



SmartPTT Voice Dispatch

SmartPTT is an all-in-one voice dispatch and data application for Motorola MOTOTRBO radio systems, with voice dispatch being the primary function. Many radio dispatchers use one or multiple handheld or mobile radios to dispatch to numerous talkgroups or channels. Using radios, it can be extremely confusing to determine who is communicating to dispatch or time consuming to switch to the desired talkgroup. The primary focus of SmartPTT is to enhance communication efficiency for dispatchers and eliminate the confusion when using a radio for dispatch.

FUNCTIONALITY

- Radio System Control
- User interface customization
- Diverse transmission methods
- Cross-patch connectivity
- Emergency trigger and response
- Channel control and security measures

The custom console feature of SmartPTT

Enables the dispatcher to easily customize the interface, which helps clearly identify talkgroups or channels that are active and which radio user is transmitting. Using colors and panels, the custom console can clearly focus the dispatcher to the desired channel or talkgroup.

Call Types

All call is used to notify all radios users in the radio system of an event with a single transmission. Alert tones can be used to get users' attention prior to the transmission. Common uses are weather alerts, evacuation notifications, emergency alerts, etc. In Capacity Plus Multi-Site, SmartPTT supports System Wide All Call and Single Site All Call. The multi-select feature can also create a "custom" all call, so a single transmission can be sent to multiple talkgroups.

Talkgroups are used for radios with a common work function, such as security, maintenance, transportation, etc. Dispatchers can communicate with talkgroups using Group Calls to assign work tasks, communicate information, or arrange responses to emergencies, which increases the overall efficiency and safety of business operations.

Private Calls enable a dispatcher and an individual radio to carry on a private conversation. In addition to the Private Call, dispatchers can also send Radio Check (presence verification), Remote Monitoring (hot mic), and Radio Block/Unblock commands to the radio.

Interoperability

Using the cross-patch feature, the dispatcher can enable different talkgroups or radio systems to communicate. For example, a P25 or Tetra radio can be connected to the RG-2000 RoIP gateway to enable a MOTOTRBO radio system to interoperate with the P25 or Tetra radio system. The IP System Bridge option can connect talkgroups or channels on different radio systems (e.g. IP Site Connect or Capacity Plus Multi-Site).

Emergency Management

A radio user can trigger an emergency to dispatch using the orange emergency button, the radio's man-down function, or using SmartPTT's Lone Worker function. When an emergency is received at the console it will display an emergency notification identifying who is in distress. It can also locate the radio user's location on the map if GPS or Indoor Location is being used. Using remote monitoring the monitoring the dispatcher can listen in on the background audio to gain situational awareness or use the optional integration to an Avigilon camera system to gain a visual understanding of emergency condition. These capabilities enable dispatchers to respond more quickly and efficiently to workers in distress.

Fleet Management

Intentionally or unintentionally a radio user may tie up a radio channel. The Transmit Interrupt feature enables dispatchers to take control of the radio channel or talkgroup from the radio user. If the user continues to tie up the channel or a radio becomes lost or stolen, the dispatcher can use the Radio Block feature to prevent the radio user from interfering with radio operations or from someone eavesdropping on communications.

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