OS SmartPTT

Integrated dispatch solution for MOTOTRBO™

SmartPTT Voice Recording

SmartPTT's voice recording feature* acts as an instant recall recorder for dispatchers or as a voice logging recorder for system administrators.

FEATURES

- Configurable record retention time.

- Records can be saved as OGG, MP3 or WAV files.

- Backup to network storage.

If a dispatcher misses a call,

the dispatcher can simply double click on the transmission in the event log and the transmission will be replayed. This eliminates the need for back-and-forth clarification, which would tie up RF resources. Recorded transmissions can be downloaded from the log to be saved to an incident folder. The dispatcher can navigate to the recording file to copy and paste the recording into an email to send to a supervisor.

Recordings are also logged on to the radioserver for longer term storage. The dispatch client and radioserver can be configured to retain records for different lengths of time. For example, the dispatcher might only want the records available for a few days or weeks, but the radioserver can be configured to retain the recordings for weeks or months.

*Voice recording is a standard feature in SmartPTT Enterprise. In SmartPTT PLUS this may be a standard or optional feature depending on the region.

Having these recordings saved can assist administrators in investigating incidents. For example, what happened leading up to the incident, what was the response to the incident, and how can the organization respond better in the future. Recordings can also assist in mitigating liability. Having access to recordings can prove that an organization responded appropriately, which can limit litigation against the company.
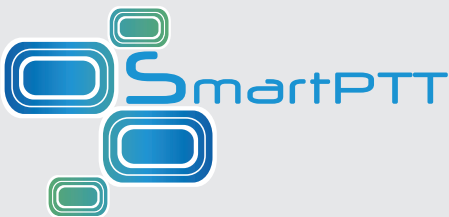
2009
Year SmartPTT was 1st released

90
Customers in over 90 countries worldwide

250
More than 250 dealers around the world

2000
More than 2000 customers

SmartPTT

THE SMART CHOICE FOR YOUR FUTURE

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