



## SmartPTT Implementation Services

When purchasing a new SmartPTT voice and data dispatch system from Elcomplus, Inc. we highly encourage partners and clients to use our on-site and remote implementation services. Using our technical experts provides a more seamless implementation of SmartPTT.

### EXPERTISE

Our SmartPTT technicians have decades of experience with Motorola MOTOTRBO and Dimetra Express radio systems and IT networks.



# The SmartPTT system implementation services include:

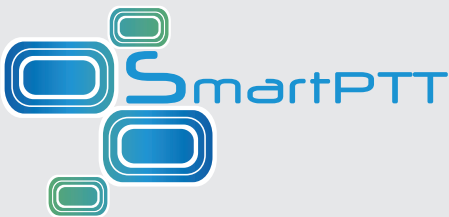
- Our pre-implementation work includes a review of radio and repeater codeplugs for proper configuration and licensing, as well as a review of the customer's network design. This prevents delays in the implementation when on-site, so any necessary changes are addressed prior to the visit.
- Integration of SmartPTT to the radio system via an IP wireline connection to the radio system or using radio over IP (RoIP) gateways.
- Some customizations of the console (i.e., custom consoles, tone alerts, importing maps, etc.).
- We perform acceptance testing with the user to ensure that all aspects of the system being used perform as expected.
- Training is the most important element to a successful implementation. We do a system administrator training to ensure the responsible party for maintaining the system on-site understands the configuration and operation of SmartPTT. Finally, we do a training for the dispatchers that will be using SmartPTT, so they are comfortable using the software and to take advantage of SmartPTT's tools and capabilities.

In addition to implementation services, our technicians can perform system upgrades and optimizations.

We also offer hardware to further streamline the implementation process. Our servers, PCs, and audio accessories have been pre-tested to work with SmartPTT, so you can avoid hardware conflicts.

Contact your regional sales manager to get a quote for our technical services.

You can reach us at [sales@smartptt.com](mailto:sales@smartptt.com) or **786-362-5525**.



## THE SMART CHOICE FOR YOUR FUTURE

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