio Archive

Follow the procedure to view, play and export audio records.

Prerequisites:

Ensure that the **Audio Archive** panel is enabled in the layout.

Procedure:

1. In SmartPTT Express Client, on the **Audio Archive** panel, view the audio records list. Scroll up or down to load information about more records.

Figure 32: Voice Records View and Playback

2. Filter and sort records as required. For details, see Filtering & Sorting Entries on page 66.

3. (Optional) Click **New records loading mode** ☰ to load new records and select the newest one.

> NOTICE: **New records loading mode** needs to be activated to update the **Audio Archive** contents in real time.

4. Play the desired record:

To play a record visible on the screen,	in the entry, click **Play** ▸ in the leftmost column.
To play the selected record,	perform the following actions: 1. In the table, click a record. 2. In the top part of the panel, click **Play** ▸.

5. To stop record playback, click **Stop** ■ in the top part of the panel or in the leftmost column of the entry.

6. To export a record as a .wav file, perform the following actions:

   a. In the table, click a record.

   b. In the top part of the panel, click **Save** ▣.

   c. In the dialog window that opens, specify the desired path and file name.

3.9 SmartPTT Express SCADA Operation

SmartPTT Express can be integrated with SmartPTT Express SCADA — software for remote monitoring and control of industrial equipment over radio waves. This feature requires licensing. After access has been configured in SmartPTT Express Configurator, the SCADA panel can be displayed in SmartPTT Express Client applications. For details on SmartPTT Express SCADA operation, see *SmartPTT Express SCADA Embedded Help*.

Appendix A. SmartPTT Express Client User Interface

The appendix describes user interface elements available in SmartPTT Express Client.

A.1 Title Bar & Menu Bar

The top part of the SmartPTT Express Client main window includes a standard Windows title bar and the Menu Bar under it.
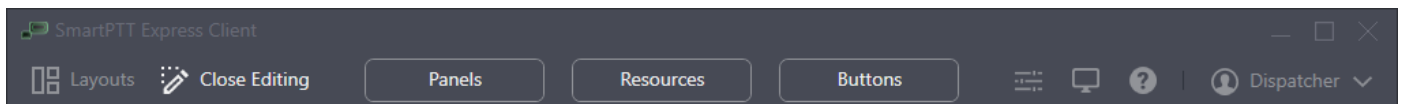
Figure 33: Title Bar & Menu Bar

The title bar provides standard Windows controls and indicators:

- Program *name and logo*

- *Minimize button (_)*

- *Maximize button (▢)*

- *Close but*ton (×)

The Menu Bar provides the following controls and indicators:

▥ **Layouts**

Opens the **Layouts** window. For details, see Layouts Window on page 100.

✎ **Edit Layout / Close Editing**

Turns on and off edit mode in SmartPTT Express Client. In the mode, users with appropriate privileges are able to add and edit tabs of the **Resource Area**, tiles, panels, buttons and more.

☰ **Dispatch Position Settings**

Opens the **Dispatch Position Settings** window. For details, see Dispatch Position Settings Window on page 97.

🖵 **Layout Settings**

Opens the **Layout Settings** window. For details, see Layout Settings Window on page 102.

❷ **About**

Opens the **About** window. For details, see About Window on page 112.

⏣ **{Dispatch position name}**

> Shows the name of the current dispatch console. If no name has been entered in SmartPTT Express Configurator, computer/system name is displayed instead. When clicked, provides current session information and session control buttons. For details, see [Session Information](#) on page 73.

In the edit mode (when the user clicks ✐ **Edit Layout**), the following buttons become available in the center of the Menu Bar:

Panels

> Opens the **Panels** window. For details, see [Panels Window](#) on page 75.

Resources

> Opens the **Resources** window. For details, see [Resources Window](#) on page 87.

Buttons

> Opens the **Buttons** window. For details, see [Buttons Window](#) on page 96.

A.1.1 Session Information

Session information is available when the user clicks ⏣ **{Dispatch position name}** in the right part of the Menu Bar. This pop-up includes user login, user role, and login time and date. For details on user roles, see [Glossary](#) on page 116.

In the pop-up, the following buttons are available:

Log out

> Initiates user logoff process. It shows a confirmation dialog. If the user confirms logoff, all unsaved changes are canceled and the login window appears.

Exit

> Initiates exiting SmartPTT Express Client. It shows a confirmation dialog. If the user confirms exit, all unsaved changes are canceled, user is logged off, and SmartPTT Express Client is closed.

A.1.2 Positioning Controls

Positioning controls appear when the user drags panels over other panels while editing the layout. They show that panels can be placed next to each other or tabbed.
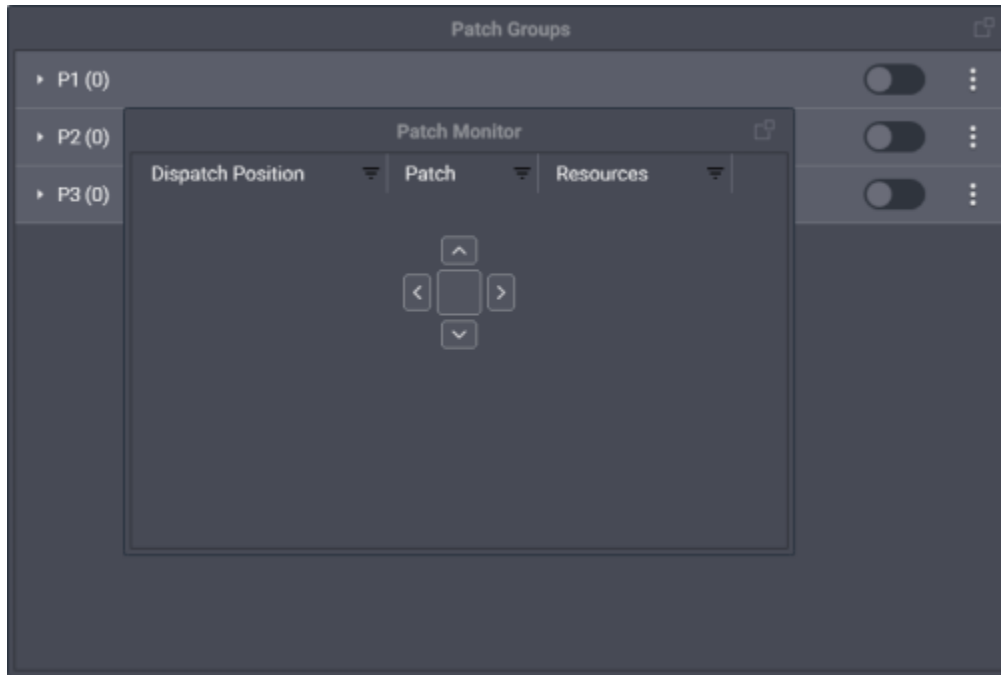
Figure 34: Example of the Positioning Controls

Positioning controls include the following elements:

Left

    If a panel is dragged over this icon and released, it will be placed to the left of the other panel.

Top

    If a panel is dragged over this icon and released, it will be placed above the other panel.

Right

    If a panel is dragged over this icon and released, it will be placed to the right of the other panel.

Bottom

    If a panel is dragged over this icon and released, it will be placed below the other panel.

    NOTICE: No panel can be placed next to the Toolbar and no panel can be placed above tabs of the **Resource Area**.

Tabbing

    If a panel is dragged over this icon and released, it will be merged with the other panel and appear as a tab.

    NOTICE: No panel can be tabbed with the **Toolbar** or tabs of the **Resource Area**.

Additionally, the **Left**, **Top**, **Bottom** and **Right** elements appear standalone on the corresponding sides of the main window. They show that the panel can be dragged there and become the leftmost, the topmost (below the Toolbar), the lowermost, or the rightmost panel, respectively.

A.2 Panels Window

The window provides the list of available function panels with controls to toggle them on or off in the layout.
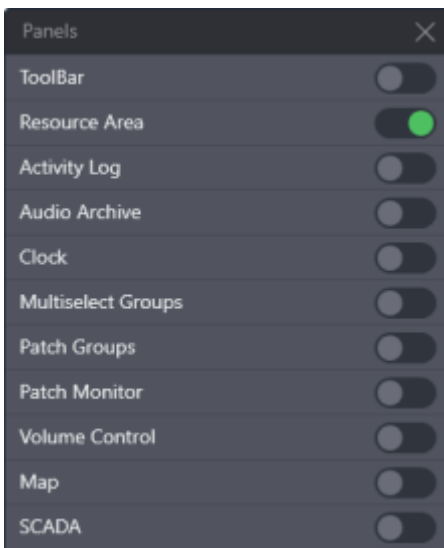
Figure 35: SmartPTT Express Panels

In addition to panels, the **Toolbar** is turned on and off from the window. By default, all panels except the **Resource Area** are turned off.

    NOTICE: Panel availability depends on the installed license.

A.2.1 The Toolbar

The **Toolbar** is a one-line container for software buttons. It is located below the Menu Bar. For the list of buttons that can be placed on the **Toolbar**, see Software Buttons on page 35.

A.2.2 Resource Area

The **Resource Area** is a container for resource tiles and software buttons. By default, it occupies the space in the center of the SmartPTT Express Client window, below the Menu Bar and the Toolbar (if displayed in the layout).

Users with permissions to edit layouts can create tabs in the **Resource Area**. Each tab can have a different set of tiles and buttons added, allowing users to create alternative configurations of **Resource Area** and switch between them by clicking a tab name. Each tab has a unique name.

In edit mode, users are able to add, rename, and delete tabs. To add a new tab, they need to click **Add tab** + next to the rightmost tab name and enter the name of the new tab. To delete a tab, users need to click **Delete** × next to the tab name. To rename a tab, they need to double-click the tab name and type a new one.

At least one tab always exists in the **Resource Area**.

> **NOTICE:** You cannot reorder tabs in SmartPTT Express.

A.2.3 Activity Log Panel

The panel shows recent events in SmartPTT Express Client.

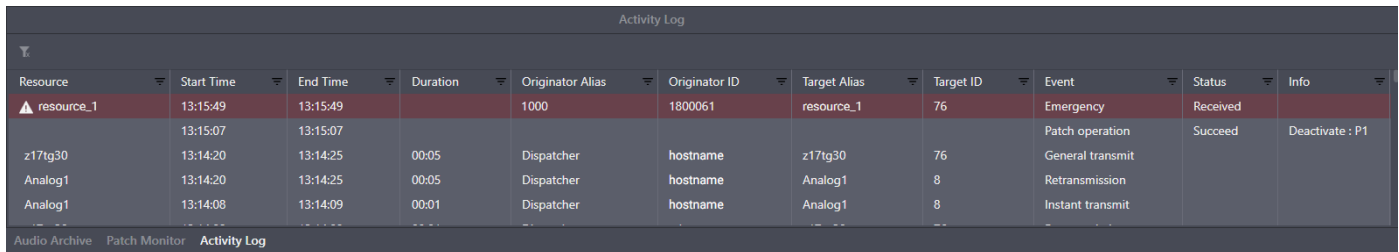| Resource	Start Time	End Time	Duration	Originator Alias	Originator ID	Target Alias	Target ID	Event	Status	Info
⚠ resource_1	13:15:49	13:15:49		1000	1800061	resource_1	76	Emergency	Received	
	13:15:07	13:15:07						Patch operation	Succeed	Deactivate : P1
z17tg30	13:14:20	13:14:25	00:05	Dispatcher	hostname	z17tg30	76	General transmit		
Analog1	13:14:20	13:14:25	00:05	Dispatcher	hostname	Analog1	8	Retransmission		
Analog1	13:14:08	13:14:09	00:01	Dispatcher	hostname	Analog1	8	Instant transmit		

Figure 36: Activity Log Panel

The events are organized in a table that consists of the following columns:

Resource

The name of the tile associated with the event.

Start Time

The time of the event occurrence (uses the short date and long time format of the operating system). By default, only time appears; the user is able to turn on and off date display in the column.

End Time

The time when the event ended. For non-call events (for example, patch group activation) it is the same as **Start Time**.

Duration

The total duration of the call. For non-call events, it remains empty.

Originator Alias

The name of the user who performed the transmission or sent the text message.

Originator ID

The identifier of the user who performed the transmission or sent the text message.

Target Alias

The name of the transmission/message target.

Target ID

The identifier of the transmission/message target.

Event

Event type.

Status

The result or state of the event.
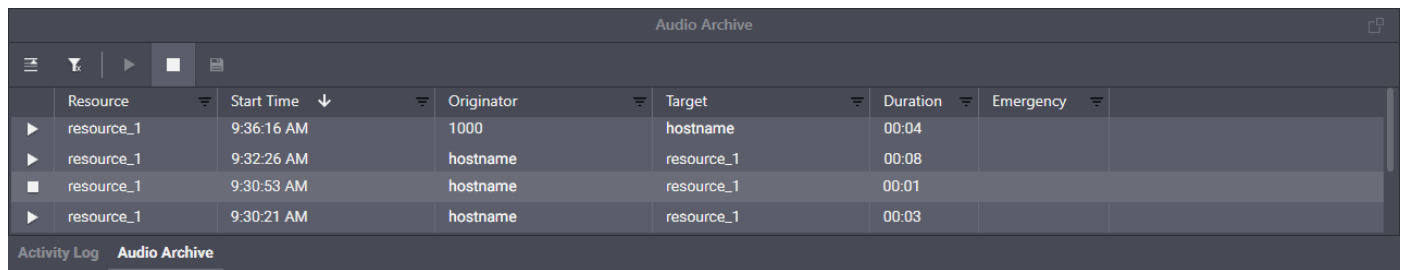
Info

Supplementary information on the event.

On the right of the column name, the **Filter** button (≡) is available. When the user clicks it, the corresponding filter panel appears. The **Clear All Filters** ▼ₓ button at the top of the panel clears all active filters.

A.2.4 Audio Archive Panel

The panel shows recorded voice calls and allows operators to replay them.

Figure 37: Audio Archive Panel

The panel contains a table with recorded voice transmissions and a bar with buttons. The bar includes the following buttons:

New records loading mode ≣

Initiates a request to the record storage for new records. After the records have been loaded, table entries are scrolled up or down (depending on sorting parameters) and the newest record is selected.
New records will be added to the list in real time only if this mode is active.

Clear All Filters ▼ₓ

Cancels all filter parameters.

Play ▸

Starts playing the currently selected record. The selected record is highlighted in the table. If the selected record is already being played, the button is unavailable.

Stop ▪

Stops record playback. If the selected record is not being played, the button is unavailable.

Save ⊟

    Saves the selected record as a .wav file.

The table consists on the following columns:

Play/Stop

    The leftmost column provides the **Play** ▸ and **Stop** ▪ buttons for records. The **Play** ▸ button appears only if the transmission record has been received from DIMETRA Express and is available for playback. When the record is being played, it is replaced with the **Stop** ▪ button.

    IMPORTANT: DIMETRA Express may not provide a record at high call rates and/or insufficient voice logging capacity (limited by both DIMETRA Express and SmartPTT Express licenses).

Resource

    Provides the tile (resource) name that was used to perform the transmission. For group calls, the talkgroup name appears. For private calls, the name of the Private Call tile appears.

Start Time

    Provides the time when the transmission started (uses the short date and long time format of the operating system). By default, only time appears; the user is able to turn on date display in the filtering panel of the column.

Originator

    Provides information on the call initiator. If the call was initiated by a radio user, his/her name appears in the column. If the call was initiated by a SmartPTT Express Client user, his/her dispatch position name appears. If the call is retransmitted to a member of the active patch group, radio user name, or dispatch position name of the patch group owner appears.

Target

    Provides information on the call target. For group calls, the name of the talkgroup appears in the column. For private calls, the name of the radio user appears in the column.

Duration

    Provides the duration of the transmission which is set by DIMETRA Express and cannot be affected by SmartPTT Express.

Emergency

    Provides information if the voice record is related to an emergency call or not. Emergency call records are also highlighted.

A.2.5 Clock Panel

The panel shows current date and time using long date and long time formats in the operating system.
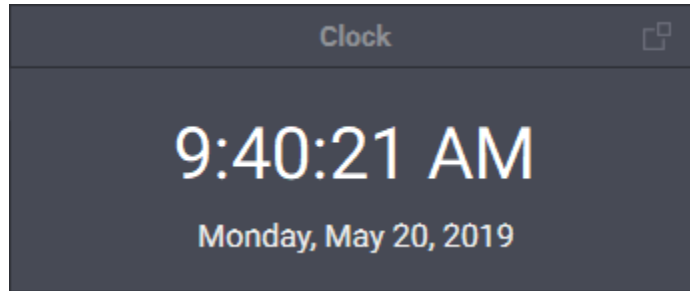
Figure 38: Clock Panel

To change the font size of date and time, edit the corresponding layout settings. For details, see Clock Tab on page 105.

A.2.6 Multiselect Groups Panel

The panel shows available multiselect groups and provides controls to edit and manage them. No more than three multiselect groups can be available on the panel.

> **NOTICE:** The Multiselect Groups panel cannot be displayed if the **Resource Area** is disabled in the layout.
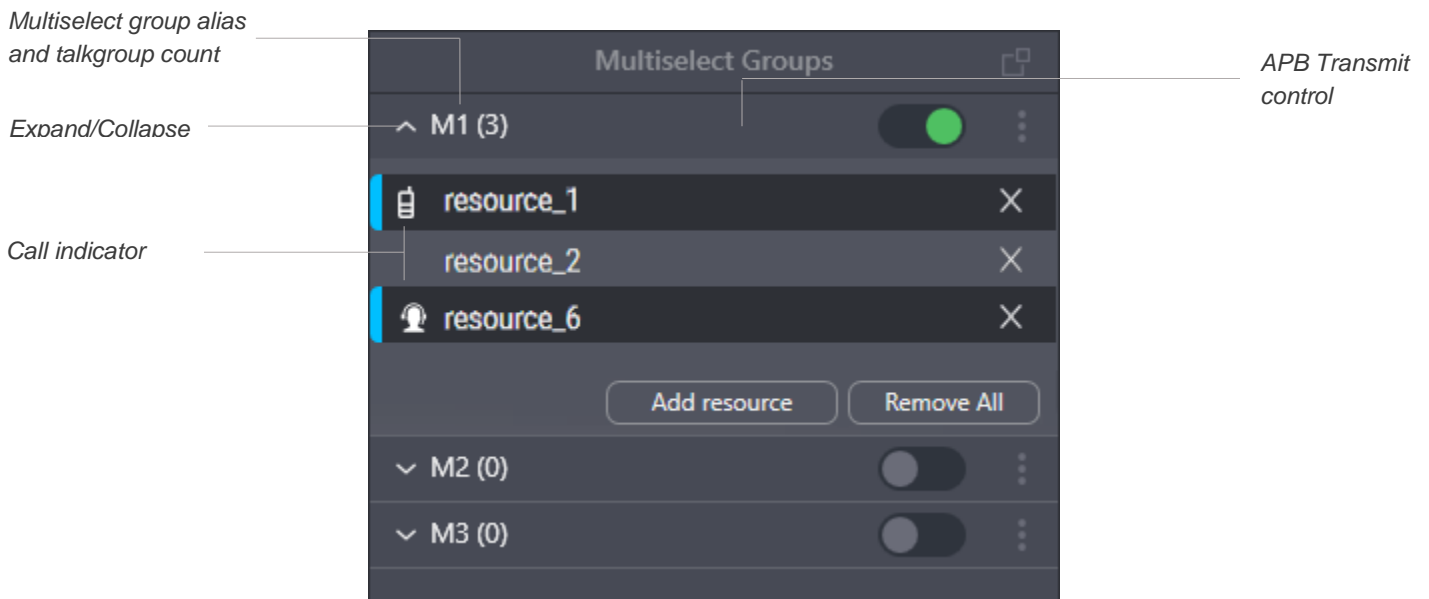
Figure 39: Multiselect Groups Panel

For each multiselect group on the panel, the following controls and indicators are available:

Expand/collapse button

Expands or collapses the multiselect group entry, respectively showing or hiding the talkgroups added to the multiselect group and their controls.

Multiselect group alias and talkgroup count

The alias assigned to the multiselect group and the number of talkgroups in it. For details, see Multiselect Groups Tab on page 106.

Activate (⬤▬) / Deactivate (▬⬤) button

Indicates multiselect group state and allows the user to change it. Only one multiselect group can be activated at the same time. If the user clicks **Activate** ⬤▬, he/she activates the group, its talkgroups become selected, and controls for adding and removing talkgroups become available. Additionally, other multiselect groups in SmartPTT Express Client become deactivated.

If the user clicks **Deactivate** ▬⬤, the multiselect group becomes deactivated and non-editable, and its talkgroups become unselected.

APB Transmit Control

To initiate APB Transmit from the panel, the user can press and hold the multiselect group name and its surrounding area, or the list of talkgroups under the expanded multiselect group. The same action can be performed by the **APB Transmit** button. For details, see Software Buttons on page 35.

Added talkgroups

If the user expands the multiselect group, they can view the names of talkgroups added to the group.

Call indicator

Shows if there is an active group call in SmartPTT Express Client. If the indicator is blue, the dispatch position user is receiving a group call initiated by a radio user or another SmartPTT Express Client user, or an emergency call. If the indicator is orange, the dispatch position user is performing a call to the talkgroup.

More button (⋮)

Pressing and holding the button allows the user to drag the group up or down in the list (the group number does not change, only its position).

Add resource button

The button is available only if the multiselect group is activated. When the user clicks it, a list of talkgroups appears. The user is able to select a talkgroup to add it to the multiselect group. The maximum number of talkgroups in a multiselect group is 16.

NOTICE: Required talkgroups must be available in the **Resource Area**. Otherwise, the user will be unable to add them.

Remove All button

The button is available only if the multiselect group is activated. When the user clicks it, all talkgroups are removed from the multiselect group. The user is unable to cancel the action, only to reopen the layout where the original multiselect group content has been saved.

Remove button (×)

The button is available only if the multiselect group is activated. When the user clicks it, the corresponding talkgroup is removed from the multiselect group.

Apply button

The button is available only when the user is editing the patch group. When the user clicks it, the patch group exits edit mode.

A.2.7 Patch Groups Panel

The panel shows available patch groups and provides controls to edit and manage them. No more than three patch groups can be available on the panel.

NOTICE: The **Patch Groups** panel cannot be displayed if the **Resource Area** is disabled in the layout.
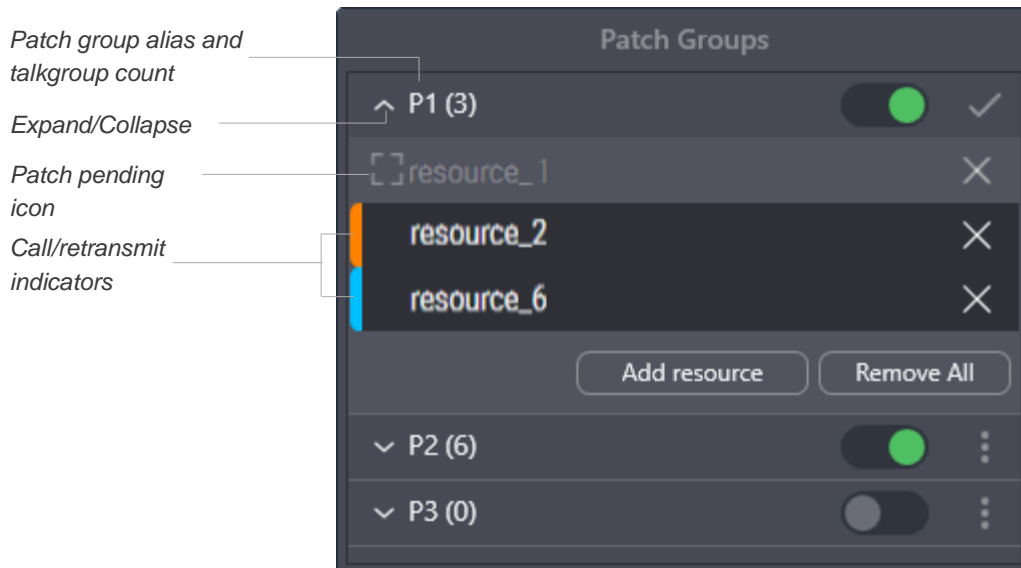

Figure 40: Patch Groups Panel

For each group on the panel, the following controls and indicators are available:

Expand/collapse button

Expands or collapses the patch group entry, respectively showing or hiding the talkgroups added to the patch group and their controls.

Patch group alias and talkgroup count

The alias assigned to the patch group and the number of talkgroups in it. For details, see Patch Groups Tab on page 107.

Activate (⬤◯) / Deactivate (◯⬤) button

Indicates patch group state and allows the user to change it. Activation/deactivation can also be performed using the **Patch Switch** button. For details, see Software Buttons on page 35.

Patch pending icon

Indicates that the resource is part of another active patch group and therefore this patch group's calls are not retransmitted to it and vice versa.

Call/retransmit indicator

Shows if there is an active group call in SmartPTT Express Client. If the patch group is active, the call is retransmitted to other talkgroups on behalf of the SmartPTT Express Client user or the radio user. If the group is inactive, no retransmission occurs.

Added talkgroups

If the user expands a group entry, the names of added talkgroups are displayed.

More button (⋮)

Provides the user with the capability to edit the patch group. If the user clicks the button and then selects the **Edit** option, he/she will be able to add talkgroups and remove them from the patch group. Pressing and holding the button allows the user to drag the group up or down in the list (the group number does not change, only its position).

Add resource button

The button is available only when the user is editing the patch group. When the user clicks it, a list of talkgroups appears. The user is able to select a talkgroup to add it to the patch group. The maximum number of talkgroups is 16.

NOTICE: Required talkgroups must be available in the **Resource Area**. Otherwise, the user will be unable to add them.

Remove all button

The button is available only when the user is editing the patch group. When the user clicks it, all talkgroups are removed from the patch group. The user is unable to cancel the action, only to reopen the layout where the original patch group content has been saved.
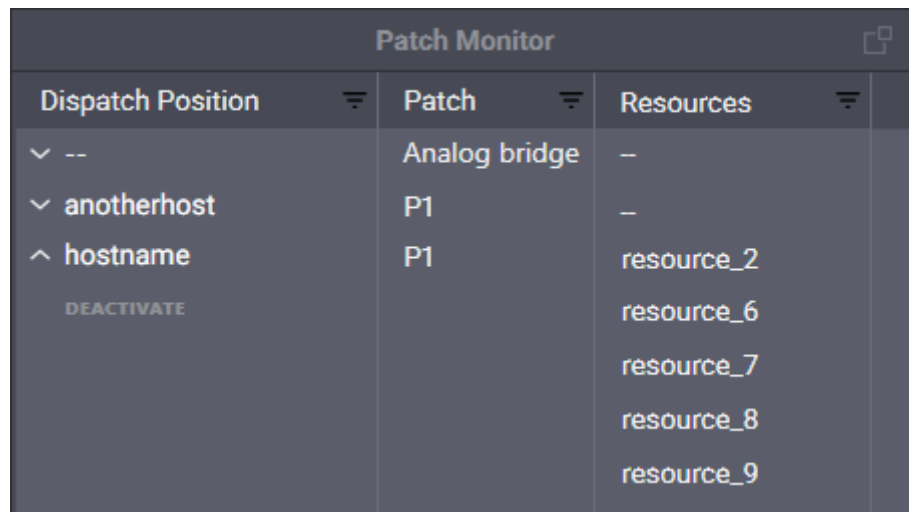
Remove button (×)

The button is available only when the user is editing the patch group. When the user clicks it, the corresponding talkgroup is removed from the patch group.

Apply button (✓)

The button is available only when the user is editing the patch group. When the user clicks it, the patch group exits edit mode.

A.2.8 Patch Monitor Panel

The panel shows active patch groups on all dispatch consoles of SmartPTT Express as well as all bridges configured in SmartPTT Express Configurator and provides controls to manage them. The panel is available to supervisors and administrators only. If an operator or privileged operator loads a layout with this panel enabled, it will be hidden.

Figure 41: Patch Monitor Panel

The information on the panel is organized in a table that consists of the following columns:

Dispatch Position

Lists the names of dispatch consoles where patch groups (single or multiple) are activated. For bridges, "--" is displayed. If the user expands a name, the **Deactivate** button appears.
By clicking the button, the user deactivates the patch group, even if it is in another SmartPTT Express Client, or deactivates the bridge. In the latter case, the button switches to **Activate**, providing the ability to activate the bridge.

Patch

Lists names of active patch groups or bridges for the corresponding dispatch console.

Resources

Lists the names of talkgroups included in the corresponding patch groups and the names of radio resources included in the corresponding bridges.

On the right of the column name, the **Filter** ▽ button is available. When the user clicks the button, the corresponding filter panel appears.

A.2.9 Volume Control Panel

The panel provides volume sliders for Select Speaker, Unselect Speaker, and microphone devices. For details, see Audio Devices Tab on page 97.
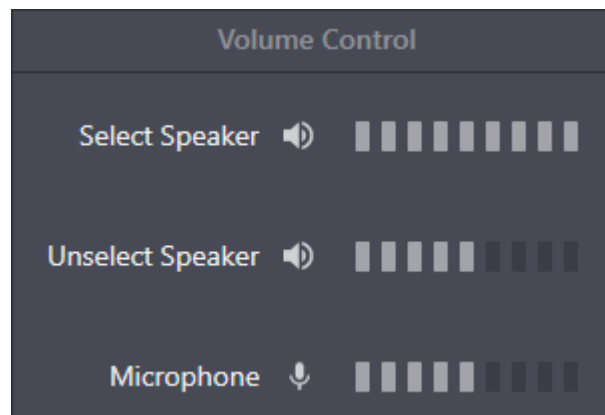
Figure 42: Volume Control Panel

On the panel, the following controls and indicators are available:

Volume Button

Minimizes audio device volume or restores its previous level. Minimization means decreasing the volume to a predefined level. For details, see Audio Devices Tab on page 97.

Volume Scale

Manages the volume of the corresponding audio device. Minimum volume can be limited in the audio device settings. For details, see Audio Devices Tab on page 97.

A.2.10 Map Panel

The panel shows the map and radio user locations on it.
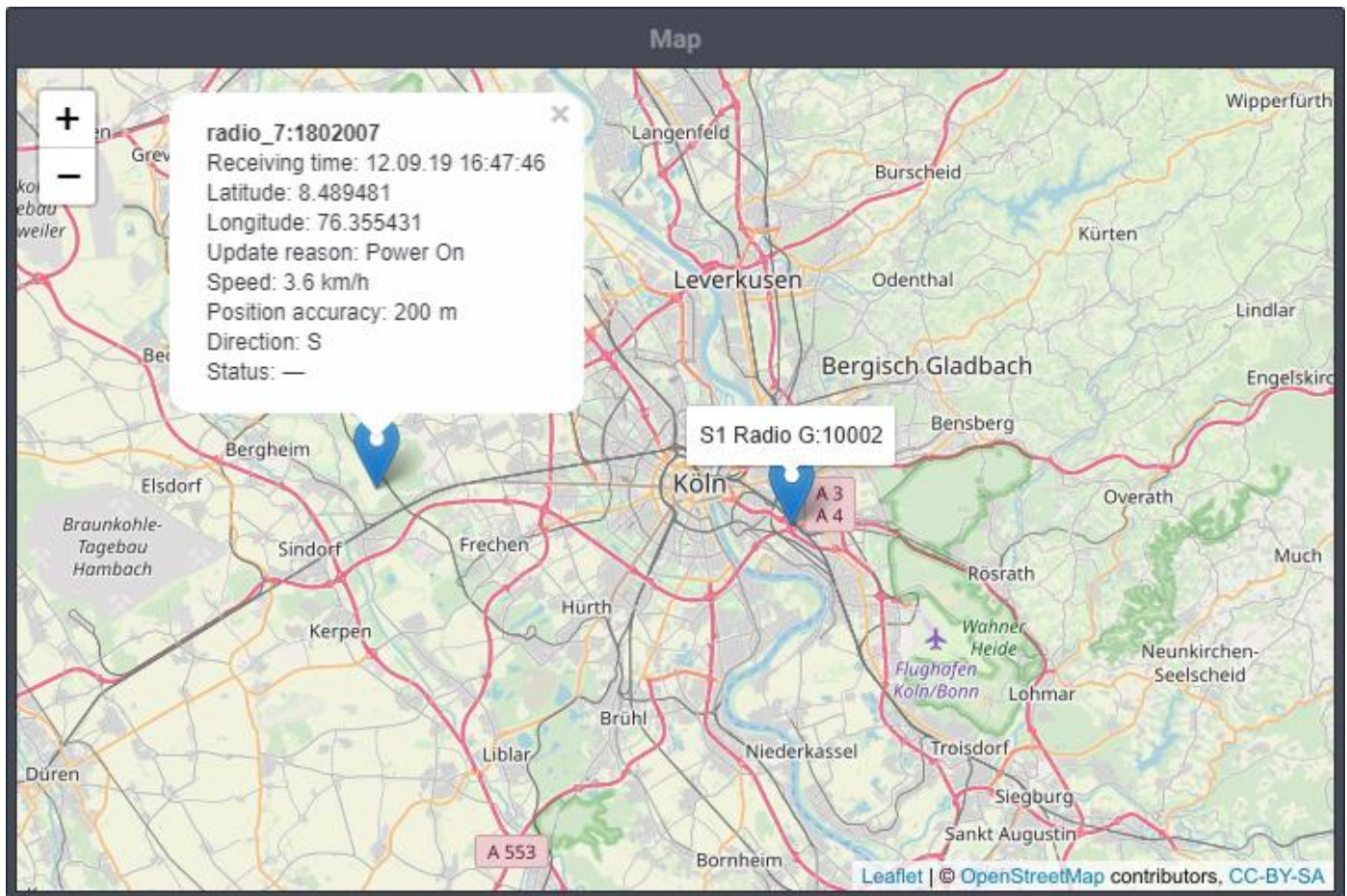
Figure 43: Map Panel (Example)

The user is able to zoom in and zoom out, as well as move the map focus to see the required location. Zoom and focus are saved as a part of the layout and will be applied when the layout is loaded. The map source is configured in SmartPTT Express Configurator. For details, see "Location Service Configuration" in *SmartPTT Express Installation and Configuration Guide*.

Radio users are represented with markers () on the map. The bottom middle part of the marker points to the user location. For each marker, user name and ID appear. When the user clicks a marker, a callout appears. The information displayed in the callout is configured on the **Map** tab of the **Layout Settings** window. For details, see Map Tab on page 108. The following information can be displayed:

<Radio user name>:<Radio ID>
    Name and ID of the radio user.

Receiving time
    If the radio supports sending time in its location report, the time when the radio received coordinates from a satellite. Otherwise, the time when SmartPTT Express Server received the coordinates from DIMETRA Express.

Latitude

The latitude reported by the radio, provided either as degrees with decimal part or as degrees, minutes and seconds. Positive and negative numbers mean Northern and Southern hemisphere respectively.

Longitude

The longitude reported by the radio, provided either as degrees with decimal part or as degrees, minutes and seconds. Positive and negative numbers mean Eastern and Western hemisphere respectively.

Update reason

The reason for the latest coordinates update.

Speed

The radio's speed of movement.

Position accuracy

Coordinates margin of error.

Direction

The radio's direction of movement, displayed either as an azimuth or as a cardinal/intercardinal direction.

Status

The status message sent by the radio.

A.3 Resources Window

The window provides resource tiles available for adding to the layout, distributed between the **Talkgroups**, **Private Call** and **Radios** tabs. All tabs provide a search field that allows to filter resources in real time.

NOTICE: The window is unavailable if the **Resource area** is not displayed in the layout.
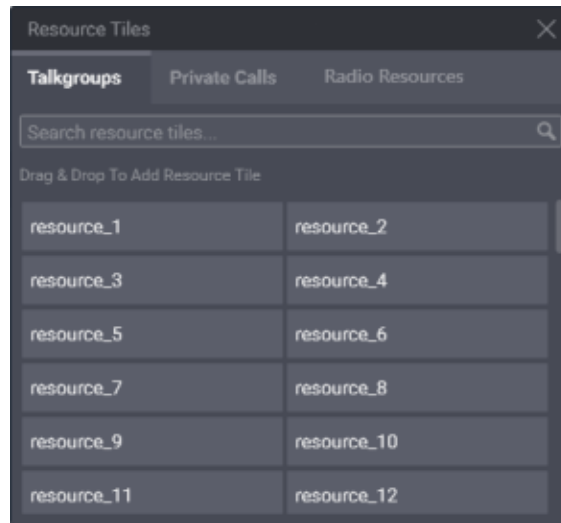
Figure 44: Resources Window

Talkgroups Tab

The tab lists DIMETRA Express talkgroups that can be dragged to the currently selected tab of the layout. You can drag only one talkgroup at a time.

The list includes only those talkgroups to which the current user has access. Administrators have access to all talkgroups. For details, see "Managing Talkgroup Access" in *SmartPTT Express Installation and Configuration Guide*.

Private Calls Tab

The tab provides the single Private Call entry that can be dragged to the currently selected tab of the layout.

Radio Resources Tab

The tab provides donor radios connected via RG-1000e radio gateways using 4-wire E&M interface.

A.3.1 Talkgroup Tiles

A talkgroup tile represents a DIMETRA Express talkgroup. When a tile is added to the **Resource Area**, the user is automatically assigned to the talkgroup and becomes able to receive and initiate the corresponding group calls. They are also able to select talkgroups, add them to multiselect groups (if available) and patch groups (if available).

Controls & Indicators

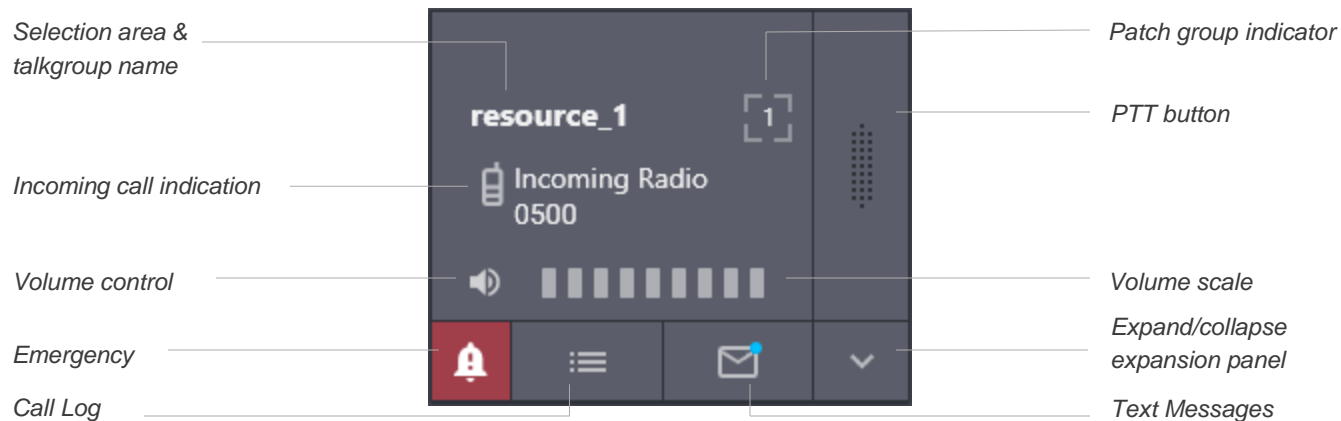Tile-only controls and indicators are available in the figure below.

Figure 45: Talkgroup Tile Structure

Controls and indicators are the following:

Selection area

Contains the talkgroup name. The user can click the name to select the tile. If the user right-clicks the tile name, the expansion panel appears.

Incoming call information

When a group call occurs in the radio network, the user sees an icon that indicates caller type. Caller can be a radio user (▤) or another SmartPTT Express Client user (🎙). Next to the icon, call type and user name appear.

Volume Button ◀))

Minimizes the group call volume or restores the previous volume level. Minimization here means decreasing the volume to a predefined level. For details, see <u>Talkgroup Settings Window</u> on page 92.

Volume Scale

Manages the volume of the voice transmission. Slider range can be limited in tile settings. For details, see <u>Talkgroup Settings Window</u> on page 92.

PTT button ⁞

Initiates an outgoing group call as Instant Transmit. For details, see <u>Voice Call Types and Interactions</u> on page 42.

Patch group indicator ⌐⌐

Shows if the talkgroup is included in an active patch group. If the indicator contains a number, the patch group is in the current dispatch console. If the indicator does not contain a number, the talkgroup is included in the active patch group in another SmartPTT Express Client.

Emergency

Appears only when there are uncleared emergencies in the talkgroup. Clicking the button opens the **Emergency** tab of the tile's expansion panel.

Call Log

Opens the **Call Log** tab of the tile's expansion panel.

Text Messages

Opens the **Text Messages** tab of the tile's expansion panel. If there are unread messages, a blue circle is displayed on the icon (as shown on Figure 45).

Expand/collapse expansion panel

Expands/collapses the resource tile's expansion panel.

In edit mode, the Edit Bar appears on the talkgroup tile, providing additional controls and indicators.
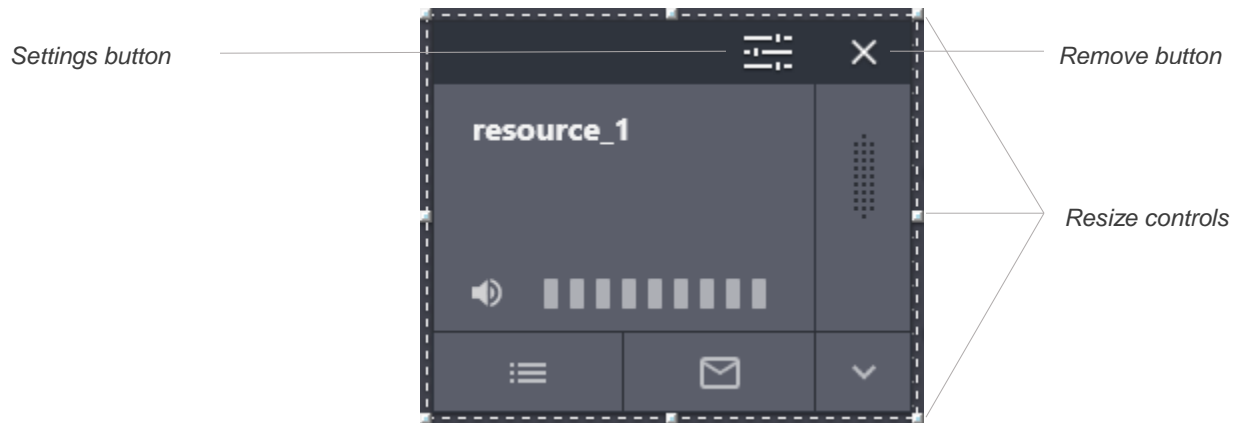
Figure 46: Edit Mode Controls on Tiles

Controls and indicators are the following:

Settings button ☲

Opens the talkgroup settings window. For details, see Talkgroup Settings Window on page 92.

Resize controls

A group of small indicators showing users where they need to click and hold to resize the tile.

Remove button ×

Removes the tile from the current tab of the **Resource Area**.

Emergency Tab

The tab is a part of the talkgroup tile expansion panel. It becomes available when an emergency alarm or emergency call is received from a radio user. It provides emergency signal information and controls to handle it.

Figure 47: Emergency Panel on Talkgroup Tile

The panel consists of a title area and emergency entries. The title area includes the following buttons:

Tone Suppression Button ◀))

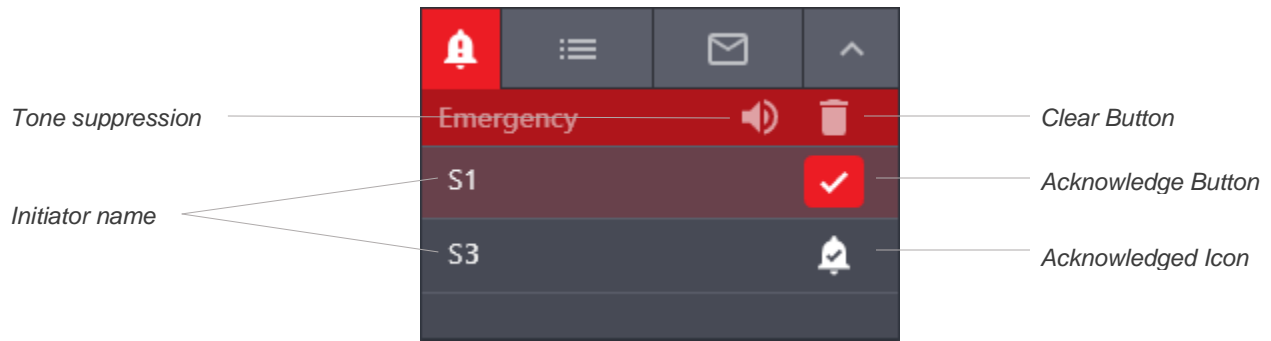The button turns off the emergency alert tones until a new emergency is received. Depending on layout settings, the button can be available or unavailable. For details, see General Settings Tab on page 102.

Clear button 🗑

The button is available when all emergency signals in the talkgroup are confirmed. It deletes emergency entries from the panel, hides the emergency panel, and removes emergency indication from the talkgroup.

Each emergency entry provides the following controls and indicators:

Initiator name

The name of the radio user who sent the emergency signal or initiated the emergency call.

Acknowledge Button ✓

Confirms that the user has received the emergency signal. When the user clicks the button, it is replaced with the Acknowledged 🔔 icon.

Call Log Tab

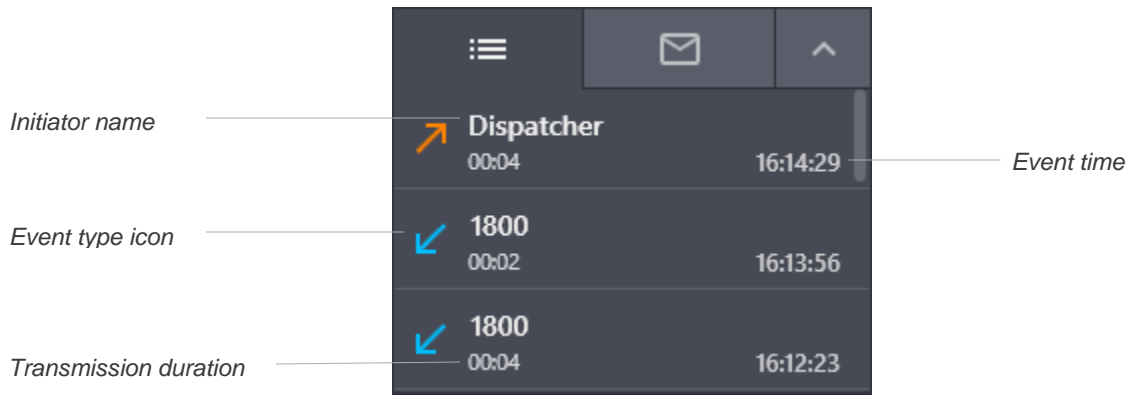The tab provides information about group calls and text messages, as well as emergency-related events.

Figure 48: Talkgroup Call Log

Each entry provides the following information:

Initiator name

In the top part of the entry, the name of the radio user (for incoming calls), or dispatch position name (for calls initiated by SmartPTT Express Client users) appears.

Event type indication

An icon in the left part of the entry indicates event type: Incoming Call ↙, Outgoing Call ↗, Missed Call ⌄, Emergency Alarm 🔔, Confirmed Emergency 🔔, Cleared Emergency 🔕.

Call duration

For incoming and outgoing calls, the duration of each transmission appears below the initiator name.

Event time

The time appears in the bottom right corner of the entry.

Emergency events have a different highlight color in the **Call Log** panel.

Text Messages Tab

The tab is available if text messaging is licensed, configured in the system and in the current layout, and enabled for the resource. It displays the text message history for the resource within the current session. Incoming text messages are aligned left; outgoing text messages are aligned right.

Outgoing text messages are typed in the field at the bottom of the tab.

A.3.2 Talkgroup Settings Window

The window provides settings that are applicable to all instances of the talkgroup tile in the layout.
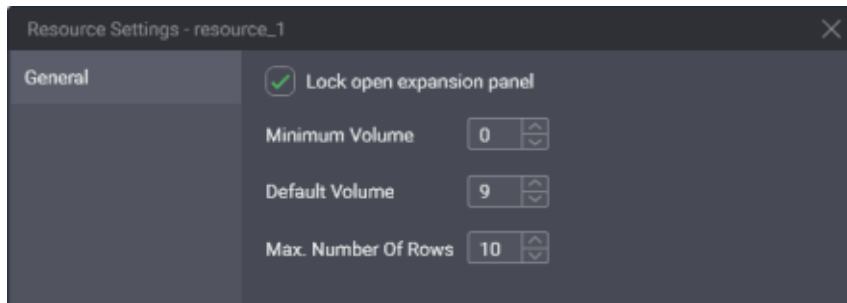
Figure 49: Talkgroup Settings

In the window, in the **General** tab, the following settings are available:

Lock open expansion panel

The check box manages expansion panel display. If the user selects the check box, the expansion panel will be always displayed and unavailable to hide. If the user clears the check box, the expansion panel can be hidden.

Minimum Volume

The minimum volume that can be applied to group calls. Ranges are the following: minimum is 0; maximum is 9; increment is 1; default is 0. If the user enters 0 or leaves the default value, the audio can be completely muted.

Default volume

The default volume that is set to group calls when the corresponding tiles are added to the **Resource Area**. Ranges are the following: minimum is 0; maximum is 9; increment is 1; default is 9.

Max. number of rows

The number of recent events to appear in the **Call Log** panel. Older events will be available to view in the **Activity Log** panel only. Ranges are the following: minimum is 1; maximum is 100; increment is 1; default is 10.

At the bottom of the window, standard confirmation buttons are available. The **OK** button accepts changes, and the **Cancel** button cancels changes. Both buttons close the window.

A.3.3 Private Call Tile

The tile is used to receive, reply to, and initiate private calls to radio users and other SmartPTT Express Client users.

The tile cannot be selected until all multiselect groups have been deactivated in SmartPTT Express Client.

Controls & Indicators

Tile-only controls and indicators are presented below.
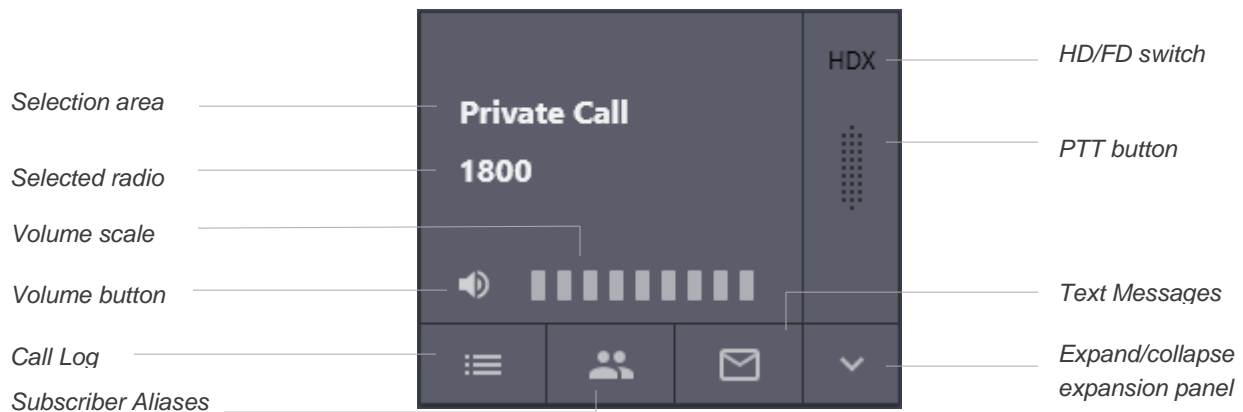
Figure 50: Private Call Tile Controls & Indicators

Controls and indicators are the following:

Selection area

Contains the tile name. The user can click the area to select the tile. When an incoming private call occurs, the caller radio name appears below the tile name.

Selected/calling radio

The name of the radio that is performing a private call to the user or the name selected by the user in the Subscriber Aliases panel.

Volume Button

Minimizes the volume of the private call or restores its previous volume level. Minimization here means decreasing volume to a predefined level. For details, see Private Call Tile Settings Window on page 95.

Volume Scale

Manages the volume of the voice transmission. Slider range can be limited in the Private Call tile settings. For details, see Private Call Tile Settings Window on page 95.

HD/FD Switch

Provides the ability to switch between half-duplex (**HDX**) and full-duplex (**FDX**) voice calls. In full-duplex mode, SmartPTT Express Client user receives continuous audio from the radio. Their own audio is sent to the radio while the user presses **PTT**.

PTT button ⠿

Confirms acceptance for incoming private calls and performs transmissions within half-duplex and full-duplex calls.

Cancel/Reject button ×

Appears at the bottom of the PTT button when the user receives a private call request, participates in a call, or requests a private call. Clicking the button rejects the private call request, ends the current call, or cancels the outgoing call request.

Controls that appear in edit mode on the Private Call tile are identical to those that appear on the talkgroup tile. For details, see Talkgroup Tiles on page 88.

Expansion Panel

The expansion panel of the Private Call tile consists of the **Call Log**, **Subscriber Aliases** and **Text Messages** panels. The **Call Log** panel is identical to the Talkgroup **Call Log** panel. For details, see Talkgroup Tiles on page 88.

Search field
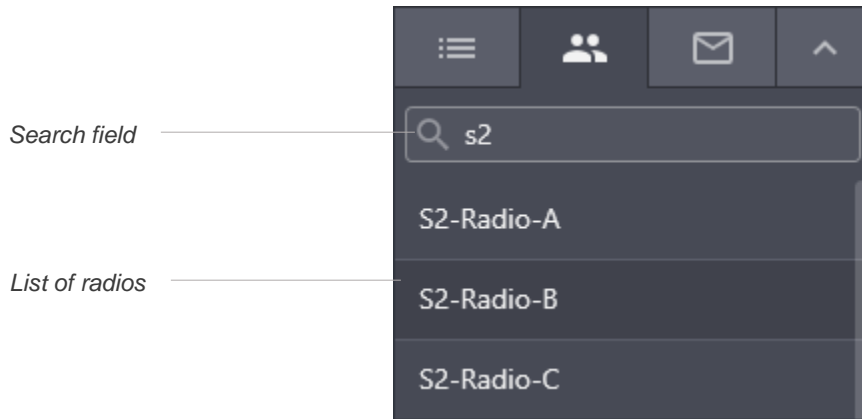
List of radios

Figure 51: Subscriber Aliases Panel of the Private Call Tile

The **Subscriber Aliases** panel provides the following elements:

Search Field

Provides users with the ability to find the required radio by its name.

List of Radios

Shows radios available to the user. It lists radio names only, not IDs.

A.3.4 Private Call Tile Settings Window

The window provides settings that are applicable to all Private Call tiles on different tabs of the **Resource Area**.
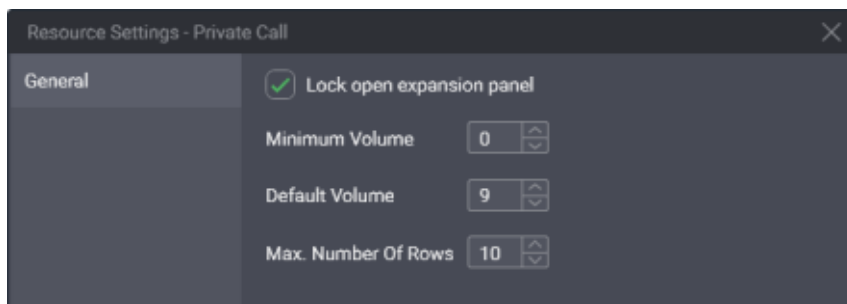
Figure 52: Private Call Settings

In the window, the following settings are available:

Lock open expansion panel

Manages expansion panel display. If the user selects the check box, the expansion panel will be always displayed and unavailable to hide. If the user clears the check box, the expansion panel can be hidden.

Minimum Volume

The minimum volume that can be applied to private calls. Ranges are the following: minimum is 0; maximum is 9; increment is 1; default is 0. If the user enters 0 or leaves the default value, the volume can be completely muted.

Default volume

The default volume that is set to private calls when the tile is added to the **Resource Area**. Ranges are the following: minimum is 0; maximum is 9; increment is 1; default is 9.

Max. number of rows

The number of recent events to appear in the **Call Log** panel. Older events will be available to view in the **Activity Log** panel only. Ranges are the following: minimum is 1; maximum is 100; increment is 1; default is 10.

At the bottom of the window, standard confirmation buttons are available. The **OK** button accepts changes, and the **Cancel** button cancels changes. Both buttons close the window.

A.4 Buttons Window

The window provides software buttons that can be added to the **Toolbar** and the **Resource Area**. Each button can be added to the same destination only once.
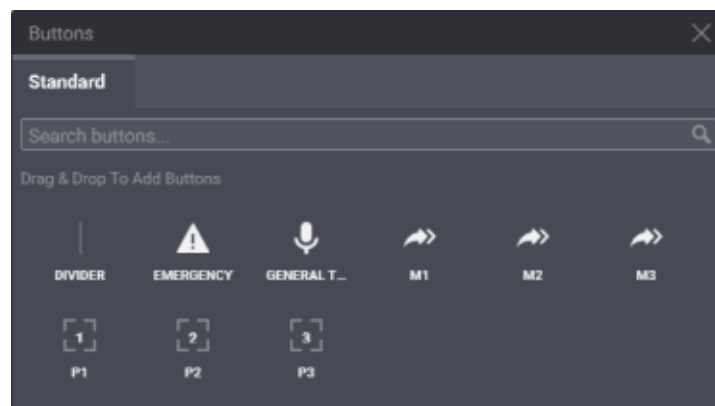

Figure 53: Software Buttons in SmartPTT Express Client

The window provides a search field that filters buttons in real time. User input must be a part of the button name.

The General Transmit, APB Transmit and Patch Switch buttons are available only if the installed license includes Dispatcher Voice Channel.

The APB Transmit and Patch Switch buttons are available only if the corresponding multiselect or patch group is enabled in layout settings.

A.5 Dispatch Position Settings Window

The window provides computer-specific settings. The settings will not be included in the layout and will not be applied on other dispatch consoles.

A.5.1 Audio Devices Tab

The tab provides configuration parameters for sound input and output devices.
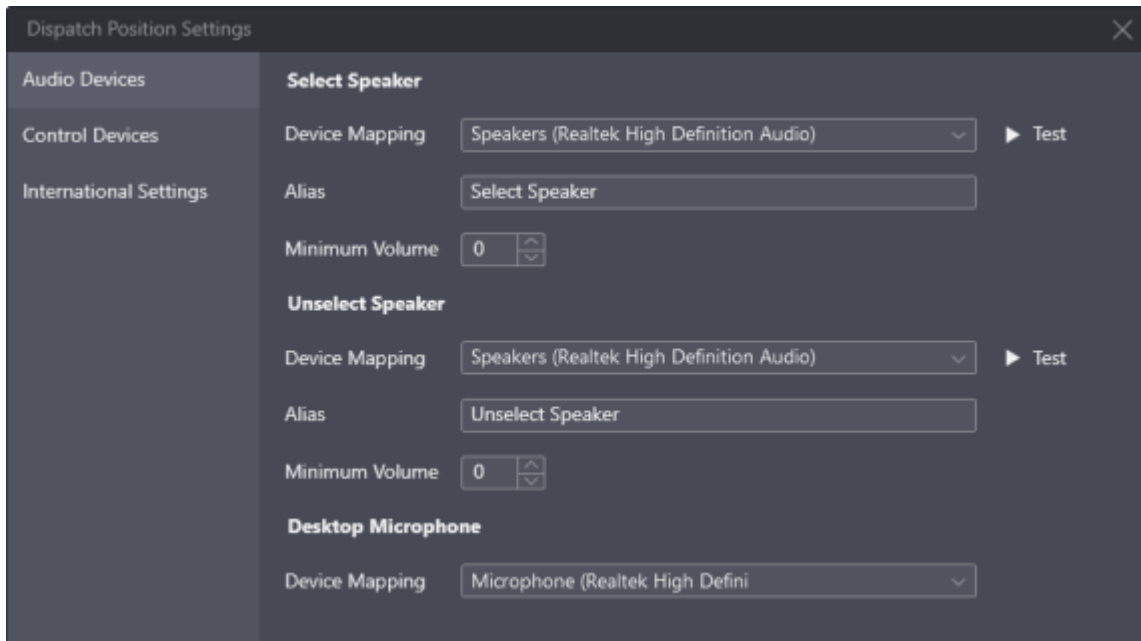
Figure 54: Audio Settings

Information on the right pane is grouped in three areas:

Select Speaker

Contains settings for the audio output device that will be used to play incoming voice transmissions of the currently selected talkgroups (single or multiple) or the selected Private Call tile. It is also used to play emergency alarm tones and **Audio Archive** records. The output can be configured to any audio device (speaker or headphones) including USB audio.

Unselect Speaker

Contains settings for the audio output device that will be used to simultaneously play incoming voice transmissions and/or audio records of all unselected talkgroup tiles and unselected Private Call tile. The output can be configured to any audio device (speaker or headphones) including USB audio.

Desktop Microphone

Contains settings for the audio input device used to capture outgoing voice transmissions. The input can be configured to any microphone device including USB microphones.

The following settings are available:

Device Mapping

A drop-down list that contains all devices of the appropiate type that are properly configured in the operating system and can be selected as the corresponding input or output.

Alias

The name of the audio output that will appear in the **Volume Control** panel.

Minimum Volume

Minimum volume of the corresponding speaker ranging from 0 to 9. If the value set to 0, the output device can be completely muted by the SmartPTT Express Client user. The default value is 0.

NOTICE: The resulting volume depends on hardware and Windows volume.

Test

Plays back sound from the corresponding speaker to check if it is operational.

A.5.2 International Settings Tab

The tab provides the ability to set SmartPTT Express Client interface language.
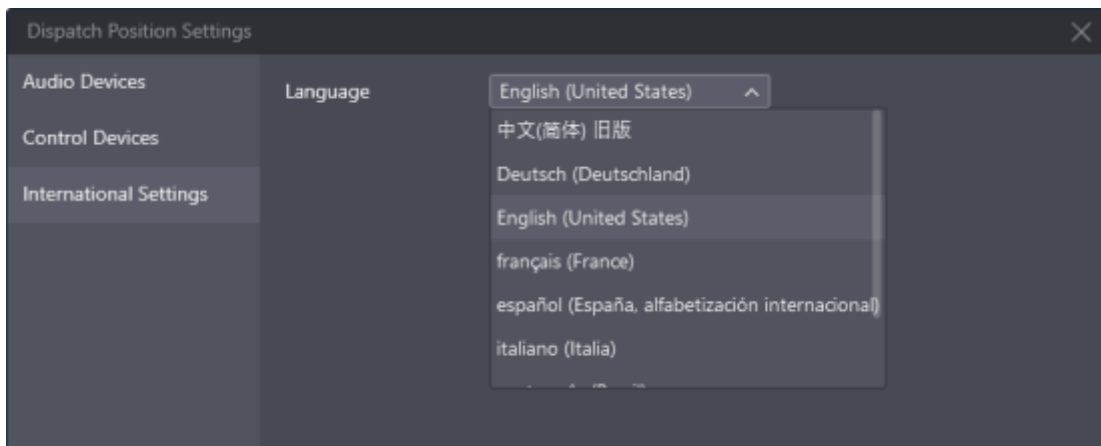
Figure 55: Language Settings

Currently, the list includes the following languages:

- Brazil Portuguese

- Chinese (Simplified)

- English

- French

- German

- Italian

- Russian

- Spanish

A.5.3 Control Devices Tab

The tab provides the ability to bind the General Transmit action to PTT controls.
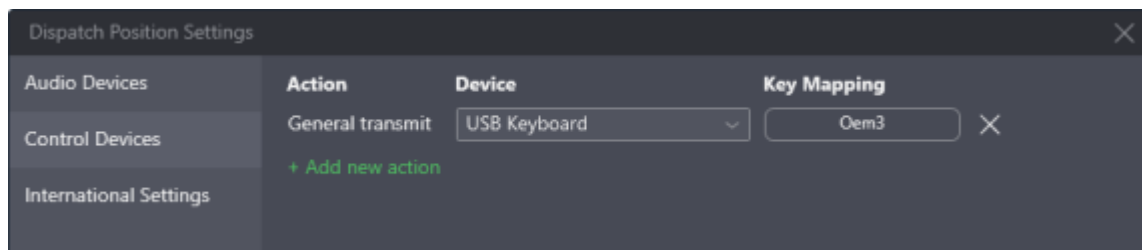
Figure 56: Control Devices Settings

On the right pane, the following elements are available:

+ Add new action
A button that adds a new key binding entry.

Action
The action bound to the PTT control.

Device
A drop-down list of available HID-compatible devices that can be used to perform the action.

Assign
A button that initiates binding a PTT control to the action. When the user clicks it, its caption changes to …; then, when the user presses the desired PTT control, it changes to that control's identifier.

Delete ✕
A button that deletes the corresponding key binding entry.

A.6 Layouts Window

The window provides the list of layouts that can be loaded from SmartPTT Express Server. If the window is opened by a supervisor or administrator, additional layout controls appear.

The list includes only those layouts, to which the current user has access. The user that has created a layout (layout owner) always has access to it. For details, see "Editing Layout Availability Settings" in *SmartPTT Express Installation and Configuration Guide*.
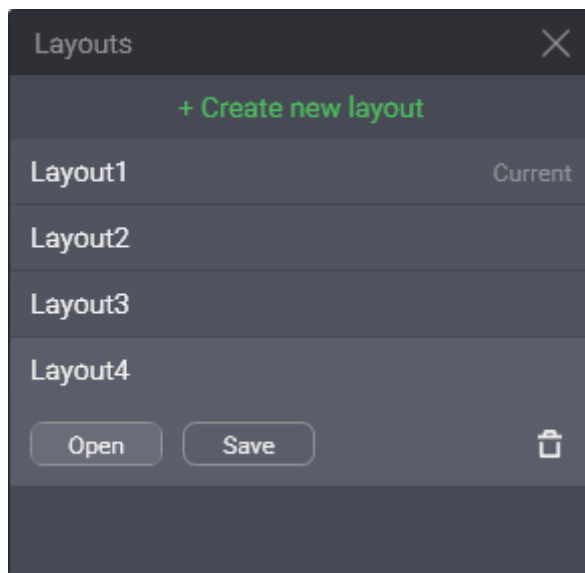
Figure 57: Layouts Window

In the upper part of the window, the following controls and indicators are available:

Create new layout
Provides a text field where a supervisor or administrator enters the new layout name. The name can contain no more than 32 characters. The allowed characters are letters, numbers, spaces and the underscore ("_"); letters are case sensitive. The name must be unique among the existing layouts.

Create
Appears when a supervisor or administrator clicks +**Create new layout**. It validates the layout name for uniqueness and creates a new empty layout.

Cancel
Cancels the layout creation process.

The main part of the window is filled with existing layout entries. Each entry provides the layout name and the following controls and indicators:

Current
Appears in the right part of an entry if the corresponding layout is currently loaded.

Open

 Cancels all unsaved changes in the current layout and initiates the loading of the corresponding layout.

Save

 Saves current behavior settings and SmartPTT Express Client content to the corresponding layout whether it is loaded or not.

Delete 🗑

 Deletes the layout. If the user deletes the currently loaded layout, its settings remain available to save until the user session ends.

A.7 Layout Settings Window

The window provides settings that define the features available in the layout.

A.7.1 General Settings Tab

The tab provides settings related to event processing in SmartPTT Express.
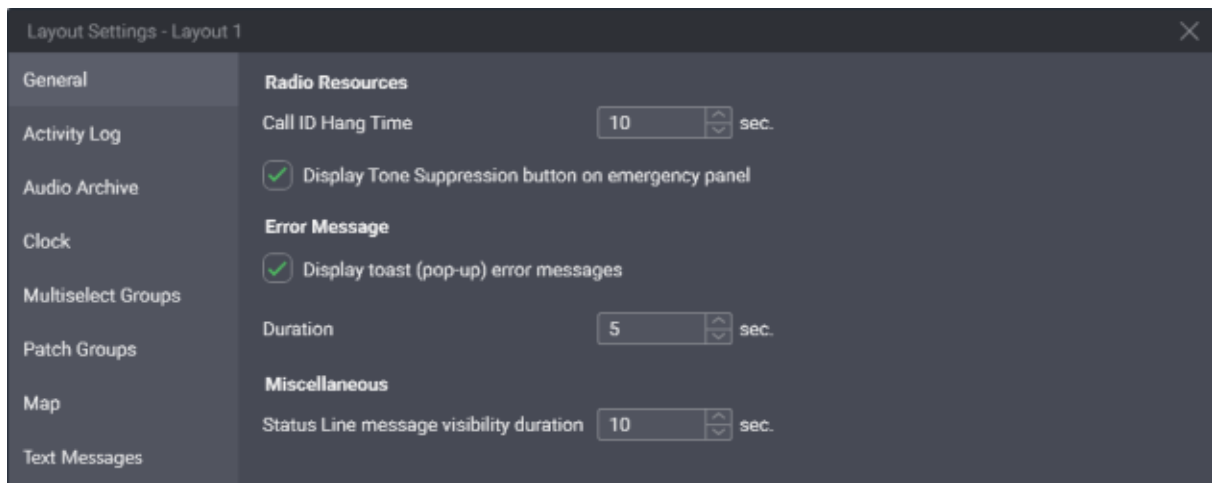
Figure 58: General Layout Settings

On the right pane, the following settings are available:

Call ID Hang Time

 Duration of call initiator name display on a talkgroup tile. Ranges are the following: minimum is 0; maximum is 60; increment is 1; default is 10. If the user enters 0, the caller name is displayed until another call is received or initiated.

Display Tone Suppression button on emergency panel

 Determines if the **Tone Suppression** ✕ button is available on the emergency panels of a talkgroup tile and the **Emergency** button when an emergency alarm is received. If the user

selects the check box, the button will be available on any tile. If the user clears the check box, the button will be unavailable on any tile. By default, the check box is selected.

Display toast (pop-up) error messages

Determines if error messages appear close to the control that cannot perform its action under particular conditions. If the user selects the check box, messages appear. If the user clears the check box, error messages appear only in the status line. For details, see Status Bar on page 113.

Duration

Duration (in seconds) of error message display in toast message form. Ranges are the following: minimum is 1; maximum is 60; increment is 1; default is 5.

Status Line message visibility duration

The duration of status line message display. This includes error, warning, and information messages. Ranges are the following: minimum is 1; maximum is 60; increment is 1; default is 10.

A.7.2 Activity Log Tab

The tab provides settings to modify how the Activity Log table is displayed in the **Activity Log** panel.
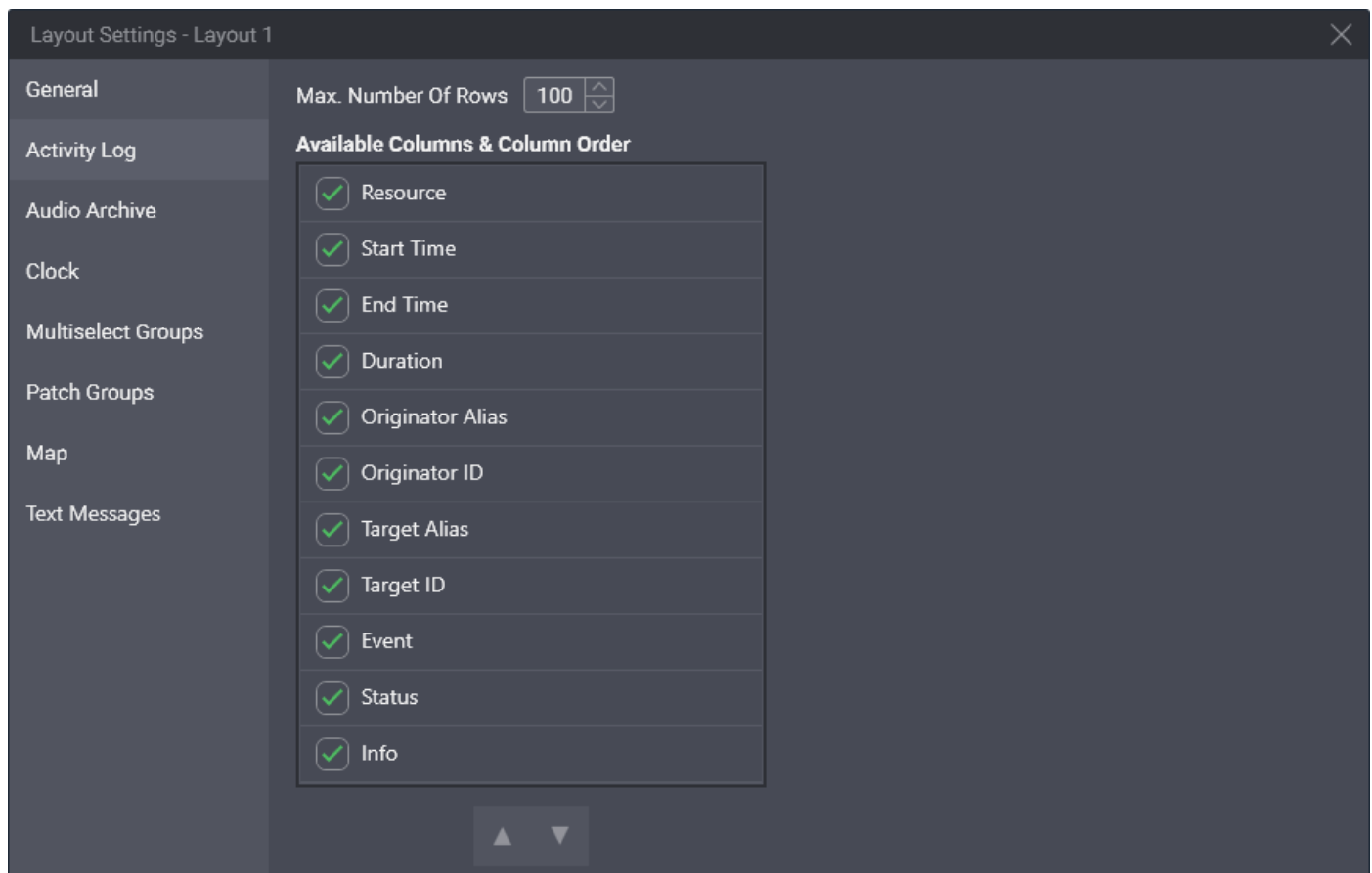

Figure 59: Layout-Specific Activity Log Settings

On the right pane, the following settings are available:

Max. Number Of Rows

Maximum number of rows in the table, filtered and unfiltered. Ranges are the following: minimum is 25; maximum is 1000; increment is 1; default is 100.

Available Columns & Column Order

Column availability in the table. If the user selects a check box, the corresponding column will be available in the table. If the user clears the check box, the column will be unavailable in the table. At least one column must be available.

Up ▲ and Down ▲ buttons

The buttons provide the user with the ability to reorder columns in the table. If the user clicks **Up ▲**, it moves the highlighted entry up in the **Available columns & Column Order** area, and the corresponding column will appear closer to the left border of the table. If the user clicks **Down ▲**, it moves the highlighted entry down in the area, and the corresponding column will appear closer to the right border of the table.

A.7.3 Audio Archive Tab

The tab provides settings of the table that is available in the **Audio Archive** panel.
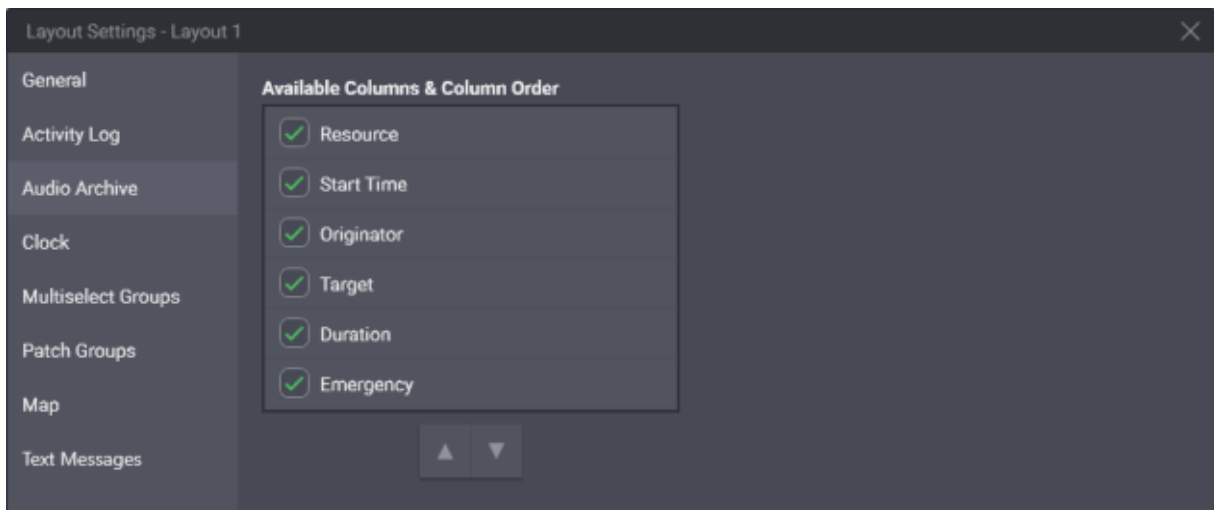

Figure 60: Layout-Specific Audio Archive Settings

On the right pane, the following settings are available:

Available Columns & Column Order

Column availability in the table. If the user selects a check box, the corresponding column becomes available in the table. If the user clears a check box, the column becomes unavailable. At least one column must be available.

Up ▲ and Down ▲ buttons

The buttons provide the user with the ability to reorder columns in the table. If the user clicks **Up ▲**, it moves the highlighted entry up in the **Available columns & Column Order** area, and the corresponding column will appear closer to the left border of the table. If the user clicks **Down ▲**, it moves the highlighted entry down in the area, and the corresponding column will appear closer to the right border of the table.

A.7.4 Clock Tab

The tab provides clock settings applied to date and time on the Clock panel.
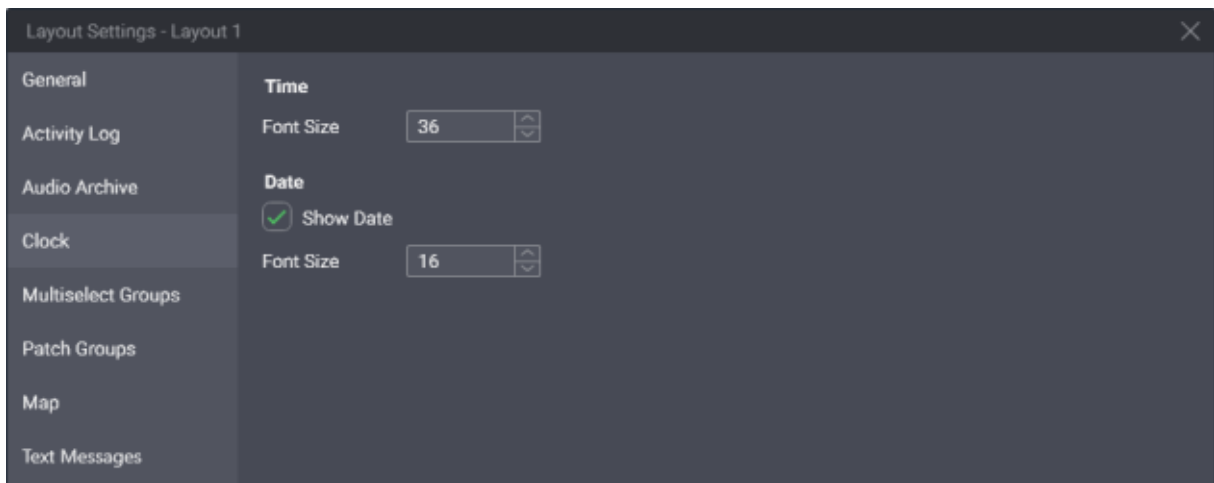
Figure 61: Layout-Specific Clock Settings

On the right pane, the following settings are available:

Font Size (Time)

Font size (in dips) of the time digits. Ranges are the following: minimum is 8; maximum is 60; increment is 1; default is 36. To change time format, users must modify the long time format in the operating system.

Show Date

Manages date display on the panel. If the user selects the check box, date will be displayed on the panel. If the user clears the check box, date will not be displayed.

Font Size (Date)

Font size (in dips) of the date. Ranges are the following: minimum is 8; maximum is 60; increment is 1; default is 16. To change date format, users must modify the long date format in the operating system.

NOTICE: Date language is defined by the language selected in SmartPTT Express Client, not the operating system language. For details, see Changing Interface Language on page 9.

A.7.5 Multiselect Groups Tab

The tab provides multiselect group settings.

Figure 62: Layout-Specific Multiselect Group Settings

Information on the right pane is presented in a table-like form. The "table" consists of the following columns:

Available Groups

Check boxes determine the availability of multiselect groups. If the user selects a check box, the corresponding multiselect group and the corresponding **APB Transmit** button (➤➤) becomes available. If the user clears a check box, the corresponding group and button become unavailable.

Alias

The names (aliases) of the corresponding multiselect groups. The same names appear on the **APB Transmit** buttons. The maximum length of a name is 16 UTF-8 characters; the default name is *M#*.

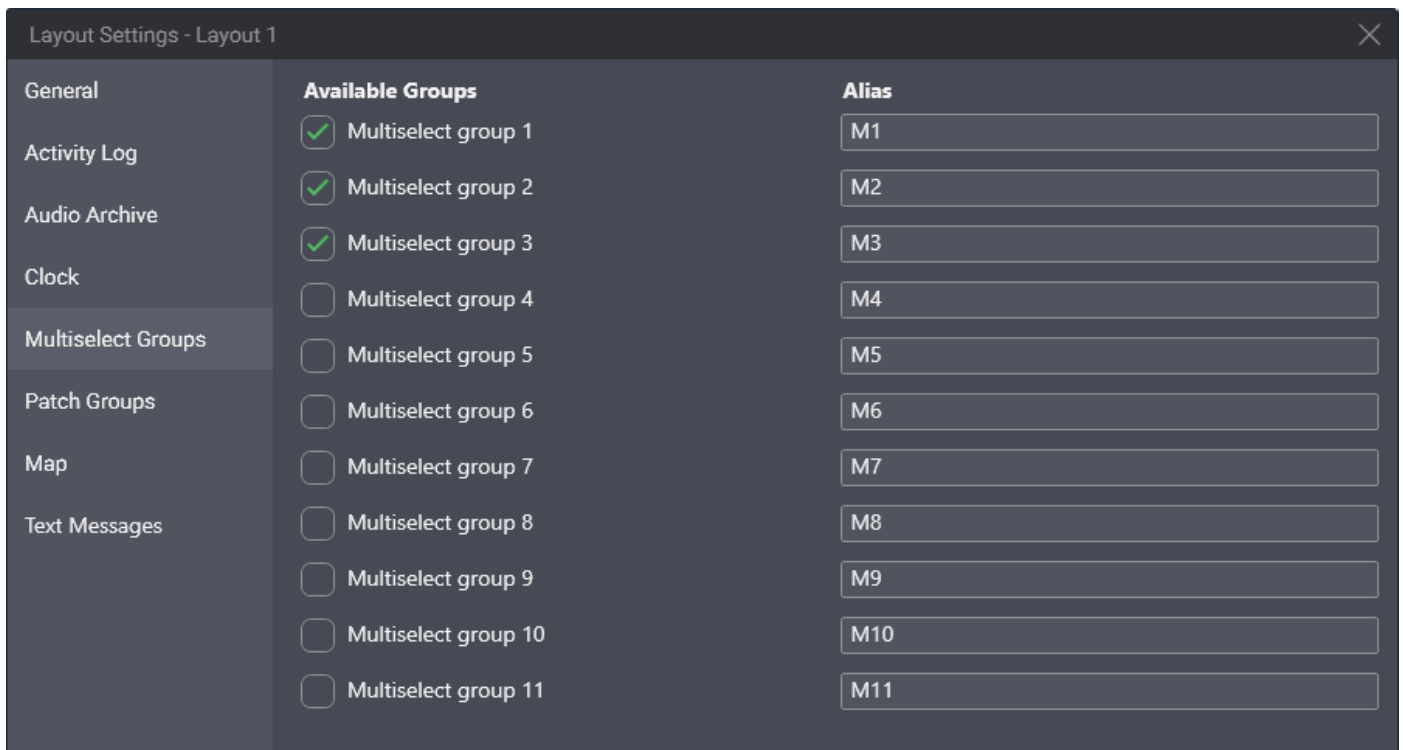## A.7.6 Patch Groups Tab

The tab provides patch group settings.

Figure 63: Layout-Specific Patch Group Settings

Information on the right pane is presented in a table-like form. The "table" consists of the following entries:

Available Groups

Check boxes determine the availability of patch groups. If the user selects a check box, the corresponding group and **Patch Switch** button (⌷) become available. If the user clears a check box, the corresponding group and button become unavailable.

Alias

The names (aliases) of the corresponding patch groups. The same names appear on the **Patch Switch** buttons. The maximum length of a name is 16 UTF-8 characters; the default name is *P#*.

A.7.7 Map Tab

The tab provides settings of the **Map** panel for the currently opened layout.
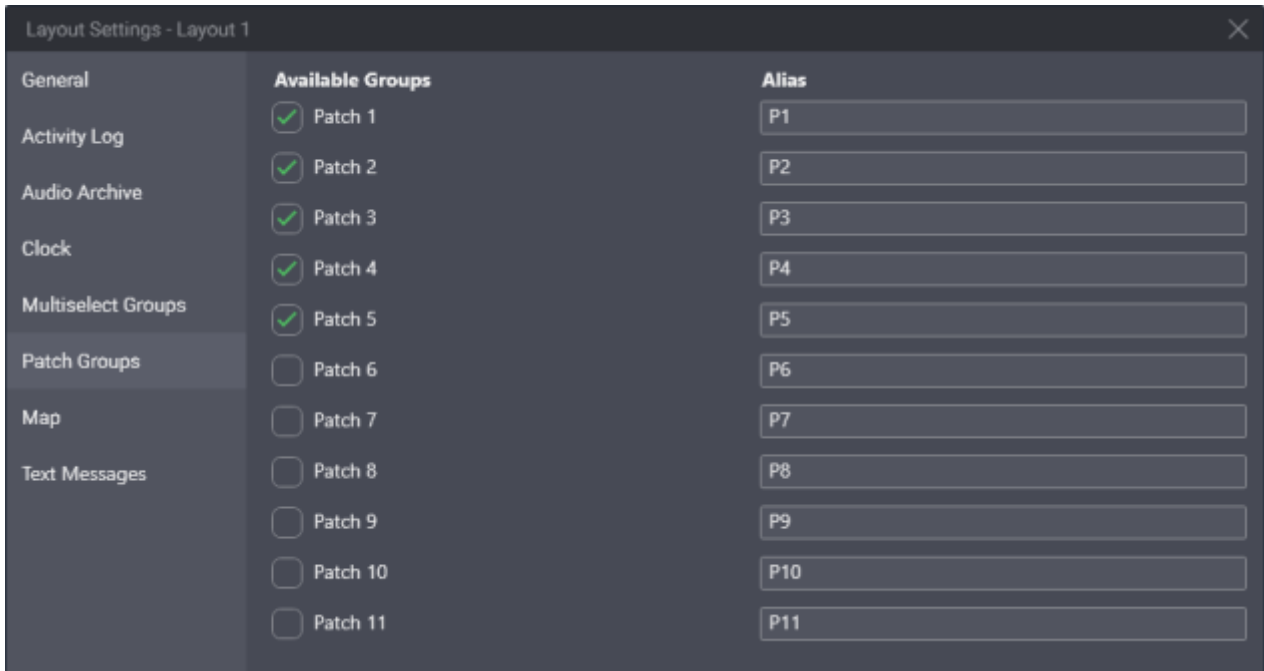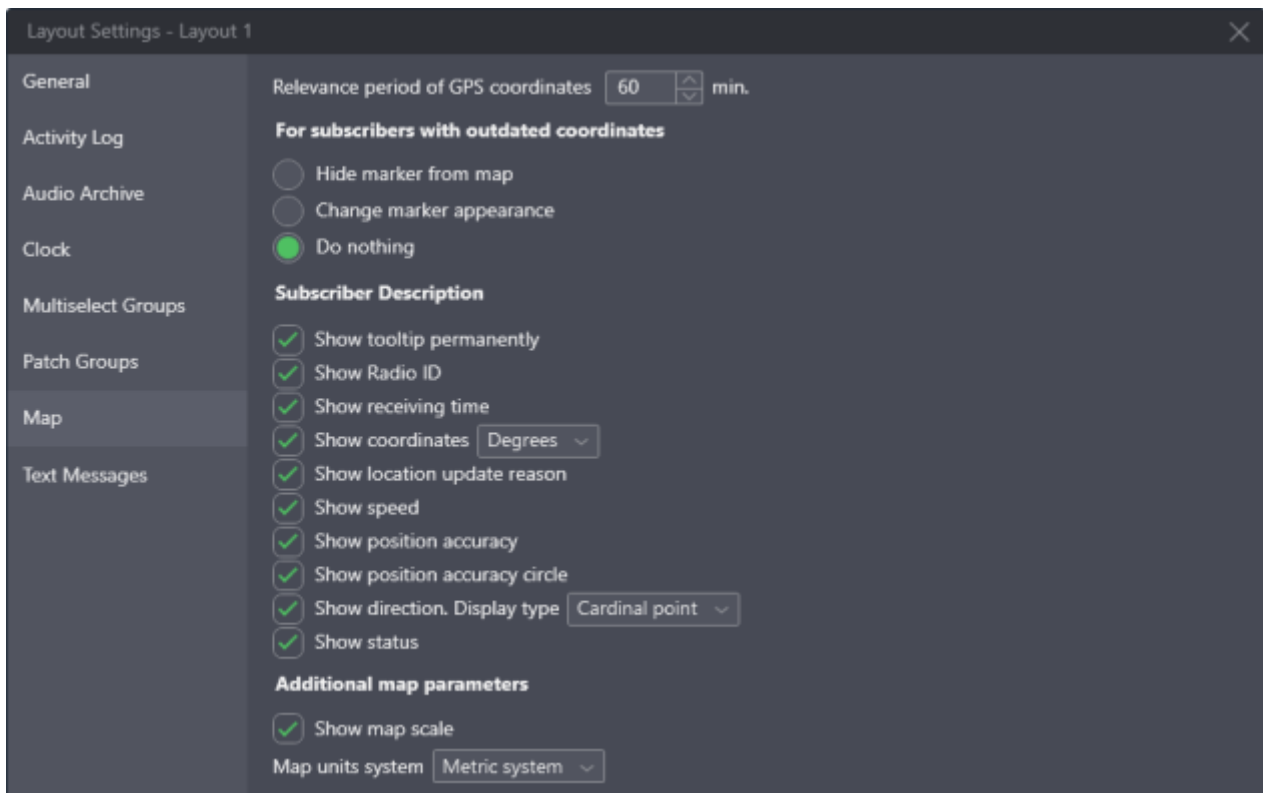
Figure 64: Map Settings

On the right pane, the following settings are available:

Relevance period of GPS coordinates
    The time in minutes, during which radio coordinates are considered valid. It is determined as the difference between the coordinates timestamp and the current time in the dispatch console computer. When the difference exceeds the relevance period, the coordinates are considered "outdated".

The following options determine changes to the radio marker if its coordinates are outdated.

Hide marker from the map
    If this option is selected, the marker will be hidden on the map once the radio user coordinates become outdated.

Change marker appearance
    If this option is selected, the marker will change from Bright () to Dimmed ().

Do nothing
    If this option is selected, the marker will remain unchanged until the radio user coordinates are removed from the SmartPTT Express database.

In the **Subscriber Description** area, the following settings are available:

Show tooltip permanently

If the check box is selected, the tooltip with radio user name is always displayed above the marker. Otherwise, it only appears when the user hovers mouse cursor over the marker.

Show Radio ID

Shows/hides radio ID in the callout. The callout appears next to the radio user marker when it is clicked by the user.

Show receiving time

Shows/hides the coordinates timestamp in the callout. If the radio supports sending time in its location report, this is the time when it received coordinates from a satellite. Otherwise, this is the time when SmartPTT Express Server received the coordinates from DIMETRA Express.

Show coordinates

Shows/hides the radio latitude and longitude in the callout. The list to the right provides the ability to select coordinates format: degrees with a decimal part, or degrees, minutes and seconds.

Show location update reason

Shows/hides the reason for the latest coordinates update in the callout.

Show speed

Shows/hides the radio movement speed in the callout.

Show position accuracy

Shows/hides the margin of error of the coordinates in the callout.

Show position accuracy circle

If selected, displays a circle around the radio marker whose radius corresponds to the margin of error of the radio's coordinates.

Show direction

Shows/hides the radio movement direction in the callout. The list to the right provides the ability to select direction format: azimuth or cardinal/intercardinal direction.

Show status

Shows/hides the status message sent by the radio in the callout.

The **Additional map parameters** area provides the ability to configure map display settings:

Show map scale

Shows/hides map scale.

Map units system

Provides the ability to select the units of measurement to be used on the map and in the callouts: *Imperial system* or *Metric system*.

A.7.8 Text Messages Tab

The tab provides text messaging settings for the current layout.
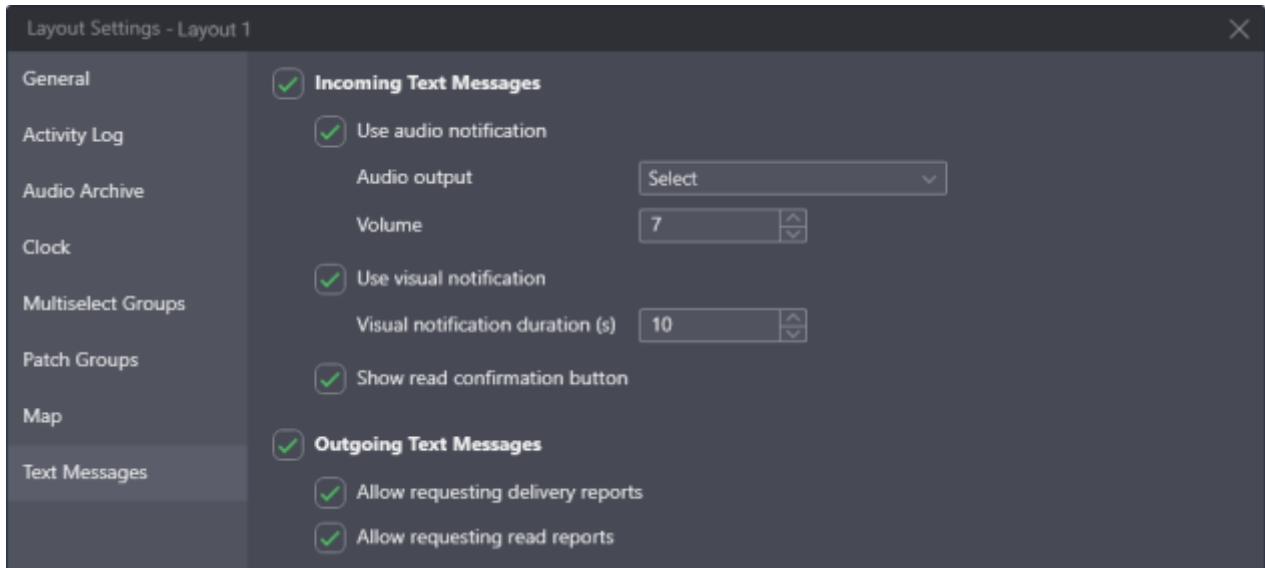
Figure 65: Text Messages Settings

On the right pane, the following settings are available:

Inbound Text Messages

If selected, enables the reception of group and individual text messages and unlocks additional settings.

Use audio notification

If selected, a tone is played when a text message is received. Available only if the **Inbound Text Messages** check box is selected.

Audio output

Provides the ability to select the speaker to be used for playing the incoming text message tone. Available only if the **Use audio notification** check box is selected.

Volume level

Provides the ability to set the volume of the incoming text message tone. Available only if the **Use audio notification** check box is selected.

Use visual notification

If selected, an icon is displayed on the resource tile that has unread text messages. If the tile is located on a tab that is not currently selected, the icon is displayed on that tab as well. Available only if the **Inbound Text Messages** check box is selected.

Visual notification duration

Provides the ability to set the time interval during which the unread text message icon is displayed. Available only if the **Use visual notification** check box is selected.

Show read confirmation button

If selected, a button is displayed next to each message whose sender has requested a read report. Clicking the button will send the report. If the check box is cleared, SmartPTT Express Server sends read reports automatically.

Outbound Text Messages

If selected, enables sending group and individual text messages and unlocks additional settings.

Allow requiring delivery report

If selected, the user is able to request delivery reports for outgoing individual text messages. Available only if the **Outbound Text Messages** check box is selected and delivery reports are set to *On Demand* in SmartPTT Express Configurator.

Allow requiring read report

If selected, the user is able to request read reports for outgoing individual text messages. Available only if the **Outbound Text Messages** check box is selected and read reports are set to *On Demand* in SmartPTT Express Configurator.

A.8 About Window

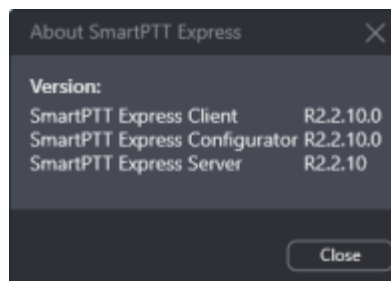The window provides versions of all the software components.

Figure 66: About SmartPTT Express Window

A.9 Status Bar

The bar is located at the bottom of the main window. It shows recent status messages and SmartPTT Express Server connection status.

| Clear Status | 04:45:24 Couldn't open layout Layout 1 | ^ | |

Figure 67: Status Bar in SmartPTT Express Client

The left part of the bar provides the following controls:

Clear Status

Removes the currently shown status message from the Status Bar. The message can be viewed by clicking the **Show Messages** ˄ button.

Recent Status Message

Provides the most recent system event if any have occurred. For example, it can be information about layout loading failure. For the message, the time of its occurrence is provided.

Show Messages ˄

Shows the complete list of messages that occurred during the current session.

The right part of the bar provides the SmartPTT Express Server connection status, using the following icons:

- If the Connected icon (⌨) appears, SmartPTT Express Client is connected to SmartPTT Express Server.

- If the Disconnected icon (⌨) appears, the connection is lost.

Contact Information

SmartPTT Express is developed and released by Elcomplus LLC. For more information on the product, visit https://smartptt.com/products/smartptt-express/.

Technical Support

Support of the SmartPTT Express product is provided by the SmartPTT Technical Support Center. The official web page of the center is support.smartptt.com.

To contact a technical support engineer, use the following information:

Email address	support@smartptt.com
Request support online	http://support.smartptt.com/hc/en-us/requests/new
Phone/fax number	+7 3822 522 511 (dial now)

By default, phone calls are answered by a Russian-speaking operator. Ask him/her to redirect your call to an English-speaking operator.

When your request is being handled, you may receive additional contact information that includes engineer phone numbers, Skype contacts, and more.

Technical Support Disclaimer

SmartPTT Technical Support Center does **not** resolve issues in Motorola Solutions hardware and/or software. If the hardware and software is improperly configured or inoperable, contact the Motorola Solutions representative in your region.

Technical Support Center does **not** resolve issues that occurred after attempts to use any undocumented SmartPTT Express features unless those were used by the Elcomplus LLC technical support engineer or other Elcomplus LLC representative. Please inform technical support engineers if any undocumented features or configurations were used.

Sales & Marketing

If you have any questions related to SmartPTT Express sales and marketing, use the following contact information:

Email address	sales@smartptt.com
Online email	https://smartptt.com/contacts/

Documentation

To improve customer information, Elcomplus LLC appreciates any feedback on this document. Please send your comments, suggestions, and report documentation issues to support@smartptt.com.

Glossary

In the document, the following terms are used:

Administrator (user role)
> A user with unlimited access to layouts, layout settings, and dispatch features. Inherits all supervisor permissions.

Call
> A sequence of voice transmissions where at least one party remains the same.

Dispatch Console
> A computer-based device with installed SmartPTT Express Client as a primary software component and connected audio accessories. Can be equipped with any additional tools provided to users by the organization.

Dispatch Position
> SmartPTT Express software component with graphical user interface that provides user controls and indicators required for communication and user management.

Full-Duplex Call
> A call where all parties receive and transmit voice simultaneously.

Group Call
> A call to a specific DIMETRA Express talkgroup. Synonymous with "talkgroup call".

Half-Duplex Call
> A call where only one party transmits at a time. Other parties receive (listen to) the transmission or initiate their own by interrupting the current transmission.

Layout
> A set of SmartPTT Express Client behavior settings, features, and their visual representation in panels, tabs, tiles, and buttons. Layouts are stored in SmartPTT Express Server and can be loaded by any dispatch console.

Operator (user role)
> A user that is able to load layouts and use the provided features. Operators are unable to modify layouts.

Private Call
> One-to-one voice communication that involves two users only. May also be referred to as "individual call".

Privileged operator (user role)

A user that is able to modify layout content but unable to save changes. The user inherits all operator permissions.

Supervisor (user role)

A user that is able to work with layouts and modify dispatch console settings. Has access to **Patch Monitor**. Supervisors inherit all privileged operator permissions.

Tile

An element in the **Resource Area** that represents a talkgroup or the Private Call feature.

Transmission

Continuous voice/data stream over a radio channel. A voice transmission begins when the initiator (sender) presses a PTT control and ends when he/she releases it.

User

Any person in SmartPTT Express. If not specified, refers to the current SmartPTT Express Client user.

User ID

A unique identifier of a radio user or SmartPTT Express Client user. The identifier is determined in DIMETRA Express. May also be referred to as "individual short subscriber identity" (ISSI).

User Role

A set of permissions and restrictions applied to a SmartPTT Express user.