



FAQs

SmartPTT Wave PTX

A partnership between StarHub and Motorola Solutions



Introduction

To avoid any interruption to your Push-To-Talk (PTT) service, GRID Communications has partnered with Motorola Solutions, so you can seamlessly migrate to WAVE PTX connected by StarHub.

WAVE PTX is a subscription-based Push-To-Talk (PTT) group communication service which instantly connects teams across different devices, networks, and locations. WAVE PTX has already been successfully deployed to millions of end-users worldwide.

The GRIDTalk Broadband PTT service is being terminated on 31st March 2024. GRID Communications has recommended its customers to migrate to WAVE PTX full provided by StarHub and this migration is starting now.

This partnership has been developed to ensure GRIDTalk's customers - and new customers - have a viable alternative and uninterrupted service, as GRIDTalk discontinues its Broadband PTT service. It offers customers the unique solution of combining a global leader's PTT technology knowhow with local experience and support from Singapore's leading and most sustainable telco network.

Why migrate to SmartPTT Wave PTX?

Full end-to-end solution provider:

- **Recommended replacement service:** GRID Communications has thoroughly studied the WAVE PTX offering and believes it is the best replacement and upgrade available for its current customers.
- **Reliable, seamless island-wide communications:** operating on the StarHub network, your workforce will stay connected, wherever they are. Starhub delivers reliable coverage across 99.9% of Singapore's outdoor areas.
- **End-to-end solution:** StarHub provides a convenient and comprehensive one-stop, end-to-end solution. StarHub covers all your communication needs, including connectivity, devices, installation, and training. Benefit from a single point of contact, streamlining the process and swiftly meeting all your enterprise requirements.

Field-proven solution:

- **Unified management and user-friendly:** It has never been simpler to connect workgroups across multiple devices or to maintain your fleet with over-the-air programming (OTAP) and updates.
- **Predictable and affordable cost:** Fixed monthly subscription fees, low TCO and limited CapEx, so your plan can adapt with your business.
- **Secure communications:** WAVE PTX is hosted on the cloud with industry-leading cybersecurity, AES 256 Encryption and enhanced Network and SIM security.
- **Enterprise functionality:** WAVE PTX offers all the functionality of GRIDTalk such as private and group calling, talk group scanning, texts, video, photo and file sharing, dispatch, location mapping, geofencing and asset tracking, as well as exciting new features such as a portal and LMR interoperability with MOTOTRBO systems.
- **Critical communications:** Features such as emergency calling, alerts (also from one to many), remote monitoring and real-time video streaming keep workers connected, informed and safe; and WAVE PTX Dispatch provides the tools to effectively manage and rapidly respond to incidents.

1 General

1.1 What is SmartPTT Wave PTX

SmartPTT Wave PTX is a push-to-talk over cellular (PTToC) service provided by StarHub and Motorola to all Singapore's Enterprise customers.

With a single push of PTT button, user can communicate instantaneously with co-workers privately or in talk group. PTToC is a good replacement service for traditional walkie talkies and the old Motorola iDEN service.

1.2 Who is eligible to sign up for SmartPTT Wave PTX?

This product is available to all Singapore Enterprise customers with a local BRN.

1.3 How do I sign up for SmartPTT Wave PTX?

Drop an enquiry on [our webpage](#) or reach out to our StarHub Account Managers.

1.4 Is there a contract period for SmartPTT Wave PTX?

Yes, there is a minimum contract period of 24 months.

1.5 Can current GRID customers still use their existing equipment and connectivity if they migrate to SmartPTT WAVE PTX?

To enjoy the latest function and better device and network security, GRID customers who are looking to migrate to SmartPTT are strongly encouraged to take up SmartPTT WAVE PTX.

Product Features

2.1 What are the benefits and features of SmartPTT Wave PTX?

- Singapore island wide coverage; 99% outdoor coverage on our 4G network.
- Reliable and secure; PTT server hosted in Singapore with full end-to-end encryption.
- Agile and versatile; instantaneous communication across devices and work groups.
- Interoperability with Motorola LMR; operate on different network to maximise coverage and connectivity.
- End-to-end service integration by StarHub; from network to application support StarHub got you covered while you focus on your business.

2.2 How does SmartPTT Wave PTX work?

SmartPTT Wave PTX comprises of 3 major components:

- 1) StarHub Mobile Plan – mobile network connectivity
- 2) Motorola Wave PTX subscription license – PTT application
- 3) Motorola RG170 or other models – ruggedized PTT device

With SmartPTT Wave PTX, businesses of all sizes and functions can utilize the instant communication ability with multimedia support of the PTT over cellular/broadband that connect your team anywhere swiftly.

3.1 How much do I have to pay for SmartPTT Wave PTX? What are the offers available for SmartPTT Wave PTX?

Please visit our [website here](#) for the latest pricing and promotion. For more price related information, please reach out to your StarHub Account Manager or drop an enquiry in [our webpage](#)

3.2 How will I be billed for SmartPTT Wave PTX?

In your StarHub bill, you will be billed on a monthly recurring basis for both the StarHub mobile plan and SmartPTT Wave PTX (inclusive of Motorola Wave PTX license and PTT device).

4.1 How do I activate and start using the SmartPTT Wave PTX service?

On the Ready For Service (RFS) date, you should receive all the SIM cards and PTT devices.

Here are the general steps need to be taken to activate the service:

- 1) Put the SIM card into the PTT device.
- 2) Power on the PTT device, make sure it is connected to the internet (via Wifi or mobile data).
- 3) Turn on the Wave PTX application and activate your Wave PTX account.

For more details on Wave PTX activation and tutorials, please refer to RG170 + Wave PTX User Manual.

4.2 How do I (as the administrator) manage SmartPTT Wave PTX service such as user configuration and talk group configuration?

- A web portal access will be provided to each customer's administrator.
- Web portal URL: WAVE: Take Push-To-Talk (PTT) Further - Motorola Solutions (waveoncloud.com).
- From the web portal, the administrator can manage user configuration as well as talk group configuration.

4.3 Can I use SmartPTT Wave PTX outside Singapore?

Yes, SmartPTT Wave PTX service can be used and access outside of Singapore if there is internet connectivity. The Motorola Wave PTX application can work on Wifi or any internet connectivity. If you would like to use the StarHub mobile plan outside of Singapore, roaming charges would apply.

5 Setup, Troubleshooting & Support

5.1 How do I install/set up SmartPTT Wave PTX?

If you purchase Motorola PTT device, it will come with Wave PTX application. No installation is required. However, if you are using your own PTT device or any mobile device, you would need to download the Wave PTX application from App Store (for iOS device) or Play Store (for Android device).

5.2 I'm encountering issues with SmartPTT Wave PTX. What should I do?

If you encounter issue with SmartPTT Wave PTX, you can reach out to StarHub for support via the following channels:

- 1) Write-in to CS Service Support Helpdesk ssops@starhub.com, or;
- 2) Call 1631

6 Termination

6.1 How do I terminate my SmartPTT Wave PTX subscription?

Submit a request to your StarHub Account Manager or write-in to CS Business Helpdesk businesshelpdesk@starhub.com.

1 month notice period is required for service termination to take place.

6.2 Can I terminate my subscription anytime? Will I incur charges?

All SmartPTT Wave PTX subscription has a default min 24 months subscription period (inclusive of PTT device). If the termination request date is before the contract expiry date, early termination charges would apply. Early termination charges would be the total remaining months of the subscription for SmartPTT Wave PTX service.

6.3 Can I transfer ownership of my SmartPTT Wave PTX?

Transfer of ownership is currently not support for SmartPTT Wave PTX.

6.4 What happens to my subscription if my SmartPTT Wave PTX service is suspended or terminated?

Once your Wave PTX service is suspended, you will no longer have access to Wave PTX service including all the call logs and messages for your account. Generally, StarHub do not terminate or suspend the SmartPTT Wave PTX service unless:

- 1) It is written request from customer.
- 2) Due to overdue unpaid bill (email would be sent to customer before the suspension take place)

What PTT devices are available?

RG 170

Recommended for:
Multi-function workgroups
and island wide mobility



- Purpose build device with Wave PTX Application
- Simple interface for the end user (TouchScreen + Keyboard)

TLK 100

Recommended for:
Small workgroups and few
worksites



- Communicate instantly and manage talkgroups and subscriptions in real time
- Get the benefits of WAVE PTX PTT with a rugged two-way radio

Evolve

Recommended for:
Multi-function workgroups,
island wide and heavy
industrial worksites



- Resilient and Rugged
- Dual SIM capability
- Open app ecosystem
- Dedicated MC controls (PTT, emergency, channel)

End of FAQs



Useful Links

[SmartPTT WAVE PTX Website](#)

Contact Information

businesshelpdesk@starhub.com

Monday - Saturday, 8:30 am - 6:00 pm excluding PH

TECHNICAL RELATED ISSUES

www.starhub.com/biz-feedback

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All information stated is correct at time of publishing and subject to change without notice.

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