

# SmartPTT Release Notes

# Updated Features

SmartPTT PLUS 9.7.2 provides an updated GPS feature and issue fixes.

## Upgraded GPS

GPS location service is significantly upgraded.

### Inband GPS

SmartPTT PLUS now supports Motorola Firmware M2020.02 with the new Inband GPS feature. The feature provides radio users with the ability to automatically send GPS location updates as part of the individual transmitting radio broadcast.

The **PTT press** condition for requesting/receiving location data is added to the Radioserver Configurator GPS settings, and the **on pressing PTT** option for updating location is added to the SmartPTT Dispatcher radio location properties. These parameters provide the ability to update the outdoor position when the PTT button is pressed on the radio.

### New GPS Settings

- The **Distance Interval**, **GPIO Pin Status Change**, and **Emergency** conditions are added to the Radioserver Configurator GPS settings. They provide radio groups with the ability to update coordinates when the radio passes a certain distance, sends the telemetry signal, and sends the Emergency Alarm or makes the Emergency Call respectively.
- The **On/Off** check box for activating automatic GPS update is removed from the Radioserver Configurator GPS settings.
- To avoid conflicts between the GPS parameters set in Radioserver Configurator for radio groups and in SmartPTT Dispatcher for specific radios, a special algorithm is implemented on the radioserver. The algorithm selects from the parameter values those that cover the need for location data in both applications.

# Fixed Issues

In SmartPTT PLUS 9.7.2 the following issues are fixed:

- Errors on duplicating GUID appear in radioserver log upon restarting SmartPTT Dispatcher.
- Radios cannot hear the dispatcher's voice when the dispatcher ends a call during another call or a call on another channel initiated by the dispatcher.
- Geofences cannot be edited using the table.
- In some analog networks, when switching to the redundant radioserver, the dispatcher hears noise during an incoming call.

# Known Issues

SmartPTT PLUS 9.7.2 has the following known issues:

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Description: Cross patch cannot be deleted on the primary radioserver if it was created on the redundant one.

Workaround: Switch to the redundant radioserver and delete the cross patch.

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Description: When setting a location, the radio icon is not displayed on Baidu Maps.

Workaround: Unavailable. For information on map issues, contact the [SmartPTT Technical Support Center](#).

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Description: In some cases, a cross patch cannot be muted.

Workaround: Mute cross patch objects individually.

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Description: SmartPTT Dispatcher does not display the ongoing call if it was started during this call.

Workaround: Unavailable. For information on SmartPTT Dispatcher issues, contact the [SmartPTT Technical Support Center](#).

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Description: Volume slider in the channel properties does not affect the sound level for incoming calls on the channel.

Workaround: Unavailable. For information on problems with sound, contact the [SmartPTT Technical Support Center](#).

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# Contact Information

The document describes the product developed by Elcomplus LLC. The official company's website is [www.elcomplus.com](http://www.elcomplus.com).

For contact information with the Elcomplus LLC representatives, see [www.smartptt.com/contacts/](http://www.smartptt.com/contacts/).

## Technical Support

Customer support is provided by Technical Support Center. The official website of the Center is [support.smartptt.com](http://support.smartptt.com).

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

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

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

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

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

## Customer Documentation

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