

E-PoC PC Dispatcher FAQs



What is Entel's E-PoC Dispatcher and what is it used for?

Entel's E-PoC Dispatcher is a Windows PC compatible application that lets you communicate with DN400 Radios, Smartphones with E-PoC app and existing radio systems (using the optional PMR / DMR radio Gateway).



You can read more about Entel's complete suite of E-PoC service software at the end of this document.

E-PoC Dispatchers:

- Can be deployed instantly anywhere there is an internet connection over LAN / Wi-Fi / Cellular etc.
- Are as easy as PMR446 to sell / buy. Entel even configures and administers E-PoC Dispatchers on Entel's E-PoC service (so you don't have to).
- Two versions of E-PoC Dispatchers are available, Basic and Advanced, with the following features:

FEATURES	BASIC	ADVANCED
Voice		
Group and individual calling	✓	✓
Broadcast call	✓	✓
Priority call (call interrupt)	✓	✓
Talk Group Scan (multi-listen)	✓	✓
Dynamic calls	✓	✓
Contact book	✓	✓
Local voice recording	✓	✓
Call queuing	✓	✓
Remote microphone live	✓	✓
Fast static / dynamic call via click on a zone to users in the zone	-	✓
Messaging		
Send / receive text messages to / from a terminal	✓	✓
Send text messages to some / group / all terminals	✓	✓
Email & SMS gateway	✓	✓
Emergency		
Emergency / Lone-Worker / Man-Down monitoring (requires emergency option on terminals)	✓	✓
Configure Lone-Worker protection properties (requires emergency option on terminals)	✓	✓
Display emergency caller location on map	✓	✓
General		
Communication with PMR / DMR radio users (requires Radio Gateway)	✓	✓
Get information from device	✓	✓
History	✓	✓
Channel manager	✓	✓
Take photo from terminals camera	✓	✓

FEATURES	BASIC	ADVANCED
Mapping		
Real-time positioning and precise location on the map	✓	✓
Detailed street view	✓	✓
Center on map	✓	✓
GPS history	✓	✓
Customizable map window size (multi-screen use)	✓	✓
Map zoom in / out	✓	✓
Geofencing / zones (create / edit / delete virtual zones on the map)	-	✓
Zone Management Properties:		
- Zone control (monitoring in / out)	-	✓
- Disable channel change	-	✓
- Modify zone shape / border	-	✓
- Export / Import zones: backup / restore zones	-	✓
- Dynamic group over zone	-	✓
Notifications Properties:		
- Passing in monitoring	-	✓
- Passing out monitoring	-	✓
- Check if empty monitoring	-	✓
- Stay time monitoring	-	✓
- Connect monitoring	-	✓
- Disconnect monitoring	-	✓
Lone-Worker Protection Properties (requires LWP option):		
- Enable LW for users in zone	-	✓
- Periodic check	-	✓
- Man down	-	✓
- Movement	-	✓
- Track battery level	-	✓
- Detect impact	-	✓
GPS track history routes for each user		
	-	✓

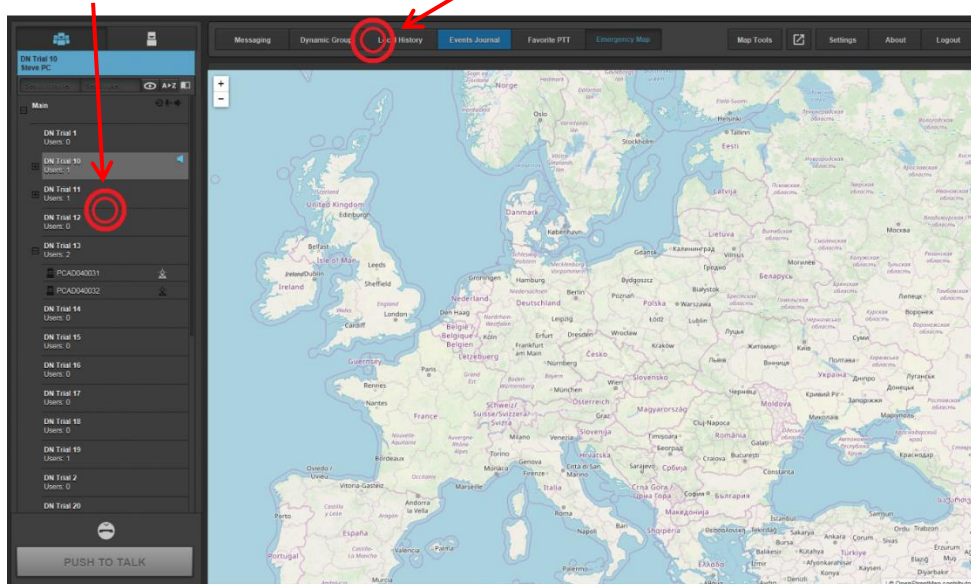
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What can I see on the Dispatcher display?

Main Dispatcher Screen:

Groups and users

Main menu

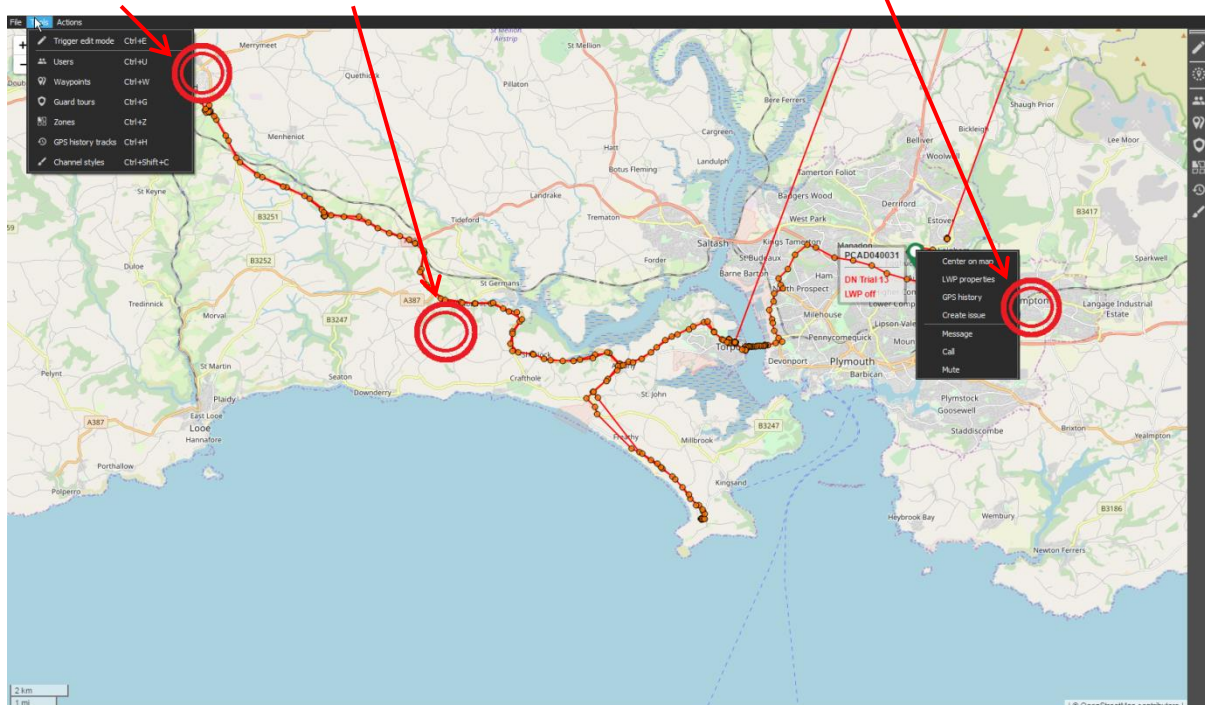


Advanced Dispatcher Map Tools Screen (can be opened on a second monitor):

General Tools

GPS Track

User Options



Does the Dispatcher require any specific accessories?

No, you can use standard PC accessories, speakers, headsets etc.

How does the Dispatcher connect to my radios?

To connect to E-PoC radios / Smartphones on Entel's E-PoC service the Dispatcher requires a connection to the internet.

If using a private E-PoC server an internet connection is required to access cellular networks. An IP connection (over LAN or Wi-Fi) is required for private Wi-Fi networks that don't have an internet connection.

Can I use more than one Dispatcher on my system?

Yes, the number is only limited by the number of software licenses you purchase.

Can the Dispatcher be configured to my specific requirements?

Yes, no matter if simple push-to-talk or sophisticated. Group calls, Individual calls, contact lists, etc. can all be customised and updated by Entel at any time over-the-air (OTA). No configuration work is needed to be applied either by the dealer or end user.

Can the Dispatcher integrate with existing Analogue & Digital radio systems?

Yes, Entel's Network Gateway links PoC, Analogue and Digital radio systems together making it possible to communicate between them all.

Can the Dispatcher be used on Wi-Fi only networks?

Yes and, if required, you can purchase and install your own private server.

Can I see who is on-line (presence check)?

Yes, all on-line users will be highlighted.

Can I send/receive text messages?

Yes.

Can I have my own private E-PoC server?

Yes, Entel has private servers of differing sizes. Costs available.

Can the Dispatcher be easily updated and reconfigured?

Yes.

What are the PC hardware requirements?

Minimum System Requirements

Operating System	Windows 7 32/64, Windows 8 32/64, Windows 10 32/64
CPU	Minimum 2GHz
Random Access Memory (RAM)	8Gb
Hard drive memory	500Gb
Display	Standard color display
Network card	Standard network card
Audio interface	For external speakers and microphone
USB interface	For optional microphones
Software	Java runtime environment SE 8 (32 bit) or higher

When will the Dispatcher be available?

The Advanced Dispatcher is available now with the Basic Dispatcher to be launched soon.

What is the cost?

Prices are available in Entel's latest Product Book release.

I'm interested to know more. Where do I go from here?

Please contact your local Entel Dealer for more information and to place an order.

E-PoC Service

What is Entel's E-PoC Service?

E-PoC is Entel's high performance, Business Critical, PoC (Push-to-talk over Cellular) service that, if required, can also link differing PTT (Push-to-Talk) networks together (including existing Analogue & Digital radio networks).

Entel's E-PoC servers are only ever hosted in Tier III+ data centres with full fall-back redundancy.

Entel's E-PoC products include:

- DN495 Radio <https://www.entel.co.uk/products/dn495>
- E-PoC Recorder www.entel.co.uk/recorder
- E-PoC PC Dispatcher www.entel.co.uk/dispatcher
- E-PoC Android Dispatcher www.entel.co.uk/androiddispatcher
- E-PoC Smartphone / Tablet App www.entel.co.uk/smartphone
- E-PoC Gateway www.entel.co.uk/gateway

E-PoC supports:

- Entel's DN400 range of business critical PoC radios
- Customers' existing smartphones and tablets (using Entel's E-PoC Smartphone / Tablet App)
- Multiple call types (including Priority, Emergency and Dynamic Group calls)
- Multiple emergency features (including Man-Down and Lone-Worker)*
- Messaging, status and data services**
- Indoor and outdoor location services (including mapping and tools such as geofence etc.)**
- Image and video services**
- Remote programming and update services
- Task management**
- Full recording and logging services
- A virtually unlimited number of simultaneous calls

What type of businesses will benefit from using Entel's E-PoC Service?

- Anyone requiring wide-area coverage
- Anyone requiring two-way radios that can always make a call, i.e. not limited by the number of VHF / UHF channels available
- Anyone requiring secure communications
- City users where, due to the built-up area, there is limited VHF / UHF range and very high channel congestion
- Anyone who needs to deploy a wide-area coverage radio system at short notice, e.g. highways maintenance, cycle race, car rally, marathon, etc.

Can I have my own private E-PoC server?

- Yes. Entel has private servers of differing sizes / costs available.

* At an additional cost on Smartphones

** Future feature and may carry an additional cost

Where are Entel's E-PoC servers located? My country's regulations require the server to be located within the country.

- Entel's E-PoC servers will only ever be hosted in Tier III+ data centres with full fall-back redundancy.
- Entel's E-PoC server hardware and locations have been carefully selected to ensure the best performance and lowest possible call latency (equivalent to DMR latency).
- Entel-owned or privately-owned Entel E-PoC servers can be installed wherever the business case / regulations demand.

Can I use Wi-Fi if I am in a building without cellular coverage?

Yes. To enhance indoor coverage existing Wi-Fi networks can be used.