[ProPTT2]

PC Client User Manual

V9.2

Apt 2024

This document describes usage instruction for ProPTT2 PC Client.

IMPTT

FOR THE NEXT COMMUNUICATION

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Contents

1. Introduction 5
1.1. About ProPTT2 5
1.2. ProPTT2 PC Client 5
1.3. Membership 5
2. Installation 6
2.1. Install ProPTT2 PC Client on your PC 6
2.2. Run ProPTT2 PC Client 6
3. Start ProPTT2 7
3.1. Basic UI 7
4. Sign Up 9
4.1. App Service Users FREE PAID 9
5. Login 11
5.1. App Service User FREE PAID 11
5.2. Cloud Service User Cloud 12
5.3. Server Package User Server 13
6. Join a Channel 15
6.1. Join a Channel 15
6.2. Disconnect a channel 15
7. Push-To-Talk(PTT) 16
7.1. Send Voice PTT 16
7.2. Send Master PTT Cloud Server 17
7.3. Send Video PTT 18
8. 1:1 Push-To-Talk(1:1 PTT) 19
8.1. Invite to 1:1 PAID Cloud Server 19
8.2. Receive 1:1 20
9. Send Urgent Push-To-Talk (Urgent PTT) Server 21
10. Send Alert message Cloud Server 22
11. Real-time Video Sharing Push-To-Talk Cloud Server 23
11.1. Transmit Real-time Video 23
11.2. Receive Real-time Video 28
12. CCTV Video sharing Server 34

13. User location tracking Server 36
14. SOS message Cloud Server 39
14.1. Send SOS message 39
14.2. Receive SOS message 41
15. Alert message Cloud Server 42
16. PTT History 43
16.1. Location of PTT sender 44
17. Chat 45
17.1. Channel Chat 45
17.2. Send location 46
17.3. Send file 47
17.4. 1:1 Chat 48
18. Channel 51
18.1. Subscribe a Channel 52
18.2. See a Channel Information 54
18.3. Withdraw a Channel FREE PAID 55
18.4. Create a Channel PAID 56
18.5. Manage a Channel FREE PAID 57
19. Friend 62
19.1. Search and Add a Friend 63
19.2. Accept/Decline a Friend Request 64
19.3. Manage a Friend 65
20. Organization Cloud Server 66
21. Use a Paid App Service 67
21.1. Buy a Paid Pass FREE PAID 67
21.2. Pass/Payment Inquiries FREE PAID 68
22. Setup 69
22.1. Profile 69
22.2. Account 70
22.3. My Service FREE PAID 73
22. Setup 74
22.1. Basic configuration 74

22.2. Location configuration 76
22.3. PTT Button configuration 77
22.4. Bluetooth configuration 78
22.5. Voice PTT configuration 79
22.6. Video PTT configuration 80
22.7. Save configuration 81
22.8. Video Sharing configuration Cloud Server 82
22.9. Advanced configuration 83
22.10. Other configuration 84
22.11. Product information 85
23. FAQ 86

1. Introduction

1.1. About ProPTT2

ProPTT2 is a video IP-PTT solution for video/voice PTT, real-time video sharing and it is voice PTT compatible with two-way radio. Find out more information on ProPTT2 website.
ProPTT2 website: www.proptt2.com

1.2. ProPTT2 PC Client

ProPTT2 provides Windows PC client for IP-PTT service. Channel users can communicate with each other using video/voice PTT and IM. Users can also share their location information while sending PTT. ProPTT2 will be helpful for fast and easy communication in various fields.

1.3. Membership

ProPTT2 membership is divided into the different categories as listed below. According to your membership, you can use different features on PC client.

1. **App Service Free membership** FREE
   Public users who downloaded the client on proptt2.com and signed up for free.

2. **App Service Paid membership** PAID
   Public users who downloaded the client on proptt2.com and purchased a pass for paid service.

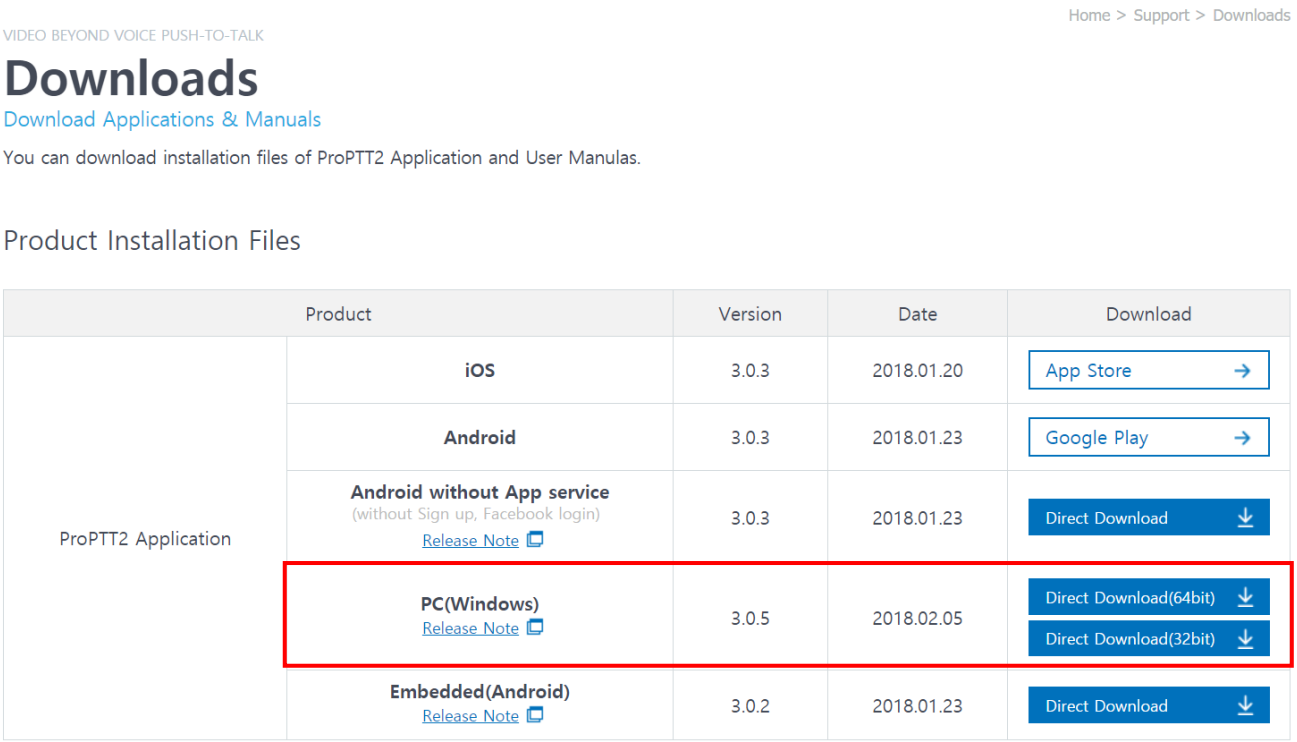
3. **Cloud Service Customer's Users** Cloud
   Users of the customer who purchased ProPTT2 Cloud Service. Cloud Service administrator provides the users' ID and an initial password.

4. **Server Package Customer's Users** Server
   Users of the customer who purchased ProPTT2 Server Package. Server Package administrator provides the users' ID and an initial password.

* Icons indicate that the content applies only to those members.

2. Installation

2.1. Install ProPTT2 PC Client on your PC



Home > Support > Downloads

VIDEO BEYOND VOICE PUSH-TO-TALK

Downloads

Download Applications & Manuals

You can download installation files of ProPTT2 Application and User Manulas.

Product Installation Files

Product		Version	Date	Download
ProPTT2 Application	**iOS**	3.0.3	2018.01.20	App Store →
	Android	3.0.3	2018.01.23	Google Play →
	Android without App service (without Sign up, Facebook login) Release Note	3.0.3	2018.01.23	Direct Download
	PC(Windows) Release Note	3.0.5	2018.02.05	Direct Download(64bit) Direct Download(32bit)
	Embedded(Android) Release Note	3.0.2	2018.01.23	Direct Download

1. Download installation file on ProPTT2 website.
   www.proptt2.com > Support > Downloads > Product Installation Files > PC(Windows)
   * Make sure to download the correct version (64bit or 32bit) for your computer.

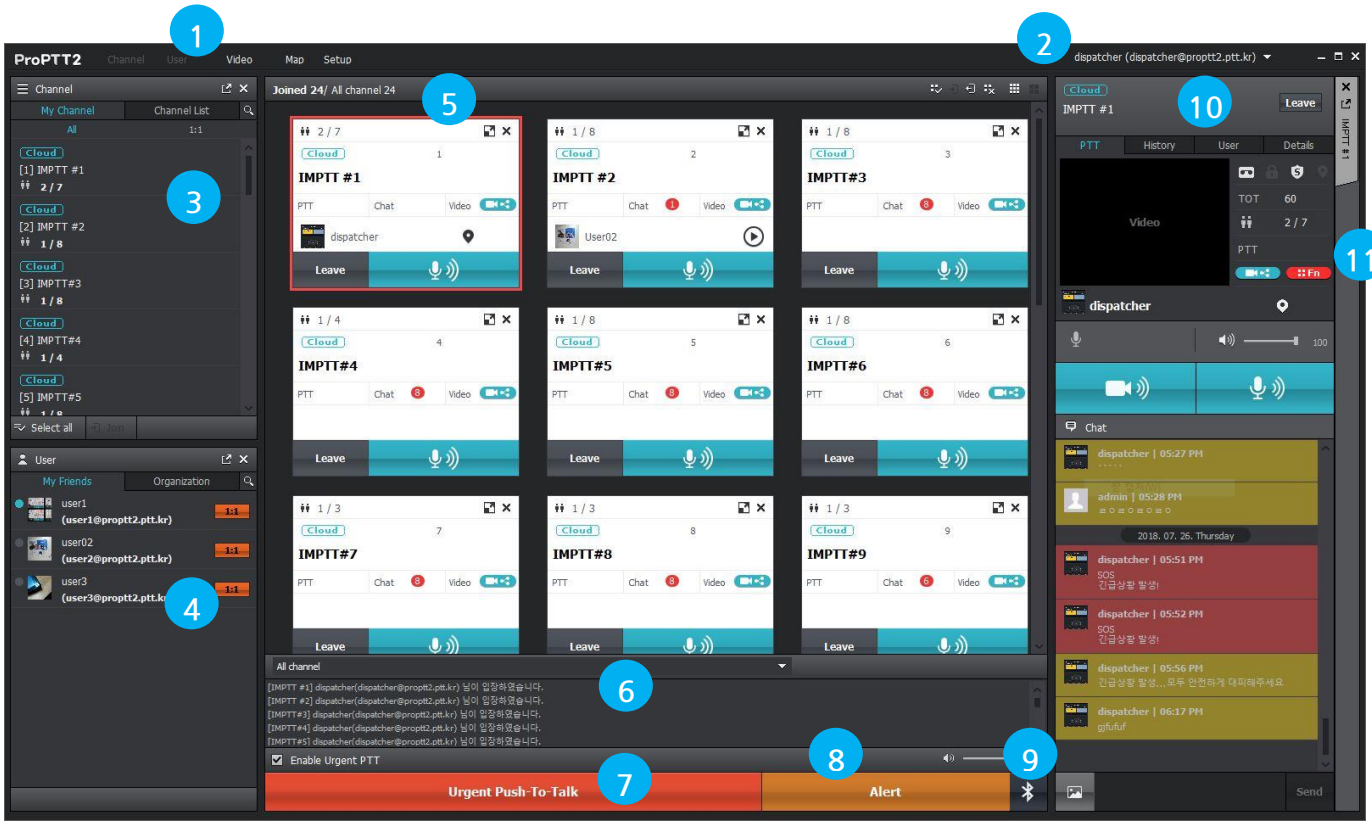
2. Unzip the Zip file and run the installation file (.exe)
3. Follow the Installation wizard.

2.2. Run ProPTT2 PC Client

1. Double click ProPTT2 shortcut icon to run. (or go to The Start menu, find ProPTT2 and click)
2. Log in or Sign up to start to use ProPTT2 PC Client.
   (See 4. Sign Up or 5. Log in)

3. Start ProPTT2

3.1. Basic UI



1. Main menu: shows the main menu of ProPTT2 PC Client. Menu will be differ according to membership you logged-in.
   - Channel: show/hide Channel list window.
   - User: show/hide Friend list window.
   - Create Channel: Create a new channel. PAID
   - Purchase: buy a ProPTT2 pass. PAID
   - Video : Open a video share window..
   - CCTV: share a video of a connected CCTV with channel users. Server
   - Map: open a map for user location information.
   - Setup: open ProPTT2 Setup window.

   Status of dispatcher's connection

   Status of network quality

2. My account: displays the current logged in user. Click to open account menu.

3. Channel: displays a list of channels you can connect.

4. User: displays a list of users you added as your friend.

5. Channel slots: displays connected channels as slots. You can select size of slots or join/leave at once by using the icons on its top bar.

6. System messages: displays system messages like PTT received notification. You can select a channel from its dropdown menu to see messages for the selected channel only.

7. Urgent PTT: When a user is assigned as a ‘dispatcher’ on the system, this user can use this button for sending urgent PTT messages.

8. Alert message: You can send alert message to users in selected channels.

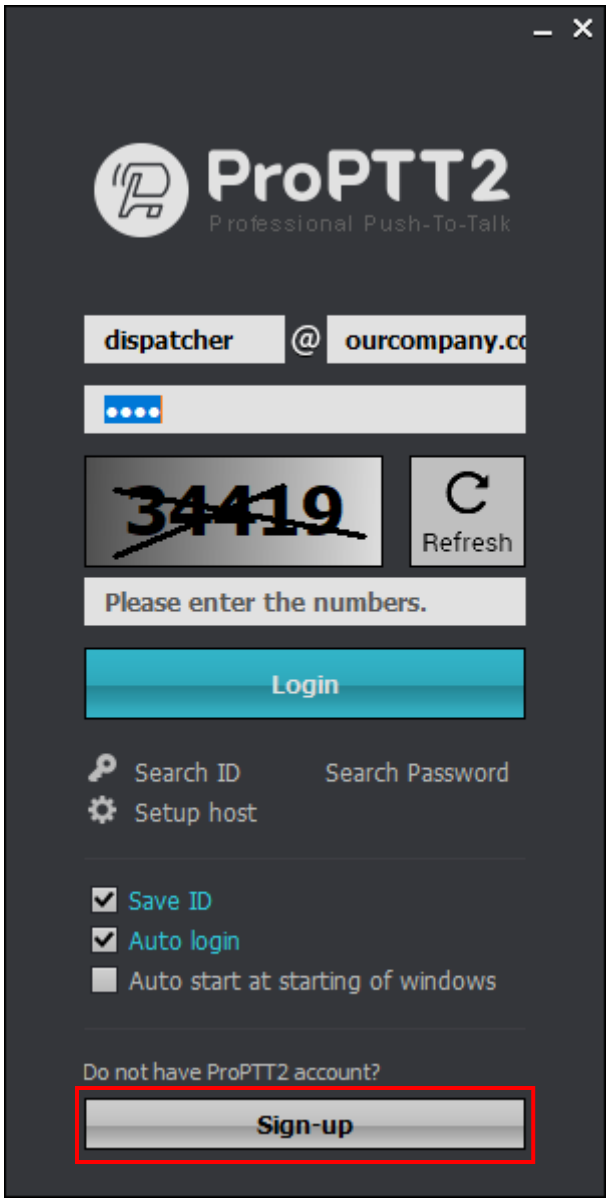
9. Bluetooth connection: shows Bluetooth device connection status.

10. Channel window: click button on a channel slot, this channel window opens. You can see PTT information and channel/ channel user information, PTT history on this window. You can use text chat bottom of this window.

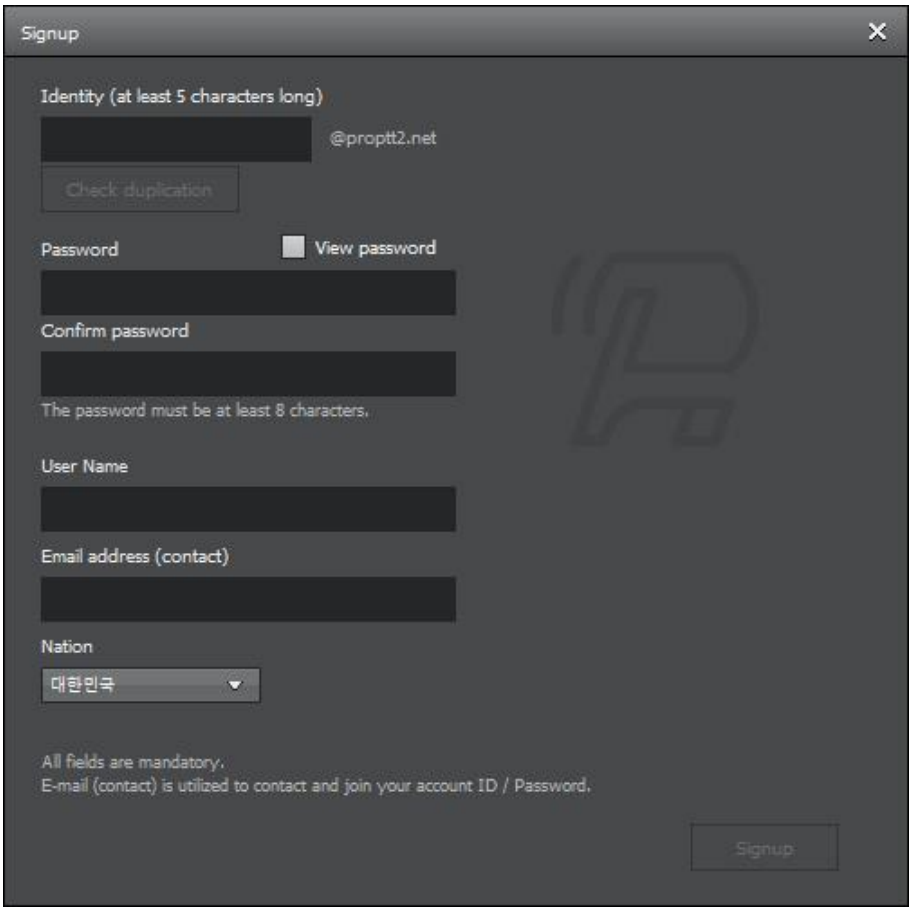
11. Channel tab: displays current opened channel windows. Maximum 5 tabs available.

4. Sign Up

4.1. App Service Users FREE PAID



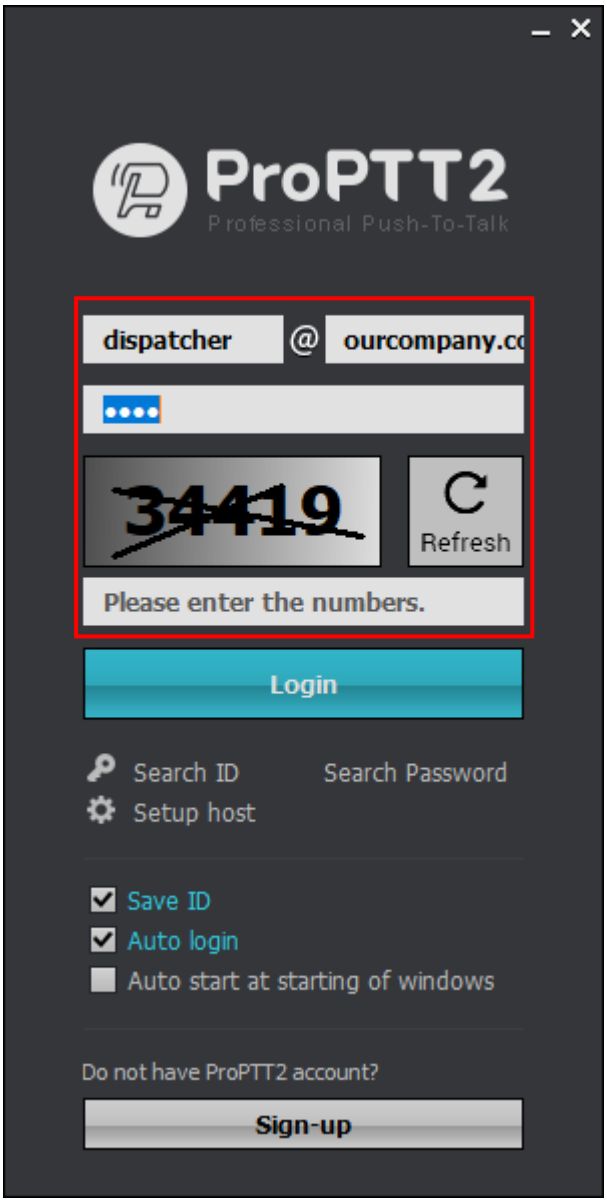
1. Click **Sign Up** button on the login window.
2. Click checkboxes on Agree Policy window, click **Continue**.



3. Enter ID and click **Check duplication** for checking ID duplication.
4. Enter password and enter the same password below for confirmation.
   (Password must be at least 8 characters.)
5. Enter user name.
6. Enter a valid email address for contact.
7. Select a country.
8. Click **Signup** to complete the sign up process

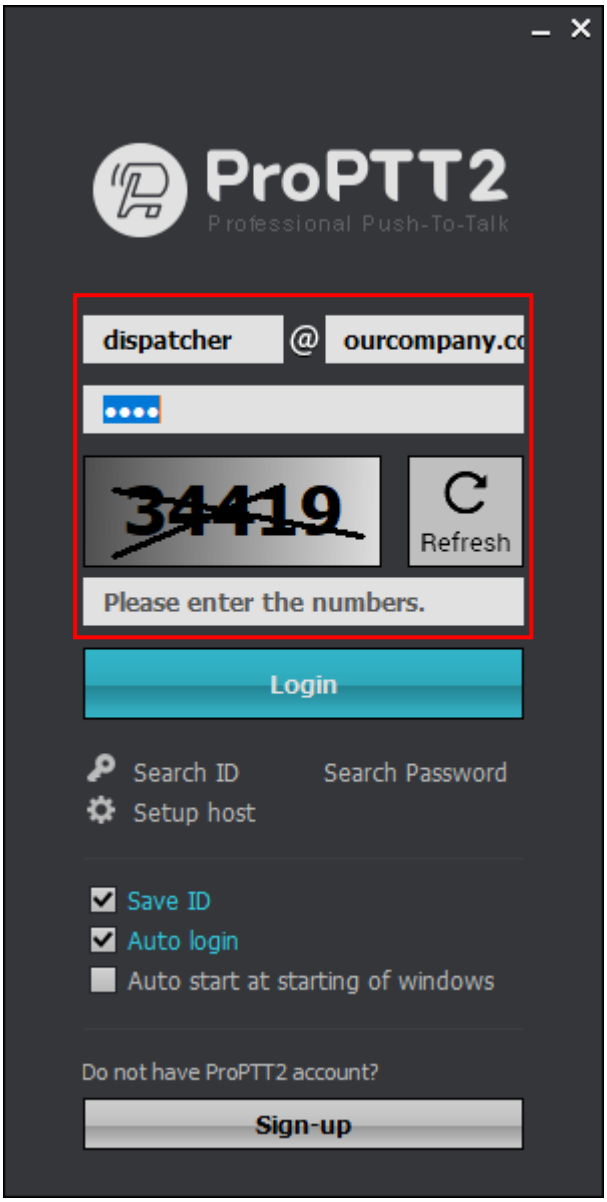
5. Login

5.1. App Service User FREE PAID



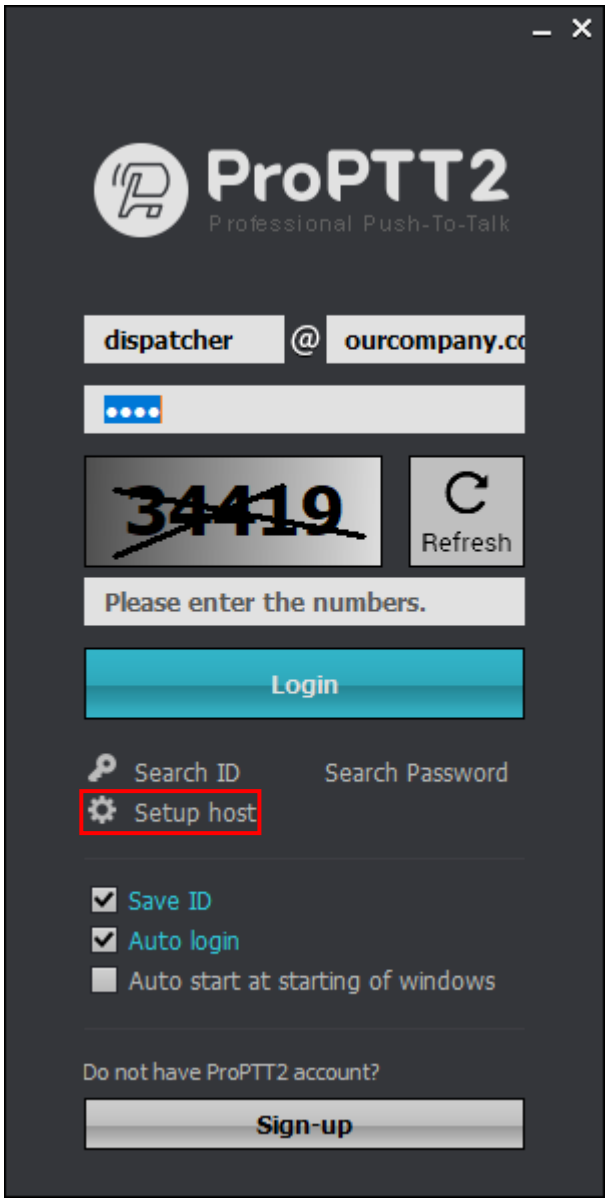
1. Enter your ID / password and click **Login**.

5.2. Cloud Service User Cloud

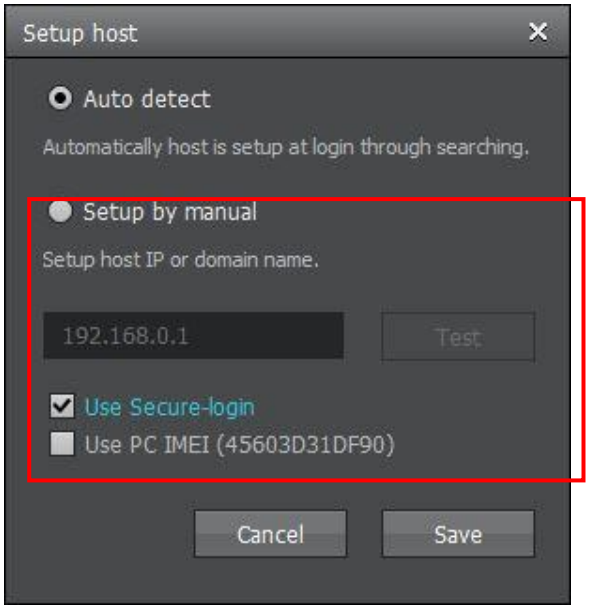


1. Enter your ID / Password and click **Login**.
   (If you don't know your ID or initial password, ask you Cloud service administrator.)

5.3. Server Package User Server



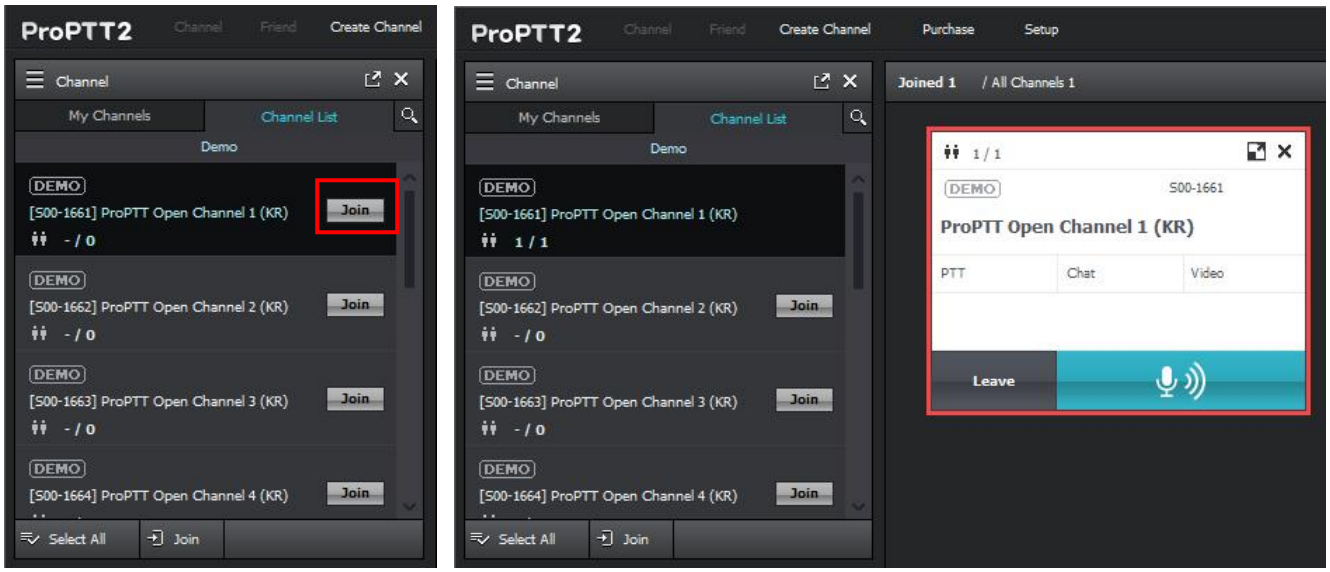
1. Click **Setup host** on the login window.



2. Select **Setup by manual**.
   - You can check the login options.
     - User Secure-login
     - Using PC IMEI: if you check this option, allows only administrator-registered PC device with IMEI to be used when logging into a specific account.
3. Enter server IP or domain and click **Test** to connect.
4. If connection succeeds, close the Setup host window.
   Enter your ID / password and click **Login**.
   (If you don't know your ID or initial password, ask you Server service administrator.)

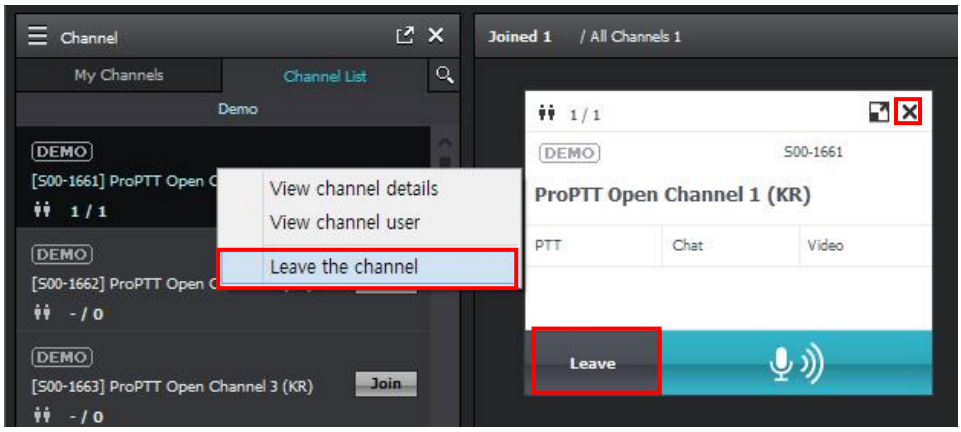
6. Join a Channel

6.1. Join a Channel



1. Select a channel from the Channel list window.
2. Click **Join** to connect.

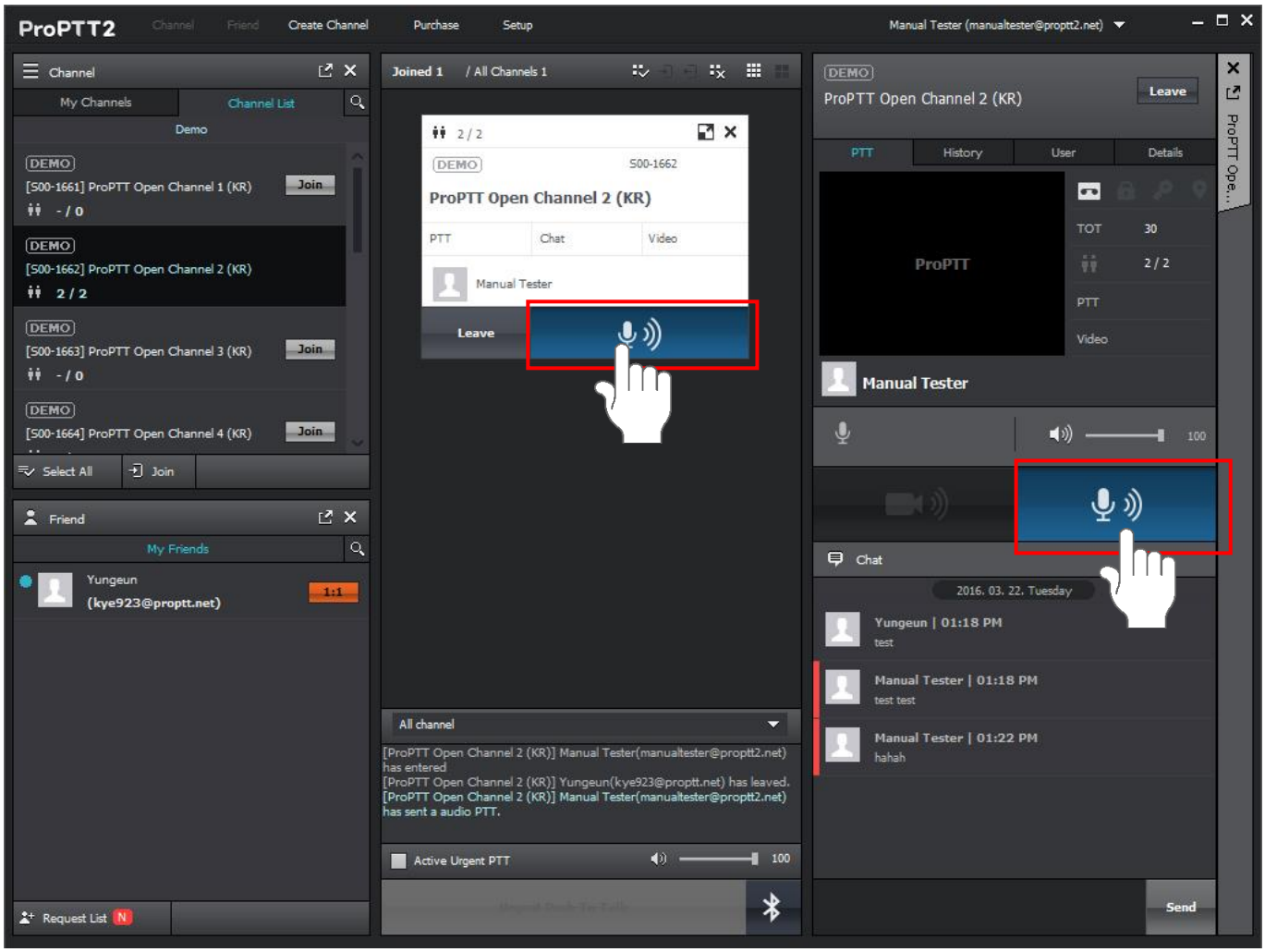
6.2. Disconnect a channel



1. When the channel is connecting, click close icon on the slot to leave (disconnect) the channel by closing the slot.
2. If you click **Leave** button on the channel slot, or click **Leave the channel** on the context menu (the right click menu) from the list, the channel will be disconnected but the slot will remain on the window.
3. Click **Join** button or click **Join the channel** on the context menu to connect again.

7. Push-To-Talk(PTT)

7.1. Send Voice PTT



Connecting to a channel, click and hold (Lock button) and speak to mic of your PC. Your voice will be sending to users connecting the same channel. You can check PTT status according to the color of Lock button.

[Lock button Type]

PTT Stand by

PTT transmitting

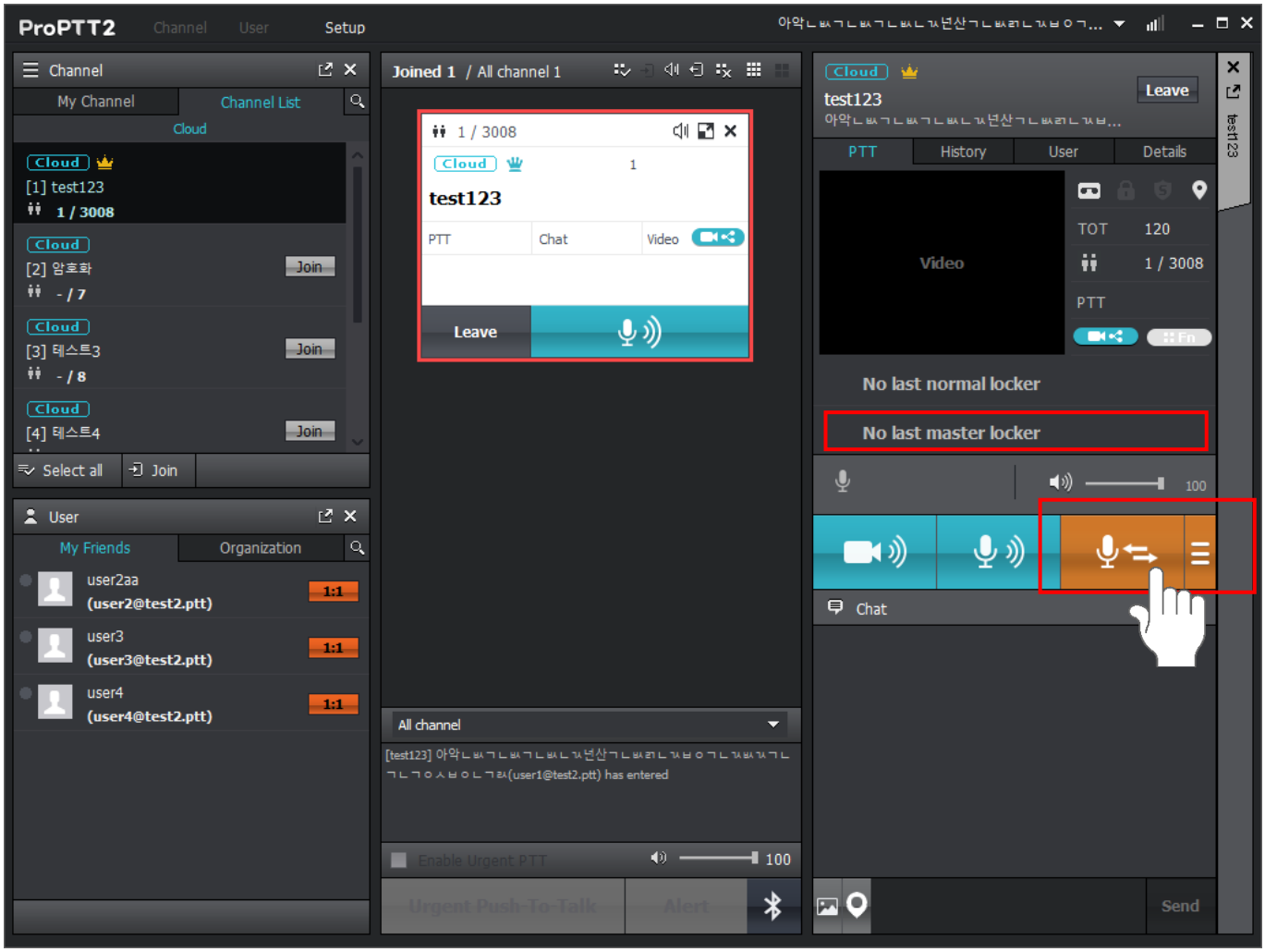
PTT receiving

Requesting Lock

Disconnected

7.2. Send Master PTT Cloud Server

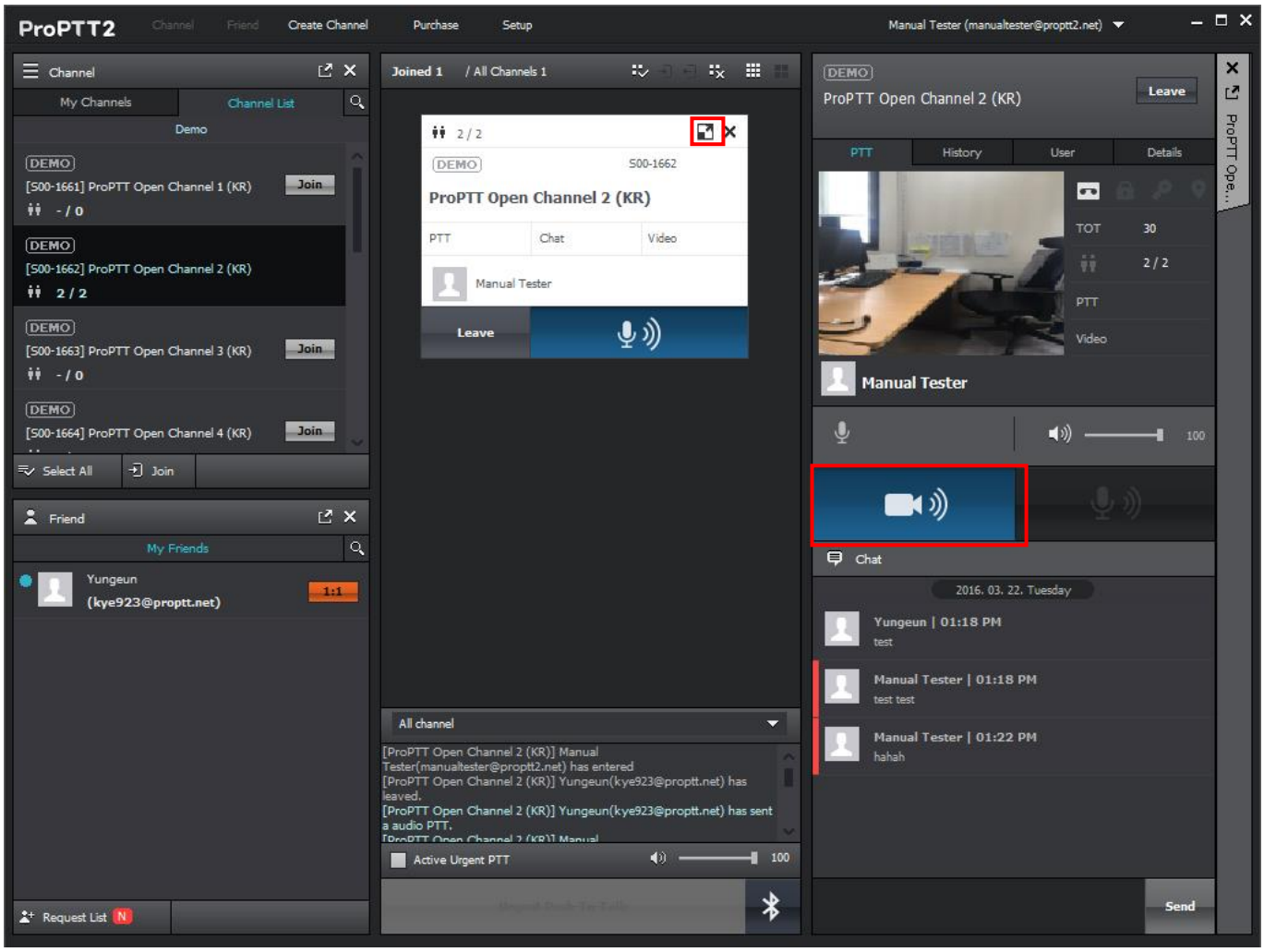
When a Cloud Service/Server Package user is assigned as a '**dispatcher**' or '**channel owner**' on the system, the user can send a master PTT in selected channels. The master PTT do not have TOT and when you have another user's PTT, you can send it at same time.



1. Click icon on the channel slot to open the channel window.
2. Click and hold master PTT button and speak to mic. (video is not supported)
3. When you have another user's master lock, the user's name would be at last master PTT.

7.3. Send Video PTT

If there is a camera connected or built-in on your PC, click and hold Video PTT button on the channel window to transmit video with your voice.

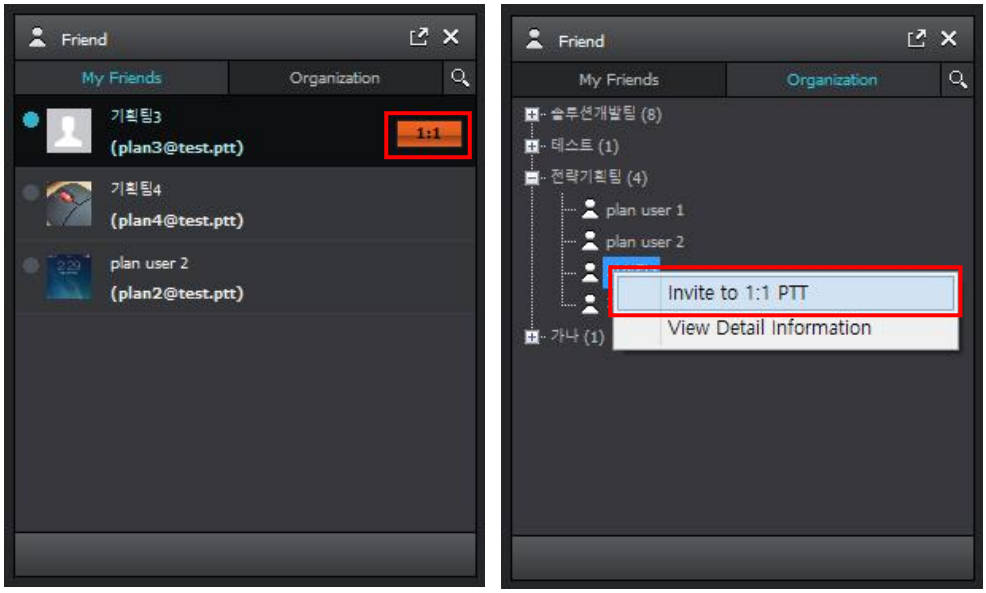


1. Click icon on the channel slot to open the channel window.
2. Click and hold Video PTT button and speak to mic.

8. 1:1 Push-To-Talk(1:1 PTT)

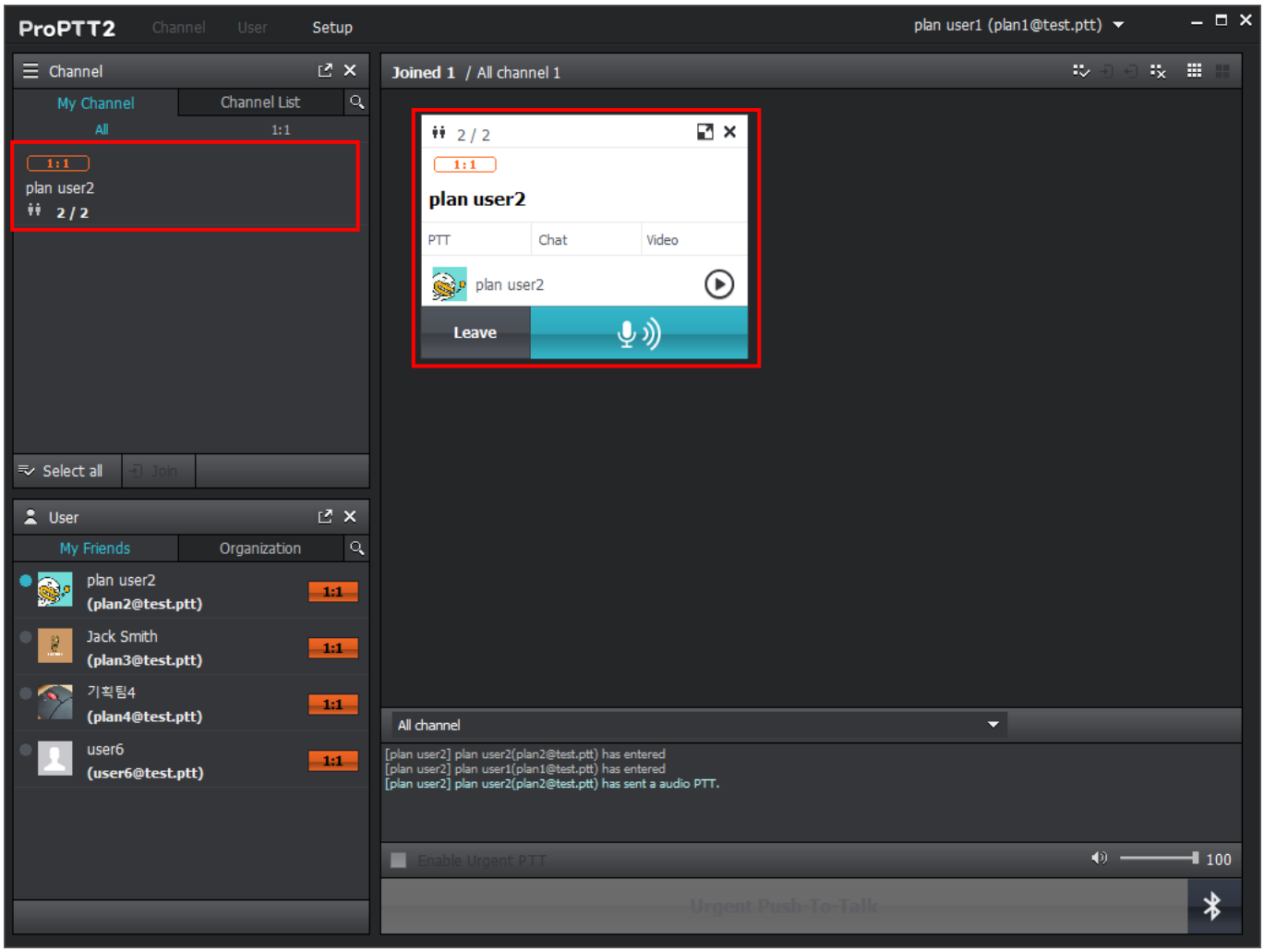
1:1 Push-To-Talk is 1:1 conversation with specific individual user. Opponent user's name is the name of the channel.

8.1. Invite to 1:1 PAID Cloud Server



1. Select a user from Friend list or Organization list.
2. Click **1:1** button or **Invite to 1:1 PTT** from the context menu.
3. As the 1:1 channel is created, 1:1 slot appears.
4. When opponent user accepted 1:1, you can start the conversation.

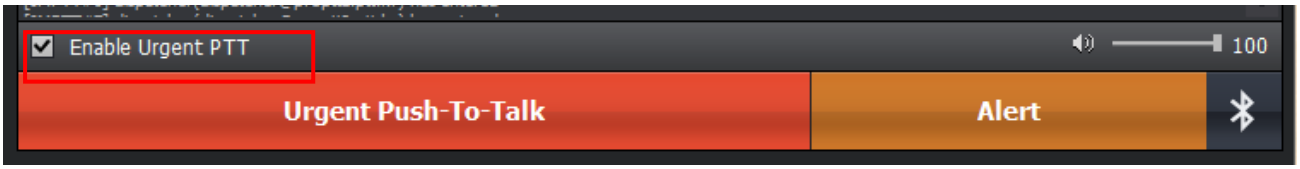
8.2. Receive 1:1



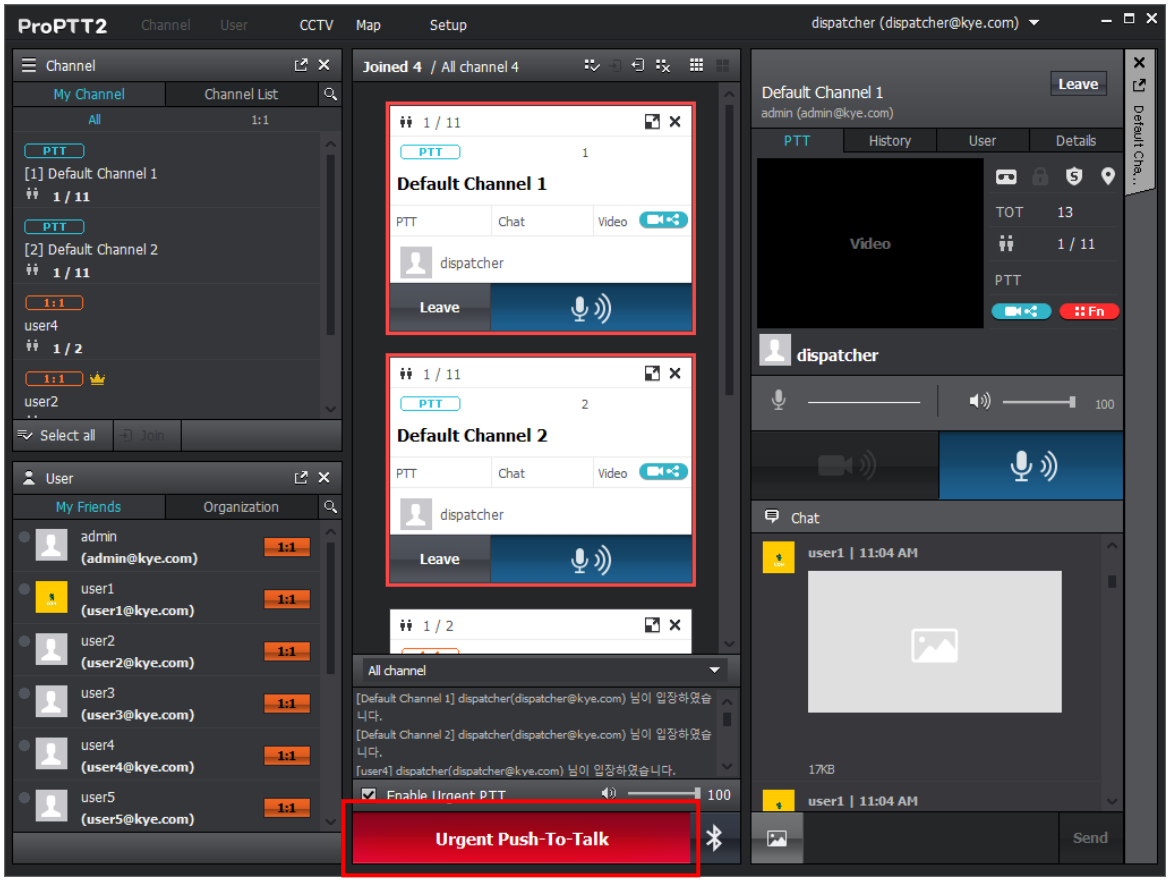
1. When you are invited to 1:1, the channel is displayed on the channel list and the channel slot area.
2. You can start talking with opponent user right away.

9. Send Urgent Push-To-Talk (Urgent PTT) Server

When a Cloud Service/Server Package user is assigned as a '**dispatcher**' on the system, the user can send urgent PTT messages to selected channels.



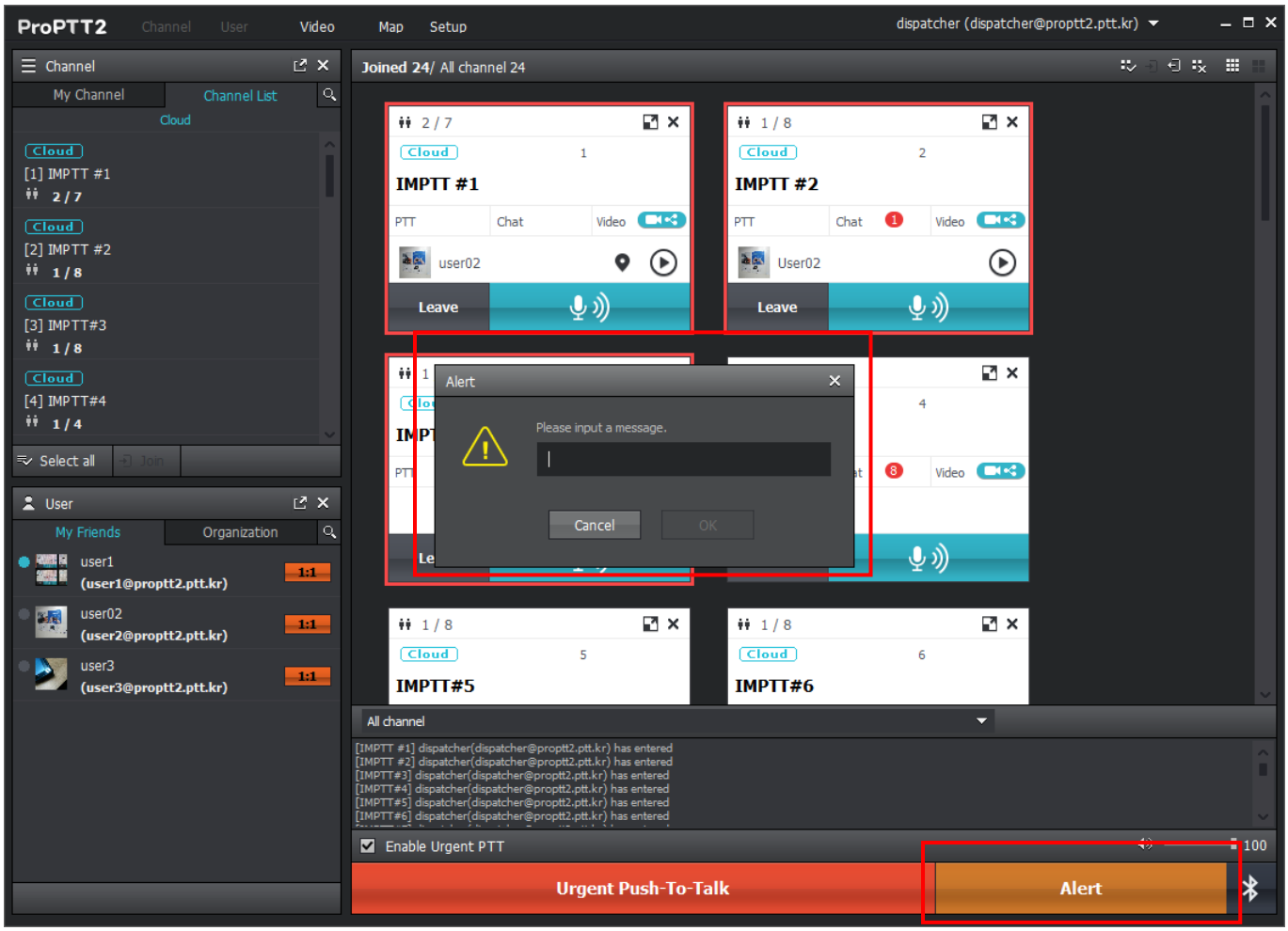
To activate the Urgent PTT button, check **Enable Urgent PTT** on the bottom of the main UI.



1. Voice PTT batch transmission: Select channels you want and click and hold the Urgent PTT button and speak to mic. Your message will send to all the channels.
2. Transmit Interrupt: Using the urgent PTT button, you can interrupt conversations during emergency and deliver voice PTT messages to connected channels.

10. Send Alert message Cloud Server

When a Cloud Service/Server Package user is assigned as a '**dispatcher**' on the system, the user can send alert messages to users in selected channels.



1. Send Alert message:

Select channels you want and click Alert PTT button. and input the message. Your alert message will send to users in selected channels.

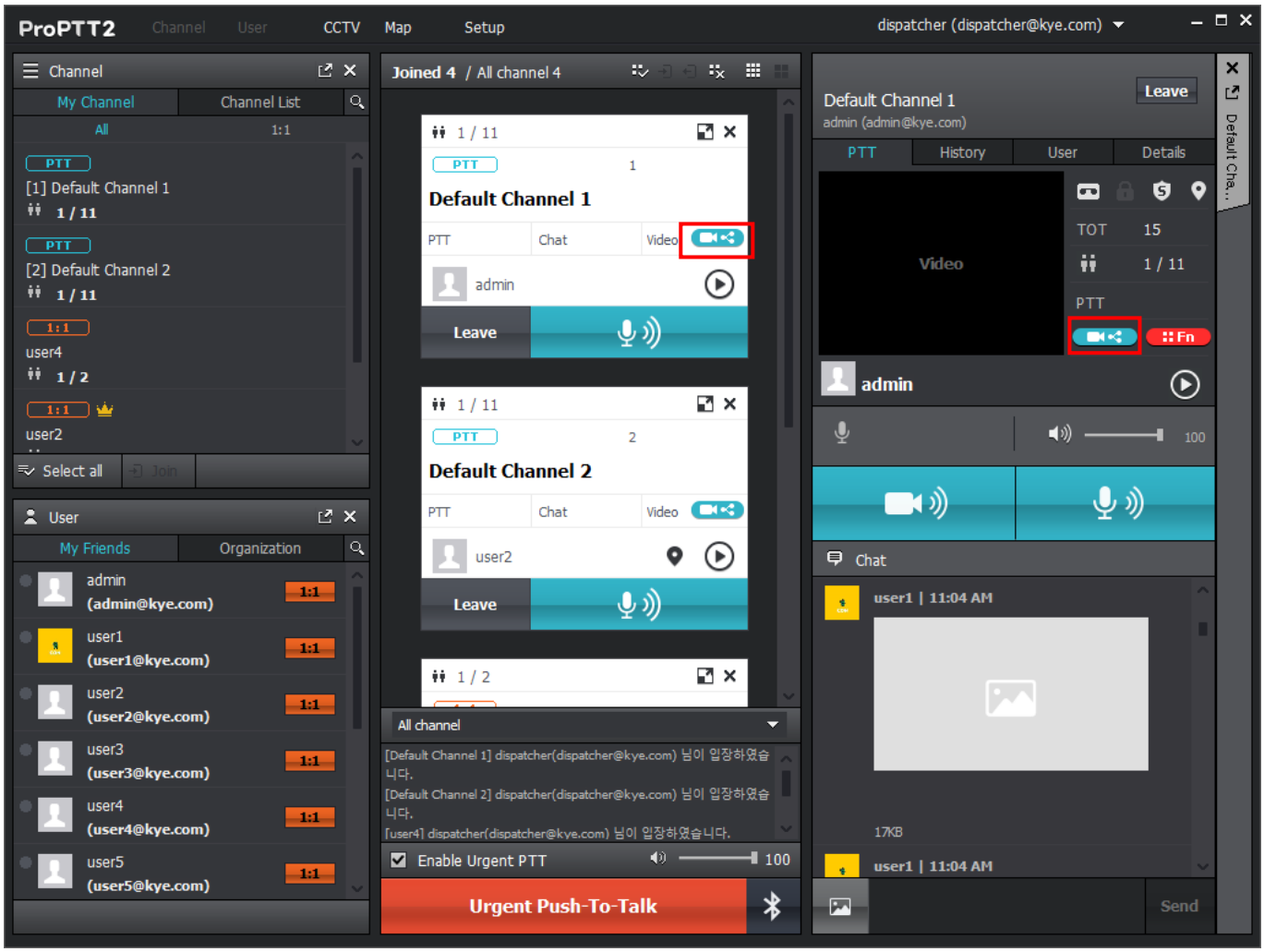
11. Real-time Video Sharing Push-To-Talk Cloud Server

ProPTT2 real-time video sharing Push-To-Talk service is available for the following users:

1. Users of a customer who purchased ProPTT2 Server Package or Standard
2. Users of a customer who purchased ProPTT2 Server Package Enterprise and Add-On Video product
3. Users of a customer who signed up for additional video sharing service with ProPTT2 Cloud service

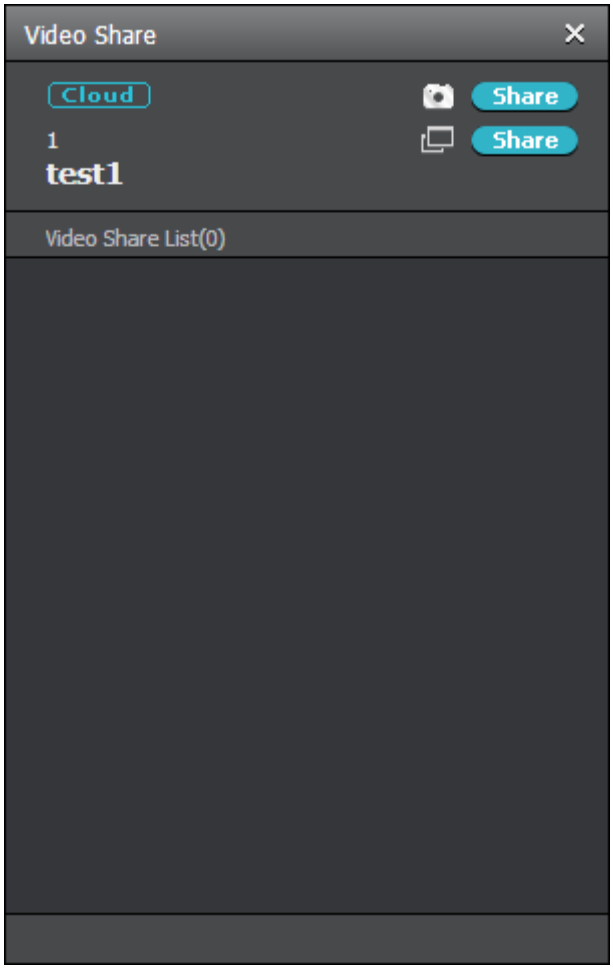
While using video sharing, you can use voice Push-To-Talk or text chatting with users on the same channel.

11.1. Transmit Real-time Video



1. Click **Share** on the channel slot or the channel window.

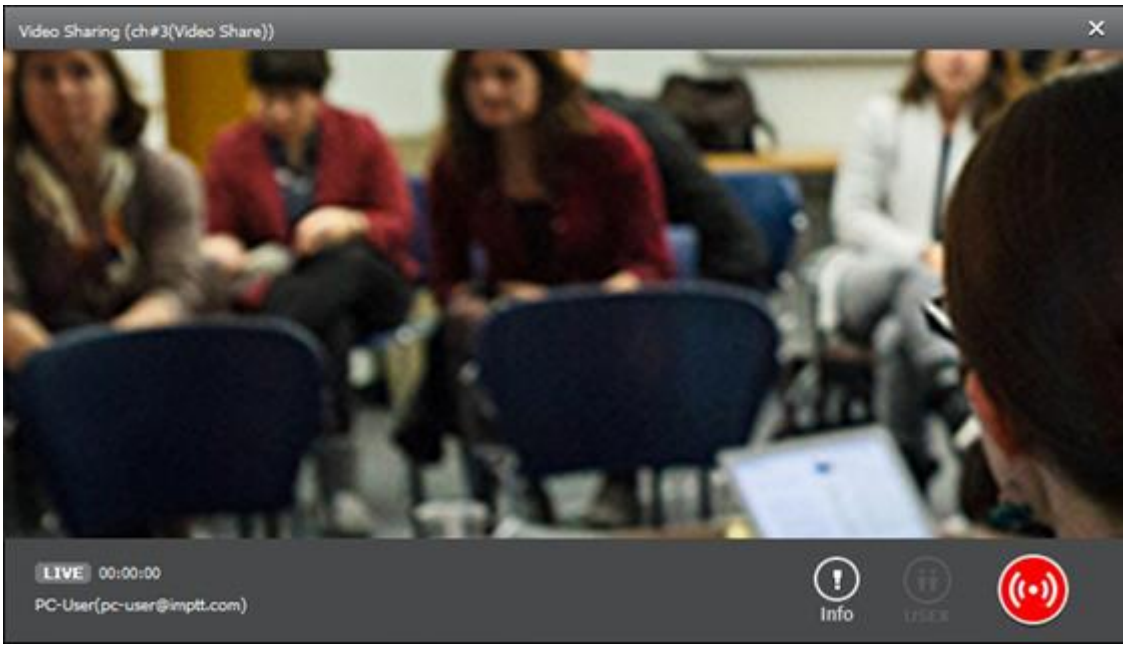
11.1.1. Choice Real-time Video Menu



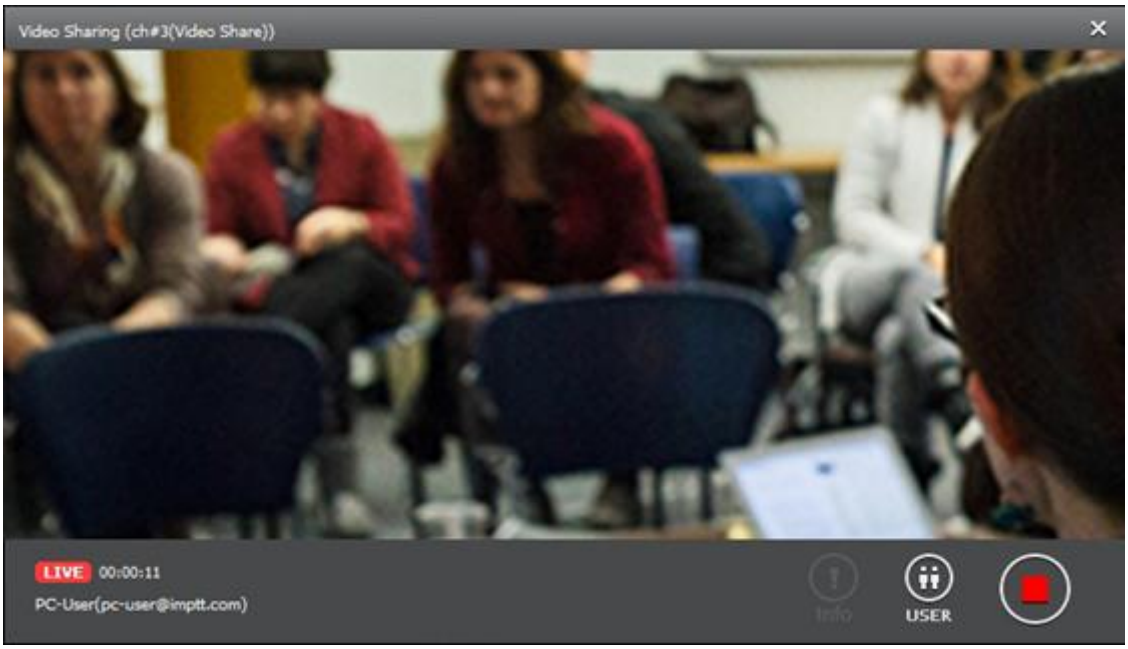
Real-time Video Share

Real-time Screen Share

11.1.2. Real-time Video Share

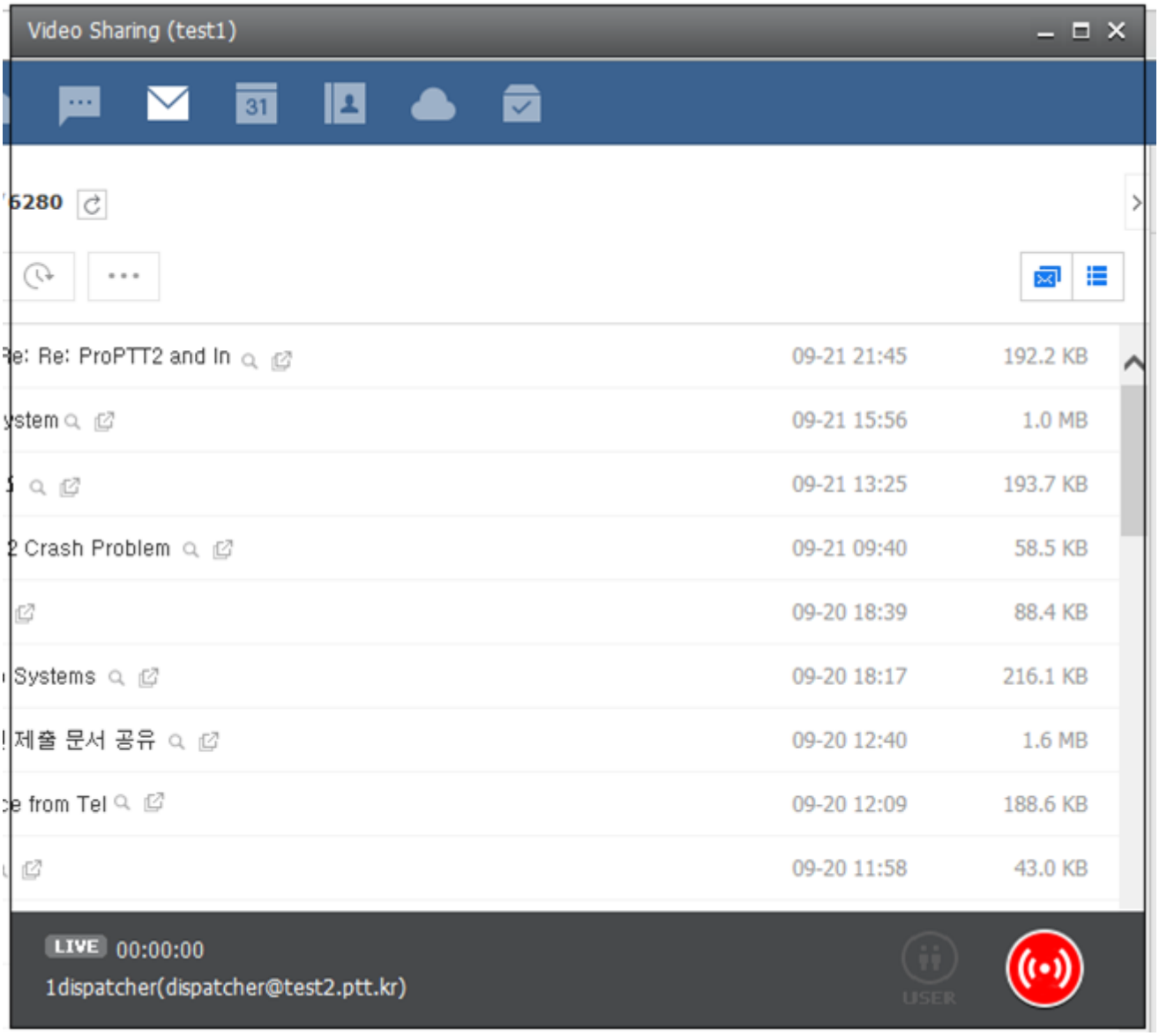


1. Click video transmit button to start sending video.
   * About settings for video sharing, see 16.5. Video Share Settings.

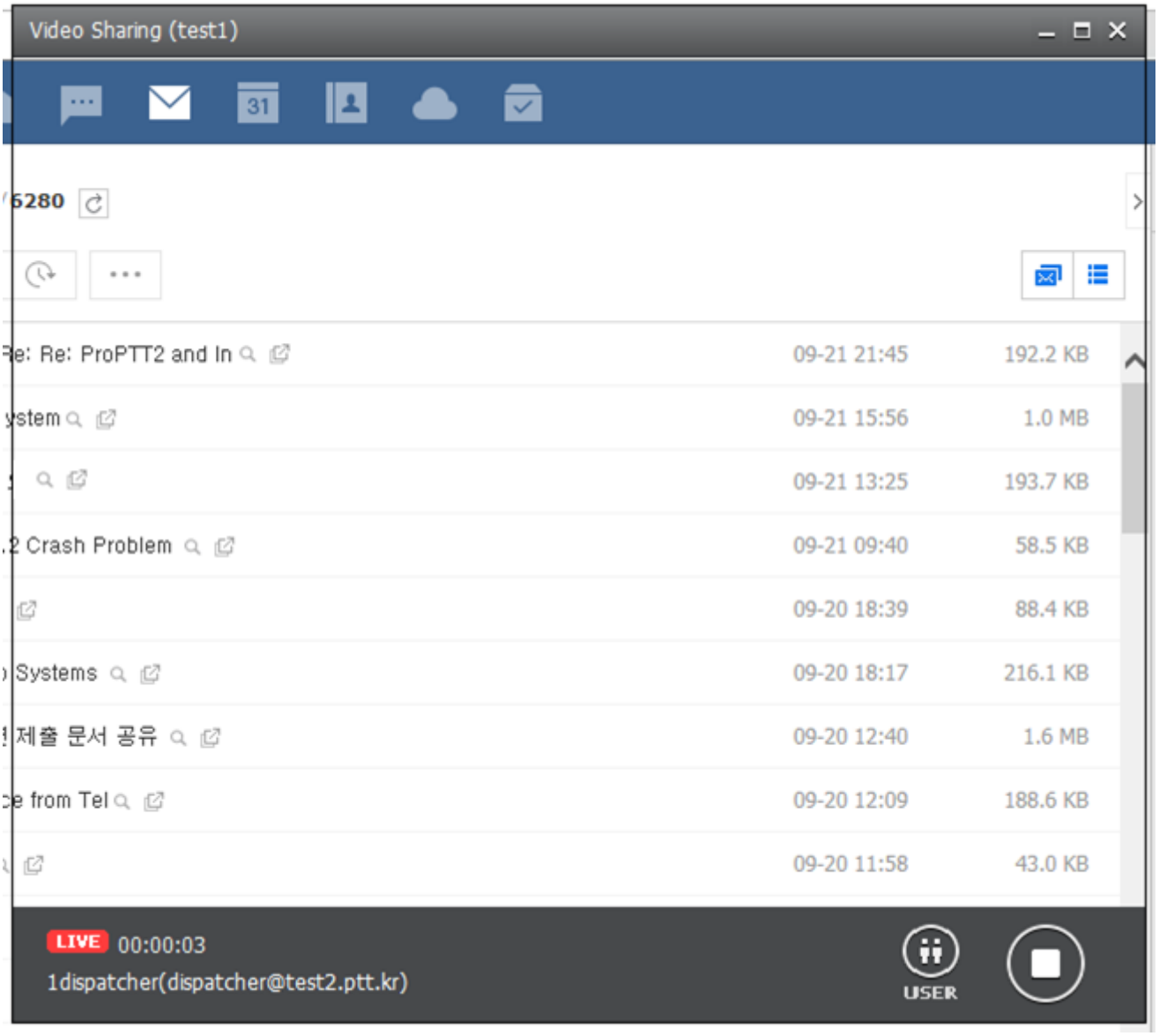


2. Click to see the participants.
3. Click to add a channel description for announced video.
   If the administrator has registered a preset phrase for the video description, you can select it from the preset. Video sharing is possible only if you select it according to the administrator settings. (Server 9.1 or higher)
4. To stop video transmitting, click .

11.1.3. Real-time Screen Share



1. Click video transmit button to start sending screen.
   * About settings for video sharing, see 16.5. Video Share Settings.



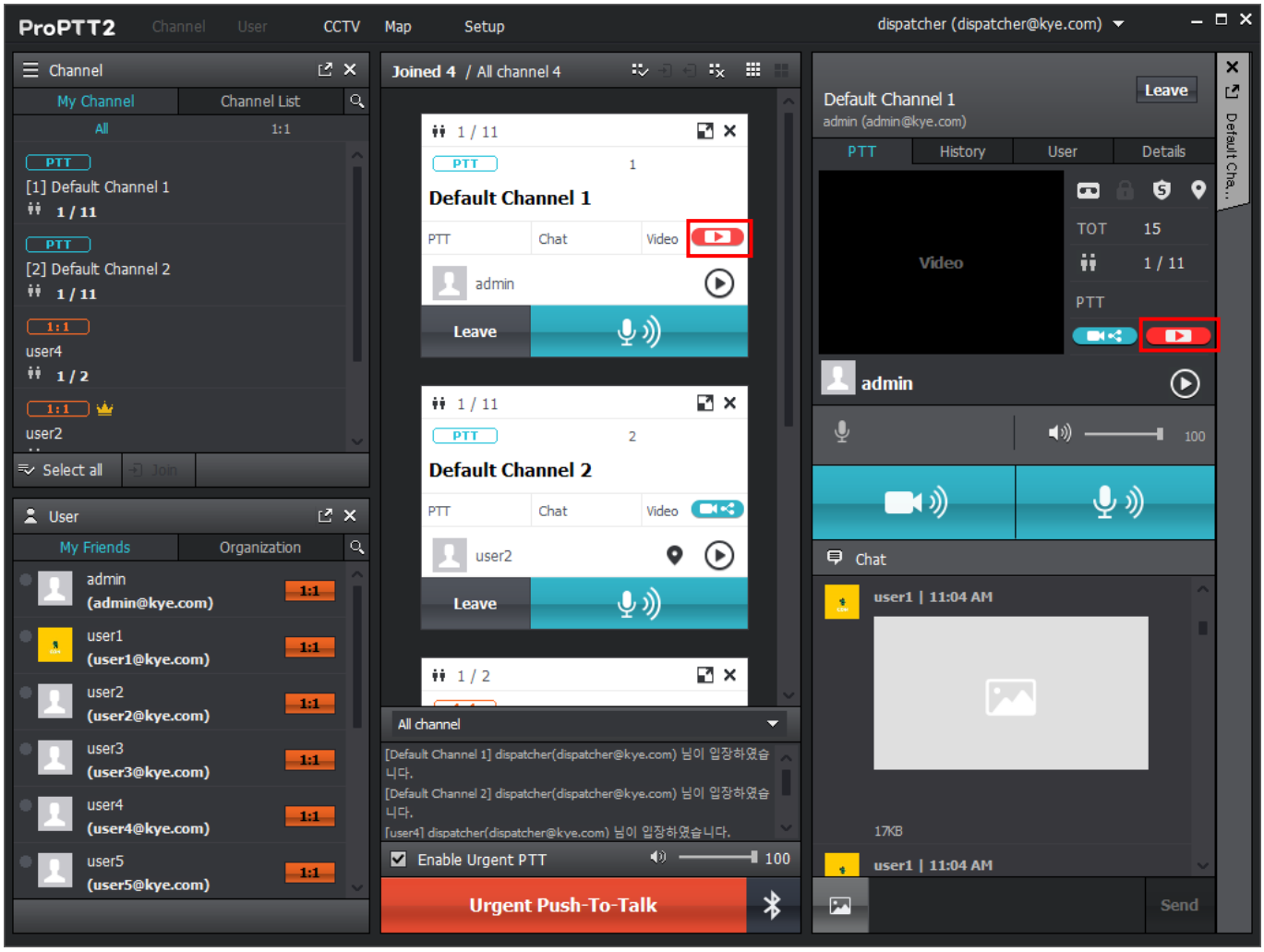
2. Click

to see the participants.

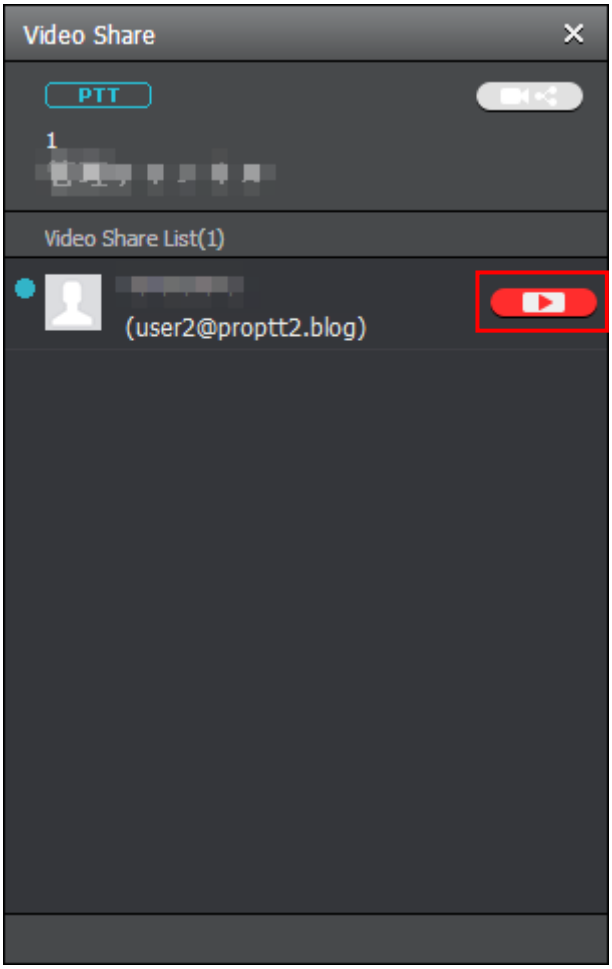
3. To stop video transmitting, click .

11.2. Receive Real-time Video

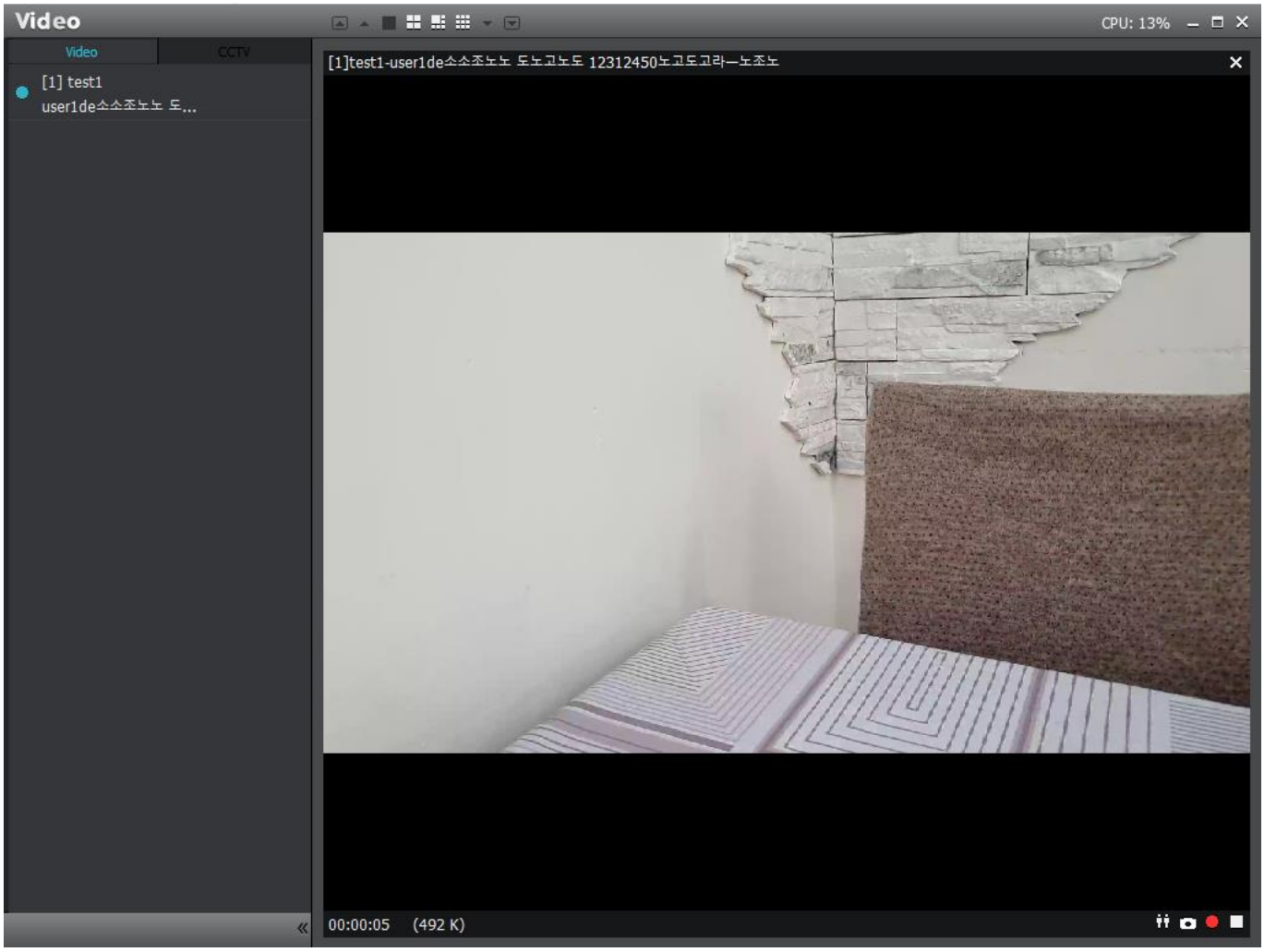
You can receive videos sharing on connected channels. You can view maximum 16 videos at once.



1. Click **Play** on the channel slot or the channel window.

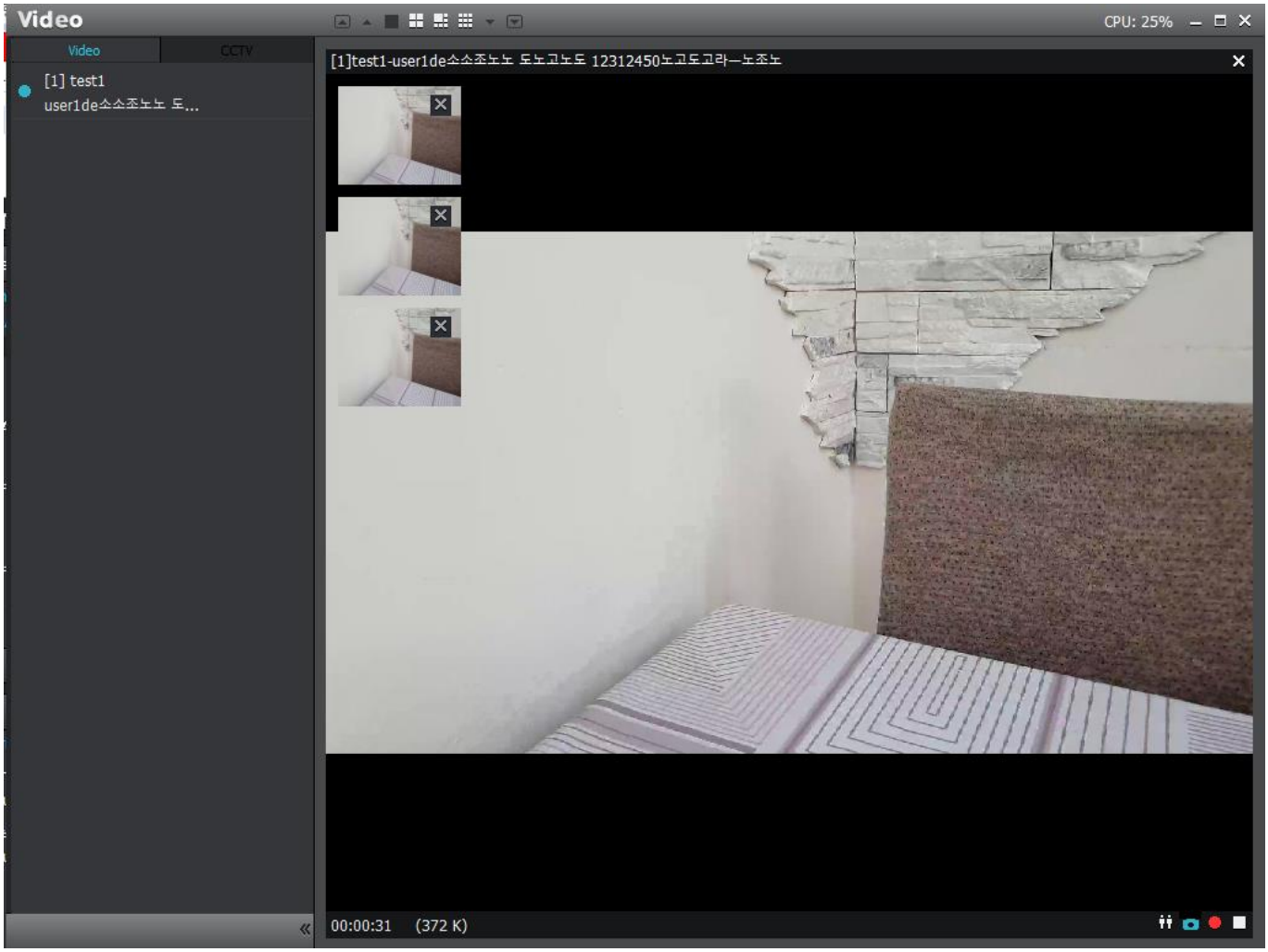


2. You can see the current video sharing list.
3. Click **Play** from the list.

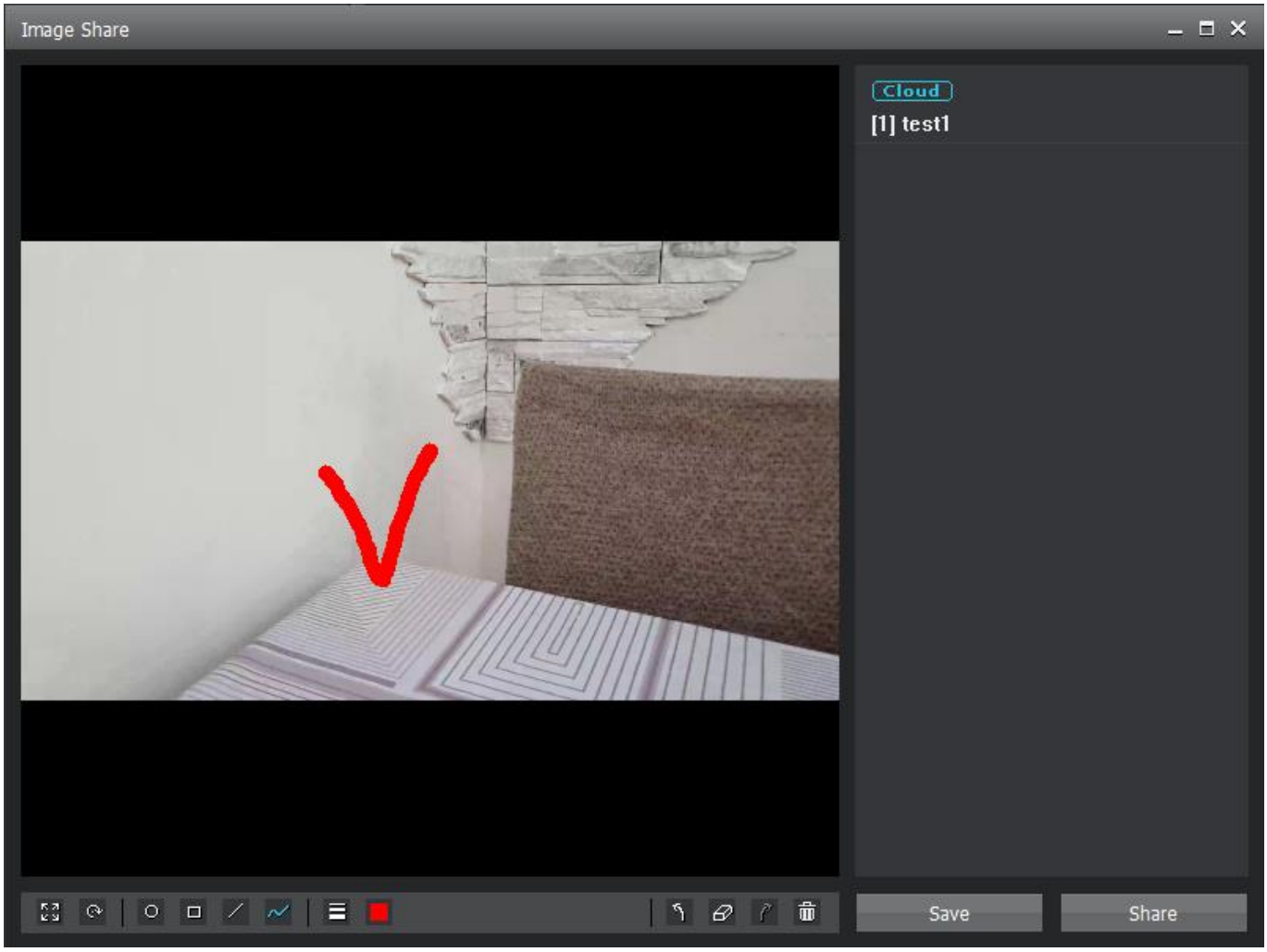


4. The video player window appears.
5. Click bottom of the video to see the participants.
6. Click bottom of the video to capture a current screen.
7. Click bottom of the video to start recording the video, click button to stop the recording.

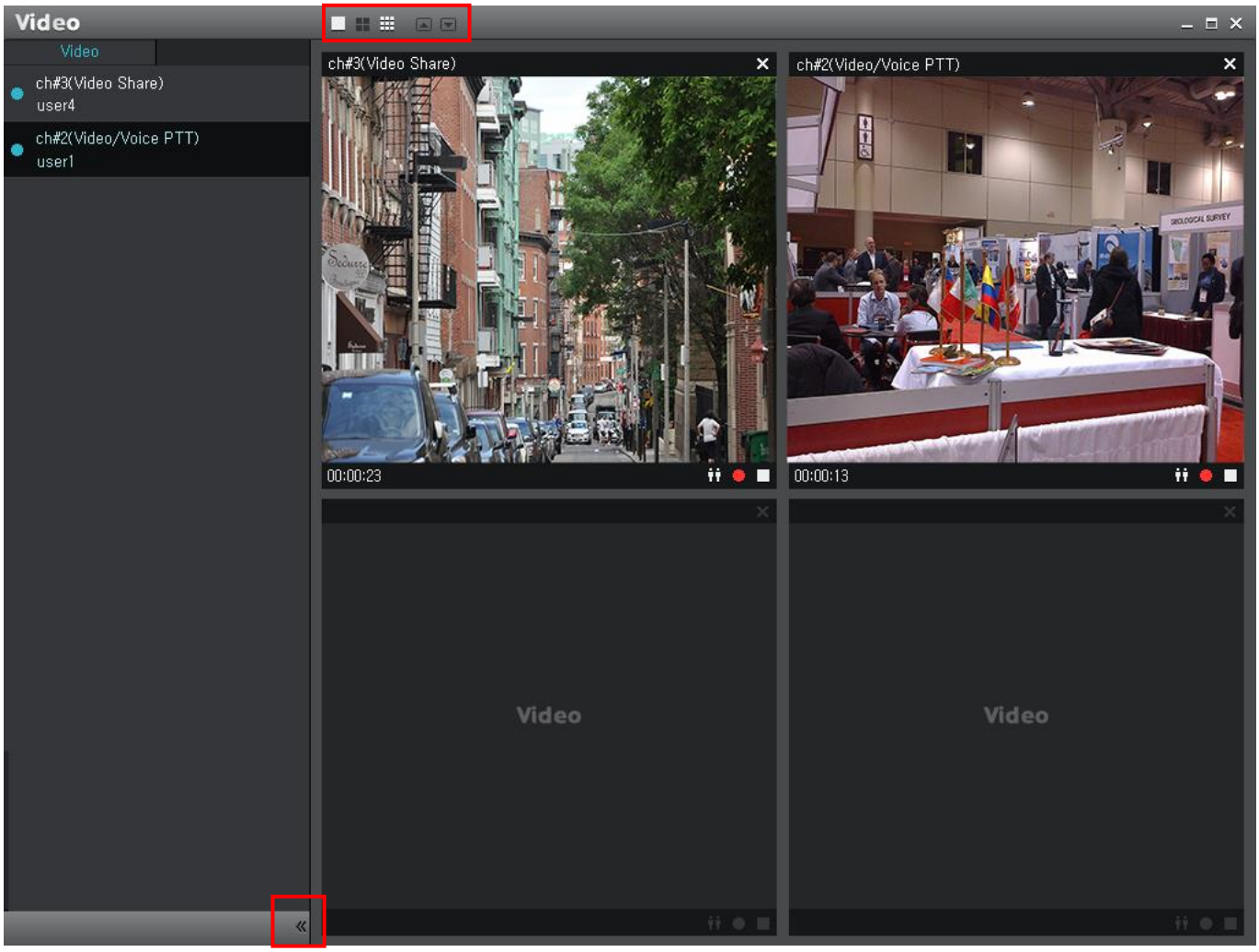
   * You can see and change the save location on 16.5 Video Share Settings.
8. Click bottom of the video to stop the video playback.
9. Click **Share** and select a channel you want to share the video with.



10. The captured image is displayed on the video playback screen.
11. If you don't need it, you can remove it with the push of a button.
12. Double-click the captured image to launch the edit window.



13. You can enlarge or rotate the image through the button at the bottom.
14. You can select the edit shape through the button at the bottom.
15. You can select the line thickness, color and font size through the button at the bottom.
16. You can delete the edited shape through the button at the bottom.
17. You can save the edited image through the Save button.
18. You can share the edited image to the channel by selecting the channel and pressing the share button.



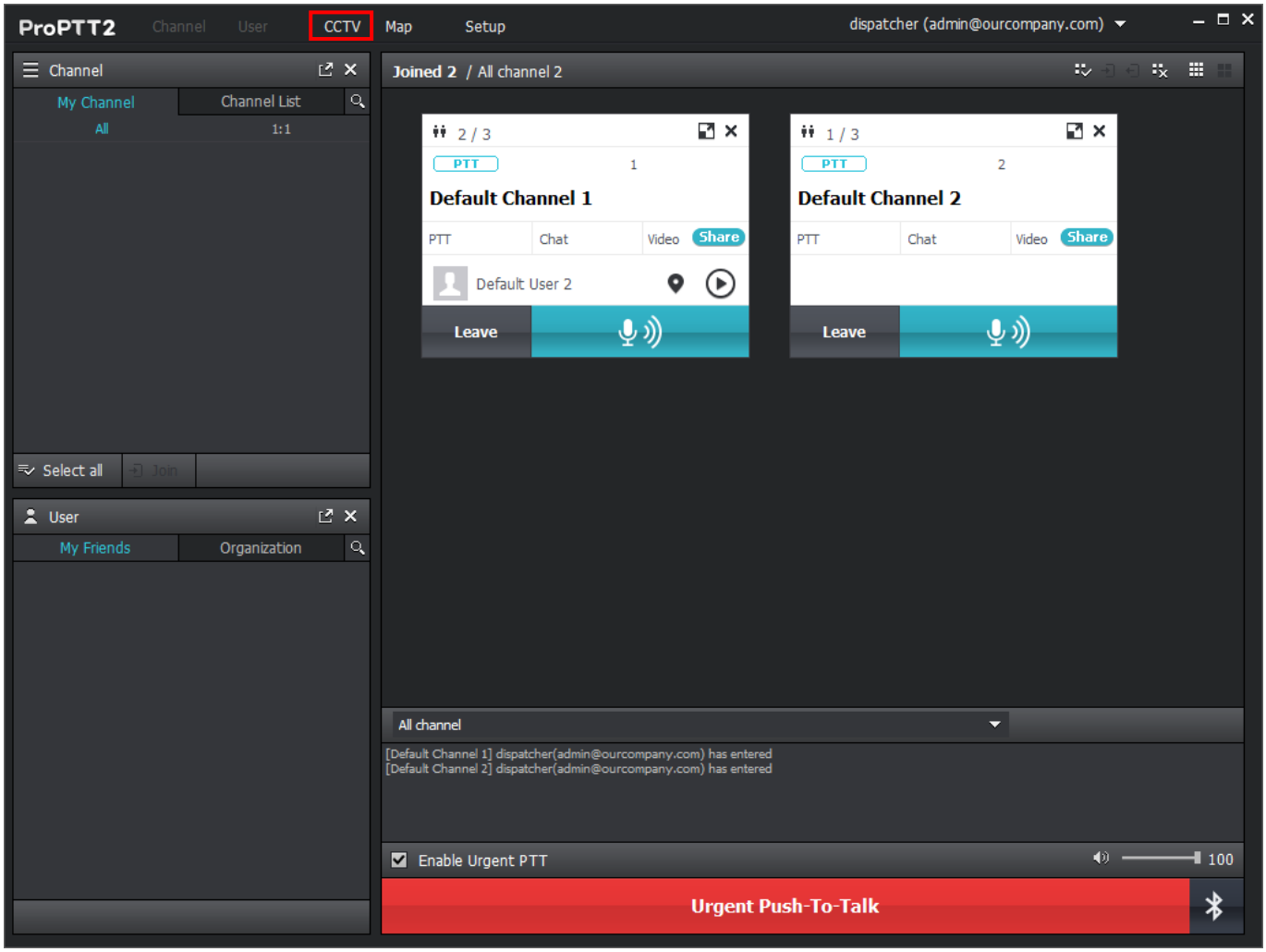
19. Click icons on the top bar to change the screen division (1X1, 2x2, 1+7, 4X4).

20. Click to move up/down when you are watching many videos.

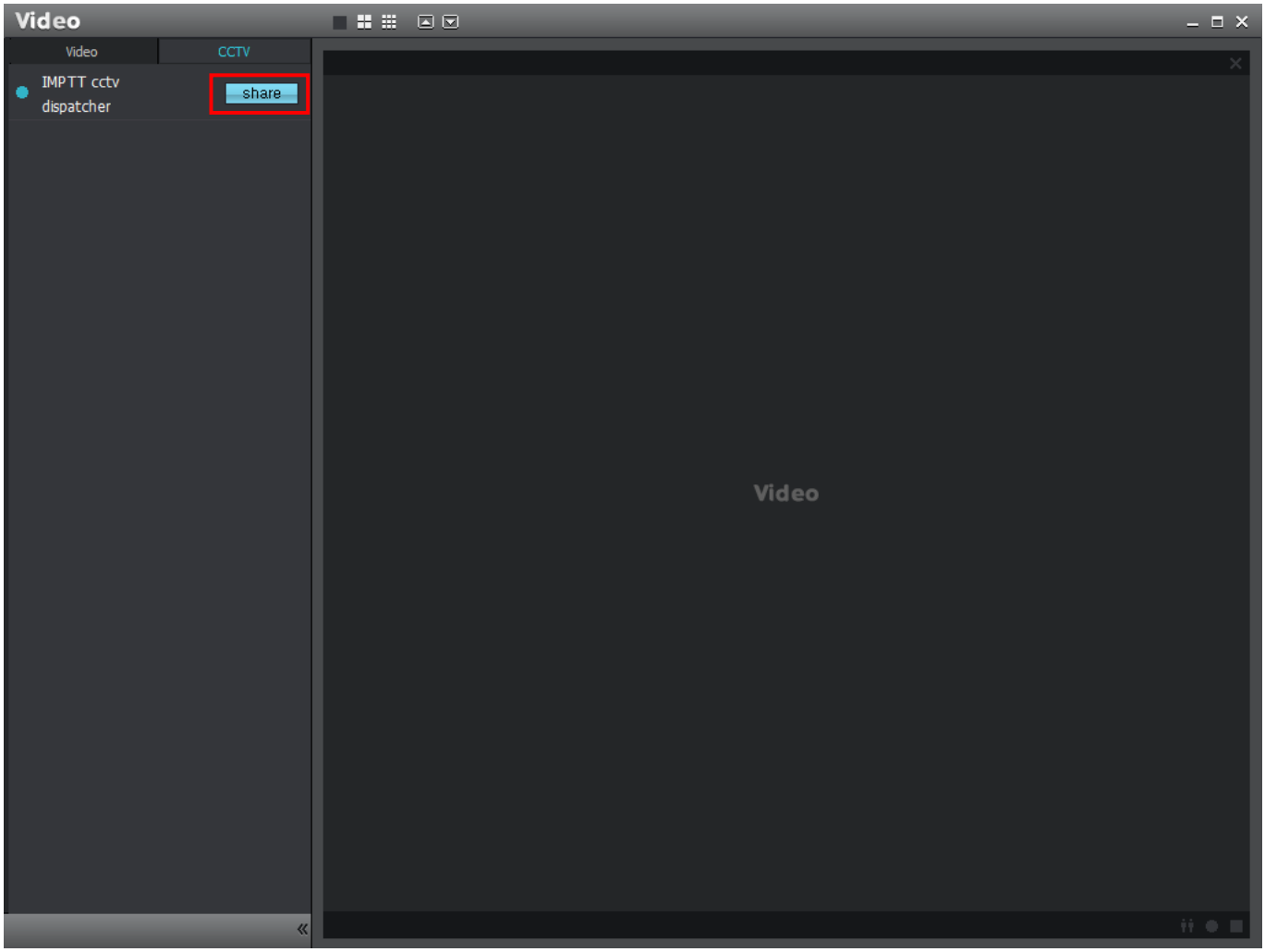
21. Click on the bottom of the list to fold /unfold the list area.

12. CCTV Video sharing Server

A '**dispatcher**' user of Enterprise Server Package can share a CCTV video, which is connected on the Admin Web, with channel members.



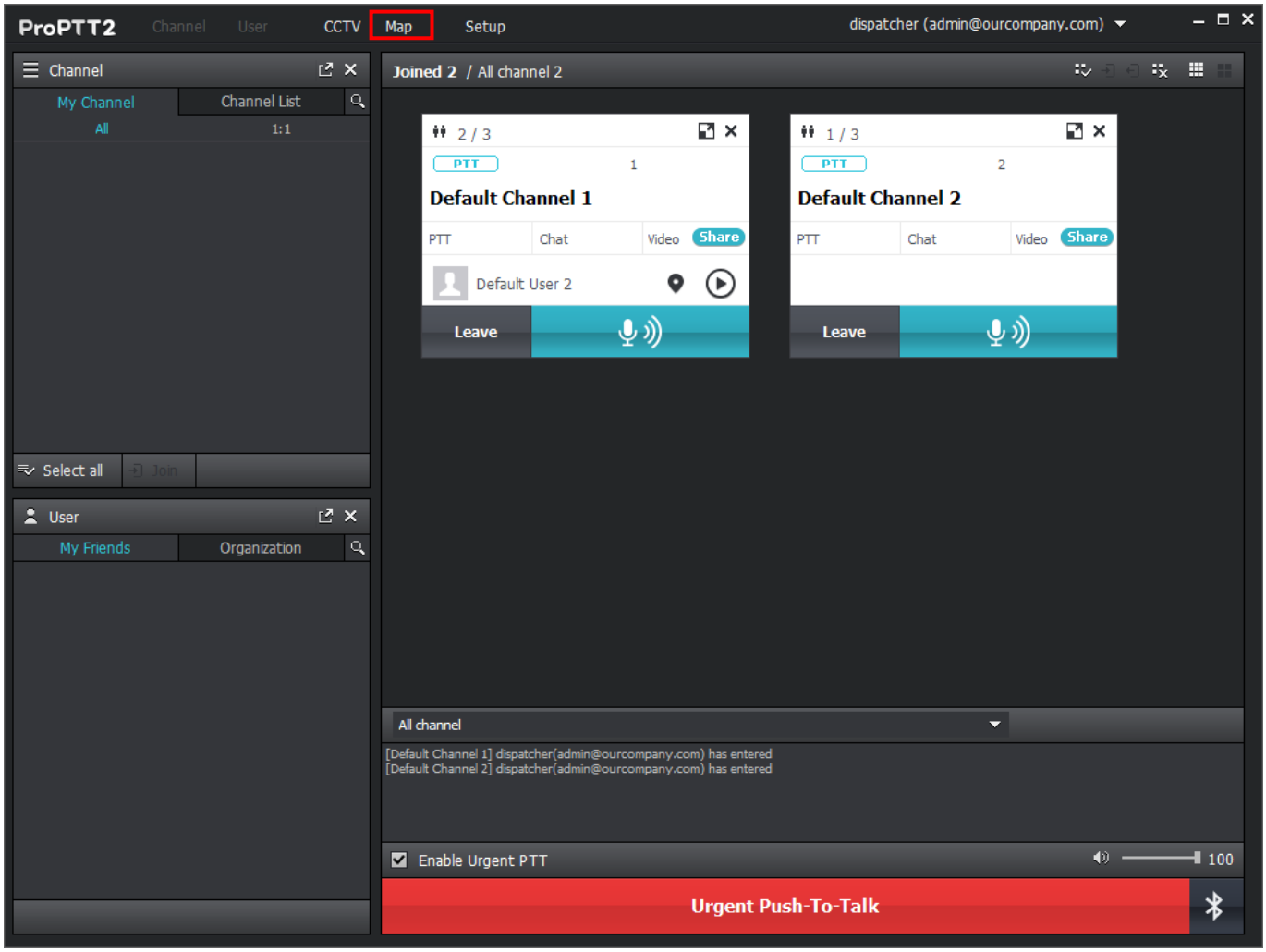
1. A dispatcher user can see '**CCTV**' menu.



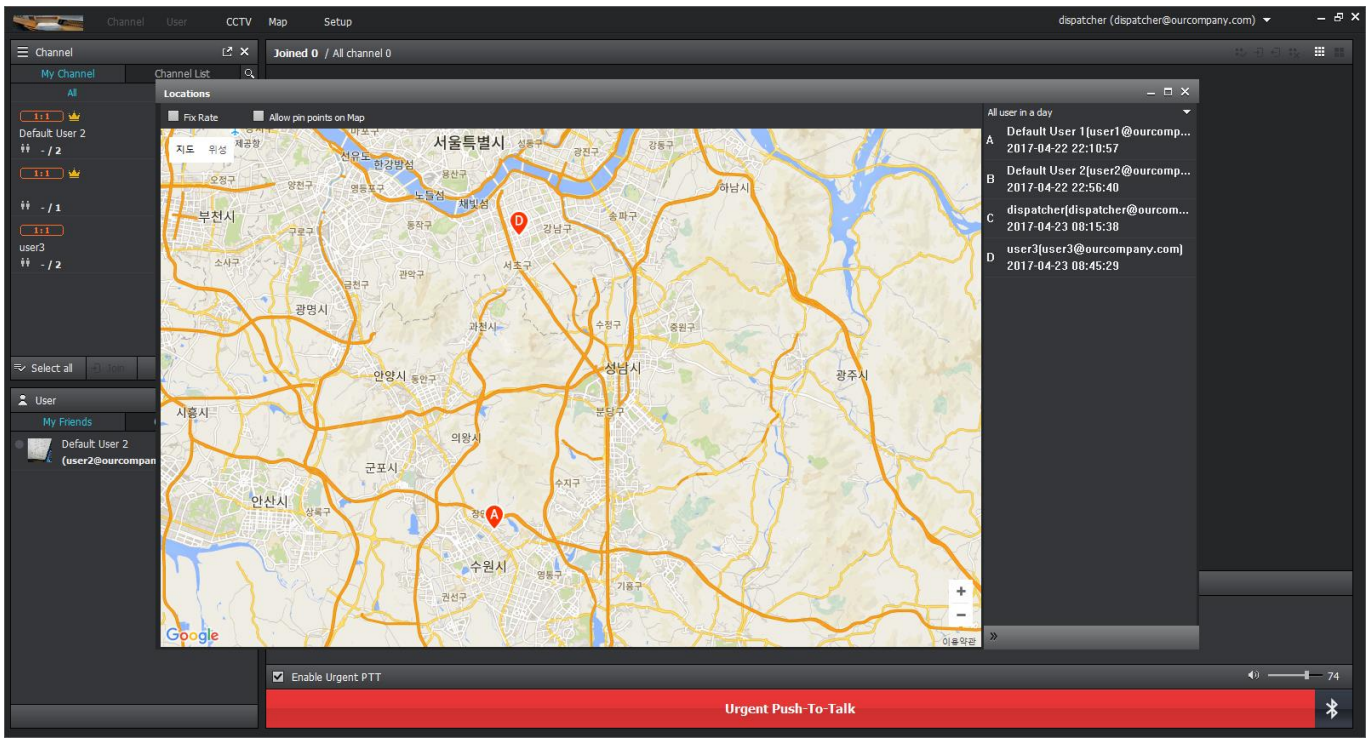
2. If there is a CCTV camera that is shooting, the Share button is activated.
3. Click **Share** and select a channel you want to share the CCTV video with.

13. User location tracking Server

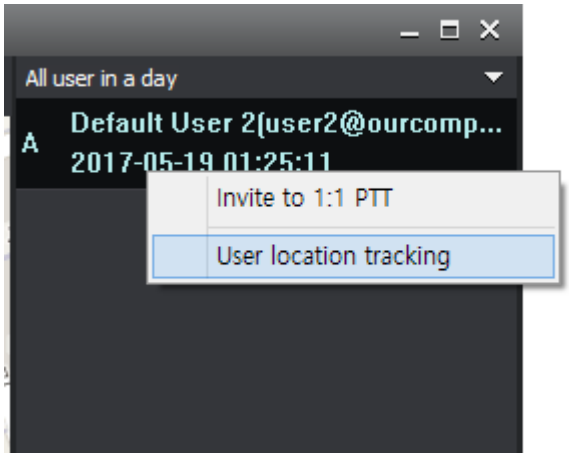
A **'dispatcher'** user of Enterprise Server Package can see users' last / 1day location information on the map.



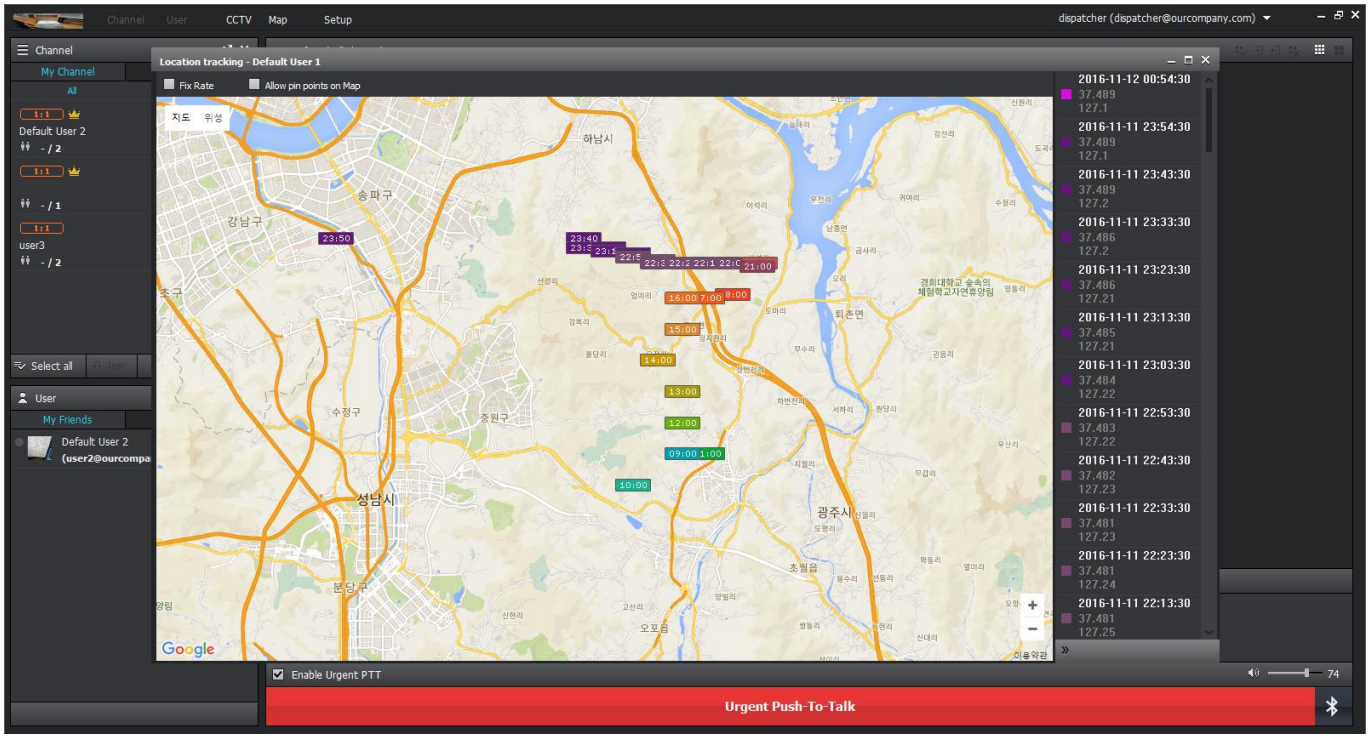
1. Click **Map**.



2. You can see the list of users with their last location information.
   You can select the Map to Google Map or OpenStreetMap.(Google Map require API key)



3. If you want to see 1 day location tracking of a certain user, select a user and click **User location tracking** from the context menu.

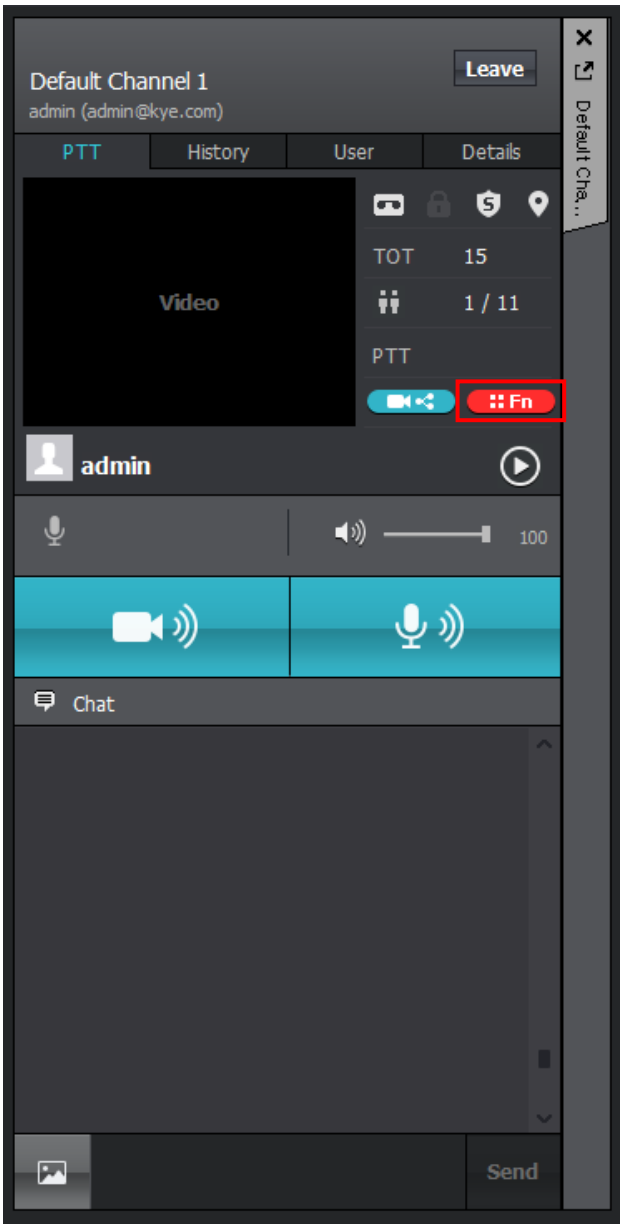


4. On the map, you can see the user's location information for last 1 day. You can see the route according to the color of the time display.

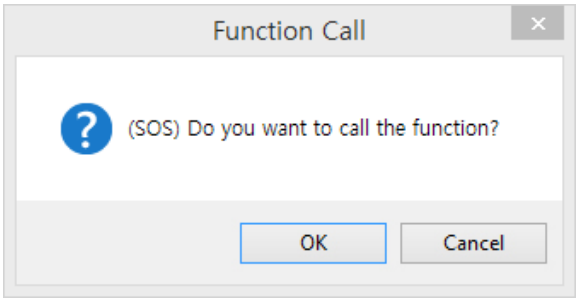
14. SOS message Cloud Server

If “Function” menu has set as SOS from Admin Web, Cloud Service or Server Package users can send SOS message to the connected channel members by using [Func] key.

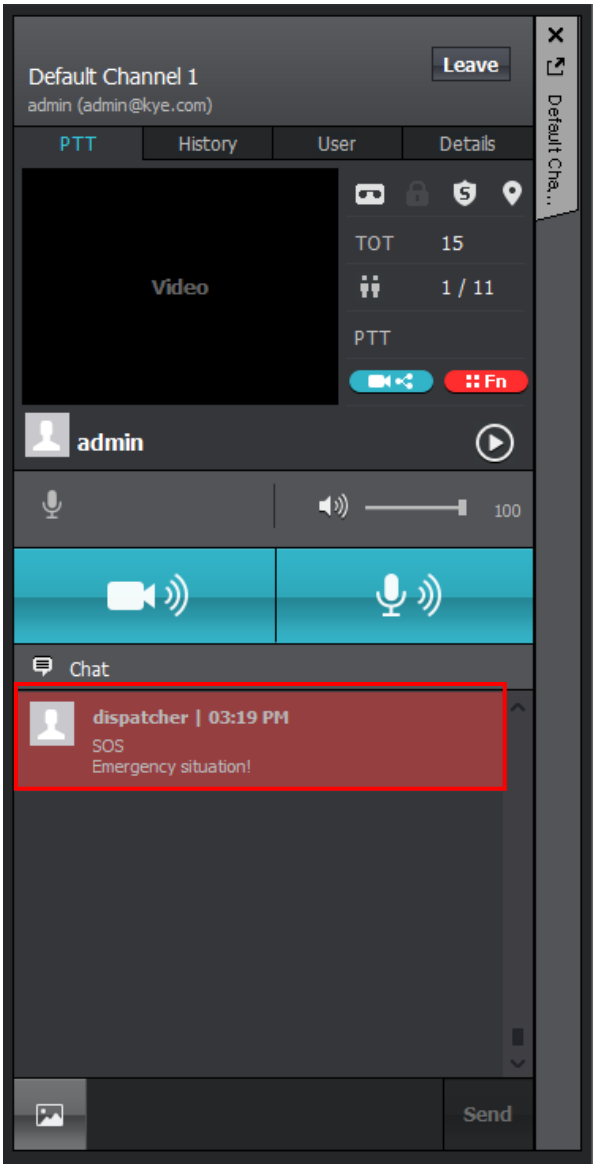
14.1. Send SOS message



1. Click **Func** Fn button from the channel detail window.

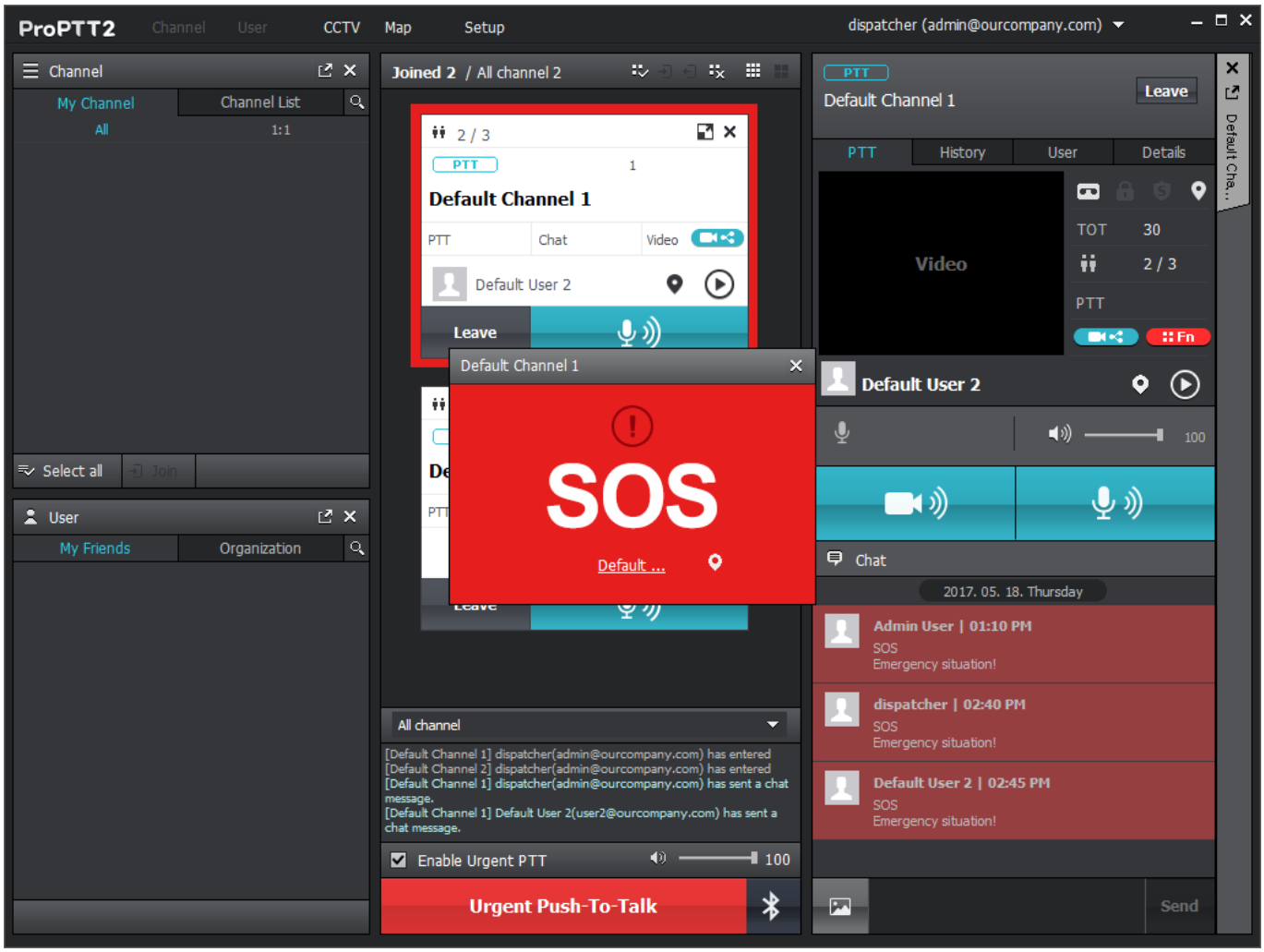


2. Click **OK** from the popup.



3. A SOS message has sent to the channel.

14.2. Receive SOS message

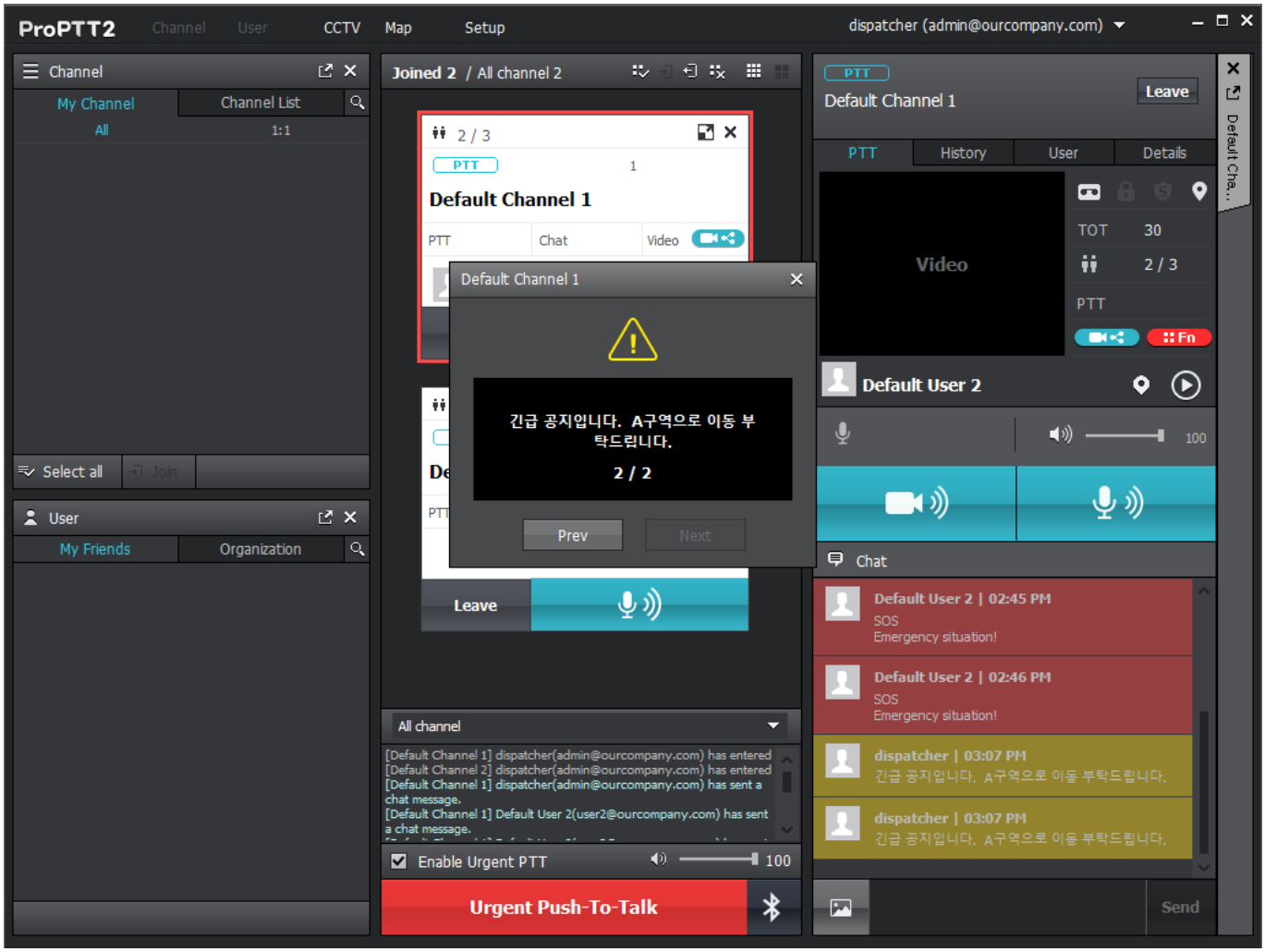


1. If you receive SOS message from a user on a channel you connected, you can see a red SOS popup window with a notification and a red thick border displays on the channel.

2. When the user location information is available, you can see the location on the map by clicking the user name from the SOS popup. You can also see SOS information on the channel chat window.

15. Alert message Cloud Server

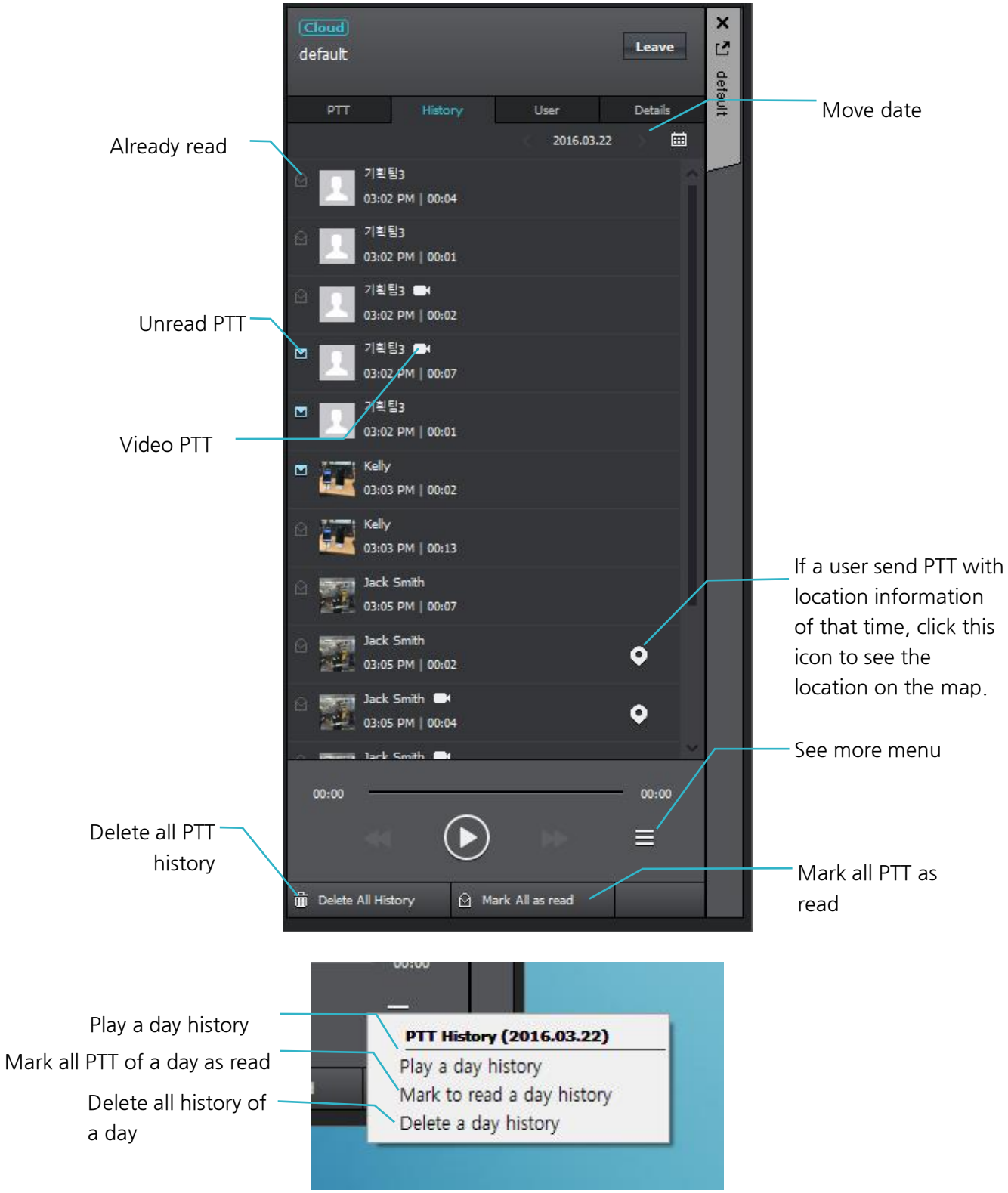
Cloud Service or Server Package users can receive channel alert message which sent from Admin Web.



1. If an alert message has sent from Admin Web, you will see the alert message popup and with notification.

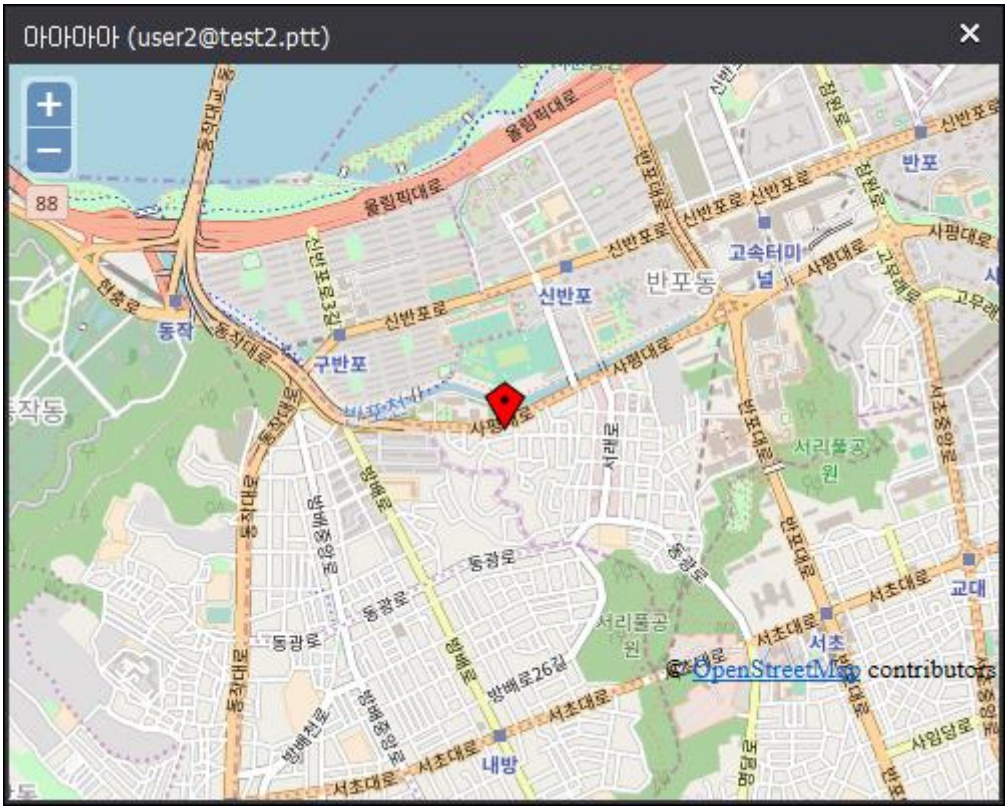
16. PTT History

Click History tab on the channel window to see the list of saved PTT messages.



16.1. Location of PTT sender

If a user sends PTT with location information of that time, click this icon to see the location on the map. OpenStreetMap is used by default.



You can configure to use GoogleMap on Location configuration.

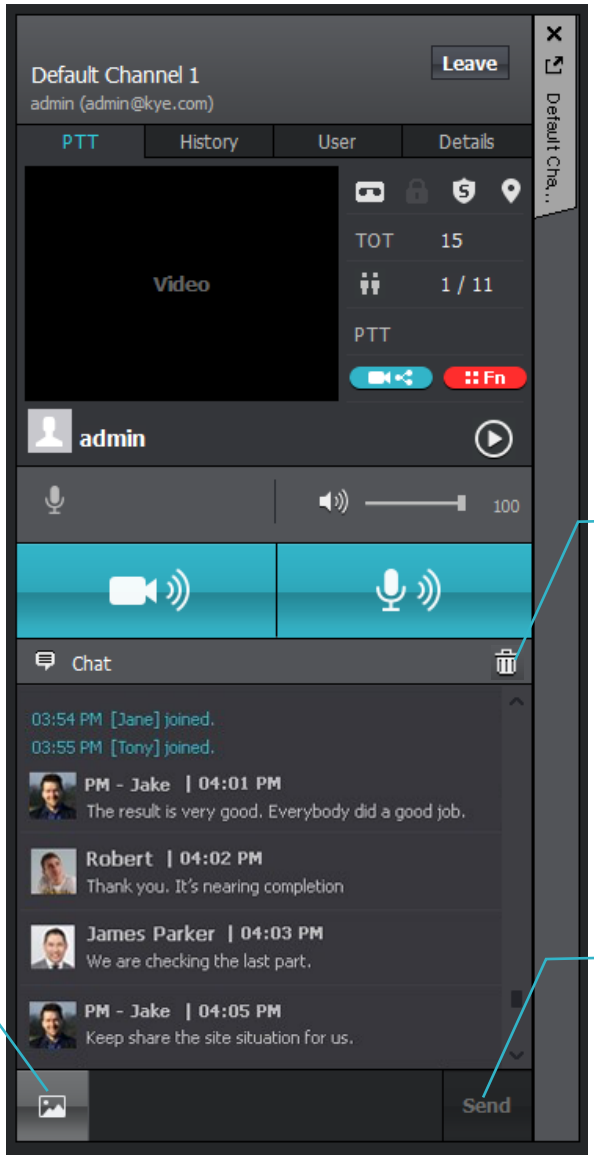
.

17. Chat

You can have text chat with channel users or have one-to-one chat with a Friend.

17.1. Channel Chat

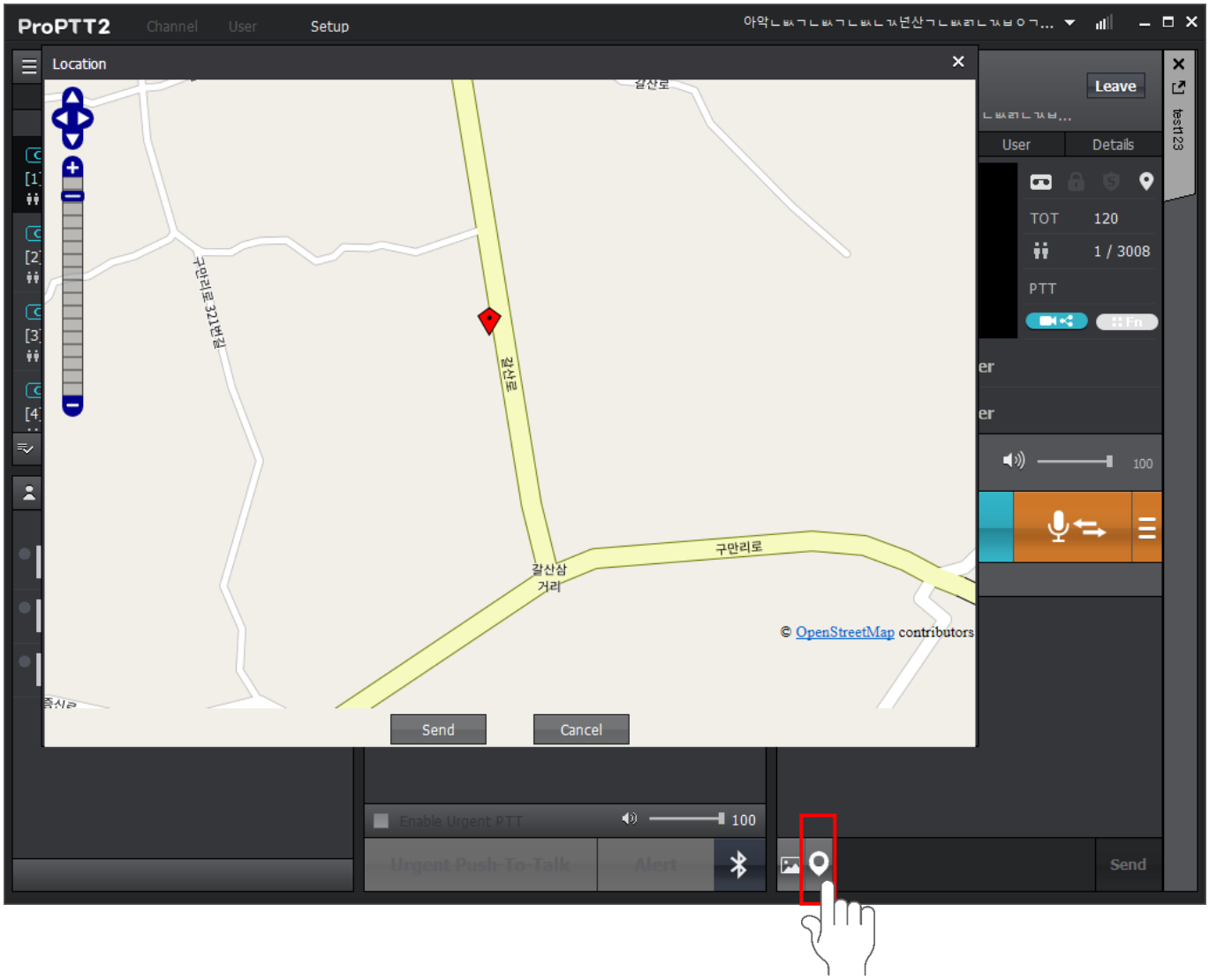
On the bottom of the PTT tab on the channel window, you can send/receive text chat or transfer images each other.



1. You can copy the content by clicking the right mouse button.

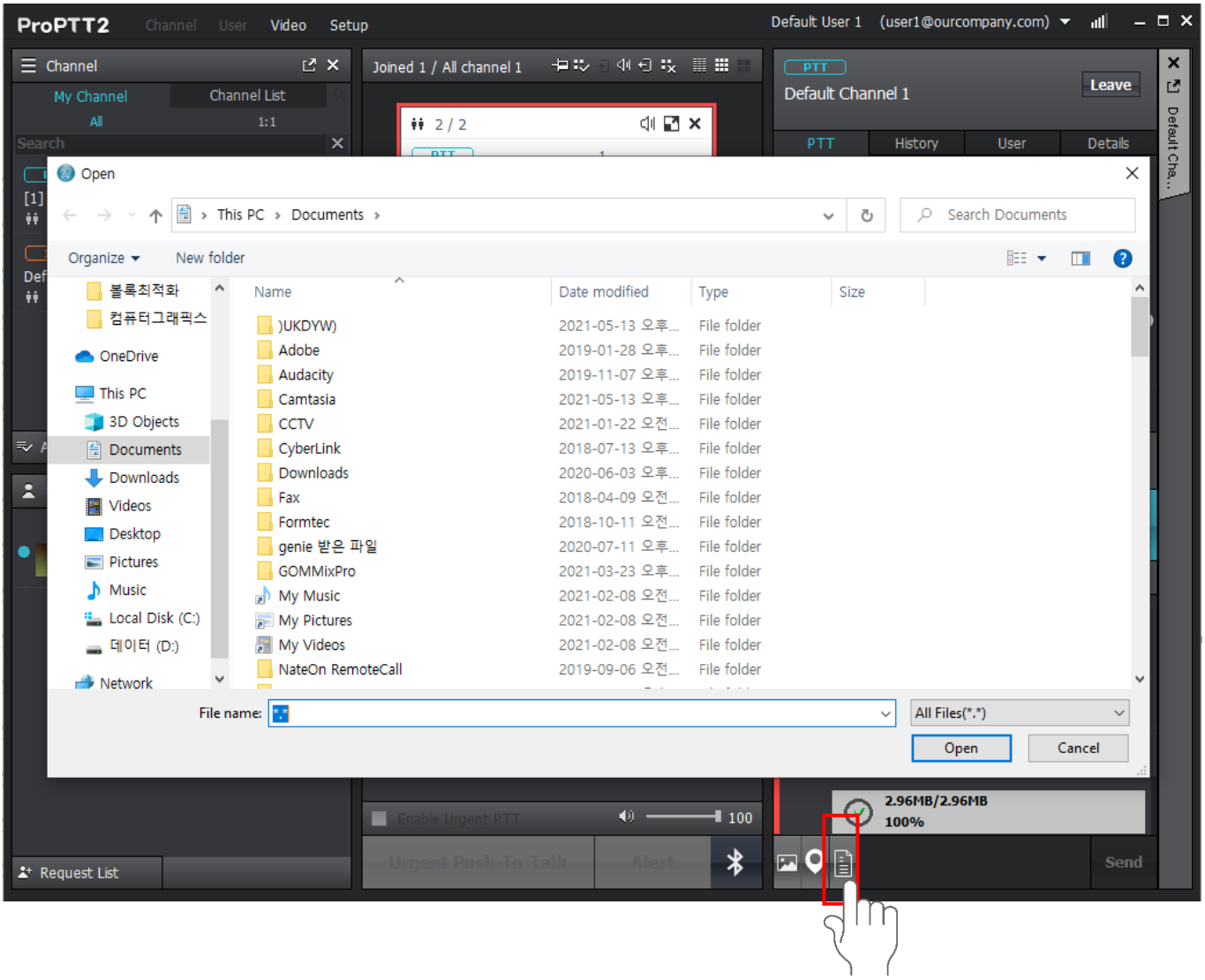
17.2. Send location

On the bottom of the PTT tab on the channel window, you can send/receive location each other.



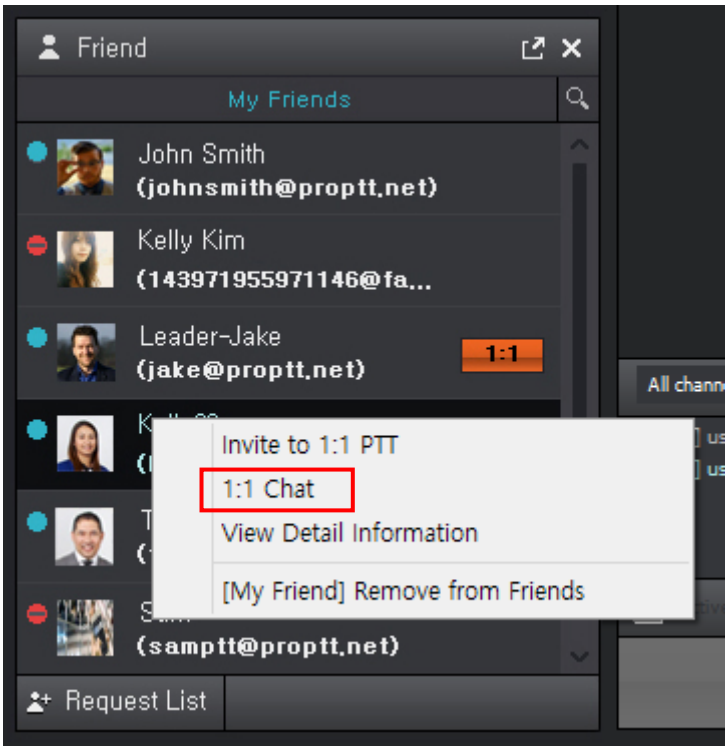
17.3. Send file

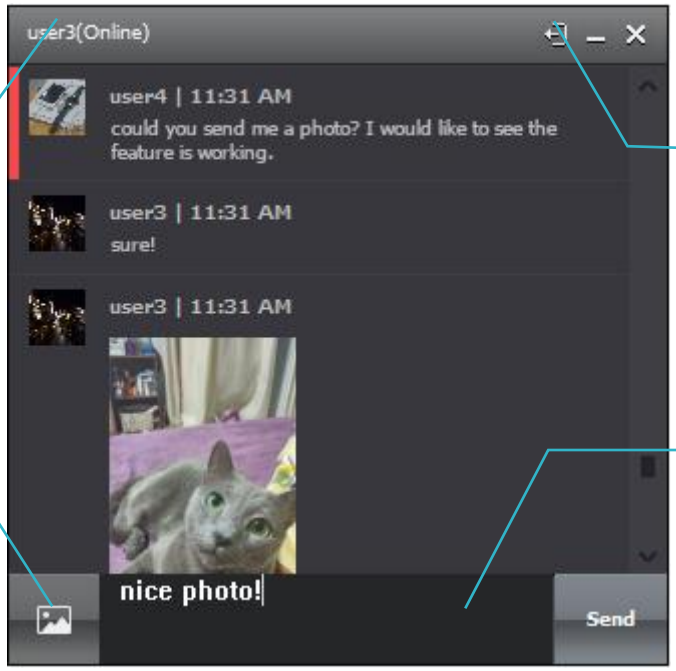
On the bottom of the PTT tab on the channel window, you can send/receive files each other.
(Enterprise server 6.0 and above is required)



17.4. 1:1 Chat

From My Friends list, select an online user you want and click **1:1 Chat** from the context menu to open one-to-one chat room popup.



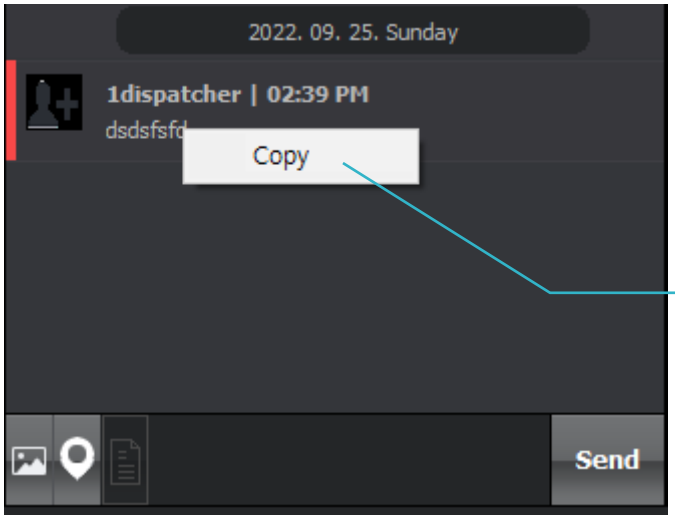


Name and presence status of the user (When the user is offline, you cannot send a text message.)

Click to leave this chat room. When you leave the chat room, the chat history will be deleted.

Input text and click **Send** or press Enter key to send your text message

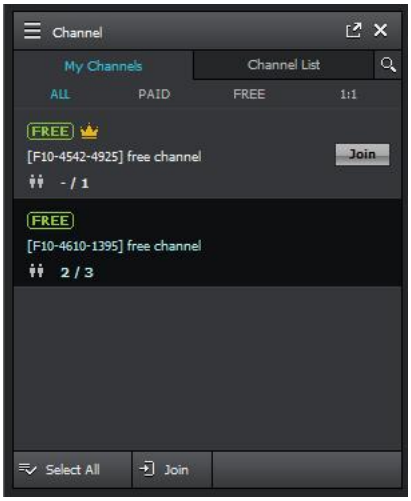
Click to choose and transfer an image/photo from your PC.



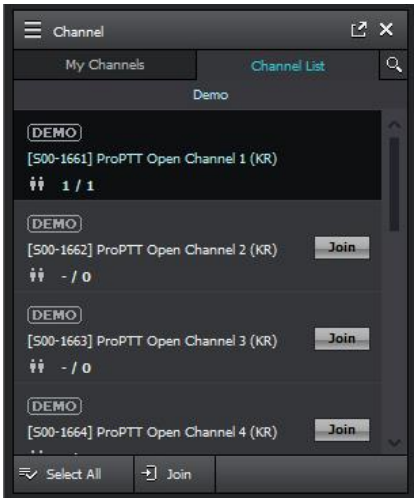
Copy by clicking the right mouse button

18. Channel

You can see the list of channels you can join or subscribe.



〈 My Channels 〉



〈Channel List - App service〉

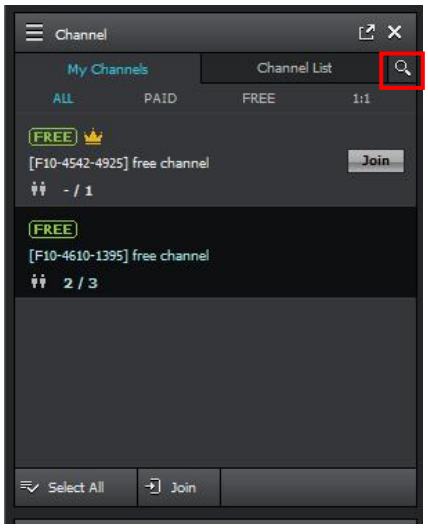
〈Channel List - Cloud Service〉

1. My Channels: List of joined channels and channels you own.
2. Channel List: List of basic channels.
   * If you are an app service user: demo channels will be displayed.
   * If you are a Cloud Service customer's user or Server Package customer's user: channels that created by administrator will be displayed.
3. Select All: Select all the channels on the list.
4. Join: join the selected channel.

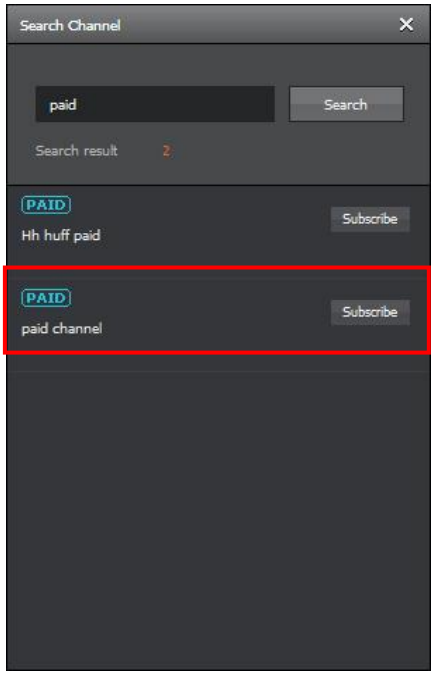
■ My channel

18.1. Subscribe a Channel

18.1.1. Request a Channel Subscription

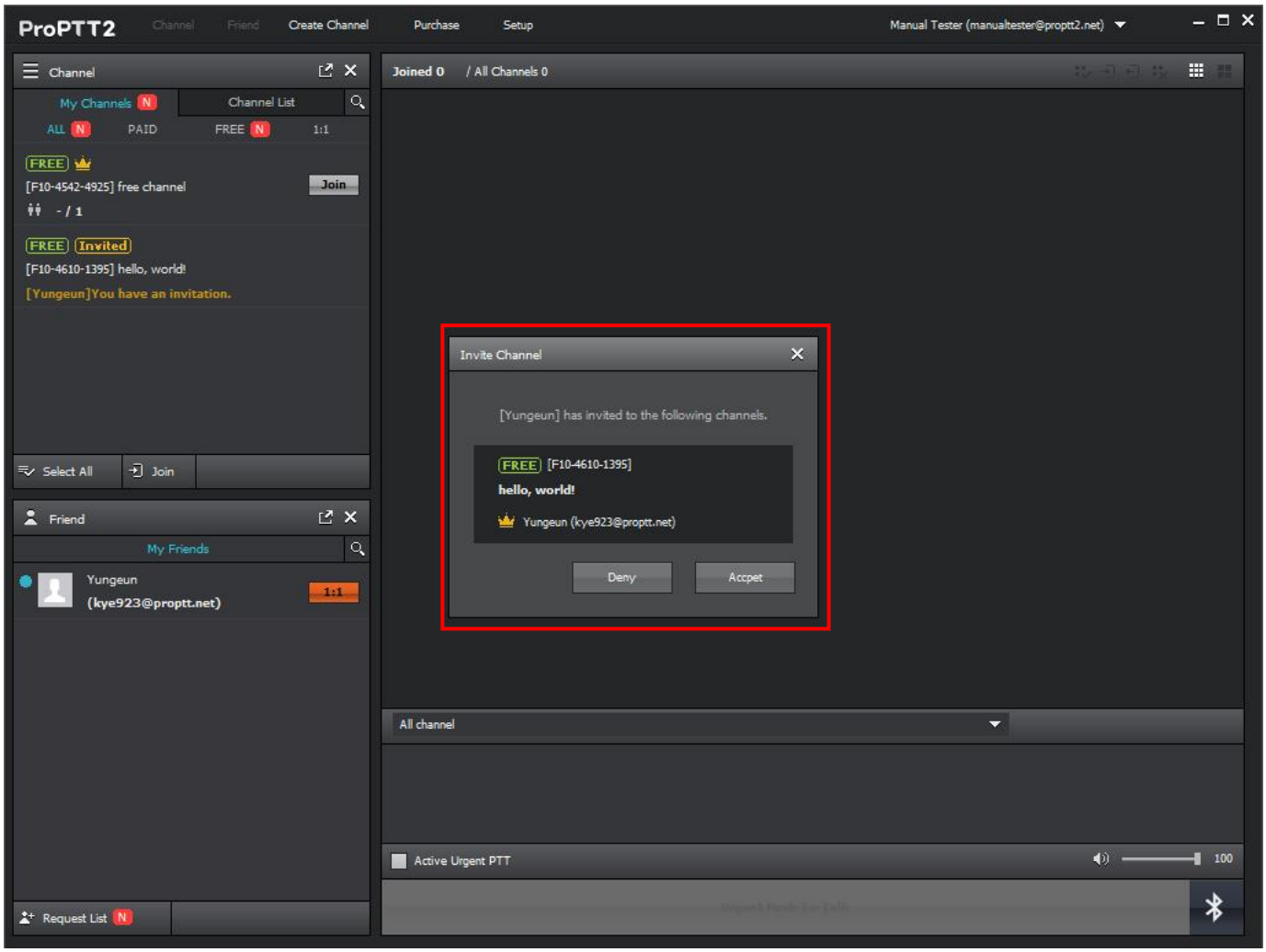


1. Click search icon on the Channel list window.



2. Search by channel name or channel code (needs entire code).
3. Click **Subscribe** button of the channel you want.
   (You can join the channel after the channel host accept the subscription request.)

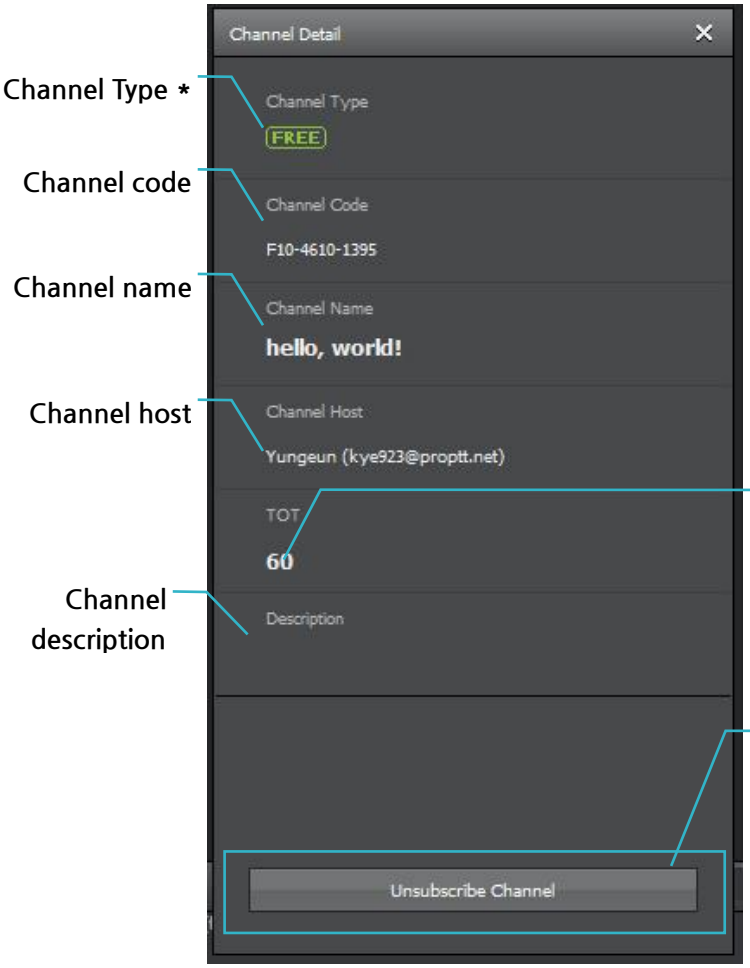
18.1.2. Accept a Channel Invitation



1. When you are invited to a channel, the channel is displayed on the Channel list with N badge and the notification pop-up appears.
2. Click **Accept** to subscribe the channel.
3. If you close the notification popup, double-click the channel on the Channel list and click Accept on the channel information window.

18.2. See a Channel Information

Click **View channel details** on the context menu from the Channel list or Click **Details** tab on the channel window to see detail information of a channel.



- Channel Type

DEMO : It's a demo channel for App Service guests. All App Service users including guest users can freely join or leave demo channels.

FREE : It's a free channel that provided to a free member. App service users can join the channel if the channel host accept the subscription. If a free channel deleted by the channel host, it is automatically recreated by system.

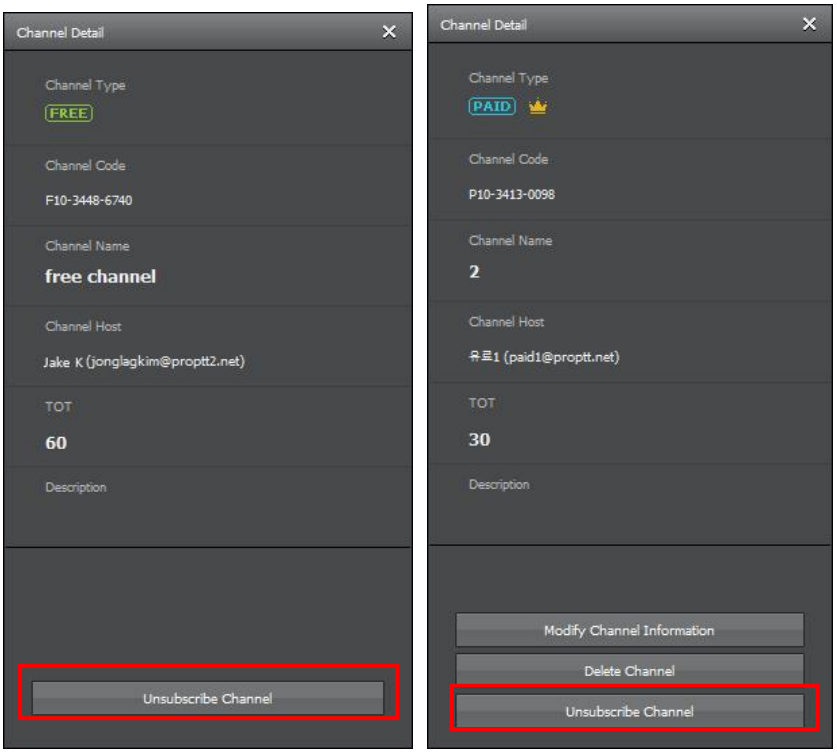
PAID : It's a paid channel which created by a paid member. Only paid members can use this channel if the channel host accept the subscription.

1:1 : It's a one to one channel. You can talk to only one user in this channel. App service paid members, Cloud Service users and Server Package users can use this channel

Cloud : It's a Cloud Service channel. It's created by Cloud Service administrator. Assigned users can use each channel.

ProPTT2 : It's a Server Package channel. It's created by Server Package administrator. Assigned users can user each channel.

18.3. Withdraw a Channel FREE PAID



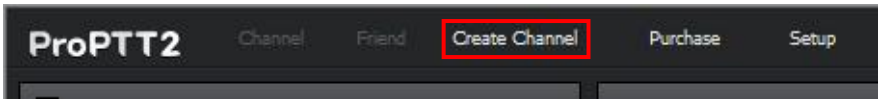
〈Subscriber〉 〈Paid channel's host〉

1. Go to the channel details and click **Unsubscribe Channel.**
2. Confirm by clicking **Unsubscribe channel** in the popup prompt.

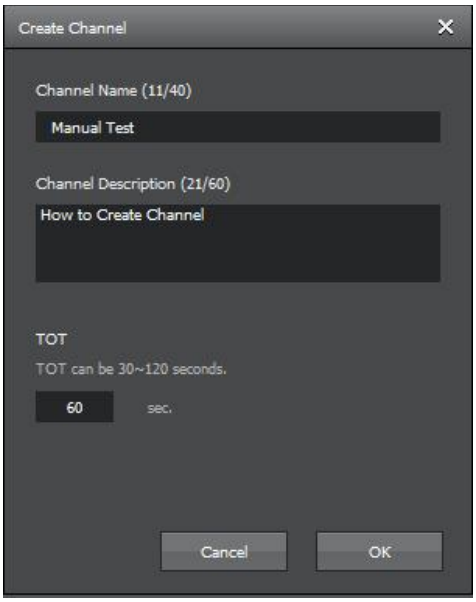
* Demo channels are free to join/leave without permission. Once you withdraw from a free/paid channel, you need to go through subscription process again.
* When a paid channel host withdraw from his/her own channel, the host authority is delegated to the earliest subscriber among the channel members.

18.4. Create a Channel PAID

App Service paid member can create up to 30 channels.



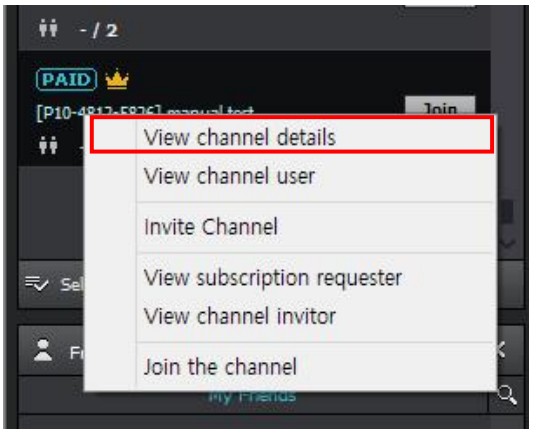
1. Click **Create Channel** on the main menu bar.

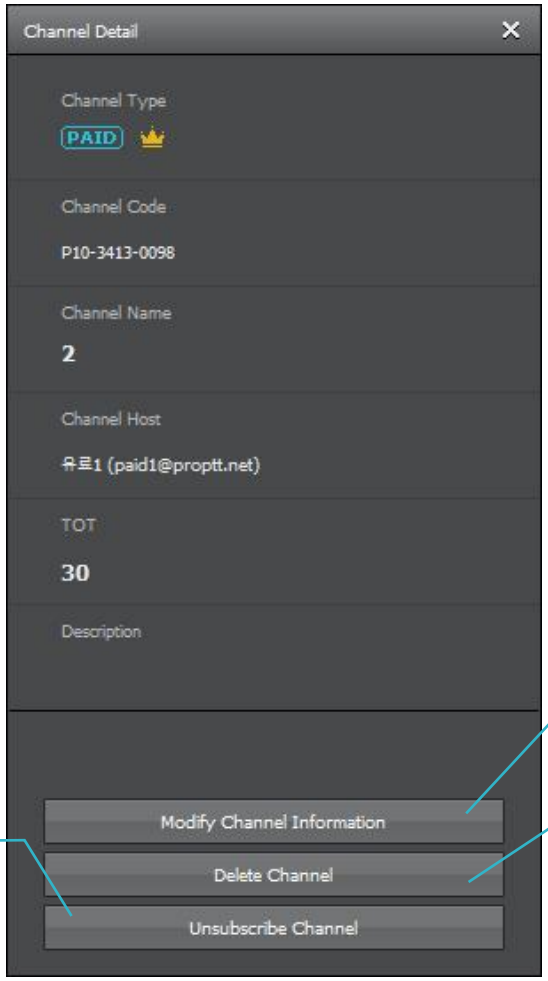


2. Enter a channel name, description (optional) and set other settings and click **OK**.

18.5. Manage a Channel FREE PAID

A channel host can manage his/her channel on the Channel details window. **Click View channel details** on the context menu to see the channel manage menu.





Edit the channel information

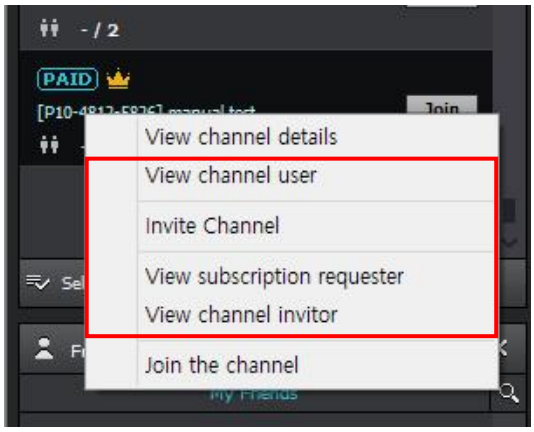
Delete the Channel

Unsubscribe Channel* (PAID Only displays to a paid channel host - refer to - 13.3 Withdraw a Channel).

〈Channel Details - Paid channel host〉

18.5.1. Manage Channel Users FREE PAID

If you are a host of a channel, you can see the menus for managing channel users on the context menu by right-clicking on your channel.



18.5.1.1. Invite a User

1. Click **Invite Channel**.
2. Select users from the list and click **Invite** on the bottom of the Invite Channel widow.

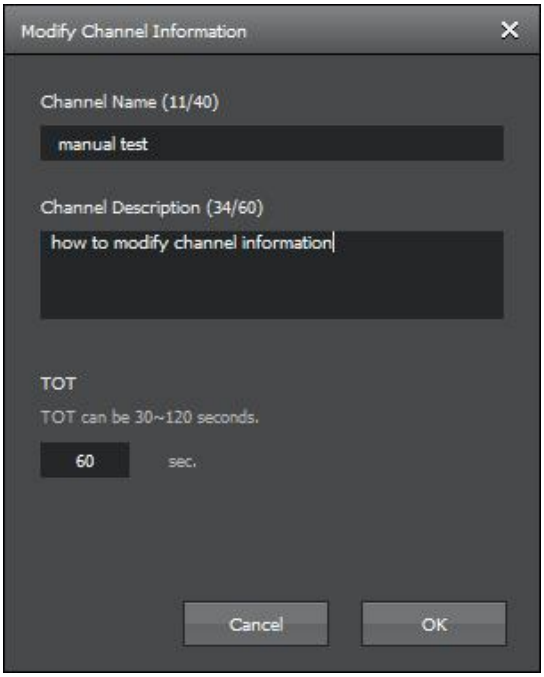
18.5.1.2. Cancel an Invitation

1. Click **View channel inviter**.
2. Select users from the list and click **Cancel Invitation** on the bottom of the Channel Inviter window.

18.5.1.3. Accept/Decline an Invitation

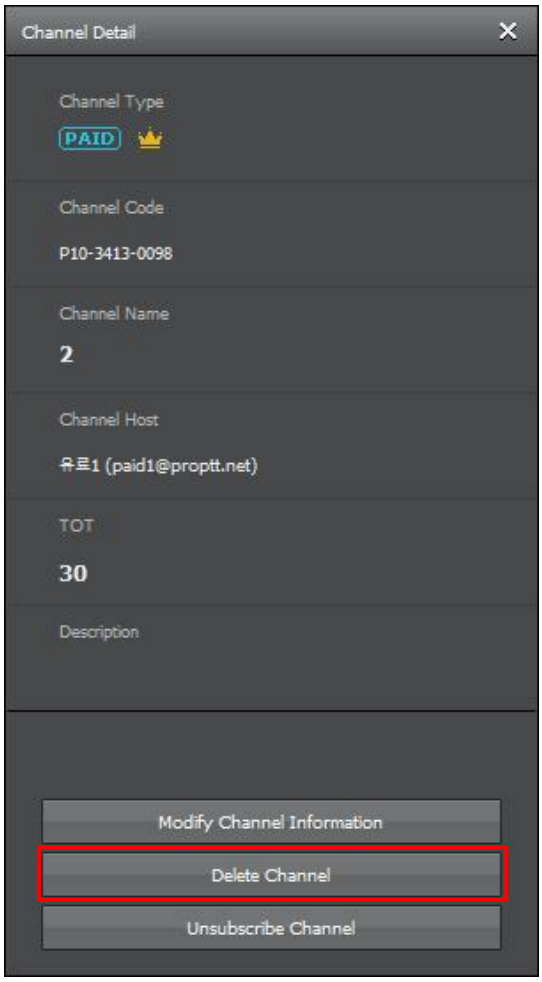
1. Click **View subscription requester**.
2. Select users from the list and click **Accept** or **Reject**.

18.5.2. Edit a Channel Information FREE PAID



1. Click **Modify Channel information** on the Channel details window.
2. Edit information and click **OK**.

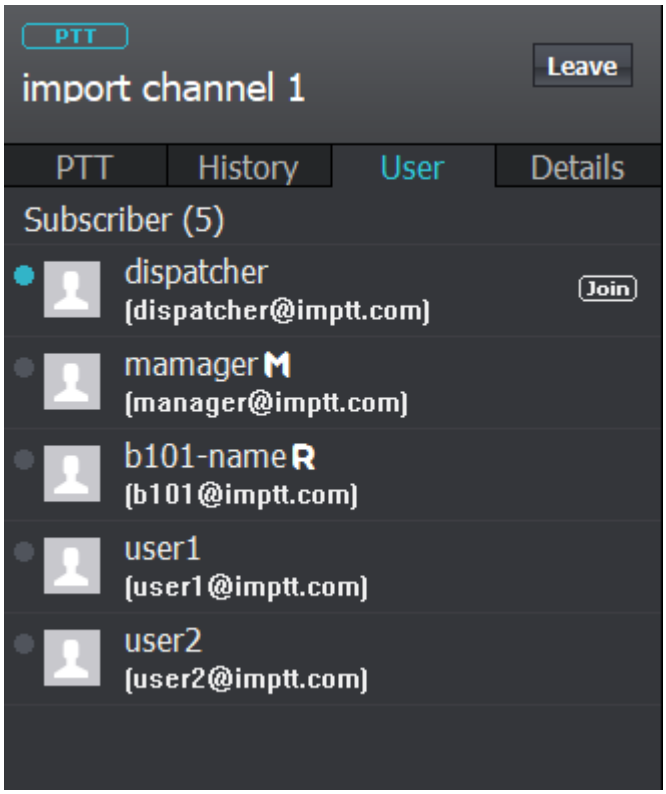
18.5.3. Delete a Channel FREE PAID



1. Click **Delete Channel**.
2. Confirm by clicking **Delete** in the popup prompt.

* If you delete the channel, channel users are automatically withdrawn from the channel.
* If you delete the free basic channel, it will be automatically recreated.

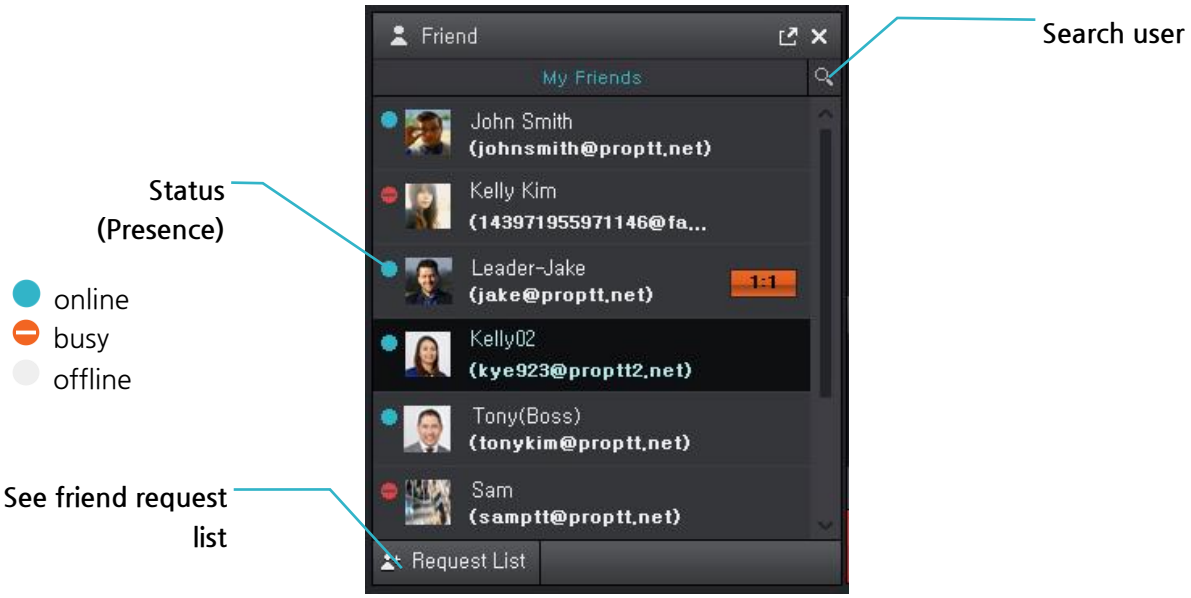
18.5.4. Channel members



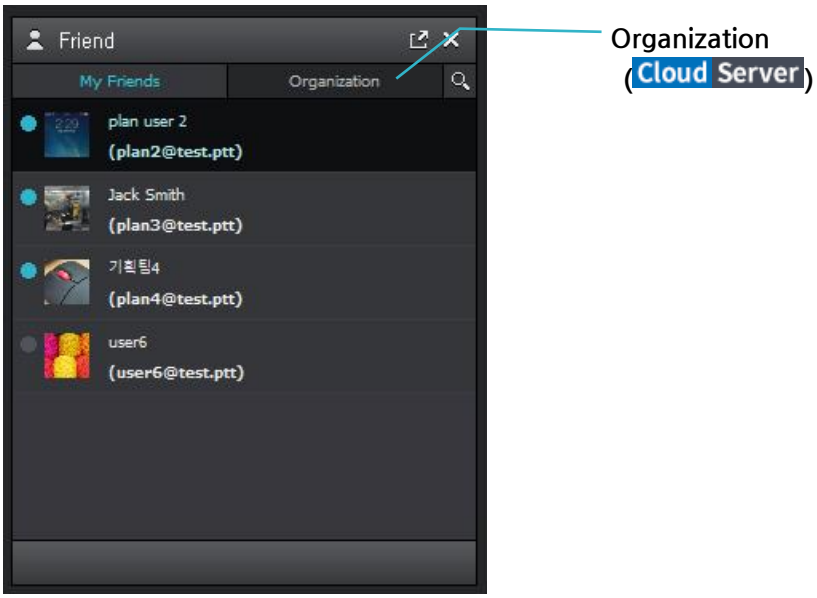
Join Joined user
M Channel manager
R Receive only user

19. Friend

You can see the user list of your friend.

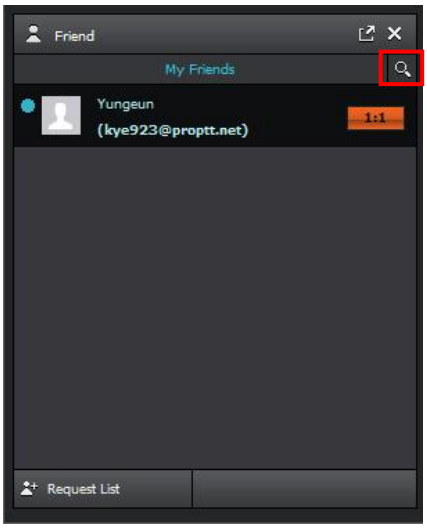


〈Friend list of App Service user〉

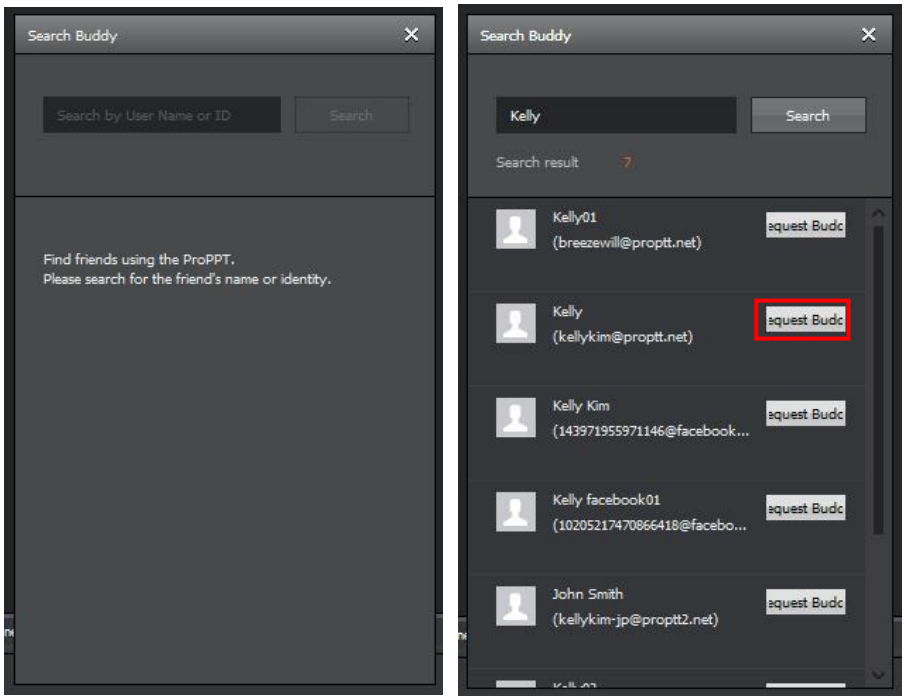


〈Friend list of Cloud/Package user〉

19.1. Search and Add a Friend



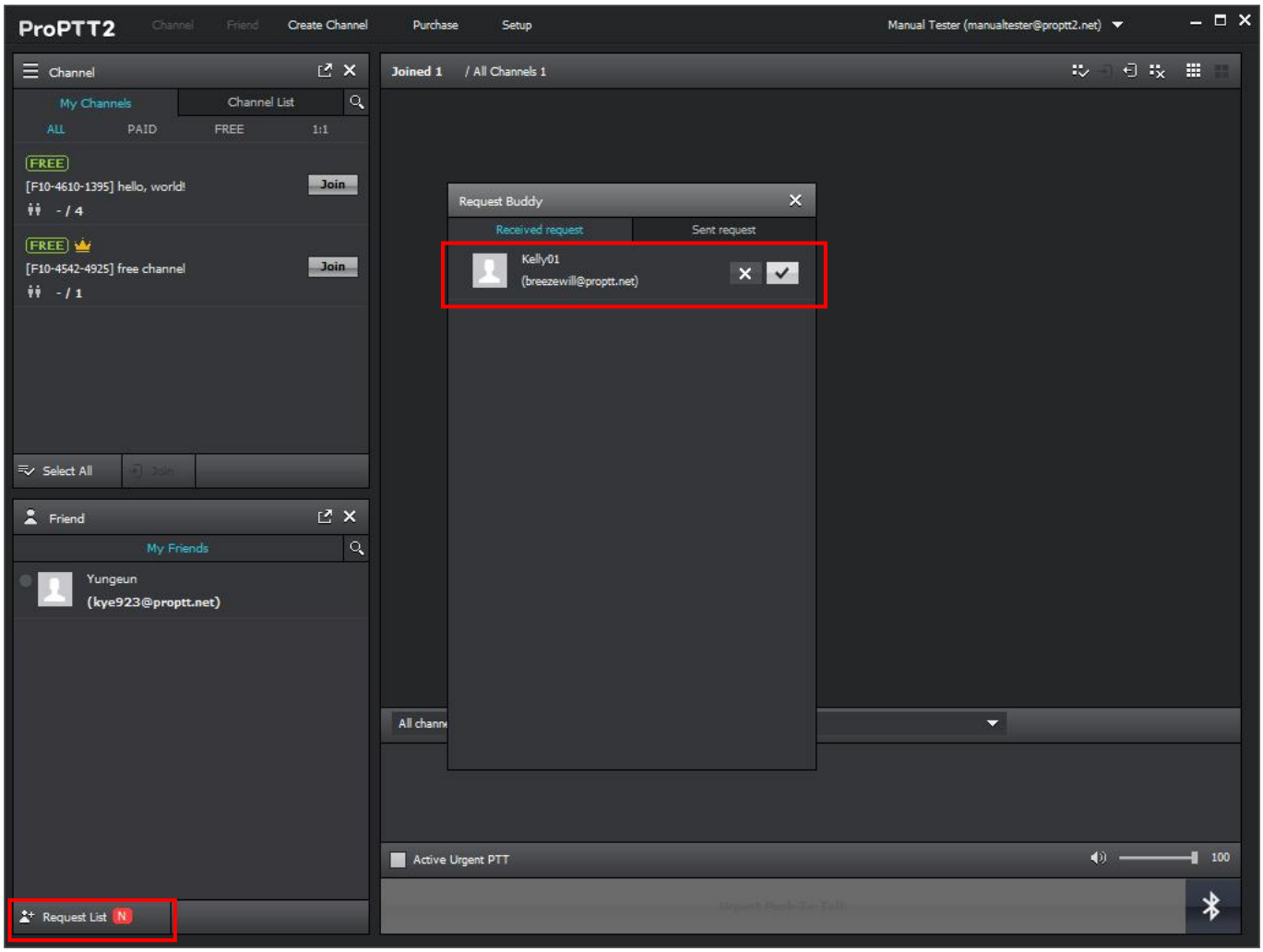
1. Click search icon on the Friend list window.



2. Search by name or user ID.
3. Select a user and click **Request**.
4. If you are an App Service user: the user will be added to your friends list after the opponent user accept your request.

   If you are a Cloud Service customer's user or Server Package customer's user: the user added immediately as you click Request button.

19.2. Accept/Decline a Friend Request

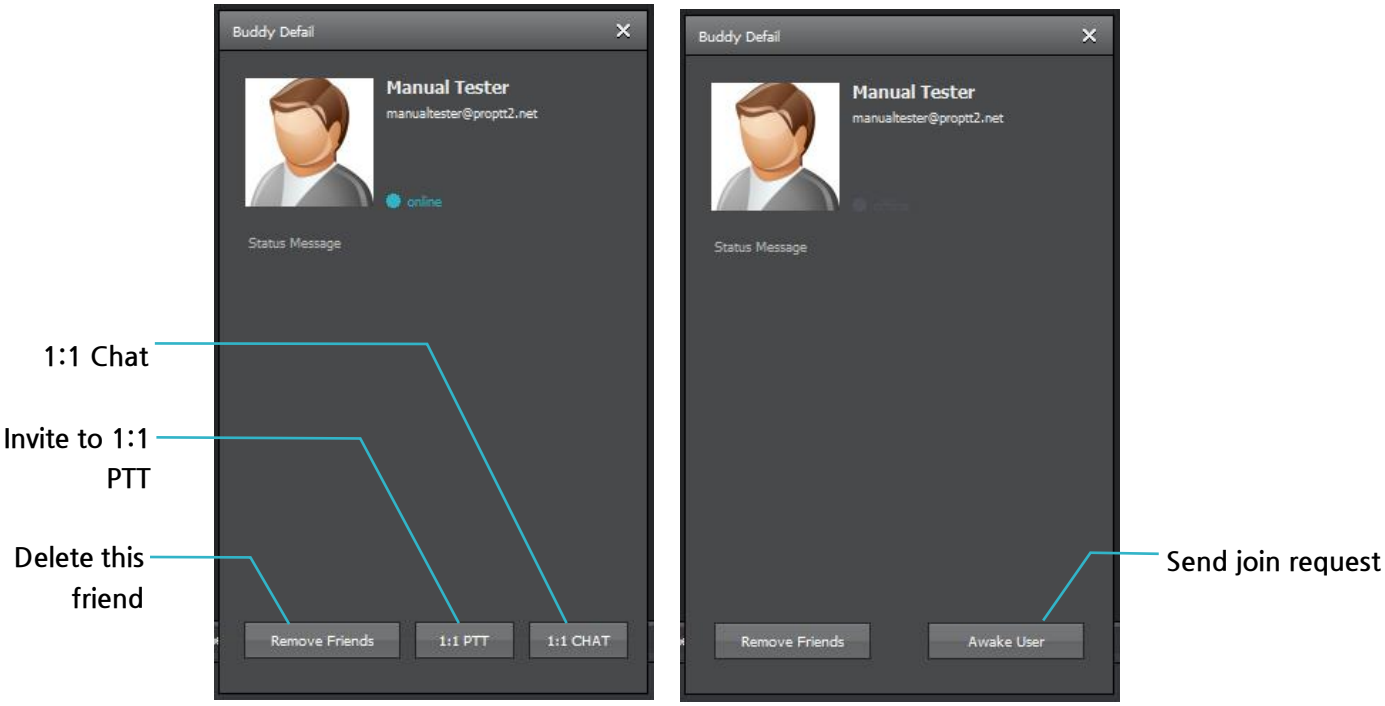


1. When you received a friend request, a N badge shows on Request List button.
2. Click **Request List** to see the list.
3. On Received request tab, you can see who sent you a request.
4. Click Accept (✓) or Deny (✕).

19.3. Manage a Friend

If you double click a friend from the Friend list or click **View Detail Information** from the context menu, Buddy detail window appears.

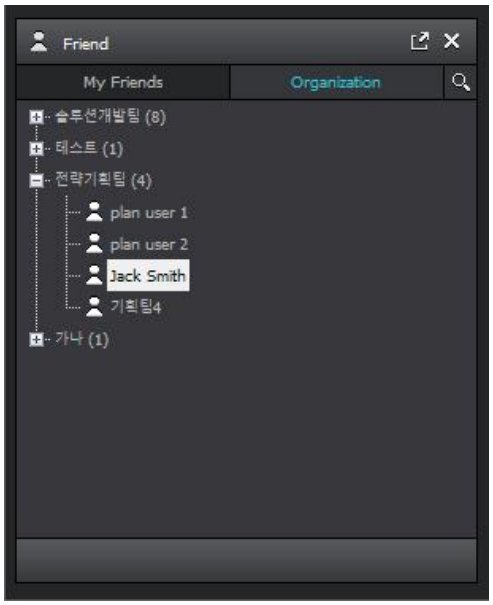
Here you can see the status message of the user. And you can send awake message / invite to 1:1 / 1:1 Chat / remove user from your friend list.



〈When user is online〉 〈When user is offline or busy〉

20. Organization Cloud Server

Cloud Service customer's user or Server Package customer's users can see the organization list on the Friend list window.

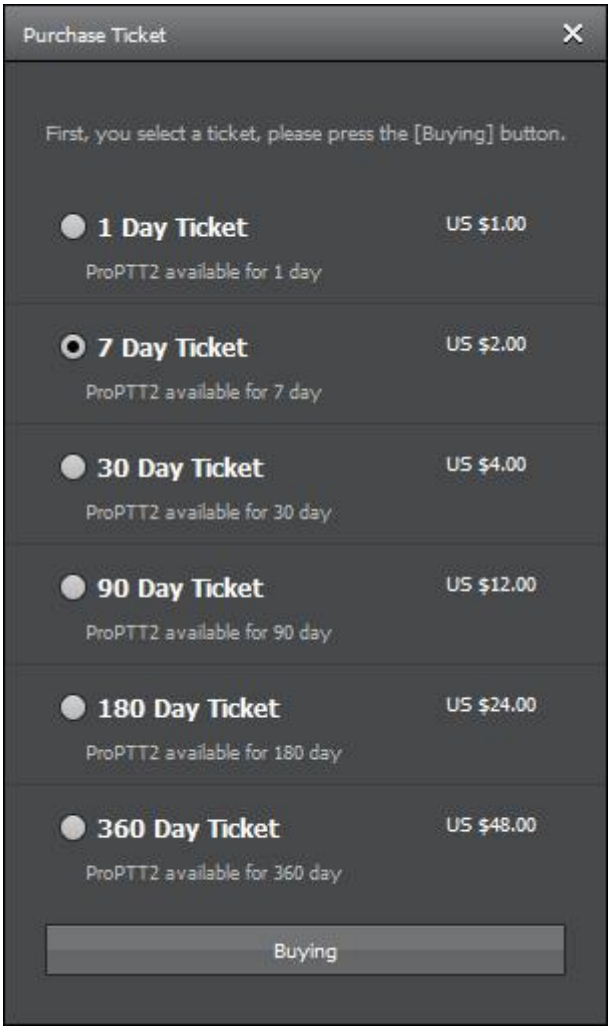


1. Click **Organization** tab.
2. Click + icon to open the group list.
3. Click - icon to close the group list.

21. Use a Paid App Service

21.1. Buy a Paid Pass FREE PAID

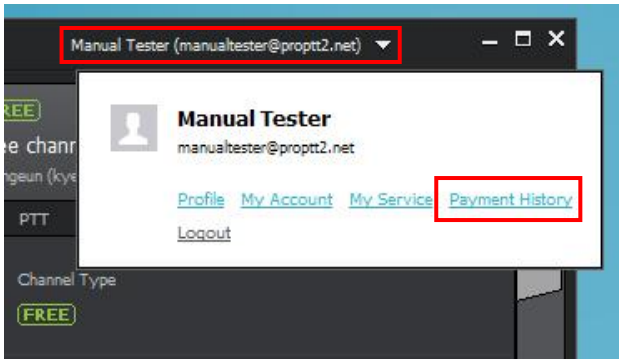
If you are an App Service user and you want to create channels and use 1:1 PTT, you need to purchase a paid pass.

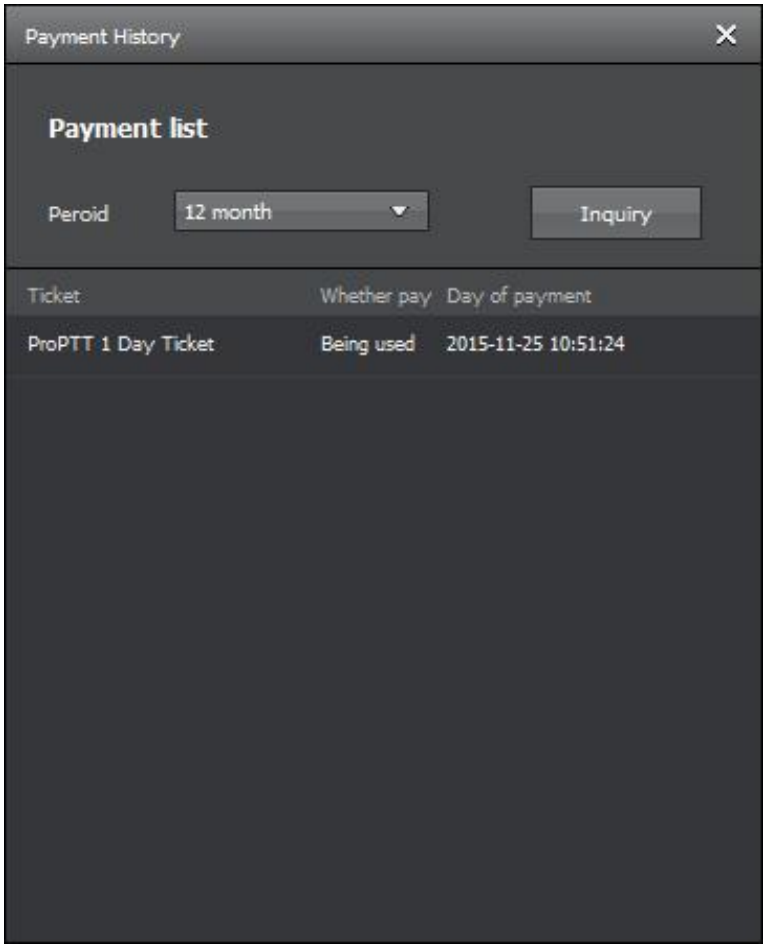


1. Click my account on the right top of the main window and click **My Service** > **Purchase a ticket**
2. Or click **Purchase** on the main menu.
3. Select a pass you want to purchase and click **Buying**.
   * For a safe purchase and stable paid service, you need to verify your email address. (See. 17.2.1 Email Verification)
   * The prices of the pass may differ from the above image.
4. **Follow the PayPal process on the web page.**
   * **Payment on ProPTT2 PC Client is using PayPal** system to purchase product on the world securely and rapidly.
   * **About using PayPal, please refer to** PayPal Help & Contact page.

21.2. Pass/Payment Inquiries FREE PAID

You can see your payment history of past 1~12 months.



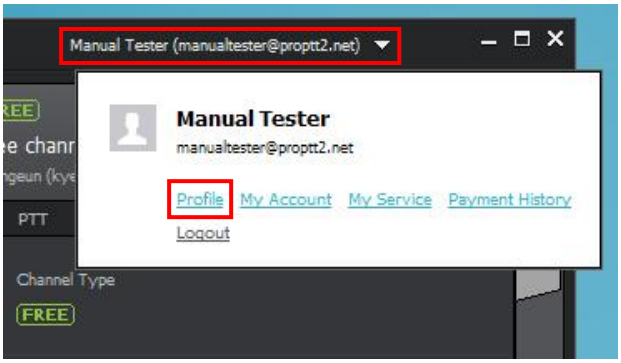


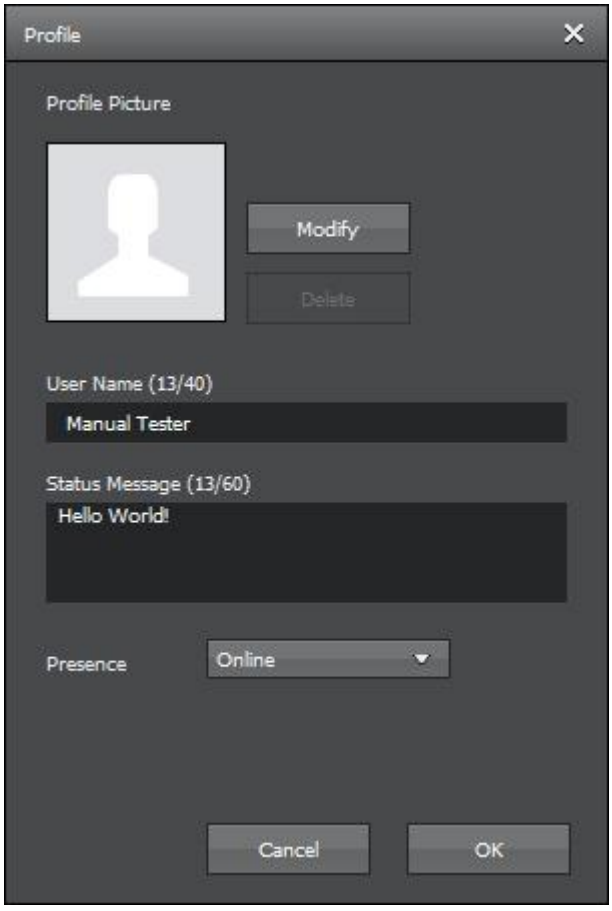
1. Click my account.
2. Click **Payment History**.
3. Select period and click **Inquiry** to see payment history.

22. Setup

22.1. Profile

You can see and modify your profile information.

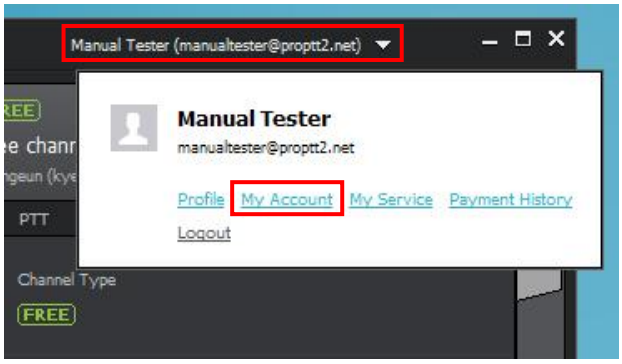


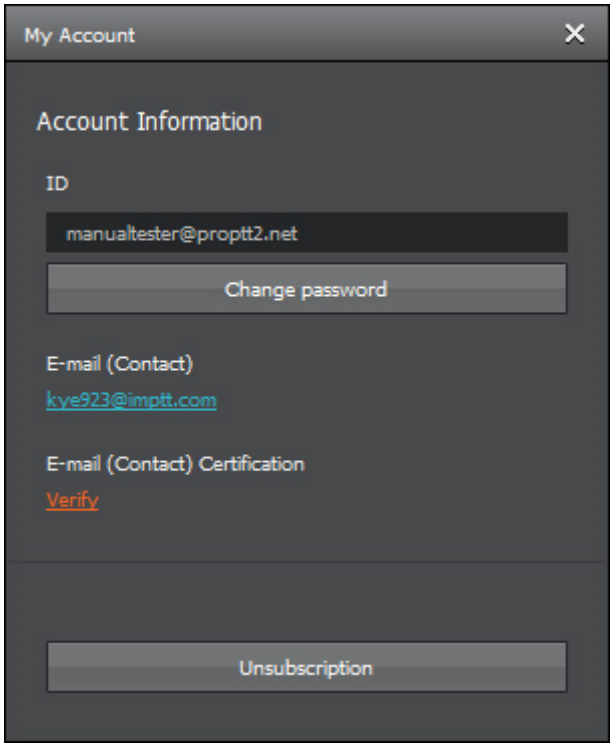


1. Profile photo: You can set your profile photo.
2. User Name: You can edit your user name.
3. Status Message: You can edit your status message.
4. Presence: You can choose your status (online, busy).

22.2. Account

You can manage your account information.

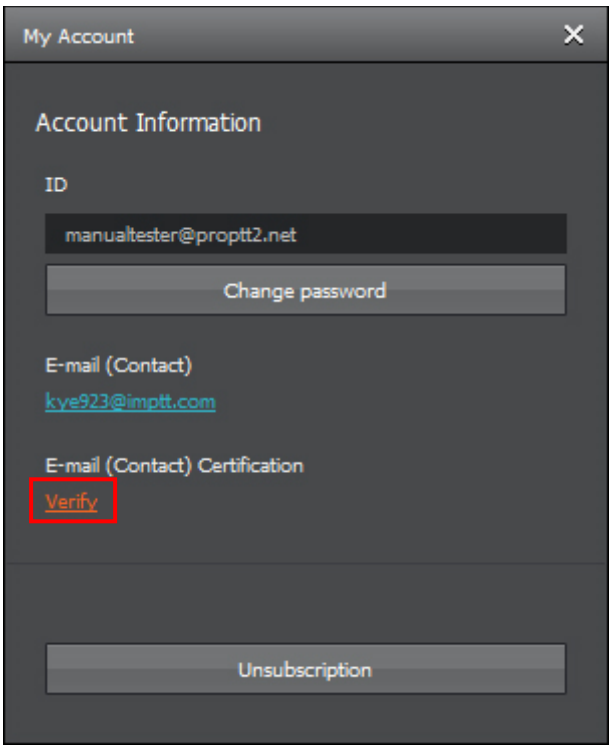




1. ID: You can see your ID. (ID cannot be changed).
2. Change Password: click the button to change your password.
3. Email (Contact): You can see your email address you entered when you registered.
4. Email (Contact) verification: Displays email verification status.
   * Verification is required: You need to verify your email. (see. 22.2.1 Email Verification)
   * Verified: Your email verified successfully.
5. Unsubscription: Delete your account (App Service users only.)

22.2.1. Email Verification FREE PAID

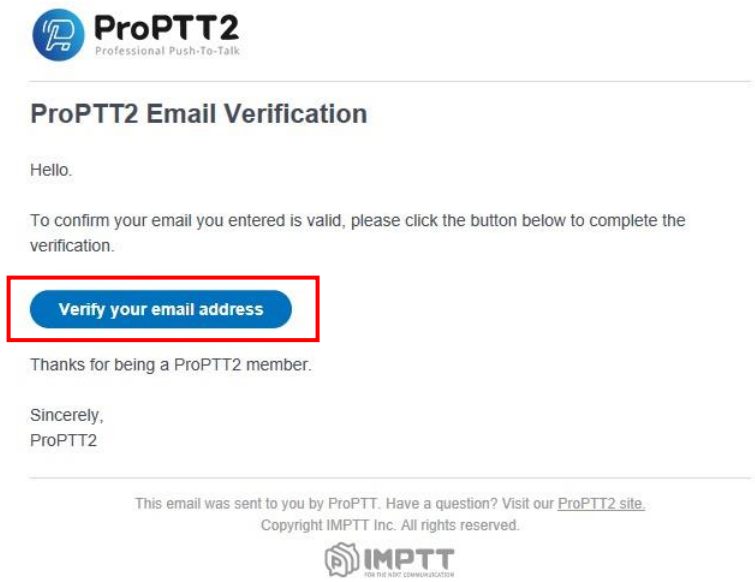
For a safe purchase and stable paid service, you need to verify your email address.



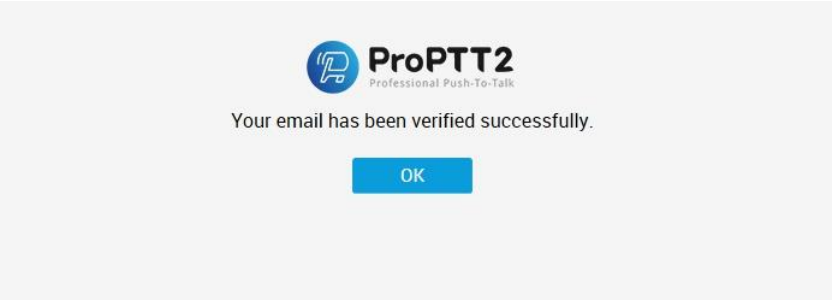
1. Click **Verify**.
2. Enter your password and click **OK**.
3. Check your mail inbox. You will receive a verification email as below.

   admin@imptt.com Notification for ProPTT2 email verification

4. Open the mail.



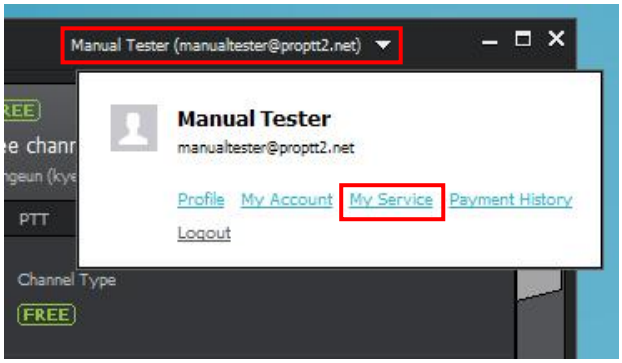
5. Click **Verify your email address**.

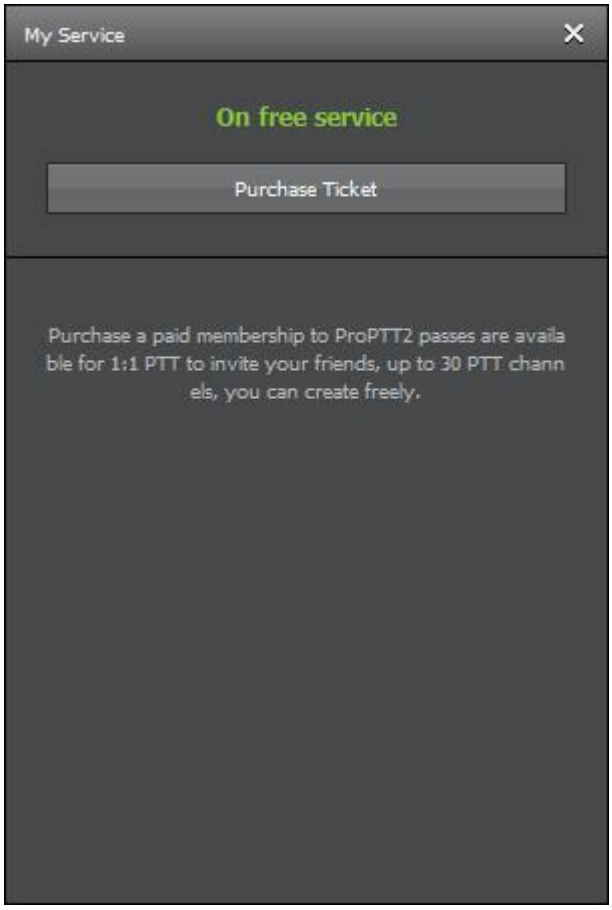


6. If you see the above screen, your email verification is completed.

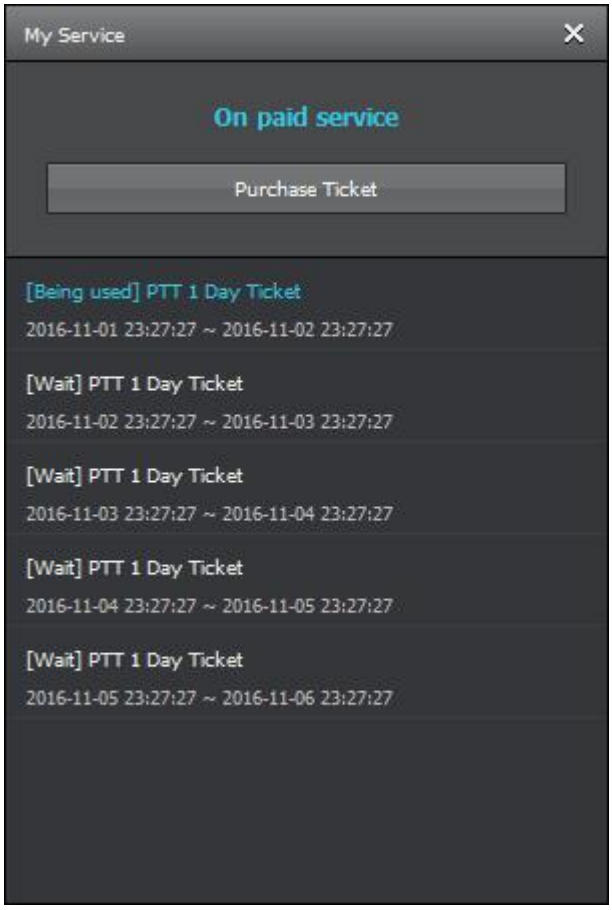
22.3. My Service FREE PAID

This menu is only displayed for App Service users. You can see your passes and payment history. Also you can purchase a new pass here. (see. 16. Use a Paid App Service)





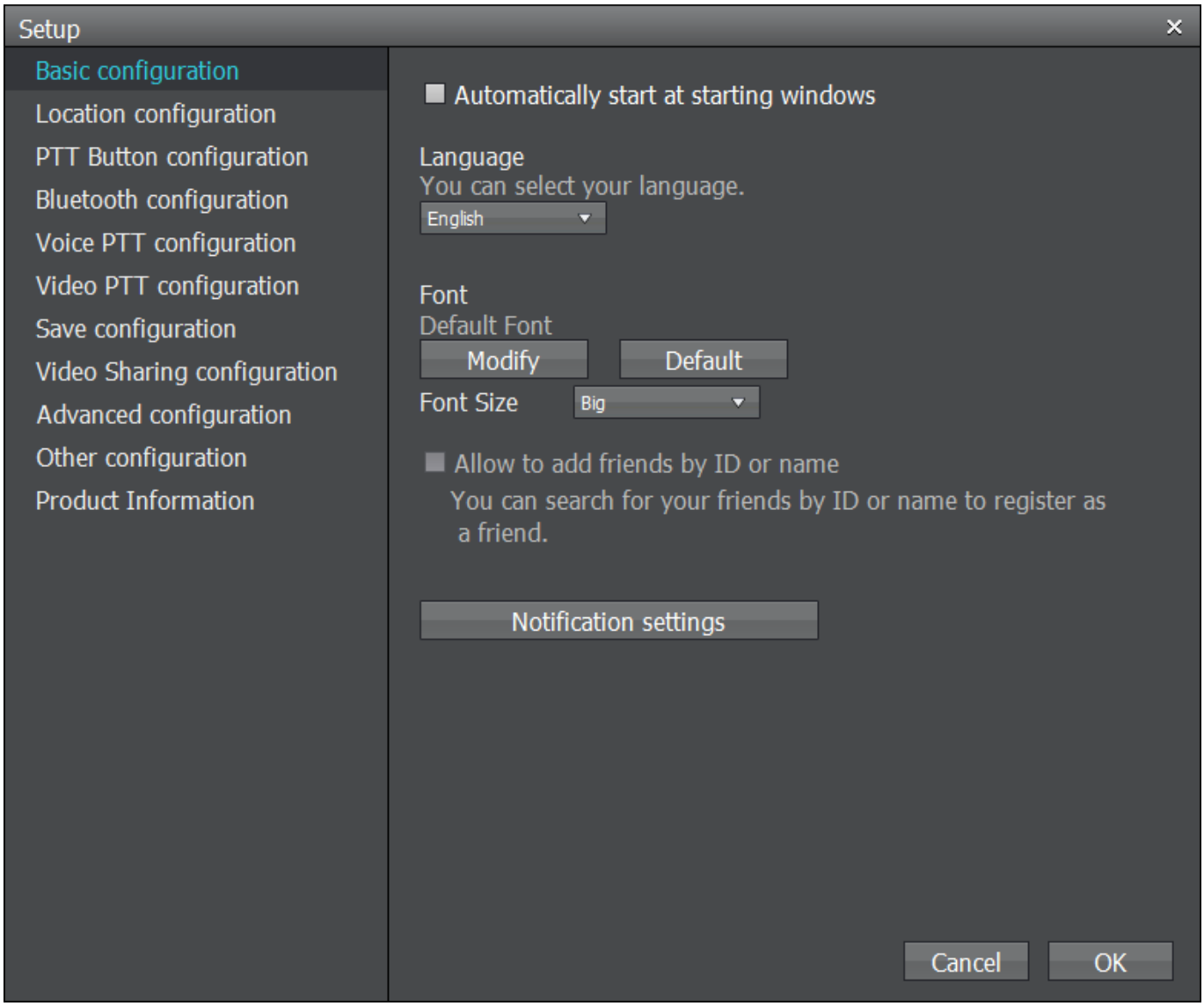
〈On free service〉



〈On paid service〉

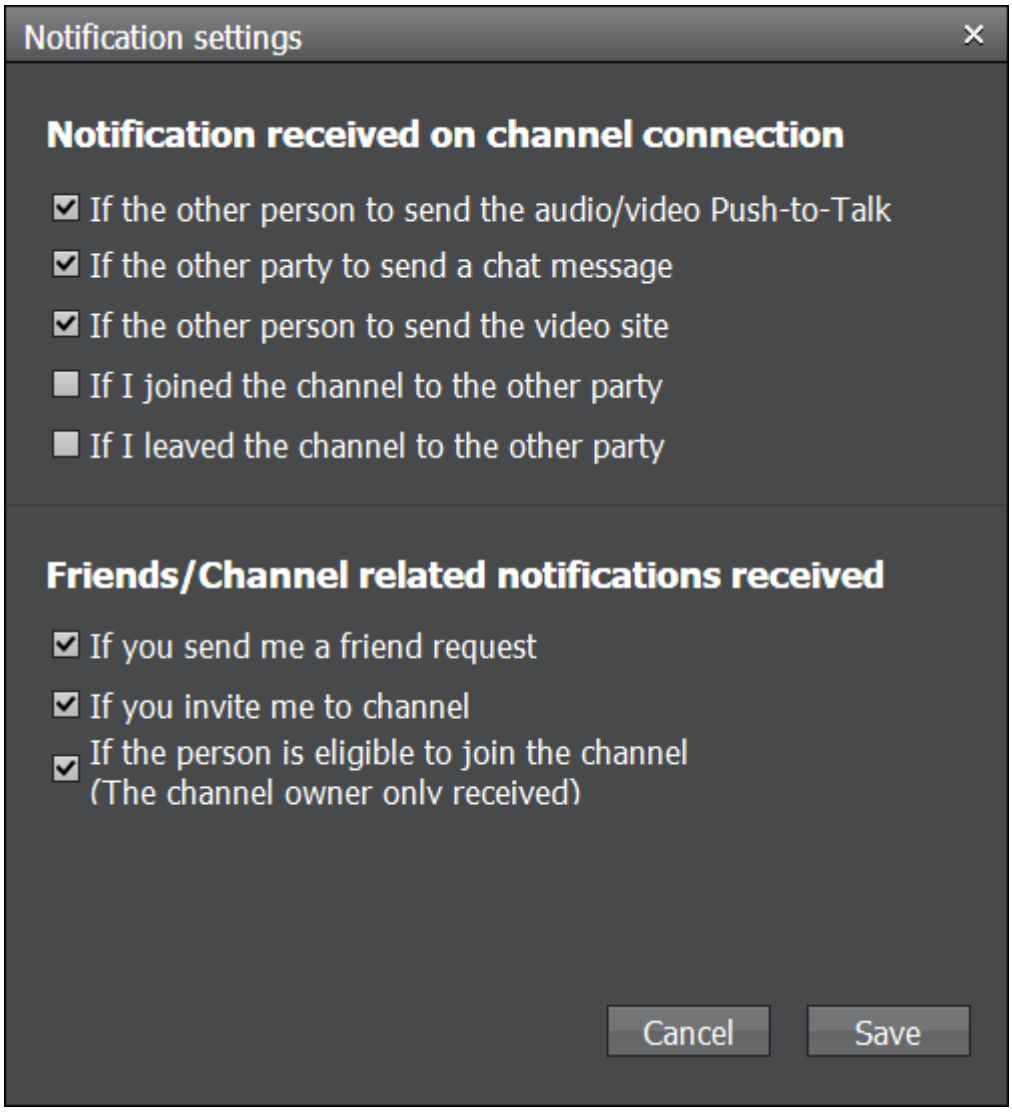
22. Setup

22.1. Basic configuration

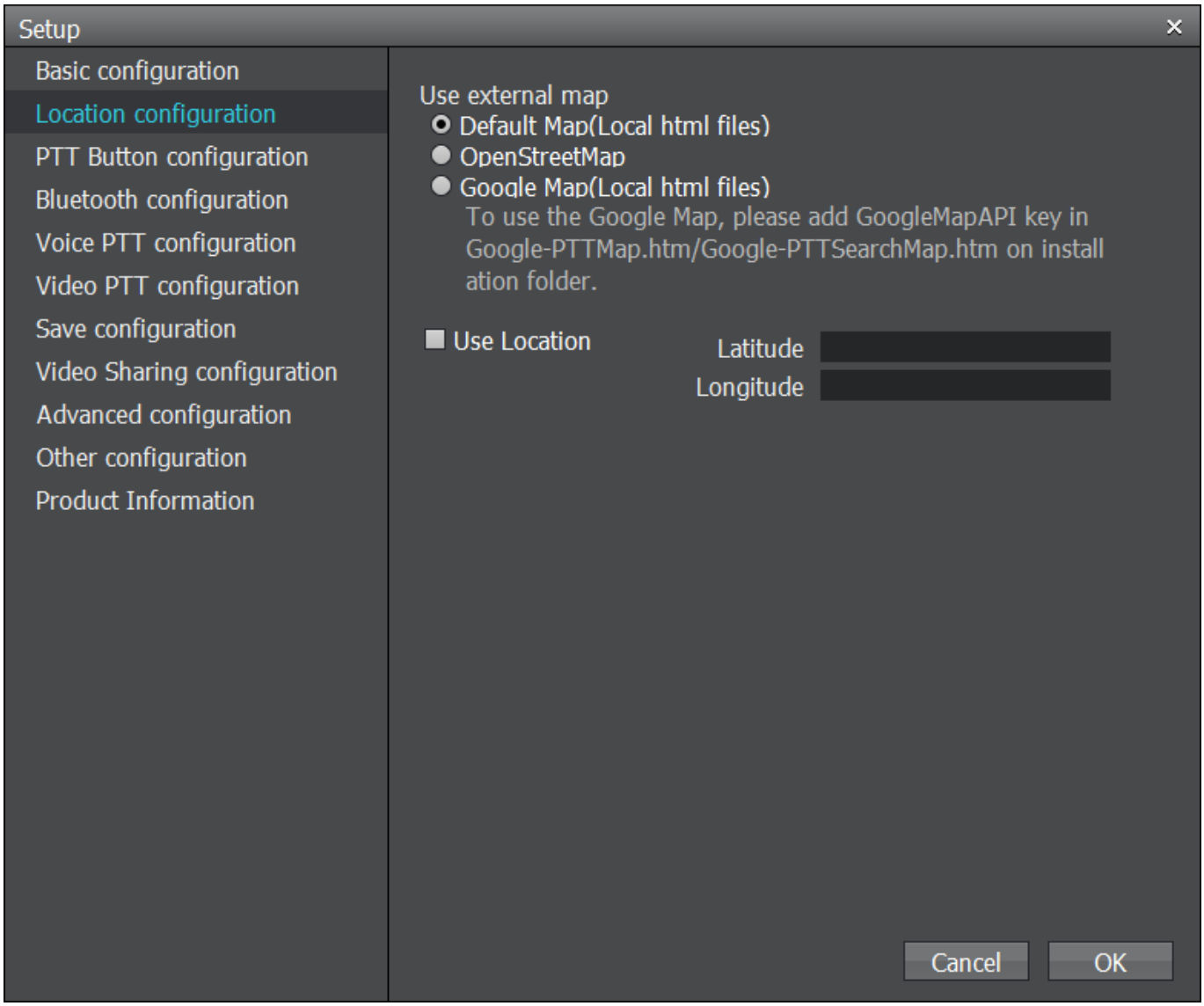


1. Automatically start at starting windows: If you check this option, ProPTT2 run automatically when you start Windows.
2. Language: You can change language of the program.
3. Font: You can change the program font.
   - Modify: select a font from the system.(Only font name will be applied)
   - Default: to reset a font to program's default
4. Font Size : Normal and big font are supported.

5. Notification setting



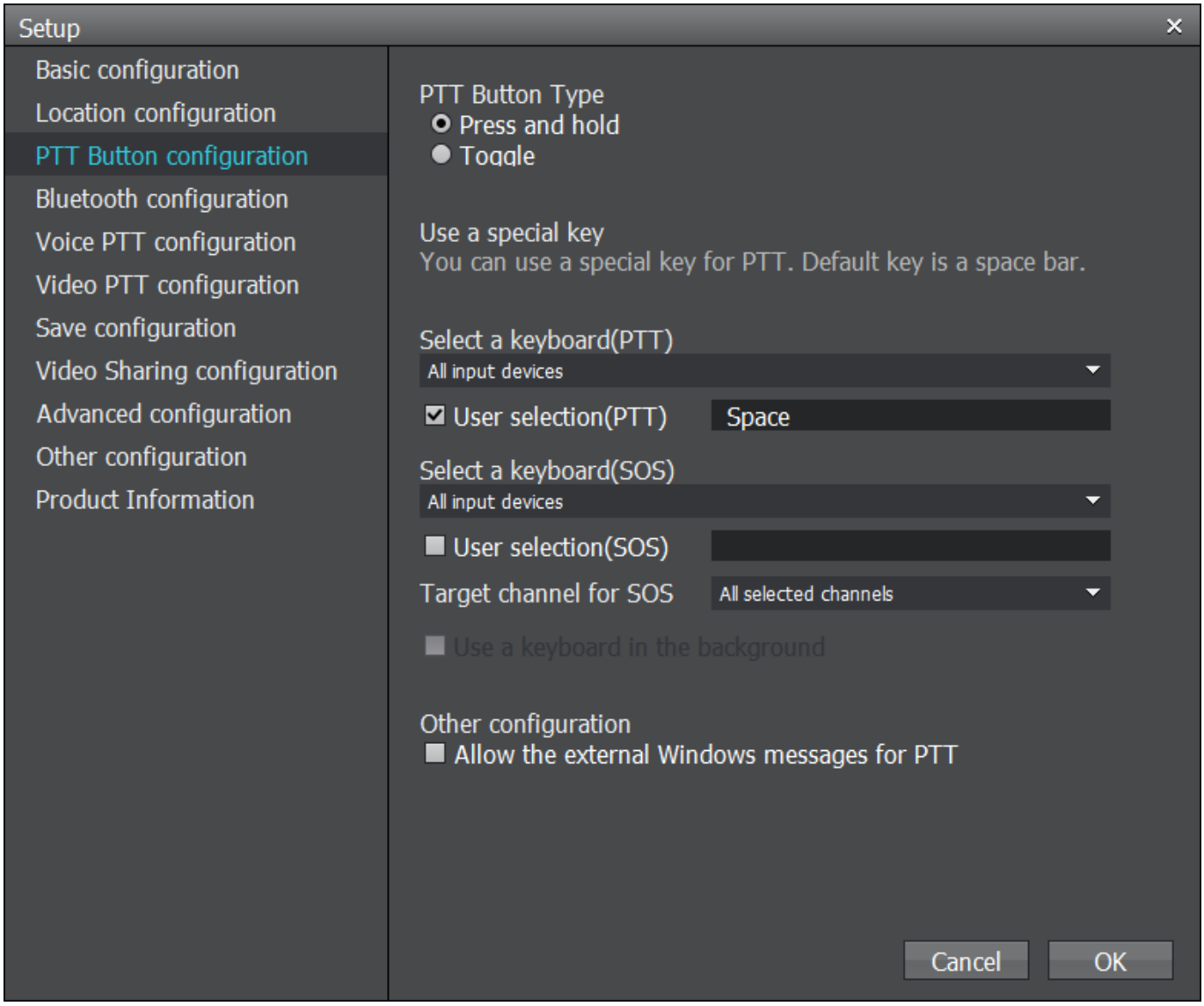
22.2. Location configuration



1. Use external map: You can change a map for PTT/user location.
   - OpenStreetMap: select OpenStreetMap(default). https://www.openstreetmap.org
   - OpenStreetMap(Local html file): select OpenStreetMap. But the html in install folder will be used.
   - GoogleMap(Local html file): select GoogleMap. It is required API key from Google by Google policy. For normal usage, it(low traffic) would be free.

2. User Location: input the latitude and longitude of your PC.

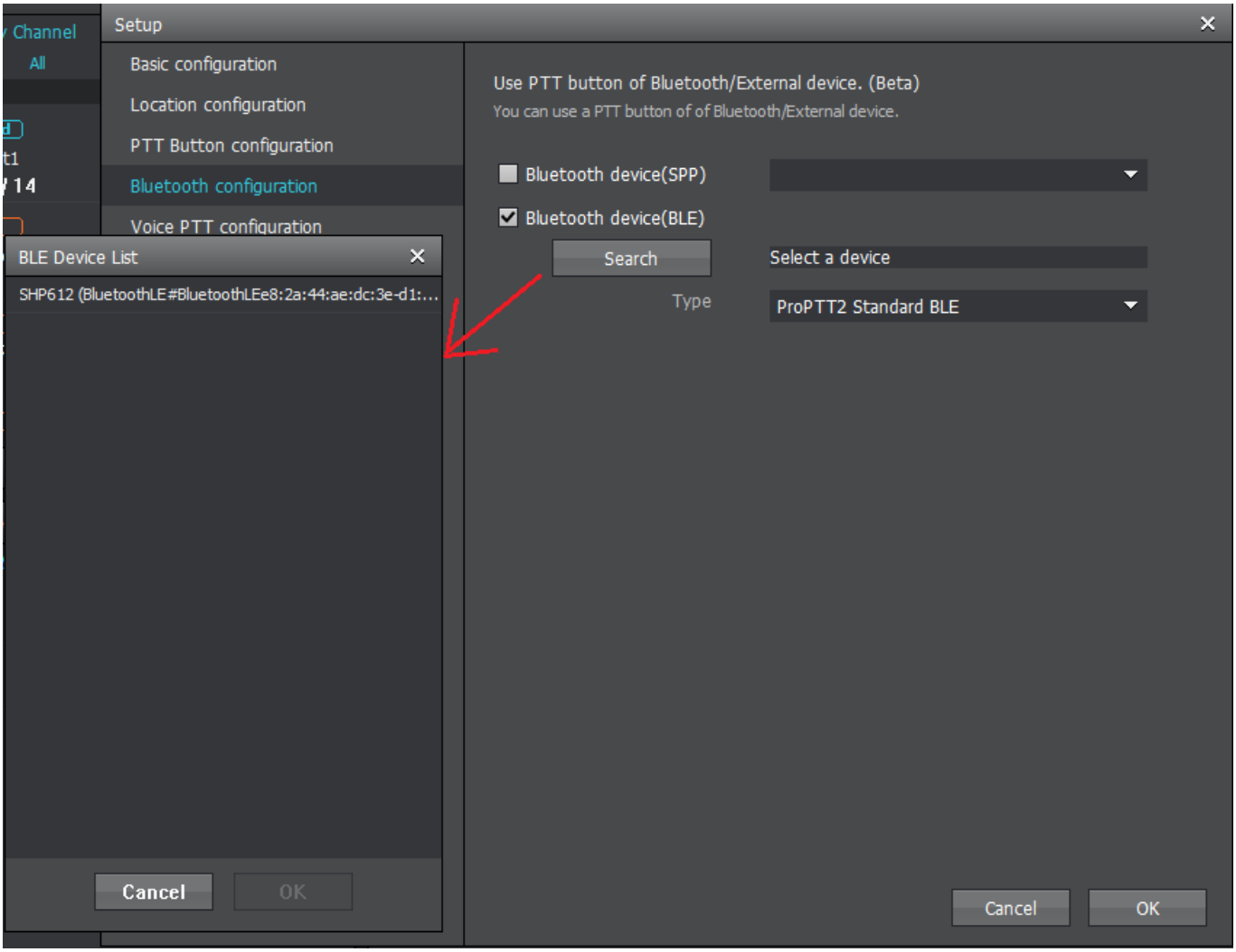
22.3. PTT Button configuration



1. Push-To-Talk Button Type: You can choose the Lock button type.
   - Press and Hold: press (click) and hold the button until you finish talking.
   - Toggle: click once to talk and click again when you finish talking.

2. Use a special key: You can use a specific button, connected your PC, as a PTT Lock button.
   * You can choice a dedicated device.
   * check user selection and press a button you want to use.
   1) PTT key configuration
   2) SOS key configuration
3. Other configuration
   * You can allow to receive Windows message from another app.

22.4. Bluetooth configuration



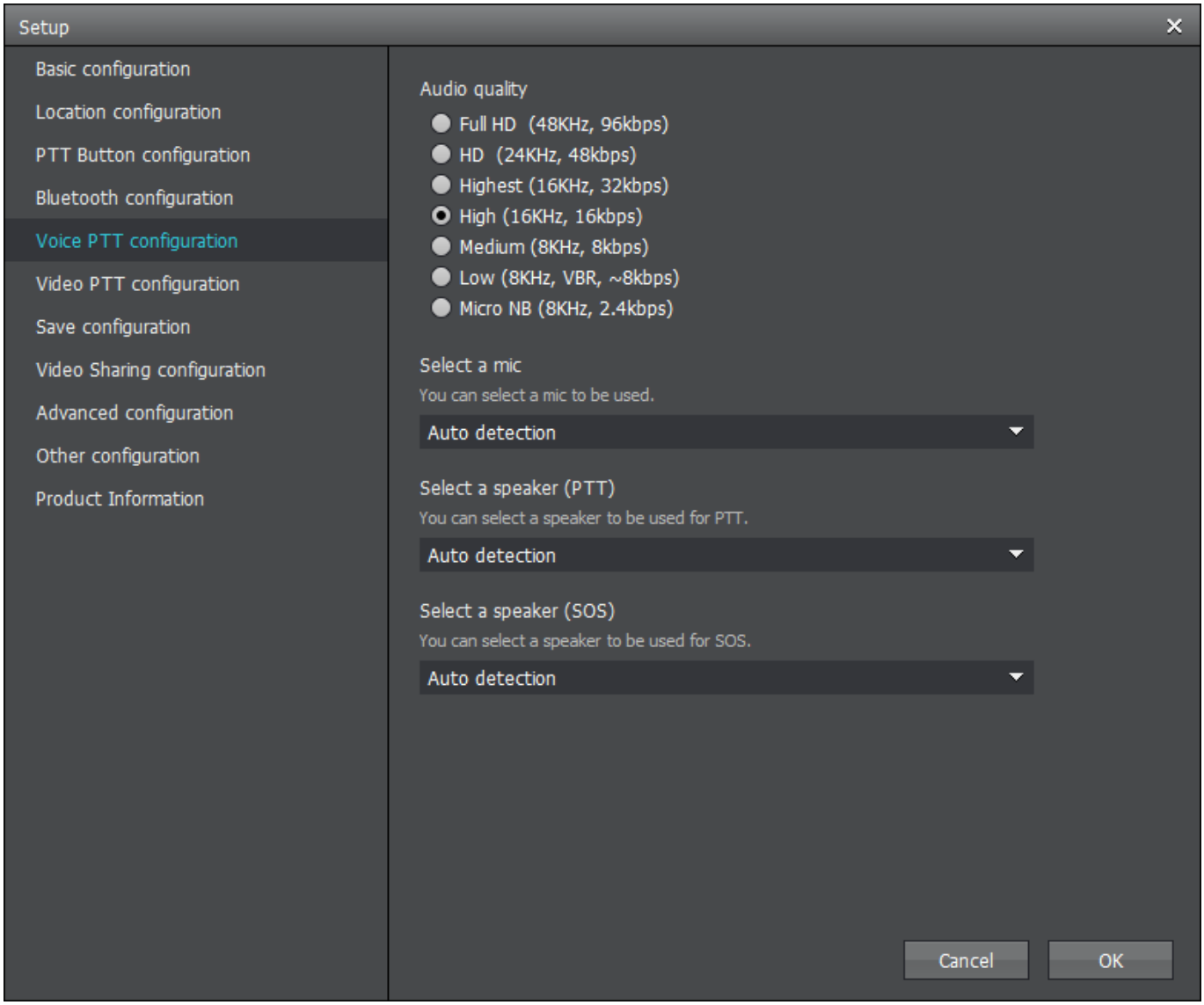
1. Use PTT button of Bluetooth/External device

   * You can select a Bluetooth our external device when its connected your PC.

   1) Supports SPP device

   2) Supports BLE device(Winddows 10 1903 OS buil 18362 or above, .Net framework 4.5 or above). Search and select a BLE device and select the device type.

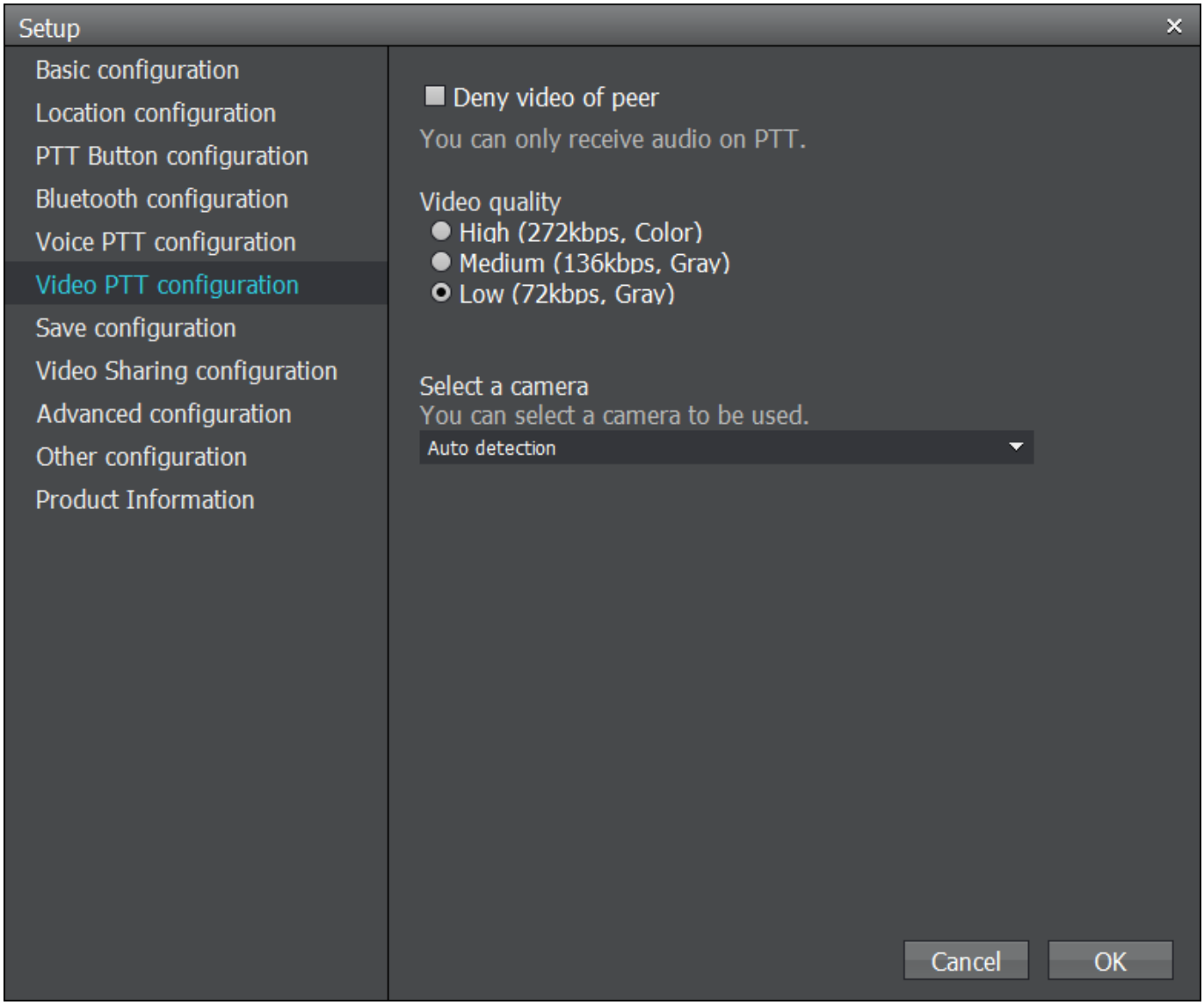
22.5. Voice PTT configuration



1. Audio quality: Select voice PTT quality.
   - Full HD: 96kbps
   - HD: 48kbps
   - Highest: 32kbps
   - High: 16Kpps
   - Medium: 8Kbps, default option
   - Low: VBR ~ 8kbps, if you select this option, app recognize your voice to adjust the data, transmitting it with relatively low sound quality and low capacity.
   - MicroNB: 2.4kbps

2. Selection a device
   - Mic device
   - Speaker device(PTT/SOS)

22.6. Video PTT configuration

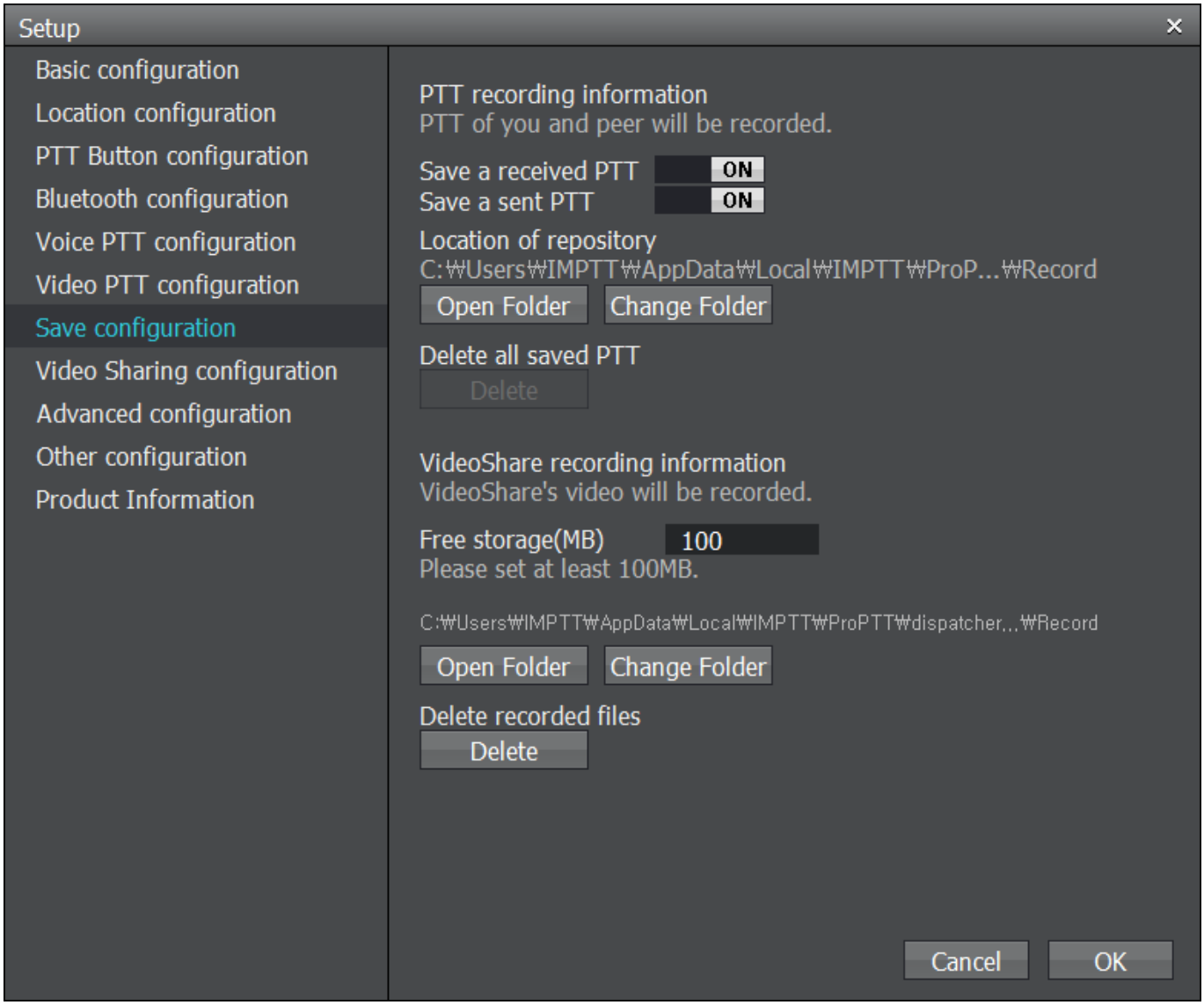


1. Deny video of peer: check this option to receive only voice of video PTT.

2. Video Quality: Select video PTT quality.
   - High: High quality, Color video
   - Medium: Medium quality, Grayscale (Black & White) video
   - Low: Low quality, Grayscale (Black & White) video.

3. Select a camera for VideoPTT

22.7. Save configuration



1. PTT saved information:
   - Save a received PTT: the received PTT will be saved.
   - Save a sent PTT: the sent PTT will be saved

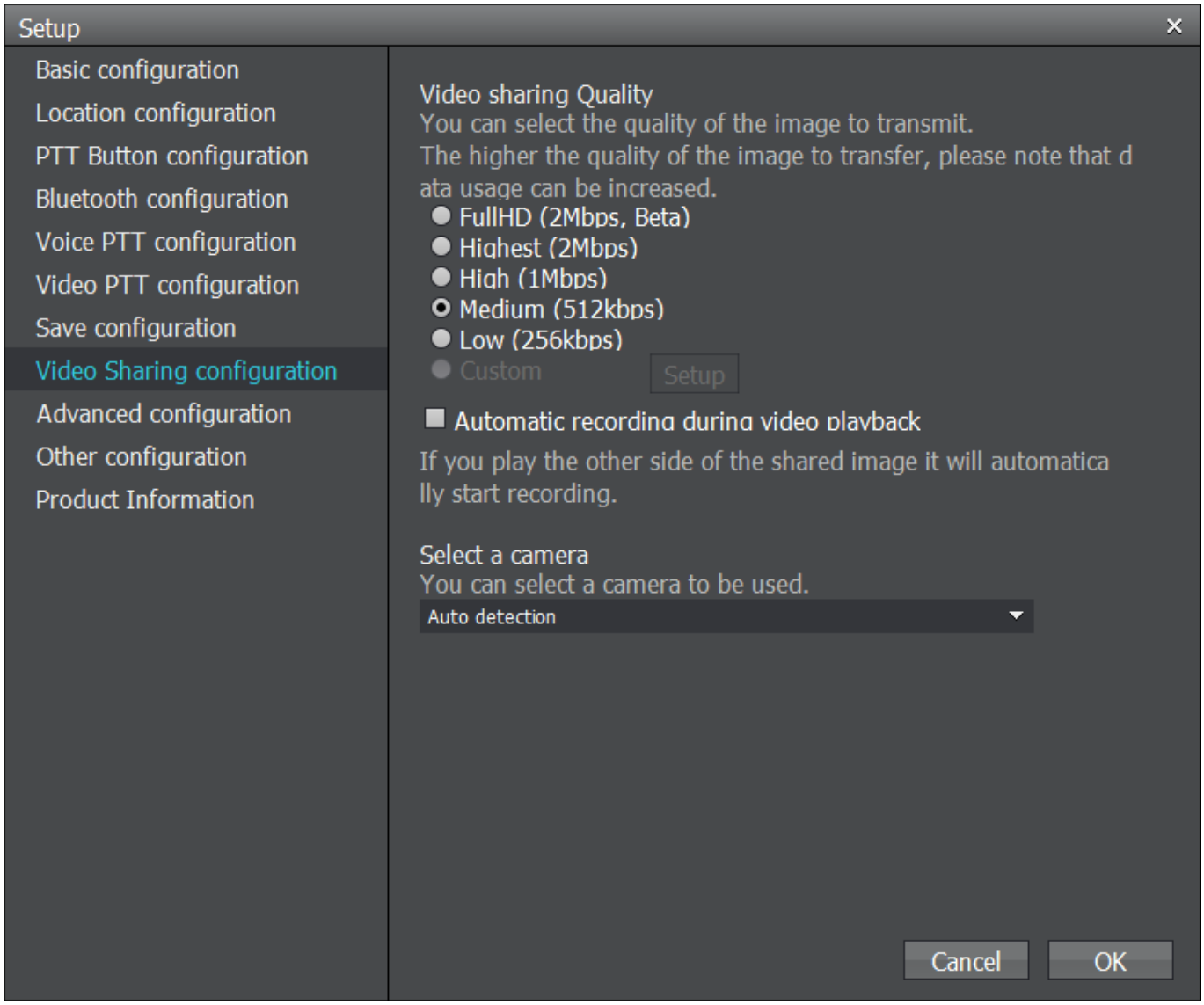
2. Location of repository: input the location to be saved.
3. Delete all saved PTT

〈 VideoShare configuration 〉

1. Free storage (MB): You can set the remaining storage of your device. (more than 100MB).
2. Location of repository: Shows the directory where recorded video saved.
3. Delete recorded files: Delete all recorded files in the save directory.

22.8. Video Sharing configuration Cloud Server

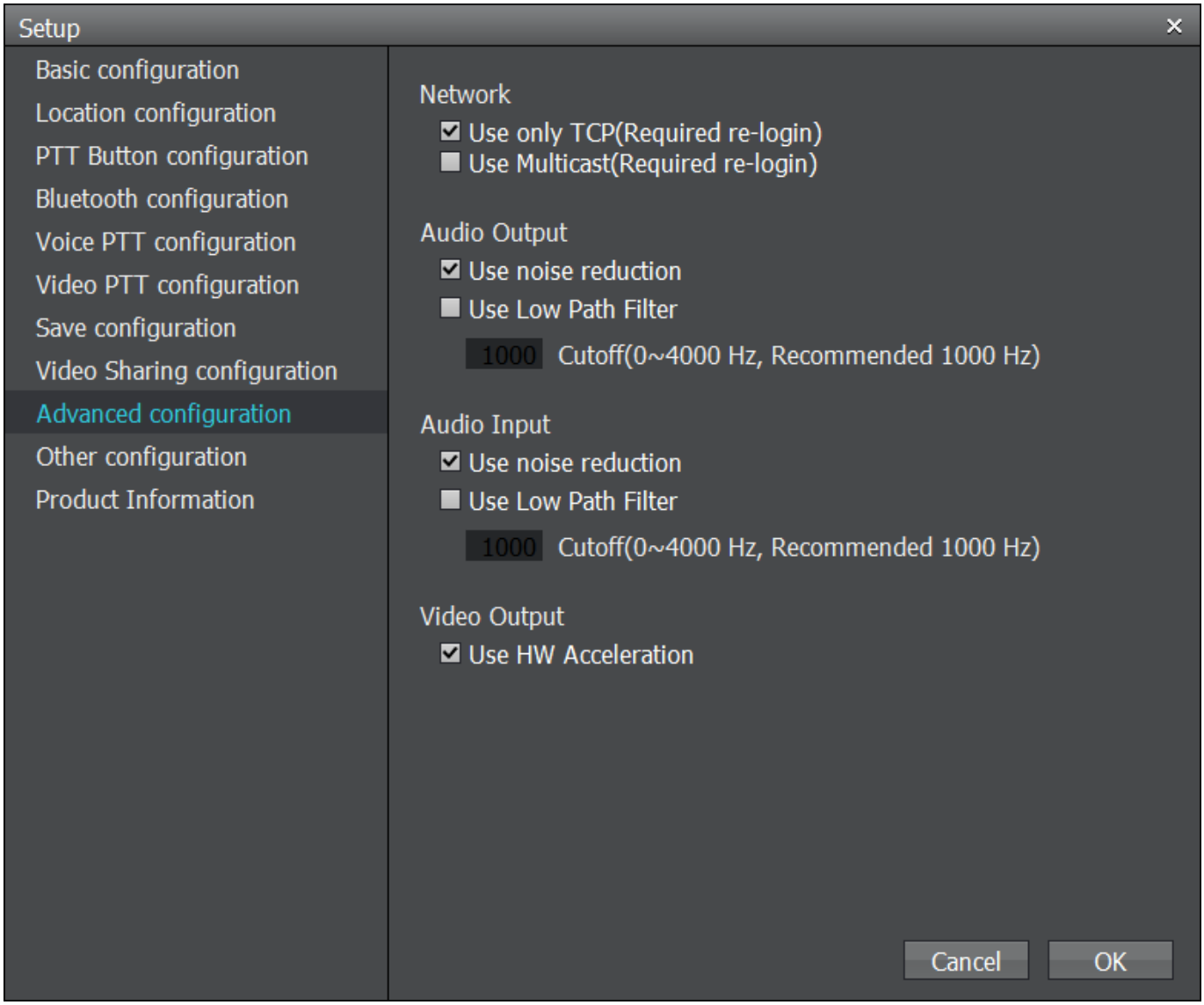
You can set up for video sharing options. Activated for Cloud Service/Server Package users who using video sharing service.



1. Video sharing Quality: you can select the quality of a transmitting video.
   - FullHD: 2Mbps
   - Highest: 2Mbps
   - High: 1Mbps
   - Medium: 512kbps
   - Low: 256kbps

2. Automatic recording during video playback: If you ON this option, automatically starts recording when you play a video.
3. Select a camera

22.9. Advanced configuration

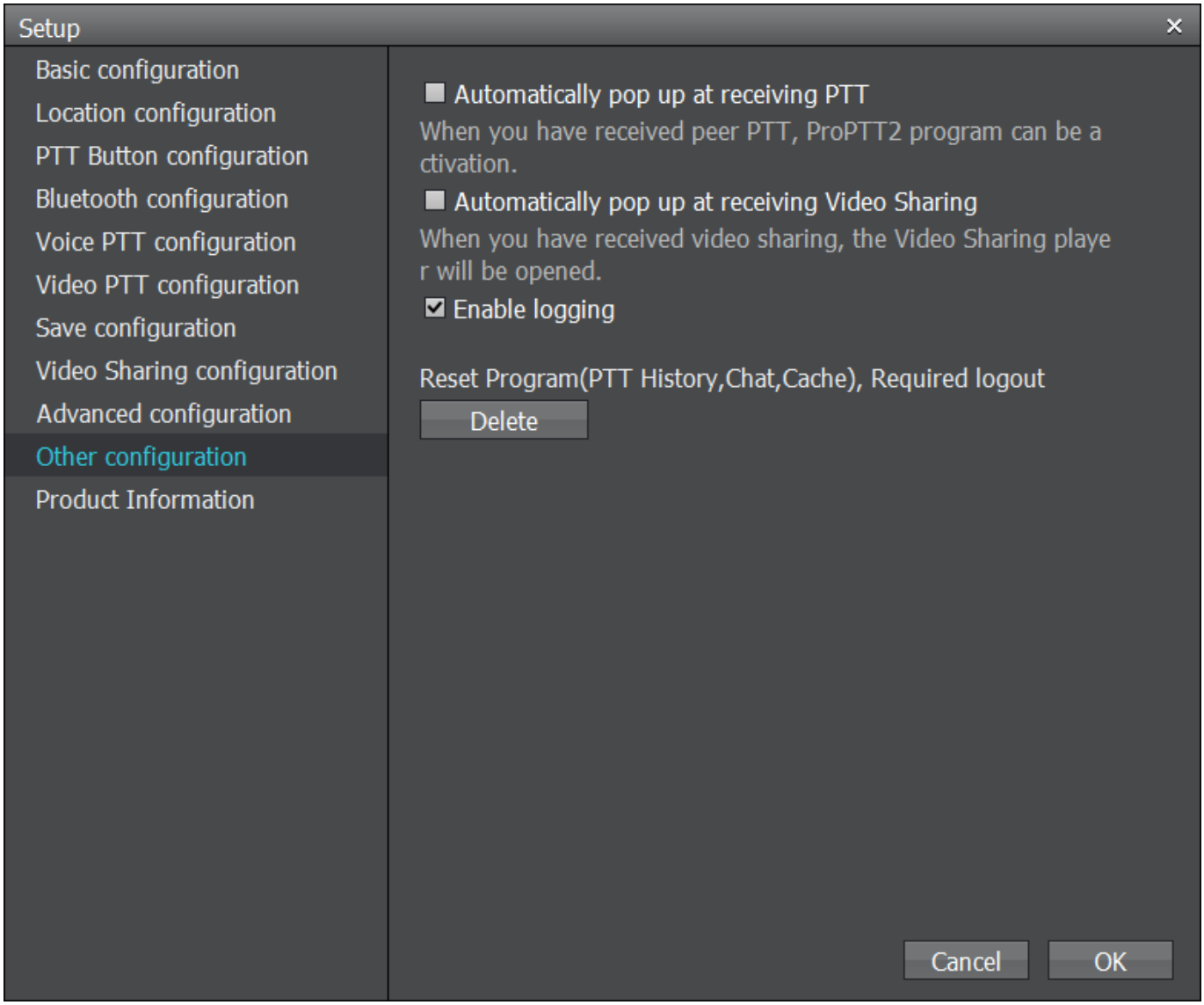


1. Network: Use only TCP during PTT communication (default: checked, if you change this setting, need to re-login to apply it)

2. Audio Output:
   - Using noise reduction (default: checked)
   - Use Low Path Filter
3. Audio Input
   - Using noise reduction (default: checked)
   - Use Low Path Filter

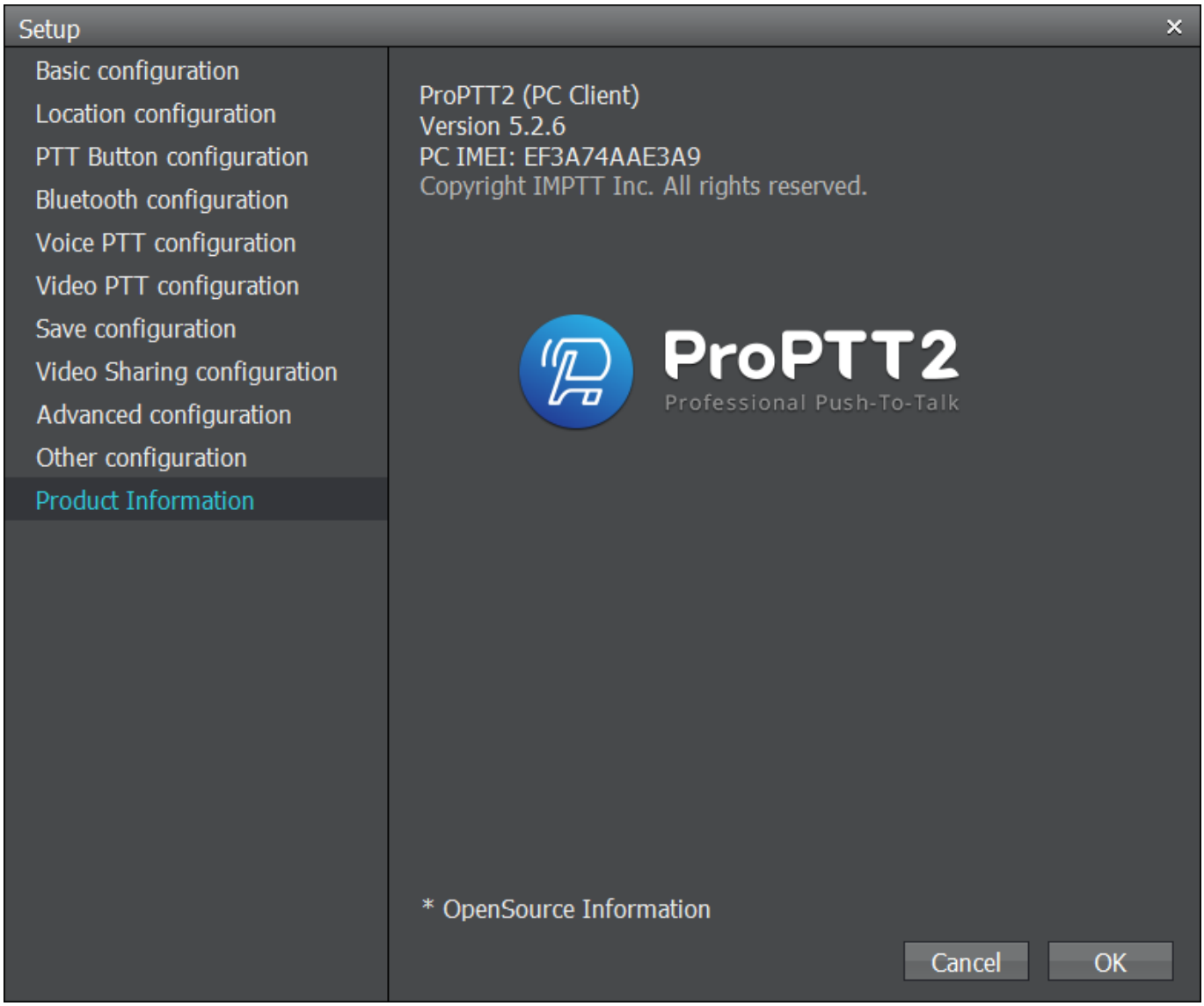
Video Ouput
- Use HW acceleration

22.10.Other configuration



1. Automatically pop up at receiving PTT: when you receive PTT, the program will be active.
2. Automatically pop up at receiving Video Sharing: when you receive a video sharing, the video player will be active.
3. Enable logging: enable logging option for PC client tracing.
4. Reset Program: Delete PTT History, Chat, cache files and reset program to default settings. Your account will be log out.

22.11.Product information



1. Name of the program: ProPTT2 (PC Client)
2. Version information: displays current version. Version.X.X.X
3. Display PC IMEI
4. ProPTT2 Logo
5. OpenSource information

23. FAQ

Please refer to FAQ page on ProPTT2 website.
FAQ: http://www.proptt2.com/en/support_faq.html