DUPAGECOUNTY

DEDIR System CommandCentral

- ETSB will provide a Radio Fleet Map Information Sheet. Each agency will provide radio user information to complete the user configuration in CommandCentral by the System Manager, including first and last name.   There will be a section for email.

- An email is required in order to use SmartMapping and SmartMessaging.

  - It will be the Chief's decision on which radios will have this functionality.

  - The preferred method is to have a radio and email tied together. But a user can be in CommandCentral without being associated to a physical radio.

  - So a Chief may choose to have add an email for every user without tying it specifically to every radio if the radios are not 1:1. If a Chief chooses to do this, **please note this with your upload.**

- Training materials will be provided in advance. When radios are ready to deploy, the designated DEDIR System points of contact will be notified that their users will be receiving a "Welcome to Motorola Solutions" email.

  - Users must then follow the link and instructions to create their account password. Upon receipt of the new radio, the users will use the credentials created to log into CommandCentral on the radio to enable SmartMapping.

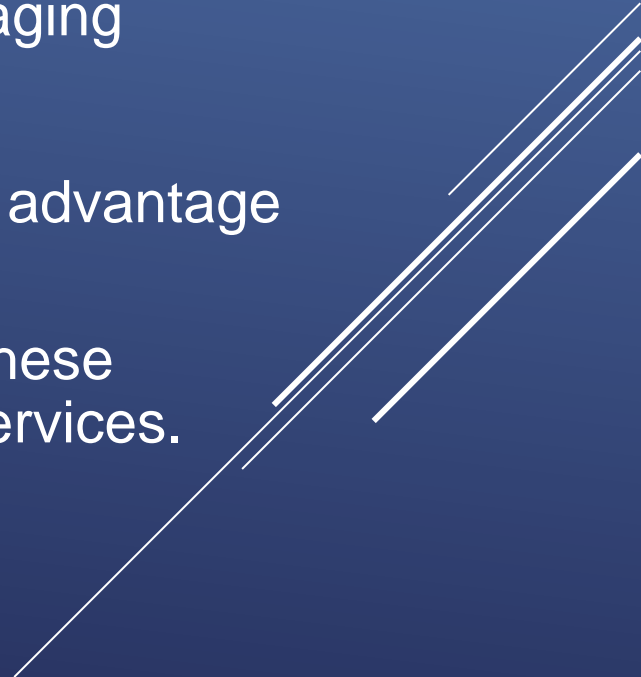# CREATING COMMANDCENTRAL ACCOUNTS - FIRE

WHAT IS COMMANDCENTRAL AND WHY DO I NEED IT?

The following slides will provide an overview of the CommandCentral to help you determining who in your agency should have access to these services.

WHO SHOULD HAVE COMMANDCENTRAL IN MY AGENCY?

CommandCentral:

- ▶ Applications that allows APXNext radios to use the smart features of the APXNext radios.

  - ▶ SmartConnect, SmartLocate, SmartMapping, and SmartMessaging

- ▶ The APXNextXN GPS works without an email address.

- ▶ The purpose of an email address is to allow a system user to take advantage of the Smart services.

- ▶ The Chief should decide which personnel should have access to these services. It may be that not all personnel need access to Smart services.

SMART APP SOFTWARE SYSTEMS

CommandCentral:

▸ Application that allows APXNext radios to use the smart features of the APXNext radios.

  ▸ SmartConnect, SmartLocate, SmartMapping, and SmartMessaging

▸ Software is configured by the Motorola System Manager

CommandCentral Aware:

▸ Application/Client that will be used by PSAP supervisors to view radio GPS locations and send messages.

▸ Two licenses per PSAP, tentatively located at the supervisors' desk on the floor

SMARTMAPPING

- SmartMapping Agency Users:
  - Allows radios to view other users' locations.
  - Radios must be logged into CommandCentral.
- SmartMapping PSAP Users:
  - Each PSAP will have two CommandCentral Aware clients for the supervisor's positions.
  - Agency User radios can be configured into defined groups (Agency, Talkgroup, etc.)
- Retention:
  - Location data is archived for 12 weeks (84 days vs 90-day current ETSB retention policy; under review by SAO)

WHAT IS SMARTCONNECT?

▶ Software that keeps radio connected to STARCOM21 via LTE/Broadband provided by FirstNet. Cost is included in the monthly airtime fee.

▶ Radio automatically switches to SmartConnect when:

  ▶ Received Signal Strength Indication (RSSI) drops below the programmed threshold. (The threshold is configurable if needed by the System Manager.)

  ▶ Radio goes out of LMR range.

▶ Feature is always enabled and does not need to be logged on.

▶ When the radio is using LTE, it does not consume a frequency.

▶ SmartConnect on APX N radios maintains your voice communications when outside of LMR coverage by automatically switching between the P25 LMR and the LTE cellular network or WiFi network within seconds. Authentication, status, talkgroups and encryption are all preserved - without interruptions or resets.

▶ APX NEXT series and APX N70 offer this feature over LTE or WiFi

▶ ETSB pays for the cost of this service.

WHAT IS SMARTCONNECT?

▶ **What PPT/radio Features are not available when using SmartConnect?**
At this time, GPS/location on PTT/LMR, group alias, private call, and site trunking are not available when using SmartConnect.

▶ **What determines when APXradios switch to broadband connection?**
APX radios are constantly monitoring the quality of the LMR connection. If the LMR coverage drops below a designated threshold, which can be pre-configured in the radio, the radio will automatically switch to broadband. When the LMR signal becomes acceptable again, the radio automatically switches back to LMR.

▶ **How is SmartConnect different than other broadband push-to-talk offerings like WAVE and Critical Connect?** Although SmartConnect offers interoperability between LMR and LTE/WiFi networks similar to our other broadband push-to-talk solutions, there are key differentiators between the solutions. First, SmartConnect on APX automatically switches push-to-talk functionality between LMR and Broadband (LTE or WiFi) when LMR coverage falls below a certain threshold, allowing the user to stay focused on the mission. Additionally, SmartConnect is a true extension of your ASTRO P25 system, not just a simple patch between VoIP and P25. This solution creates an ASTRO system overlay/zone where the P25 voice and data travels via broadband instead of the traditional LMR frequencies resulting in broadband operation which sounds like P25 and retains most P25 system features.

SMARTLOCATE

▸ SmartLocate is an application that allows radios to report GPS coordinates over LTE/wi-fi

  ▸ Faster and more accurate than LMR GPS reporting

  ▸ Default set to update every 15 seconds or every 100 meters traveled

  ▸ Allows a radio user to see themselves on the map

  ▸ This features is always enabled and does not require the user to be logged into the radio

▸ Radio location from SmartLocate is visible on other APX NEXT series/APX N70 radios within the SmartMapping application. Radio location from SmartLocate can also be displayed on a map view within the command center but will require CommandCentral Aware.

▸ Unit status and location is an allowable cost that is a service ETSB pays for.

SMARTMESSAGING

▸ Users must be logged into CommandCentral in the APXNext radio.

▸ Retention:

  ▸ Radio to Radio SmartMessaging data is only retained on the radios. Radio to Radio SmartMessaging data is not stored within an outside repository.

  ▸ For APXNext, the messages are stored on the radio until they are deleted. Motorola will be offering a unified recorder that will record and allow the agencies to access the messages from the server to use as they need.

  ▸ Radio to Dispatch SmartMessaging data is not retained.

▸ Configuration:

  ▸ SmartMessgaging is configurable for Agency defined Groups (Agency, Talkgroup, etc.)

  ▸ This configuration is done by Motorola and typically takes at least one business day.

▸ PSAP Users:

  ▸ Photos, video, and audio clips can only be originated on the two positions at each of the PSAPs supervisor's clients. (15MB max) Each PSAP has two licenses tentatively for the Supervisor's position.

▸ This is **not** currently operational because there is no central archiving of data. This means that a Chief is not able to view messages created and the data is not retained for evidentiary/investigation/FOIA purposes. The States Attorney advised against deploying this system for this reason.